

**REPORT TO ENVIRONMENTAL SERVICES COMMITTEE
MEETING OF WEDNESDAY, SEPTEMBER 17, 2025**

SUBJECT Hartland Public Drop-Off Expanded Hours Pilot Results

ISSUE SUMMARY

To provide an update on the Hartland Landfill and Public Drop-Off Depot Expanded Hours Pilot survey and seek approval to make the pilot hours permanent.

BACKGROUND

In June 2024, the Capital Regional District (CRD) Board approved a one-year pilot project to trial increasing access to Hartland Landfill and Public Drop-off Depot. In April 2025, the Board approved an extension of the pilot until October 31, 2025, to ensure a full year's worth of data could be collected and analyzed before a recommendation was made.

Expanded Hours Pilot Design

During the pilot, Hartland Landfill and Public Drop-off Depot were open for three extra hours on Saturdays from 7 am to 5 pm, instead of 7 am to 2 pm. Weekday hours remained the same (9 am to 5 pm) and the site remained closed on Sundays and statutory holidays. Expanding operating hours on Saturdays sought to:

- increase diversion rates for materials accepted at Hartland's Public Drop-off Depot and Material Diversion Transfer Station.
- decrease the amount of traffic at the Public Drop-off Depot during peak operating hours.
- receive feedback from the public to inform whether the pilot should be a permanent service.

Responses from the public survey, scale data and operational insights were examined to determine the results of the pilot.

Public Survey

A Checkbox survey was created to collect public feedback from Hartland customers and neighbours. The survey was promoted through digital advertising, social media, posters on site, Hartland staff and through the Rethink Waste Newsletter. The survey was open for responses from June 15, 2024 until June 15, 2025.

A total of 149 surveys were completed. Key results from the survey include:

- 85% of respondents identified as residential customers, 7% as neighbours and 7% as commercial customers.
- 93% of respondents answered "yes" when asked if Hartland Landfill extended Saturday hours should become permanent.
- Of the respondents that answered "no" when asked if Hartland Landfill extended Saturday hours should become permanent, 82% or 9 out of 11, identified as neighbours.
- Many respondents indicated that Saturdays are the only day they can come to Hartland and the extended hours are more convenient and reduce time spent waiting in line.

Operations Analysis

Vehicles that come to Hartland Landfill are recorded through the scale system. Scale data from June 2022 to June 2025 was analyzed and trends were compared across the three years to identify any noticeable changes between the before and after pilot periods.

Key trends observed through scale data include:

- The total number of vehicles (176,230) accessing the site during the year-long pilot increased by 11.5% (18,196) compared to the previous year (158,034).
- Over half (56%) of the increase in vehicle visits (10,202) occurred during the pilot hours (Saturdays from 2 pm to 5 pm).
- Vehicle counts on Saturdays increased by 35.4% visits during the pilot period compared to the previous year (28,379 to 38,432).
- Vehicles visiting the site on Saturdays for recycling increased by 24% (10,504 to 13,022) and decreased by 13.6% on Mondays (7,350 to 6,349).
- Vehicle visits for recycling across all days during the pilot period increased by 8.9% (37,644 to 40,984).

Over the course of the pilot period, Hartland operations staff observed a shift when customers chose to access the site, with many visiting during the extended pilot hours. Operations staff have made changes to scheduling and operations to accommodate adjusted customer behaviour.

Visits to the landfill are increasing overall; however, staff have observed that customer visits are spread more evenly across the expanded hours and there is no longer an influx of customers before closing as there was before the pilot. This shift in behaviour allows staff and contractors to better manage duties without a high volume of materials arriving all at once right before closing. Operations staff have also noticed fewer instances of lineups extending beyond the site gate onto Hartland Avenue.

ALTERNATIVES

Alternative 1

The Environmental Services Committee recommends to the Capital Regional District Board: That Hartland Landfill and Public Drop-off Depot's expanded hours become permanent, with Saturday opening hours remaining as 7 am to 5 pm.

Alternative 2

The Environmental Services Committee recommends to the Capital Regional District Board: That Hartland Landfill and Public Drop-off Depot's expanded hours do not become permanent, with Saturday opening hours reverting back to 7 am to 2 pm.

Alternative 3

The Environmental Services Committee recommends to the Capital Regional District Board: That this report be referred back to staff for additional information.

IMPLICATIONS

Financial

Extending service on Saturdays for the additional three hours incurs approximately \$1,000 in staff costs and an estimated \$3,000 in equipment contract costs each day. The approximate total

annual cost of these three extra Saturday hours is an estimated \$208,000. Funding for these expanded hours will be drawn from Environmental Resource Management's annual solid waste operating budgets. The main rationale for the expanded hours is to respond to long-time customer demand for increased weekend hours and to provide more opportunity for diversion.

CONCLUSION

From June 2024 to June 2025, the Capital Regional District piloted expanded hours at Hartland Landfill and Public Drop-off Depot, with Saturday hours extended until 5 pm. Public survey results, scale data and operations staff insights were examined to determine whether the pilot hours should be made permanent. Most survey respondents responded positively to the expanded hours. Scale data shows a 35% increase in visits to Hartland on Saturdays and operations staff report the extended hours have improved site operations. Staff will continue to monitor visits to Hartland and consider if further expansion of hours would be beneficial to both customers and operations in the future.

RECOMMENDATION

The Environmental Services Committee recommends to the Capital Regional District Board: That Hartland Landfill and Public Drop-off Depot's expanded hours become permanent, with Saturday opening hours remaining as 7 am to 5 pm.

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