



# **GARBAGE AND RECYCLING MASTER PLAN – PHASE 2 OPEN HOUSE FEEDBACK FORM AND DOTMOCRACY REPORT**

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## **EXECUTIVE SUMMARY**

In March 2011 the City of Winnipeg launched the second phase of the Garbage and Recycling Master Plan to find out how to improve garbage, recycling and composting services, and to determine the future of Brady Road Landfill.

The majority of respondents support City's efforts to increase diversion of waste from the current 17% to 50% if it was to cost residents more today, but save money in the future.

Respondents are supportive of phasing out the use of AutoBins. There was also considerable support for using a cart for garbage collection.

When asked about the options for recycling collection, there was more support for blue carts than blue boxes.

Support was close between collecting yard waste biweekly (from April to November) and four times a year. Support was more apparent for collecting kitchen waste organics.

Gauging support for bulky waste proved to be challenging, as there was confusion between bulky waste pickup and illegal dumping. There was little support for the City discontinuing bulky waste collection, more support for maintaining some sort of user fee charge, and split opinions over making the service tax-supported.

Finally, there was strong support for establishing community drop-off depots and for the proposed green opportunities at Brady Landfill.

## 1.0 BACKGROUND AND METHODOLOGY

A feedback form and dotmocracy sheets were administered at eleven open houses and during Home Expressions, which were held during a three week period:

Date	Open House Location	Time
Mon, Mar 14	Canad Inns Garden City, 2100 McPhillips Street	5pm-8 pm
Tues, Mar 15	Dakota Collegiate, 661 Dakota Street	5pm-8 pm
Wed, Mar 16	Sturgeon Creek CC, 210 Rita Street	5pm-8 pm
Thurs, Mar 17	Cindy Klassen Rec Complex, 999 Sargent Avenue	5pm-8 pm
Sat, Mar 19	Park City West CC, 115 Sandford Fleming Rd.	10am-1pm
Sat, Mar 19	Bronx Park CC, 720 Henderson Highway	2:30pm-5:30pm
Mon, Mar 21	École Henri Bergeron, 363 Enfield Crescent	5pm-8 pm
Tues, Mar 22	St. John's Leisure Centre, 601 Aikins Street	5pm-8 pm
Wed, Mar 23	Crescentwood CC, 1170 Corydon Avenue	5pm-8 pm
Thurs, Mar 24	St. Norbert CC, 3450 Pembina Hwy	5pm-8 pm
Wed, Mar 30	Millenium Library, 251 Donald St	11:30am-1:30pm
March 30-April 3	Home Expressions, 375 York Ave (Convention Centre)	Various

Further, the dotmocracy questions were hosted on our website.

The feedback form was administered in conjunction with “dotmocracy” questions at the open houses. The objective of both feedback tools was to capture stakeholders’ opinions on the options for the City of Winnipeg - Water & Waste Department’s Garbage and Recycling Master Plan.

**Since the respondents of the feedback form and dotmocracy sheets are self-selecting, the results are not scientific and only a summary of the responses received.** This means that no estimates of sampling error can be calculated and therefore no margin of error is attributed to the results in the report.

## 2.0 PROFILE OF RESPONDENTS – FEEDBACK FORM

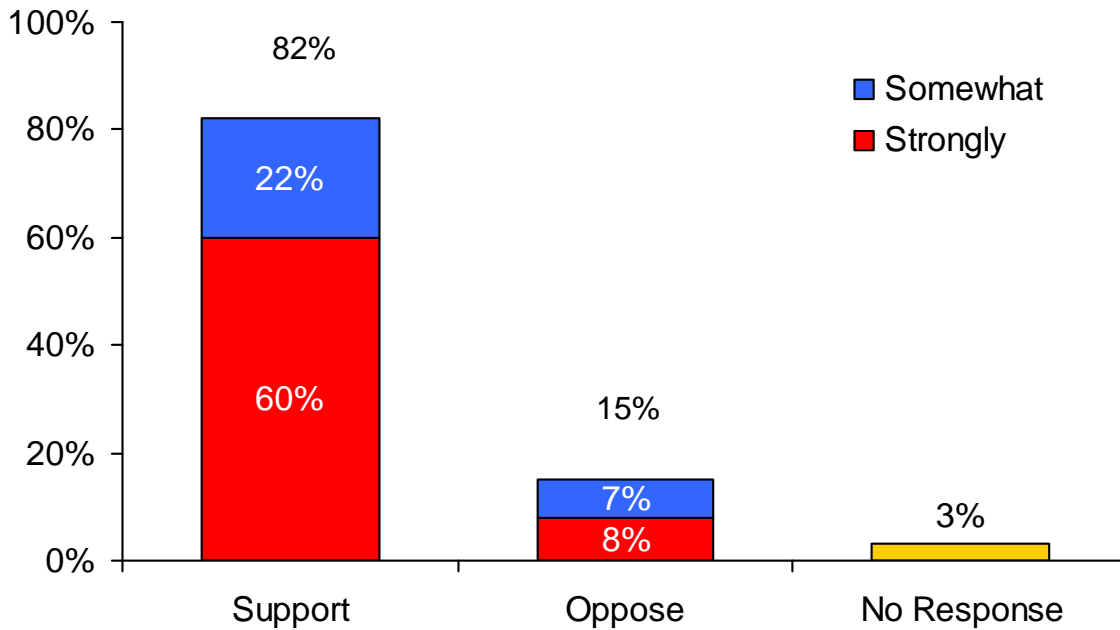
	<b>TOTAL % (n = 175)</b>
<b>Open House Location</b>	
Canad Inns Garden City	20
Crescentwood CC	17
Cindy Klassen Rec Complex	12
Bronx Park CC	10
St. Norbert CC	10
St. John's Leisure Centre	8
Dakota Collegiate	5
École Henri Bergeron	5
Sturgeon Creek CC	4
Millenium Library	4
Home Expressions	3
Park City West CC	1
<b>City Region (Postal Code)</b>	
Southwest	52
Core Area	49
Northwest	37
Northeast	20
Southeast	12
<b>Type of Dwelling</b>	
Single detached house	85
Duplex/multiplex	9
Apartment/Condominium	7
<b>Garbage Collection Type</b>	
Individual curb side manual	42
Back lane shared AutoBin/ Wheelbarrow carts in AutoBin area	29
Automated cart	23
Apartment/Condominium	6
<b>Note: NR removed</b>	

### 3.0 RESEARCH RESULTS – FEEDBACK FORM

#### 3.1 Support for Garbage and Recycling Master Plan

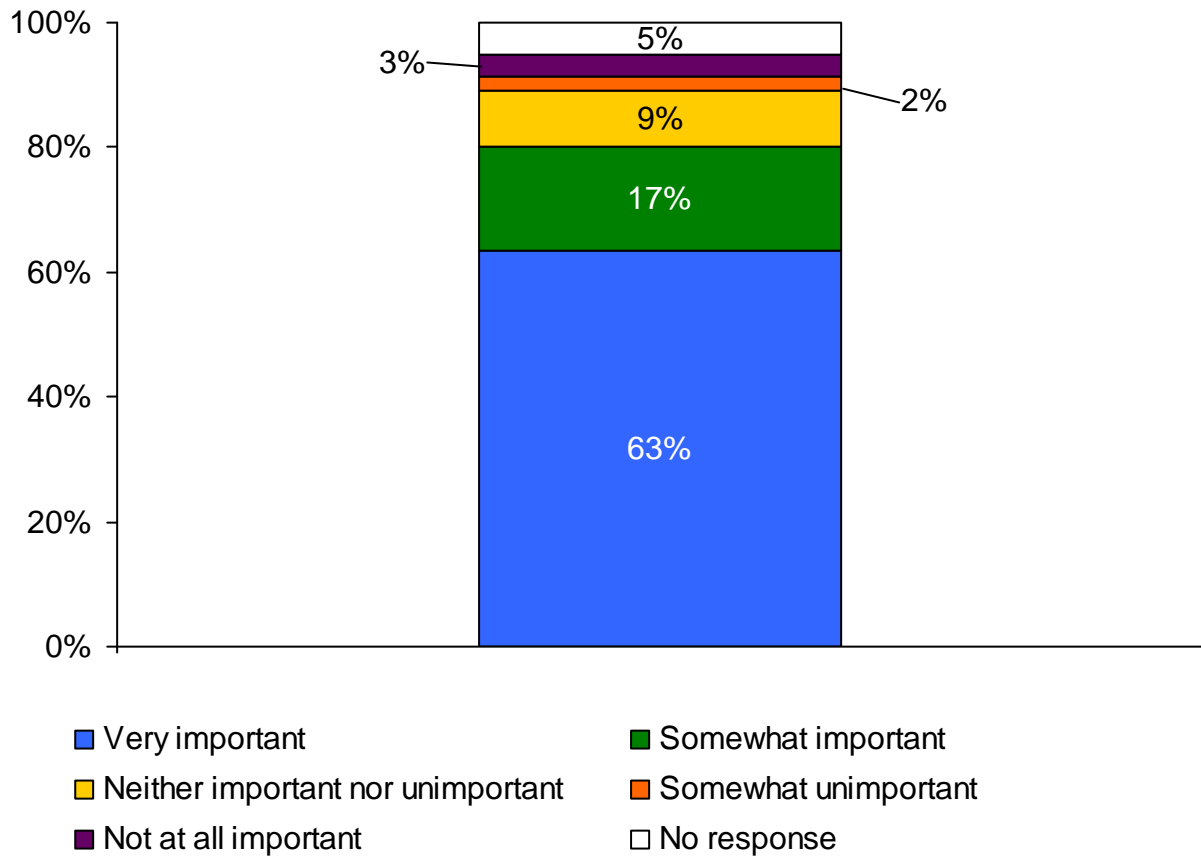
The majority of respondents (82%) support the City’s efforts to increase diversion of waste from the current 17% to 50% if it was to cost residents more today, but save money in the future.

*“The City is currently creating a Garbage and Recycling Master Plan to provide options to increase the amount of material kept out of the landfill and provide equitable services. Do you support the City’s efforts to increase diversion of waste from the current 17% to 50% if it was to cost residents more today, but save money in the future?” (n=175)*



Respondents felt it was either very or somewhat important (80%) that a community demonstrates care and protection of our environment in attracting and keeping young citizens to Winnipeg.

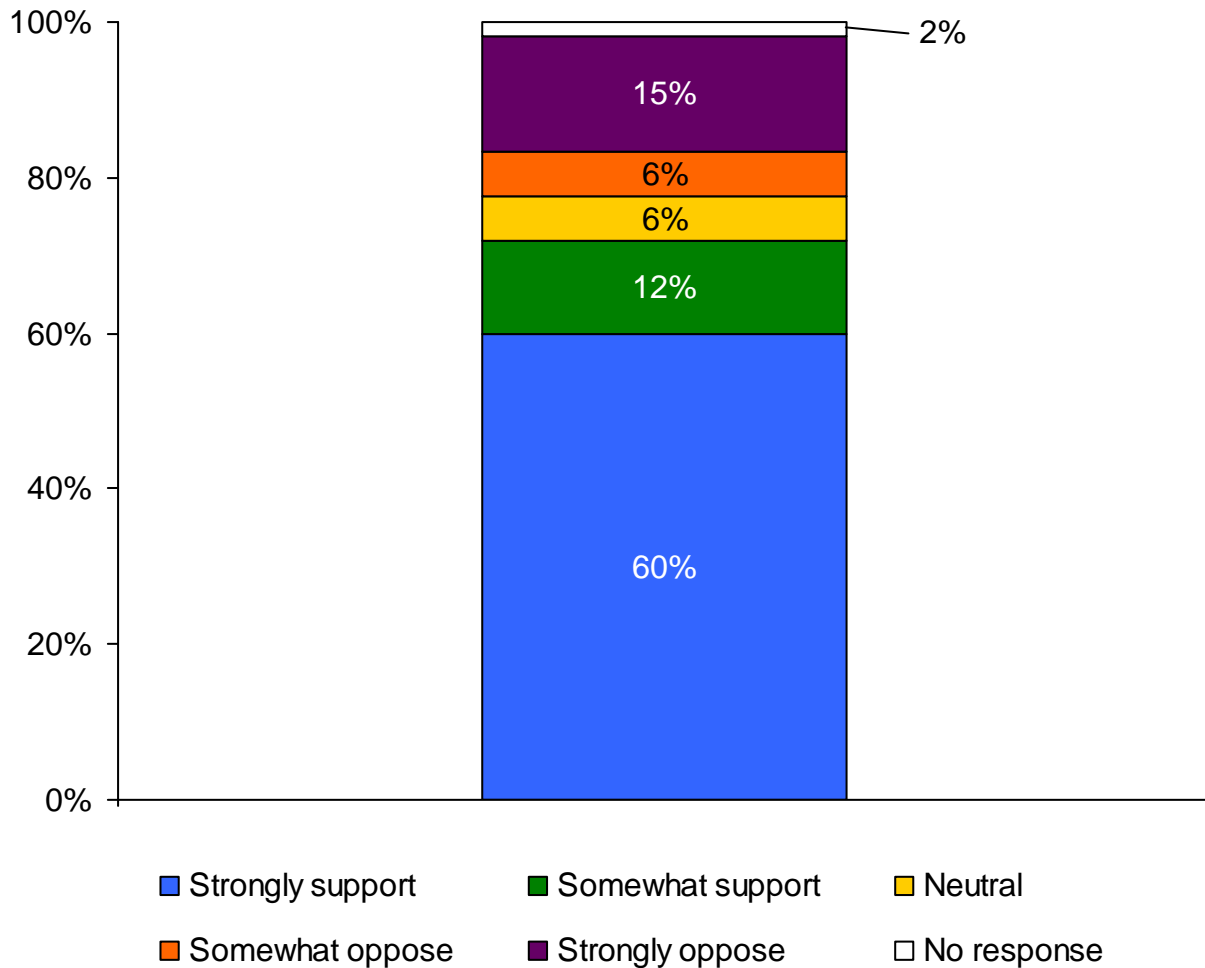
*“How important is it that a community demonstrates care and protection of our environment in attracting and keeping young citizens to Winnipeg?” (n=175)*



### 3.2 Support for Phasing out AutoBins

A majority (72%) of respondents support phasing out the use of AutoBins.

*“The cost for collecting garbage from AutoBins is twice as expensive as collecting garbage from the rest of Winnipeg. The City is considering phasing out the use of AutoBins. How supportive are you of the initiative?” (n=175)*

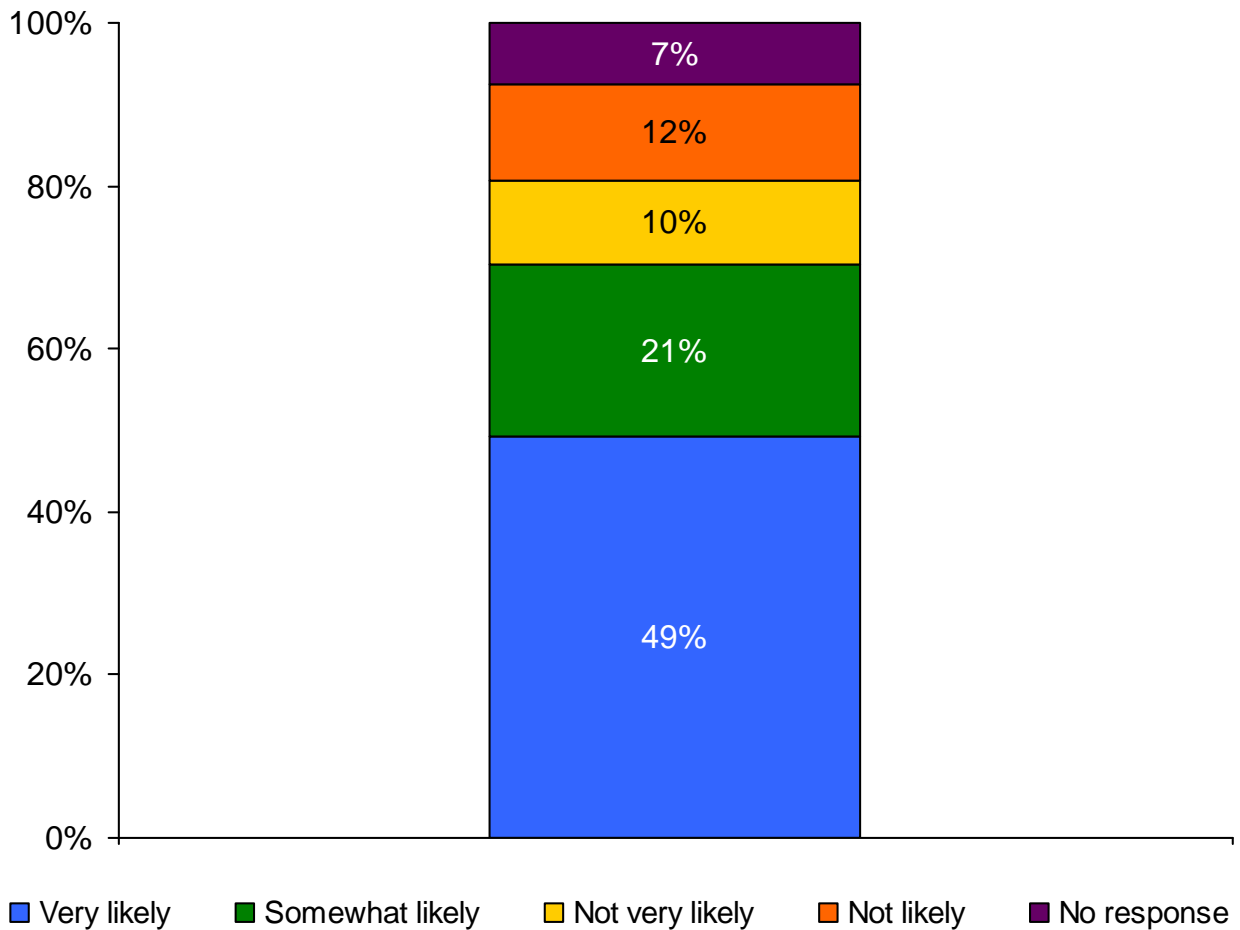




### 3.3 Likelihood of Separating Items

Seven-in-ten (70%) respondents would separate items at the landfill or community drop-off depot if it meant paying less.

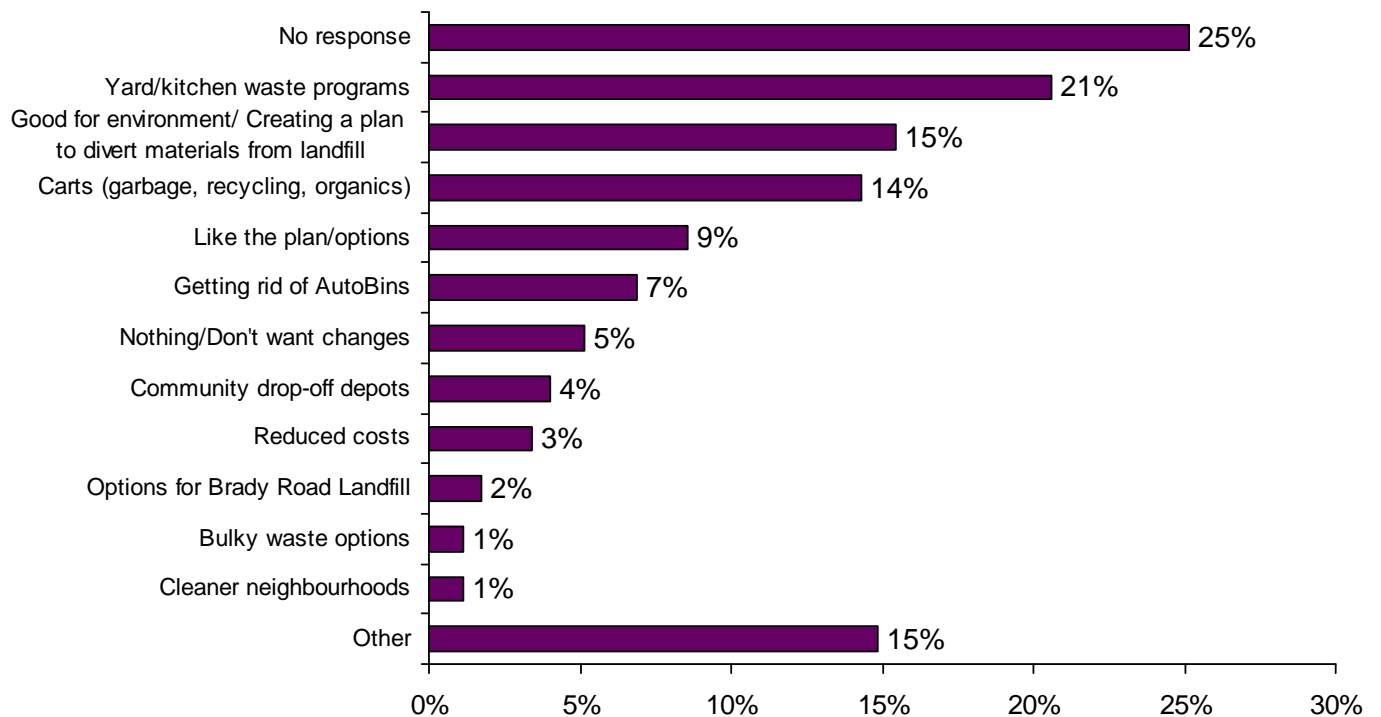
*“How likely would you be to separate your items at the landfill or community drop-off depot if it meant you would pay less?” (n=175)*



### 3.4 Positive Qualities of the Master Plan

Most respondents (25%) didn't provide a response regarding what they liked about the plan. Among those with comments, most (21%) had comments about the yard/kitchen waste programs. Other comments included support for diverting materials from the landfill/being environmentally friendly (11%), and support for carts (garbage, recycling, organics) (14%).

*“What, if anything, do you like about the options we are considering for the Master Plan?”*  
(n=175)



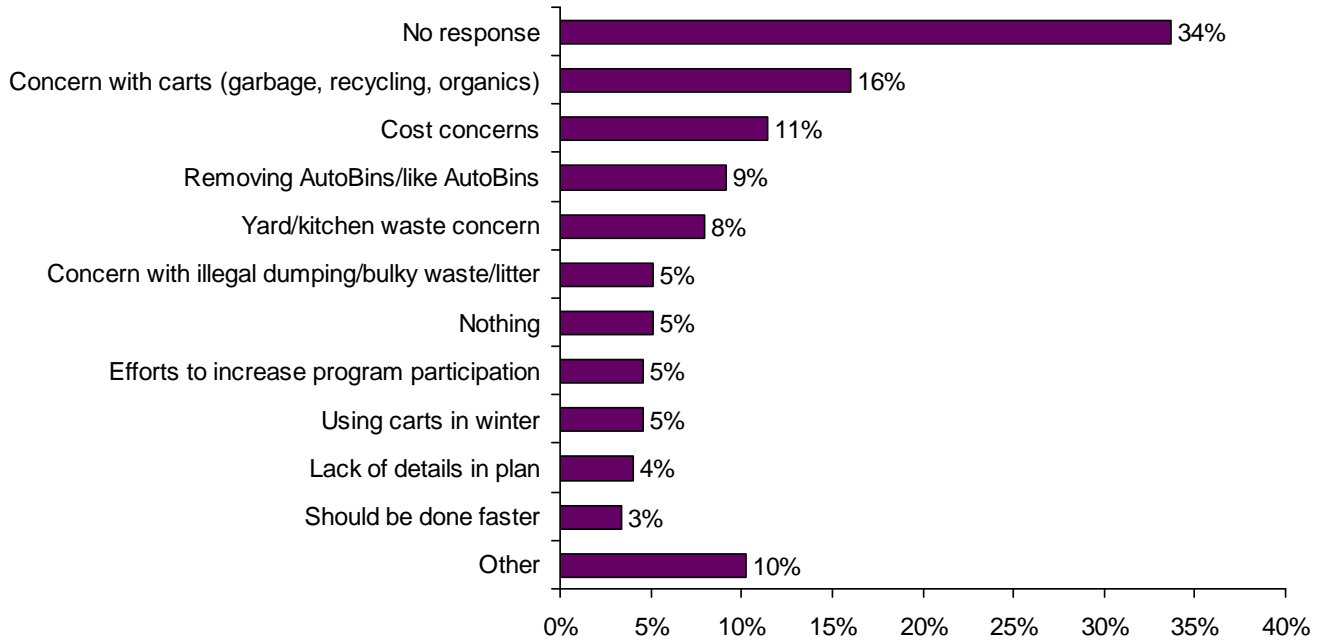
\* Total will exceed 100% due to multiple responses

Some other responses included: “I like them all, but depots should pay the bottle deposit and we must do more for commercial waste.”, “I would not go to the landfill to drop garbage off. Something needs to be done and this is a good starting place.”, and “More flexible when doing repairs in the home for removal of old carpets, or re-use.”

### 3.5 Negatives Qualities of the Master Plan

Most respondents (34%) didn't provide a response regarding what they disliked about the plan. Among those with comments, most (16%) had concerns with carts. Other concerns included cost (11%), removing AutoBins (9%) and composting/kitchen waste (8%).

*“What, if anything, do you dislike about the options we are considering for the Master Plan?” (n=175)*



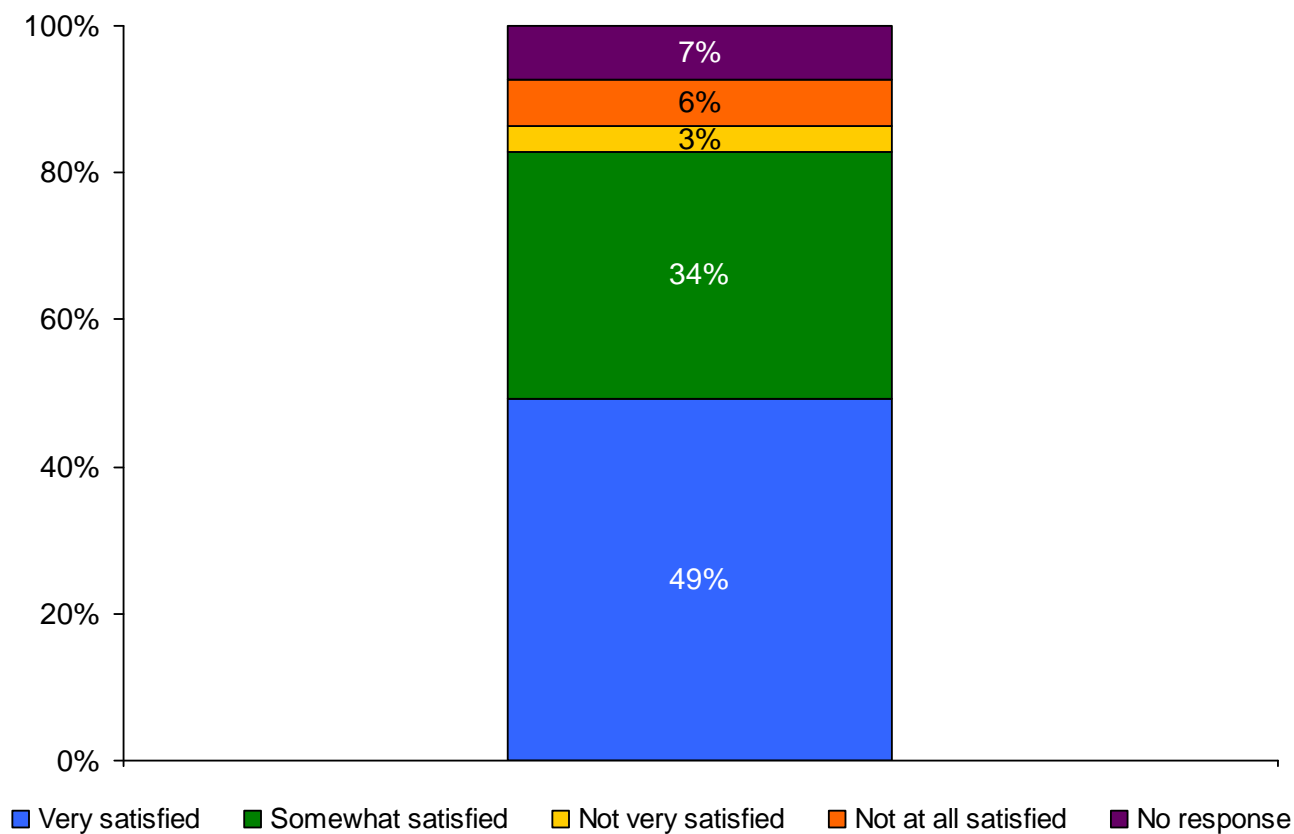
\* Total will exceed 100% due to multiple responses

Some other responses included: “Does not take into account people without vehicles. Do not like serial # idea - should be able to buy from Walmart, or other stores.”, “What are people supposed to do with the garbage cans (1-3 per household) that they currently own? Is it not terribly wasteful to ask people to get new bins to replace the ones they have. They won't be able to throw them in their new bin.”, and “This master plan is out of date. Recycling is too costly and not working. More people in Winnipeg means more garbage.”

### 3.6 Satisfaction with Open House

The strong majority (83%) of respondents were satisfied with the Open House they attended.

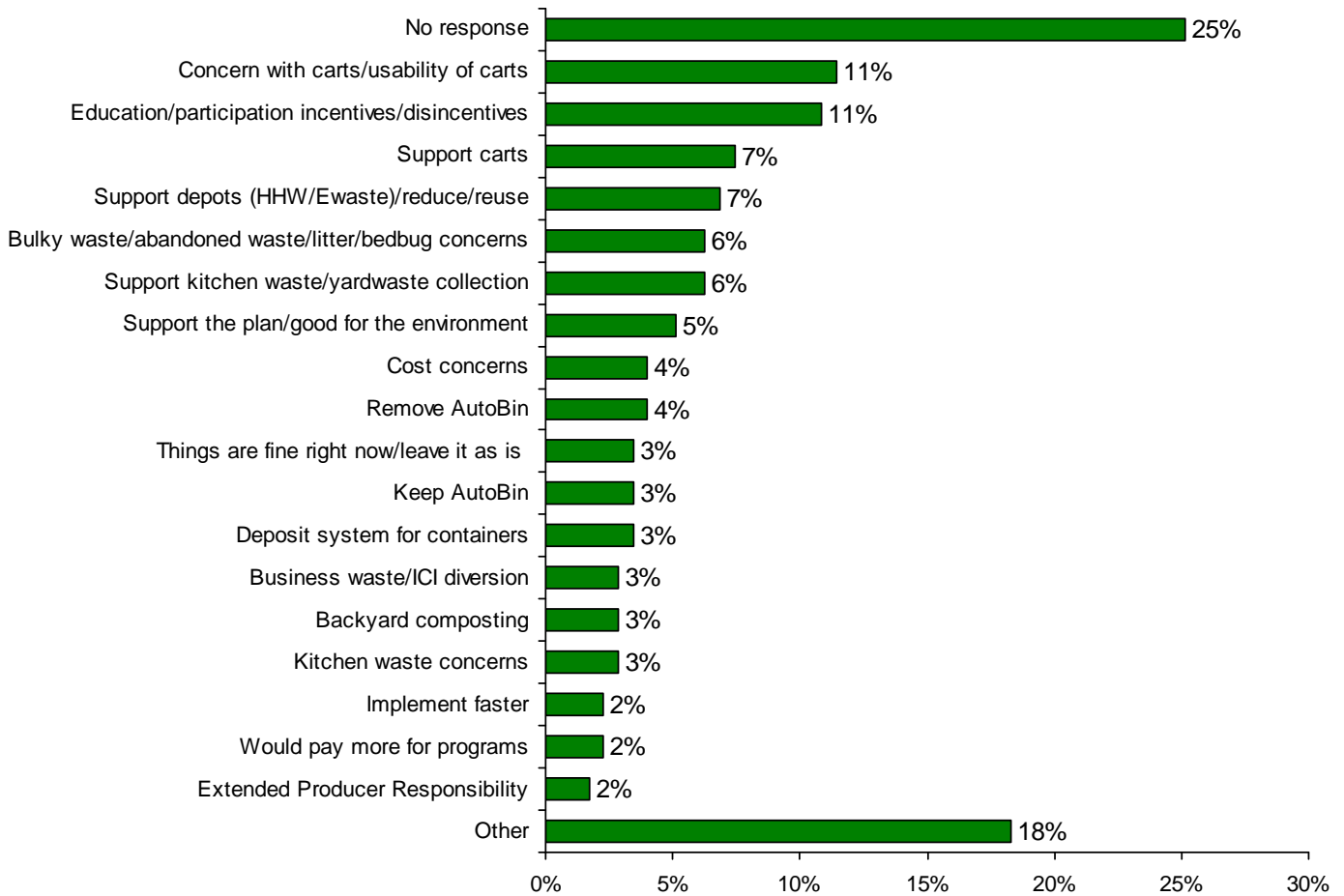
*“Overall, how satisfied are you with this Open House?” (n=175)*



### 3.7 Final Comments

Most respondents (25%) didn't provide any comments about Winnipeg's garbage, recycling or organics program. Among those with comments, most had concerns with the carts (11%) or participation incentives/disincentives (11%).

*"Do you have any other comments regarding Winnipeg's garbage, recycling or organics program?" (n=175)*



\* Total will exceed 100% due to multiple responses

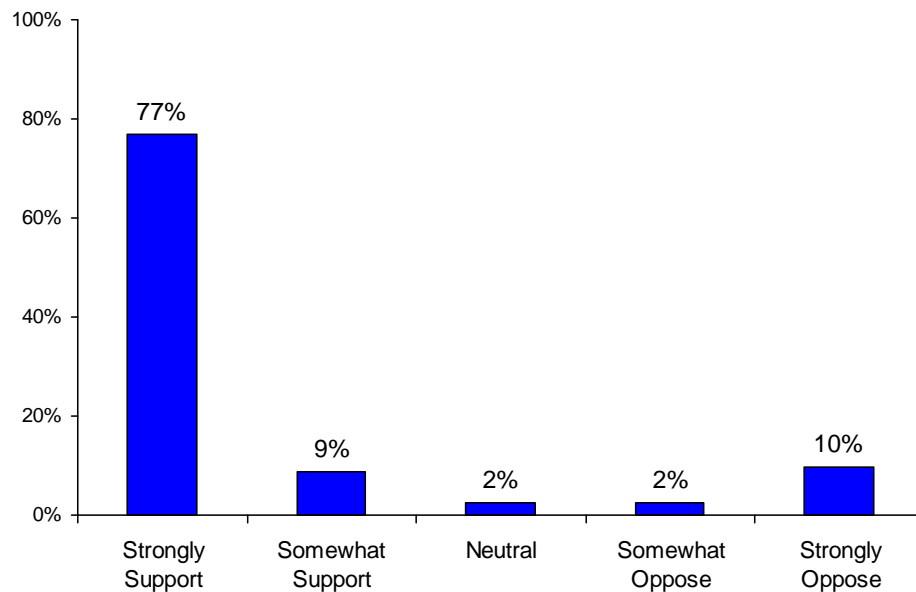
Some other responses included: "If you are going to enforce a limit on amount (&size) of garbage that will be picked up, then you must allow for a)year-round yard waste pick-up, b)bulky waste pick-up. Your "limits" must have flexibility to allow for unusual circumstances.", "Remember that there a lots of low income families living in Winnipeg. Make sure programs are accessible for everyone. Not everyone has a vehicle to dump off loads at Brady site or other sites. And they can't afford the bus never mind renting a vehicle. Think accessibility and avoid stigmatizing or marginalization of population groups.", and "How about making pick up of garbage once per week throughout the year (52 times per year as opposed to 49 or 50 times). Since it's all being contracted out."

## 4.0 RESEARCH RESULTS – DOTMOCRACY

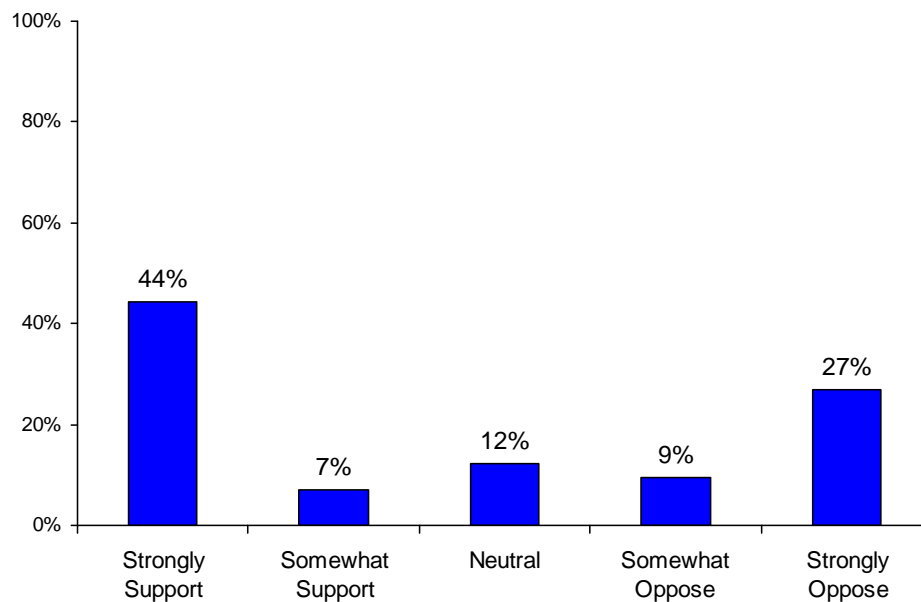
### 4.1 Recycling Collection

There was more support for blue carts (86%) than blue boxes (51%) for recycling collection. On our website there was also more support for blue carts (77%, n=35) than blue boxes (47%, n=32).

*“How much do you support automated collection using a **blue cart** for recycling?” (n=423)*



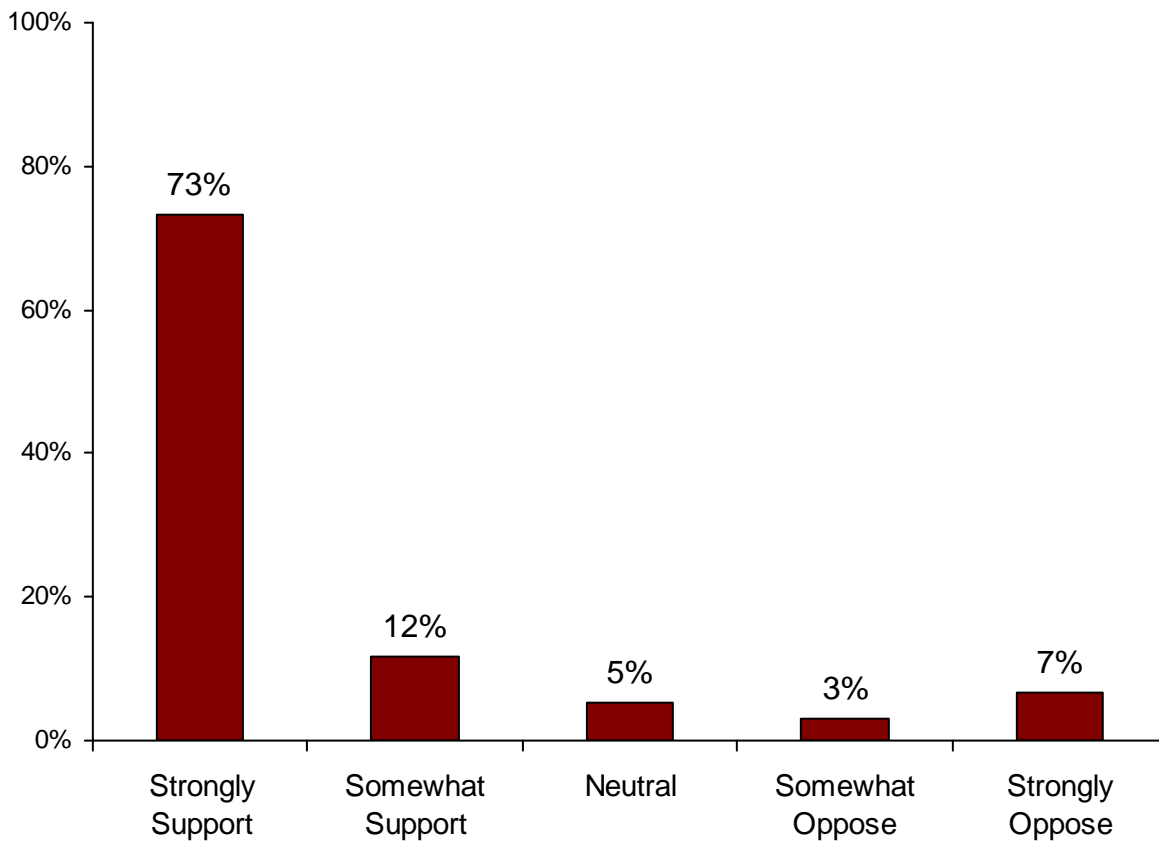
*“How much do you support continuing with **blue box** service for recycling?” (n=341)*



## 4.2 Community Depots

There was strong support for establishing community drop-off depots (85%). On our website there was also a lot of support for establishing community depots (71%, n=27).

*“How much do you support establishing community drop-off depots?” (n=319)*

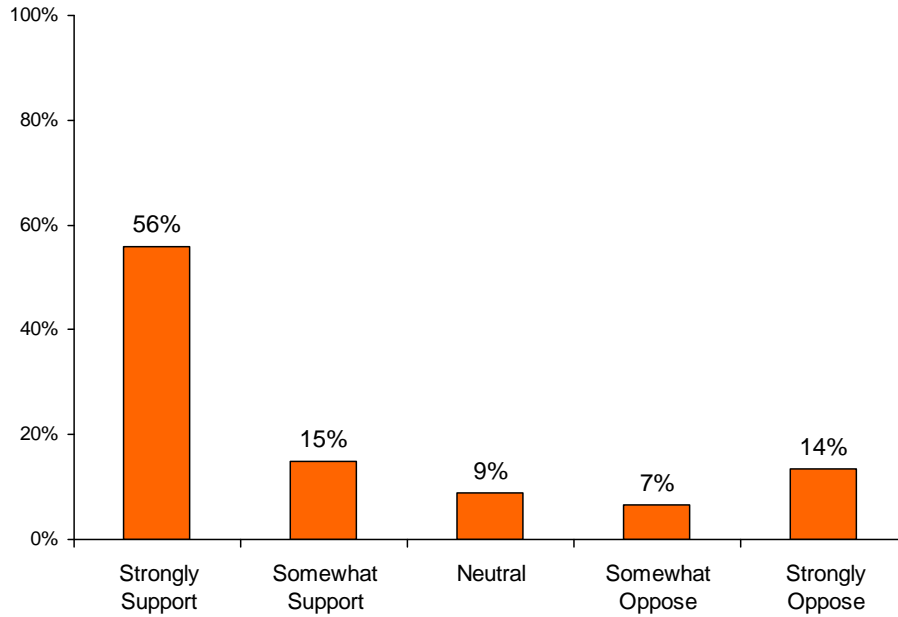


### 4.3 Yard Waste

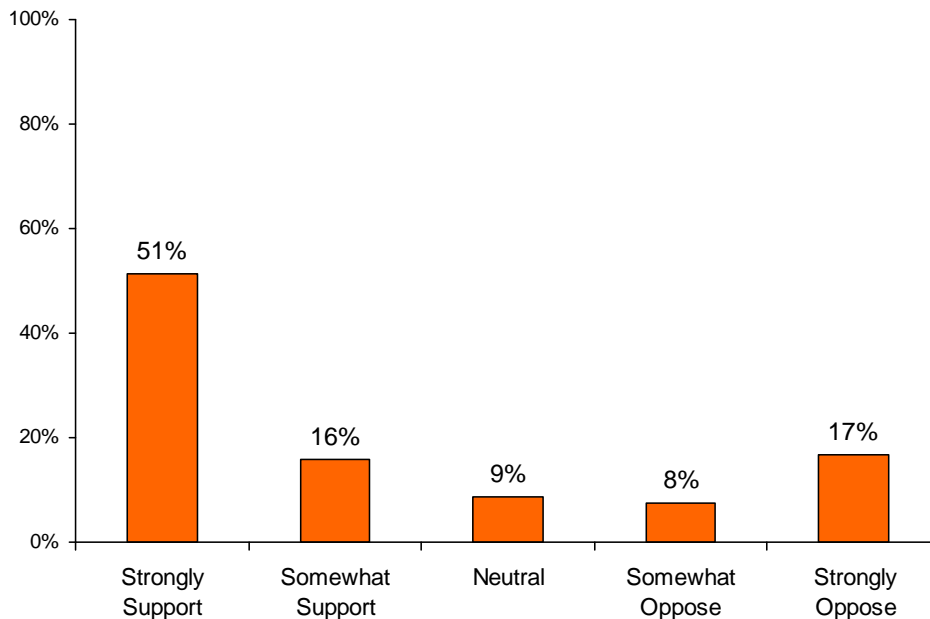
Support was close between collecting yard waste biweekly (71%) and four times a year (67%).

On our website the support was greater for collecting yard waste biweekly (80%, n=30) over four times a year (60%, n=27).

*“How much do you support **biweekly** yard waste collection? (from April to November)” (n=347)*



*“How much do you support **4** yard waste collections? (2 in spring, 2 in fall)” (n=317)*

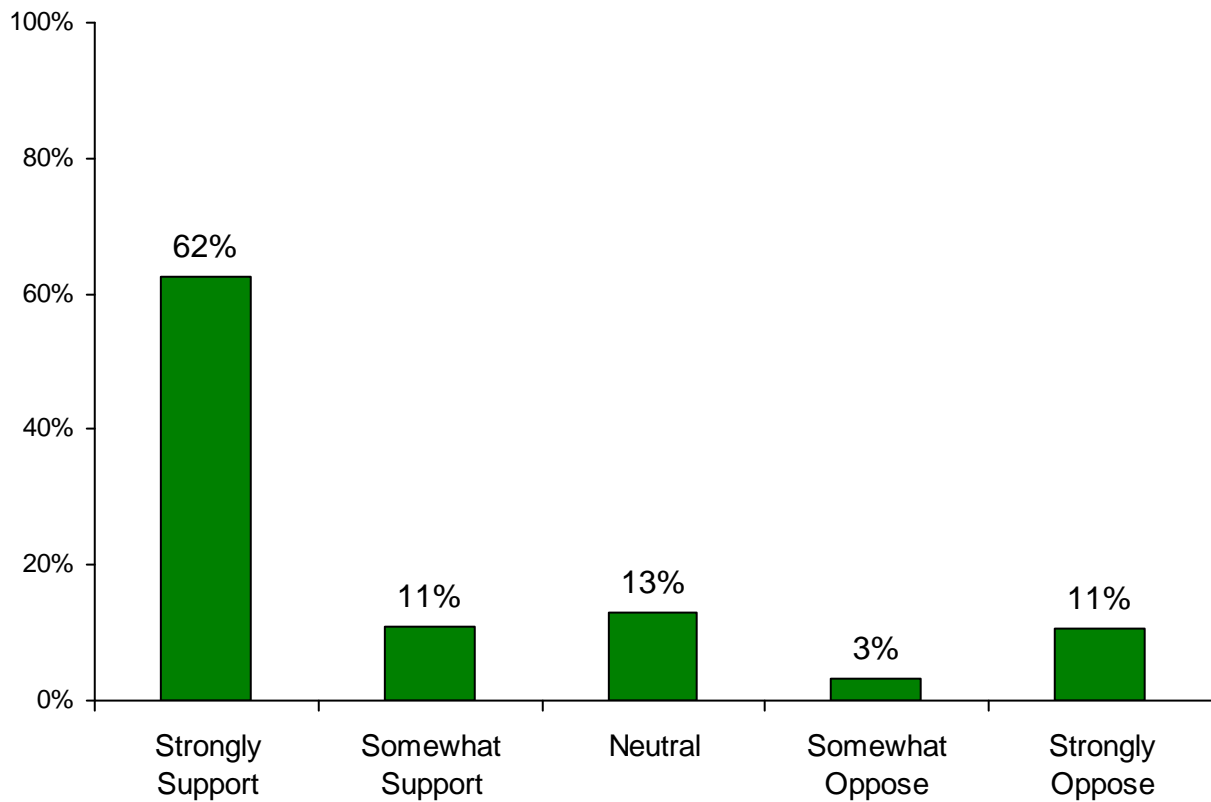




#### 4.4 Kitchen Waste Organics Collection

There was considerable support for collecting kitchen waste organics (73%). On our website there was also a lot of support for collecting kitchen organics (83%, n=30).

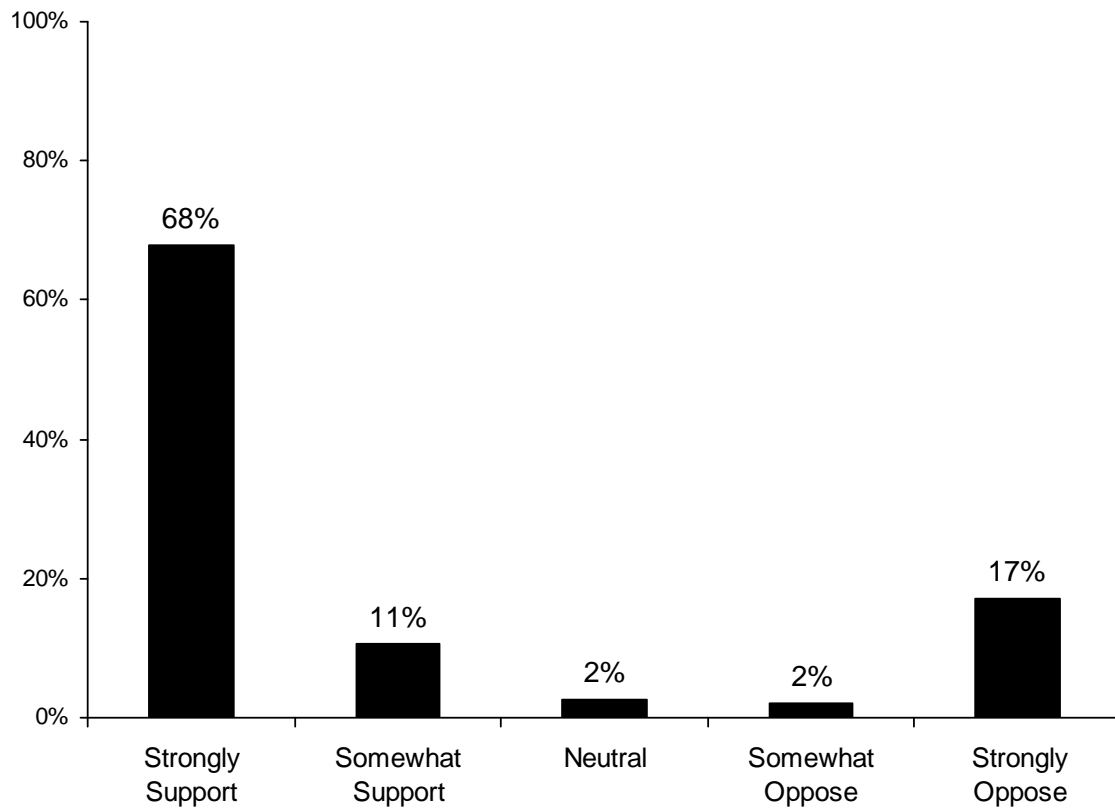
*“How much do you support collection of kitchen waste organics?” (n=389)*



## 4.5 Garbage Collection

There was also considerable support for using a cart for garbage collection (79%). On our website there was considerable support for using a cart (74%, n=27).

*“How much do you support automated collection using a cart for garbage?” (n=404)*

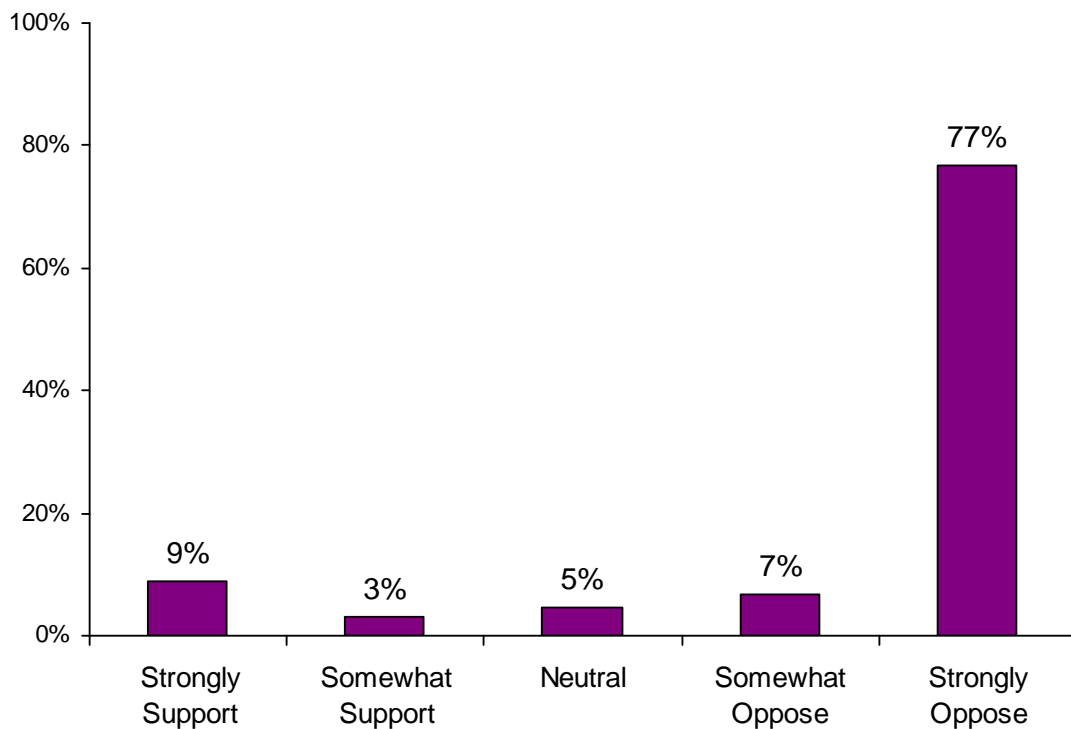


## 4.6 Bulky Waste Collection

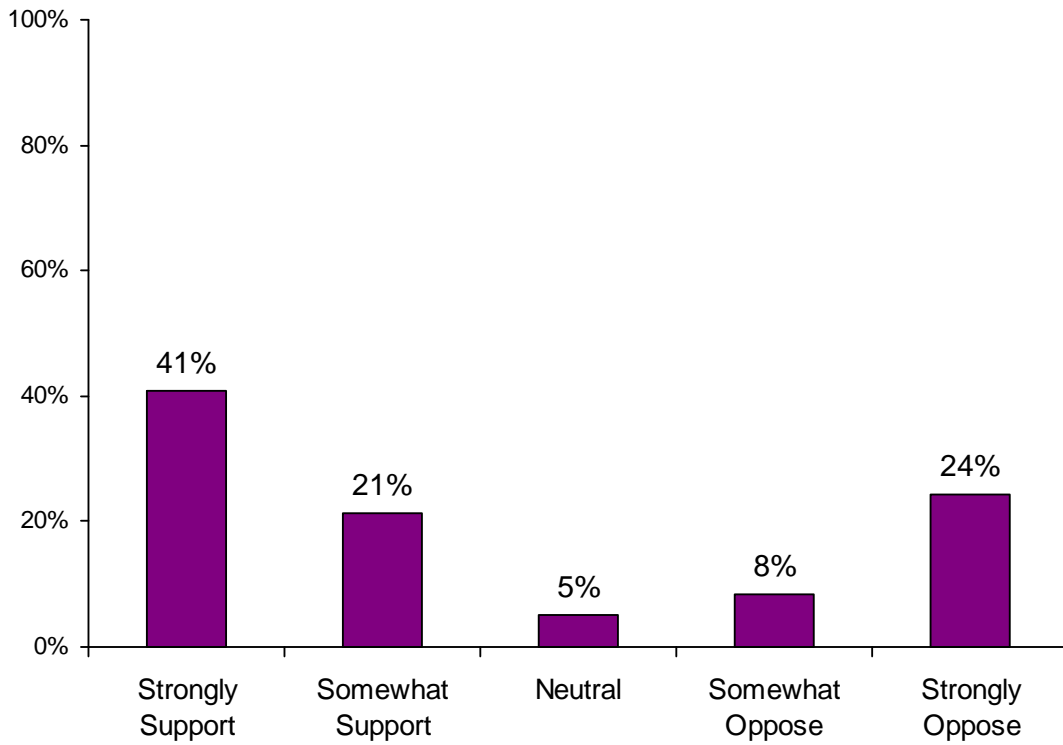
Gauging support for bulky waste proved to be challenging, as there was confusion between bulky waste pickup and illegal dumping. There was little support for the City discontinuing bulky waste collection (12%); while there was more support for maintaining some sort of user fee charge (62%) over making the service tax-supported (49%).

On our website support was strongest for a user fee (78%, n=23), while opinions were split for a tax-supported service (52%, n=25). Support for the City discontinuing the service was also small (8%, n=23).

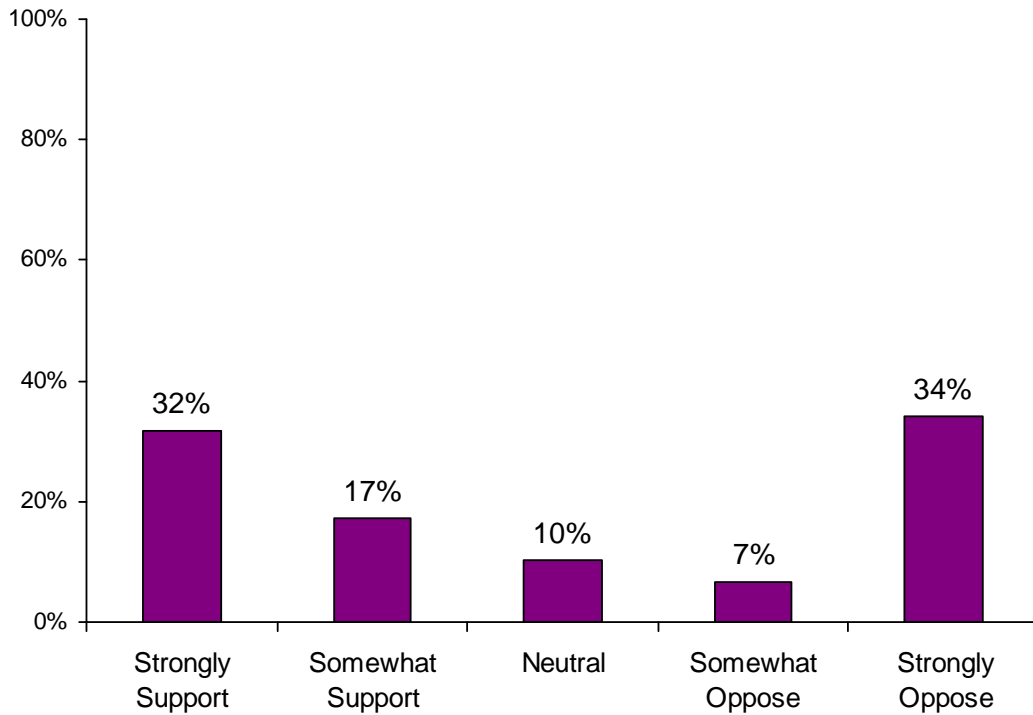
*“How much do you support the **City discontinuing** bulky waste collection service?”*  
(n=194)



“How much do you support city-wide **user fee** for bulky waste collection?” (n=193)



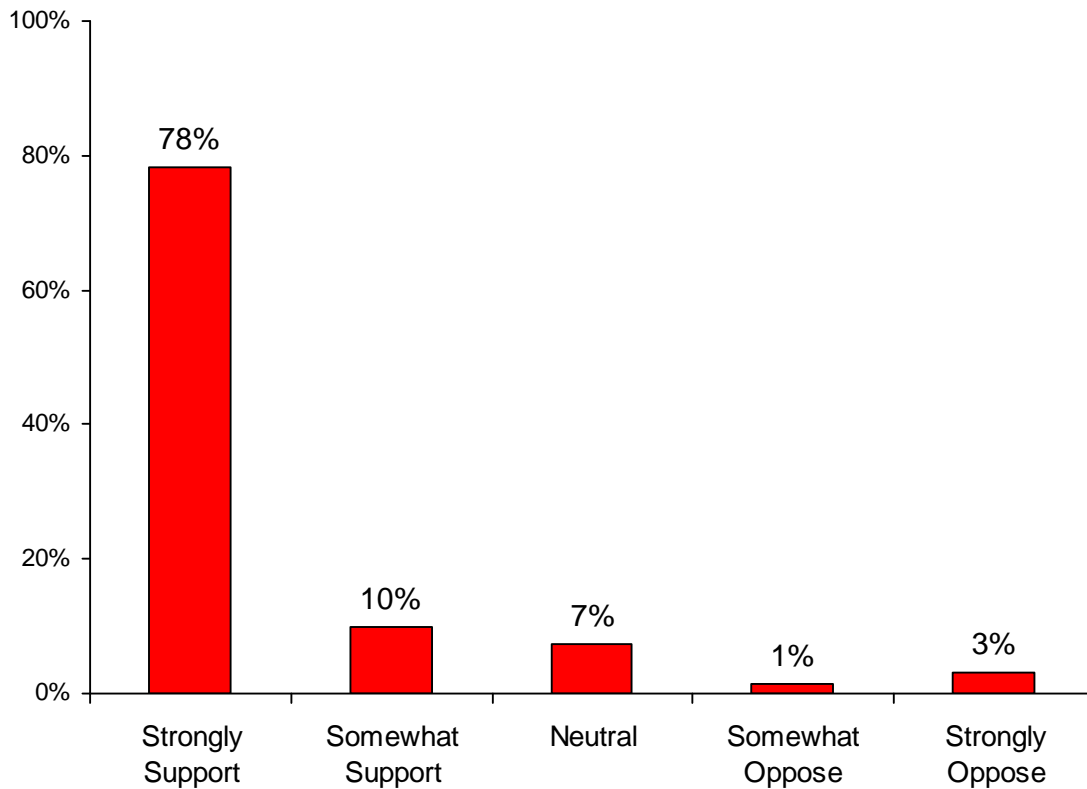
“How much do you support **tax-supported** service for bulky waste?” (n=196)



#### 4.7 Green Opportunities at Brady Landfill

There was strong support for proposed green opportunities at Brady Landfill (88%). On our website there was also strong support for green opportunities (96%, n=24).

*“How much do you support green opportunities at Brady Landfill? (n=221)”*



**APPENDIX A**  
**FEEDBACK FORM**



Water and Waste Department • Service des eaux et des déchets

## GARBAGE AND RECYCLING MASTER PLAN FEEDBACK FORM

*If you would like to provide more extensive feedback please visit our website to fill out our online survey.*

Please provide your postal code:    \_\_\_ \_\_\_ \_\_\_ \_\_\_ \_\_\_ \_\_\_

Please indicate the type of dwelling you currently live in:

- Single detached house
- Duplex/multiplex
- Apartment/Condominium
- Other: \_\_\_\_\_

Please indicate how your garbage is collected:

- Individual curb side manual
- Automated cart
- Back lane shared AutoBin/Wheelbarrow carts in AutoBin area
- Apartment/Condominium

1. The City is currently creating a Garbage and Recycling Master Plan to provide options to increase the amount of material kept out of the landfill and provide equitable services. Do you support the City's efforts to increase diversion of waste from the current 17% to 50% if it was to cost residents more today, but save money in the future?

- Strongly support
- Somewhat support
- Somewhat oppose
- Strongly oppose

2. How important is it that a community demonstrates care and protection of our environment in attracting and keeping young citizens to Winnipeg?

- Very important
- Somewhat important
- Neither important nor unimportant
- Somewhat unimportant
- Not at all important

3. The cost for collecting garbage from AutoBins is twice as expensive as collecting garbage from the rest of Winnipeg. The City is considering phasing out the use of AutoBins. How supportive are you of the initiative?

- Strongly support
- Somewhat support
- Neutral
- Somewhat oppose
- Strongly oppose

4. How likely would you be to separate your items at the landfill or community drop-off depot if it meant you would pay less?

- Very likely
- Somewhat likely
- Not very likely
- Not likely

5. What, if anything, do you like about the options we are considering for the Master Plan?

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6. What, if anything, do you dislike about the options we are considering for the Master Plan?

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7. Overall, how satisfied are you with this Open House?

- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

8. Do you have any other comments regarding Winnipeg's garbage, recycling or organics program?

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*Thank you for your feedback.*



**APPENDIX B**  
**DOTMOCRACY SAMPLE**

