



The City of Winnipeg

Comprehensive Waste Management Plan – Phase 1 Web-link Online Survey Report

Prepared by:



NRG Research Group

Andrew J. Enns

Senior Vice President

204.989.8986

aenns@nrgresearchgroup.com

March 7th, 2011

Table of Contents

EXECUTIVE SUMMARY	3
1. BACKGROUND & METHODOLOGY	6
A Note on the Sample Frame	6
2. STUDY POPULATION CHARACTERISTICS	7
3. RESULTS DISCUSSION	8
3.1 Overall	8
Top Concerns	8
Figure 1: Top 'Garbage' Issues	8
Garbage Collection	9
Figure 2: Garbage Collection	9
Satisfaction and Importance of Services	10
Figure 3: Service Importance	10
Figure 4: Service Satisfaction	11
Figure 5: Service Satisfaction by Collection Type	11
3.2. Garbage	12
Figure 6: Garbage Quantity	12
Attitude Towards Multiple Garbage Systems	13
Figure 7: Garbage Pick up for Single Family Homes	13
Attitude Towards Garbage Disposal Limits	14
Figure 8: Garbage Disposal Limit Support	14
AutoBins	15
Figure 9: AutoBin Awareness	15
Figure 10: AutoBin Support	15
Hazardous Waste	16
Figure 11: Hazardous Waste Disposal Habits	16
Figure 12: Hazardous Waste Depot Awareness	16
3.3. Recycling	17
Figure 13: Recycling Participation	17
Figure 14: Recycling Methods	17

Blue Box Practices	18
Figure 15: Number of Blue Boxes in Household	18
Figure 16: Blue Box Household Locations	18
3.4. Organic Waste/Composting	19
Figure 17: Organic Waste Disposal/Composting	19
Figure 18: Composter Incidence	19
Yard Waste	20
Figure 19: Lawn & Garden Incidence	20
Figure 20: Disposal of Grass Clippings	21
Figure 21: Disposal of Leaves	22
Curbside Organic Waste Collection Interest	23
Figure 22: Organic Waste Collection Interest	23
Figure 23: Organic Waste Preferred Collection Frequency	23
3.5. Landfill Maintenance	24
Figure 24: Brady Landfill Familiarity	24
Brady Landfill Usage	24
Figure 25: Brady Landfill Usage	24
Brady Landfill Concerns	25
Figure 26: Brady Landfill Concerns	25
Figure 27: Concern about Brady Landfill’s Lifespan	26
3.6. General Issues	27
Giveaway Weekends	27
Figure 28: Giveaway Weekend Participation	27
Overnight Collection	28
Figure 29: Overnight Collection Support	28
Automated Carts	29
Figure 30: Support for Switching to Automated Carts	29
Final Unaided Comments	29
APPENDIX A: SURVEY INSTRUMENT	30
APPENDIX B: VERBATIM FINAL COMMENTS	39

Executive Summary

Important Note about Study Populations

The findings presented in this document are based on data drawn from an online survey designed, recruited and hosted by the City of Winnipeg. The survey was made available by City of Winnipeg to the general population of Winnipeg. This study follows another telephone study with a nearly identical survey instrument which was conducted by NRG Research Group. The different methodologies resulted in study populations which differed in several noteworthy ways:

- The online study population is somewhat younger (most likely between 25 and 44 years of age), more likely to live in a single detached house and reside in households which have a higher annual income.
- The online population consists of much heavier organic waste composters compared to the telephone survey population (over 60% of online respondents say they compost compared to about 30% in the telephone survey).
- They are also more likely to participate in Giveaway Weekend. 57% percent of the online population participated in the Giveaway Weekend compared to only 34% of the telephone survey population.
- The online population has more concern regarding environmental responsibility, as demonstrated by their attitudes concerning recycling and composting. This could further indicate a more environmentally conscious online study population that will likely skew overall findings.
- The data was not weighted to reflect the proportions of collection types in the city as was the case with the telephone study.

Because the sample is self-selecting, the results in the report are a summary and cannot be attributed to the general population of Winnipeg. Instead, the results from the telephone survey should be referred to when wanting a representation of Winnipeggers.

Perception of Waste Management Services

When it comes to waste collection in Winnipeg, the online study shows that recycling collection is most important to residents followed by garbage collection and composting programs. Landfill maintenance is not unimportant, but this service does not elicit as high an importance rating compared to the others.

When it comes to satisfaction with garbage and recycling collection services, the results from this survey are somewhat mixed. Respondents are fairly satisfied with the City's garbage collection services with about half of respondents (51%) providing a very satisfied¹ rating. The results are not as positive in respect to respondents' opinions with recycling collection service.

¹ Very Satisfied is derived from Top Box rating calculation of 8, 9 or 10 out of 10

Slightly less than 4 in 10 respondents (36%) indicated they were very satisfied with recycling service in Winnipeg.

Satisfaction levels are somewhat higher among those residents receiving Individual Curbside manual garbage collection service (57%) compared to the opinions of residents whose garbage is collected by other means (~46%).

Online respondents are generally dissatisfied with the city's organic waste collection/composting program. Seventy percent of the study population gave a *very unsatisfied* score to this variable. This taken alongside the relatively high *importance* rating received by the composting program (77%), is perhaps an important finding for the city's waste management plan.

It is worth noting that the online findings in regard to satisfaction with the City's waste management services are almost across the board much lower in comparison to the results from the telephone survey. The online survey group is much more dissatisfied with the waste collection services currently provided by the City.

A few areas identified as problems by participants in regard to organic waste and recycling collection in Winnipeg are:

- No organics collection;
- The need for larger recycling capacity; and,
- Lack of commercial recycling.

Another broad recycling related concern was the need to get more Winnipeg residents involved in recycling. This included an interest in a garbage disposal limit and verbatim suggestions to increase composting and recycling related subsidies.

Waste Management Policy Exploration

Several specific waste management policies were examined in the study. The results of these questions are summarized below:

- Winnipeg residents support one garbage collection system for all single family homes (44%, support) with a small portion (16%, keep it as it is) preferring the existing system.
 - It should be noted that 40% of the population gave a *don't know* response to this question.
- Seventy-six percent of respondents support imposing limits on the amount of garbage a household can dispose in week; while 23% are opposed to any such limits.
- Most respondents to the survey were aware of the use of AutoBins in Winnipeg (91% aware). Of those aware of AutoBins, just over one third (37%) are supportive of their continued use. Over a third of respondents (37%) oppose their continued use in the city.

- The majority of respondents (84%) are interested in a curbside organic waste collection service. It is important to note that 64% are *very* interested in this service. A year round collection service is preferred.
- There is strong support for overnight garbage collection (78%).

Brady Road Landfill

Just over two-thirds of respondents (70%) are at least somewhat familiar with the Brady Road Landfill site. When asked whether they had any concerns about the landfill site, only 5% of residents said they had no or could not think of any concerns. The top concerns from respondents were:

- Too many recyclables in landfill (60%);
- Too many organics in landfill (48%);
- Worries about ground water contamination (43%); and
- Not enough being diverted at landfill (30%).

Overall, 55% of online respondents are at least somewhat concerned about the lifespan of Brady Road Landfill.

It was observed that Brady Road Landfill is not top-of-mind “garbage issue” for online respondents. It was also found that when prompted to discuss the landfill, respondents had stronger opinions. **That shift from unaided to aided awareness is telling of the study populations’ attitude toward the landfill.** In anecdotal terms, “don’t ask, don’t tell” seems to be the mind set in respect to the landfill of online respondents. Thus, the apparently ‘great’ concerns had by respondents in respect to aided awareness landfill issues should to be tempered with their low top-of-mind awareness of the landfill as a “garbage issue” in general.

Automated Carts

Residents are somewhat divided in respect to the expansion of automated carts in Winnipeg. About half of respondents (51%) support the expansion of this collection approach while 34% are opposed to it. Sixteen percent of respondents are undecided.

It is noteworthy that support is highest for the expansion of this collection approach is strongest among those residents that are already exposed to the carts (65%, total support). Opposition is highest among those households currently receiving Individual Curbside manual garbage collection service (46%, total oppose).

1. Background & Methodology

The City of Winnipeg contracted NRG Research Group to provide online survey analysis services as part of Phase 1 of its Comprehensive Waste Management Plan. The city hosted an online survey with 300 adult Winnipeg residents about their waste management habits, perceptions, service type and satisfaction. The study mainly focused in on issues related to the use of AutoBins, Automated carts, and Individual Curbside manual pickup, but citizens were also asked to relate their thoughts about changes to Winnipeg’s waste management practices.

The web-linked survey was open for completion from November 25th and December 14th, 2010.

It should be noted that due to methodological differences between the telephone and online studies, respondent answers may vary between the two studies as a result. Many of the questions in the online study displayed answer choices for respondents; while the telephone study had some questions where the answer choices were not read. The ‘aided’ nature of the online methodology may have affected the results of questions where telephone responses are ‘unaided’ and online responses are ‘aided.’

A Note on the Sample Frame

The sample was filtered against a list of postal code FSAs to ensure all respondents resided in Winnipeg.

The data collected from the study has not been weighted to reflect the garbage collection type distribution across the city.

Collection Type	HH population	Un-weighted N
Individual Curbside manual	108,000	129
Back lane AutoBin	24,000	92
Automated carts	43,000	54
Apartment/Condo	103,000	25
Total	278,000	300

Because the sample is based on those who are self-selected for participation in the survey, rather than a probability sample, no estimates of sampling error can be calculated and therefore no margin of error is attributed to the results herein.

2. Study Population Characteristics

Variable	% of N=300	Variable	% of N=300
Age		Income	
18-24	4	Under \$10k	3
25-34	35	\$10k - <\$30k	8
35-44	23	\$30k - <\$60k	26
45-54	21	\$60k - <\$80k	15
55-64	12	\$80k +	31
65+	3	Don't know/refused	17
Waste Collection Location		Dwelling Type	
Front street	67	Single detached house	79
Back lane	31	Apartment	12
Don't know/refused	2	Duplex/Multiplex	6
City Region		Condominium	2
Northeast	8	Housing	
Northwest	11	Rent	20
Southeast	17	Own	80
Southwest	23		
Core	41		

Compared to the telephone study population, the online study population tends to:

- Be younger, 25 to 44 years of age (68%);
- Live in a single detached house that they own;
- Have front street garbage pick up;
- Have yearly incomes over \$60k; and
- Reside in the Core region.

These were not salient characteristics of the telephone study sample. It may be that the distinctiveness of the population has flavoured the results to some extent. Also, the relatively small sample size compared to the telephone sample provides a data context where a cogent set of population characteristics can strongly influence results.

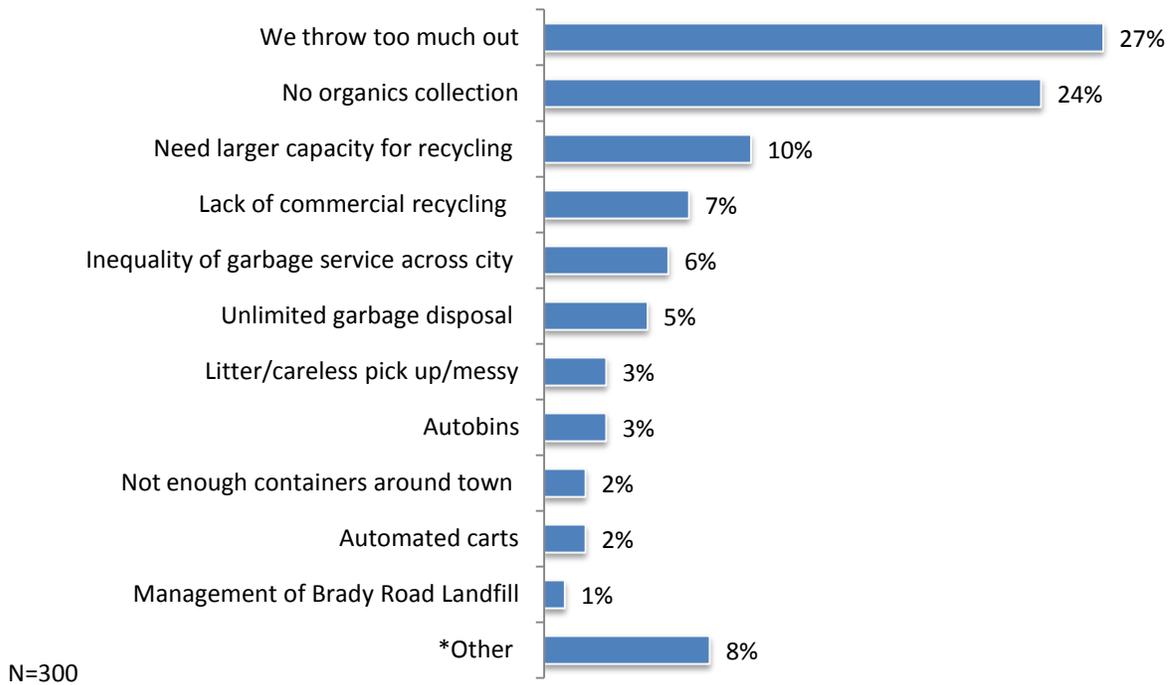
3. Results Discussion

3.1 Overall

Top Concerns

The first question respondents were asked was: *The City of Winnipeg is reviewing how it manages garbage in the city. Garbage is defined as discarded materials or substances, and includes recycling and composting. What do you think is the top issue or concern facing our city today, with respect to garbage?* Their responses varied and are depicted in Figure 1.

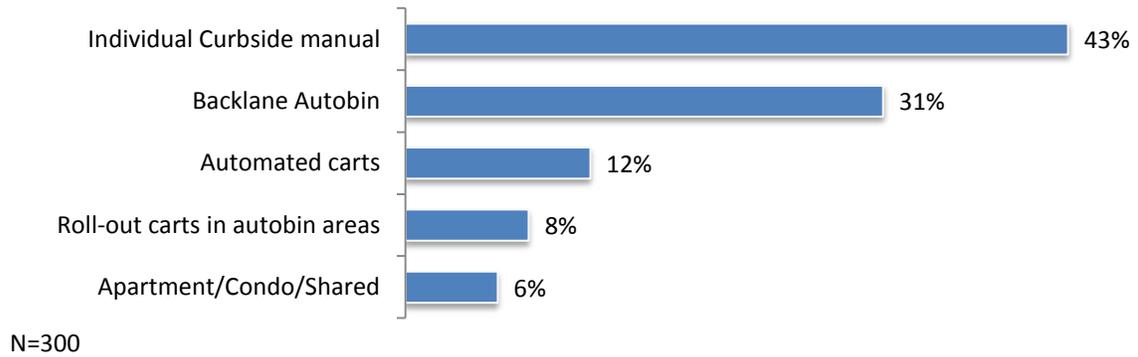
Figure 1: Top 'Garbage' Issues



Garbage Collection

Respondents were asked: *How is your garbage collected?* The unweighted distribution of responses is detailed in Figure 2.

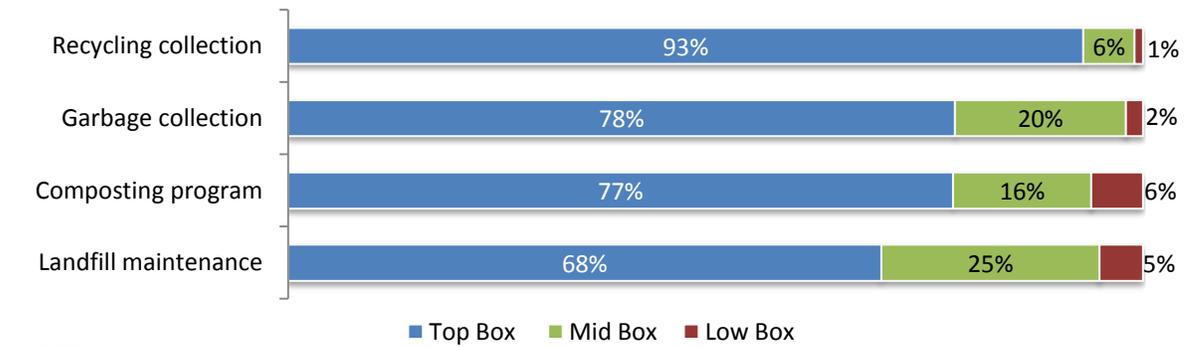
Figure 2: Garbage Collection



Satisfaction and Importance of Services

Respondents were asked to rate the importance of a series of waste management activities using a 1 to 10 scale. '1' meant the activity was "not important at all" to them and 10 meant it was "very important", depicted in Figure 3. Note that the responses are detailed in terms of top, mid and low box results. On a 10 point scale 'top box' indicates an 8-10 score, 'mid box' a 5-7 score and 'low box' a 1-4 score.

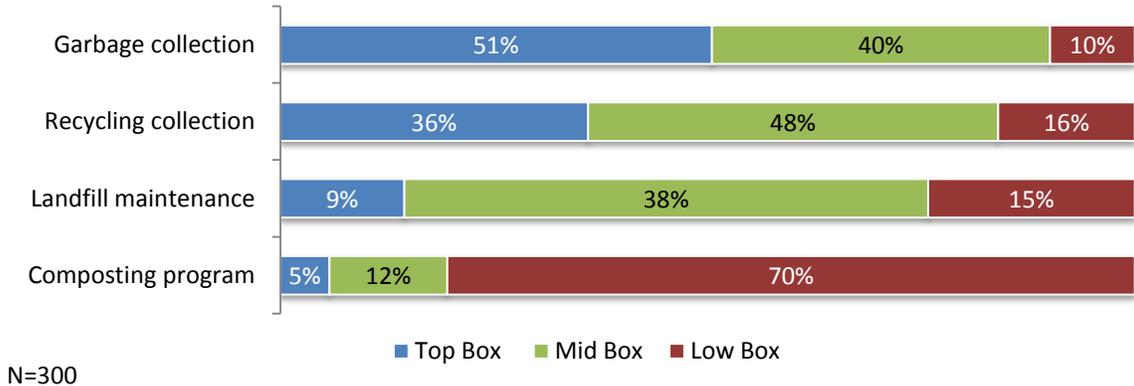
Figure 3: Service Importance



N=300

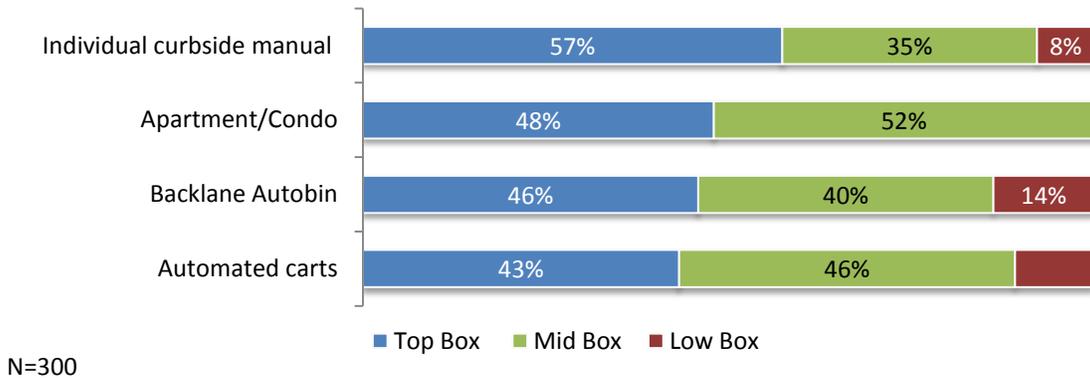
Respondents were then asked to rate the same four service items as above but this time the 1 to 10 scale measured their satisfaction with each activity. '1' meant they were not “not at all satisfied” with that program and 10 meant they were “very satisfied” with it.

Figure 4: Service Satisfaction



Note: in respect to *composting programs*, 12% of the population said they *don't know*, this was also the same answer given by 38% of the population on the *Landfill maintenance* question.

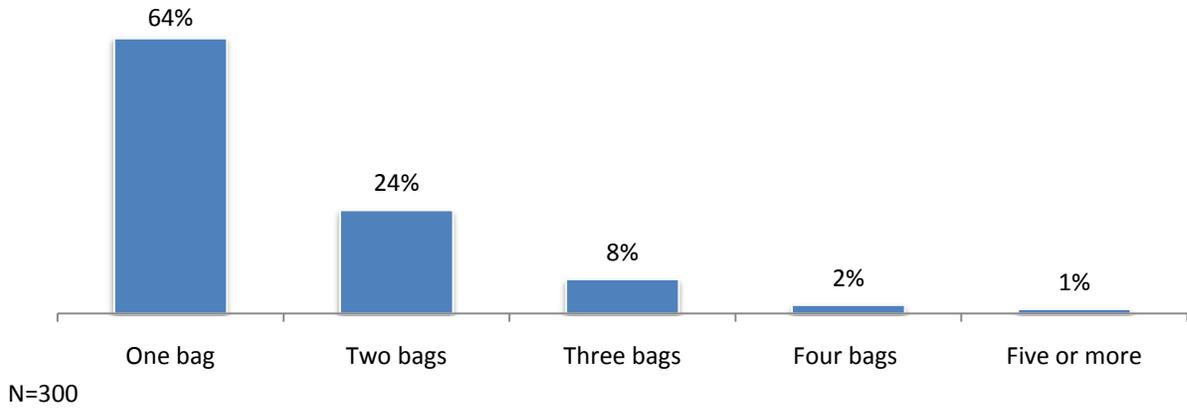
Figure 5: Service Satisfaction by Collection Type



3.2. Garbage

This section relates residents' views on garbage collection and waste disposal habits. Respondents were asked: *In an average week, how many bags of garbage do you put out – where a bag would be about the size of a green "Glad" bag?* Ninety-six percent of respondents throw out three bags or less of garbage in an average week.

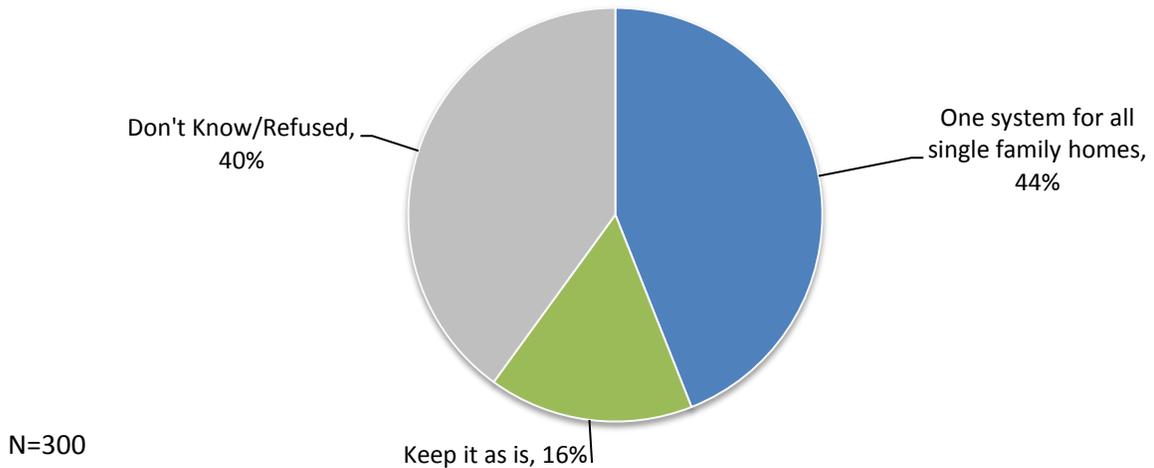
Figure 6: Garbage Quantity



Attitude Towards Multiple Garbage Systems

Winnipeg residents were given the information that, *There are currently four different ways that the City picks up residential garbage from single family homes. Manual collection at the curb, back lane AutoBin, automated cart collection and roll-out carts in AutoBin areas.* They were then asked the question: *Do you think the City should continue with these separate systems or have one system for all single family homes?* As Figure 7 illustrates, while the largest number of respondents support one system, there is nearly as many who have no formed opinion.

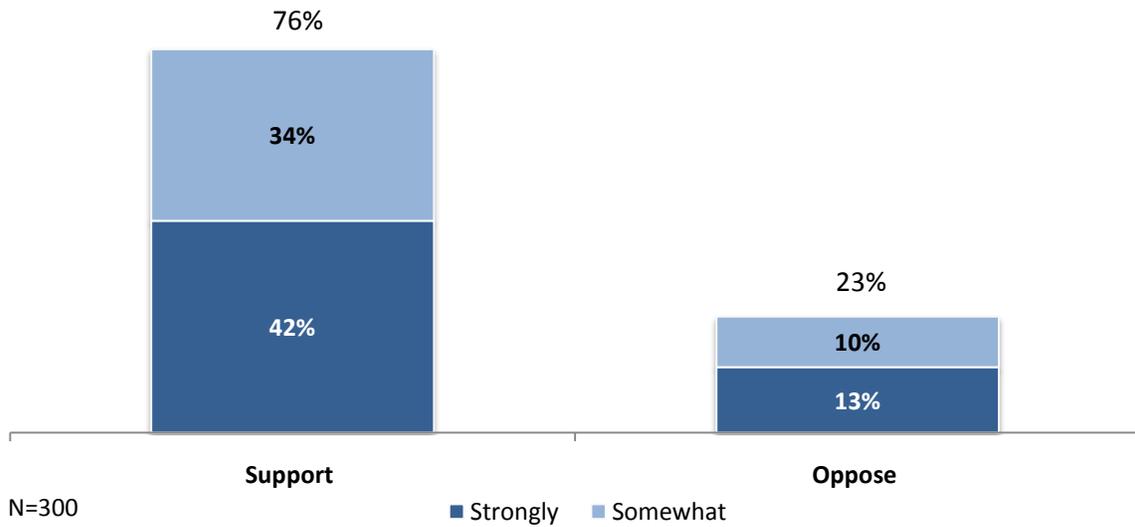
Figure 7: Garbage Pick up for Single Family Homes



Attitude Towards Garbage Disposal Limits

The issue of limiting the number of bags a household could dispose of in a week was asked of respondents. The following question was posed, *There has been some suggestion to limit the amount of garbage a household may dispose of in a week. How strongly do you support a limit on the amount of garbage collected as part of your weekly garbage pick-up?* As Figure 8 shows, there is a three-quarter majority support for garbage limits from the online study population.

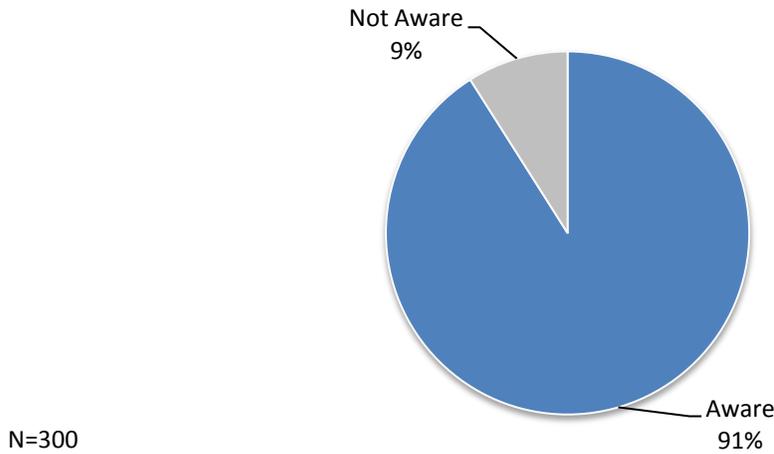
Figure 8: Garbage Disposal Limit Support



AutoBins

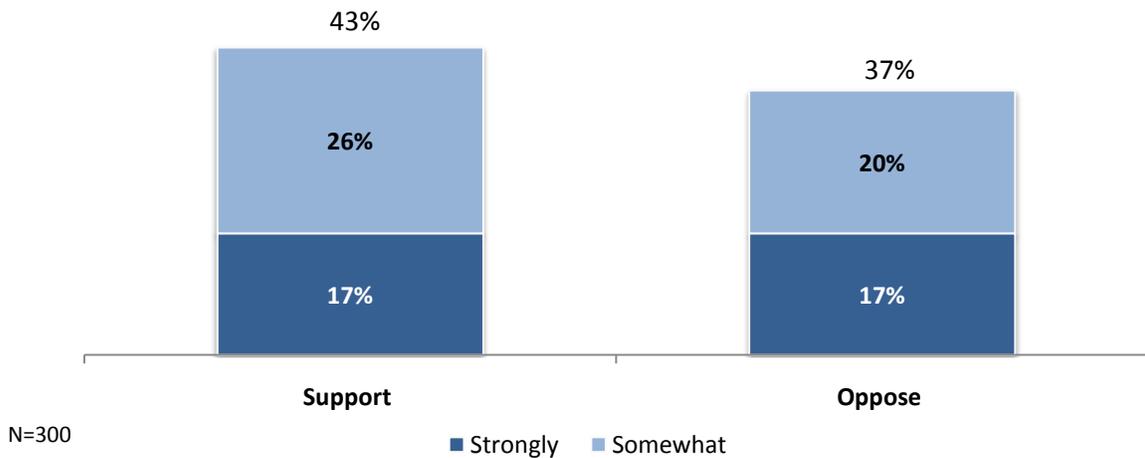
Respondents were asked if they were aware that the City uses AutoBins. The question read, *Some residents in northwest Winnipeg currently use AutoBins, also known as dumpsters, for their garbage. Are you aware that the City uses AutoBins?* Nearly all online respondents are aware of the usage of AutoBins.

Figure 9: AutoBin Awareness



Winnipeg residents who were aware that the city uses AutoBins were asked: *Do you support the continued use of AutoBins?* Their answers are shown in Figure 10 below. While there is some support for AutoBin use, opinions are divided.

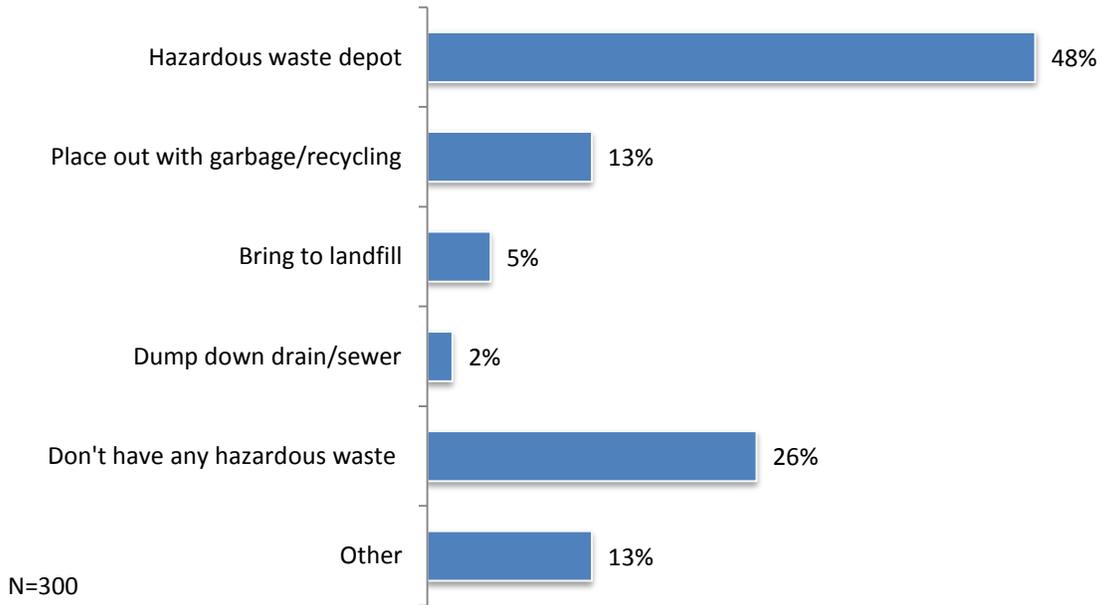
Figure 10: AutoBin Support



Hazardous Waste

Respondents were asked: *How do you dispose of your hazardous waste products? (Like paint or oil.)* Their responses are shown in Figure 11.

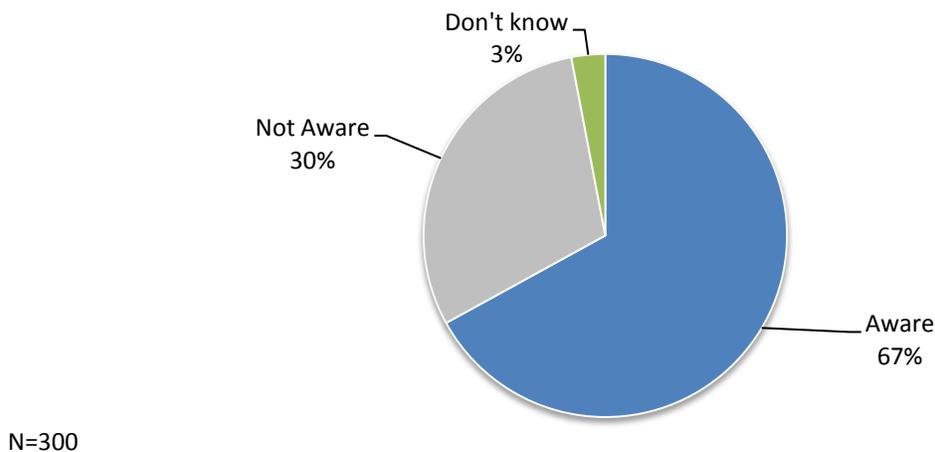
Figure 11: Hazardous Waste Disposal Habits



Totals will exceed 100% due to multiple responses

Respondents were asked: *Are you aware that household hazardous waste can be taken to a collection depot for free disposal?* As Figure 12 illustrates, most individuals are aware of the free disposal option.

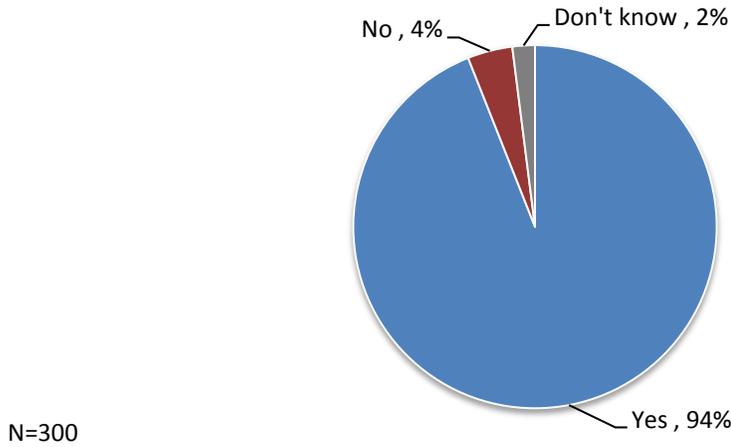
Figure 12: Hazardous Waste Depot Awareness



3.3. Recycling

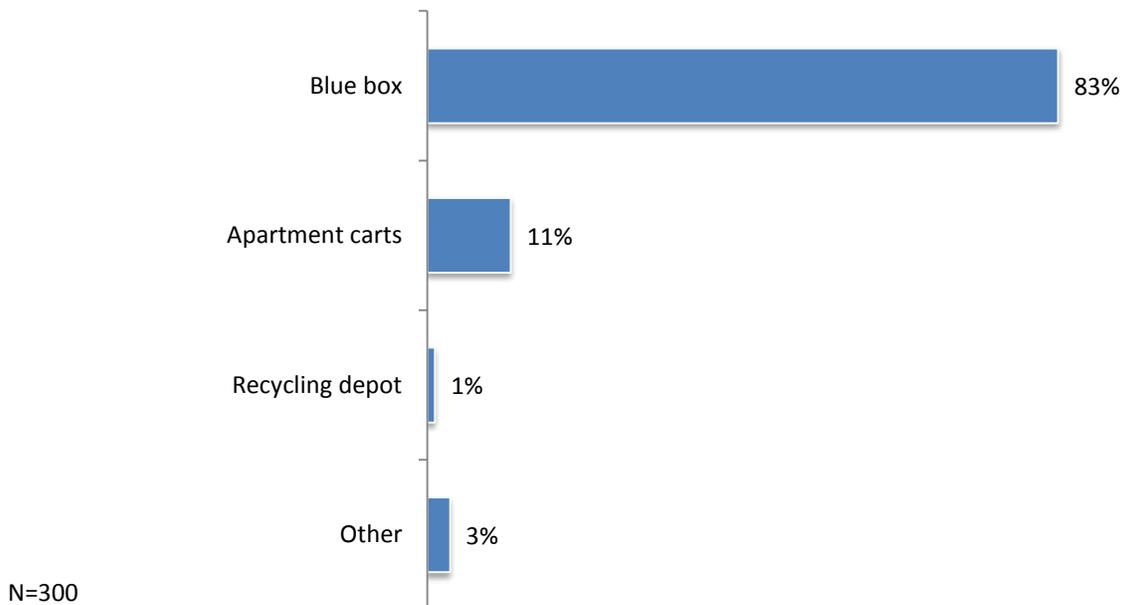
Winnipeg residents were asked: *Does your household/apartment participate in the City's recycling program?* The incidence of participation is shown in Figure 13.

Figure 13: Recycling Participation



Respondents who currently recycle were asked how they participate in the program: *How do you recycle?*

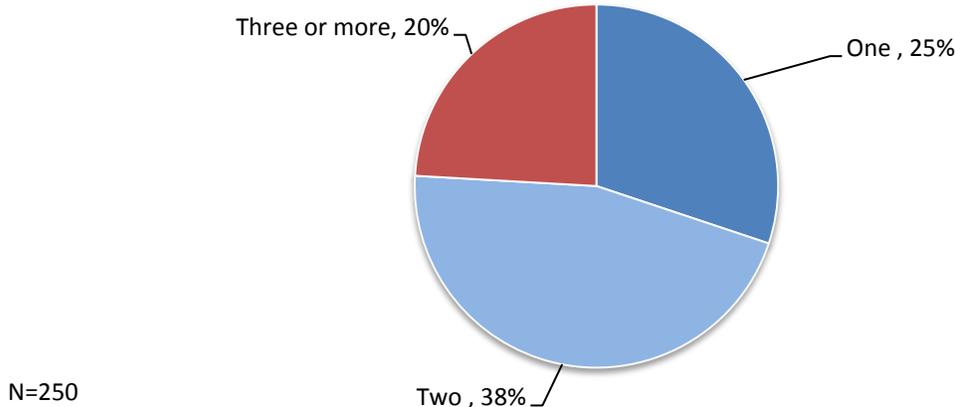
Figure 14: Recycling Methods



Blue Box Practices

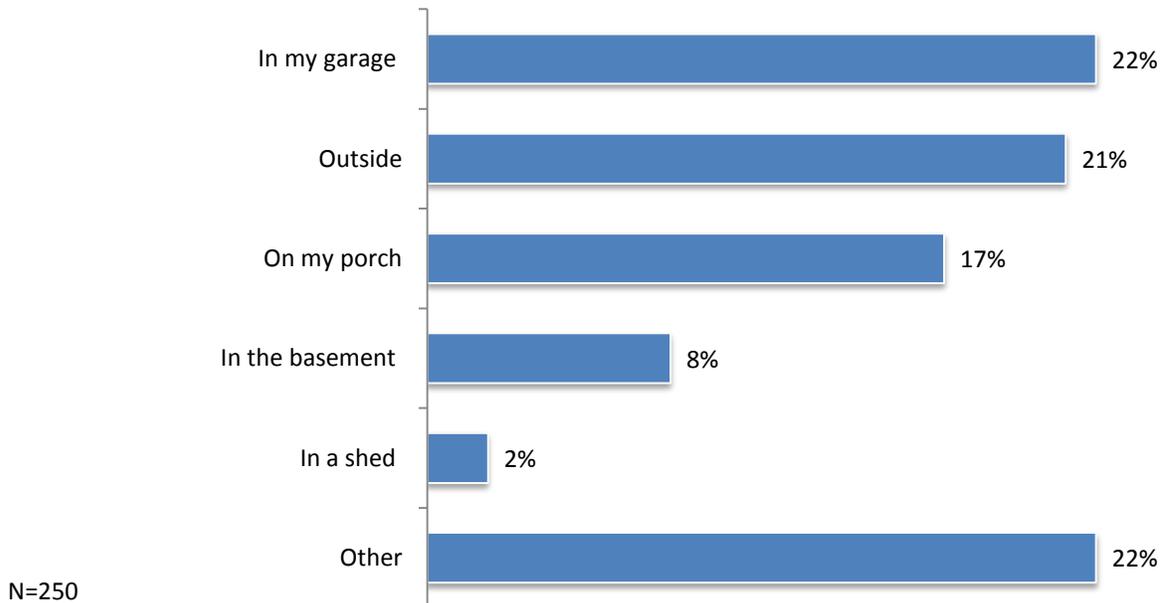
Winnipeg residents who use blue boxes to recycle were asked: *How many blue boxes does your household have?*

Figure 15: Number of Blue Boxes in Household



Residents with Blue Boxes were asked: *Where do you keep your blue box?* Their answers are shown in Figure 16.

Figure 16: Blue Box Household Locations

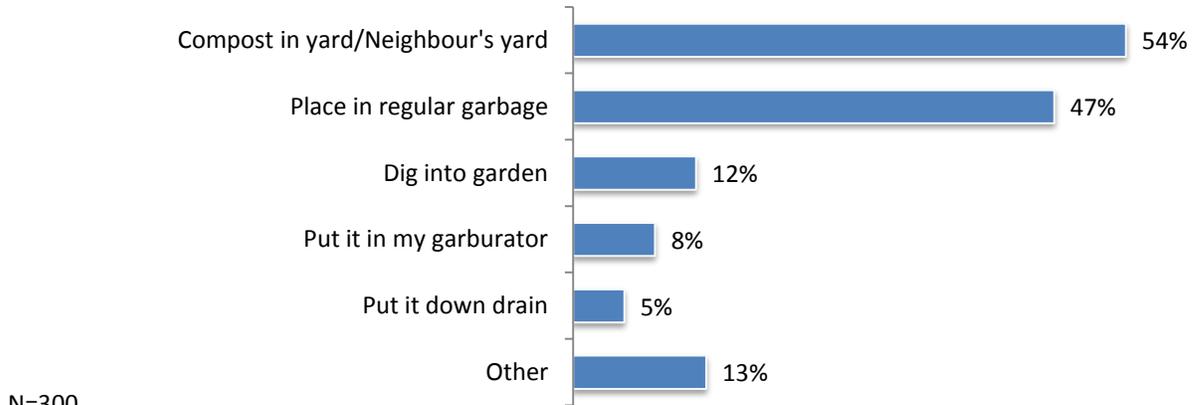


Other responses included: “kitchen”; “storage room”; “mud room”; or “a smaller container that is emptied into a larger for pick up”.

3.4. Organic Waste/Composting

Winnipeg Residents were asked: *What do you normally do with organic waste materials from your kitchen? By organic waste I'm referring to things like vegetable peels, coffee grinds, eggshells and the like.* Their responses are shown in Figure 17.

Figure 17: Organic Waste Disposal/Composting

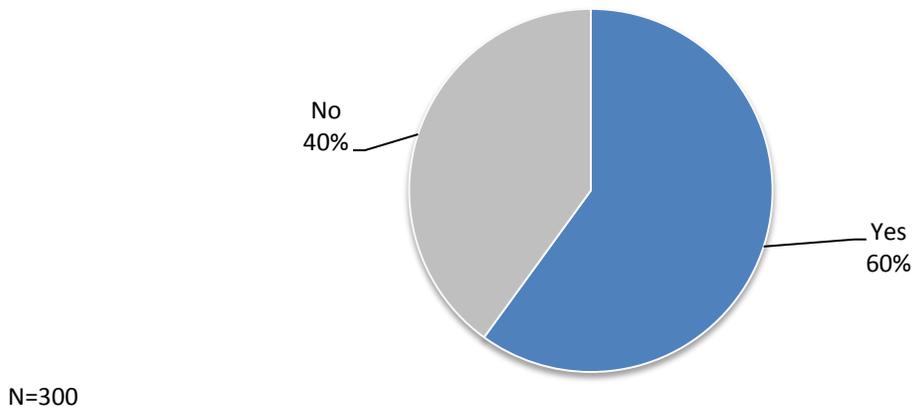


Totals will exceed 100% due to multiple mentions

Other responses included: "feed animals" and "use community garden/compost".

Residents were asked: *Does your household have and use a composter?* As Figure 18 depicts, six-in-ten households have a composter. This is a strong contrast to the telephone survey, where only twenty-two percent of households have a composter.

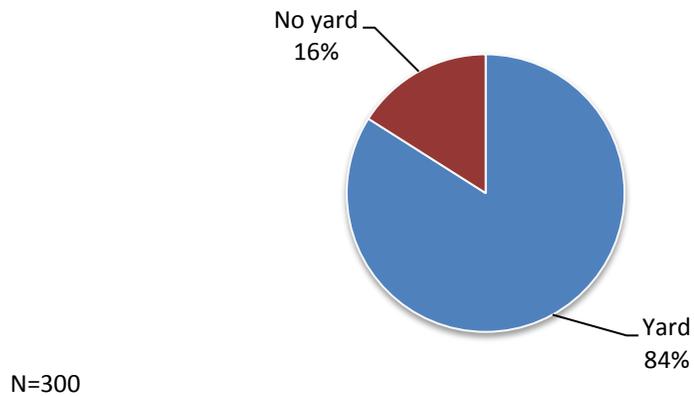
Figure 18: Composter Incidence



Yard Waste

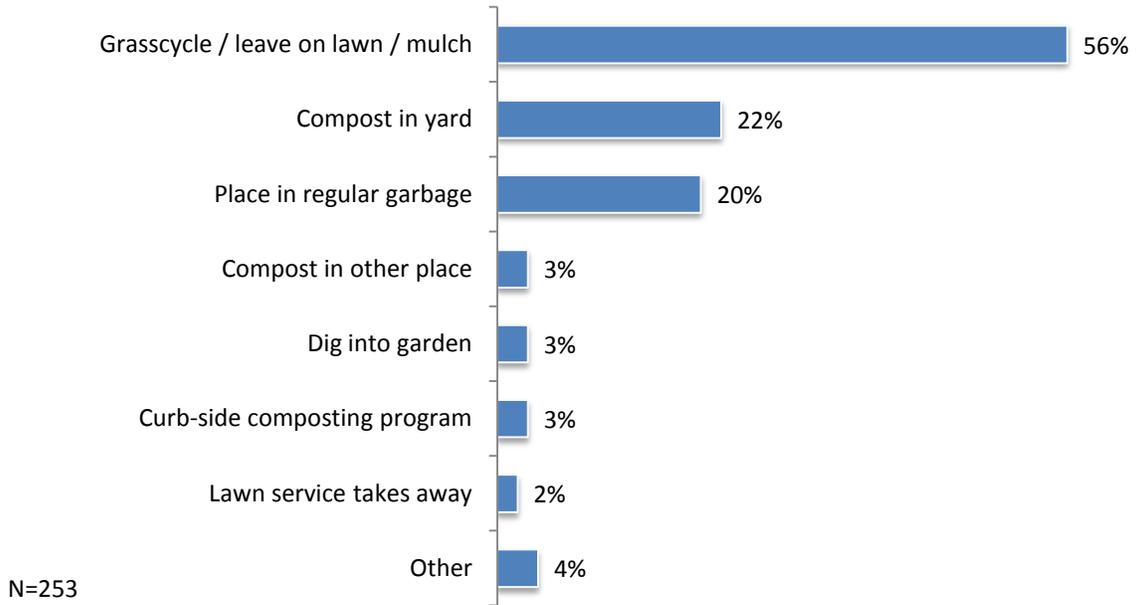
The next questions served to filter respondents in terms of the presence of a yard. The responses to this question determined if the individual skipped the following questions regarding the disposal of yard related waste.

Figure 19: Lawn & Garden Incidence



Respondents with a yard were asked: *What do you normally do with the grass clippings from your lawn?* As detailed in Figure 20, there are three very common practices in terms of disposing of grass clippings—*grasscycle; place in regular garbage and compost.*

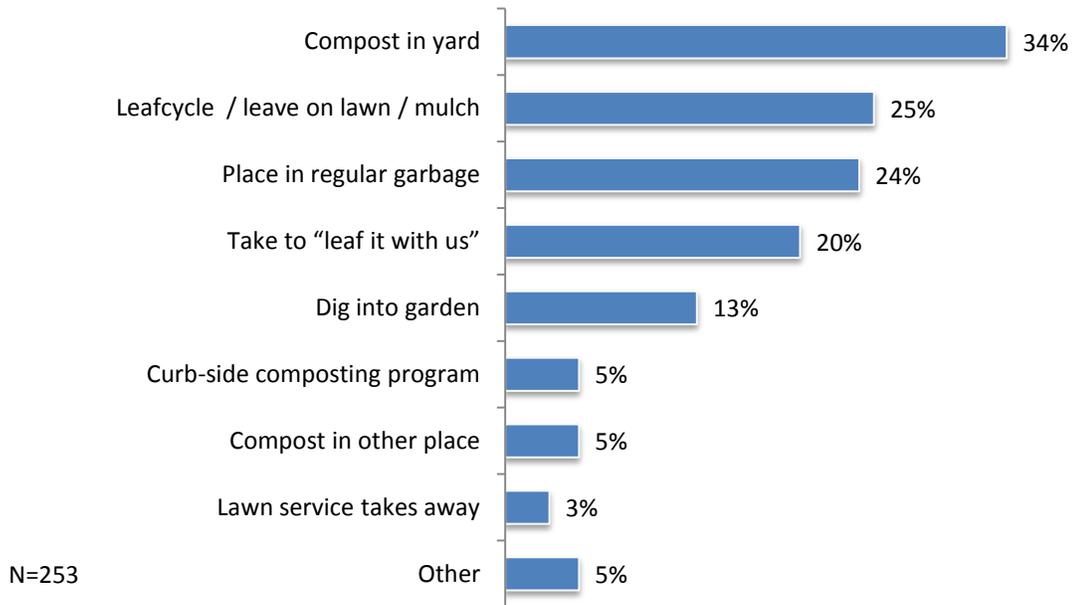
Figure 20: Disposal of Grass Clippings



Totals will exceed 100% due to multiple responses

This same population of yard owners were asked: *And what about leaves? How do you normally dispose of leaves that fall on your property?* As the figure below illustrates responses are similar to what was found for grass clippings with one notable exception. The ‘Leaf it with us’ program is a fairly popular recourse for individuals when it comes to the disposal of their leaves in the fall.

Figure 21: Disposal of Leaves

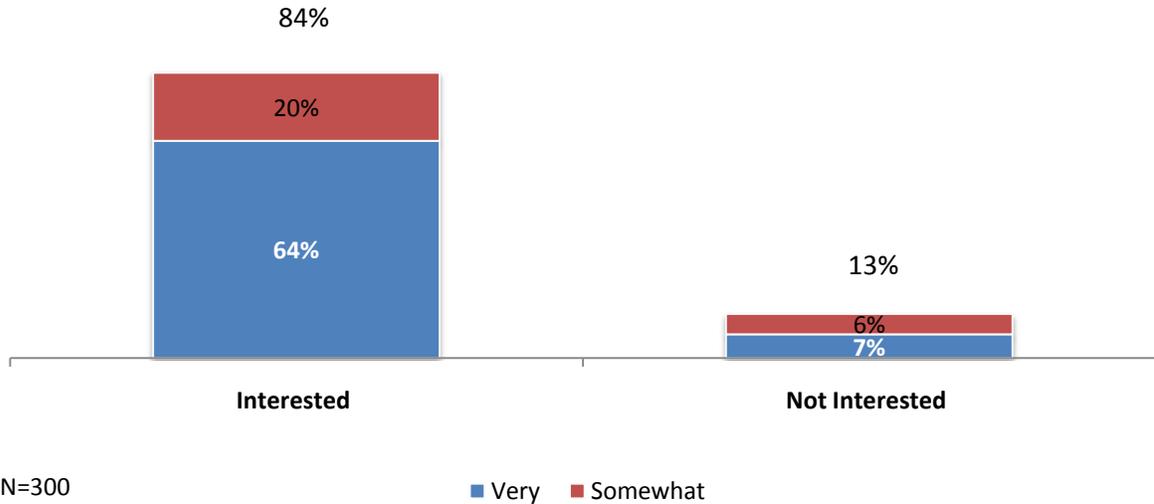


Totals will exceed 100% due to multiple responses

Curbside Organic Waste Collection Interest

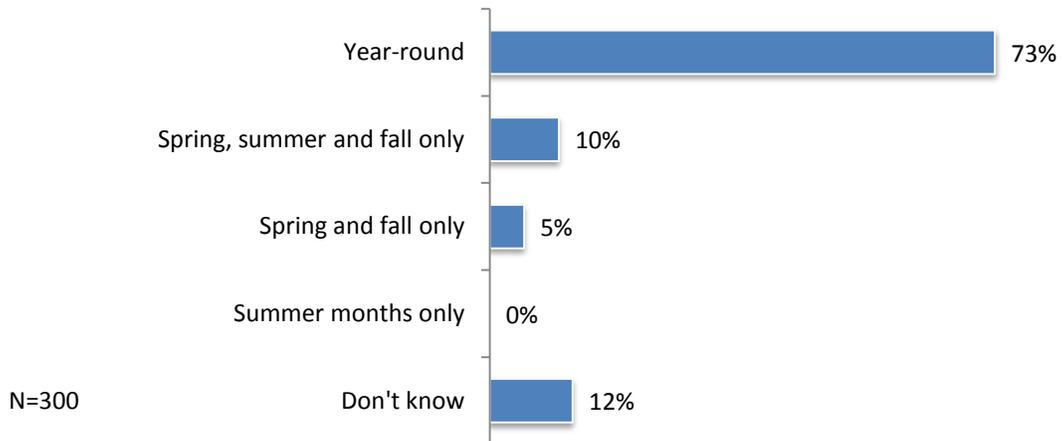
Residents were asked: *Would you be interested in having a curbside organic waste collection program? Household organics include all types of food waste (plate scrapings, bread/pasta, fruit and vegetable scraps, coffee grounds, eggshells) and yard materials like leaves.* Their interest in such a program is detailed in Figure 22.

Figure 22: Organic Waste Collection Interest



Following, residents were asked: *How frequent should organic waste be collected in such a program?* As shown in Figure 23, the greatest number of responses was in support of a *year round* organic waste program.

Figure 23: Organic Waste Preferred Collection Frequency

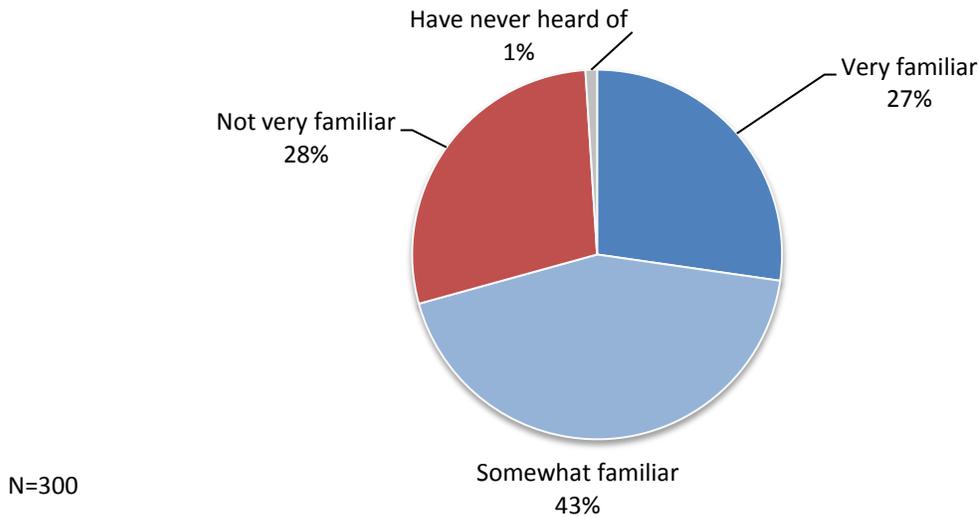


3.5. Landfill Maintenance

The next series of questions were about landfill maintenance. We asked respondents about their familiarity with and opinions of the Brady Landfill.

The first question we asked residents about the landfill was: *The City currently maintains a landfill site at Brady Road, which is at the south end of the city. How familiar are you with Brady Road landfill?* As the figure below shows, over two thirds of respondents (70%) are at least somewhat familiar with the Brady landfill.

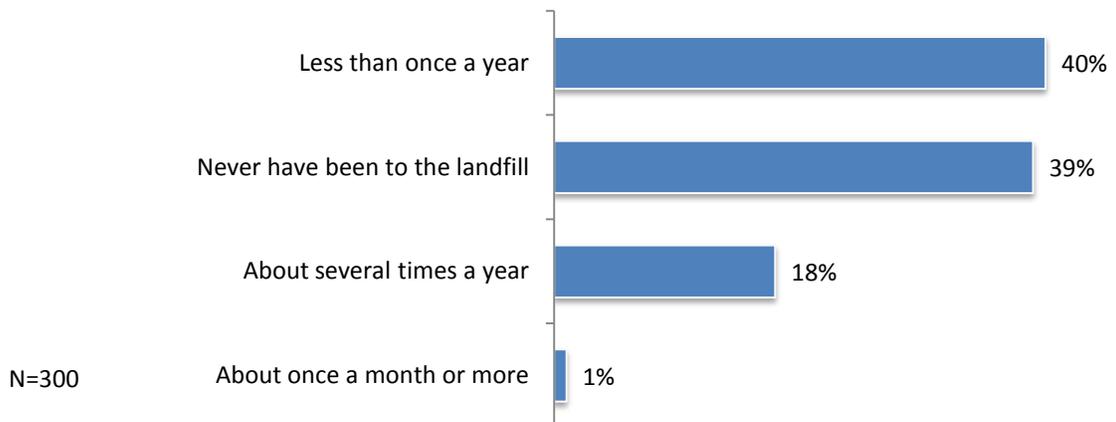
Figure 24: Brady Landfill Familiarity



Brady Landfill Usage

Respondents, who had any familiarity of Brady Landfill, were asked: *How often, if ever, do you go to Brady Road landfill?*

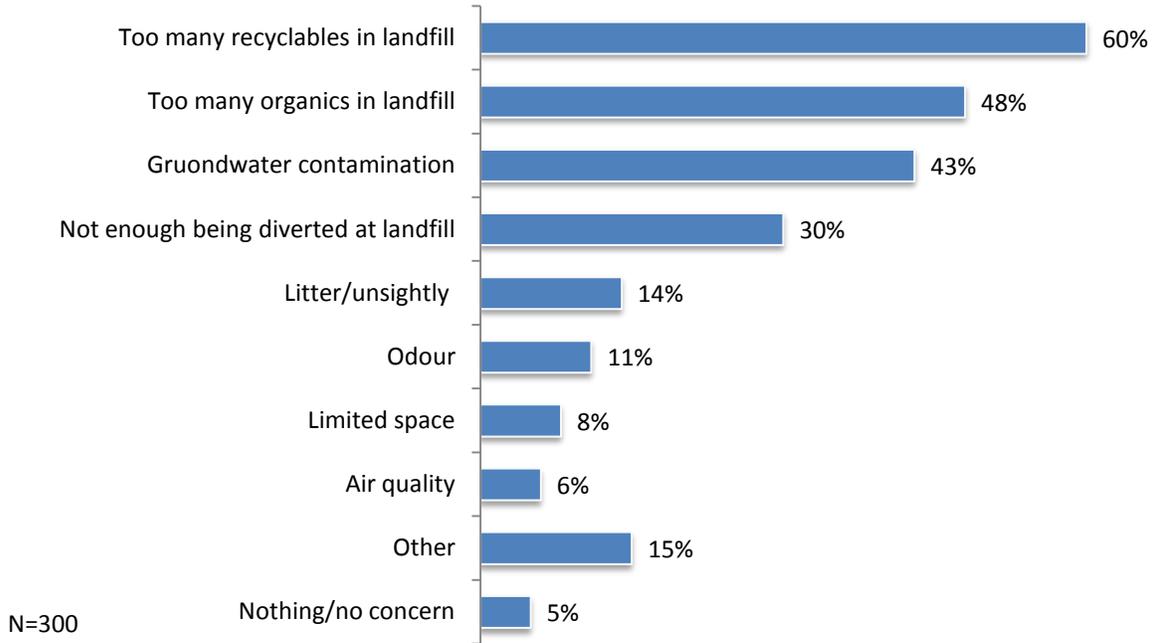
Figure 25: Brady Landfill Usage



Brady Landfill Concerns

Respondents were asked: *What are your main concerns regarding Brady Road landfill?* Their aided responses are detailed in Figure 26.

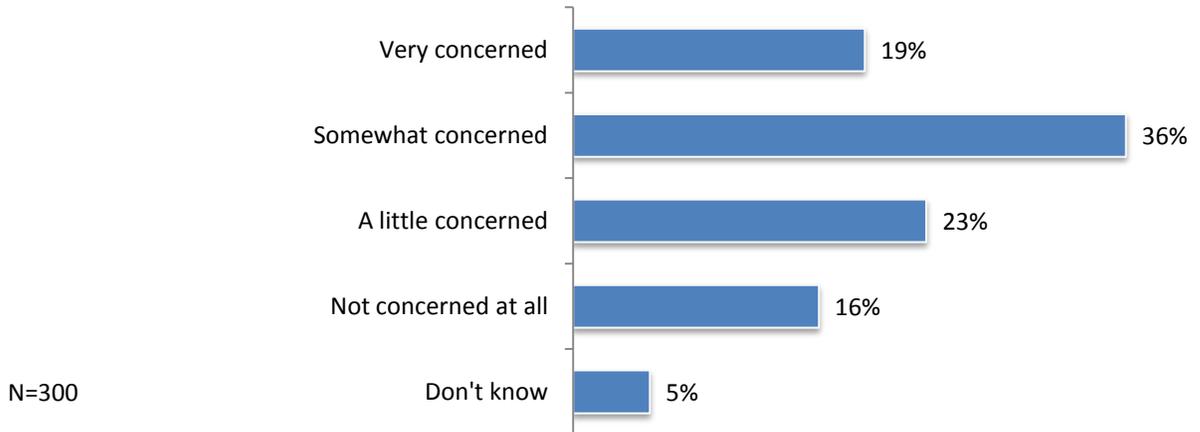
Figure 26: Brady Landfill Concerns



Totals will exceed 100% due to multiple responses

Respondents read the following background information pertaining to Brady Landfill: *Landfills have a limited lifespan for which they can operate. Brady Road currently has about 100 years before the City needs a new landfill.* They were then asked: *How concerned are you about the lifespan of the City's landfill?* Most respondents (55%) had some concern about Brady Road's lifespan.

Figure 27: Concern about Brady Landfill's Lifespan



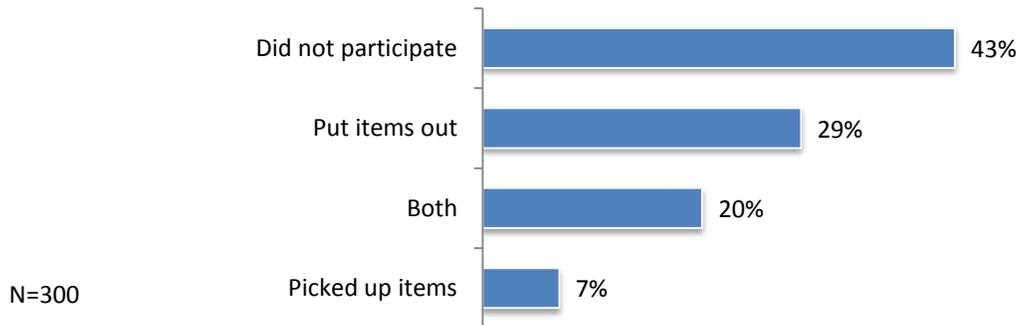
3.6. General Issues

This section deals with sundry issues such as the City’s Giveaway Weekends, night time and automated garbage collection.

Giveaway Weekends

All respondents read, *Last year the City started Giveaway Weekends which take place the weekend before May long weekend and after September long weekend. Residents place unwanted items on their curb, mark them as “free”, and anyone is free to take them. They were then asked: Did you participate in a Giveaway Weekend, and if so, how?* As Figure 28 shows, over half of those surveyed said they participated in the Giveaway Weekends in some fashion.

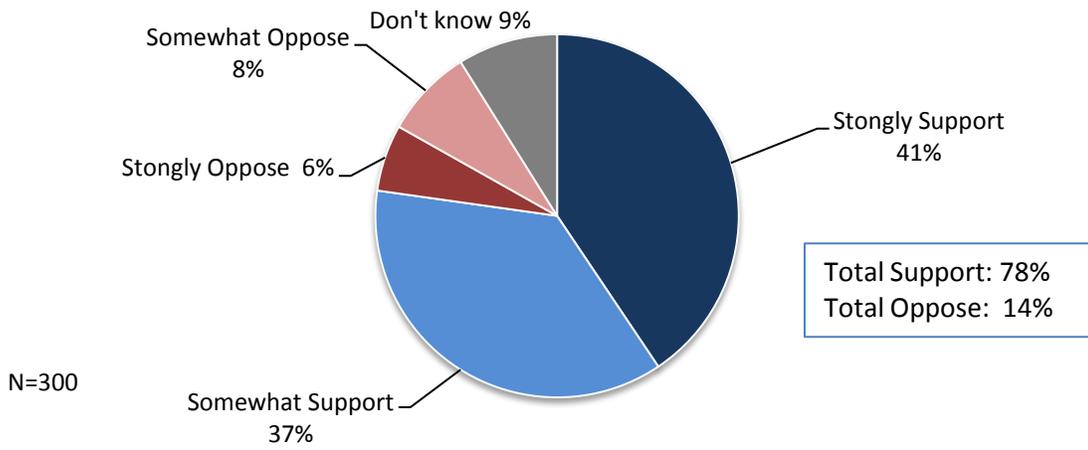
Figure 28: Giveaway Weekend Participation



Overnight Collection

Residents were given the information that, *Some cities have switched to collecting garbage and recycling during the night. Switching has allowed services to run more efficiently and safely, while saving money.* They were then asked the question: *How supportive would you be of switching to overnight collection?* As Figure 29 shows, there is fairly strong support for the move to overnight garbage collection with 78% of respondents in support.

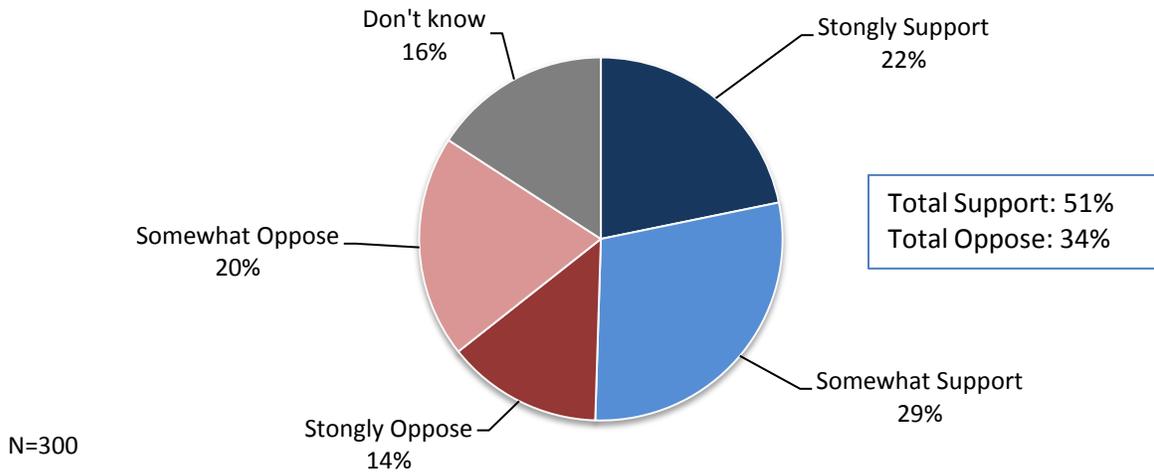
Figure 29: Overnight Collection Support



Automated Carts

Winnipeggers were asked: *Currently the majority of the City’s garbage and recycling is collected manually. What do you think of switching to automated cart collection?* The issue of moving to automated cart garbage collection is still a controversial issue in Winnipeg. Responses to this question are quite divided as illustrated below.

Figure 30: Support for Switching to Automated Carts



Final Unaided Comments

The final question we asked residents was: *Do you have any other comments regarding Winnipeg’s garbage, recycling or organics programs?* Most responses were informative and well thought out. A lot of comments offered suggestions to increase recycling and organic composting in Winnipeg. Many individuals who responded to the online survey hold some fairly strong views about recycling and composting. Comments can be found in Appendix B.

Appendix A: Survey Instrument

Comprehensive Waste Management Plan – Phase 1 FINAL Survey Questions (Online link version)

The City of Winnipeg is reviewing the way it manages garbage and would like your input to help us develop a plan.

SCREENER

- A. Please indicate the first 3 digits of your postal code below. This information is used in order to ensure the survey represents people living in all areas of Winnipeg.

R2C	R3E
R2G	R3G
R2H	R3H
R2J	R3J
R2K	R3K
R2L	R3L
R2M	R3M
R2N	R3N
R2P	R3P
R2R	R3R
R2V	R3S
R2W	R3T
R2X	R3V
R2Y	R3W
R3A	R3X
R3B	R3Y
R3C	

None of the above **THANK AND TERMINATE**

- B. What type of dwelling you currently live in:
Single detached house
Apartment
Duplex or Multiplex
Condominium
Other (Specify)

OVERALL

G1. The City of Winnipeg is reviewing how it manages garbage in the city. Garbage is defined as discarded materials or substances, and includes recycling and composting. What do you think is the top issue or concerns facing our city today, with respect to garbage?

- No organics collection 01
- Autobins 02
- Automated carts 03
- Unlimited garbage disposal 04
- Inequality of garbage services across city ... 05
- Need larger capacity for recycling 06
- Lack of recycling for business 07
- Lack of organics for business 08
- Management of Brady road landfill 09
- Litter 10
- Not enough litter containers around town 11
- We throw too much out..... 12
- No commercial recycling options 13
- Other (specify) 98
- (DK/NS) 99

G2. How is your garbage collected?

- Individual curbside..... 01
- Backlane Autobin..... 02
- Automated carts 03
- Roll-out carts in autobin areas 04
- Apartment/Condo/Shared 05
- (DK/NS) 99

G3. I’m going to name some topics and I’d like you to tell me how important each is to you. Let’s use a 10-point scale where 1 means this is “not important at all” to you and 10 means it is “very important”. How important is...(RANDOMIZE)

		Not at all important										Very important	DK/NS
		1	2	3	4	5	6	7	8	9	10		
G2a.	Garbage collection											99	
G2b.	Recycling collection											99	
G2c.	Organics/composting program											99	
G2d.	Landfill maintenance											99	

G4. Now I'd like to read those same topics again and I'd like you to tell me how satisfied you are with each of them. Again, we'll use a 10-point scale where 1 means that you are "not at all satisfied" and 10 means that you are "very satisfied". How satisfied are you with...**(RANDOMIZE)**

		Not at all satisfied										Very satisfied	DK/NS
		1	2	3	4	5	6	7	8	9	10		
G3a.	Garbage collection												99
G3b.	Recycling collection												99
G3c.	Organics/composting program												99
G3d.	Landfill maintenance												99

GARBAGE

- In an average week, how many bags of garbage do you put out – where a bag would be about the size of a green “Glad” bag?

 - One..... 01
 - Two..... 02
 - Three 03
 - Four 04
 - More than four 05
 - (DK/NS) 99

- There are currently four different ways that the City picks up residential garbage from single family homes. Do you think the City should continue with these separate systems or have one system for all single family homes?

 - Keep as is..... 01
 - One system for all single family homes .. 02
 - (DK/NS) 99

- There has been some suggestion to limit the amount of garbage a household may dispose of in a week. How strongly do you support a limit on the amount of garbage collected as part of your weekly garbage pick-up?

 - Strongly support 01
 - Somewhat support 02
 - Somewhat oppose 03
 - Strongly oppose 04
 - (DK/NS) 99

4. Some residents in northwest Winnipeg currently use AutoBins, also known as dumpsters, for their garbage. Are you aware that the City uses AutoBins?

- Yes 01
- No..... 02 **(SKIP TO Q.6)**
- (DK/NS) 99 **(SKIP TO Q.6)**

5. Do you support the continued use of AutoBins?

- Strongly support 01
- Somewhat support 02
- Somewhat oppose 03
- Strongly oppose 04
- (DK/NS) 99

6. How do you dispose of your hazardous waste products? *(Like paint or oil)*

MULTIPLE MENTION

- Hazardous waste depot 01
- Place out with garbage/recycling 02
- Dump down drain/sewer 03
- Bring to landfill 04
- Do not have hazardous waste 05
- Other (specify) 98
- (DK/NS) 99

7. Are you aware that household hazardous waste can be taken to a collection depot for free disposal?

- Yes 01
- No..... 02
- (DK/NS) 99

RECYCLING

8. Does your household/apartment participate in the City’s recycling program?

- Yes 01
- No..... 02 **(SKIP to Q.12)**
- (DK/NS) 99 **(SKIP to Q.12)**

9. How do you recycle?

- Blue box 01
- Recycling depot 02 **(SKIP to Q.12)**
- Apartment carts 03 **(SKIP to Q.12)**

Other (specify) 98 **(SKIP to Q.12)**
 (DK/NS) 99 **(SKIP to Q.12)**

10. How many blue boxes does your household have?

One..... 01
 Two..... 02
 More than two..... 03
 (DK/NS) 99

11. Where do you keep your blue box? **(MULTIPLE MENTION)**

In my garage 01
 In the basement 02
 On my porch 03
 Outside..... 04
 In a shed 05
 Other (specify) 98
 (DK/NS) 99

ORGANIC WASTE/COMPOSTING

12. What do you normally do with organic waste materials from your kitchen?
 By organic waste I'm referring to things like vegetable peels, coffee grinds, eggshells and the like. **(ACCEPT UP TO 3 MENTIONS)**

Place in regular garbage 01
 Take to city depots 02
 Compost in yard 03
 Dig into garden 04
 Feed animals with it..... 05
 Put it in my garburator 06
 Put it down the drain..... 07
 Other (specify) 08
 (DK/NS) 99

13. Does your household have and use a composter?

Yes 01
 No..... 02
 (DK/NS) 99

14. Do you live in a house or condo that has a yard with a lawn or garden?

Yes 01
 No..... 02 **(SKIP to Q.17)**
 (DK/NS) 99 **(SKIP to Q.17)**

15. What do you normally do with the grass clippings from your lawn?
(ACCEPT UP TO THREE MENTIONS)

Place in regular garbage	01
Compost in yard	02
Compost in other place.....	03
Dig into garden	04
Grasscycle / leave on lawn / mulch	05
Curb-side composting program	06
Lawn service takes away.....	07
Other (specify)	09
(DK/NS)	99

16. And what about leaves? How do you normally dispose of leaves that fall on your property? **(ACCEPT UP TO THREE MENTIONS)**

Place in regular garbage	01
Compost in yard	02
Compost in other place.....	03
Dig into garden	04
Grasscycle / leave on lawn / mulch	05
Take to “leaf it with us”	06
Curb-side composting program	07
Lawn service takes away.....	08
Other (specify)	09
(DK/NS)	99

17. Would you be interested in having a curbside organic waste collection program? Household organics include all types of food waste (plate scrapings, bread/pasta, fruit and vegetable scraps, coffee grounds, eggshells) and yard materials like leaves.

Very interested	01
Somewhat interested.....	02
Somewhat uninterested.....	03
Very uninterested	04
(DK/NS)	99

18. How frequent should organic waste be collected in such a program?
 Should it be...

Year-round	01
Summer months only.....	02
Spring and fall only	03
Spring, summer and fall only	04
(DK/NS)	99

LANDFILL MAINTENANCE

19. The City currently maintains a landfill site at Brady Road, which is located at the south end of the city. How familiar are you with Brady Road landfill?

Are you...

- Very familiar 01
- Somewhat familiar 02
- Not very familiar..... 03
- Have never heard of 04 **(SKIP to Q.21)**
- (DK/NS) 99 **(SKIP to Q.21)**

20. How often, if ever, do you go to Brady Road landfill? Do you go...

- About once a month or more 01
- About several times a year 02
- Less than once a year 03
- Never have been to the landfill 04
- (DK/NS) 99

21. What are your main concerns regarding Brady Road landfill? **(ACCEPT UP TO THREE MENTIONS)**

- Odour 01
- Litter 02
- Air quality 03
- Limit of space 04
- Not enough being diverted at landfill 05
- Groundwater contamination 06
- Too many recyclables in landfill 07
- Too many organics in landfill 08
- Nothing 09
- Other (specify) 98
- (DK/NS) 99

22. Landfills have a limited lifespan for which they can operate. Brady Road currently has about 100 years before the City needs a new landfill. How concerned are you about the lifespan of the City's landfill?

- Very concerned 01
- Somewhat concerned..... 02
- A little concerned..... 03
- Not concerned at all..... 04
- (DK/NS) 99

GENERAL ISSUES

23. Last year the City started Giveaway Weekends which take place the weekend before May long weekend and after September long weekend. Residents place unwanted items on their curb, mark them as “free”, and anyone is free to take them. Did you participate in a Giveaway Weekend, and if so, how?

Put items out 01
Picked up items 02
Both 03
Did not participate..... 04
(DK/NS) 99

24. Some cities have switched to collecting garbage and recycling during the night. Switching has allowed services to run more efficiently and safely, while saving money. How supportive would you be of switching to overnight collection?

Strongly support 01
Somewhat support 02
Somewhat oppose 03
Strongly oppose 04
(DK/NS) 99

25. Currently the majority of the City’s garbage and recycling is collected manually. What do you think of switching to automated cart collection?

Strongly support 01
Somewhat support 02
Somewhat oppose 03
Strongly oppose 04
(DK/NS) 99

26. Do you have any other comments regarding Winnipeg’s garbage, recycling or organics programs?

<OPEN RESPONSE>

DEMOGRAPHICS

27. Do you rent or own your current place of residence?

Rent 01
Own 02
(DK/NS) 99

28. Is your garbage and recycling collected on the front street or back lane?

Front street 01
Back lane 02
(DK/NS) 99

29. Which is your age group?

18-24 years.....	01
25-34 years.....	02
35-44 years.....	03
45-54 years.....	04
55-64 years.....	05
65+ years.....	06
Prefer not to answer	99

30. Which of the following categories best describes your family income?

That is, the total income before taxes of all persons in your household?

Under \$10,000	01
\$10,000 to \$29,999.....	02
\$30,000 to \$59,999.....	03
\$60,000 to \$79,999.....	04
\$80,000 or over.....	05
Prefer not to answer	06

Thank you for your feedback. You can provide additional comments by visiting garbage.speakupwinnipeg.com

Appendix B: Verbatim Final Comments

Note that terminology in the verbatim comments are colloquial in nature and do not necessarily reflect City of Winnipeg garbage collection terminology. For example, “autobins” are used both to describe Automated Carts and AutoBins. Caution should be applied when interpreting comments in respect to what garbage collection type respondents refer.

- All I can say because it's now done with the machine not all garbage or recycled are done properly sometimes or most of the times so many leftovers are left on the back lane or bins. And please educate or give more information to the citizens that they are allowed to call the city to pick up bulky items on a minimal amount. Because they are sore on the eyes of everyone especially in the back lane and it could be a target of any gang for arson....
- an organic program would be GREAT and a business program too
- Anything to make the city and surroundings greener and more eco-friendly I am totally for!!
- As a walker, I am very concerned about the litter in our city. It is depressing, embarrassing, and has been linked to crime through several studies. We need to spend more on bins through the city as well as litter pickup. We have a reputation for being cold and dangerous; wouldn't it be nice to be thought of as a very clean city?
- AutoBins create a great opportunity for people not to recycle. It also creates a great opportunity for those doing construction work, both residents and contractors to dispose of their construction materials without taking them to a land site. It also limits the amount of "tipping fees" being collected. Numerous fires occur in these AutoBins and they are not maintained.
- AutoBins must go if we are to encourage more recycling. Too much going into the landfill thanks to this system.
- Automated collection often leads to refuse on the ground around the area of the bin. People should be paid decent wages to oversee that this is all done properly, and nothing is left behind in a mess.
- Automated garbage collection is the way of the future. Some communities, such as Brandon, have been using forms of automation for over 20 years. It's time the City step up and lead and implement this system throughout its jurisdiction.
- Automated is good as long as it doesn't compromise quality of recycling / organic waste collection. I like the green bin collection they have started in BC....
- Balanced Life Cycle Analysis is needed - esp. if waste-to-energy system is to be used!
- BED BUGS spread through left out furniture...something should be done!!!!!!
- Better garbage collection for downtown apartments. Currently, the AutoBins behind apartment on Broadway becomes overflowed regularly. Limiting household waste would help for sure. South Korea has a pretty innovative system in place that charges for extra garbage loads.

- Brady Road is a mess, with trash flung around, flies, and the stench. Recycling trucks leave a huge mess every week in the area, we need the AutoBins for recycling also
- Bring in the organics program for apartment people! Don't take someone's job away by automating.
- Charge moderate fees for garbage disposal -- financial incentives are the best motivator to reduce waste. Reduce taxes slightly to ease opposition to fees, use remaining revenue increase to support the creation of local recycling operations (including converting landfill methane into usable energy) that create jobs and attract businesses. Reconsider the entire system, not just minor changes.
- Citizens need to recycle and compost far more than they do. The City should provide far more Recycling bins and depots than they currently do.
- City-wide organic collection is completely necessary. I've toured the facility in Edmonton and have seen how the organic waste is used. Definitely a precedent for Winnipeg.
- Collectors tend to throw emptied blue boxes carelessly, so they end up on the road and/or in knee-deep snow.
- compost in a way we could use the end product in our gardens
- Curbside compost please!!!! I want to compost - organics are 80% of what I throw in the garbage...
- Curious about the locality of the recycling. If we can't recycle it locally, how can we change that? Organics/composting programs make so much sense. Keep the nutrients around the community and use it in the community gardens.
- Garbage can pick-up worked very well in River Heights--now that we live in Wolseley the dumpster system is not so great--items left beside dumpster for weeks, dumpsters set on fire, dumpsters tagged regularly, people picking through dumpsters, some specific dumpster overloaded every week. Garbage collection I experienced previous to using dumpsters in Winnipeg was effective and efficient.
- Garbage collection during sleeping hours is very disruptive. Early morning collections are already a problem and wake up everyone in my house! I am strongly opposed to night time collection for this reason.
- Garbage collection in the back lane of Selkirk Ave in the north end has been a perpetual problem for years and years. AutoBins in the North End are a better idea than the individual plastic bins. Blue bins also should be more easily available in the North End for free. There should be a safe re-routing of goods from the landfill to thrift stores.
- Household residential compost pick-up is counter intuitive. ALL household compost CAN and SHOULD be composted on site in the yard. This can be done with ZERO fossil fuel use. ZERO carbon emissions. To run a truck around the city picking up peoples poorly sorted "organic material" is a disaster in terms of fossil fuel use, compost management. This goes against all the efforts and intentions of composting organic material, despite what some environmentalists say. Commercial compost pickup on the other hand is a MUST. They generate too much material to compost on site. This is from 8 years of

private compost pickup from restaurants. Have commercial pickup as the Samborskis are doing, and make it a mandatory business tax.

- Garbage collection is too frequent, which is wasting money. The City should start moving to less frequent collection which will encourage more on-site composting and better participation in recycling. When garbage carts are offered city wide they should offer a size smaller than 240L, or offer a different colour 240L cart for those opting for pickup every second week (either way with an annual savings). It is obvious that the main cost involved in garbage and recycling is the cost of picking it up from each house and transporting it, by reducing the frequency of pickups the city could save substantial money and push households to produce less garbage. Organics pickup is a great idea of condos and commercial buildings but people in detached homes should manage their own composting on-site without the need for a costly collection program. If an organics program is creating households should be given the option to opt out (and save) by proving that they have an on-site compost.
- Get rid of auto bins!! I work in an area that has them and the streets are disgusting. There is trash everywhere. If they don't work in the middle class neighbourhoods they definitely won't work in the Inner City. Who ever had that bright idea should go clean up the "extra" bags of trash people are putting out that get left behind by the collectors.
- Having less in the landfill but having a COMPREHENSIVE composting system that allows for the composting of all edible materials (bone, meat, etc) will not only make composting easier for most Winnipeggers it will also mean considerably less ends up in the landfill, which will increase its lifespan. This means that many of the issues at current with waste disposal can be improved through one solution. A comprehensive composting program, where ALL compost is picked up!
- Having more recycling bins for apartments and condo's as the one's there are always full and then people put recycling in dumpsters.
- Household hazardous waste depot/collection is a mess. Most residents don't know what HHW is; even if they do it's a long drive to the single HHW depot that has very limited hours. Collect HHW at fire halls.
- Household hazardous waste should go back to retailer.
- How much have costs increased since all pick up was contracted out? How do costs per tonne compare now with say 10 years ago?
- How would picking up garbage at night be more cost effective? No one wants to collect garbage in the daytime - it is a back breaking, dangerous, and thankless job. Do you really think that night shift will make it more appealing? Do you think anyone wants to hear garbage trucks at night? Are vehicles more fuel efficient at night?????
- I am amazed at how much waste my neighbours make. Perhaps if they put their blue box next to their kitchen garbage as I do they would think to recycle more. I also want to say I strongly support the "free to a good home" program in Winnipeg. I think it should be more often to raise people's awareness.

- I am concerned about reports that items put out for recycling end up in the landfill anyway. I would also like to see more options for residential recycling packaging, including clear blue bags and wheeled recycling bins like those used in apartment buildings. Paper and glass are heavy recyclables, and it is difficult to carry them in quantity in the usual bins.
- I am disappointed that the recyclables are not recycled here and are shipped away. We should also allow recycling for free and charge for garbage pick up as in Switzerland. Much more progressive.
- I am increasingly frustrated with bulky garbage in back alleys, as well as trucks refusing to pick these items up. 3-1-1 has proven very ineffective to remove these items, by asking for specific details that are irrelevant. After unbearably long hold times, they seem more concerned with protocol than solving the actual problem. Overflowing auto bins and left bulky garbage would never happen in Linden Woods, but it's become normalized in the inner city.
- I am originally from Halifax and what they do is: Compost every week and then alternate the recycling and garbage pick up. Residents were provided with a large green bin like the garbage bins currently in Winnipeg. (Any refuse was put on the curb) Garbage was collected out of a garbage can and all recycling was placed in blue bags. It is a system that works really well. Garbage/recycling was manual.... compost was mechanical.
- I am torn about my Autobin. I know they don't encourage recycling, but they keep back lanes tidier. If they are to remain, I want the city to empty AutoBins more frequently and do regular bulky waste pick-ups, especially at the start of the month, in the inner city. I also want much faster response times to requests for clean-up or bulky waste pick-up for AutoBins. 5 days or a week is silly. I also strongly support organics collection, bigger/better blue box programs. I would be willing to consider a tag-a-bag user fee. The city's solid waste system is a confusing patchwork and I welcome any move to simplify and modernise it. I think these consultations and long-term planning are excellent.
- I am very concerned about what happens to recycled materials: plastic, glass and paper. Handling these issues is critical to confidence in a recycling program.
- I appreciate the opportunity to express my opinion - thank you. Please educate people about littering - I see young people just throwing garbage! I feel like our City is becoming very littered. And please do something about the cigarette butts all over the place - more 'butt' stations! Check out any bus shelter - it's disgusting!
- I believe that recycling depots would help to reduce street litter. Fines for littering may also help.
- I believe that we can learn from other provinces (Alberta being one). They have depots where citizens bring their recycling and are paid for it. I don't know the statistics, but I do know that money is a huge motivator, probably more so than ad campaigns. To get the money, they couldn't bring contaminated stuff, which is a big problem in the recycling here in Winnipeg

- I cringe when I see all the recycled material that gets thrown out. I wish public recycling bins were easier to come by, and I strongly support implementing an organic waste pick-up.
- I don't like the bins because they are too many rules for collection. As well, they can be found blowing all over the back lanes, where cars are smashing them.
- I find it upsetting that the areas of our city with higher populations of low income and poor socio-economics conditions are where most of the AutoBins are located, it doesn't instil pride on a community by labelling it with an ugly banner of garbage every four houses.
- I like my community composting program. I think the city needs to compost more of the leaf waste. More hazardous waste depots. More diversion at Brady road. Thanks keep up your good work.
- I currently have the automated cart collection and I really hate it!!!!!! I don't think it is fair to limit the amount of garbage that a household can put out... and I am not paying for a larger bin... some households are different... I recycle (I have 4 boxes I use every week) and I would love to compost but I don't have a way to manage that at this time but I also currently have 2 people who live in my home with incontinence issues that require products that take up a lot of garbage space. In addition, I am currently caring for a palliative friend who also has used medical supplies (for dressing changes etc) which also take up lots of space... finally I have a 5 month old infant and being a single mom cloth diapers were not an option and finally I have 2 cats (whom I rescued from the WHS) and thus have at least 2 bags of litter a week...so I find that even though I try to make an effort to recycle (and would participate in an organics program if we had one) I still can't fit all my garbage into the container each week!!! I think that the city should take into account that people may have different needs when it comes to size of garbage container and if necessary allow the family to choose the size of container that they require!!!!!!!!!! Thank you!!!!!!!!!!!!
- I had the automated cart collection forced upon me. There was zero consultation with the residents of this area about it. I don't care to and it's not up to a municipal government to force me too. There are families in this area that probably do recycle and still need more than one bin, and yet WE have to pay for the extra ones?? If you're going to foist this upon people, you should make them free and lower the wages of the collectors....you can "save money" that way.
- I just want to clarify that while I would not make use of an organics collection program (because I want the compost for my garden) I still support city-wide organics collection for those who are unable to do backyard composting. I think waste reduction should be a priority for Winnipeg. I would like to see the City invest in education to teach people how to reduce their waste. For example, my household only produces enough garbage and recycling to make it worth taking the bins out to the lane for pick-up about once a month. With more emphasis on waste reduction, we could save money and carbon emissions by not having to send trucks around as often.

- I live in the North End where there is no recycling pickups
- I live downtown, and the back lanes in my neighbourhood (where everyone has to park) are littered with disguardured furniture that never seems to get picked up. It's often left right beside dumpsters, but when the garbage is collected it stays there.
- I strongly oppose the automated cart collection, even though I don't use it. Don't think they are large enough to accommodate all people. Some have large families, have more garbage. Might not be able to afford to buy another bin for large amounts garbage. Just think it is another stress, no matter how small it may seem, families shouldn't have to deal with. I know a woman who had her bin stolen, she had to pay to buy a new one, and it's not fair or right. She has multiple sclerosis and can barely walk, and pushing the cart back and forth into the house is a huge waste of time and energy for her. With regular garbage cans, she didn't have this problem or expense.
- I strongly support citywide composting and recycling, if cost is an issue we should charge more for the service.
- I strongly support a bag limit and the introduction of an organic pick-up/management programme because I'm sick of subsidising people who are too lazy to recycle/compost in an effort to reduce their household waste. The best way to get these people on board is to charge them. The organic programme could run year round, but perhaps pick-up could be every 2 weeks instead of every week.
- I support a curbside organics collection system for the city of Winnipeg. I would also love to see an economy/industry created locally around the processing and use of recyclables and salvaged building materials.
- I support policies that are geared toward having less material end up sitting in landfills. Where we can encourage recycling and/or composting of appropriate materials, I think we should make every effort to do so. I am concerned about automated pickups as it eliminates jobs.
- I think strengthening the compost bin, rain-water collection subsidy programs & providing better education would do a lot to empower residents to manage their own organic waste rather than having yet another program for the city to administer. I've attempted to get one and they have run out. I heard many discouraged people whom I doubt would try again the next year...even though I love the idea, I didn't. Too frustrating to wait for a few hours simply to be told that they've run out. I'd rather have them more readily available and residents simply need to provide some ID to get the reduced rate. 2) I'm awaiting recycling auto-carts; my area already has the garbage one. I hope that they provide the same sized carts so to encourage increased participation...the blue box is too small.
- I think that diverting organics from the landfills is essential. We are the only major city in Canada that does not participate in a curb side collection program for organics. The City of Winnipeg's Climate Change Action Plan states that one third of the 400,000 tonnes of material entering Brady Landfill is organic material and the Province strives to reduce our green house gas emissions. The Brady Road landfill is the largest greenhouse gas

emitter in our province, mainly due to methane gas production from organics breaking down in the landfill. Taking organics out of there seems to solve multiple problems. In addition to methane reduction and extending the life of our landfill, composting produces nutrient rich humus which can be returned to our lands. Maybe not necessarily in Manitoba, we are fortunate to have plenty of organic soils, but elsewhere soils ideal for agriculture are depleting. Ontario is a prime example of depleting nutrient soils that are being lost to urban sprawl. Nutrient rich humus that is made from compost can be returned to our lands. Humus as a soil amendment aids in water retention, reducing the need for watering, adds nutrients, reduces reliance on heavy chemical fertilizers and pesticides, which also protects our water ways, (Lake Winnipeg). I could go on, but I think I've made my point... for now. Thanks

- I think that more effort needs to be put into recycling. We need to limit ANY waste and save our planet.
- I think the garbage carts are too large. I am a family of five and only have one bag of garbage a week as we recycle and compost. I am all for user pay.
- I think the city of Winnipeg needs to stop listening to the public about how much bigger the AutoBins need to be for the homeowner. People need to reduce the amount of garbage or Winnipeg will be polluting more and more and Winnipeg will die. Winnipeg needs to move forward fast with this garbage recycling master plan.
- I think the city should focus on waste reduction in addition to waste diversion (composting and recycling). The City should consider its responsibility in not only providing garbage services and resulting infrastructure, but also in creating new social norms around consumption, habits, and culture. In retooling for recycling and composting, I suggest you think about your goals of increased diversion when sizing bins. In other words if you want 50% diversion then blue bins and green bins should be greater than or at least equal to the size of any garbage bin. Also increase services to MF dwellings. Metro Vancouver has done some interesting pilots with CBSM in multi family housing that you might want to look into.
- I think the city should make it easier to dispose of hazardous waste, I think right now a person needs to drive it somewhere on a specific day and then wait in a line-up to dispose of waste. Lots of people will not do this, and do not have cars to drive the hazardous waste around. It should be made more available to everyone.
- I think the idea of an environmental management centre is a great idea! I strongly suggest that a substantial amount of education and awareness will help Winnipeg with its waste and water goals.
- I think the recycling program should be expanded to include other items and types of materials (e.g. plastic bags) that are currently not accepted/recyclable in Winnipeg but are in many other Canadian cities. A bottle deposit and depot drop-off refund system (similar to Edmonton's) for beer, wine, and soft drink bottles/cans, milk cartons and jugs, and juice box "tetra packs" would encourage and provide an option for people to

recycle these products, while simultaneously reducing the volume of waste that is landfilled.

- I think very little thought went into the functional aspects of the rolling carts. They work fine in the summer, except I have to roll it over my neighbour's lawn to get it past my vehicle, but they are heavy and awkward to move down a driveway barely wide enough for a vehicle with snow banks on both sides.
- I very much appreciate garbage collection. It's something we take for granted. I think we should be allowed 104 bags/cans a year for manual pick up and have to pay if we need more. Would love to see organics collected.
- I was most discouraged to learn how many of the items I put out for recycling are either just crushed for roads (glass) or shipped to China. Why can't there be a better way than creating the illusions that currently exist?
- I'd like to see as much privatization as possible. Go to tender, and insist that the successful candidate delivers quality service at the agreed upon price. I am strongly in favour of limitations on weekly garbage in order to encourage accountability of individuals/households. Too often the street is strewn with leftover garbage/recycling items, and containers are cavalierly tossed around. Not a pretty sight. We can do better.
- I would like to see it be mandatory for apartment blocks to have recycling carts for its residents. Landlords who are not interested or do not want to invest in it are just not providing this service. Also, recycling should be easy and affordable (it should be free!) to implement for all businesses, schools and institutions. Organic curbside collection is important but the City should also promote backyard composting since this is the most sustainable option if someone has a yard. More money should be invested in education of recycling, composting, and most importantly waste reduction.
- I wish people would stop complaining about those AutoBins not having enough room for families, I think they are fantastic! And I think there is a real problem if you are throwing out enough garbage to fill that container :) I wish the City did not give in when all those people complained about them being inadequate. Those people are clearly NOT recycling. I also think that the City could do more advertising about what is actually recyclable; this is very poorly known in the community. I am an Environmental Studies student and that is the most common question people ask, i.e. should I remove plastic lids from bottles? Besides the lack of household (not grass) organic collection I think you guys are doing a great job! p.s. it would be great if you did AutoBins for recycling too :) I Love Winnipeg :)
- I would be very pleased to support organics collection year round.
- I would like to see a fully integrated understanding of organics composting at the city level. I would like to see coding changed to allow for home-scale Humanure composting of human waste. I would like to see a full revamp of the city's approach to urban farming and an allowance for small flocks of chickens and small sized beehives. These measures have a significant impact on waste; it is very important to me that these things become recognized as aspects of the same topic. I would also like to see an

accessible landfill/dump site where members of the public could be encouraged to access materials that have been thrown out, for example building materials. I would like to see recycling programs mandated for all apartment buildings rather than existing only under the initiative of the property manager. I would like to see the City of Winnipeg adopt a waste management strategy that includes a full "cradle-to-grave" understanding of waste - considering procurement as an important part of waste management decisions (e.g. How do we come to have so much stuff? What is the waste that happens in the production and transportation phases of the products and services we buy and use? How can we limit the impact on this level as well as at a product's end-of-life?) Thanks!

- I would love to have automated recycles as then I would not have to chase mine down the back lane and the city could save money by having only 1 person do pickups instead of 2+ driver
- I would love to see both a bag limit and an organic waste collection service. Thank you for this survey.
- I would pay more to ensure sustainable practices such as community composting programs, and extended materials recycling programs.
- If the city switches to a completely automated, overnight service for garbage, recycling and organics, they can use the same trucks for all collection. Organics could be picked up with less odour due to lower temperatures. Please reduce garbage cart size and increase recycling bin size, this will immediately divert more to recycling!!!
- I would support limiting the amount of garbage a single family dwelling can put out in a week only if a comprehensive composting program was in place. I question switching to automated cart collection because I do not know very much about it, except that I can assume it would mean a lot of jobs lost for those who currently collect the garbage and recycling. I don't understand why the city picks up residential garbage in 4 different ways, and have actually asked people this question before without getting any answers. I strongly believe this city should have a year round comprehensive composting program, and find it very frustrating that currently we do not. I believe strongly in composting, however am terrified of bugs, I don't do any gardening so the only way I can compost comfortably is to have roommates or friends do it for me. If there was a city wide composting program I could compost comfortably and the city would gain access to nutrient rich fertilizer which it could then use to assist local farmers, or start a farm of it's own and promote buying locally grown food.
- If the city is going to provide curbside compost pick up, it should include meat and dairy products to enrich back yard composting activities and really reduce the amount of organics sent to landfills.
- It is imperative for programs like compost curb-side pick-up and penalty fees for garbage overages to be quickly implemented. We also need a major renovation of the dump to include the proposed University of Manitoba methane extraction project, a large-scale composting pad, a reuse depot. Education programs through curriculum-

building needs to focus on reducing consumption as a primary method of dealing with waste. In other words, we need to make significant changes swiftly.

- It is worth it to point out that every time the garbage & recycling is picked up my neighbours and I have to do a significant backlane clean-up to pick up all the garbage & recycling that they have dropped. It would be great if the people responsible for pick up, were careful about putting things away properly and not missing the truck half the time. I strongly strongly strongly oppose the unsightly and odorous autobins!!!!
- It's time that Winnipeg catches up with other more progressive Canadian cities and limits collection amounts and/or implements a more advanced recycling and compost collection system. Take a look at Guelph, ON.
- I've seen how households in Toronto put out 3 different carts on collection day. It is mayham on crowded streets. I really support household, neighbourhood and apartment block compost bins to handle organic waste. Thanks for asking.
- Limit of 2 bags per household. then pay heavily for the next x no. of bags after that.
- lobby the provincial government to make recycling programs mandatory, create a organics collection program, better policing and management of the city's landfill for residential/commercial drop offs
- Manitoba should follow Nova Scotia's lead in legislation. No organics should go in the garbage waste stream.
- Many people in my neighborhood(single dwelling homes) are NOT recycling. I feel that this should be mandatory for all Winnipeggers and they should pay a fee? or something if they are not!!
- more effecient re-use of "recycling items" e.g. glass bottle returns
- My main concerns with garbage issues is about the bulky waste and overflowing auto bins. I call 311 almost every week to report bulky waste. there are a lot of people living with bed bugs in my area and so a lot of people throwing out mattresses, couches, or other furniture. They just lean them up against the auto bins or against the buildings (and then others people who are sometimes unaware of how easy it is to spread bed bugs, take this furniture home and spread the bugs to their own homes and appartment buildings). Also, I've seen people in more expensive looking vehicles dump materials like scrap wood or other construction materials, or even furniture, in this area. I've never been able to get a lisenca plate number unfortunately. Because of all of this dumping, the auto bins are often overflowing and then garbage falls out of them and doesn't get picked up by the garbage trucks and ends up blowing around in the neighbourhood. Basically, I think that the city should keep a closer eye on these auto bins and check them regularly instead on relying on people calling 311. I think most people don't call or don't know that they can call it in, so a lot of overflowing bins and bulky waste doesn't get reported.
- need to be able to recycle more items: eg. all plastics, styrofoam and other packing materials, etc.

- Need to be providing more education as to how, what, to recycle, where to donate unwanted items, how to back yard compost...
- organic material pick-up is needed...the free weeknends were a fantastic idea and should be continued
- Our family of three generates one small bag of garbage per week. We religiously reduce, reuse, recycle and compost. If everyone in Winnipeg managed their waste as we do, we wouldn't need to be discussing this issue. The answers are already self evident. It's never an inconvenience to do the right thing.
- Our recyclables list needs to be more extensive.
- Programs MUST include multi-family residential asap. The City also needs to become involved in/discuss with stakeholders how waste from sectors other than residential is managed.
- Promote neighbourhood and backyard composting for organic fertilizing so we're not wasting money hauling compostables away only to bring them back in to the city.
- Recycling personnel are inconsistent. Some will refuse to collect my blue "tote" container, even though no policy has been shown to me that I cannot use that. Most recycling personnel are sloppy and spill much of the material on the road/yard.
- Rollout Autobins are fantastic. Organics is strongly needed.
- Services are generally quite good. A compost and organics program would be a big step forward. Also giving people the option of having smaller garbage carts that would result in a tax saving to reduce garbage use. We fill our cart about once every four weeks. Not sure who the people were that needed larger carts, but if they can pay for more, why not have people save with less? Just a thought, thanks for the survey.
- Some of my neighbours on my Beverley/Toronto back alley have messy garbage areas. Sometimes I wish the garbage men would take care of the problem.
- Shredded paper can only be put in a small box, paper bags, or loosely (good grief). If you put it in a big box it won't be recycled. I also think they should have mobile paper shredding (like the leaf it program) every few months. Many people went to a free one at a shopping mall this year and they disposed of a lot of paper. It's a win / win situation.
- stay away from automated cart collection, give PEOPLE jobs, and the carts are NOT convenient at all for neighborhoods like wolseley
- Strongly dissatisfied with current hazardous waste program: depot-minimal hours, poorly located, many more locations needed; very concerned that most hazardous waste is going to landfill.
- tax companies for their containers that are not compostable, reusable or recyclable.
- The autobin system needs to stay in place in the inner-city or the end result will be increased litter on the streets. Many residents are not in a position. We are routinely being told that organics collection is too expensive for Winnipeg. I personally believe that organics should be picked up every week while garbage and recycle can be picked

up on alternating weeks. This would save money and allow for the same employees to collect these different waste streams.

- The autobins are an eyesore and should be stopped. Curbside recycling needs to be increased. I think you've done a good job trying to educate people, don't know why they don't get it. More recycling in businesses needed. More emphasis on waste reduction and reusing.
- The autobins are wonderful; I really think they should do the same for recycling. Organic (composting) needs more education to the general public; the subsidized compost bins are a great idea, and more incentives for vermiposting and composting should be available. Keep up the great work. Thanks for the opportunity to participate in this survey.
- The automated carts are great for me. I have no use for a compost service, as I can do it in my yard. I would support automated recycling carts as well if it would save money compared to the current blueboxes. I also support deposits on recyclables, but I know this is more of a provincial issue. My only current concern is litter and garbage in people's yards. This is a big issue in the west end, but I don't know that it is within your scope. It would be great if the city could be proactive with bylaw enforcement.
- The back lanes in West Broadway are out of control with over flowing garbage bins most of the time. There needs to be more auto bins or more pick ups in a week, or more control over landlords cleaning up after their negligent tenants.
- The blue bins now are flawed, they break, they are thrown, they crack, things fly out, it gets full of snow and soaked with rain. Need toter with lid/wheels. Recycling should not be voluntary. There should be a user pay over certain limit. Brady landfill should have marshelling system, too much waste! Go for a tour of Brandon's landfill it is a Best Practice example.
- The City needs to get on board with curbside pick up of organic wastes. Other cities do it, there is no reason why Winnipeg can't.
- The City needs to stop catering to garbage producers. I think garbage should be limited (and you should have to pay for excess), while programs for recycling and organics should be the focus. If most of our waste is diverted, we avoid a whole slew of problems associated with garbage and landfills.
- the city needs to take responsibility for maintaining the autobins. almost all are in some state of disrepair, and unless people complain constantly, nothing is done
- The city needs to work on getting more people to recyle - some people don't do any recycling at all and I don't understand why they wouldn't.
- The City of Winnipeg NEEDS a composting program! Especially for those who don't have a yard or area to do their own composting (those that live in apartments for example). This could divery so much organic waste from the Brady Landfill. As well, we need to be able to recycle more items such as glass (which I hear is just stock piled and crushed). I also think that the Hazardous Waste Depot needs to be more available. It's not open often and it's not central at all. Many people don't want to make the trip, and therefore

- toss those materials into their garbage bags. Also, I am told that much of the recycling that goes into our blue boxes doesn't actually get recycled.
- The City of Winnipeg should examine the German model for garbage, recycling and organics collection. I recently moved back from Ulm and Heidelberg and found it to be quite efficient. Glasses are separated, as is paper from plastic, organics are given their own bin. Each set of items is colour-coded and this is consistent within the entire city. Further, labs or workplaces can have additional things to sort (lab glass, styrofoam chips etc.). Nothing is turned away (like we do in Winnipeg when certain items have a lesser commercial appeal). The amount of garbage can be greatly reduced by encouraging composting as well. My apartment is a plastic bag free zone. I do not need any for my garbage as all organic material is composted. My recycling goes out once a week, along with my compost, but I need only empty my garbage one every two to three weeks. Our city's sustainability can be greatly increased by supporting these endeavours.
 - The city should bring in a *comprehensive* compost program that allows the composting of items like bones and cheese and ALL organic waste -- things that can't normally go in composting.
 - The growth concerns of a landfill will be decreased with having recycling and organic waste programs. There also needs to be more and ongoing education around recycling and organics. I also think the city should look at how to tap into the methane gas at the landfill.
 - the more we can reuse these items (recycle, compost, collect methane gas...) the better i am not supporting automated cart collection - create jobs ! give people the opportunity to work and provide a service to the city
 - The Neighbourhoods Alive agencies get lots of grants to do composting programmes. They don't do them well. The city should create an arms length that operates as a for profit and pays the city for organics.
 - The new black cart works very well and we like it as do our neighbours
 - the recycling aspect sucks(bottle depots) visit alberta winnipeg, the access to landfill for regular cars just plain sucks as well.
 - There are other Canadian cities where the "garbage" collection is minimal, because there are such great collection programs for recycling and organics. I think we should be looking to these cities for ideas.
 - The recycling truck drivers are about the laziest group of "worker" around, which being government employees doesn't surprise me, however too often my blue box has been cracked in half from being tossed from the truck and on to the road. I've seen that happen to neighbors too. I can't even remember how many times there is a HUGE mess left from the recycling employees "collecting" the bins. The garbage collector are just as bad, I live in an area with "dumpsters" and I rarely see on that's actually all the way on the curb. Recycling and garbage collectors are some of the greatest examples of the government wasting money.
 - the recycling trucks leave a long trail of dropped items in our lane

- There needs to be a way of dealing with mattresses that neighbours leave out by the trash bins. They need to be removed, as they are a fire hazard.
- There needs to be easier ways for people to dispose of things that shouldn't be in the garbage (dumpsters, in my area). It seems that many people in my neighbourhood either do not know or do not care about hazardous waste disposal, electronics recycling, etc. Even for those of us who do know about it, if you don't have a car and you need to get rid of something, the dumpster is a much easier option than trying to get it to a collection site.
- There needs to be greater diversion of organics & recyclables from the landfill. The most straightforward way to do this is limiting the amount of garbage that the city collects or introducing a user pay system. Encouraging at-site composting is the best way to deal with organics but many people seem unwilling to do this so some alternative should be provided. Weekly curbside pickup of organics seems like an expensive undertaking for what the return might be unless it could somehow be combined with regular garbage collection (one truck to accomplish both?). Are there other creative solutions?
- This survey is about 10 years late - these are questions that should have been addressed 10 years ago.
- Too much is thrown away. There needs to be limits to how much garbage can be gathered for single family homes. One regular size bag free, anything in excess should have a fee. There also needs to be organics collection. The collected materials could be composted at a city site or collected in each neighbourhood, giving citizens access to free (or relatively cheap) soil. Collection in the winter could be composted at a particular site and allocated to greenhouse operations who practise organic greenhouse/hydroponic farming.
- We have manual pick up of garbage in autobins in west Broadway and they don't get out of the truck and leave a big mess behind that blows around the neighbourhood. also bulky waste is left out and is a fire hazard and doesn't get picked up. the city should be pro-active and do tours of back lanes 1x / week to pick up bulky waste. we call it in and it takes a long time for the city to come by. with the problem with bed bugs it is a health hazard as people might pick up bed bug mattresses if they're left out.
- Using automated carts will be difficult during our winter months. Garbage collection must be done by the City and not contracted out. Private contractors are profit oriented and not City oriented. Proper garbage collection is a Health and Safety issue and must be done for the betterment of the City and not for profit.
- 1. Unfortunately, Winnipeggers think with their wallets. That's why we need an incentive program for recycling like they have in other provinces: people place bottles, etc. in large machines, which then gives them a small amount back per item. Until this is put in place, we'll continue to see pop cans & plastic bottles littering the ground all around the city. 2. I work in a school, which throws out all its cardboard boxes because the recycling service (Phoenix?) refuses to pick them up. If we want to reduce the

amount of recyclables that go into the landfill, the city should make it easier for non-profit institutions like schools to recycle items like corrugated cardboard. 3. I appreciate the fact that the city tries to encourage composting by selling composters cheaply every May long weekend. However, the best time to sell composters would be the fall, when homeowners have an abundance of leaves. When I bought my composter in the spring, I discovered that I needed a large amount of "brown" material, to which I didn't have access until October. 4. I find ludicrous the fact that the city wants to give every household these huge trash bins, but leaves it up to homeowners to decide whether they even want to recycle, and forces them to buy their own bluebox. The city should make it much easier to recycle, by supplying large bluebins to everyone who wants one, and forcing apartment block owners to have large recycling bins for their tenants. 5. I live in North St. Boniface, which has quite a bit of green spaces. We don't have a single public recycling container in the whole neighbourhood, so many bottles and cans end up in the trash cans. Can we please, PLEASE have a few recycling bins in the parks or along sidewalks? There should be as many recycling bins around as there are trash cans! 6. Most of the people I know turn up their noses at composting. The only way we're going to divert organic waste from Brady is by offering curbside organics collection. 7. A city employee once told me that the employees responsible for the Leaf It To Us program simply put the whole bags into the shredder, so that the remnants of the plastic bags become part of the compost (or mulch?) which is produced. I hope that this is not true! 8. I've seen the autobins in certain parts of the city and find them to be absolutely disgusting. I am not familiar with the issues in these neighbourhoods, but I do know that this needs to be addressed.

- We know several people who have either autobins or autocart collection who are extremely unhappy with the service. Manual pickup for both recycling and regular garbage works extremely well for our neighborhood - especially in Winter when clogged streets and high snowbanks make other alternatives problematic and hazardous.
- We need automated cart collection for regular garbage and recycle. and not restrict on number of carts or size. If it is restricted you have the risk of people starting to dump there waste anywhere
- We need to deal with the plastics being unrecycled. We can't just ship them off to China, to end up in the landfill anyway. I'm sure we can think of a use for them (playground items, City materials for highways).
- We need to do a better job of managing our waste, to show that we are responsible citizens and a sustainable city in which to live and prosper.
- We need to have better recycling facilities.
- We need to recycle as much as possible given the economics of collection. Organics are a natural part of recycling, but metals, electronics and hazardous materials need to be given priority because of the impact on the environment.
- We should recycle more. Including businesses. Items should be processed locally. Compost is free fuel and should be used by our city

- Weekly organics and recycling pickup with bi-weekly garbage. Halifax instituted this due to costly landfills and now have a very successful program in place. We need organics and recycling bins the size of the new garbage bins (which are usually only a quarter full) instead of people putting out 4 blue bins with stuff falling out. Very little of our 'garbage' is actual waste. Lets set a positive example for other cities. That is what I want my tax dollars to do. Thanks Waste not want not!
- What organics program? Can a person or organization go to the landfill and collect the metal there to sell, like the bikes and so forth?
- Wheeled bins for recycling--hard for the elderly to take boxes to curb, especially in the winter.
- Winnipeg needs to improve recycling with more bins in downtown and other areas. Too many recycled articles are thrown in the garbage - need to make it easier for people to recycle. Personally I could reduce my waste by at least 50% is there was an organics program in place. Adding this to recycling program should be a PRIORITY.
- Would like to see recycling and composting encouraged, with those items NOT just ending up in landfill or sent overseas. I would prefer companies being subsidized or financed locally. I would also like more options to have usable items diverted from landfill.
- yes I find that the one container for free service is inadequate. I would not mind paying a one time upgrade free for either a bigger container or more than one container but it should not be an annual cost. We should not be penalized for raking leaves or grass clippings. If we recycled these in a composter we would have to make a huge bin, There is already rabbits , and rodents in the area I don't want to attract anymore unwanted pests
- You can always tell it's garbage day by the litter left behind, the blue bins and garbage cans scattered about in the lane - all in our neighbourhood are good about picking up after the crews, likely this is not the case in some other areas. Contractors should be responsible - have something built into their contracts - to ensure they leave the street as it was...we all live in the same city. Residential autobins are awful, the property they are placed near or on is diminished in value by virtue of the space and mess associated, and that one homeowner is faced with everyone's neglectful management of their own waste. It's much better to have individual garbage/recycling containers because the onus is then on the homeowner to ensure that their property looks good. Better for neighbourhood dynamics as well. We would likely use an organics waste collection program, it would make a big difference in the volume of our trash.
- you should have started 1st with a recycling automated cart collection prompting better recycling, less litter on windy days, then when you introduced garbage collection done with automated cart collection probably would have been accepted easier.