



# **GARBAGE AND RECYCLING MASTER PLAN – PHASE 2 OPEN COMMENT FEEDBACK SUMMARY**

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## BACKGROUND

Throughout the Phase 2 public participation process we received various forms of open comments. The following report is a summary of the responses that were collected from March 4 – May 9, 2011.

## FEEDBACK SOURCE

Comments were captured from:

- **garbage.SpeakUpWinnipeg.com** – Through the Garbage and Recycling Master Plan Blog
- The *Contact Us* form on **garbage.SpeakUpWinnipeg.com**
- **Social Media** which included Facebook pages for *SpeakUpWinnipeg.com* and *City of Winnipeg - Water and Waste*, *Twitter* and *YouTube*
- Online **Earned Media** articles. Comments from online media sources such as *winnipegfreepress.com* were captured
- **Open House Letters** which consisted of written feedback received during the public open houses
- **Calls to 311** which were captured and submitted by the call centre staff

Feedback Source	Count
SpeakUpWinnipeg.com Comments	154
Contact Form / Email	49
Social Media Comment Threads	30
Comments on Earned Media	26
Open House Letters	8
Calls to 311	6

**Total: 273**

## METHODOLOGY

All open comment feedback points were monitored daily and entered into a database where they were indexed according to several major themes. All feedback was then read and summarized to produce this report. This report attempts to capture and summarize the majority of feedback from Phase 2, but does not reflect every single comment received.

## FEEDBACK SUMMARY

Significant Theme	Mentions
Garbage Collection	115
Recycling	109
Composting (Kitchen Organics)	41
Bulky/Abandoned waste	28
Education	21
Depots / Deposits System	18
Yard waste	17
Implementation	15
ICI / C&D	14
Reduce and Reuse	12
Financing	11
Governance / Regulation	10
Landfills (including Brady) / Waste to Energy	10
HHW/E-Waste	9
EPR	9
Multi-Family / Renters	8
Health & Safety	6

### Garbage Collection

- Elicited the highest amount of feedback
- Some comments on co-collection and frequency of pick-up
- Concern about the high replacement cost of the carts and defining whose responsibility for replacement or repair
- Comments for AutoBins vs. carts:
  - Carts will be stolen/vandalized
  - AutoBins capture a lot of neighbourhood waste as well as abandoned/illegal
  - Local residential waste will pile up in back lanes
  - AutoBins are the source of many problems, just get rid of them
  - AutoBins are easier to use for groups such as seniors
- Comments about the Carts included:
  - Difficult for seniors and persons with disabilities
  - Cart is too large or unsuitable for yard, back lane or garage
  - Carts are ill-suited for winter
  - Want smaller cart options
  - Likes their Cart now that they have them
  - Special events such as Christmas or spring clean-up are not accommodated by the Carts

## **Recycling**

- Generally high support for blue automated recycling carts
- General consensus that we need to recycle more and increase the variety of materials accepted
- Current system problems include:
  - Litter
  - Damage to Blue Boxes
- Need for ICI and MFD recycling
- Reasons for keeping Blue Boxes:
  - Carts too big and challenging for some user-groups
  - Boxes are more flexible
- Need for greater education and behaviour change to get recycling on board
- Discussions on carrot vs. stick:
  - Make recycling more convenient (e.g. carts)
  - Fine or refuse to pickup garbage from people who don't set out recycling
- Several questions about the effectiveness of our recycling programs (philosophically whether the energy inputs into recycling make sense)
- Desire for a deposit return system

## **Composting (Kitchen Organics)**

- Support for a Source Separated Organics (SSO) program
- Composting is done in the backyard so SSO is unnecessary
- SSO is too smelly/will attract pests and will not do it
- Desire for SSO sooner than later

## **Yard Waste**

- Strong support for bi-weekly pickup and depots
- Many feel 2 spring + 2 fall collections is not enough
- Some mentions for community-based composting

## **Bulky / Abandoned Waste**

- AutoBins attract illegal dumping/vandalism – get rid of them
- Concern that removing AutoBins will not change anything or make things worse
- Complaints that there is a lot of abandoned waste in their neighbourhoods
- Some discussion about the responsibilities of landlords if their tenants are not responsible
- Support for the bulky waste service and find the charge reasonable
- Some calls for “free” bulky waste collection
  - Possibly means “free” collection for abandoned waste
- Many do NOT want the City to stop providing the service
  - Potential confusion with bulky vs. abandoned waste service
- Suggestions for fall and spring clean-up/bulky waste collection days

## **Plan Implementation**

- Most common feedback was that carts were not suitable for seniors or persons with disabilities
- Winter was a concern with respects to snow banks, shovelling and snow clearing in back lanes
- The need for incentive and community-based education programs
- Negative feedback on the carts - feel the carts are too big and there is no room for them in their yards
- These options, especially organics, should be implemented as soon as possible

## **Depots / Deposit System**

- Support for Depots is mostly positive
- The need to divert durable and bulky good, and yard waste
- Depots must be accessible (transportation-wise)
- Multiple comments supporting a container deposit system or asking why we don't have one

## **Education**

- Should be advertising our programs and how to better use them
- Need for a communication/education plan as part of implementation
- Need for more education on doing the 'right' thing
- Changing behaviour is key, not just awareness

## **Governance / Regulation**

- Need for stronger enforcement re: abandoned Waste
- Need for government to move quicker
- Penalties / fines for not diverting

## **Financing**

- Keep costs low and reasonable
- Some support a modest tax increase
- Some feel this should be funded through existing taxes
- Both aversion and support for a user-pay system (e.g. bag-limit overages)

## **Reduce & Reuse**

- Many comments relating to reducing or reusing are cognisant of the waste hierarchy (i.e. Reduce and Reuse over Recycling)
- Comments related to the reuse of durable goods and construction material
- Reuse as social enterprise

## **ICI / C&D**

- Need for businesses to divert their waste
- Large waste producers (e.g. fast food restaurants) need to do more
- Need to divert/re-use construction material

## **HHW/E-Waste**

- Need for convenient and accessible locations for drop off
- Current system is not convenient

## **Extended Producer Responsibility (EPR)**

- Manufacturers need to produce more durable goods and less packaging
- Manufacturers should bear full life-cycle costs
- Retailers should also serve as receivers of goods

## **Multi-Family / Renters**

- Need for diversion programs with Multi-Family
- Questions about implementation for rental properties and responsibilities of landlords vs. tenants

## **Landfills / Waste-to-Energy**

- General support of reducing the amount disposed
- Need for diversion at tipping face
- Interest in Waste-to-Energy potential

## **Health & Safety**

- Split views on whether AutoBins reduce or increase illegal dumping, arsons, bedbugs, etc.