



PPMA MULTIFAMILY 2011 FEEDBACK FORM REPORT

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1.0 BACKGROUND AND METHODOLOGY

An evaluation form was given to all attendees of the Professional Property Managers Association (PPMA) meeting held on February 16, 2011. A total of 95 people attended.

The objective of the evaluation form was to capture stakeholders' opinions on the options for the City of Winnipeg - Water & Waste Department's Garbage and Recycling Master Plan.

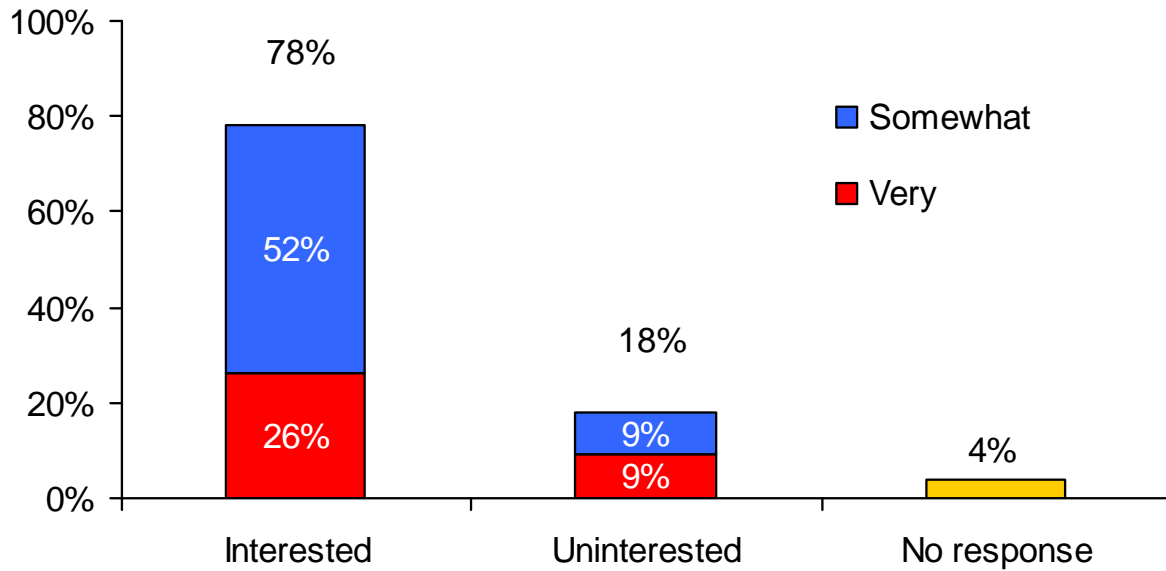
There were a total of 23 responses out of a possible 95 attendees, resulting in a response rate of 24%. **Because there is a low response rate there should be caution when reviewing the results of the survey.**

2.0 RESEARCH RESULTS

2.1 Interest in Organics Program

Most (78%) respondents were interested in implementing an organics waste pick-up program.

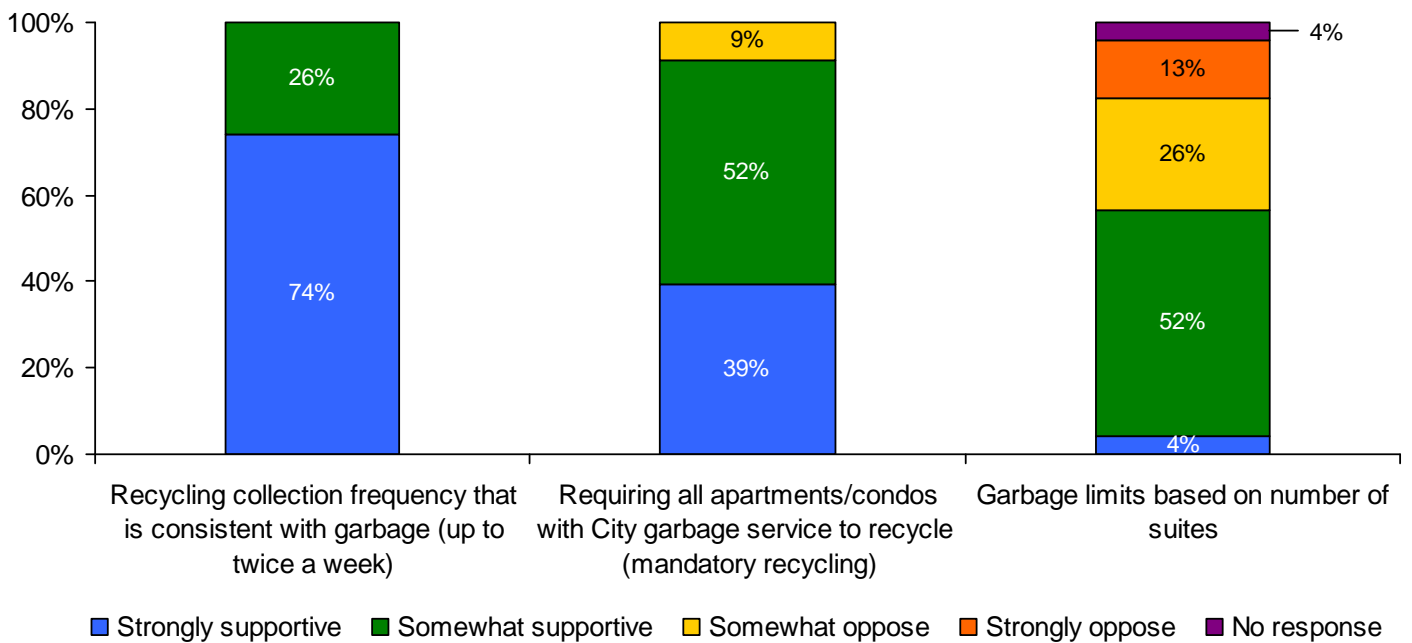
“How interested are you in implementing an organics waste pick-up program at your building(s)? This would include kitchen and yard waste.” (n=23)



2.2 Support for Options

Respondents were generally supportive of potential changes; with “*Recycling collection frequency that is consistent with garbage (up to twice a week)*” getting the most support (100%), followed by “*Requiring all apartments/condos with City garbage service to recycle (mandatory recycling)*” (91%). “*Garbage limits based on number of suites*” (56%) received the least amount of support.

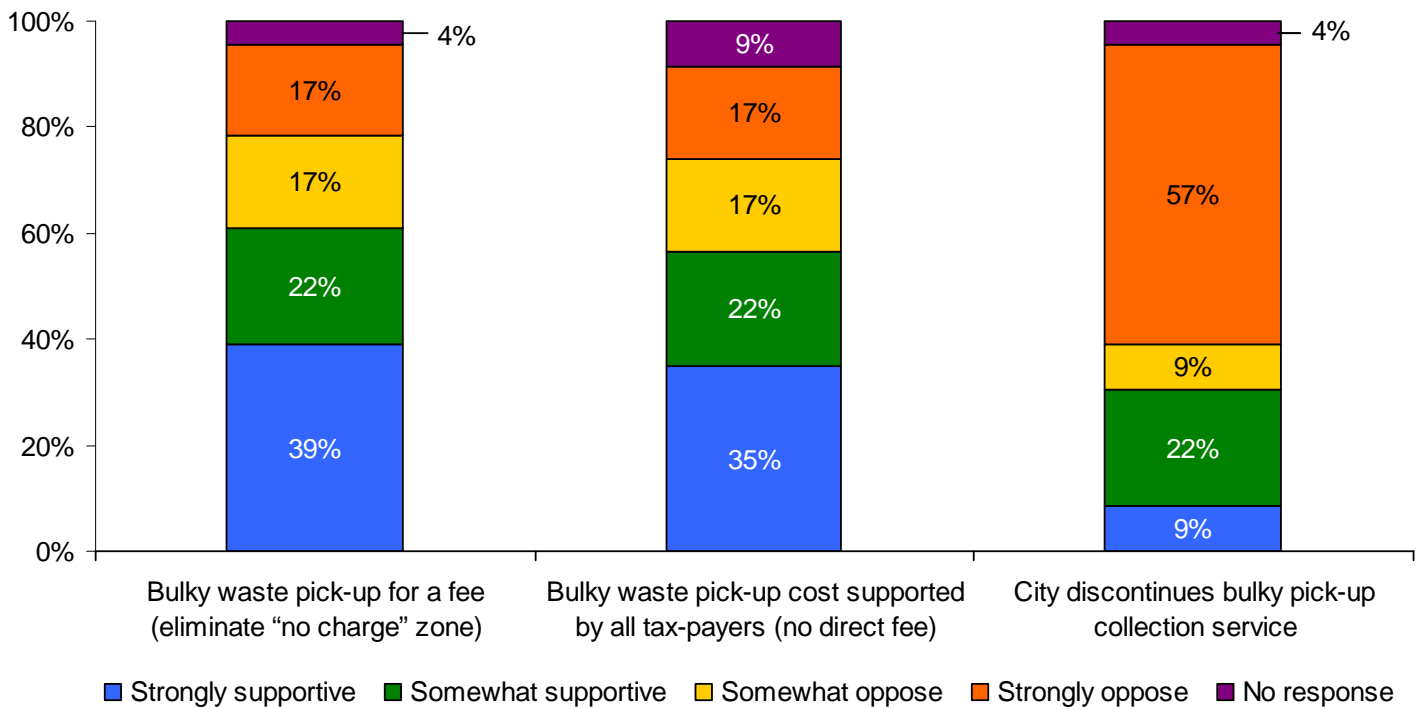
“How supportive are you of...” (n=23)



2.3 Bulky Waste Options

There was not a lot of support for the City discontinuing bulky waste collection (31%). Six-in-ten (61%) support a user-fee, while over half (57%) were in favour of a tax-supported service.

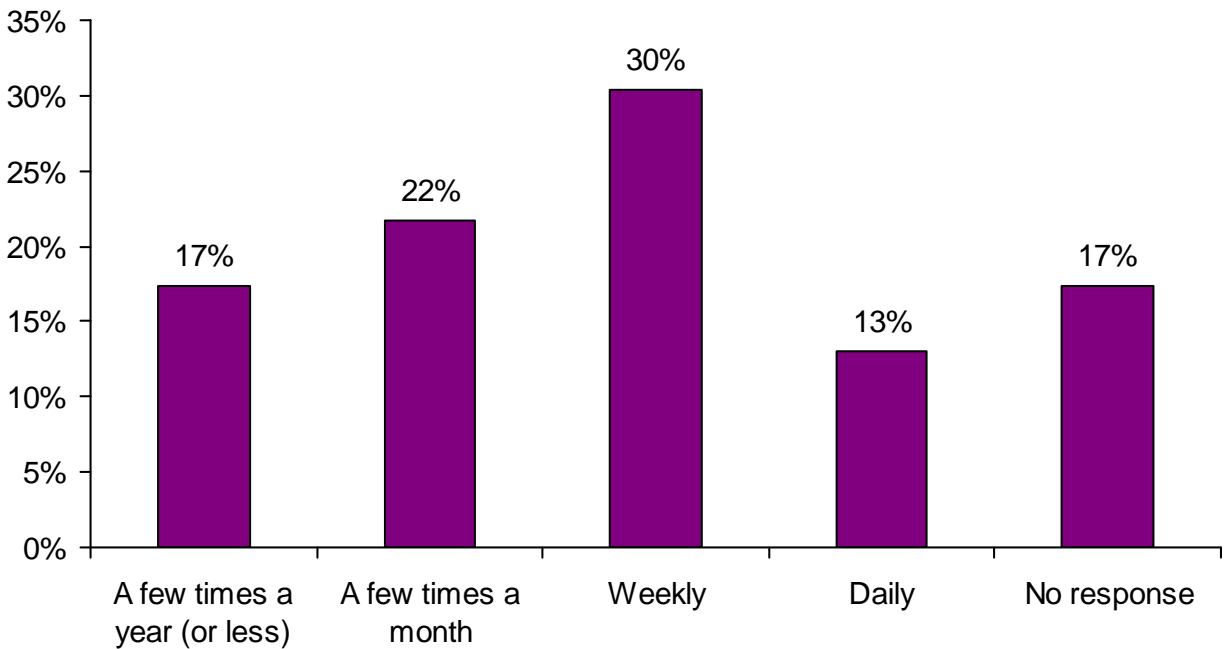
“Bulky waste pick-up is being reviewed as part of our plan. How much do you support...”
(n=23)



2.4 Illegal Dumping

Over two-fifths of respondents (43%) find illegal dumping to be a problem that occurs at least on a weekly basis. Just under two-fifths of respondents (39%) find illegal dumping to be a problem a few times a month or less.

“How often is illegal dumping an issue for you? (Illegal dumping is the unauthorised use of your garbage services)” (n=23)



2.5 Increasing Recycling: Buildings that currently have Recycling Services

In order to find out how recycling can be increased at buildings that currently have recycling services, two questions were asked.

“What can be done to make it easier for your residents to recycle?” (n=23)

52% of respondents didn't provide a response. The responses received:

- “Pick up added. 1-2 pick ups more a week needed immediately if possible. This would reduce garbage. I would say be 50% for our units 1000. Soon to be 2000 next year, 5yrs 5000. This is huge. Our tenants want to recycle. Pick up is the issue.”
- “Signs to place up.”
- “Make sure bins are put back in place so the residents don't fail.”
- “More pickup days. Recycling bins are always over flowing.”
- “Frequent pick up (2x/week).”
- “All is good.”
- “Blue boxes for each resident.”
- “More bins - replacement bins at no cost to landlords. due to the elements the roll out bins encounter excessive abuse.”
- “Provide each suite with a blue box!”
- “Continue remind, provide bins or green bag.”
- “Provide bins and frequent pick-up.”

“What can be done to improve recycling services for your property?” (n=23)

48% of respondents didn't provide a response. The responses received:

- “T.V. news, billboards, radio educating public on recycling. This could be started tomorrow and the City would see a difference sooner. We have a monthly newsletter for our communities to teach our tenants and inform them.”
- “Replace stolen / broken bins at no cost.”
- “Increased collection.”
- “Make sure the bins are emptied on a regular basis - and put back in place, this seems to be a problem with the drivers.”
- “We currently have 8 bins. Some as above. We have no more room for added recycling bins.”
- “Solution required for organic. This is the question tenants are asking about.”
- “Education on benefits of recycling.”
- “Easier pick up routine / consistent pick up time.”
- “More frequent pick up.”
- “(1) Increase pick ups. (2) Education to all tenants and surrounding residents in the neighbourhood.”
- “Make sure it is picked up regularly.”
- “Education.”

2.6 Increasing Recycling: Buildings that currently do not have Recycling Services

A question was asked to find out why buildings are not recycling.

“What prevents your property from participating in our recycling program?” (n=23)

83% of respondents didn't provide a response. The responses received:

- “Area.”
- “Recycling bins destroyed by vandalism.”
- “A few buildings do not have the space.”

2.7 Additional Comments

57% of respondents didn't provide additional comments. The comments provided:

- “Please start advertising and educating public. Have funding for this. Teach the public what you expect. Rural areas and communities, villages, towns need just as much education as the city communities do. I strongly believe this will improve our success as a city and province.
Organics concern is liability for landlords. Regarding recycling: our tenants are extremely frustrated with only one pickup. As so much recycling ends up in garbage.”
- “The bulk waste pickup has to be done within 48-72 hours not many weeks.”
- “It would be nice if the drivers were more courteous, many are quite rude, therefore causing problems all around.”
- “Simplicity (2x/week). Lack of education.”
- “Free weekend twice a year for people to take garbage is a bed bug spreader.”
- “Residents in the area use our bins for their bulky waste.”
- “Future plans to incinerate and used to provide power. perhaps get Manitoba Hydro to assist and provide study, power smart program, or Man Hydro ownership etc.”
- “Enjoyed the presentation today, very informative.”
- “Thank you for asking.”

APPENDIX A
FEEDBACK FORM



Water and Waste Department

PPMA MULTIFAMILY FEEDBACK FORM

1. How interested are you in implementing an organics waste pick-up program at your building(s)?
This would include kitchen and yard waste.

Very interested	Somewhat interested	Somewhat uninterested	Very Uninterested
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How supportive are you of:

	Strongly supportive	Somewhat supportive	Somewhat oppose	Strongly oppose
Garbage limits based on number of suites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requiring all apartments/condos with City garbage service to recycle (mandatory recycling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling collection frequency that is consistent with garbage (up to twice a week)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Bulky waste pick-up is being reviewed as part of our plan. How much do you support:

	Strongly supportive	Somewhat supportive	Somewhat oppose	Strongly oppose
Bulky waste pick-up for a fee (eliminate "no charge" zone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bulky waste pick-up cost supported by all tax-payers (no direct fee)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City discontinues bulky pick-up collection service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How often is illegal dumping an issue for you? (*Illegal dumping is the unauthorised use of your garbage services*)

- A few times a year
- A few times a month
- Weekly
- Daily

IF your building(s) currently HAS Recycling services:

What can be done to make it easier for your residents to recycle?

What can be done to improve recycling services for your property?

IF your building(s) currently DOES NOT have Recycling services:

What prevents your property from participating in our recycling program?

Please let us know any other comments you have:

Thank you for your feedback!