



RECYCLING STUDY OPEN HOUSE FEEDBACK FORM REPORT

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For more information on this survey, please contact:

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EXECUTIVE SUMMARY

In November 2009 the City of Winnipeg initiated a study to review the way residential recyclables were collected, which also included a new option of switching to recycling carts.

Respondents were split between their preference for recycling carts and the current blue box. Just over half of respondents anticipated that they would like using the new cart.

When asked about cart collection alternatives, respondents preferred the regular 240 litre cart, putting it out every second week or less.

The most positive qualities of the new cart are that it holds more and that it has a cover. The most negative qualities of the new cart are that it is too big and that it is hard to store.

If a recycling cart went missing, respondents were slightly more likely to not replace the cart and stop recycling.

Finally, there was no real interest in a curbside organics program.

1.0 BACKGROUND AND METHODOLOGY

A feedback form was administered at eight open houses that were held during a two week period in November 2009:

Date	Location	Time
Tuesday, November 17, 2009	Red River College, 160 Princess Street	3 p.m. - 8 p.m.
Wednesday, November 18, 2009	Sturgeon Creek Community Centre, 210 Rita Street	5 p.m. - 8 p.m.
Thursday, November 19, 2009	Windsor Community Centre, 99 Springside Drive	5 p.m. - 8 p.m.
Friday, November 20, 2009	Access Transcona, 845 Regent Avenue	5 p.m. - 8 p.m.
Monday, November 23, 2009	Thunderbird House, 715 Main Street	5 p.m. - 8 p.m.
Tuesday, November 24, 2009	CanadInns Fort Garry, 1824 Pembina Highway	5 p.m. - 8 p.m.
Wednesday, November 25, 2009	Bronx Park Community Centre, 720 Henderson Highway	5 p.m. - 8 p.m.
Thursday, November 26, 2009	CanadInns Garden City, 2100 McPhillips Street	5 p.m. - 8 p.m.

The objective of the feedback form was to capture stakeholders' opinions on the City of Winnipeg - Water & Waste Department's recycling program.

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

2.0 PROFILE OF RESPONDENTS

	TOTAL % (n = 114)
Open House Location	
Sturgeon Creek	23
Garden City	21
Fort Garry	16
Transcona	14
Bronx	11
Windsor	6
Red River College	5
Thunderbird House	4
City Region (Postal Code)	
Northwest	38
Northeast	22
Southwest	18
Core Area	12
Southeast	10
Type of Dwelling	
Single detached house	93
Apartment/Condominium	4
Duplex/multiplex	3
Note: NR removed	

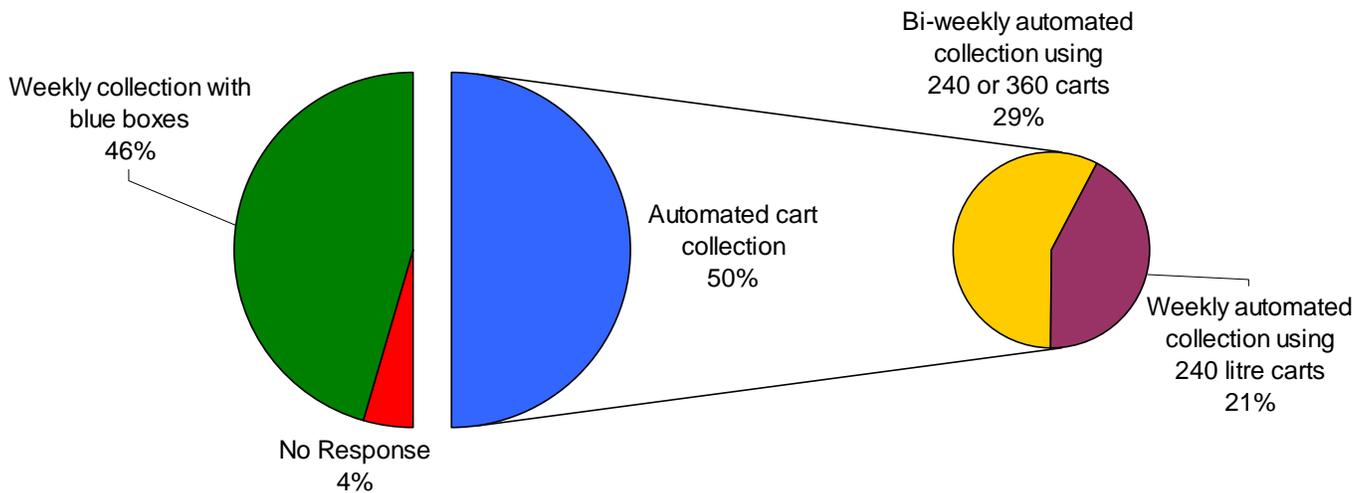
3.0 RESEARCH RESULTS

3.1 Attitudes Towards New Recycling Carts

3.1.1 Preference of Recycling Collection Alternatives

Respondents were split between their preference for recycling carts (50%) and the current blue box (46%).

“After what you’ve learned at the Open House, what collection option do you prefer?”
(n=114)



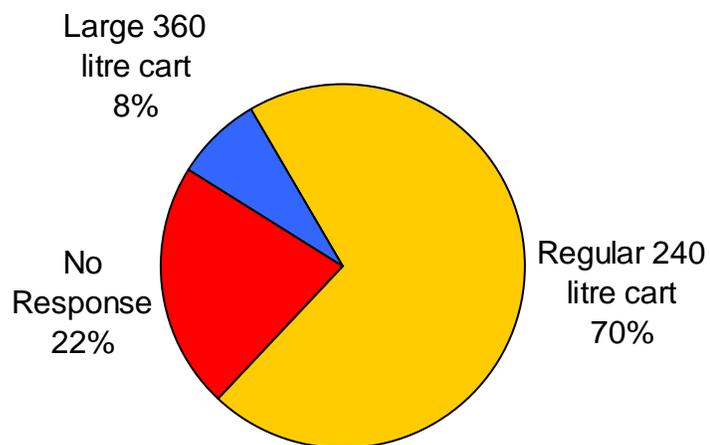
There were no significant differences in responses between locations of the Open Houses or the Region of the respondent.

3.1.2 Preference of Cart Collection Alternatives

Recycling Cart Size Preference

A majority (70%) of respondents prefer the regular 240 litre cart size over the larger 360 litre cart.

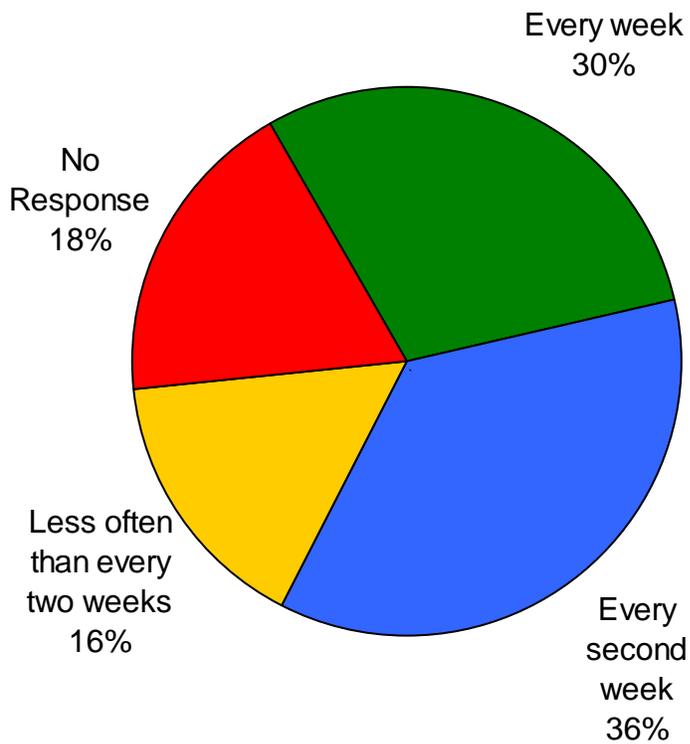
“If you had a choice and had to pick just one cart size, which do you think would be best suited for your household?” (n=114)



Desired Frequency of Cart Pick up

Most (52%) respondents would prefer to place the cart out for collection every second week or less.

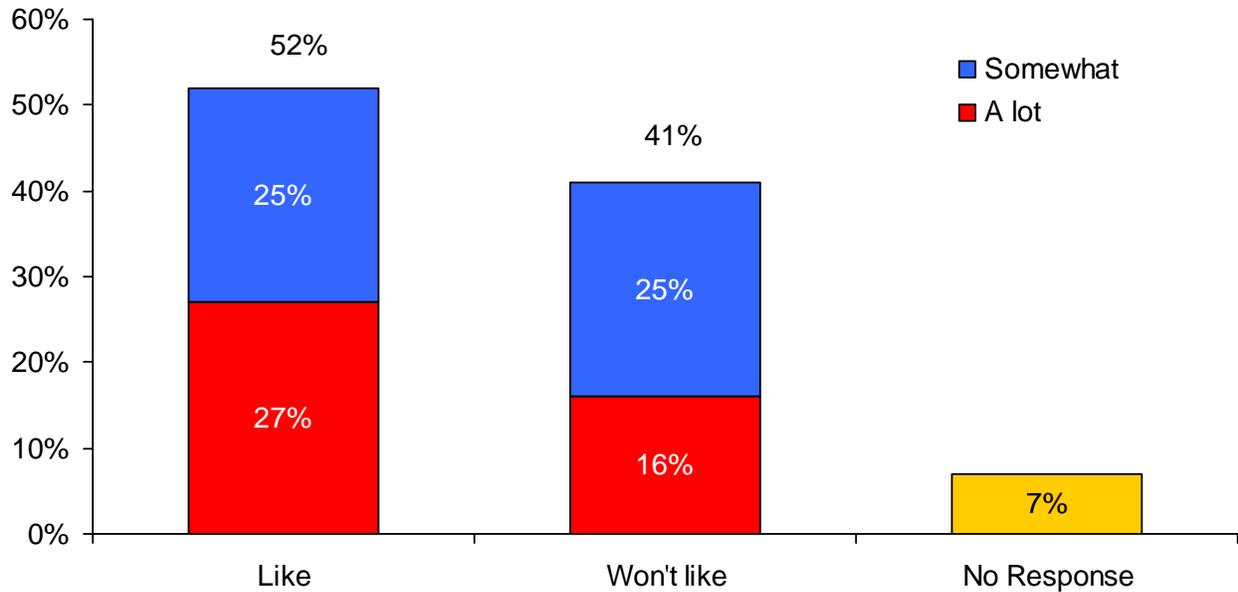
“Considering recycling carts can hold the contents of several Blue boxes, how often would you place the cart out for collection?” (n=114)



3.1.3 Anticipated Appeal of New Recycling Cart

Just over one-half (52%) of respondents anticipated that they would like using the new cart, while just over four-in-ten (41%) said that they would not like using the new cart.

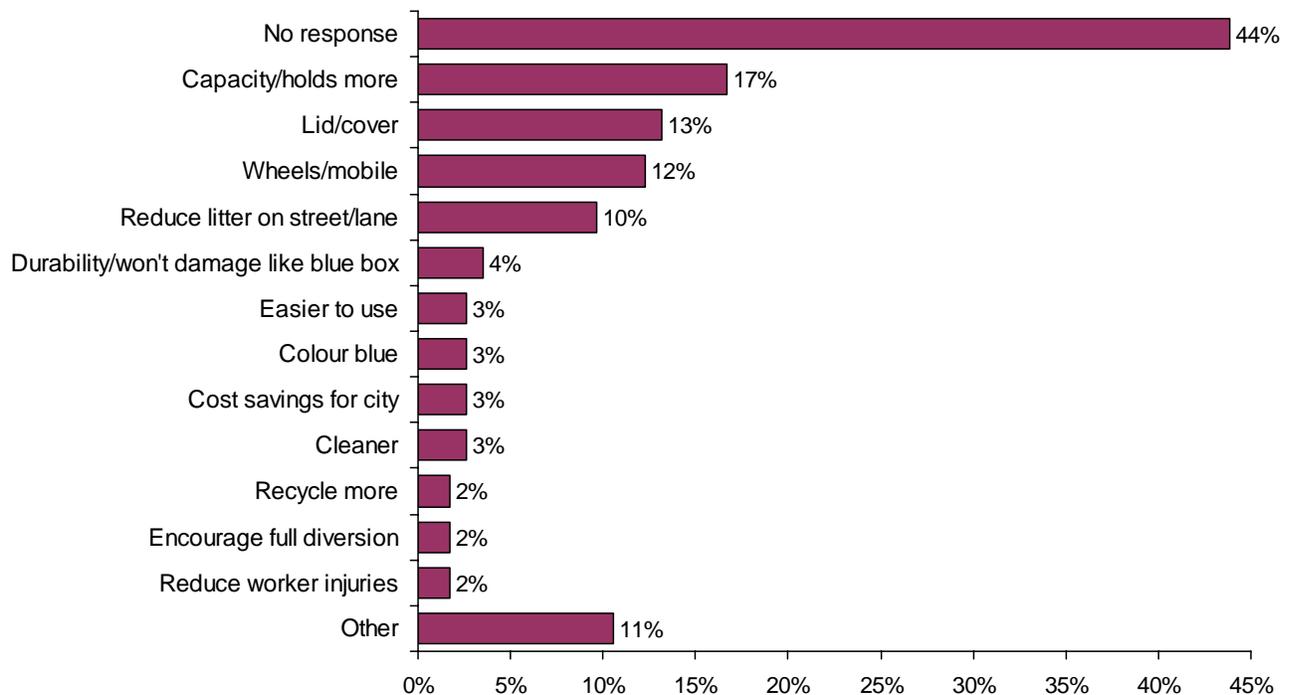
“How much do you think you would like using the recycling cart?” (n=114)



3.1.4 Positive Qualities of New Recycling Carts

Most respondents (44%) didn't provide a response regarding the positive qualities of the recycling carts. Among those with comments, most (17%) liked that the new carts have a "bigger capacity". Others liked that it "had a lid" (13%), "had wheels" (12%) and that "it reduces litter on the street or lane" (10%).

"What, if anything, do you like about the recycling cart?" (n=114)



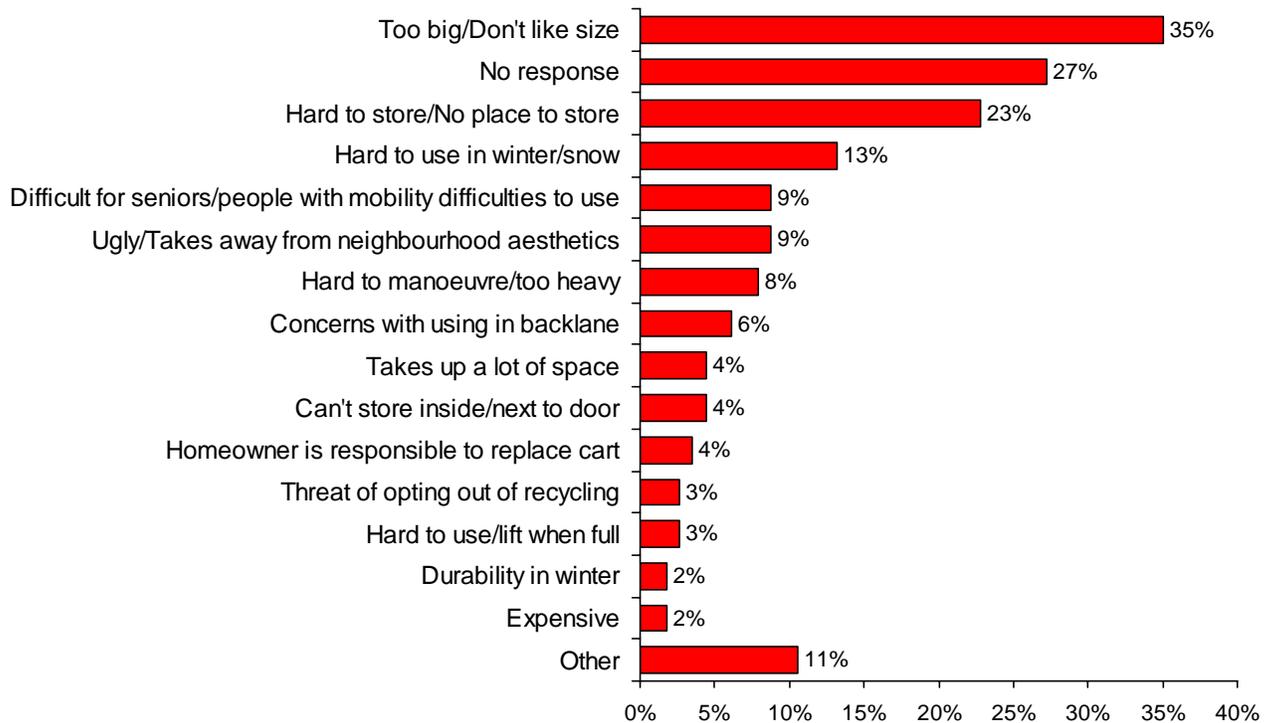
* Total will exceed 100% due to multiple responses

Some other responses included: "they are alright for younger people", "have to put it out less often", and "that it is picked up by machine and put back into its location instead of being thrown into my driveway".

3.1.5 Negative Qualities of New Recycling Carts

The main drawback of the recycling cart was that it was “too big” (35%). Fewer indicated that it would be “hard to store” (23%) and would be “hard to use in the winter” (13%). About one-quarter (27%) didn’t provide a response.

“What, if anything, do you dislike about the recycling cart?” (n=114)



* Total will exceed 100% due to multiple responses

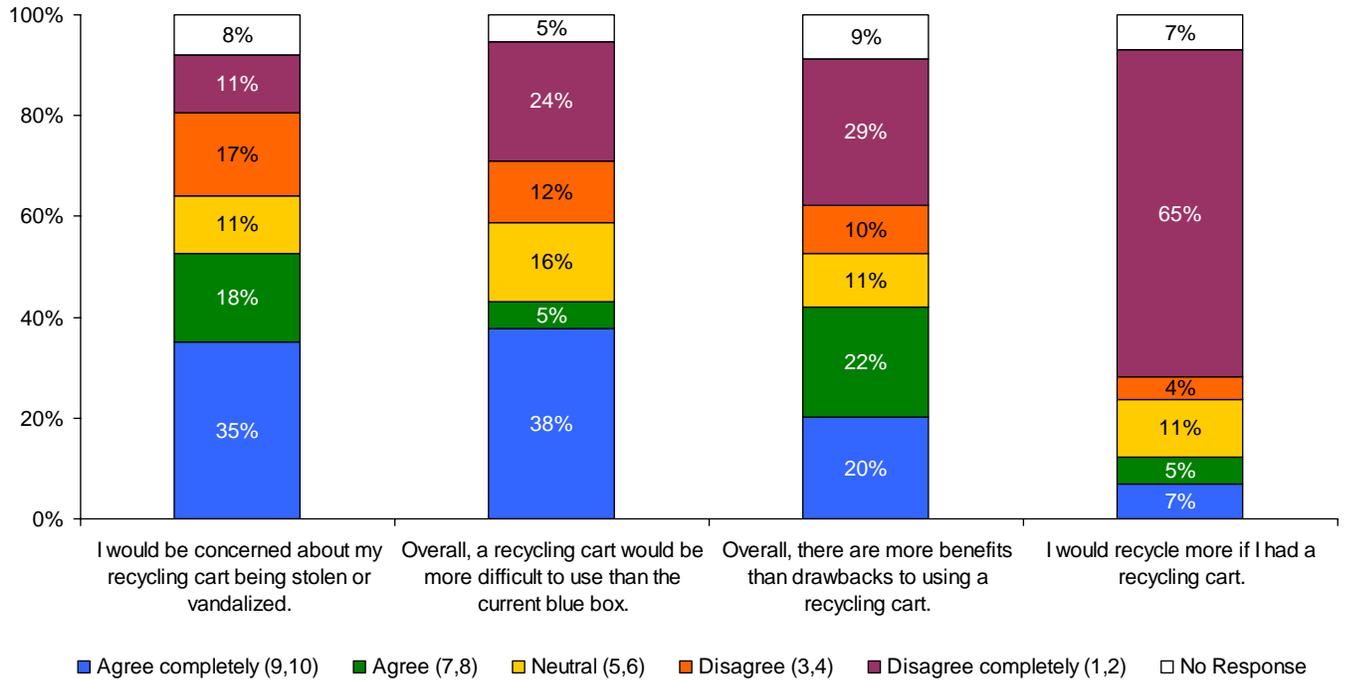
Some other responses included: “probably will get stolen”, “difficult to clean”, “may not fit in every situation”, “I don’t like the city buying US made carts”, and “not a good idea to put on street as someone will hit it and what about when they plow and it is your recycle day”.

3.1.6 General Attitudes Towards New Recycling Cart

Four statements were presented to gauge the level of agreement with several aspects of the new recycling carts.

More than half (53%) were “concerned about the cart being stolen or vandalized”. Just over four-in-ten felt that “the recycling cart would be more difficult to use” (43%) and that “there would be more benefits than drawbacks to using the new cart” (42%). Only one-in-ten (12%) felt they “would recycle more if they had a cart”.

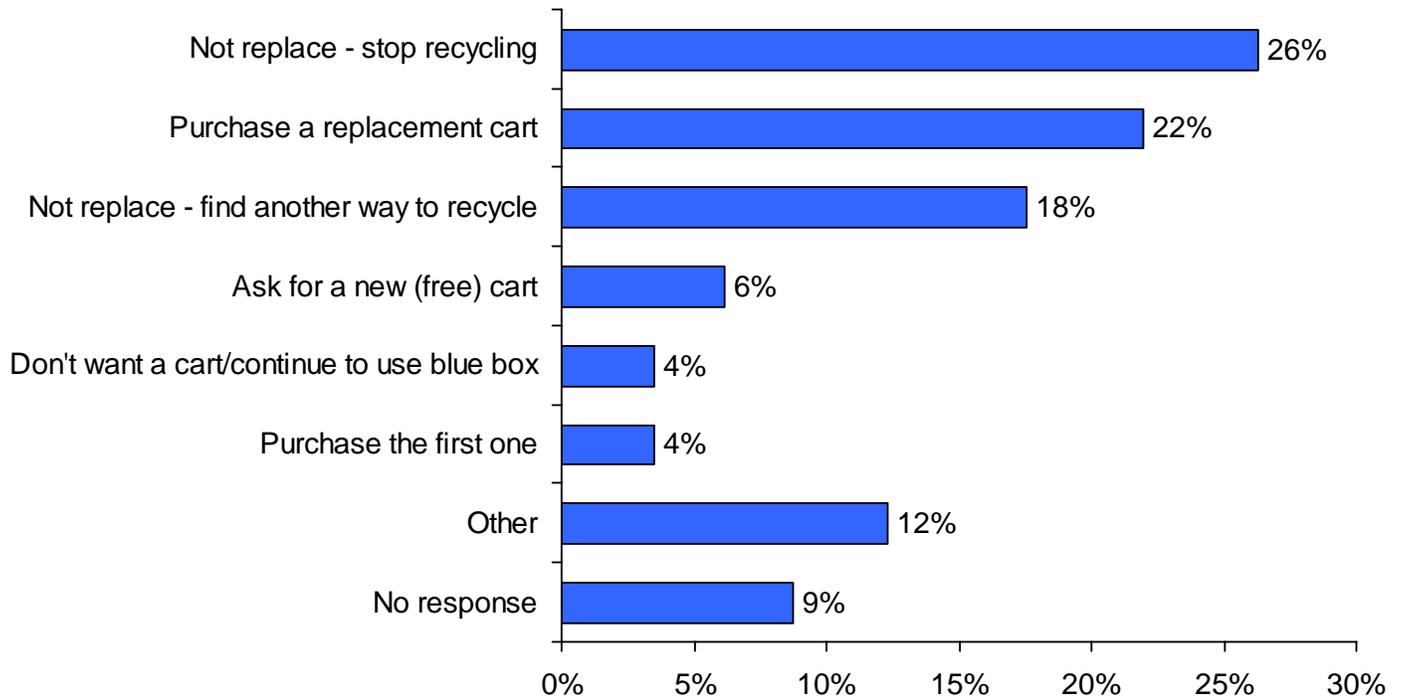
“How much do you agree or disagree with the following statements?” (n=114)



3.1.7 Impact of Loss of New Recycling Cart

About one-quarter (26%) of respondents reported that they would “not replace their cart and stop recycling” if their recycling cart went missing. Just over two-in-ten (22%) would “purchase a replacement cart”, while just under two-in-ten (18%) would “not replace their cart and find another way to recycle”.

“If your recycling cart went missing, what would you most likely do?” (n=114)

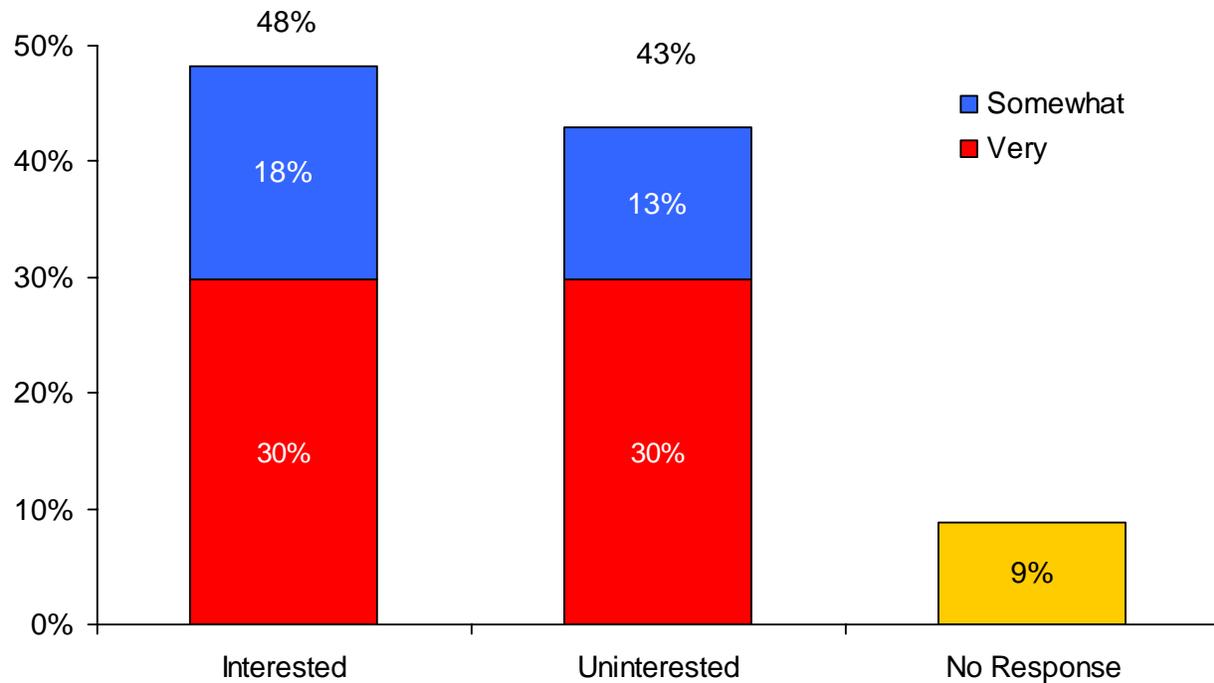


Some other responses included: “call 311”, “automatic replacement”, and “the city should offer a reduced rate if stolen”.

3.2 Attitudes Towards Household Organics Program

Respondents were split between interest in an organics program (48%) and not (43%).

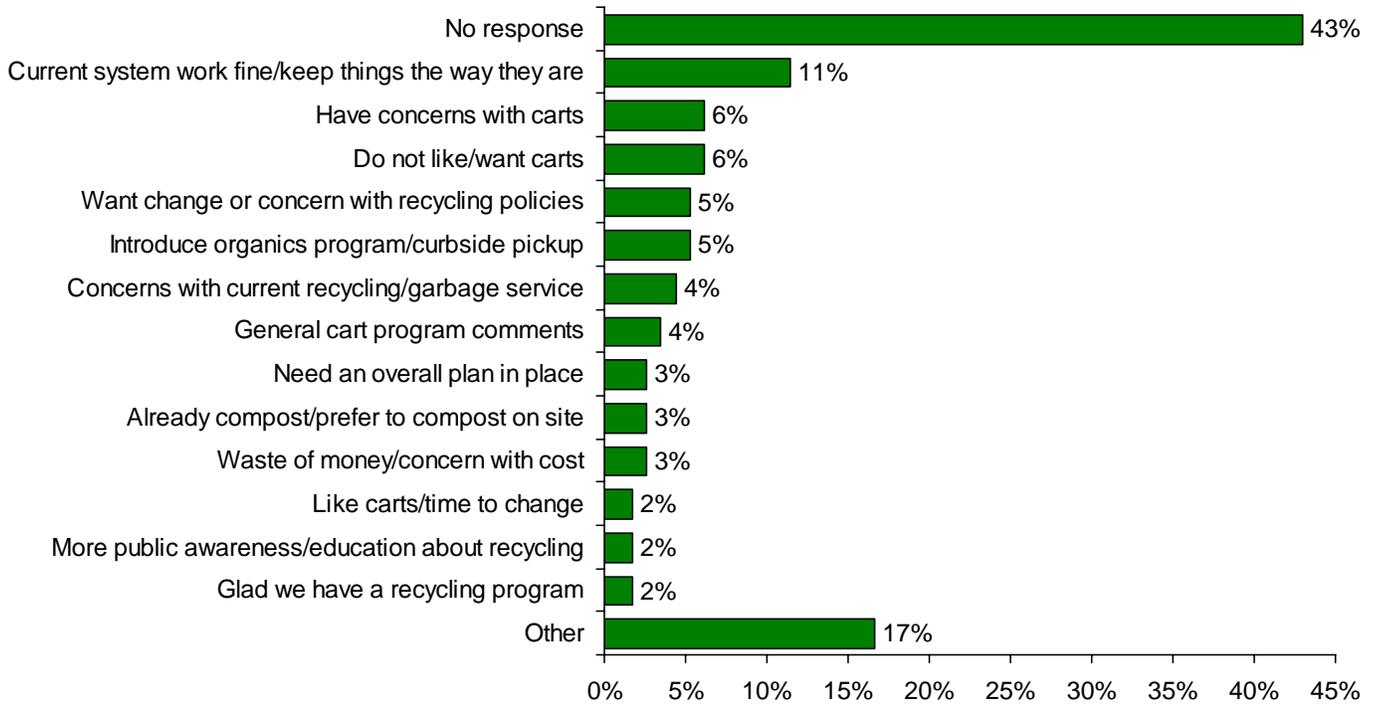
“How interested would you be in having the City provide a similar type of cart collection system for your household organics? Some examples of household organics include grass clippings, fruit and vegetable scraps, tea leaves, coffee grounds, eggshells and leaves.”
(n=114)



3.3 Final Comments

Most respondents (43%) didn't provide any comments about Winnipeg's recycling program. Among those with comments, most (11%) wanted to "keep things the way they are". Others generally had concerns with the carts (6%), "do not want or like carts" (6%), want a change in recycling policies (5%), and want to "introduce an organics program" (5%).

"Do you have any other comments regarding Winnipeg's recycling program?" (n=114)



* Total will exceed 100% due to multiple responses

Some other responses included: "too many containers in back lane", "if the carts are brought in what do we do with our blue boxes", "I would be in favour if it was guaranteed city wide", "do something fast", and "don't waste taxpayer's money on this".

APPENDIX A
SURVEY



Water and Waste Department • Service des eaux et des déchets

RECYCLING FEEDBACK FORM

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

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

Please indicate the type of dwelling you currently live in:

- Single detached house
- Duplex/multiplex
- Apartment/Condominium
- Other: _____

1. After what you've learned at the Open House, what collection option do you prefer?
 - Weekly automated collection using 240 litre carts (holds contents of 3-4 blue boxes)
 - Bi-weekly automated collection using 240 or 360 carts (holds contents of 5-6 blue boxes)
 - Weekly collection with blue boxes (our current program)
2. If you had a choice and had to pick just one cart size, which do you think would be best suited for your household?
 - Regular 240 litre cart (holds contents of 3-4 blue boxes)
 - Large 360 litre cart (holds contents of 5-6 blue boxes)
3. Considering recycling carts can hold the contents of several Blue boxes, how often would you place the cart out for collection?
 - Every week
 - Every second week
 - Less often than every two weeks

4. What, if anything, do you like about the recycling cart?

5. What, if anything, do you dislike about the recycling cart?

6. How much do you think you would like using the recycling cart?

- Like a lot
- Like somewhat
- Won't like much
- Won't like at all

7. How much do you agree or disagree with the following statements?

	Disagree Completely					Agree Completely				
a. Overall, there are more benefits than drawbacks to using a recycling cart.	1	2	3	4	5	6	7	8	9	10
b. I would be concerned about my recycling cart being stolen or vandalized.	1	2	3	4	5	6	7	8	9	10
c. Overall, a recycling cart would be more difficult to use than the current blue box.	1	2	3	4	5	6	7	8	9	10
d. I would recycle more if I had a recycling cart.	1	2	3	4	5	6	7	8	9	10

8. If your recycling cart went missing, what would you most likely do?

- Purchase a replacement cart (the cost would be between \$40 and \$60).
- Not replace the cart and find another way to recycle. (e.g., use a recycling depot or a neighbour's cart)
- Not replace the cart and stop recycling.
- Other: _____

9. How interested would you be in having the City provide a similar type of cart collection system for your household organics? Some examples of household organics include grass clippings, fruit and vegetable scraps, tea leaves, coffee grounds, eggshells and leaves.

- Very interested
- Somewhat interested
- Somewhat uninterested
- Very uninterested

10. Do you have any other comments regarding Winnipeg's recycling program?

Thank you for your feedback.