

**City of Winnipeg – Water and Waste Department
Public Attitudes Towards Recycling Program
January 7, 2010 – Web-Link Survey Report**



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- Questionnaire
- Detailed Tabular Results
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1.0 BACKGROUND AND METHODOLOGY

The City of Winnipeg retained Probe Research, Inc. to conduct an online survey among a panel of 600 adult citizens of Winnipeg regarding the current curbside blue box recycling program, and to gauge the level of appeal of potential changes to the current program. In addition, a companion online survey was also made available to the general population of the City of Winnipeg through the city's website, in order to allow citizens the opportunity to provide feedback regarding the existing and proposed recycling program. Results from this latter survey are provided in this report.

Probe Research Inc. hosted the web-linked survey through its online software platform, Cvent. A link to the survey was posted on the City of Winnipeg's website. The survey instrument was abbreviated from the panel survey and citizens were able to access this "anonymous" survey without including any of their personal contact information such as name or email address. However, security settings which allowed only one response per computer were implemented to reduce the risk of a single respondent completing multiple surveys.

A total of 689 residents accessed the web-linked survey through the City of Winnipeg website. Although all citizens of Winnipeg were given the opportunity to participate in the survey (residents of Headingley and East and West St. Paul were not allowed to participate in the survey), 631 of those completing the survey were considered "eligible" respondents by virtue of their eligibility to participate in the current City of Winnipeg curbside blue box recycling program. Respondents living in a dwelling where household recycling did not fall under the curbside program (such as an apartment, duplex/multiplex or condominium) or where the curbside blue box recycling program was not offered in their neighbourhood, were still allowed to continue with the survey by providing their feedback on several areas of enquiry in the survey.

The data have been weighted to reflect the distribution of households (homes & apartments) throughout Winnipeg (northeast, northwest, southeast, southwest and core). **Because the sample is based on those who 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.**

The survey instrument was designed by representatives of the City of Winnipeg Water and Waste Department, with consultation from Probe Research Inc.

This web-linked survey was open for completion from November 16th to 30th, 2009.

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2.0 PROFILE OF RESPONDENTS

The table below reveals the demographics of those responding to the web-link survey, by regions of Winnipeg.

	Total	Northwest	Southwest	Southeast	Northeast	Core
	(600)	(136)	(176)	(122)	(121)	(135)
	(%)	(%)	(%)	(%)	(%)	(%)
EDUCATION						
High school or less	10	12	7	11	19	8
Some college/tech	8	11	7	7	8	9
Graduated college/tech	22	24	19	22	29	17
Some university	16	14	14	18	14	21
Graduated university	43	39	53	42	29	46
GENDER						
Men	45	44	49	44	47	38
Women	55	56	51	56	53	62
TYPE OF DWELLING						
Single detached home	88	94	85	88	94	81
Apartment	5	5	7	4	2	7
Duplex/Multiplex	5	1	7	6	2	8
Condominium	2	-	2	2	1	4
INCOME						
<\$30K	8	4	8	5	10	12
\$30K-\$59K	28	30	19	26	30	37
\$60K-\$79K	23	20	22	22	23	28
\$80K+	41	47	51	47	38	23
VISITED WEBSITE						
Yes	57	58	61	54	50	62
AGE						
18-29 years	16	15	19	14	9	23
30-39 years	26	22	24	26	26	31
40-49 years	24	26	17	25	34	23
50-59 years	21	22	26	21	21	15
60-69 years	10	13	9	11	8	8
70 years+	3	3	4	4	1	-
<i>Note: DK/NS excluded</i>						

3.0 RESEARCH RESULTS

This section of the report discusses participation in current program, recycling practices, program experiences, satisfaction with current program, attitudes towards new recycling carts and a household organics collection program.

3.1 Participation in Current Curbside Recycling Program

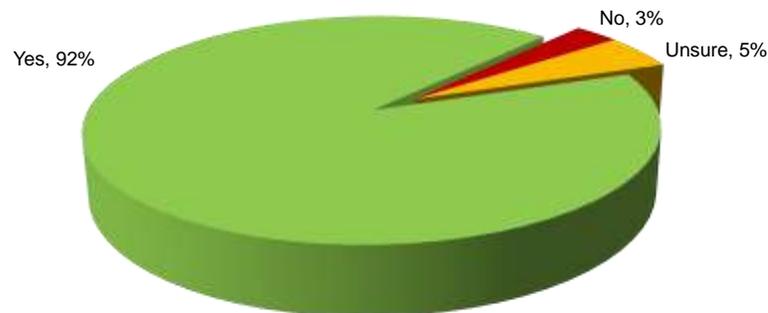
This section of the report describes the level of participation in the City's curbside recycling program and rationale for non-participation among those responding to the City of Winnipeg's web-linked survey.

3.1.1 Incidence of Household Recycling Participation

A virtual consensus of Winnipeg citizens responding to the survey (92%) report they participate in the current blue box recycling program, while a mere three percent do not and five percent were uncertain.

Incidence of Household Recycling Participation

Q. 1 "To the best of your knowledge, does your household participate in Winnipeg's curbside Blue Box recycling program?" (n=689)



-% of Those Responding-

There were no statistically significant differences in responses across survey sub-populations.

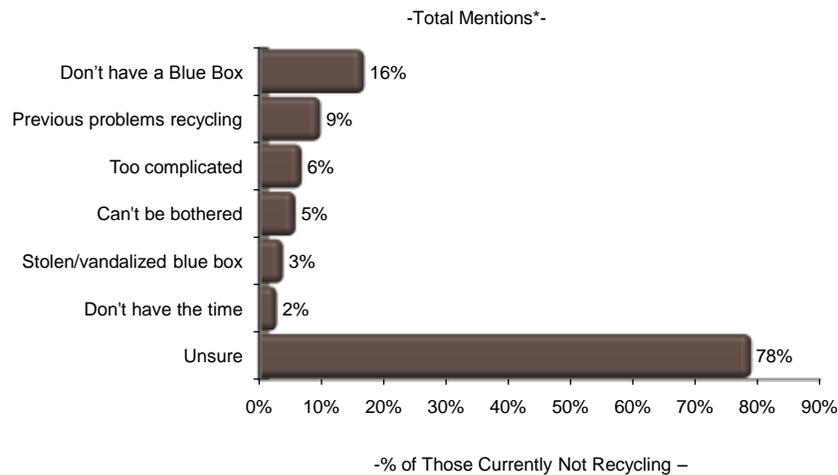
3.1.2 Rationale for Non-Participation

Among the small number of Winnipeggers responding who do not currently recycle, 16 percent reported the reason for this was that they *do not own a blue box*. Around one-in-ten indicate they *had problems in the past* (9%) and fewer indicated that it was *too complicated* (6%) or they *couldn't be bothered* (5%), *their blue boxes keep getting stolen or damaged* (3%) or they *do not have the time* (2%).



Rationale for Not Participating in City's Recycling Program

Q. 2 "What are the main reasons why your household does not participate in the Blue Box recycling program?" (n=58**)



*Multiple Responses Accepted; Totals May Exceed 100%
 **Caution: Small base

Due to the small base size associated with this line of enquiry, no sub-population results are discussed.

3.2 Satisfaction with Current Blue Box Recycling Program

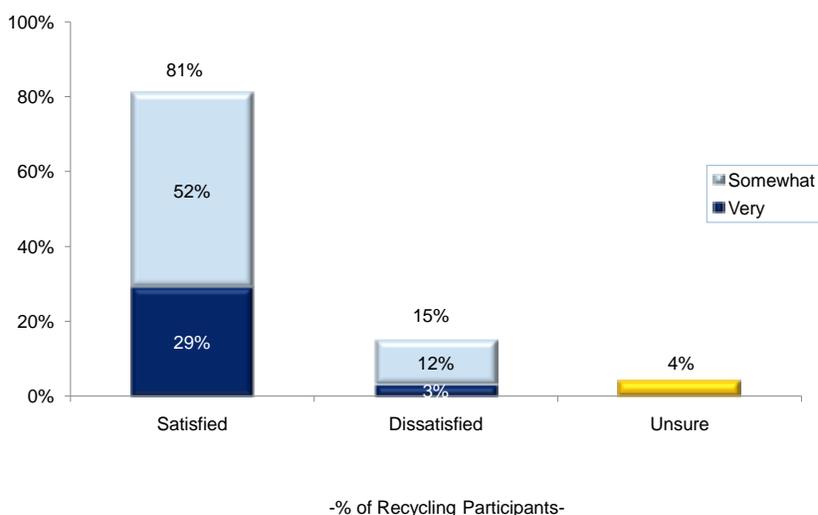
Levels of satisfaction with the city's current curbside recycling program are examined below, as well as respondents' views regarding the best thing about the current program.

3.2.1 Overall Satisfaction with Current Program

The majority of Winnipeggers participating in the web-link survey reported they are satisfied with the current curbside recycling program (81%), including 29 percent who are *very satisfied* and 52 percent who are *satisfied*. Twelve percent indicated they are *dissatisfied* with the blue box recycling program and three percent are *very dissatisfied*.

PRBE RESEARCH INC. Satisfaction with Current Blue Box Recycling Program

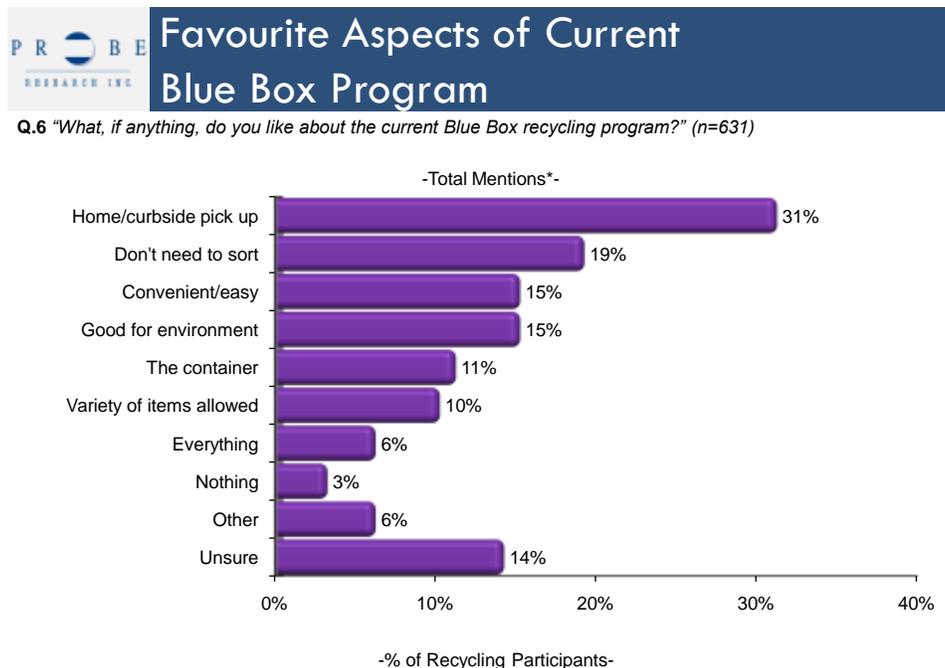
Q.5 "All things considered, how satisfied are you with the current Blue Box recycling program?" (n=631)



- Older citizens (46% among those aged over 60 years) were far more likely than younger Winnipeggers (19%) to indicate they were *very satisfied* with the city's current blue box recycling program.
- Among those who report that they are *very satisfied* with the current recycling program, only 15 percent of respondents indicated they like the new carts *a lot*. This compares to more than one-half (57%) who *do not like* the new carts, but are *very satisfied* with the current system.

3.2.2 Best Thing About Current Recycling Program

All respondents currently participating in the blue box recycling program were asked to offer their opinions on what they liked best about the current program. Although no one thing stood out as being by far the best thing about the current program, around three-in-ten respondents liked the *curbside pickup* (31%), that *items do not need to be sorted* (19%), that recycling was *good for the environment* and it was *convenient/easy* (15% each). Around one-in-ten liked *the container* (11%) and *the variety of items allowed* (10%).



*Multiple Responses Accepted; Totals May Exceed 100%

Some other responses included: *can have more than one bin, free/no cost and recycling depots.*

There were no significant differences in responses among sub-populations examined.

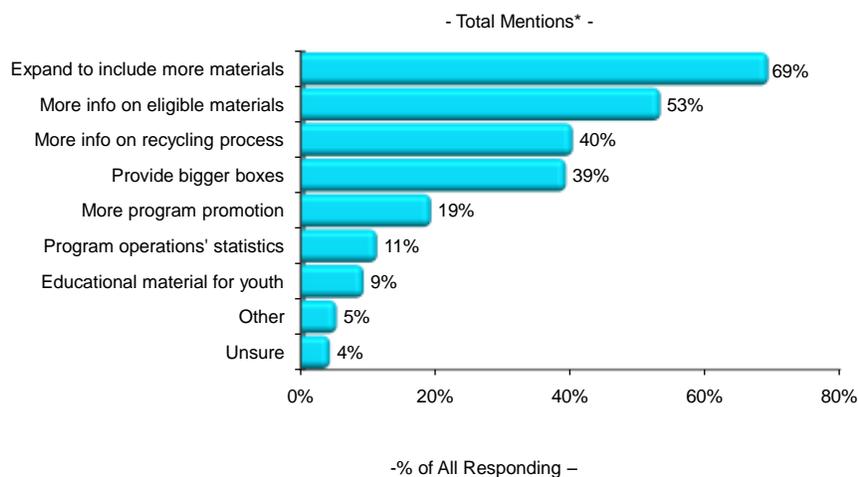
3.2.3 Suggested Areas of Improvement for Current Recycling Program

All respondents to the web-link survey were given the opportunity to offer suggestions on how the blue box program could be improved. Seven-in-ten respondents suggested *the program should be expanded to include more materials* (69%) and 39 percent who felt the city should *provide bigger boxes*. Many citizens indicated a desire for expanding the amount information about the program, including *more information on eligible materials* (53%), *what happens to their recycled materials* (40%), *more promotion of the program* (19%), or *educational material for young people* (9%) and *more statistics on the operations of the program* (11%).



Suggestions to Improve Current Recycling Program

Q.18 "What kinds of things would improve the Blue Box program and encourage citizens like yourself to recycle more often or include more items in your Blue Box?" (n=689)



*Multiple Responses Accepted; Totals May Exceed 100%

Some other responses included: *more careful/conscientious workers, better containers, fee for garbage pickup, free containers.*

There was little variation in responses across survey sub-populations.

3.3 Recycling Practices

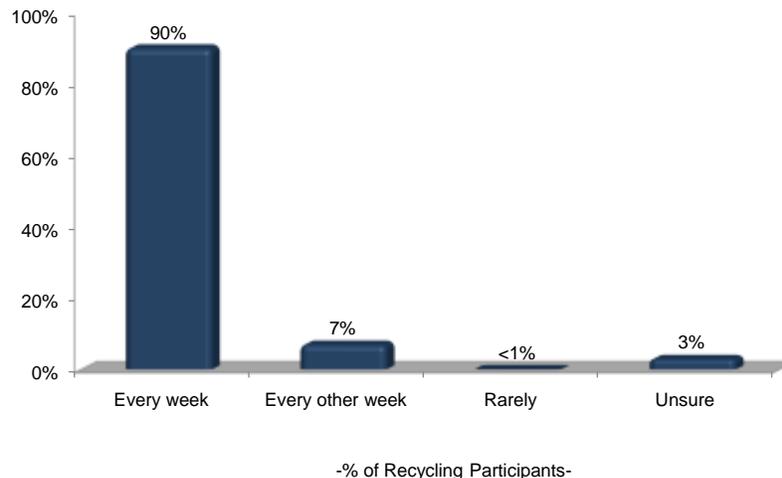
Respondents' current engagement in the blue box recycling program is examined in this section of the report, including the frequency of recyclables pick up, the number of blue boxes per household and location of service.

3.3.1 Frequency of Pick Up

The vast majority of respondents participating in the current blue box recycling program report they place their blue box out weekly for collection (90%), while seven percent say they place their recycling out *every other week* and three percent were unsure as to how often they placed their recyclables out for collection (3%).



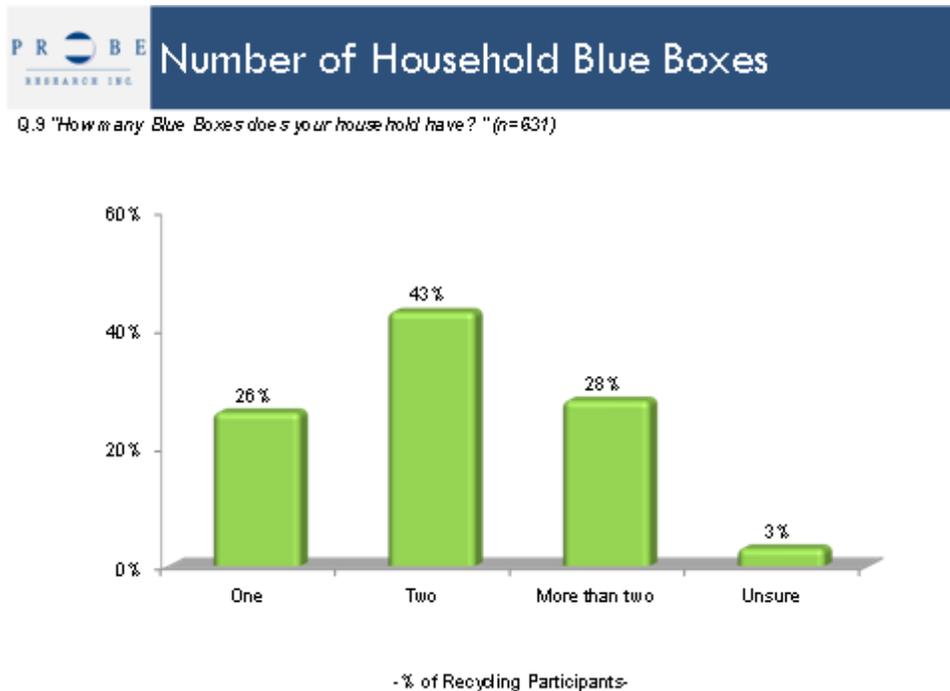
Q.7 "On average, how often do you typically place your Blue Box out for collection? Is it..?" (n=631)



- Although 79 percent of residents from the core area of Winnipeg reported they placed their blue box out for collection every week, this figure rises to more than 90 percent in every other region of Winnipeg.
- While 96 percent of those who report using more than two blue boxes for their recyclable materials place them out weekly, this figure falls to 88 percent of those with only one blue box.

3.3.2 Number of Household Blue Boxes

The majority of Winnipeggers report that they have two or more blue boxes in their household (71%), followed by nearly three-in-ten who have *one* (26%).



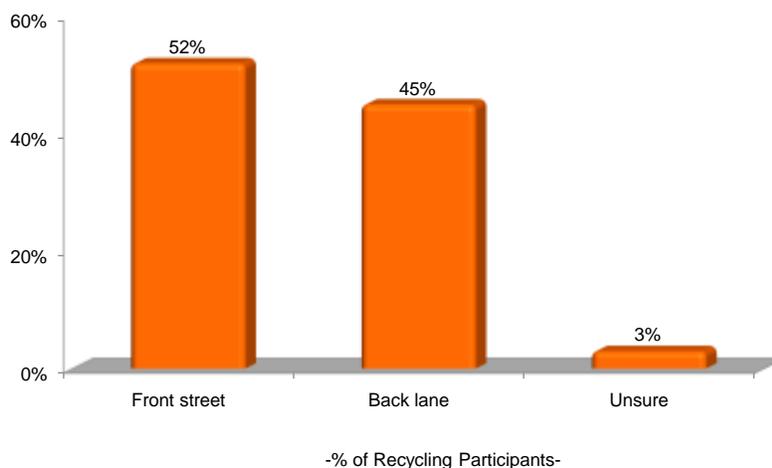
- Those responding to the survey who were over 60 years of age (39%) were significantly more likely than those aged 40-59 to have only one blue box in their household.
- Respondents from households earning less than \$60K annually were significantly more likely than those from higher income households to only have one blue box (35% versus 21% among those earning \$80K+ annually).
- Nearly four-in-ten (38%) respondents from households earning \$80K+ annually reported they had more than two blue boxes, compared to 18 percent among those from lower income bracket households earning less than \$60K.

3.3.3 Location of Recycling Pick Up Service

Just more than one-half of Winnipeg households participating in the current recycling program indicated their recyclables were picked up on the front street (52%), compared to four-in-ten (45%) who put their recyclables in the back lane for pick up.



Q.10 "Currently, is your Blue Box serviced on the front street or on the back lane?" (n=631)



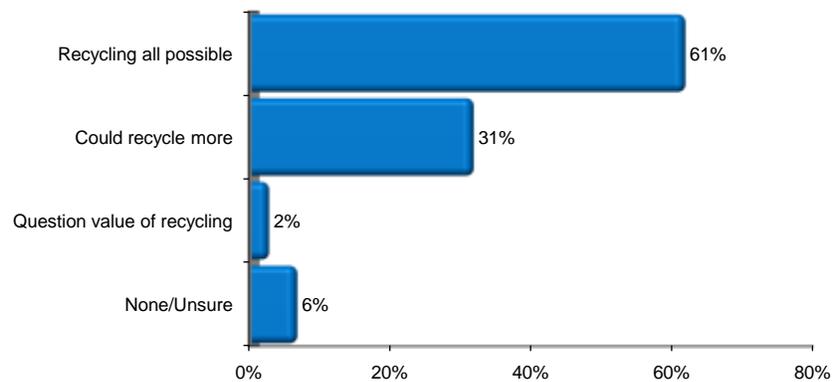
- Regionally, Winnipeggers from the northwest (63%) southeast (62%) and southwest area of the city (62%) were significantly more likely than those from the Core (30%) or the northeast area (37%) to indicate their blue box was picked up on the front street.
- Front-street collection was more common in higher income neighbourhoods (67% among households earning \$80K+) than it was in lower-income areas (38% among households earning less than \$60K or \$60K-\$79K).
- For their part, the majority of households earning less than \$80K per annum reported their blue box is served in the back lane (56% versus 32% among \$80K+ households).

3.4 Attitudes Towards Recycling

Respondents' self-assessment of their engagement in recycling is discussed below.

3.4.1 Assessment of Level of Participation

Although more than three-in-five (61%) of respondents indicated they felt they were recycling as much material as they could, 31 percent felt they could be recycling more. Very few citizens were disenchanted with the recycling program and wondered about the value of recycling at all (2%) or said they were unsure or felt they did not fit into any of these categories (6%).

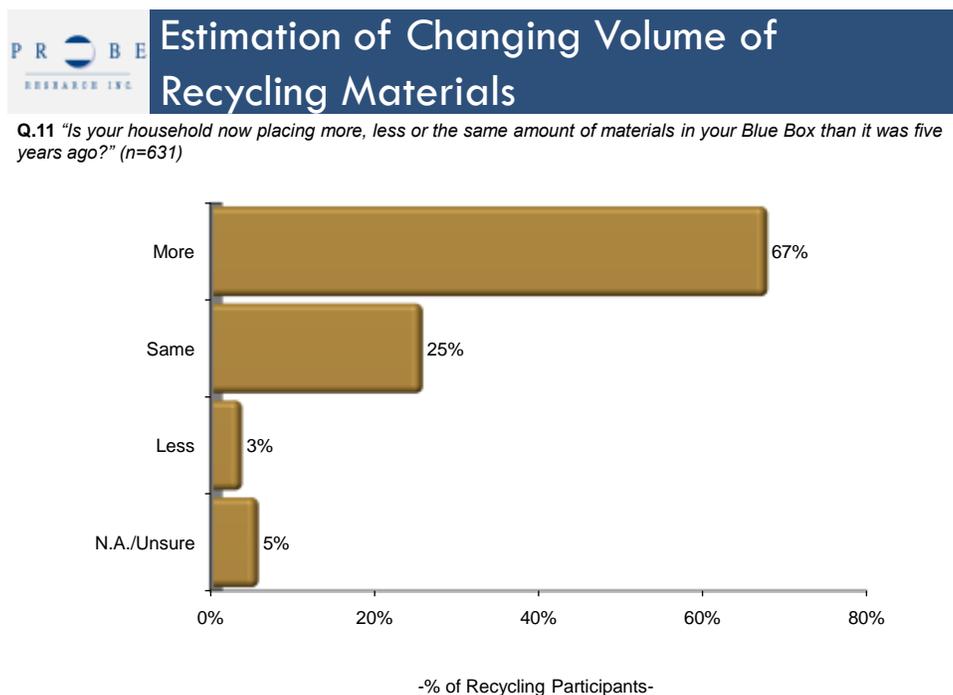


-% of Recycling Participants-

- Respondents with Grade 12 education or less were less likely to say that they were recycling as much as possible, compared to those with at least some post-secondary education (46% versus 63%).

3.4.2 Estimation of Change in Volume of Recyclable Materials

Two-thirds of Winnipeggers responding to the survey report they are now placing *more* materials in their blue box than five years ago (67%), compared to only three percent who are placing *less* (3%). One-quarter report the volume of materials they are currently recycling is about the *same* as it was in the past (25%).



- Households who have three or more blue boxes are significantly more likely to report they are currently recycling *more* (88% versus 55% among those with one blue box).
- Respondents who say they like the new recycling cart *a lot* (77%) also are recycling *more* than they used to (compared to 50% who do not like the new recycling cart).
- Those under age 60 years were significantly more likely to be *placing more materials* in their blue box compared to their younger counterparts (73% versus 59% respectively).

3.5 Awareness of Replacement Process

Awareness of how to get a missing or damaged blue box replaced is examined below.

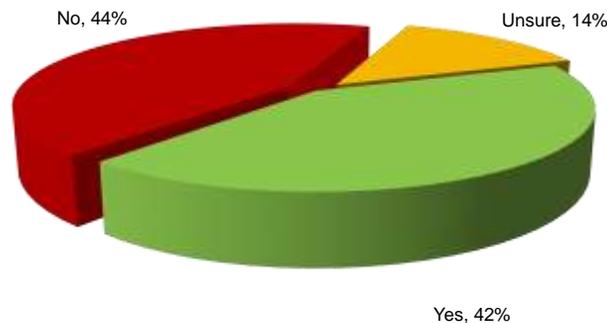
3.5.1 Awareness of Blue Box Replacement Process

Two-in-five current recycling participants reported they would not know where to call or whom to call if they had to replace their blue box if it was stolen or damaged beyond repair (44%), and nearly as many (42%) felt they would know where to turn, while 14 percent were unsure.

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Awareness of Blue Box Replacement Process

Q.13 "Would you know where to call or go to have your Blue Box replaced if yours was stolen or damaged beyond repair?" (n=631)



-% of Recycling Participants-

- Awareness of where to go or call for a replacement blue box was significantly higher among respondents who felt they would not like using the new recycling carts (55% versus 34% among those who felt they would like using the new cart a lot).

3.6 Attitudes Towards New Recycling Carts

Respondents were provided with a picture of the new recycling carts and were offered the opportunity to comment on several aspects of the new carts, including preference for size, positive and negative attributes of the new cart, appeal of using the cart, change in frequency of pick up and general attitudes towards the new recycling carts.

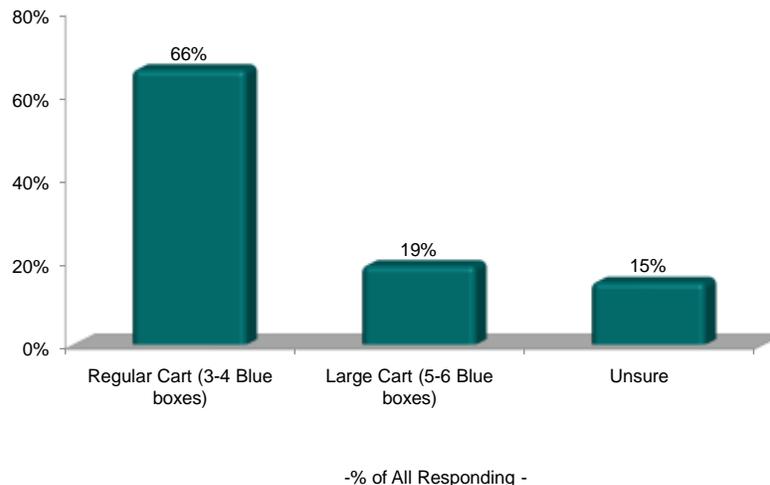


3.6.1 Recycling Cart Size Preference

Two-thirds of those responding to the web-link survey (66%) would prefer the regular cart size, compared to 19 percent who would prefer the larger size cart and 15 percent who were unsure of which size cart would be best suited for their household.



Q.21 "If you had a choice and had to pick just one, which size of cart do you think would be best suited for your household?" (n=689)



- Respondents who currently have one (72%) or two (71%) blue boxes were significantly more likely than those who have three or more boxes (57%) to indicate a preference for the new regular size cart. However, for their part, even those who currently use more than two recycling boxes still prefer the regular cart over the larger cart (57% to 34%).

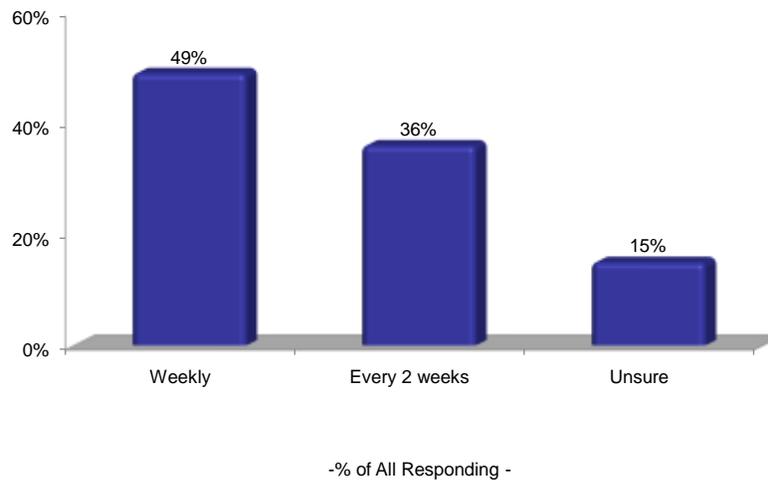
3.6.2 Desired Frequency of New Cart Pick Up

A near majority of respondents indicated they would like to have their recyclables picked up weekly, even with the increased size of the new recycling carts (49%), while around one-third (36%) felt that a collection schedule of every two weeks would suffice and 15 percent were unable to speculate how often they would put out their recyclables in the new cart.



Desired Frequency of New Cart Pick Up

Q.22 "Considering recycling carts can hold the contents of several blue boxes, how often would you want to place the cart out for collection?" (n=689)



- Respondents who currently use three or more blue boxes were significantly more likely than those with only one to indicate they would place their new recycling cart out every week for collection (67% versus 33%).

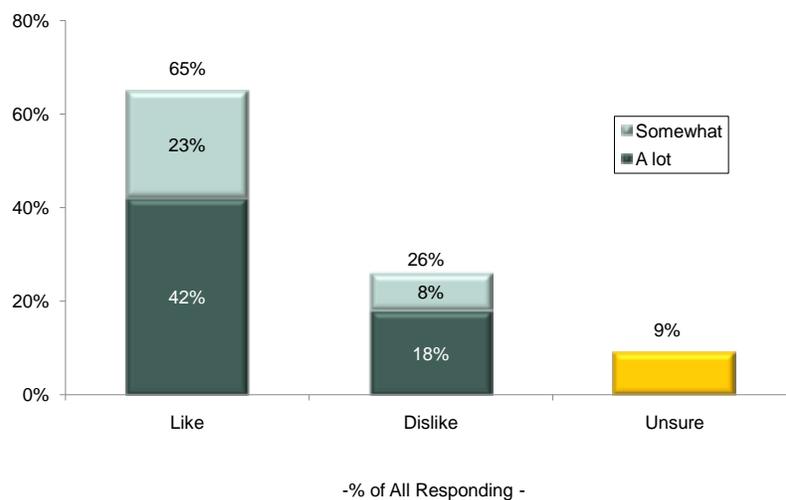
3.6.3 Anticipated Appeal of New Recycling Cart

Around two-thirds of respondents anticipated they would like using the new carts *a lot* (42%) or *somewhat like* using the new carts (23%). About one-quarter of Winnipeggers responding to the web-link survey said they would either *not like the using the carts very much* (8%), or *not like using them at all* (18%). Nine percent could not predict how much they would like using the new recycling carts.



Anticipated Appeal of New Recycling Cart

Q.23 "Considering how much you know about the new recycling cart, how much do you think you would like using the new cart?" (n=689)



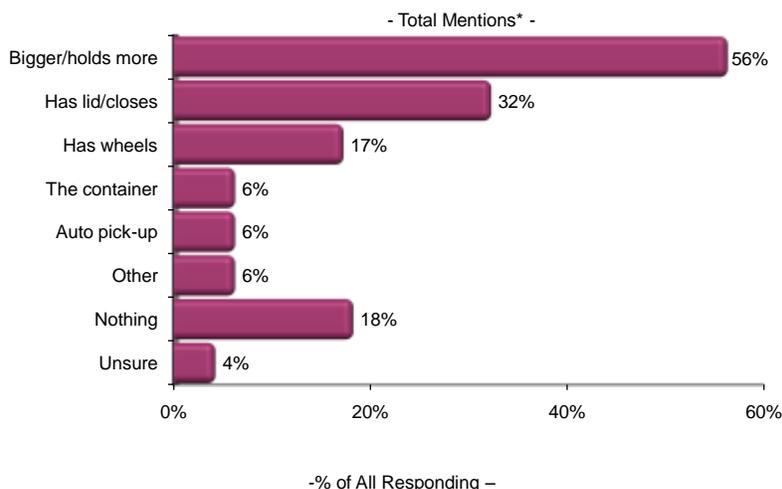
- Enthusiasm for the carts was expressed most by those currently using more than two blue boxes (54% will like a lot versus 31% who currently use only one blue box) and those under 40 years of age, compared to those over 60 years (49% versus 22% among those aged 60+).

3.6.4 Positive Qualities of New Recycling Carts

More than one-half of respondents (56%) liked that the new carts were *bigger*. Fewer indicated they liked that it *had a lid* (32%), that *it had wheels* (17%), the *container* itself (6%), or that it was an *auto pickup* system (6%). Around one-in-five could think of *nothing* they liked about the new carts (18%) or were *unsure* (4%).

PRB E RESEARCH INC. Appeal of New Recycling Carts

Q.19 "What, if anything do you like about the new recycling cart?" (n=689)



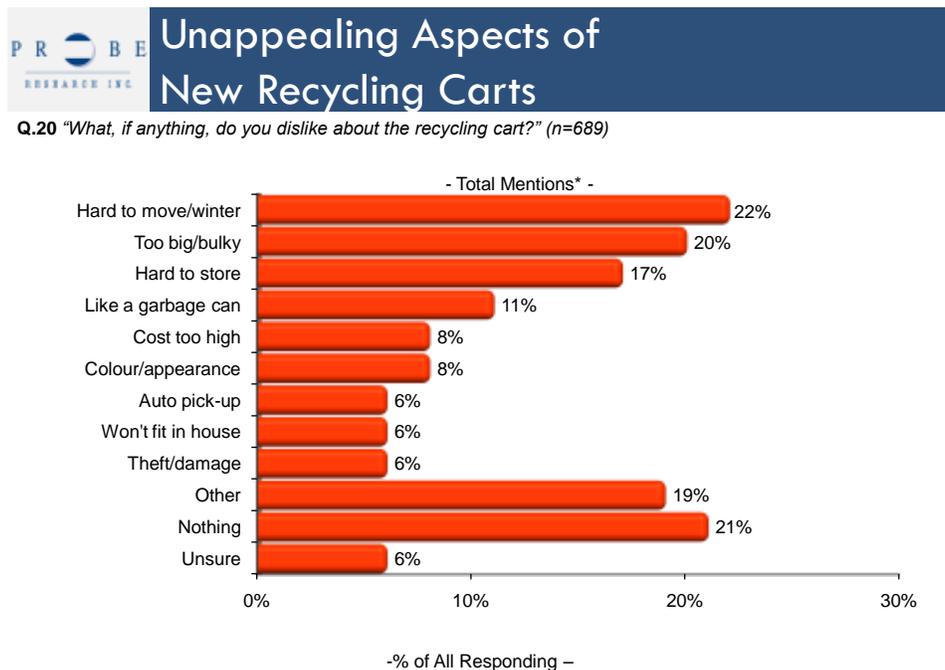
*Multiple Responses Accepted; Totals May Exceed 100%

Some other responses included: *cost savings*, *everything/great idea* and *easier/convenient*.

- Age appeared to have an impact on several of the positive qualities mentioned by respondents. Seventy-one percent of respondents under age 40 reported the best thing was the size of the new cart because it held more, compared to only 26 percent of those aged 60+ who felt the size was a positive aspect of the new recycling carts.
- Interestingly, only nine percent of respondents over 60 years of age indicated they liked the fact that the new recycling cart had wheels, compared to 22 percent of those aged 18-39 years who felt this was something they liked about the new carts.
- Respondents aged 60 years and over were more inclined to see nothing good about the new carts (38%) than were respondents aged 40-59 (20%) or under 40 years of age (8%).

3.6.5 Negative Qualities of New Recycling Carts

On the other hand, the main drawbacks of the new carts were that they would be *hard to move or pose a problem in the winter* (22%), they were *too bulky* (20%), and *hard to store* (17%) and that the *container was too much like a garbage can* (11%). Just fewer than one-in-ten worried the *that it would be a cost to a household* and that *the colour doesn't look like a recycling bin* (8% each), that it *would be stolen or damaged, would not fit in their house, was an auto pickup system* (6% each).



*Multiple Responses Accepted; Totals May Exceed 100%

Some other responses included: *inconvenient, eyesore, still too small, job losses, discourages recycling, what happens to current blue boxes, everything.*

- Older citizens (over 60 years of age) were twice as likely as those 18-39 to indicate that they felt the new carts would be *hard to move and be a problem in the winter* (33% versus 16%).
- The majority of respondents who generally felt they would not like using the new carts said they felt they were *too big and bulky* (51%) and one-third of them also felt that they would be *hard to move and be a problem in the winter* (34%) and would be *hard to store* (33%).

3.6.6 General Attitudes Towards New Recycling Cart

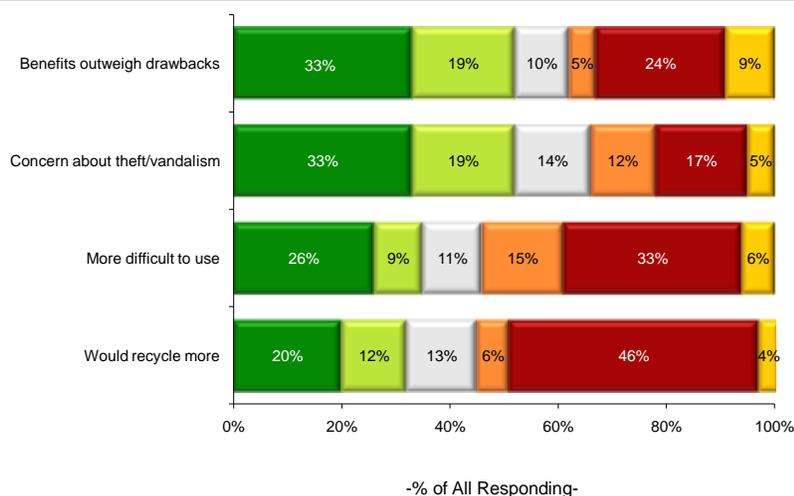
Respondents were presented with four statements intended to gauge their level of agreement with several aspects of the new recycling carts.

A majority felt *there are more benefits to the new cart than drawbacks* and that they were *concerned about the cart being stolen or vandalized* (52% each). Around one-third agreed the *new cart would be more difficult to use* (35%) and that they *would recycle more if they had a cart* (32%).

PRBE RESEARCH INC. Attitudes Towards New Recycling Cart

Q.24 "How much do you agree or disagree with the following statements?" (n=689)

Strongly agree (9,10) Somewhat agree (7,8) Neutral (5,6) Somewhat disagree (3,4) Strongly disagree (1,2) Unsure



- Citizens younger than 40 years old were significantly more likely than those over 60 years of age to agree about the benefits of the new carts outweighing any drawbacks (63% versus 35%), as did those who currently use more than two blue boxes (64%).
- Concern over theft and vandalism was most pronounced among Core residents (62%), compared to those residing in southeast Winnipeg (43%).
- Interestingly, respondents from households using *more* than two blue boxes felt they would recycle more with these larger carts (39% versus 26% among those using two blue boxes).
- Citizens younger than 40 years old also reported they would recycle more with these carts (42% versus 17% among those aged 60+), as did respondents who felt they would like using the carts a lot (59%).
- Respondents currently using only one blue box were concerned about the cart being more difficult to use (49% versus 26% among those currently using three or more) as were older respondents (aged 60+) compared to those under age 40 (57% versus 26% respectively).

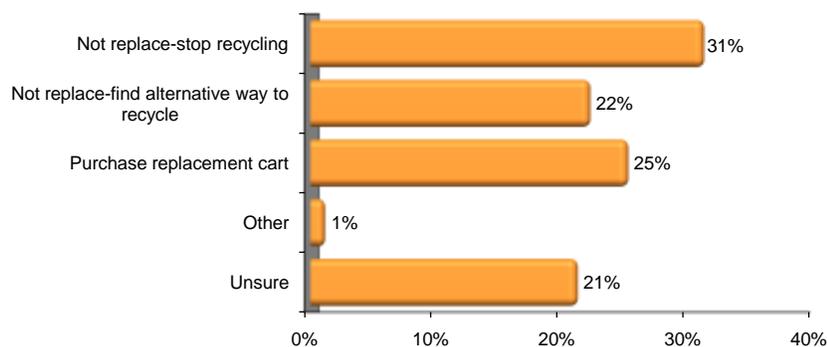
3.6.7 Impact of Loss of New Recycling Cart

Nearly one-third (31%) of all respondents reported they would *stop recycling* if their new recycling cart went missing, while around one-in-five would either *purchase a replacement cart* (25%) or *not replace the cart but would find another way to continue recycling* (22%). One-in-five were unsure as to what they would do if their new recycling cart went missing (21%).



Impact of Loss of New Recycling Cart

Q.25 "If your new recycling cart went missing, what would you most likely do?" (n=689)



-% of All Responding -

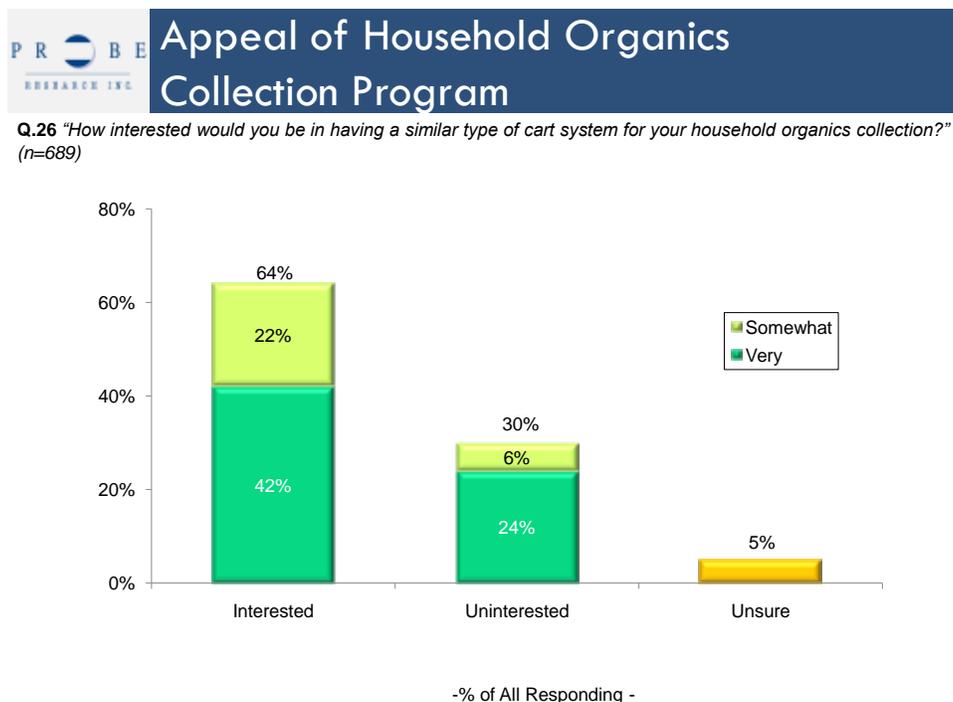
- Residents from southwest (31%) or southeast Winnipeg (29%) were twice as likely to report they would purchase a replacement cart, compared to residents from the core area (15%).
- For their part, around four-in-ten of core area residents report they would stop recycling if their new cart went missing (37%), as would those over 60 years of age (46% versus 21% among those aged 18-39 years).

3.7 Attitudes Towards Household Organics Collection Program

The desire for the implementation of a household organics collection program is discussed in this section, as well as price sensitivity towards an annual fee.

3.7.1 Interest in Program

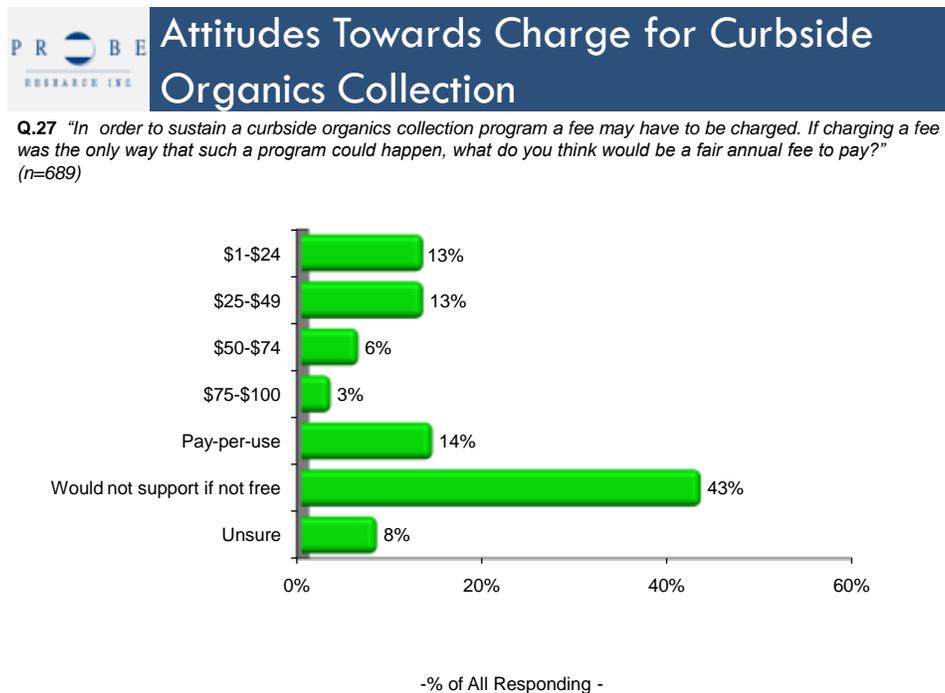
When Winnipeggers responding to the web-link survey were asked to indicate their interest in having a similar type of cart system for household organics collection, two-thirds (64%) indicated they would be *very* (42%) or at least *somewhat* interested in it (22%). Thirty percent were uninterested, including 24 percent *very* uninterested.



- Respondents using more than three blue boxes in their household were significantly more likely than those using only one to indicate they would be *very interested* in such an organics collection program (49% versus 31%).
- Younger respondents (under age 40) also expressed higher levels of interest in this proposed program (61% versus 28% among those aged 60+ years).
- Those who felt they would like using the new recycling cart a lot were also more interested in a potential organics program (55%).

3.7.2 Attitudes Towards Charging a Fee for Curbside Organics Collection Program

While a significant number of respondents indicated they would be unlikely to support this program should a fee be charged (43%), 26 percent indicated they would be willing to pay between \$1 and \$49 annually to implement it and 14 percent felt the annual fee should be based on usage. Only six percent would be willing to pay \$50-\$74 and three percent would pay \$75-\$100 annually for this service. Eight percent were unable to specify a price they would be comfortable paying to have an organics collection program.



- Around three-in-ten younger respondents (29% of those aged 18-39 years) indicated they would not support a curbside organics collection program if they had to pay for it, compared to 52 percent of those aged 40-59 years and 63 percent aged 60 and older.

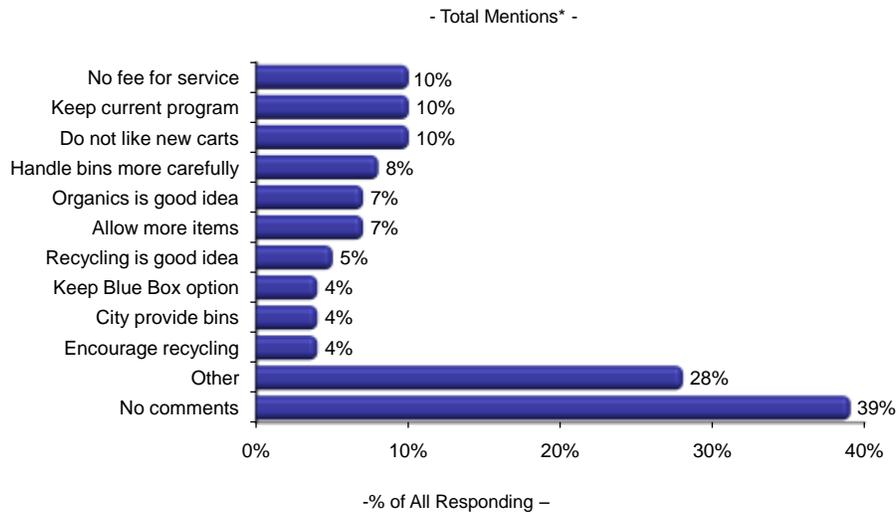
3.8 Final Unaided Comments

Two-in-five of all respondents did not offer any comments regarding the City of Winnipeg’s current recycling program (39%). While there were many other comments offered, most were mentioned by less than 10 percent of respondents. The graph below reveals the most commonly mentioned comments.



Unaided Comments Regarding Winnipeg’s Recycling Program

Q.28 “Do you have any other comments regarding Winnipeg’s recycling program?” (n=689)



*Multiple Responses Accepted; Totals May Exceed 100%

Some other responses included: *publicize recycling program, like new bins, improve program, offer compensation/incentives, like auto pickup, more recycling depots/public bins, organic pickup bad idea, want more/better information, fee for garbage pickup, theft-proof/id bins, etc.*

APPENDIX: Questionnaire

CITY OF WINNIPEG
Recycling Survey 2009
- Final Recycling Survey Web Link -

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
R2G
R2H
R2J
R2K
R2L
R2M
R2N
R2P
R2R
R2V
R2W
R2X
R2Y

R3A
R3B
R3C
R3E
R3G
R3H
R3J
R3K
R3L
R3M
R3N
R3P
R3R
R3S
R3T
R3V
R3W
R3X
R3Y

Other (Specify)

Unsure



Thank you for your interest. Unfortunately we are only looking for responses from Winnipeg residents. To learn more about our programs visit us at <http://winnipeg.ca/waterandwaste/>

- B. Please indicate the type of dwelling you currently live in:

Single detached house
Apartment (SKIP TO Q.5)
Duplex or Multiplex
Condominium
Other (Specify)
Unsure

PARTICIPATION INCIDENCE

1. To the best of your knowledge, does your household participate in Winnipeg's curbside Blue Box recycling program?
Yes (PROCEED TO Q.2)
No (SKIP TO Q.3)
Unsure (SKIP TO Q.3)

2. Please indicate what you place your recyclables in for curbside pickup:
Blue Box.....01 (SKIP TO Q.6)
Recycling Cart.....02 (SKIP TO Q.5)
Bin 03 (SKIP TO Q.5)
Other (Specify) _____
Unsure.....09 (SKIP TO Q.5)

3. If your household were to recycle, would you use a blue box to place your recyclables in for curbside pickup? You would know this if your neighbours sometimes have blue boxes in front or behind their homes.
Yes.....01
No.....02 (SKIP TO Q.5)
(DK/NS).....09 (SKIP TO Q.5)

4. What are the main reasons why your household does not participate in the Blue Box recycling program? (**ACCEPT UP TO 3 RESPONSES**)
Can't be bothered (SKIP TO Q.6)
Don't have time (SKIP TO Q.6)
Don't have Blue Box (SKIP TO Q.6)
Don't see need to recycle (SKIP TO Q.6)
Health limitations (SKIP TO Q.6)
Had problems in the past (SKIP TO Q.6)
Too complicated (SKIP TO Q.6)
Recycling program not available (CONTINUE)
Others (Specify) (SKIP TO Q.6)
Unsure (SKIP TO Q.6)

5. Although this survey is designed to collect opinions of current City of Winnipeg Blue Box users, you are welcome to continue with the survey to provide your feedback. Please press "continue" below to continue with the survey, or press "finish" to go to the end of the survey.
Continue (CONTINUE)
Finish (GO TO END OF SURVEY)

(NOW SKIP ALL NON-RECYCLERS TO Q.14)

RECYCLING PRACTICES

6. Now all things considered, please indicate how satisfied you are with the current Blue Box recycling program?
Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
Unsure
7. What, if anything, do you like about the current Blue Box recycling program?
<OPEN RESPONSE>
8. On average, please indicate how often you typically place your Blue Box out for collection?
Every week
Every other week
Rarely
Unsure
9. How many Blue Boxes does your household have?
One
Two
More than two
Unsure
10. Currently, is your Blue Box serviced on the front street or on the back lane?
Front street
Back lane
Unsure
11. Is your household now placing more, less or the same amount of materials in your Blue Box than it was five years ago?
More
Less
Same
Unsure - only started recycling recently
Unsure
12. Which one of the following statements best describes you. (Select one)
- I really like the idea of the Blue Box Program and I think my household is disposing of all recyclable items in the Blue Box
- I try to recycle as much as I can, but there are probably some items that my house is not currently recycling that could be included in the Blue Box
- I don't recycle as much as I could and I sometimes question the value of recycling and the Blue Box program
- None of these statements describes me well
- Unsure

PROGRAM EXPERIENCES

13. Would you know where to call or go to have your Blue Box replaced if yours was stolen or damaged beyond repair?
- Yes
 - No
 - Unsure
14. Winnipeg's Blue Box program is looking for ways to improve the services it offers to citizens and encourage a higher level of public participation in this program. What kinds of things would improve the Blue Box program and encourage citizens to recycle more often or include more items in their Blue Box? (ACCEPT UP TO 3 RESPONSES)
- More information on eligible materials
 - More information on what happens to materials in box
 - Provide bigger boxes
 - Expand program to include more materials
 - Educational material for young people
 - More promotion of program
 - More statistics on program operations
 - Other (Specify)
 - Unsure

RECYCLING CARTS

The City of Winnipeg is considering switching to a recycling cart system to replace the current blue box.

Winnipeg can follow the trend of other cities in Canada and the USA towards automated cart collection. Roll-out carts would replace blue boxes and allow a more cost-effective and efficient collection service. Collection trucks are equipped with an automated arm that empties each cart, removing the labour concerns about the current manual collection system.

The cart would still be put out on your Recycling Day and all recyclables would be put into the cart without sorting.

To give you an idea of what this cart would look like, the picture below shows the current blue box on the left beside a regular sized cart on the right.



15. What, if anything do you like about the new recycling cart?
<OPEN RESPONSE>

16. What, if anything, do you dislike about the recycling cart?
<OPEN RESPONSE>

There are two possible sizes that could be introduced for these new recycling carts. To give you an idea of the sizes, the picture below shows the current blue box on the left, a regular sized cart in the middle and a large cart on the right beside a fire hydrant.



17. If you had a choice and had to pick just one, which size of cart do you think would be best suited for your household?
Regular cart (holds content of 3-4 Blue boxes)
Large cart (holds content of 5-6 Blue boxes)
Unsure

18. Considering recycling carts can hold the contents of several Blue Boxes, how often would you want to place the cart out for collection?
Every week
Every 2 weeks
Less often than every two weeks
Unsure

19. Considering what you know about the new recycling cart, how much do you think you would like using the new cart?
Will like a lot
Will like somewhat
Won't like much
Won't like at all
Unsure

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

	Disagree Completely								Agree Completely		(DK /NS)
I would recycle more if I had a recycling cart.	1	2	3	4	5	6	7	8	9	10	99
I would be concerned about my recycling cart being stolen or vandalized.	1	2	3	4	5	6	7	8	9	10	99
Overall, this new recycling cart would be more difficult to use than the current blue box.	1	2	3	4	5	6	7	8	9	10	99
Overall, there are more benefits than drawbacks to using the new recycling cart.	1	2	3	4	5	6	7	8	9	10	99

21. 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, such as using a recycling depot or a neighbour's cart
 Not replace the cart and would stop recycling
 Other (Specify)
 Unsure

22. How interested would you be in having a similar type of cart system for your household organics collection? 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
 Unsure

23. In order to sustain a curbside organics collection program, a fee may have to be charged. If charging a fee was the only way that such a program could happen, what do you think would be a fair annual fee to pay?
 \$1-\$24
 \$25-\$49
 \$50-\$74
 \$75-\$100
 Should be based on amount you participate (pay per use)
 I would not support a curbside organics collection program if I had to pay a fee
 Unsure

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

DEMOGRAPHICS

These final questions are used for statistical purposes only.

25. Have you visited the Water & Waste pages on the City of Winnipeg Web site within the past twelve months?

Yes

No

Unsure

26. Which is your age group?

18-29 years

30-39 years

40-49 years

50-59 years

60-69 years

70+ years

Prefer not to answer

27. What is the highest level of schooling you have obtained?

Grade school / Some high school

Complete high school

Some technical / Vocational after high school

Technical / Vocational diploma

Some university

University degree

Prefer not to answer

28. 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

\$10,000 to \$29,999

\$30,000 to \$59,999

\$60,000 to \$79,999

\$80,000 or over

Prefer not to answer

29. Please indicate your gender:

Male

Female

Prefer not to answer

Thank you for your feedback.

You can send any questions or concerns regarding the Recycling Blue Box study by visiting the [City of Winnipeg's website](#).