



# CSO MASTER PLAN SYMPOSIUM FEEDBACK REPORT

March 2015

For more information on this report, please contact:

Tiffany Skomro  
Public Consultation & Research Officer  
1199 Pacific Ave

## TABLE OF CONTENTS

BACKGROUND AND METHODOLOGY .....	3
PROFILE OF RESPONDENTS.....	4
RESEARCH RESULTS.....	5
Gauging Understanding of CSOs .....	5
Evaluating Waterways .....	7
Initial CSO Perceptions.....	9
Benefit Metrics for CSO Control Limits .....	11
APPENDIX A List of Questions.....	12

## BACKGROUND AND METHODOLOGY

In February 2015 the City of Winnipeg initiated a public engagement process to receive feedback on a plan to reduce combined sewer overflows and manage their effects in an environmentally sound, sustainable and cost-effective manner.

Public feedback was captured using live polling technology at the CSO Symposiums held on March 5, 2015.

The event featured 4 panelists and included 62 attendees. There were 59 active polling technology respondents, where responses per question ranged from 46 to 58.

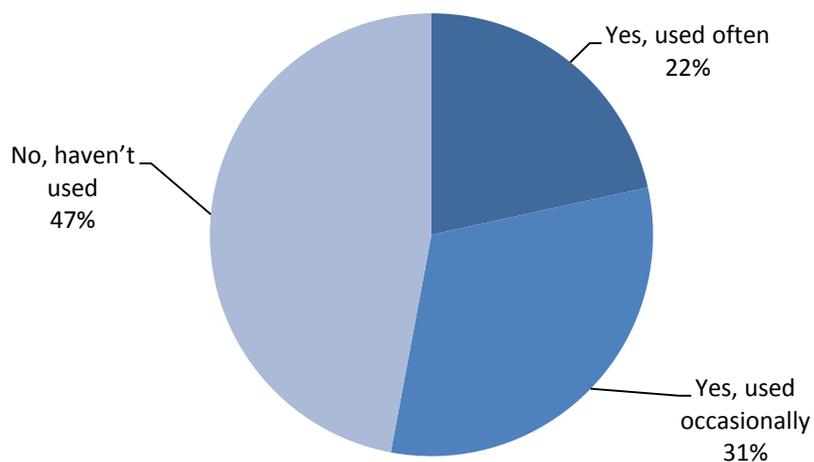
**Since the respondents of the polling technology are self-selecting, the results are not scientific and only a summary of the responses received.** This means that no estimates of sampling error can be calculated and therefore no margin of error is attributed to the results in the report. It is not recommended to extrapolate the results to a general population.

## PROFILE OF RESPONDENTS

AREA OF INTEREST	TOTAL % (n=51)
Environmental interest	27%
Engineering consultant	20%
Government agency	18%
Business interest	16%
Member of the general public	12%
River user	4%
Other	4%

### Recreational Water Use

*“During the open-water recreational season, have you used the rivers in Winnipeg for recreational purposes in the last 2 years?” (n=51)*



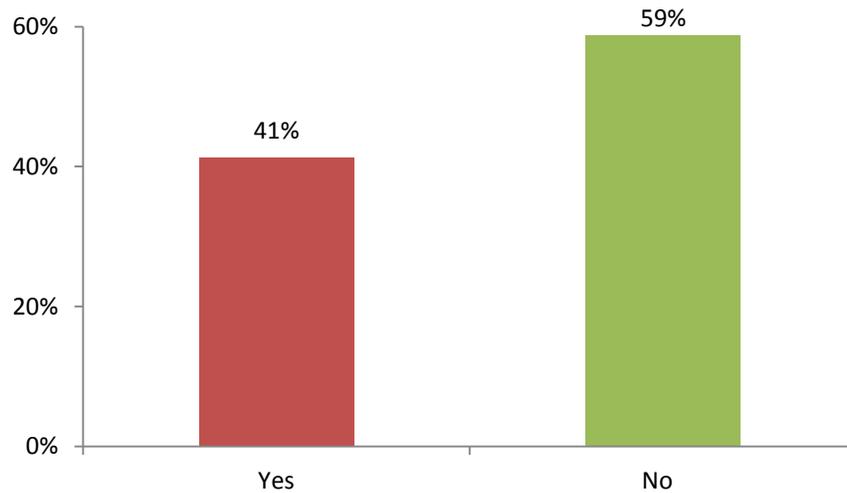
## RESEARCH RESULTS

Questions were asked at the Symposium using live polling technology.

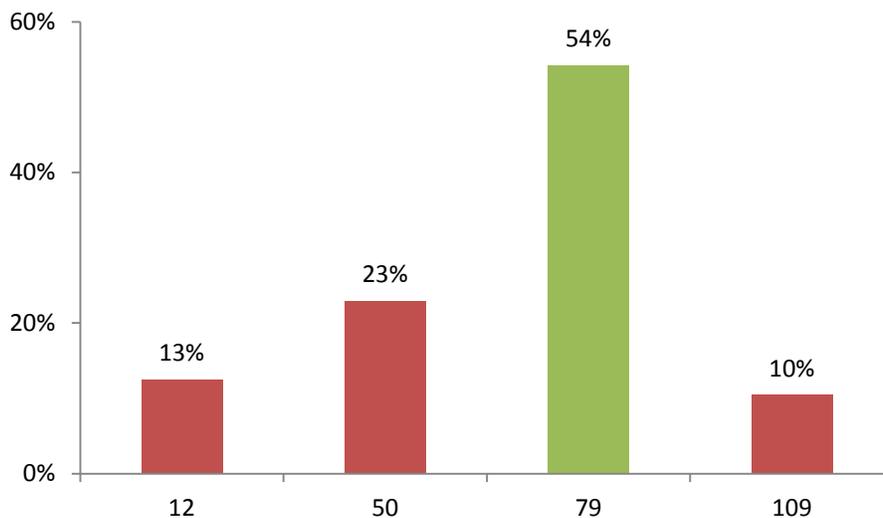
### Gauging Understanding of CSOs

Some questions were used to gauge respondent's understanding and perceptions around CSOs. The correct answer is in green, while the incorrect answer(s) are in red.

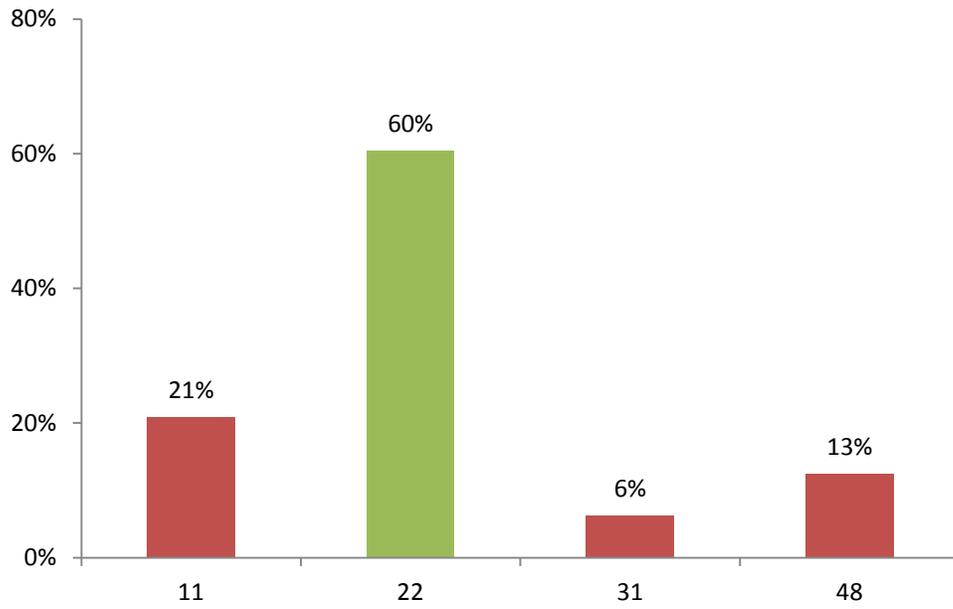
*"Do CSOs affect the rivers' colour?" (n=46)*



*"How many CSO outfalls are in the city?" (n=48)*



*“Over a year, on average how often do combined sewers overflow in Winnipeg?” (n=48)*

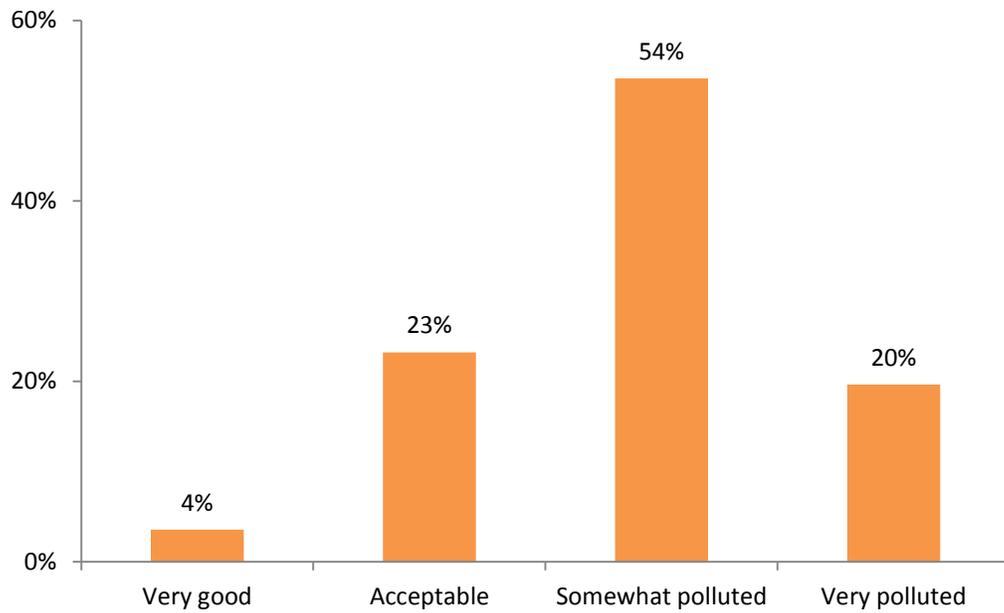


## Evaluating Waterways

A series of questions were asked to assess audience perceptions around our waterways.

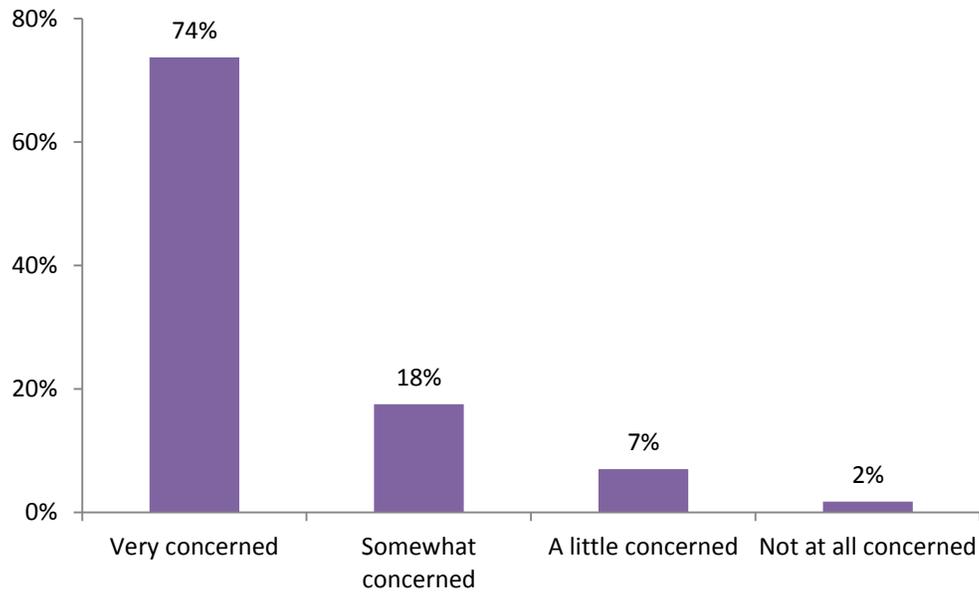
Most respondents (74%) felt the quality of Winnipeg's rivers and streams were either somewhat polluted or very polluted.

*"How would you rate the quality of Winnipeg's rivers and streams?" (n=56)*



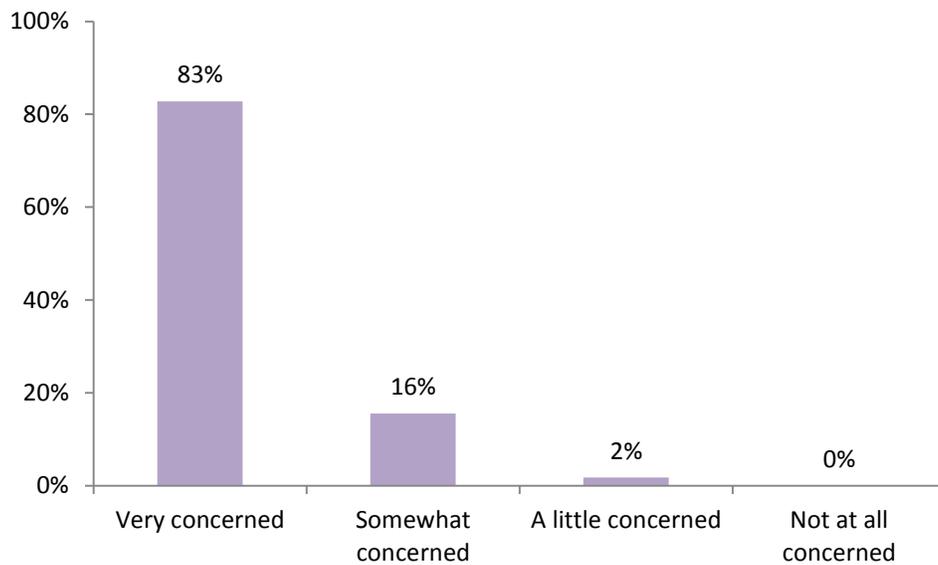
A majority of respondents (74%) felt very concerned about the state of Winnipeg's rivers and streams.

*"How concerned are you about the state of our rivers and streams?" (n=57)*



An even stronger majority of respondents (83%) felt very concerned about the state of Lake Winnipeg.

*"How concerned are you about the state of Lake Winnipeg?" (n=58)*

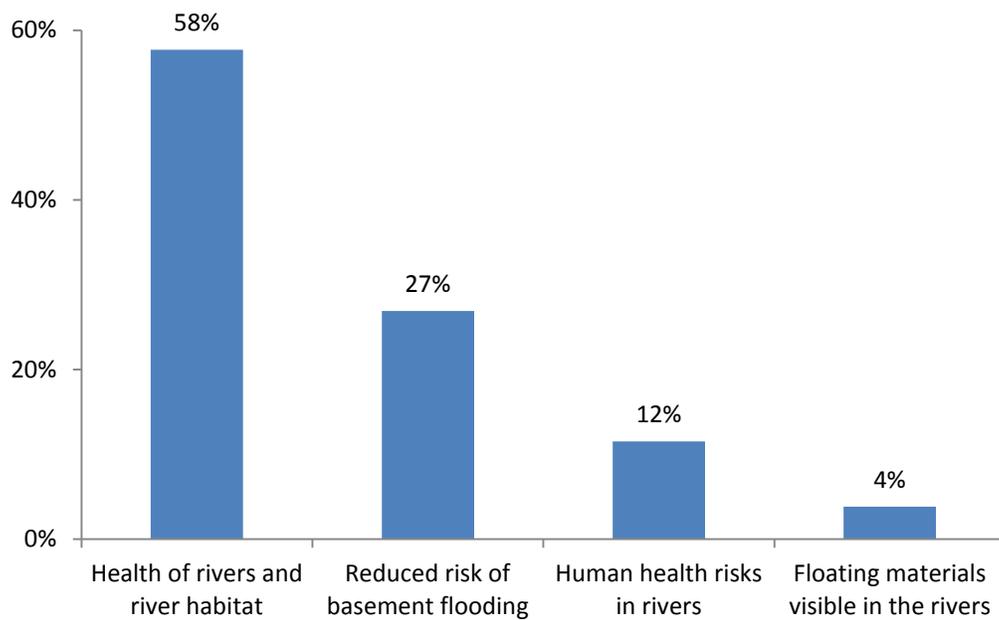


## Initial CSO Perceptions

After playing an introduction video on CSOs, and before starting the first presentation, a couple of questions were asked to assess initial audience perceptions.

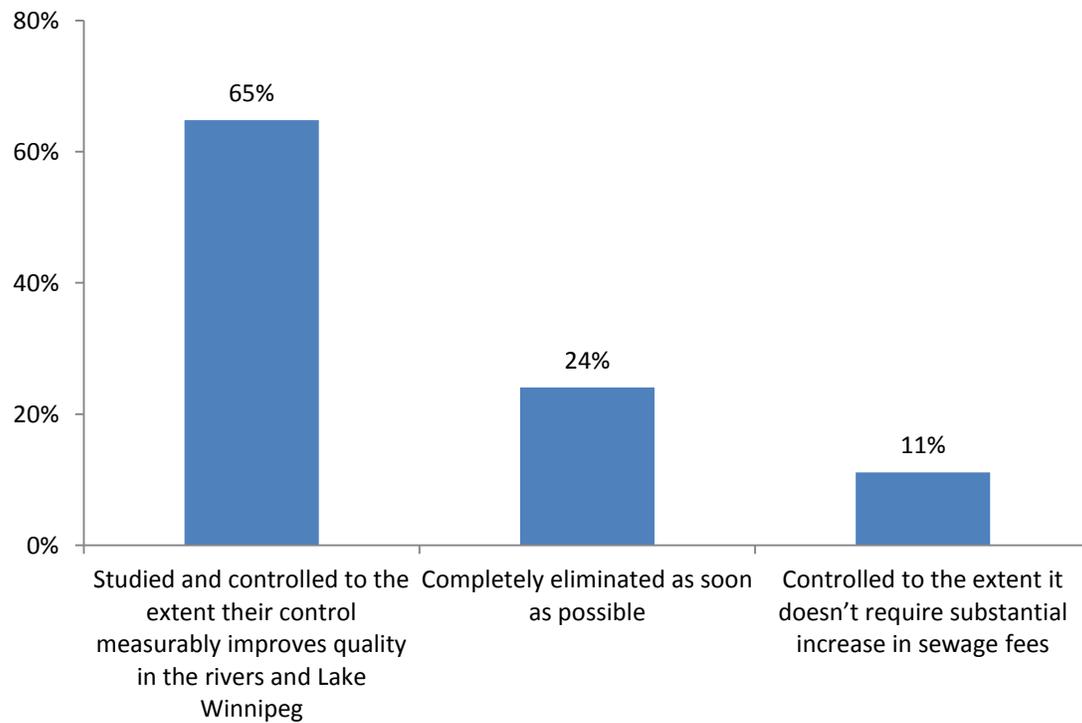
Most respondents (58%) felt “health of rivers and river habitat” was the main impact of CSOs.

*“What do you think is the most significant result or impact of CSOs?” (n=52)*



Most respondents (65%) felt that CSOs should be “studied and controlled to the extent their control measurably improves quality in the rivers and Lake Winnipeg”.

*“CSOs should be:” (n=54)*

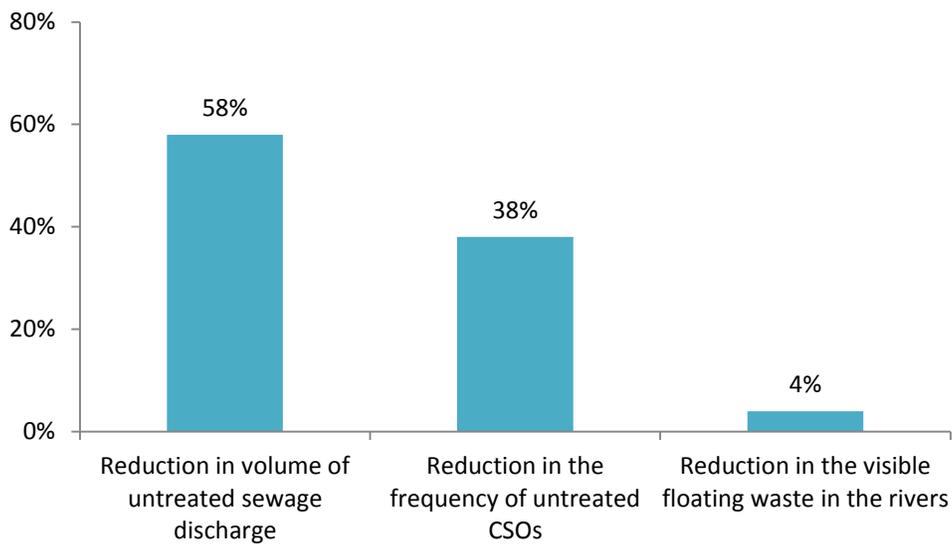


## Benefit Metrics for CSO Control Limits

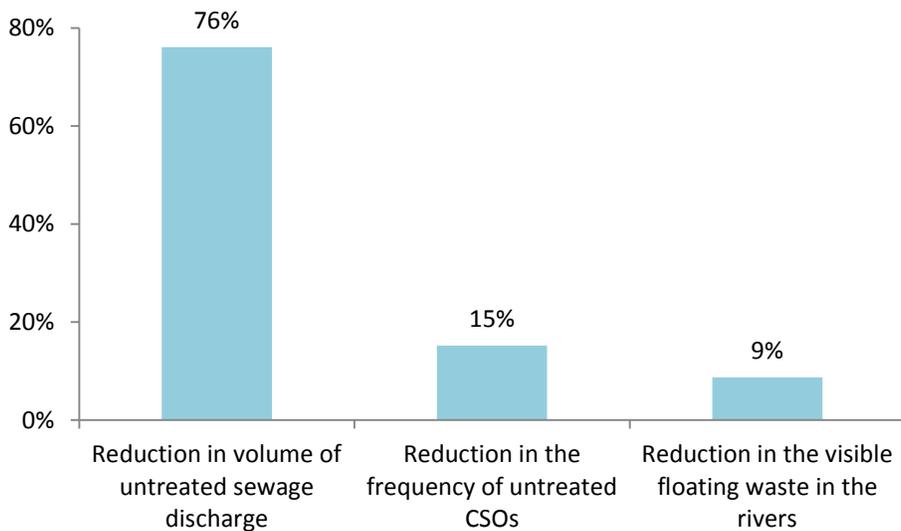
A question was asked at the end of the introductory presentation, and asked again at the end of the panel presentations to assess how opinions changed.

Initially, most respondents (58%) felt that CSOs control benefit should be measured by “reduction in volume of untreated sewage discharge”. This increased to 78% when the question was repeated.

INITIAL: “CSOs control benefit should be measured by:” (n=50)



REPEAT: “CSOs control benefit should be measured by:” (n=46)



## **APPENDIX A**

### **LIST OF QUESTIONS**

## LIST OF LIVE POLLING QUESTIONS

1. Who will win the Stanley Cup?
  - a. Winnipeg Jets
  - b. Edmonton Oilers
  - c. Winnipeg Blue Bombers
  - d. Toronto Maple Leafs
  - e. Brandon Wheat Kings
  
2. Do CSOs affect the rivers' colour?
  - a. Yes
  - b. No (c)
  
3. How many CSO outfalls are in the city?
  - a. 12
  - b. 50
  - c. 79 (c)
  - d. 109
  
4. What brings you to this event?
  - a. Member of the general public
  - b. River user
  - c. Environmental interest
  - d. Engineering consultant
  - e. Government agency
  - f. Other
  
5. Over a year, on average how often do combined sewers overflow in Winnipeg?
  - a. 11
  - b. 22 (c)
  - c. 31
  - d. 48
  
6. During the open-water recreational season, have you used the rivers in Winnipeg for recreational purposes in the last 2 years?
  - a. Yes, used often
  - b. Yes, used occasionally
  - c. No, haven't used

7. What do you think is the most significant result or impact of CSOs?
  - a. Reduced risk of basement flooding
  - b. Human health risks in rivers
  - c. Floating materials visible in the rivers
  - d. Health of rivers and river habitat
  
8. CSOs should be:
  - a. Completely eliminated as soon as possible
  - b. Controlled to the extent it doesn't require substantial increase in sewage fees
  - c. Studied and controlled to the extent their control measurably improves quality in the rivers and Lake Winnipeg
  
9. CSOs control benefit should be measured by:
  - a. Reduction in the frequency of untreated CSOs
  - b. Reduction in volume of untreated sewage discharge
  - c. Reduction in the visible floating waste in the rivers
  
10. How would you rate the quality of Winnipeg's rivers and streams?
  - a. Very good
  - b. Acceptable
  - c. Somewhat polluted
  - d. Very polluted
  
11. How concerned are you about the state of our rivers and streams?
  - a. Very concerned
  - b. Somewhat concerned
  - c. A little concerned
  - d. Not at all concerned
  
12. How concerned are you about the state of Lake Winnipeg?
  - a. Very concerned
  - b. Somewhat concerned
  - c. A little concerned
  - d. Not at all concerned
  
13. CSOs control benefit should be measured by:
  - a. Reduction in the frequency of untreated CSOs
  - b. Reduction in volume of untreated sewage discharge
  - c. Reduction in the visible floating waste in the rivers