Minutes – Executive Policy Committee – February 17, 2010

Minute No. 177
Report – Standing Policy Committee on Infrastructure Renewal and Public Works – February 9, 2010

Item No. 2 Award of Contract for Collection of Recyclables
eFile GL-9

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

The Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Infrastructure Renewal and Public Works and submits the following to Council:

1. That subject to the Workplace Safety and Health requirements in accordance with B11.4 of the Bid Opportunity being satisfied, that a multi-year contract for Bid Opportunity No. 744-2009 be awarded to National Waste Services Inc. for Alternative B2- Automated Collection with City Provided Carts, the lowest responsive bidder for Alternative B2 meeting the specifications in the amount of $4,674,240.00/year, GST and MRST extra as applicable for the period of September 16, 2010 to March 2, 2018. The total estimated cost over the term of the contract is $35,056,800.00, GST and MRST extra as applicable.

2. That the Winnipeg Public Service be directed to issue a Bid Opportunity for the lease or purchase, whichever is financially advantageous, of 185,000 carts to coincide with the above in-service date of September 16, 2010. If leased, there are funds available in the proposed 2010-2012 Current Estimates for these payments.

3. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

Minutes – Executive Policy Committee – February 17, 2010

Report – Standing Policy Committee on Infrastructure Renewal and Public Works – February 9, 2010

DECISION MAKING HISTORY:

Moved by Councillor Clement,

That the recommendation of the Standing Policy Committee on Infrastructure Renewal and Public Works not be concurred in, and the Executive Policy Committee recommend to Council that Alternative A, the Manual Collection with Blue Boxes as contained in the report of the Winnipeg Public Service, be approved.

Lost

Councillor Clement asked to be recorded as having voted in support of the above motion, in accordance with Rule 47(7) of The Procedure By-law No. 50/2007.

Moved by Councillor Fielding,

That the recommendation of the Standing Policy Committee on Infrastructure Renewal and Public Works be concurred in, and forwarded to Council

Carried

Councillor Clement asked to be recorded as having voted against the above motion, in accordance with Rule 47(7) of The Procedure By-law No. 50/2007.

The Executive Policy Committee received submissions with respect to Award of Contract for Collection of Recyclables from the following:

- Wayne Warren, Environmental Geographer, submitted a copy of his presentation
- Peter Miller and Kate Bergen, Resource Conservation Manitoba, submitted a communication dated February 16, 2010.

STANDING COMMITTEE RECOMMENDATION:

On February 9, 2010, the Standing Policy Committee on Infrastructure Renewal and Public Works concurred in the recommendation of the Winnipeg Public Service and submitted the matter to Council.

ADMINISTRATIVE REPORT

ISSUE: AWARD OF CONTRACT FOR COLLECTION OF RECYCLABLES BID OPPORTUNITY NO. 744-2009

Critical Path: Standing Policy Committee on Infrastructure Renewal and Public Works, EPC, Council

AUTHORIZATION

Author	Department Head	CFO	CAO
D.E. Drohomerski, C.E.T. Manager of Solid Waste	M. L. Geer, C.A. Acting Director, Water and Waste Department	M. Ruta	G. Laubenstein

RECOMMENDATIONS

1. Subject to the Workplace Safety and Health requirements in accordance with B11.4 of the Bid Opportunity being satisfied, that a multi-year contract for Bid Opportunity No. 744-2009 be awarded to National Waste Services Inc. for Alternative B2- Automated Collection with City Provided Carts, the lowest responsive bidder for Alternative B2 meeting the specifications in the amount of $4,674,240.00/year, GST and MRST extra as applicable for the period of September 16, 2010 to March 2, 2018. The total estimated cost over the term of the contract is $35,056,800.00, GST and MRST extra as applicable.

2. That Council direct the Public Service to issue a Bid Opportunity for the lease or purchase, whichever is financially advantageous, of 185,000 carts to coincide with the above in-service date of September 16, 2010. If leased, there are funds available in the proposed 2010-2012 Current Estimates for these payments.

IMPLICATIONS OF THE RECOMMENDATIONS

Funds for this work are included every year in the Annual Current Budget from the Solid Waste Recycling Account Distribution No. 445 521025 201907 999.

As the term of the contract exceeds five years and the contract creates an absolute commitment for funds not yet approved by Council, Council must approve the award of contract.

The work of this contract consists of the annual collection of approximately 36,000 metric tonnes of Recyclables from Winnipeg single family residential premises and delivery to the City's contracted Material Recovery Facility for the period of September 16, 2010 to March 2, 2018.

The Bid Opportunity closed on January 6, 2010, with bids being received as follows:

Table 1

	National Waste Services Inc.	**BFI Canada Inc.**	**Halton Recycling Ltd. dba Emterra Environmental**	**Miller Waste Systems Inc.**
Alternative A Manual Collection with Blue Boxes	$4,474,200.00	$4,313,560.00	$4,440,000.00	$5,154,542.00
Alternative B1 Weekly, Automated Collection with City supplied 240 litre Carts (Lanes serviced-single side)	$4,570,920.00 $1,233,000.00 $5,803,920.00	$4,342,120.00 $1,233,000.00 $5,575,120.00	$4,893,600.00 $1,233,000.00 $6,126,600.00	NO BID
Alternative B2 Weekly, Automated Collection with City supplied 240 litre Carts (Lanes serviced-both sides)	**$4,674,240.00** $1,233,000.00 $5,907,240.00	$4,825,240.00 $1,233,000.00 $6,058,240.00	$4,893,600.00 $1,233,000.00 $6,126,600.00	NO BID
Alternative C1 Bi-weekly, Automated Collection with City supplied 240 litre or 360 Litre Carts (Lanes serviced- single side)	$3,033,720.00 $1,233,000.00 $4,266,720.00	$2,452,120.00 $1,233,000.00 $3,685,120.00	$3,813,600.00 $1,233,000.00 $5,046,600.00	NO BID
Alternative C2 Bi-weekly, Automated Collection with City supplied 240 litre or 360 Litre Carts (Lanes serviced both sides)	$3,203,280.00 $1,233,000.00 $4,436,280.00	$2,685,400.00 $1,233,000.00 $3,918,400.00	$3,813,600.00 $1,233,000.00 $5,046,600.00	NO BID

In accordance with Clause D16 Unit Price Adjustment of the Bid Opportunity document, the unit prices will be adjusted on the first day of the contract, September 16, 2010, and on subsequent anniversary dates based on Statistics Canada Consumer Price Indices for All-items (for the City of Winnipeg), Gasoline (private transportation for the Province of Manitoba) and Average Hourly Earnings (employees paid by the hour in truck transportation for the Province of Manitoba).

The pre-bid estimate is $5,940,000.00 for manual blue box collection. Based on past estimates, it was expected that cart collection would be the same to slightly more expensive than manual blue box collection for the same collection frequency. The current cost for blue box collection is $4,820,000 per year.

This Bid Opportunity sought prices from bidders for manual-style collection using blue boxes, weekly automated-style collection using 240 litre carts, and biweekly automated-style collection using 240 litre or 360 litre carts. In accordance with Clause B15 Evaluation of Bids, Bidders were informed that the City has the right to choose the alternate which is in its best interests and will utilize the results of public surveys conducted in November 2009 as part of the decision making process.

To capture the true cost of cart collection, the cost of the carts must be factored into the total bid price. In Alternatives B1, B2, C1, and C2, the Total Bid Price includes an allowance of $1,233,000.00 per year for the City to furnish the 185,00 carts in this contract. The unit cost for the supply and delivery of the carts to each residence was estimated by staff at $50 per unit. The funds required to finance or lease the carts is included in the operating budget. Purchase of the carts would require Capital Budget approval of $9,250,000.

The results of the on-line market research studies, surveys and the eight public open-houses conducted in November 2009 revealed that:

- 74% of residents are recycling more than they did five years ago; a trend that should continue.
- 71% of recycling households currently use two or more blue boxes.
- 73% of respondents who currently recycle anticipated they would like using the new cart.
- 36% of the respondents stated they would likely recycle more if they had the new cart.
- 32% of respondents felt the new carts would be more difficult to use.
- 55% or respondents stated that the benefits of these new carts outweigh any drawbacks.
- 70% of respondents indicated they would prefer the 240 litre cart over the 360 litre cart.

Additionally, in the Omnibus survey, residents were asked:

"If the cost of recycling cart collection was the same as the current Blue Box collection, which of the following three options do you think the City of Winnipeg should pursue with respect to its residential recycling program?"

- 41% stated "Replace the Blue Boxes with larger Recycling Carts but continue with the once-a-week pickup schedule";
- 28% responded "Keep the current Blue Boxes and the once-a week pickup schedule";
- 24% stated "Replace the Blue Boxes with larger Recycling Carts but change the pickup schedule to once every 2 weeks".

The Public Service recommends moving to cart collection because;

- 65% of residents would like to replace blue boxes with recycling carts.
- It offers the resident a larger container at that will provide enough capacity to meet current and future demands in most households.

- It will reduce litter, thereby helping to keep neighbourhoods cleaner.
- Experience in other municipalities suggests there is an increase in the amount of material collected when container capacity is increased.

The Public Service recommends weekly collection of recyclables because:

- Participation in the City's recycling program is voluntary. While feedback about the different recycling options was collected using different methods, 41% of residents preferred the 240 litre cart with collection occurring every week. Residents, unhappy with the decision to move to less frequent collection, may chose not to recycle at all. This would have a negative impact on the City's waste diversion efforts as there would be a decline in the amount of material collected in the program and thus diverted from the landfill.
- A decline in tonnes collected would result in increased garbage collection and disposal costs and thus increased Provincial Waste Reduction and Recycling Support (WRARS) landfill levies, decreased MMSM recoveries, and ultimately, a reduction in funding from the WRARS fund. A decrease in the quantity of material recycled would contradict the City's and MMSM goal of maximum diversion.
- In 2006, Waste Diversion Ontario (WDO) commissioned a study to review current practices across a number of Ontario municipal recycling programs. The July 2007 report, entitled Blue Box Program Enhancement and Best Practices Assessment Project[1], states that programs that collect recyclables at least as frequently as garbage, exhibit 10% higher recovery rates.
- Residents who currently use multiple boxes may find the capacity of even the larger cart, insufficient for biweekly collection. Residents would be tempted to easily dispose of the excess recyclables in the garbage which would be collected on a weekly basis.
- In bi-weekly collection, residents that don't place the cart out on collection day and miss collection must wait an additional two weeks until their next scheduled collection day. This would mean that they will hold onto their recyclables for four weeks, which would greatly limit their storage ability and thus tempt them to discard the recyclables.
- Many residents would likely choose 360 litre carts (instead of the regular 240 litre size) to ensure they have enough storage volume for a two week period. For example, if 50% of residents chose the larger cart, the additional capital cost to the program would be approximately $1,000,000 or $134,000 per year. This amount has not been included in Table 1, above.

The Public Service further recommends that service in the lane collection areas be provided to both sides of the lane, as:

- The additional cost of this option (over lane collection – single side) is $332,120.00 per year or $2,490,900.00 over the length of the contract. This translates to approximately $1.80 per household per year.
- Decreased participation due to perceived lack of service for those residents, who must cross the lane to their service location, may result in less tonnage recycled.

[1] Available at http://www.stewardshipontario.ca/bluebox/pdf/eefund/KPMG_final_report_vol1.pdf

The cost for the recommended Alternative B2, the Weekly, Automated Collection of Recyclables (with Lanes serviced on both sides), including the cost to supply the carts, is estimated to be $5,907,240.00 per year.

For the above noted reasons the Department recommends award based on Alternative B2 – Automated Collection with City Provided Carts, as being in the best interests of the City.

Solid Waste Services staff of this Department are satisfied that the low Bidder of Alternative B2 has the necessary resources to perform all of the work in accordance with the requirements of the specifications. The low Bidder has satisfactorily carried out previous collection works of a similar nature in the province of Ontario.

The proposed Contractor does not have a valid COR certification number under the Certificate of Recognition (COR) Program administered by the Manitoba Construction Safety Association or by the Manitoba Heavy Construction Association's Safety, Health and Environment Program. Prior to award, a Safety Consultant approved by the City of Winnipeg will review the proposed Contractor's safety program to ensure that it meets the requirements of the Workplace, Safety and Health Act (Manitoba).

The Manager of Materials has advised that each of the bid submissions was accompanied by satisfactory bid security. The recommended bid is the lowest bid of all received for Alternative B2 which meets all requirements of the specifications, and is in the best interests of the City, as it matches the public's program preference. This offer is open for acceptance until May 6, 2010.

HISTORY

At its October 28th meeting, Council approved a tendering strategy for the new 2010 collection contract for the City's residential recycling program. The Public Service was directed to obtain costs for different collection alternatives along with a cost for the collection service of the current blue box program. Also, the Public Service was to conduct public consultation on residential recycling including on-line market research surveys, public open houses at four locations across the city, and to post the results on the City's website. In conjunction with the OurWinnipeg Call to Action open houses, the Department held a total of eight open houses across the city in November. The results of this public consultation are detailed in reports entitled Public Attitudes towards Recycling Program, and are included as appendices to this report.

FINANCIAL IMPACT

The following financial impact statement for this project has been prepared in accordance with the recommendation adopted by Council on December 13, 2000.

Financial Impact Statement

Date: January 11, 2010

Project Name:

AWARD OF CONTRACT FOR COLLECTION OF RECYCLABLES
BID OPPORTUNITY NO. 744-2009

First Year of Program **2010**

	2010	2011	2012	2013	2014
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants (Enter Description Here)	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other - Enter Description Here	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				
Current Expenditures/Revenues					
Direct Costs	$ 1,363,320	$ 4,674,240	$ 4,674,240	$ 4,674,240	$ 4,674,240
Less: Incremental Revenue/Recovery	-	-	-	-	-
Net Cost/(Benefit)	$ 1,363,320	$ 4,674,240	$ 4,674,240	$ 4,674,240	$ 4,674,240
Less: Existing Budget Amounts	1,363,320	4,674,240	4,674,240	4,674,240	4,674,240
Net Budget Adjustment Required	$ -	$ -	$ -	$ -	$ -

Additional Comments: Funds for this work are included every year in the Annual Current Budget for Recycling, Solid Waste, Account Distribution No. 445 521025 201907 999. The term of the contract is from September 16, 2010 to March 2, 2018. Only the first 5 years are shown on this statement. The contractor amount is $4,674,240 annually subject to the terms of the Bid Opportunity document. Note: Regarding the outcome of the Bid Opportunity for the recycling carts, if leased or financed, there are funds available in the proposed 2010-2012 Current Estimates for these payments, if the carts were purchased outright, Capital Budget approval would be required.

js
11-Jan-10

Lucy Szkwarek, C.G.A.
Acting Manager of Finance and Administration

CONSULTATION

In preparing this Report there was consultation with:

Legal Services Division (as to Legal issues)
Materials Management Division

SUBMITTED BY

Water and Waste Department
Solid Waste Services Division
Prepared by: Darryl Drohomerski, C.E.T. / Randy Park, C.E.T.
Date: January 22, 2010
File No. 011-15-09-04-00

c: Manager of Legal Services/City Solicitor, Legal Services Division (e-mail)
Manager of Materials, Corporate Finance Department (e-mail)
L. Toews, Finance and Administration, Water and Waste Department (e-mail)
J. Smalley, C.E.T., Water and Waste Department (e-mail)

Appendices


Appendix A -
Recycling Study Publi


Appendix B - Probe
Online Panel Recyclin


Appendix C -
Omnibus Recycling St


Appendix D - Probe
Web Link Recycling R


Appendix E - Open
Houses Recycling Stu

Winnipeg
Water and Waste Department

RECYCLING STUDY
PUBLIC PARTICIPATION REPORT

January 2010

For more information on this survey, please contact:

Tiffany Skomro
Public Consultation & Research Officer
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BACKGROUND

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.

Information about the study was available on the web site and a linked button was featured on winnipeg.ca. There were several press releases and news articles on the study that also helped to create awareness among the public.

Other ways that stakeholders were made aware of the study, and were directed to the web site and open houses, included:

- Print advertisements that ran in:
  - Winnipeg Free Press, quarter page ad – Saturday, November 7
  - Winnipeg Free Press, banner ads – November 12, 19 and 20
  - The Winnipeg Sun, half page ad – Sunday, November 8
- Online advertisements that ran on:
  - The Winnipeg Sun web site – November 16 - 22
    - 108,910 impressions and 74 click throughs
  - Facebook web site – November 20 - 26
    - 1,590,920 impressions and 417 click throughs

Public feedback was collected between November 16 and 30, 2009, through:

- An omnibus phone survey question – 600 respondents
- An online market research survey conducted by Probe Research – 600 respondents
- A web-based survey linked from our web site – 689 respondents
- Phone calls through 311 Contact Centre – 1 call
- Emails from our web form – 50 emails
- Feedback forms that were available at eight open houses:

Date	Location	Attendance	Feedback Forms
Tuesday, November 17	Red River College, 160 Princess Street	41	6
Wednesday, November 18	Sturgeon Creek Community Centre, 210 Rita Street	44	26
Thursday, November 19	Windsor Community Centre, 99 Springside Drive	28	7
Friday, November 20	Access Transcona, 845 Regent Avenue	30	16
Monday, November 23	Thunderbird House, 715 Main Street	34	4
Tuesday, November 24	CanadInns Fort Garry, 1824 Pembina Highway	52	18
Wednesday, November 25	Bronx Park Community Centre, 720 Henderson Highway	33	13
Thursday, November 26	CanadInns Garden City, 2100 McPhillips Street	40	24

METHODOLOGY

While the feedback collected through the omnibus phone and online market research surveys are more scientifically valid, the results from our web-based survey and from the feedback forms received from open houses are not scientific.

Responses from the open houses and from our web-based survey are based on self-selecting respondents who are more likely to respond because they would like to express an opinion on the topic at hand. While these opinions are valuable, they cannot be viewed as representative of all Winnipeggers.

For a more representative reflection of the opinions of Winnipeggers, the omnibus phone and online market research panel surveys are emphasized below to stress the greater weight their results hold.

RESULTS SUMMARY

Attitudes Towards New Recycling Carts

While feedback about the different recycling options was collected using different methods, the general consensus was a preference for the regular 240 litre cart, with collection occurring every week.

"What collection option do you prefer?"

	Omnibus	Open House
Weekly blue boxes	28%	46%
Automated carts	65%	50%
Weekly 240 carts	41%	21%
Bi-weekly 240 or 360 carts	24%	29%

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

	Panel survey	Web-based survey	Open House
Like (a lot + somewhat)	73%	65%	52%
Won't like (a lot + somewhat)	18%	26%	41%

"If you had a choice and had to pick just one cart size, which do you think would be best suited for your household?"

	Panel survey	Web-based survey	Open House
Regular 240 litre cart	70%	66%	70%
Large 360 litre cart	21%	19%	8%

"Considering recycling carts can hold the contents of several blue boxes, how often would you place the cart out for collection?"

	Panel survey	Web-based survey	Open House
Every week	50%	49%	30%
Every second week	42%	36%	36%
Less often than every second week	6%	0%	16%

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

	Panel survey	Web-based survey	Open House
Bigger/holds more	65%	56%	17%
Has a lid	22%	32%	13%
Has wheels	17%	17%	13%

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

	Panel survey	Web-based survey	Open House
Too big	65%	20%	35%
Hard to use in winter	18%	22%	13%
Hard to store	16%	17%	23%

* *Unsure responses have been excluded from charts*

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

	Panel survey	Web-based survey	Open House
Not replace and stop recycling	34%	31%	26%
Not replace and find another way to recycle	32%	22%	18%
Purchase replacement cart	12%	25%	22%

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

"Overall, there are more benefits than drawbacks to using a recycling cart."[**]

	Panel survey	Web-based survey	Open House
Agree (strongly + somewhat)	55%	52%	42%
Disagree (strongly + somewhat)	20%	29%	39%

"I would be concerned about my recycling cart being stolen or vandalized."

	Panel survey	Web-based survey	Open House
Agree (strongly + somewhat)	52%	52%	53%
Disagree (strongly + somewhat)	27%	29%	28%

"Overall, a recycling cart would be more difficult to use than the current box."

	Panel survey	Web-based survey	Open House
Agree (strongly + somewhat)	36%	35%	43%
Disagree (strongly + somewhat)	38%	48%	36%

"I would recycle more if I had a recycling cart."

	Panel survey	Web-based survey	Open House
Agree (strongly + somewhat)	32%	32%	12%
Disagree (strongly + somewhat)	50%	46%	69%

[**] *Unsure and neutral responses have been excluded from charts*

Attitudes Towards Household Organics Program

Questions were also asked about a potential organics collection program.

"How interested would you be in having a similar type of cart system for your household organics?"

	Panel survey	Web-based survey	Open House
Interested (very + somewhat)	65%	64%	46%
Uninterested (very + somewhat)	35%	36%	43%

"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?"

	Panel survey	Web-based survey
$1-$24	15%	13%
$25-$49	11%	13%
$50-$74	2%	6%
$75-$100	1%	3%
Pay-per-use	19%	14%
Would not support if I had to pay a fee	54%	43%

ATTACHMENTS

For further detail, please refer to the specific reports, available online at www.winnipeg.ca/waterandwaste/recycle/projects/recyclingStudy:

- Omnibus Recycling Study Report
- Probe Online Panel Recycling Report
- Probe Web Link Recycling Report
- Open Houses Recycling Study Feedback Form Report

City of Winnipeg – Water and Waste Department
Public Attitudes Towards Recycling Program

January 7, 2010 – Winnipeg Panel Report



For more information on this research project, please contact:

Probe Research Inc.
Suite 850-125 Garry Street
Winnipeg, MB R3C 3P2

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Fax: (204) 926-6566

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TABLE OF CONTENTS

EXECUTIVE SUMMARY 2

1.0 BACKGROUND AND METHODOLOGY 4

2.0 PROFILE OF RESPONDENTS 5

3.0 RESEARCH RESULTS 6

3.1 Participation in Current Curbside Recycling Program 6
3.1.1 Incidence of Household Recycling Participation 6
3.1.2 Rationale for Non-Participation 7

3.2 Satisfaction with Current Blue Box Recycling Program 8
3.2.1 Overall Satisfaction with Current Program 8
3.2.2 Best Thing About Current Recycling Program 9
3.2.3 Suggested Areas of Improvement for Current Recycling Program 10

3.3 Recycling Practices 11
3.3.1 Frequency of Pick Up 11
3.3.2 Number of Household Blue Boxes 12
3.3.3 Primary Manager of Household Blue Box 13
3.3.4 Location of Recycling Pick Up Service 14

3.4 Attitudes Towards Recycling 15
3.4.1 Assessment of Level of Participation 15
3.4.2 Estimation of Change in Volume of Recyclable Materials 16

3.5 Complaint Resolutions 17
3.5.1 Incidence of Loss of Blue Box 17
3.5.2 Incidence of Service Complaints 18
3.5.3 Reasons for Complaint 19
3.5.4 Complaint Resolution 20

3.6 Awareness of Replacement Process 21
3.6.1 Awareness of Blue Box Replacement Process 21

3.7 Attitudes Towards New Recycling Carts 22
3.7.1 Recycling Cart Size Preference 22
3.7.2 Desired Frequency of New Cart Pick Up 23
3.7.3 Anticipated Appeal of New Recycling Cart 24
3.7.4 Positive Qualities of New Recycling Carts 25
3.7.5 Negative Qualities of New Recycling Carts 26
3.7.6 General Attitudes Towards New Recycling Cart 27
3.7.7 Impact of Loss of New Recycling Cart 28

3.8 Attitudes Towards Household Organics Collection Program 29
3.8.1 Interest in Program 29
3.8.2 Attitudes Towards Charging a Fee for Curbside Organics Collection Program 30

3.9 Final Unaided Comments 31

Appendices:

- Questionnaire; Detailed Tabular Results; Verbatims For Open-Ended Questions

EXECUTIVE SUMMARY

According to an online survey of Winnipeg residents, most citizens report they are now recycling more than they were five years ago and signs are this volume of recycling will continue to increase as around one-half of those who currently recycle feel they could be recycling even more.

Winnipeggers offer high praise for the current recycling program because this curbside pickup system is widely regarded as convenient and beneficial to the environment. Despite this general satisfaction, many feel this program could be improved if it were to expand to include more materials and if there were bigger blue boxes. Indeed, nearly three-quarters of recycling households currently use two or more blue boxes.

Perceived drawbacks of the current program include the blue boxes themselves, as well as the service. Two-thirds of citizens who recycle report they have had their blue box lost, stolen or damaged beyond repair and one-half would not know where to call or go to have it replaced. Around one-in-five have made a formal complaint about the service they have received through the blue box program. Typical service complaints include not having recyclables picked up, having recyclables left on the street or in the back lane, broken blue boxes, experiencing a missed pick-up date and having their blue box left in the driveway or garage entrance.

When Winnipeggers were presented with the option of a new recycling program that included a larger recycling cart, attitudes were generally positive. Three-quarters of those who currently recycle anticipated they would like using the new cart. The overwhelming appeal of the new cart is driven by its greater capacity to hold more recycling materials, as well as the fact that it has a lid and is on wheels. Positive attitudes towards the new carts were bolstered by a sizeable minority who insist they would likely recycle more if they had the new cart. Overall, a majority concede that the benefits of these new carts outweigh any drawbacks.

Interestingly, among the one-in-five who are less than enthusiastic about the new recycling carts, the larger size is most often cited as the source of their disapproval – simply, they feel it is too big and bulky and anticipate there will be a problem maneuvering it in the snow and ice and that it will be difficult to store. Overall, one-third of respondents felt the new carts would be more difficult to use. Very few citizens expressed a concern over the planned automated pickup that is a feature of this new system.

Around one-half of citizens were worried about these new carts being stolen or vandalized and one-third felt they would stop recycling should this occur. A further one-third would not replace the new cart, but would find another way to recycle and only around one-in-ten would purchase a replacement cart.

Seven-in-ten households indicated they would prefer the "regular cart" (which holds 3-4 blue boxes) compared to two-in-ten who indicated the "large cart" (which holds 5-6 blue boxes) would better suit their household needs. There is no real consensus in terms of the frequency of pick-up of these new recycling carts. Around one-half report they would likely continue to

follow the weekly pick-up schedule and a roughly equal number suggest they would place the new cart out for collection every two weeks.

A solid two-thirds of citizens indicated they would be interested in a similar type of cart system for their household organics collection, although more than one-half would not support this program if they had to pay a fee. About one-quarter of citizens would pay under $50 a year for this service and one-in-ten felt any fee should be based on usage.

Detailed results of this survey appear in the following report.

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 assess the 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 under separate cover.

Research Now, an online fieldwork and panel specialist firm, hosted the online panel survey using its proprietary panel participants that resided within the City of Winnipeg and were 18 years or age or over and did not live in an apartment. The survey instrument was designed by representatives of the City of Winnipeg Water and Waste Department, in consultation from Probe Research Inc.

The results of this panel survey are included in this report. Respondents for this survey were selected from among those who have volunteered to participate/registered to participate in Research Now's online surveys and polls. The data have been weighted to have a 50/50 gender split in each region, and reflect the distribution of homes by region. Because the sample is based on those who initially self-selected for participation in the panel 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 was open for completion from November 16th to 30th, 2009.

For more information on this research project, please contact:
Probe Research Inc.
Suite 850-125 Garry Street
Winnipeg, MB R3C 3P2
Tel.: (204) 926-6565 Fax: (204) 926-6566
E-mail: probe@probe-research.com

2.0 PROFILE OF RESPONDENTS

The table below shows respondent demographics by region.

		CITY OF WINNIPEG REGION				
	Total	Northwest	Southwest	Southeast	Northeast	Core
	(600) (%)	(129) (%)	(144) (%)	(110) (%)	(118) (%)	(98) (%)
EDUCATION						
High school or less	19	21	13	18	24	19
Some college/tech	7	9	5	4	9	8
Graduated college/tech	19	17	16	18	22	23
Some university	17	20	19	17	15	16
Graduated university	38	33	46	43	30	33
GENDER						
Men	50	50	50	50	50	50
Women	50	50	50	50	50	50
TYPE OF DWELLING						
Single detached home	89	91	90	90	88	87
Apartment	-	-	-	-	-	-
Duplex/Multiplex	8	4	7	8	12	13
Condominium	1	3	3	1	-	-
Other	1	1	-	2	-	-
HOUSEHOLD INCOME						
<$30K	8	8	4	7	5	17
$30K-$59K	30	24	24	19	40	44
$60K-$79K	24	28	27	18	19	24
$80K+	39	40	45	57	36	15
VISITED WEBSITE						
Yes	28	27	34	27	22	31
AGE						
18-29 years	18	23	17	17	16	17
30-39 years	20	19	19	13	22	31
40-49 years	21	21	22	17	26	20
50-59 years	22	18	21	31	24	17
60 to 69 years	14	15	16	17	7	13
70+ years	4	5	5	4	4	-

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

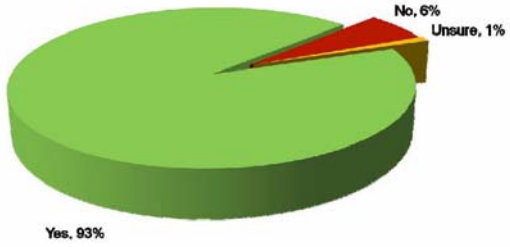
This section of the report details the level of participation among Winnipeggers in the City's curbside recycling program and rationale for non-participation.

3.1.1 Incidence of Household Recycling Participation

A near consensus of Winnipeg citizens (93%) report they participate in the current blue box recycling program, while a mere six percent do not.

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=600)*

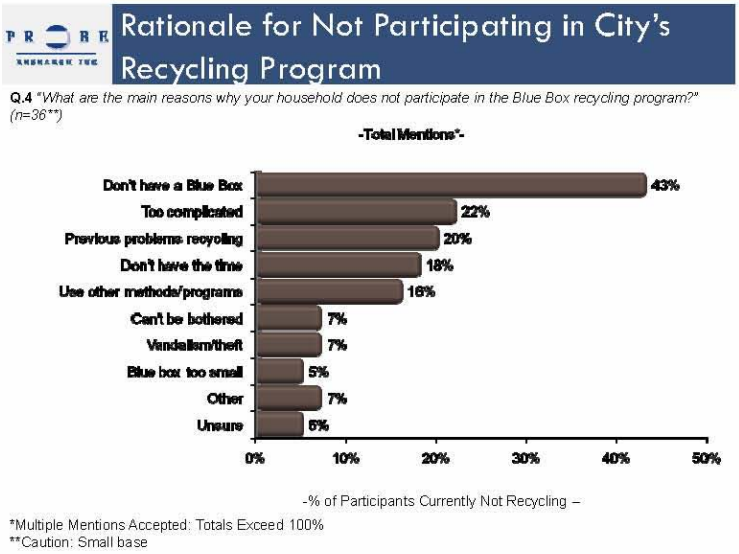


-% of All Respondents-

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 who do not currently participate in the curbside recycling program, a significant minority reported the reason for this was that they *do not own a blue box* (44%). Around two-in-ten indicate they *had problems in the past* (20%), that it was *too complicated* (19%) or they *do not have the time* (15%). Fewer respondents indicated the reason they do not currently recycle is because they *couldn't be bothered* (6%).



Some other responses included: *take recyclables to the mall to recycle, never home, blue box goes missing and emptied all over due to kids, recycle in different ways*.

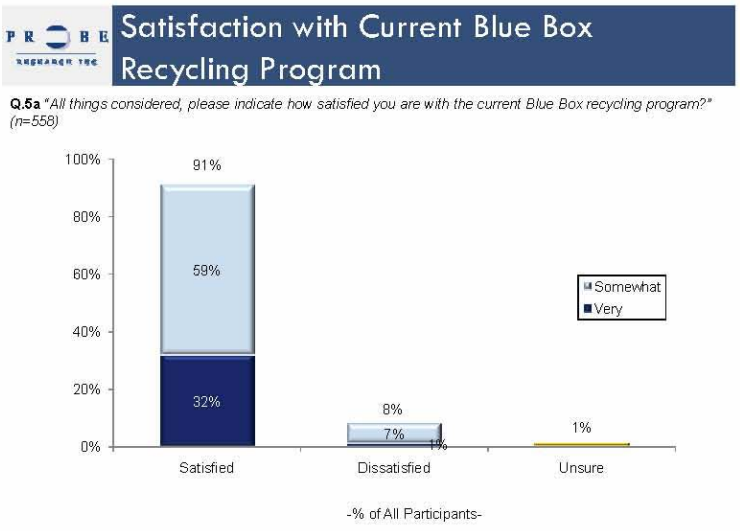
Due to the small base size for this line of enquiry, no sub-population results are discussed.

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

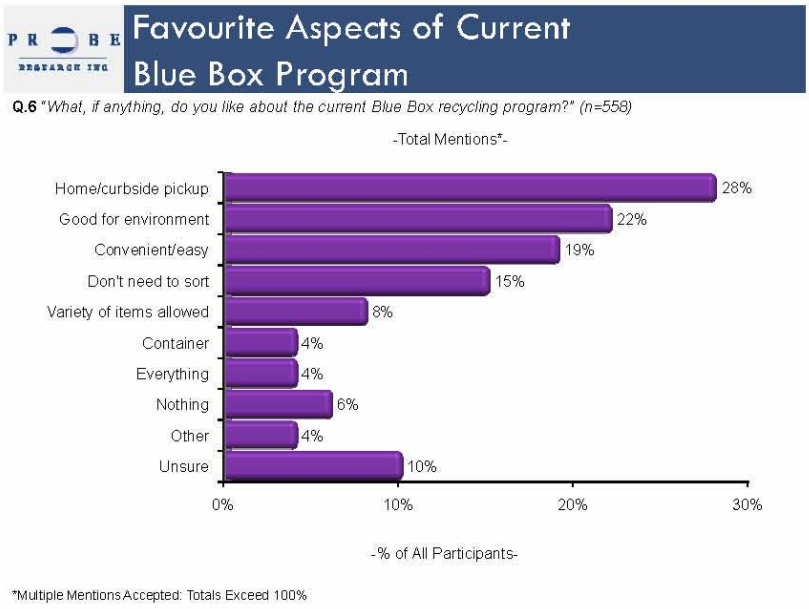
The vast majority of Winnipeggers report they are satisfied with the current curbside recycling program (91%), including 32 percent who are *very satisfied* and 59 percent who are *satisfied*. Only seven percent indicate they are *unsatisfied* with the blue box recycling program and one percent are *very unsatisfied*.



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

3.2.2 Best Thing About Current Recycling Program

All respondents currently participating in the blue box recycling program were asked to describe what they liked best about the current program. Although no one thing stands out above the rest as the best thing about the current program, around two-in-ten respondents reported they liked the *curbside pickup* (28%), that it was *good for the environment* (22%) it was *convenient/easy* (19%) and that *items do not need to be sorted* (15%).

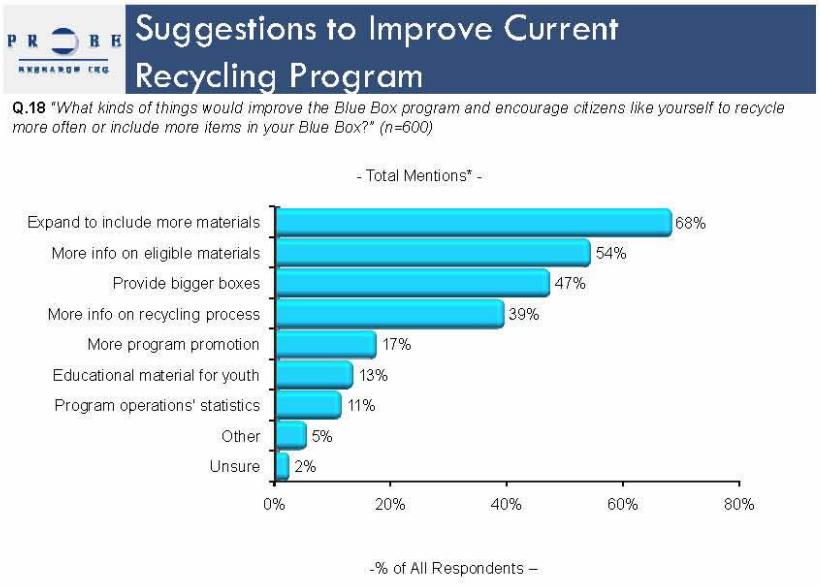


Some other responses included: *can have more than one bin* and *it's free/no cost.*

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

3.2.3 Suggested Areas of Improvement for Current Recycling Program

All respondents were given the opportunity to offer suggestions on how the blue box program could be improved. Nearly seven-in-ten respondents (68%) suggested *the program should be expanded to include more materials*, followed by around one-half who felt the city should *provide bigger boxes* (47%). Many citizens indicated a desire for expanding the amount information about the program, including *more information on eligible materials* (54%), *what happens to their recycled materials* (39%), *more promotion of program* (17%), *educational material for young people* (13%) and *more statistics on the operations of the program* (11%).



Some other responses included: *more careful/conscientious workers, better containers, depots/pickup options, offer compensation/incentives*.

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, identification of the primary manager of the household's blue box, the number of blue boxes per household and location of service.

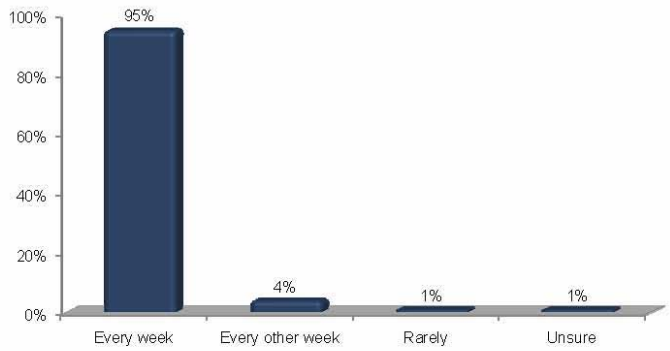
3.3.1 Frequency of Pick Up

The vast majority of Winnipeggers (95%) report they place their blue box out *weekly* for collection, while only a mere five percent say they place their recycling out *every other week* (4%) or *rarely* (1%).

PROBE RESEARCH INC

Frequency of Recyclables Pick Up

Q.7 *"On average, how often do you typically place your Blue Box out for collection? Is it..?" (n=558)*



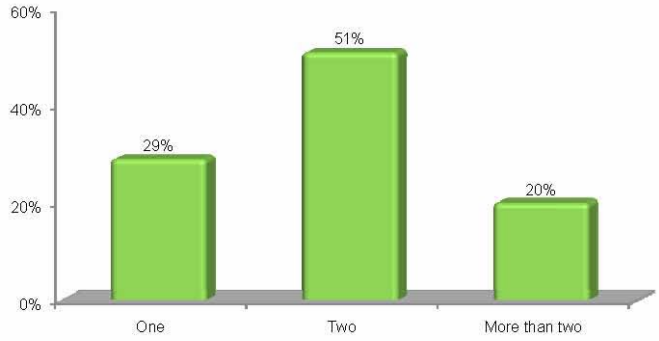
There were no significant differences in frequency of recycling pick up among Winnipeggers.

3.3.2 Number of Household Blue Boxes

The majority of Winnipeggers report they have two or more blue boxes in their household (71%), followed by nearly three-in-ten who have *one* (29%).

Number of Household Blue Boxes

Q.9 *"How many Blue Boxes does your household have?" (n=558)*



-% of All Participants-

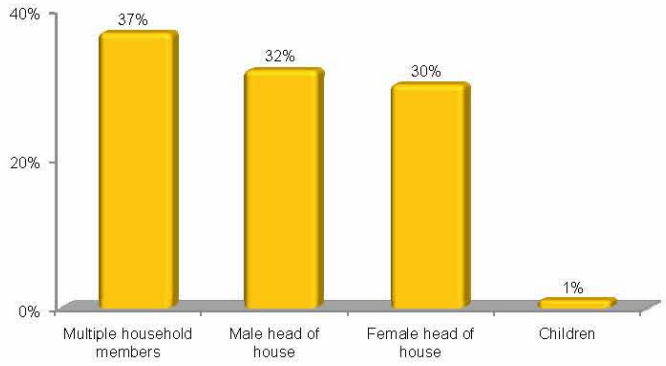
- Respondents from households earning less than $60K annually were significantly more likely than those from higher income households to only have one blue box (38% versus 18% among those earning $80K+ annually).
- Three-in-ten (29%) of respondents from higher income households earning $80K+ annually reported they had more than two blue boxes, compared to those from the middle or lower income bracket households (15% each among those from household earning $60K-$79K and <$60K).

3.3.3 Primary Manager of Household Blue Box

While most households participating in the recycling program say the responsibility of packing and managing the blue box is shared among family members (37%), nearly as many report that this is either the responsibility of the male head of the household (32%) or the female head of the house (30%).

Household Member Responsible for Blue Box

Q.8 *"In your household, who usually packs and manages your Blue Box?" (n=558)*



-% of All Participants-

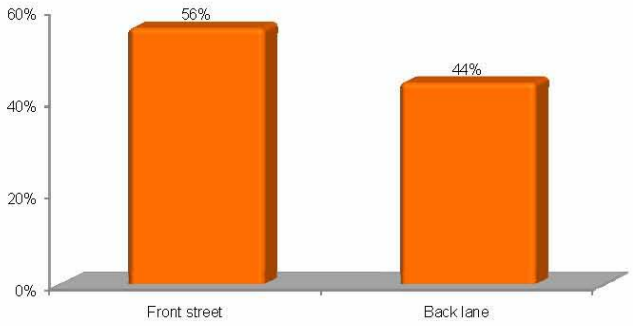
- The shared responsibility of all members of the household for packing and managing their recycling box was most apparent among respondents 18-39 years (48%), compared to their older counterparts (30% among those aged 40-59 years and 31% aged 60+).
- The male head of the household was more likely to be the one managing and packing the blue box among older citizens (39% among those aged 60+ years versus 23% among those aged 18-34 years).

3.3.4 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 (56%), compared to four-in-ten (44%) who put their recyclables in the back lane for pick up.

Location of Blue Box Service

Q.10 *"Currently, is your Blue Box serviced on the front street or in the back lane?" (n=558)*



-% of All Participants-

- Regionally, Winnipeggers from the southeast area of the city (77%) were significantly more likely than those from the Core (28%) or the northeast area (42%) to indicate their blue box was picked up on the *front street*.
- Respondents with three or more blue boxes were also more likely than those with only one to use their front street for pick up (65% versus 44%).
- Higher income households earning $80K+ annually also used the front street to place their recyclables for pick up, compared to those from households earning <$60K annually (74% versus 36% respectively).

3.4 Attitudes Towards Recycling

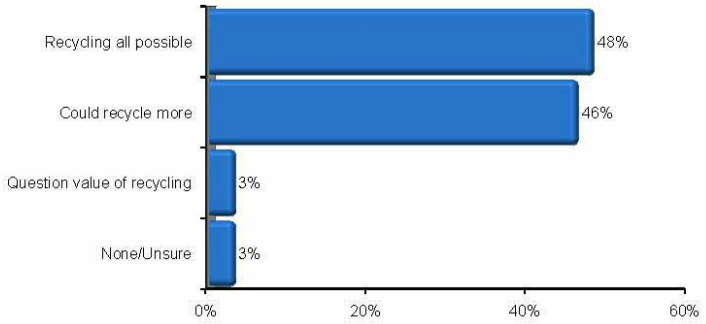
Respondents' self-assessment of their engagement in recycling is discussed below.

3.4.1 Assessment of Level of Participation

Although around one-half (48%) of respondents indicated they felt they were recycling as much material as they could, nearly as many (46%) felt they could be recycling more. Very few citizens were disenchanted with the recycling program or questioned the value of recycling (3%).

PROBE RESEARCH INC. Citizens' Attitudes Towards Recycling

Q.12 *"Which one of the following statements best describes you." (n=558)*



-% of All Participants-

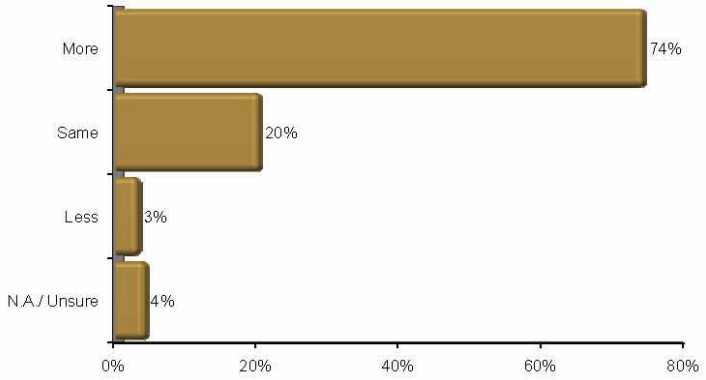
- Respondents who had more than two blue boxes in their household were significantly more likely than those with only one to feel they were recycling all materials they possibly could (56% versus 38%).
- Respondents aged 60 years and over were far more likely than their younger counterparts to feel they were participating fully in recycling their household materials (59% among those aged 60+ versus 46% aged 40-59 years and 45% 18-39 years).

3.4.2 Estimation of Change in Volume of Recyclable Materials

Three-quarters of respondents report they are now placing *more* materials in their blue box than five years ago (74%), compared to only three percent who are placing *less* (3%). Two-in-ten (20%) report the volume of materials they are currently recycling is about the *same* as it was in the past.

Estimation of Changing Volume of Recycling Materials

Q.11 *"Is your household now placing more, less or the same amount of materials in your Blue Box than it was five years ago?" (n=558)*



-% of All Participants-

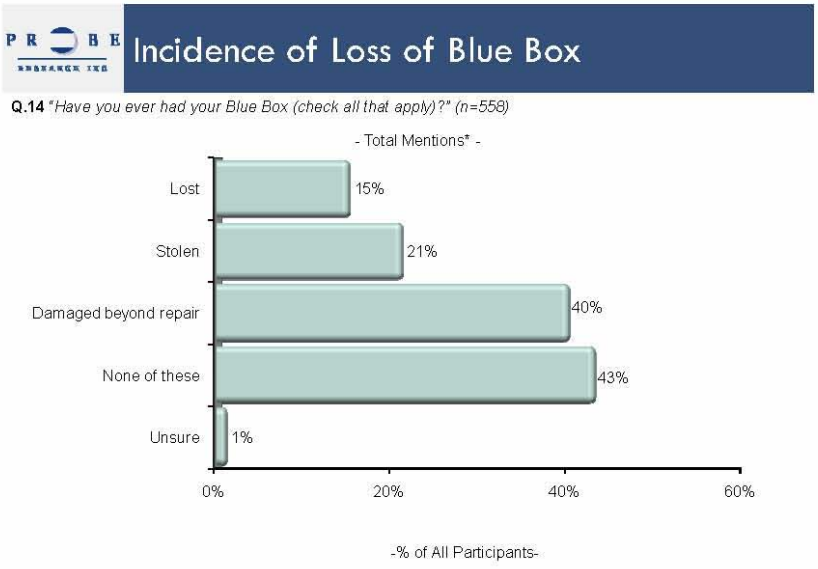
- Households who have three or more blue boxes are significantly more likely to report they are currently recycling *more* material now than they were five years ago (81% versus 69% among those with one blue box).
- Respondents who say they like the new recycling cart *a lot* (83%) also are recycling more than they used to (compared to 63% among those 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 older counterparts (76% among those aged 18-34 and 78% aged 40-59 years versus 61% among those aged 60 years and over).
- Respondents with a university degree were also among those recycling more nowadays than five years ago (79% versus 62% among those with high school or less education).

3.5 Complaint Resolutions

This section of the report examines the incidence of participants having to replace their blue boxes due to damage or theft, as well as awareness and usage of the complaint process.

3.5.1 Incidence of Loss of Blue Box

More than half of current recycling participants report they have had their blue box lost (15%), stolen (21%) or damaged beyond repair (40%).



- More than one-half of citizens using more than two blue boxes report they have had one *damaged beyond repair* in the past (58% versus 25% of those with one blue box).

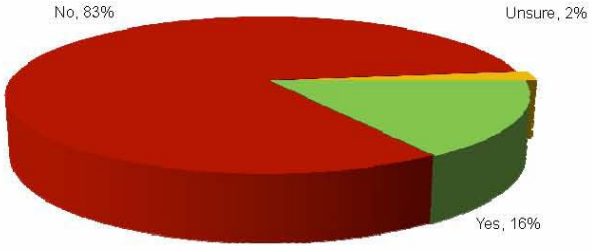
3.5.2 Incidence of Service Complaints

Sixteen percent of current recycling participants report they had made a service complaint about the blue box program, while fully 83 percent have not.

PRobe Research Inc.

Incidence of Service Complaints

Q.15 *"Have you ever made a complaint about any aspect of the service that you receive through the Blue Box program?" (n=558)*

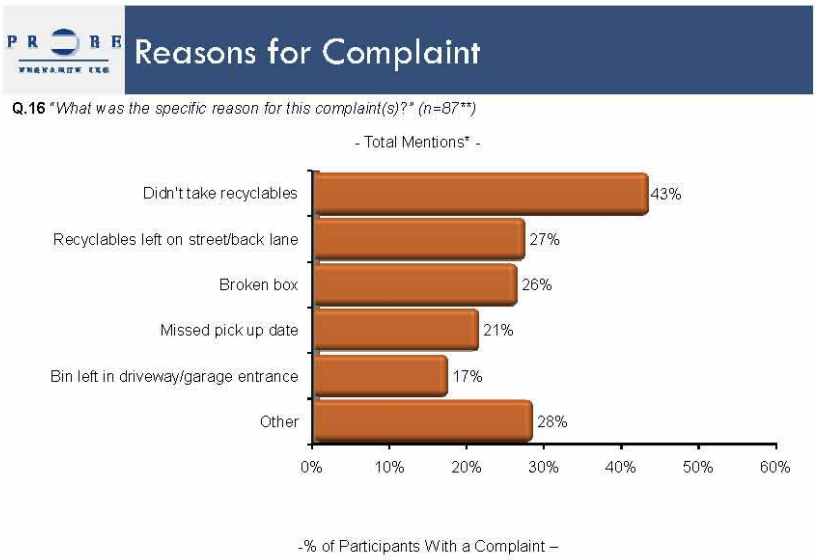


-% of All Participants-

There were no significant variations in responses among survey sub-populations.

3.5.3 Reasons for Complaint

Among the few respondents who had reported a complaint about the service they received from the current blue box program, 43 percent complained that their *recyclables were not picked up*, while more than one-in-five complained their *recyclables were left on the street/back lane* (27%), about a *broken box* (26%), that *their pick up date was missed* (21%) or that *the bin was left in the driveway/garage entrance* (17%).



Some other responses included: *came too late, came too early, left a mess, no plastic bags accepted, not recycling steel items when scrap steel was prices were very high,* etc.

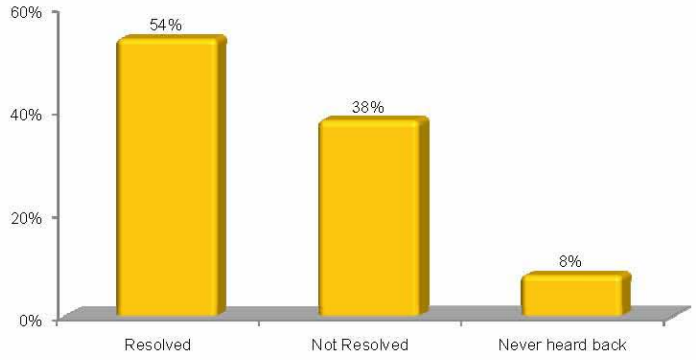
No differences in results among sub-populations are provided due to the small bases associated with this line of enquiry.

3.5.4 Complaint Resolution

A majority of respondents who had made a complaint about the service provided by the current blue box recycling program indicated it had been satisfactorily resolved (54%), while nearly four-in-ten (38%) had not had their complaint resolved. Nearly one-in-ten reported they were unsure if their complaint had been resolved because they never heard back (8%).

Incidence of Complaint Resolution

Q.17 *"Was your complaint resolved in a satisfactory manner or were you not able to resolve this issue?" (n=87*)*



-% of Participants With a Complaint -

*Caution: Small base

No differences in results among sub-populations are provided due to the small bases associated with this line of enquiry.

3.6 Awareness of Replacement Process

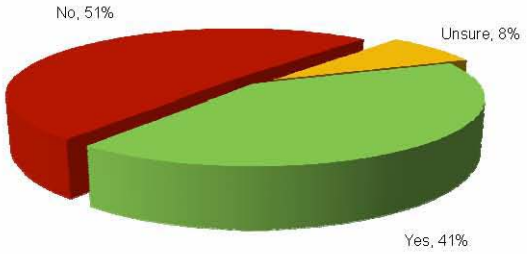
Awareness of how to get a missing or damaged blue box replaced is examined below.

3.6.1 Awareness of Blue Box Replacement Process

The majority of current recycling participants reported they would not know where or whom to call if they had to replace their blue box if it was stolen or damaged beyond repair (51%), while four-in-ten (41%) said they would know where to turn, and eight percent were unsure.

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=558)*



-% of All Participants-

- Awareness of where to go or call for a replacement blue box was significantly higher among respondents who used three or more blue boxes in their household than among those who only use one (56% versus 27% respectively).

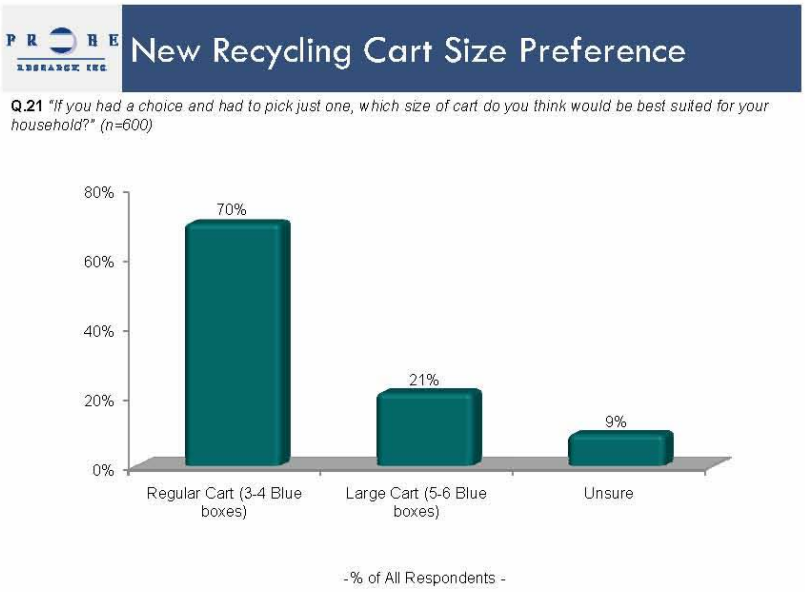
3.7 Attitudes Towards New Recycling Carts



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 recycling pick up and general attitudes towards the new recycling carts.

3.7.1 Recycling Cart Size Preference

Seven-in-ten respondents (70%) would prefer the regular cart size, compared to 21 percent who would like the larger size cart and nine percent who were unsure of which size cart would be best suited for their household.



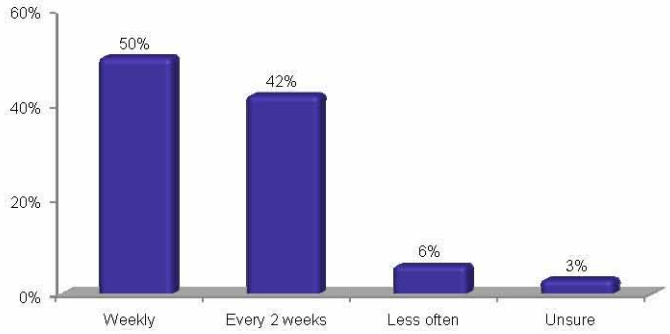
- Respondents who currently have one (75%) or two (76%) blue boxes were significantly more likely than those who have three or more boxes (57%) to indicate a preference for the new regular size cart.

3.7.2 Desired Frequency of New Cart Pick Up

The 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 (50%), although four-in-ten (42%) felt that a collection schedule of every two weeks would suffice and six percent felt a pick up schedule of less often than every two weeks would suit them.

Desired Frequency of New Cart Pick Up

Q.22 *"How often would you want to place the cart out for collection?" (n=600)*



-% of All Respondents -

- 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 (63% versus 39%).
- Higher income households also were significantly more likely than their lower income counterparts to express the desire to continue with weekly collection of their recyclables (57% among those earning $80K+ versus 39% among those earning <$60K).

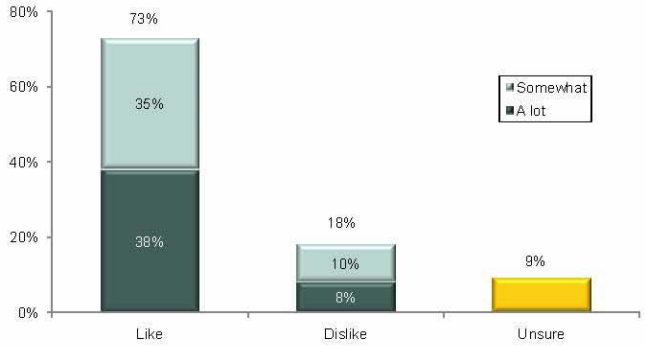
3.7.3 Anticipated Appeal of New Recycling Cart

Around three-quarters of respondents anticipated they would like using the new carts *a lot* (38%) or *somewhat like* using the new carts (35%). Only around two-in-ten said they *would not like the using the carts very much* (10%) or *not like using them at all* (8%). Nine percent could not predict how well they would like using the new recycling carts.

PROBE RESEARCH INC.

Anticipated Appeal of New Recycling Cart

Q.23 *"How much do you think you would like using the new cart?" (n=600)*

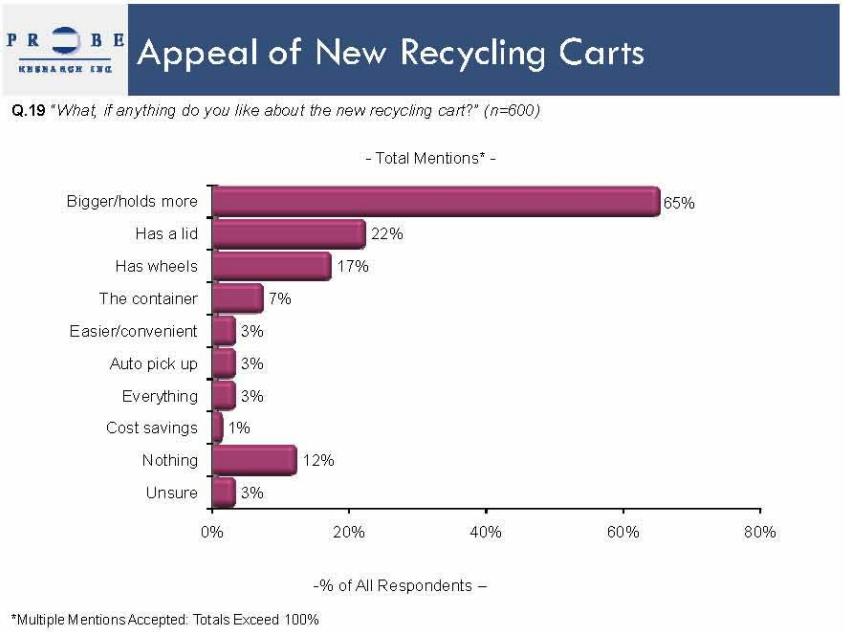


-% of All Respondents -

- Enthusiasm for the carts was expressed by those under 40 years of age, compared to those over age 60 (44% versus 24% "would like using it a lot").

3.7.4 Positive Qualities of New Recycling Carts

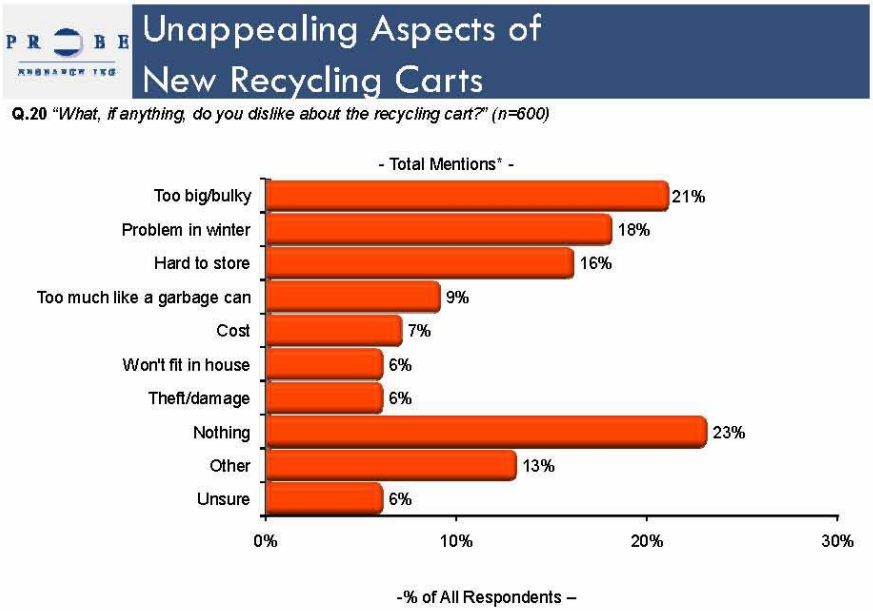
Around two-thirds of respondents (65%) liked that the new carts were *bigger*. Fewer indicated they liked that it *had a lid* (22%), that *it had wheels* (17%), the *container* itself (7%), that it was *a great idea* (3%), it was *easier/convenient* (3%), that it was an *auto pickup system* (3%) and it *provided cost savings* (1%). Just greater than one-in-ten could think of *nothing* they liked about the new carts (12%) or were *unsure* (3%).



There was little variation in responses across sub-populations.

3.7.5 Negative Qualities of New Recycling Carts

On the other hand, the main drawbacks of the new carts were that they were *too bulky* (21%), *hard to move* or *a problem in the winter* (18%) and *hard to store* (16%). Just fewer than one-in-ten worried the *container was too much like a garbage can* (9%), *that it would be a cost to a household* (7%), *would be stolen or damaged* or *would not fit in their house* (6% each). One-quarter (23%) of respondents could not think of anything they disliked about the new recycling carts or were unable to provide an opinion (6%).



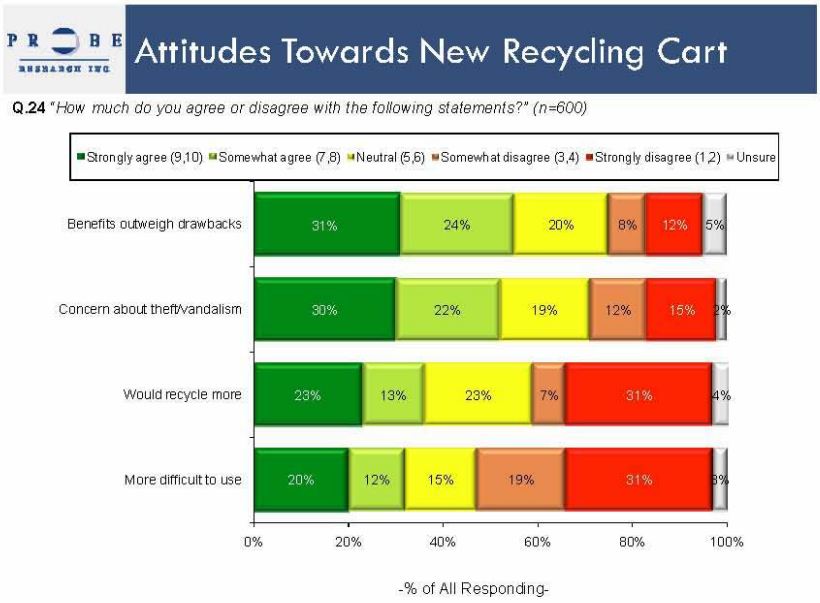
Some other responses included: *still too small/need more than one, auto pickup system, inconvenient, job losses, eyesore/clutter streets and back lanes, discourages recycling,* etc.

There was little variation in responses across sub-populations.

3.7.6 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* (55%) and that they were *concerned about the cart being stolen or vandalized* (52%). Around one-third agreed they *would recycle more if they had a cart* (36%) and that the *new cart would be more difficult to use* (32%).



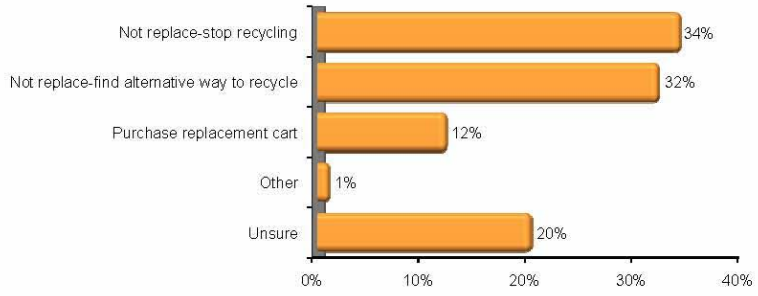
- Citizens younger than 40 years old were significantly more likely than those over 60 years of age to agree about the benefits of the new carts outweighing any drawbacks (64% versus 44%).
- Concern over theft and vandalism was most pronounced among Core residents (68%), compared to those residing in southeast Winnipeg (40%).
- Citizens younger than 40 years old also reported they would recycle more with these carts (41% versus 26% among those aged 60+), as did respondents who felt they would like using the carts a lot (62%).
- Older respondents (aged 60+) were more concerned about the cart being more difficult to use, compared to those under age 40 (43% versus 27% respectively).

3.7.7 Impact of Loss of New Recycling Cart

One-third (34%) of all respondents reported they would *stop recycling* if their new recycling cart went missing while approximately the same number would *not replace the cart but would find another way to continue recycling* (32%). Twelve percent said they would *purchase a replacement cart*. One-in-five (20%) were unsure as to what they would do, should their new recycling cart go missing.

Impact of Loss of New Recycling Cart

Q.25 *"If your new recycling cart went missing, what would you most likely do?" (n=600)*



-% of All Respondents -

- Residents from southeast Winnipeg are most likely to report they would purchase a replacement cart (22%), compared to residents from the core area (7%).
- Respondents between the ages of 40 and 59 years (40%) or aged 60 years or over (38%) were significantly more likely than those under 40 years of age (25%) to indicate they would stop recycling should their cart go missing.

3.8 Attitudes Towards Household Organics Collection Program

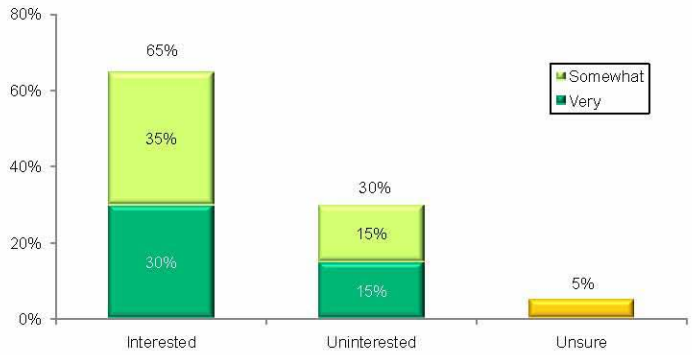
The desire for the implementation of a household organics collection program is discussed in this section, as well as price sensitivity towards an annual fee.

3.8.1 Interest in Program

When respondents were asked to indicate their interest in having a similar type of cart system for household organics collection, two-thirds (65%) indicated this program would be of strong (30%) or at least moderate interest to them (35%). Thirty percent were uninterested, including 15 percent "very" uninterested.

Appeal of Household Organics Collection Program

Q.26 *"How interested would you be in having a similar type of cart system for your household organics collection?" (n=600)*

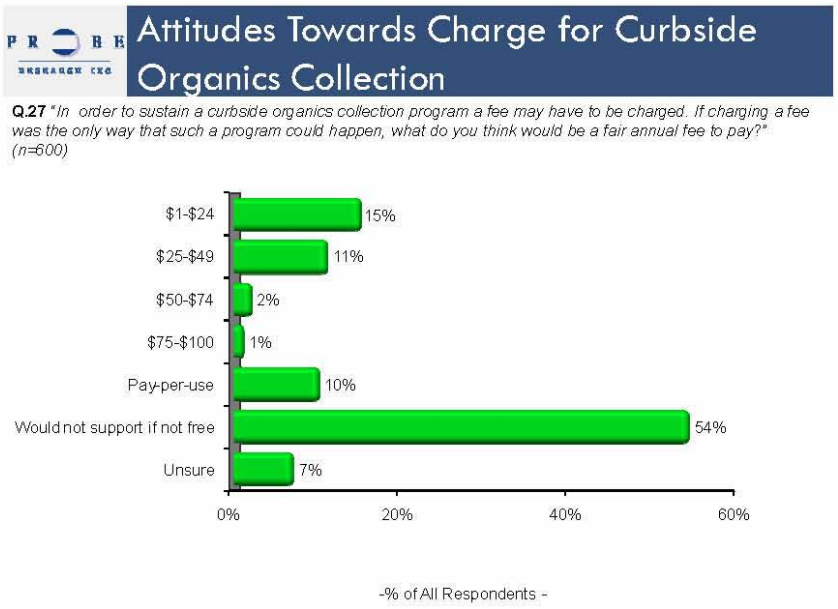


-% of All Respondents -

- Respondents using more than two 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 (43% versus 23%).
- Younger respondents (under age 40) also expressed higher levels of interest in this proposed program (38% versus 17% 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 (41% very interested).

3.8.2 Attitudes Towards Charging a Fee for Curbside Organics Collection Program

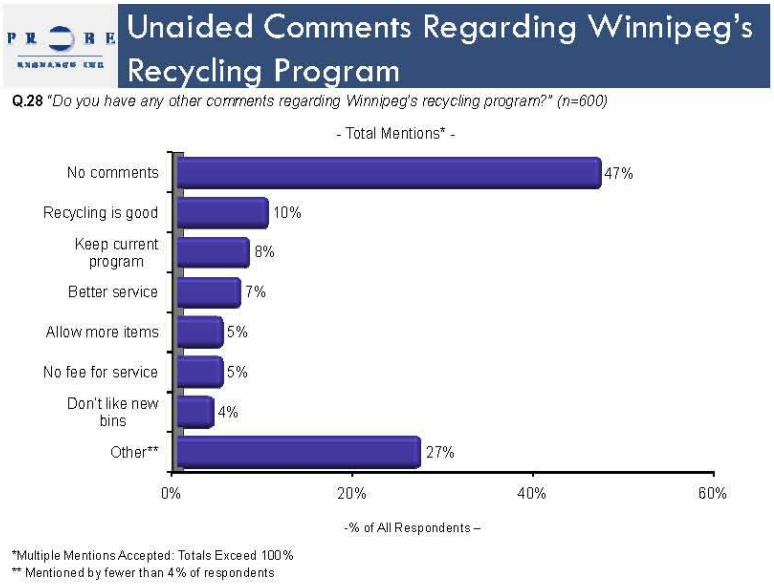
While a majority of respondents indicated they would be *unlikely* to support this program should a fee be charged (54%), 15 percent indicated they would be willing to pay between $1 and $24 annually to implement it. Around one-in-ten were willing to pay between $25 and $49 annually (11%) and 10 percent felt the annual fee should be based on usage. Only three percent would be willing to pay $50-$100 annually for this service and seven percent were unable to specify a price range they would be comfortable paying to have an organics collection program.



- Older citizens (over 60 years of age) were more likely than younger citizens (18-39 years of age) to indicate they would not support this program if it they had to pay for it (65% versus 44%).

3.9 Final Unaided Comments

Nearly one-half of all respondents did not offer any comments regarding the City of Winnipeg's current recycling program (47%). Among those with comments, 10 percent mentioned that they felt recycling was a good idea. While there were many other comments offered, all were mentioned by less than 10 percent of respondents. The graph below shows the most commonly mentioned comments.



Some other responses included: *organic pickup is a bad idea, city provide bins, publicize recycling program, want more/better information, encourage recycling, offer compensation/incentives, fee for garbage pickup.*

APPENDIX: Questionnaire

CITY OF WINNIPEG
Recycling Survey 2009
- Final Panel Recycling Survey -

SCREENER

(WATCH QUOTAS)
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

Please indicate your gender:

Male
Female
Prefer not to answer

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
R3Y
R4A

Other (Specify) (THANK AND TERMINATE)
Unsure (THANK AND TERMINATE)

B. Please indicate the type of dwelling you currently live in:
Single detached house
Apartment (THANK AND TERMINATE)
Duplex/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.5)
   Recycling Cart.....02 (THANK AND TERMINATE)
   Bin ..... 03 (THANK AND TERMINATE)
   Unsure/other.....09 (THANK AND TERMINATE)

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 (THANK AND TERMINATE)
   (DK/NS).....09 (THANK AND TERMINATE)

4. What are the main reasons why your household does not participate in the Blue Box recycling program? (**ACCEPT UP TO 3 RESPONSES) (RANDOMIZE RESPONSES BUT ANCHOR OTHERS AND UNSURE)**
   Can't be bothered
   Don't have time
   Don't have Blue Box
   Don't see need to recycle
   Health limitations
   Had problems in the past
   Too complicated
   Recycling program not available (THANK AND TERMINATE)
   Others (Specify)
   Unsure
   (NOW SKIP ALL THOSE WHO DON'T RECYCLE TO Q.18)

RECYCLING PRACTICES

5. Now all things considered, please indicate how satisfied you are with the current Blue Box recycling program?
   Very satisfied
   Satisfied
   Unsatisfied
   Very unsatisfied
   Unsure

6. What, if anything, do you like about the current Blue Box recycling program?
   <OPEN RESPONSE>

7. On average, how often do you typically place your Blue Box out for collection? Is it...?
   Every week
   Every other week
   Rarely
   Unsure

8. In your household, who usually packs and manages your Blue Box?
   Wife/Female head of house
   Husband/Male head of house
   Children
   Domestic help
   Multiple household members
   Other resident
   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.
    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. Have you ever had your Blue Box (check all that apply):
Lost
Stolen
Damaged beyond repair
None of the above
Unsure

15. Have you ever made a complaint about any aspect of the service that you receive through the Blue Box program?
Yes
No (SKIP TO Q.17)
Unsure (SKIP TO Q.1)

16. And what was the specific reason for this complaint(s)? (Select all that apply) (**RANDOMIZE RESPONSES BUT ANCHOR OTHER AND UNSURE**)
Didn't take my recyclables
Missed our pickup date
Came too early.
Came too late
Recycling bin left in driveway/garage entrance
Recyclables left on street/back lane
Broken box
Other (Specify)
Unsure

17. Was your complaint resolved in a satisfactory manner or were you not able to resolve this issue? If you have made more than one complaint, please refer to your most recent one.
Complaint resolved
Not resolved
Don't know, never heard back
Don't know

18. 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 like yourself to recycle more often or include more items in your Blue Box? (ACCEPT UP TO 3 RESPONSES) (**RANDOMIZE RESPONSES BUT ANCHOR OTHER AND UNSURE**)
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.



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

20. 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.



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?
    Regular cart (holds contents of 3-4 Blue boxes)
    Large cart (holds contents of 5-6 Blue boxes)
    Unsure

22. 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 2 weeks
    Unsure

23. 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

24. How much do you agree or disagree with the following statements? (Randomize)

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

25. If your new 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 use a recycling depot or a neighbour's cart.
Not replace the cart and would stop recycling.
Other (Specify)
Unsure

26. 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

27. 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
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

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

DEMOGRAPHICS

There are just a few more questions left which will be used for statistical purposes.

29. Have you visited the Water & Waste pages on the City of Winnipeg Web site within the past twelve months?
    Yes
    No
    Unsure

30. 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

31. 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

Thank you for your feedback.

Winnipeggers' Recycling Preferences

Prepared for City of Winnipeg Water and Waste Dept.



For more information on this research project, please contact:

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TABLE OF CONTENTS

1.0 RESEARCH METHODOLOGY AND BACKGROUND 3

2.0 RESEARCH RESULTS 4

2.1 Citizens' Recycling Preferences 4

APPENDICES:

Survey Instrument

Detailed Tabular Results

1.0 RESEARCH METHODOLOGY AND BACKGROUND

This city-wide Omnibus survey was designed and conducted by Probe Research via telephone interviews taken between November 25th and December 5th, 2009 among a random and representative sampling of 600 adults residing in Winnipeg.

With a sample of 600, one can say with 95 percent certainty that the results are within ± 4.0 percentage points of what they would have been if the entire adult population of Winnipeg had been interviewed. The margin of error is higher within each of the survey's population sub-groups.

Modified random digit dialing was used to ensure that all city adults would have an equal opportunity to participate in this Probe Research Inc. survey. Minor statistical weighting has been applied to this sample to ensure that age and gender characteristics properly reflect known attributes of the city's population. All data analysis was performed using SPSS statistical analysis software.

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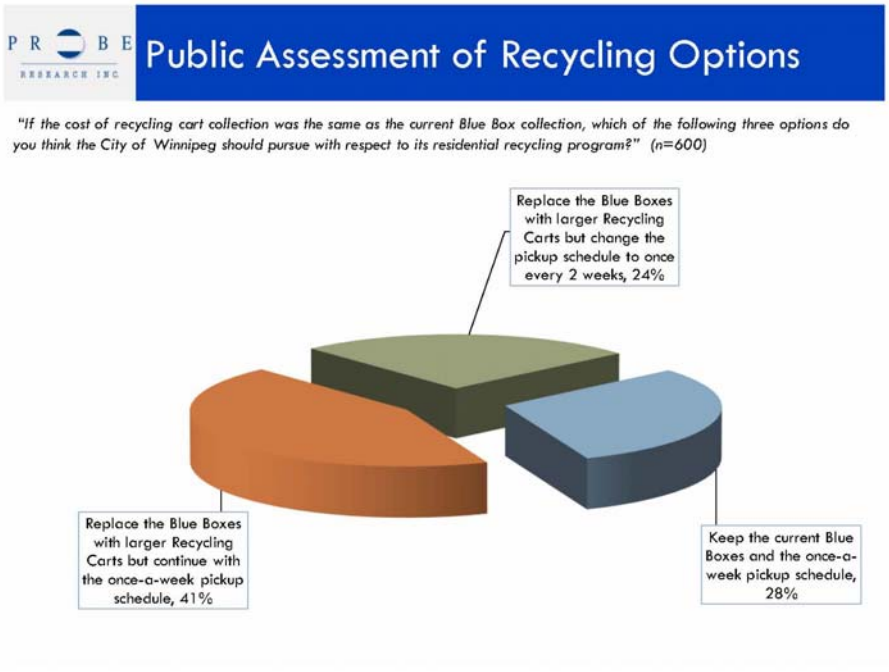
2.0 RESEARCH RESULTS

2.1 CITIZENS' RECYCLING PREFERENCES

Winnipeg residents were informed that the City of Winnipeg is considering replacing its current Blue Box recycling system with an automated recycling cart pick-up system. Citizens were then asked which of the following three options they would prefer if there were no negative cost implications to residents. The options were:

- Keeping the current once-per-week Blue Box collection schedule;
- Replacing the Blue Boxes with a once-per-week recycling cart pick-up schedule, or;
- Replacing the Blue Boxes with recycling carts and reducing pick-ups to once every two weeks.

As the following graph illustrates, four-in-ten respondents (41%) said that they would prefer to see the City of Winnipeg *replace the current Blue Box system with weekly recycling cart pick-ups*. This option held significantly more appeal with the public than either *maintaining the current Blue Box system* (28%) or *replacing the current system with recycling carts which would be collected only every other week* (24%). Seven percent of respondents declined to offer a preference.



Notable variations among respondents included:

- ***Weekly recycling cart pickup*** was more likely to be favoured by younger respondents aged 18-34 years (50% support) and families with children (61%), with less interest being shown by those aged 55 years and over (28% support).
- Opinions about ***retaining the current Blue Box recycling system*** were divided along the lines of age (38% support among those aged 55 and over versus 19% among those aged 18-34 years) and home ownership (31% support among owners versus 19% among renters). Support for retaining the Blue Box system was also higher in northeast Winnipeg (40%) than in any other part of the city (varying from 23% in northwest Winnipeg to 28% in southeast Winnipeg).

City of Winnipeg – Water and Waste Department

Public Attitudes Towards Recycling Program

January 7, 2010 – Web-Link Survey Report



For more information on this research project, please contact:

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TABLE OF CONTENTS

1.0 BACKGROUND AND METHODOLOGY 1
2.0 PROFILE OF RESPONDENTS 2
3.0 RESEARCH RESULTS 3
3.1 Participation in Current Curbside Recycling Program 3
3.1.1 Incidence of Household Recycling Participation 3
3.1.2 Rationale for Non-Participation 4
3.2 Satisfaction with Current Blue Box Recycling Program 5
3.2.1 Overall Satisfaction with Current Program 5
3.2.2 Best Thing About Current Recycling Program 6
3.2.3 Suggested Areas of Improvement for Current Recycling Program 7
3.3 Recycling Practices 8
3.3.1 Frequency of Pick Up 8
3.3.2 Number of Household Blue Boxes 9
3.3.3 Location of Recycling Pick Up Service 10
3.4 Attitudes Towards Recycling 11
3.4.1 Assessment of Level of Participation 11
3.4.2 Estimation of Change in Volume of Recyclable Materials 12
3.5 Awareness of Replacement Process 13
3.5.1 Awareness of Blue Box Replacement Process 13
3.6 Attitudes Towards New Recycling Carts 14
3.6.1 Recycling Cart Size Preference 14
3.6.2 Desired Frequency of New Cart Pick Up 15
3.6.3 Anticipated Appeal of New Recycling Cart 16
3.6.4 Positive Qualities of New Recycling Carts 17
3.6.5 Negative Qualities of New Recycling Carts 18
3.6.6 General Attitudes Towards New Recycling Cart 19
3.6.7 Impact of Loss of New Recycling Cart 20
3.7 Attitudes Towards Household Organics Collection Program 21
3.7.1 Interest in Program 21
3.7.2 Attitudes Towards Charging a Fee for Curbside Organics Collection Program 22
3.8 Final Unaided Comments 23

Appendices:

- Questionnaire
- Detailed Tabular Results
- Verbatims For Open-Ended Questions

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	-
Note: DK/NS excluded						

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

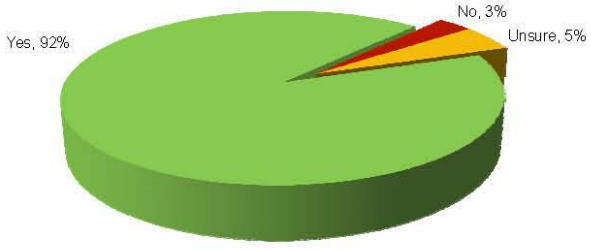
This section of the report describes the level of participation in the City's curbside recycling program and rationale for non-participation among those responding to the City of Winnipeg's web-linked survey.

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)*

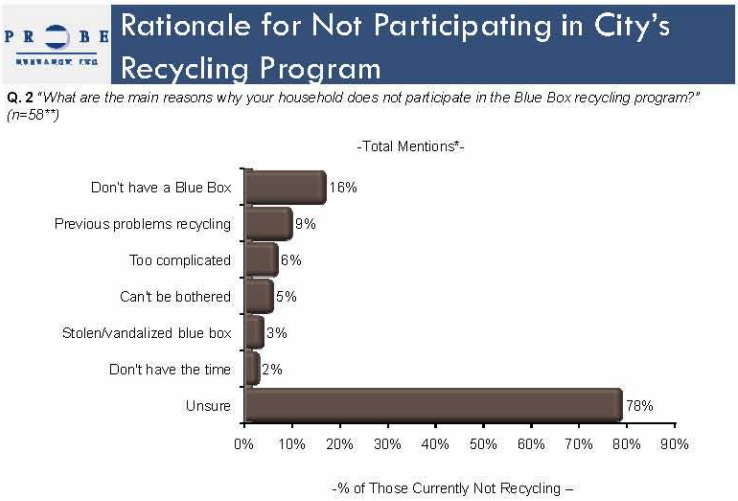


-% of Those Responding-

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%).



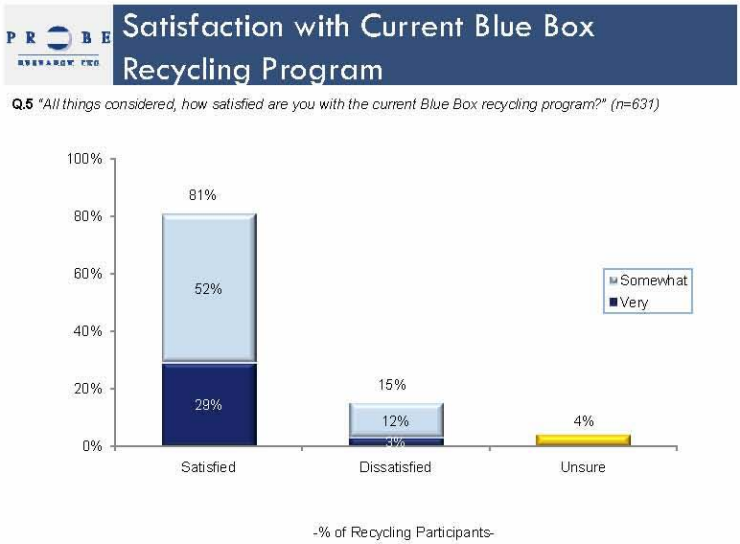
Due to the small base size associated with this line of enquiry, no sub-population results are discussed.

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

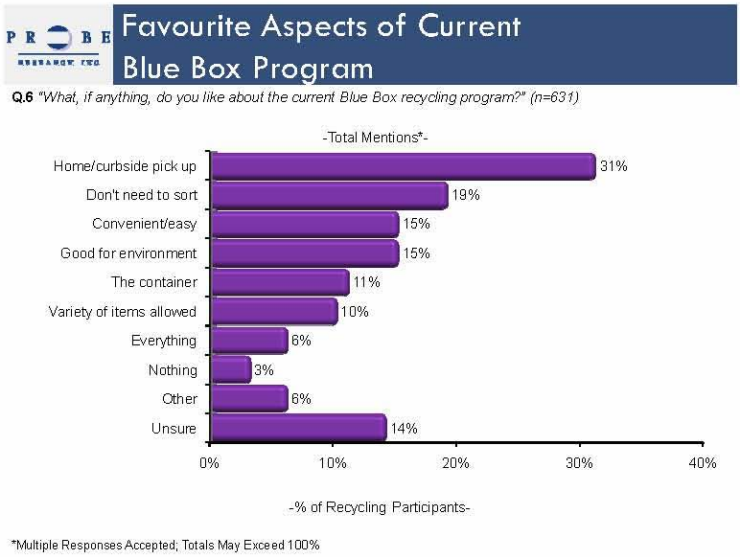
The majority of Winnipeggers participating in the web-link survey reported they are satisfied with the current curbside recycling program (81%), including 29 percent who are *very satisfied* and 52 percent who are *satisfied*. Twelve percent indicated they are *dissatisfied* with the blue box recycling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



- 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%).

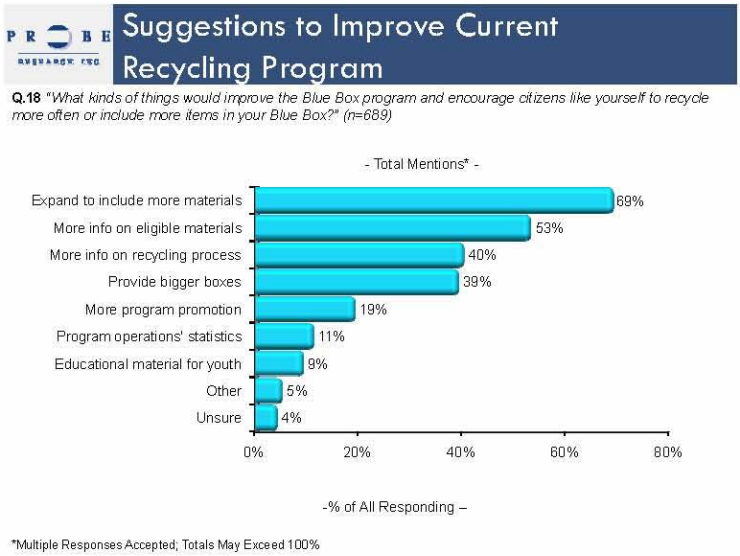


Some other responses included: *can have more than one bin, free/no cost* and *recycling depots*.

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%).



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

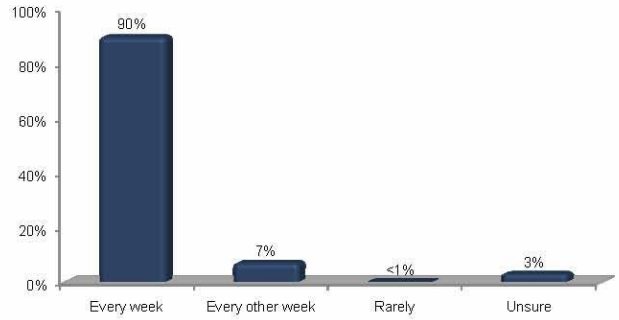
Respondents' current engagement in the blue box recycling program is examined in this section of the report, including the frequency of recyclables pick up, the number of blue boxes per household and location of service.

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%).

Frequency of Recyclables Pick Up

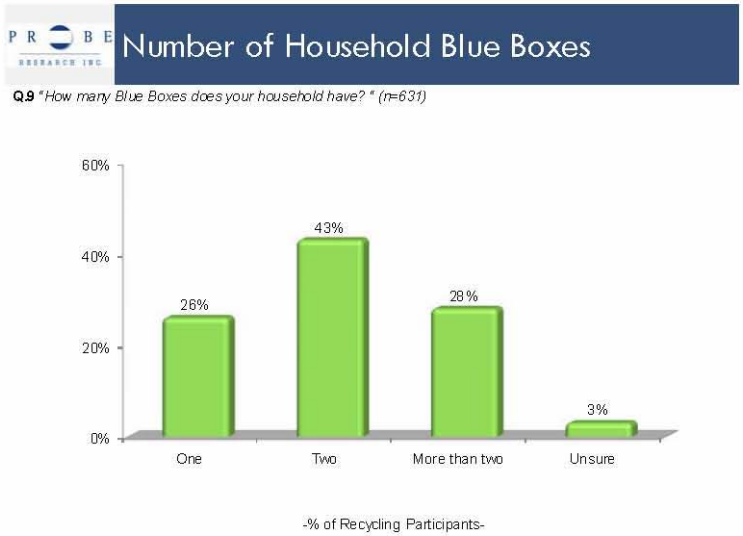
Q.7 *"On average, how often do you typically place your Blue Box out for collection? Is it..?" (n=631)*



- 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

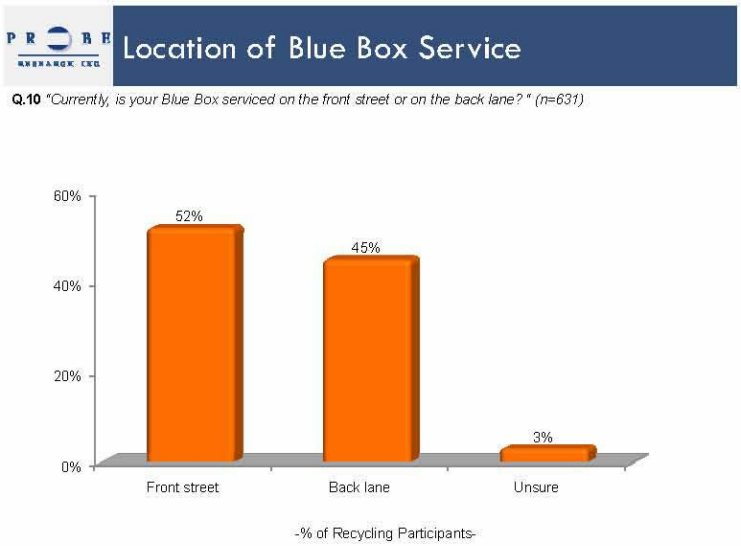
The majority of Winnipeggers report that they have two or more blue boxes in their household (71%), followed by nearly three-in-ten who have *one* (26%).



- 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.



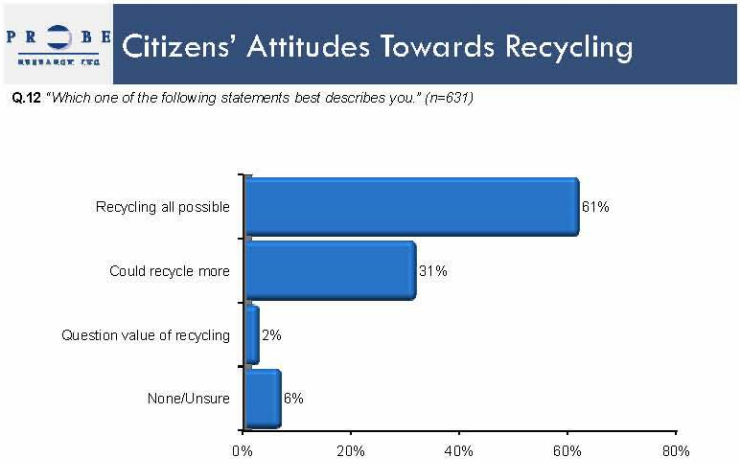
- Regionally, Winnipeggers from the northwest (63%) southeast (62%) and southwest area of the city (62%) were significantly more likely than those from the Core (30%) or the northeast area (37%) to indicate their blue box was picked up on the front street.
- Front-street collection was more common in 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

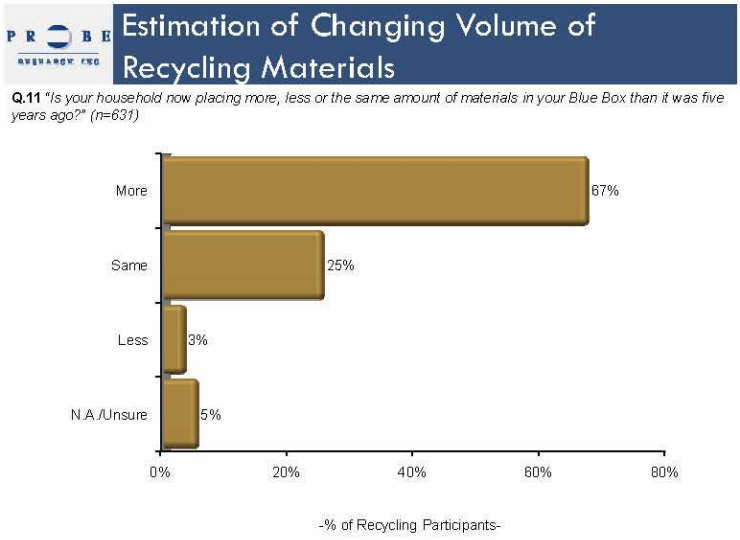
Although more than three-in-five (61%) of respondents indicated they felt they were recycling as much material as they could, 31 percent felt they could be recycling more. Very few citizens were disenchanted with the recycling program and wondered about the value of recycling at all (2%) or said they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



- 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

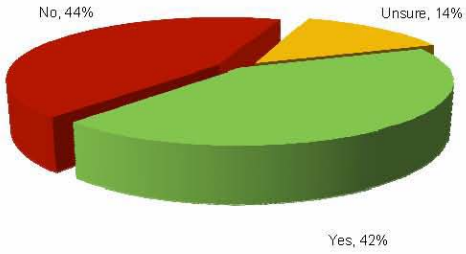
Awareness of how to get a missing or damaged blue box replaced is examined below.

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.

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).

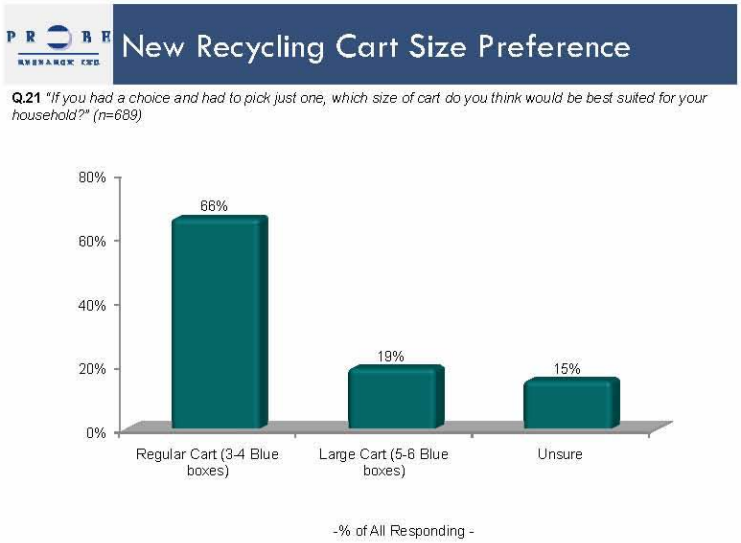
3.6 Attitudes Towards New Recycling Carts

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

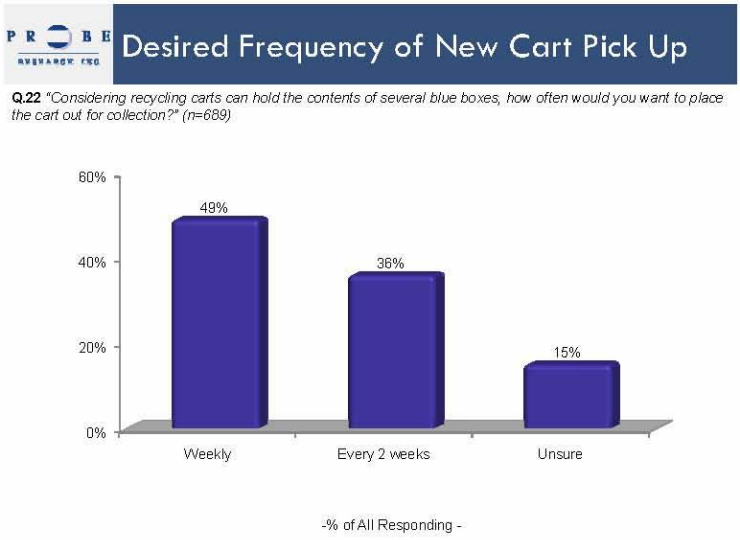
Two-thirds of those responding to the web-link survey (66%) would prefer the regular cart size, compared to 19 percent who would prefer the larger size cart and 15 percent who were unsure of which size cart would be best suited for their household.



- 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 till prefer the regular cart over the larger cart (57% to 34%).

3.6.2 Desired Frequency of New Cart Pick Up

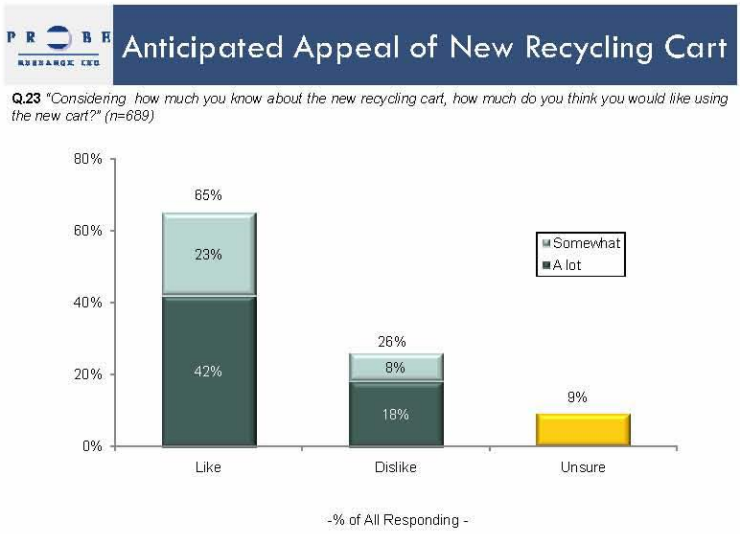
A near majority of respondents indicated they would like to have their recyclables picked up weekly, even with the increased size of the new recycling carts (49%), while around one-third (36%) felt that a collection schedule of every two weeks would suffice and 15 percent were unable to speculate how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



- 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

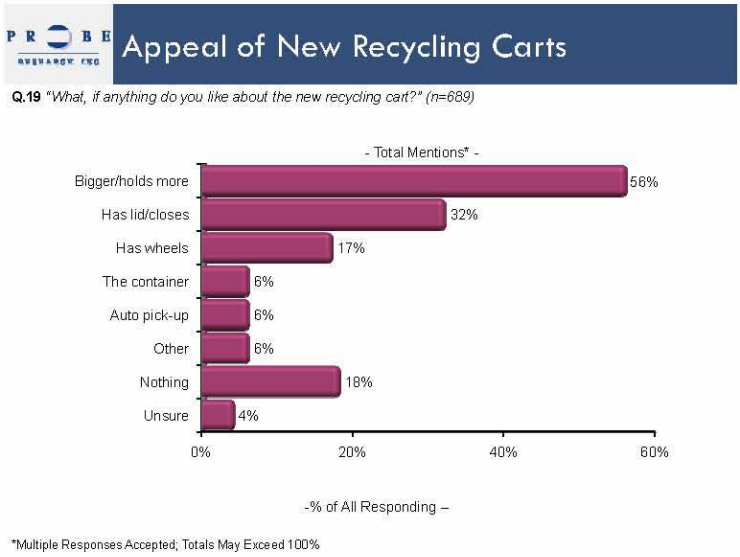
Around two-thirds of respondents anticipated they would like using the new carts *a lot* (42%) or *somewhat like* using the new carts (23%). About one-quarter of Winnipeggers responding to the web-link survey said they would either *not like the using the carts very much* (8%), or *not like using them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



- 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%).



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

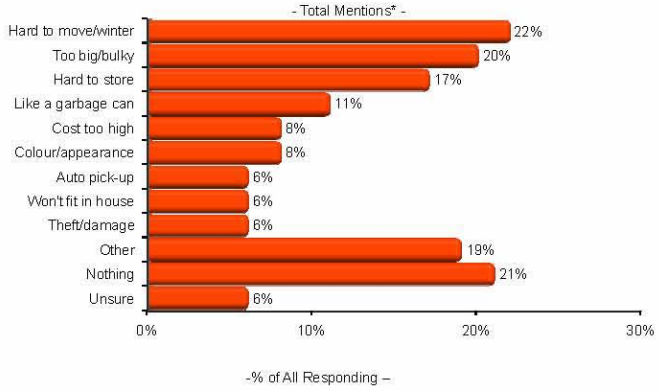
- Age appeared to have an impact on several of the positive qualities mentioned by respondents. Seventy-one percent of respondents under age 40 reported the best thing was the size of the new cart because it held more, compared to only 26 percent of those aged 60+ who felt the size was a positive aspect 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).

Unappealing Aspects of New Recycling Carts

Q.20 *"What, if anything, do you dislike about the recycling cart?" (n=689)*



*Multiple Responses Accepted; Totals May Exceed 100%

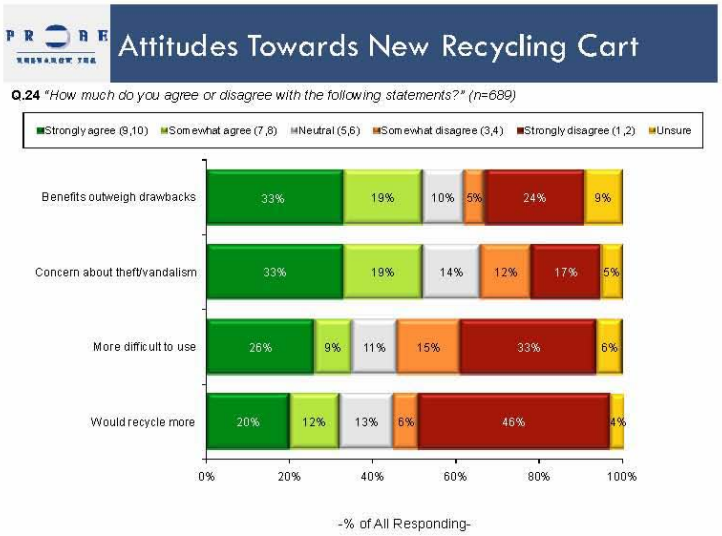
Some other responses included: *inconvenient, eyesore, still too small, job losses, discourages recycling, what happens to current blue boxes, everything*.

- 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 <u>not</u> 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%).



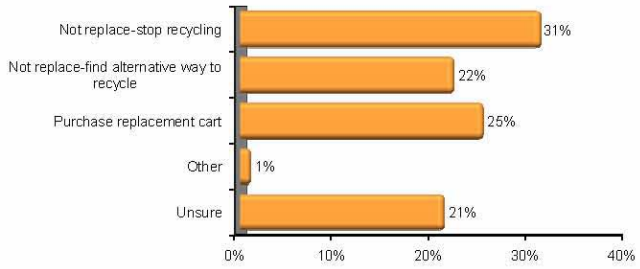
- Citizens younger than 40 years old were significantly more likely than those over 60 years of age to agree about the benefits of the new carts outweighing any drawbacks (63% versus 35%), as did those who currently use more than two blue boxes (64%).
- Concern over theft and vandalism was most pronounced 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 -

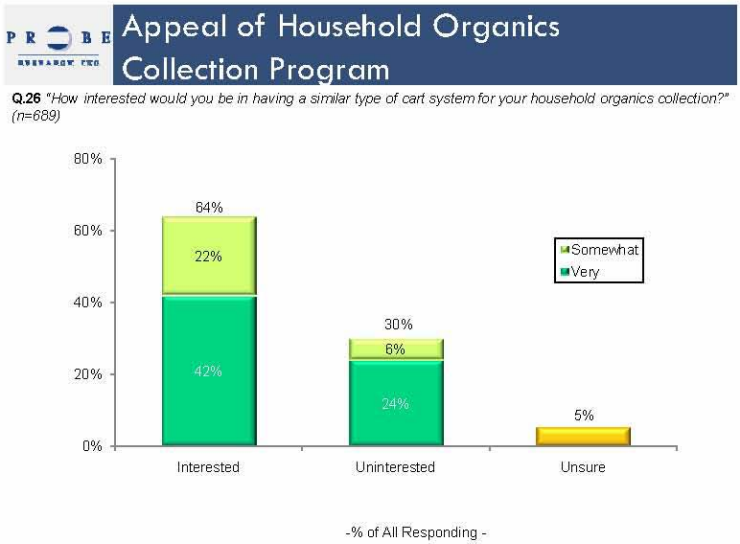
- Residents from southwest (31%) or southeast Winnipeg (29%) were twice as likely to report they would purchase a replacement cart, compared to residents from the core area (15%).
- For their part, around four-in-ten of core area residents report they would stop recycling if their new cart went missing (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

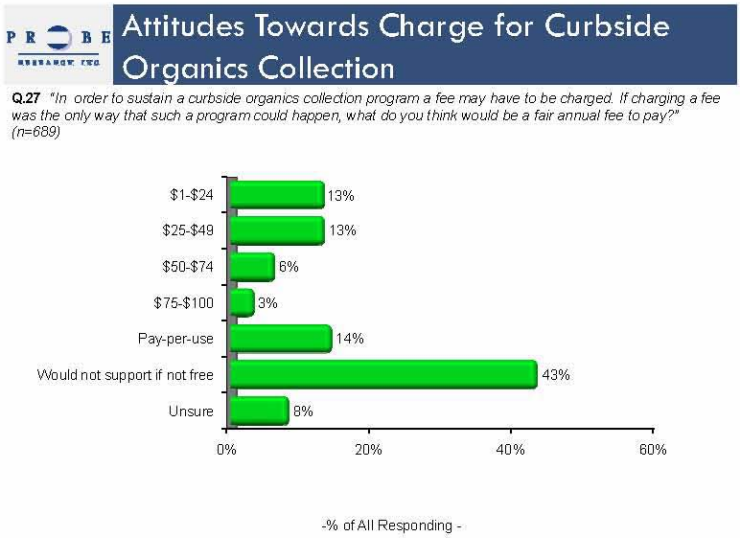
When Winnipeggers responding to the web-link survey were asked to indicate their interest in having a similar type of cart system for household organics collection, two-thirds (64%) indicated they would be *very* (42%) or at least *somewhat* interested in it (22%). Thirty percent were uninterested, including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

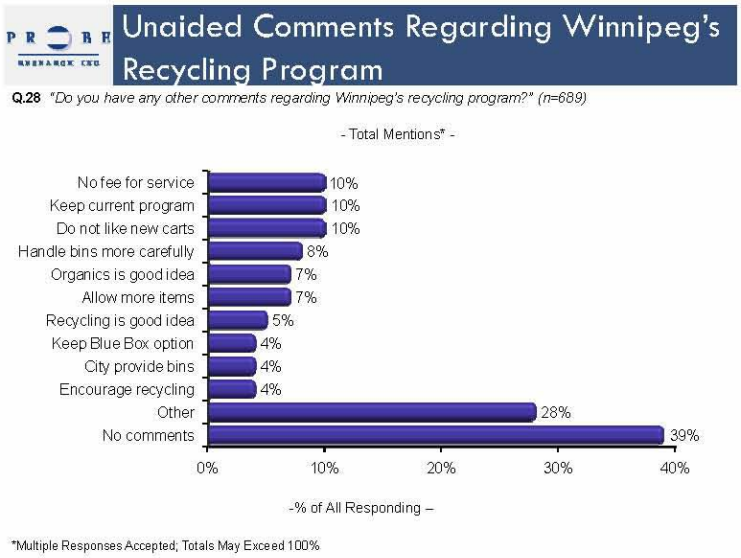
While a significant number of respondents indicated they would be unlikely to support this program should a fee be charged (43%), 26 percent indicated they would be willing to pay between $1 and $49 annually to implement it and 14 percent felt the annual fee should be based on usage. Only six percent 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.



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 his 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.

Winnipeg
Water and Waste Department

RECYCLING STUDY OPEN HOUSE FEEDBACK FORM REPORT

December 2009

For more information on this survey, please contact:

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TABLE OF CONTENTS

EXECUTIVE SUMMARY **3**

1.0 BACKGROUND AND METHODOLOGY **4**

2.0 PROFILE OF RESPONDENTS **5**

3.0 RESEARCH RESULTS **6**

3.1 Attitudes Towards New Recycling Carts **6**

3.1.1 Preference of Recycling Collection Alternatives *6*

3.1.2 Preference of Cart Collection Alternatives *7*

Recycling Cart Size Preference 7

Desired Frequency of Cart Pick up 8

3.1.3 Anticipated Appeal of New Recycling Cart *9*

3.1.4 Positive Qualities of New Recycling Carts *10*

3.1.5 Negative Qualities of New Recycling Carts *11*

3.1.6 General Attitudes Towards New Recycling Cart *12*

3.1.7 Impact of Loss of New Recycling Cart *13*

3.2 Attitudes Towards Household Organics Program **14**

3.3 Final Comments **15**

APPENDIX A Survey **16**

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 is 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	

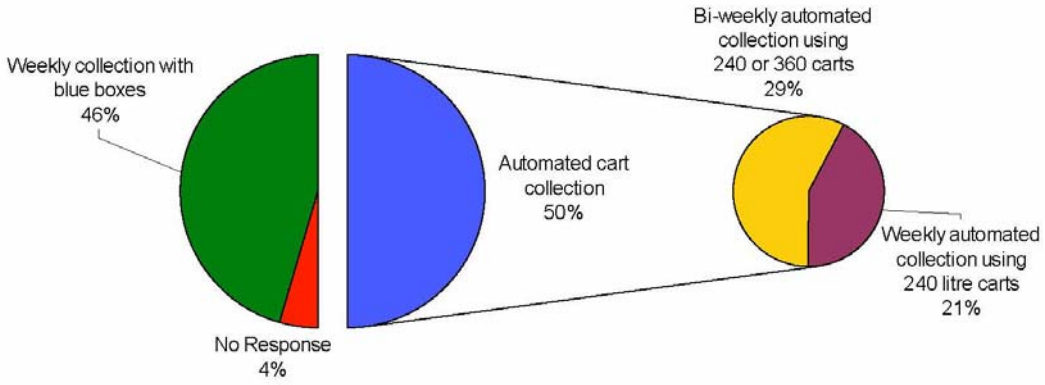
3.0 RESEARCH RESULTS

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)



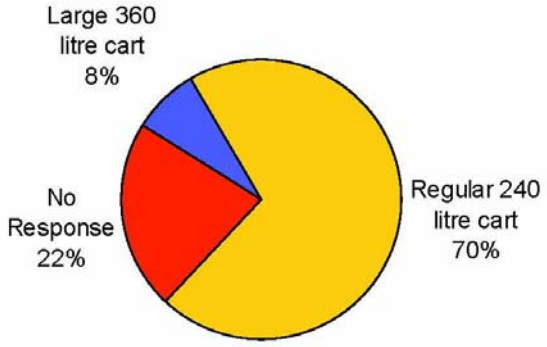
There were no significant differences in responses between locations of the Open Houses or the Region of the respondent.

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.

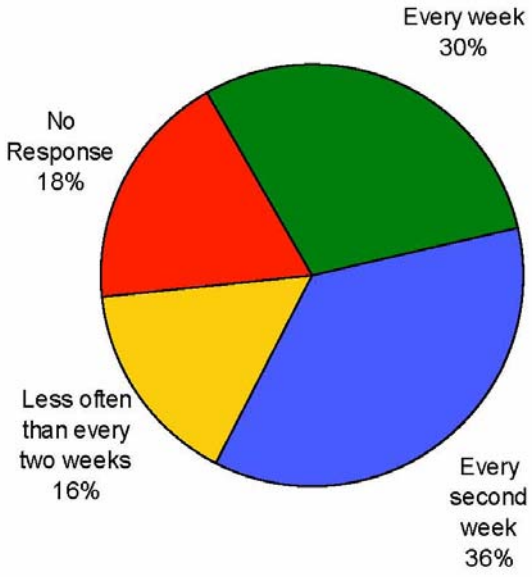
"If you had a choice and had to pick just one cart size, which do you think would be best suited for your household?" (n=114)



Desired Frequency of Cart Pick up

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

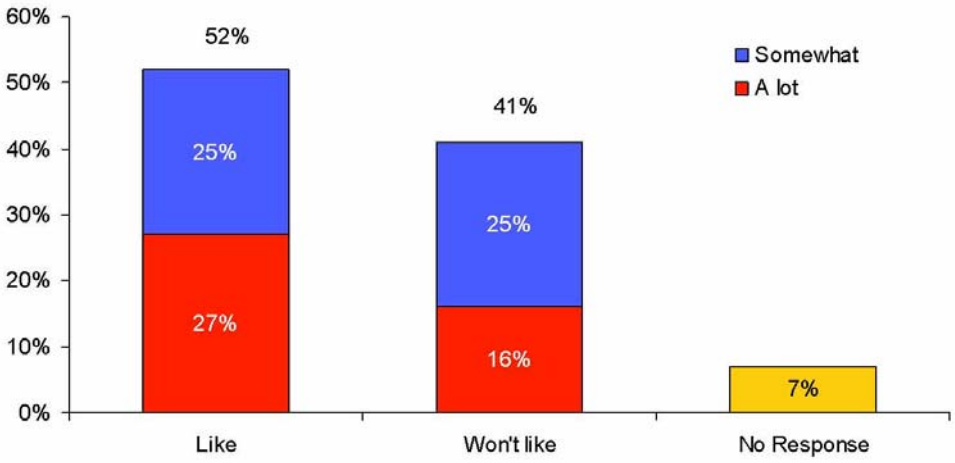
"Considering recycling carts can hold the contents of several Blue boxes, how often would you place the cart out for collection?" (n=114)



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.

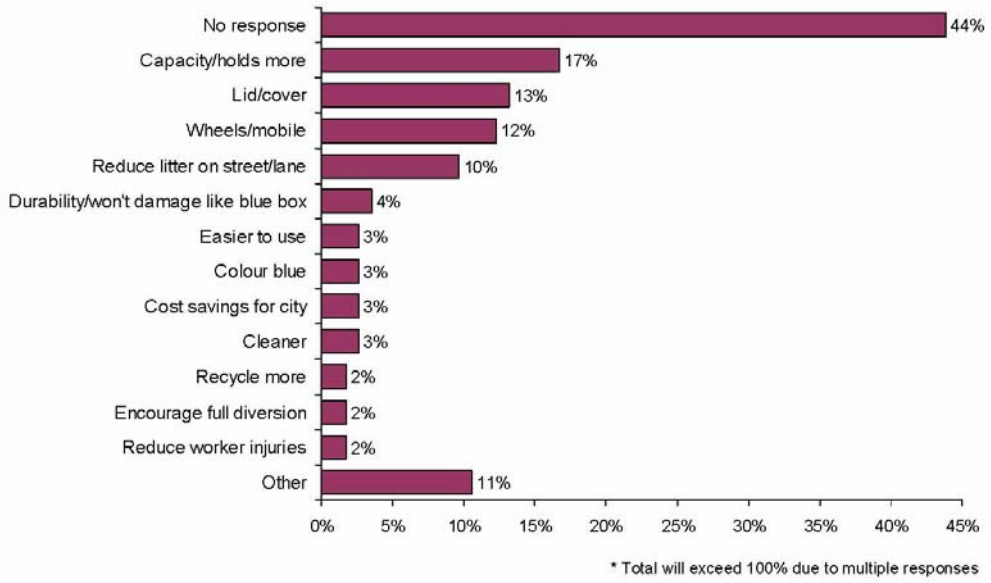
"How much do you think you would like using the recycling cart?" (n=114)



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)



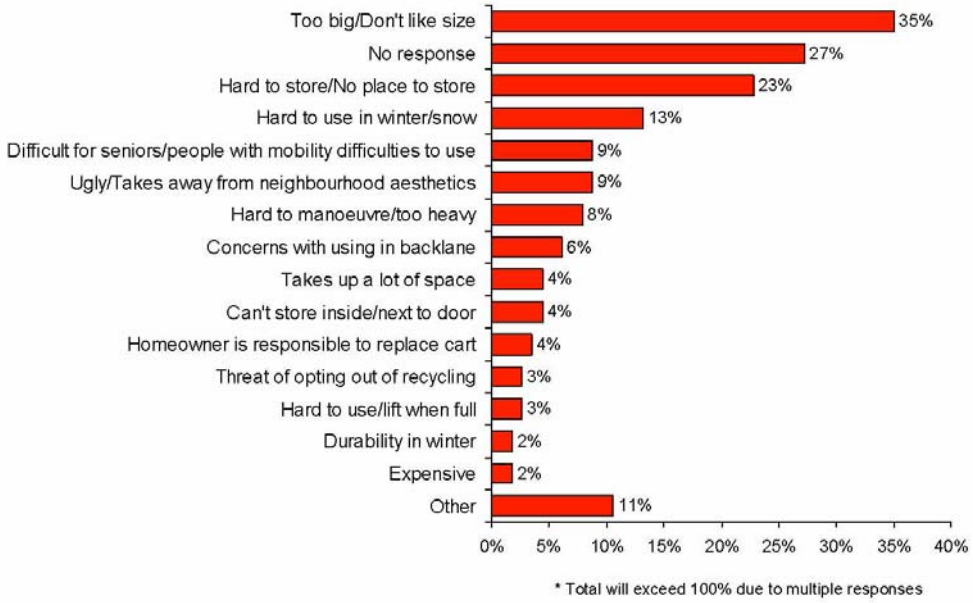
* Total will exceed 100% due to multiple responses

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

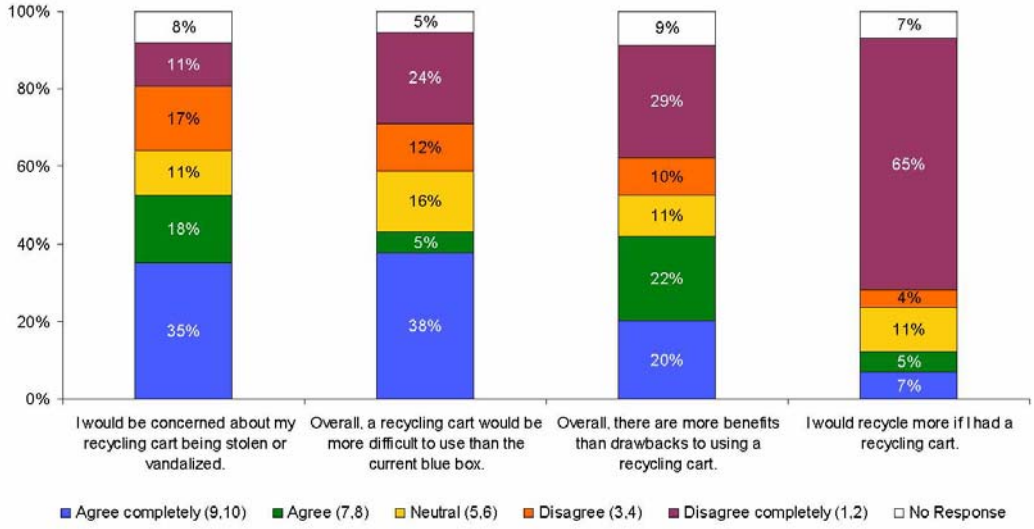
Some other responses included: "probably will get stolen", "difficult to clean", "may not fit in every situation", "I don't like the city buying US made carts", and "not a good idea to put on street as someone will hit it and what about when they plow and it is your recycle day".

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".

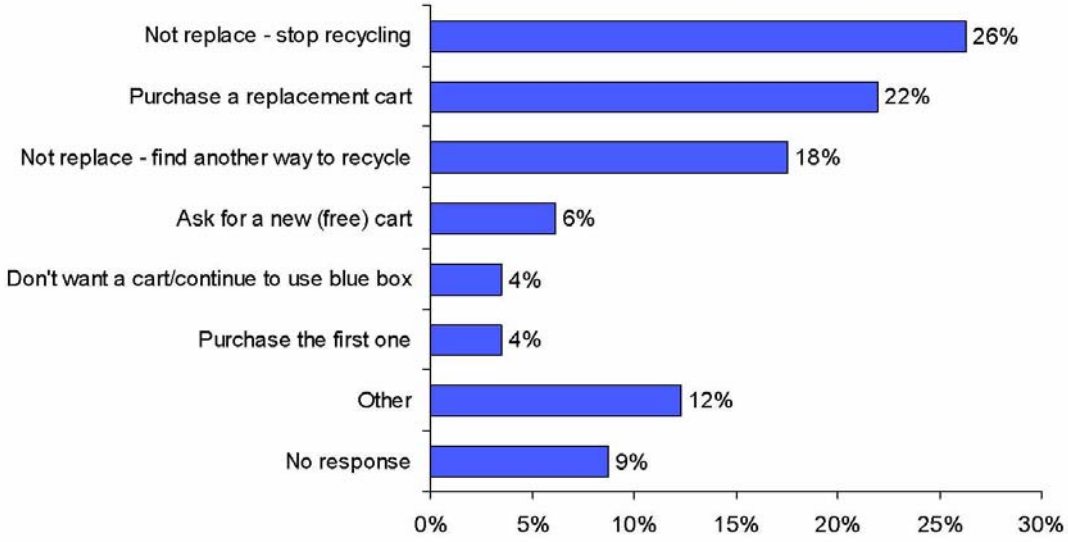
"How much do you agree or disagree with the following statements?" (n=114)



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)

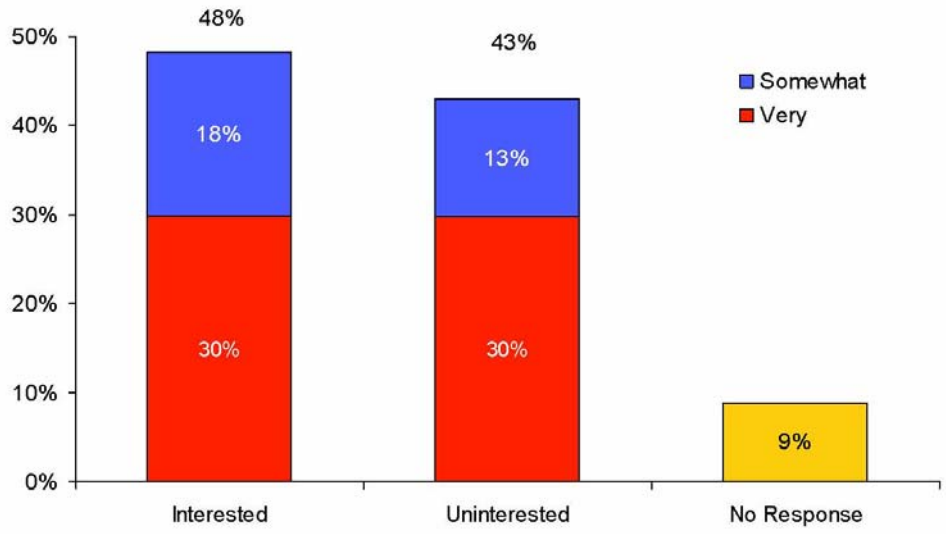


Some other responses included: "call 311", "automatic replacement", and "the city should offer a reduced rate if stolen".

3.2 Attitudes Towards Household Organics Program

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

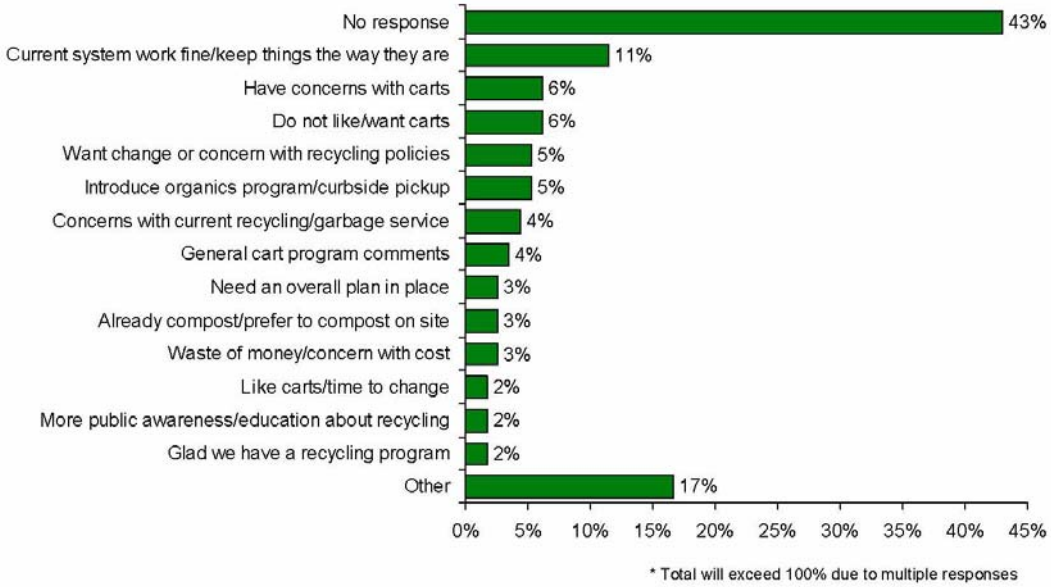
"How interested would you be in having the City provide a similar type of cart collection system for your household organics? Some examples of household organics include grass clippings, fruit and vegetable scraps, tea leaves, coffee grounds, eggshells and leaves." (n=114)



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

Winnipeg

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.