RECYCLING STRATEGY FOR APARTMENTS AND CONDOS

Public Engagement Summary

September 2022

Background

In 2017, the City of Winnipeg (City) began a five-year review of the Comprehensive Integrated Waste Management Strategy (CIWMS). Reducing the amount of waste going into landfills, otherwise known as waste diversion, from the multi-unit properties was identified as a near-term recommendation following the review. With the five-year review complete, the City is now developing the Winnipeg Recycling Strategy for Apartments and Condos.

Engagement

The City held two (2) public open houses to gather input from residents living in apartments and condos on what programs and services they use, what barriers and challenges they experience, and how they think recycling can be made easier and more convenient. In two (2) stakeholder meetings, the City also gathered input on barriers and potential future programs it could explore to increase waste diversion from multi-unit properties. Each public and stakeholder event consisted of a presentation with interactive polling and facilitated small group discussions.

A survey was also available to residents living in apartments and condos. The survey focused on the current state of recycling in multi-unit properties, recycling behaviors, and opportunities to improve waste diversion.

This input will help the City create a strategy to reduce barriers to participation in recycling programs for residents living in apartments and condominiums.

Promotion

Public engagement opportunities were promoted using the following methods:

- Online advertisement – April 12 to May 7, 2022
- Kijiji advertisement – April 12 to May 7, 2022
- Facebook Marketplace advertisement – April 12 to May 7, 2022
- Email to 88 stakeholders – April 12, 2022
- Facebook posts with 16,797 followers - April 12 to 30, 2022
- Twitter posts with 78,700 followers – April 12 to 30, 2022
- Posters at 19 libraries – April 13, 2022
- News release – April 19, 2022
- City of Winnipeg public engagement newsletter with over 2,800 recipients – April 21 and May 5, 2022

Table 1: Public Engagement Activities

Date	Activity	Details
April 12 – May 8, 2022	Webpage	910 unique visitors
April 12 – May 8, 2022	Survey	438 respondents
April 26, 2022, 2-3 p.m.	Stakeholder Meeting #1	29 attendees
April 27, 2022, 11 a.m. – noon	Stakeholder Meeting #2	26 attendees
April 27, 2022, 7-8 p.m.	Public Open House #1	9 attendees
April 28, 2022, 3-4 p.m.	Public Open House #2	7 attendees

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What We Heard – Stakeholder Meetings & Public Open Houses

In facilitated group discussions, participants were asked to discuss what the City could do to help overcome challenges with recycling in condos and apartments, and what potential future programs could make an impact. The main topic areas, recurring comments, and ideas for potential future programs from the meetings are captured in tables 2 and 3.

Table 2: Topic Areas and Example Comments from Stakeholder Meetings

Topic: Convenience & Accessibility	
Challenges	**Opportunities**
• Difficult for older residents • Collection schedule inconvenience	• More bins or more frequent collection • Using schools and community centres as pickup points • Temporary recycling drop-off events
Topic: Understanding	
Challenges	**Opportunities**
• Language barriers • Difficulty finding information online • Illegal dumping	• Provide property managers with education materials in multiple languages • Partner with property management companies to host workshops
Topic: Developer Guidance	
Challenges	**Opportunities**
• Older buildings are not equipped with recycling • Hard to break habits if recycling program is added later	• Require new buildings to have proper facilities when they are constructed • Incorporate dual/triple chutes in all buildings
Topic: Potential Future Programs	
• Organics collection/management • Grants to incentivize stakeholders' participation • Mobile depots • In-depth research to determine what barriers exist and how to overcome them • City-offered recycling bin rentals based on size • Increased focus on reuse programming	

Table 3: Topic Areas and Example Comments from Public Open Houses

Topic: Convenience & Accessibility	
Challenges	**Opportunities**
• Extra steps to go outside and dump recycling • Overflowing carts	• Toxic taxi and mobile pick ups for those who do not have vehicles
Topic: Understanding	
Challenges	**Opportunities**
• Confusion around acceptable materials • Residents not breaking down cardboard appropriately	• Create more/better signage and advertisements to reach different demographics • Collaborate with tenant associations to promote recycling awareness • Create list of non-City led waste diversion programs and provide to residents
Topic: Developer Guidance	
Challenges	**Opportunities**
• Poor coordination between developer and City in providing recycling containers	• Better coordination of services to new developments • Conduct waste audits to determine recycling success and report back to residents on results
Topic: Potential Future Programs	
• Organics collection/management • Acrylic plastic COVID-19 dividers recycling program • Mobile depots • Using enforcement to uphold diversion rules	

Detailed notes from the stakeholder meetings and public open houses are available in Appendices B and C.

RECYCLING STRATEGY FOR APARTMENTS AND CONDOS

Public Engagement Summary

September 2022

Key Findings – Survey Results

Residents of multi-unit properties were invited to provide their feedback on challenges and opportunities for recycling through a survey.

Participants were asked if recycling is currently convenient for them:

47% responded recycling is very convenient.

33% responded recycling is somewhat convenient.

12% responded recycling is somewhat inconvenient.

8% responded recycling is very inconvenient.

When asked about potential new programs the City could offer, 88% of respondents indicated an interest in participating in a green cart program to collect food waste. Similarly, 86% of respondents indicated a willingness to participate in a pickup service for household hazardous waste.

The top 3 areas for improvement were identified as:

Education for property managers, landlords and tenants from the City. (154 respondents)

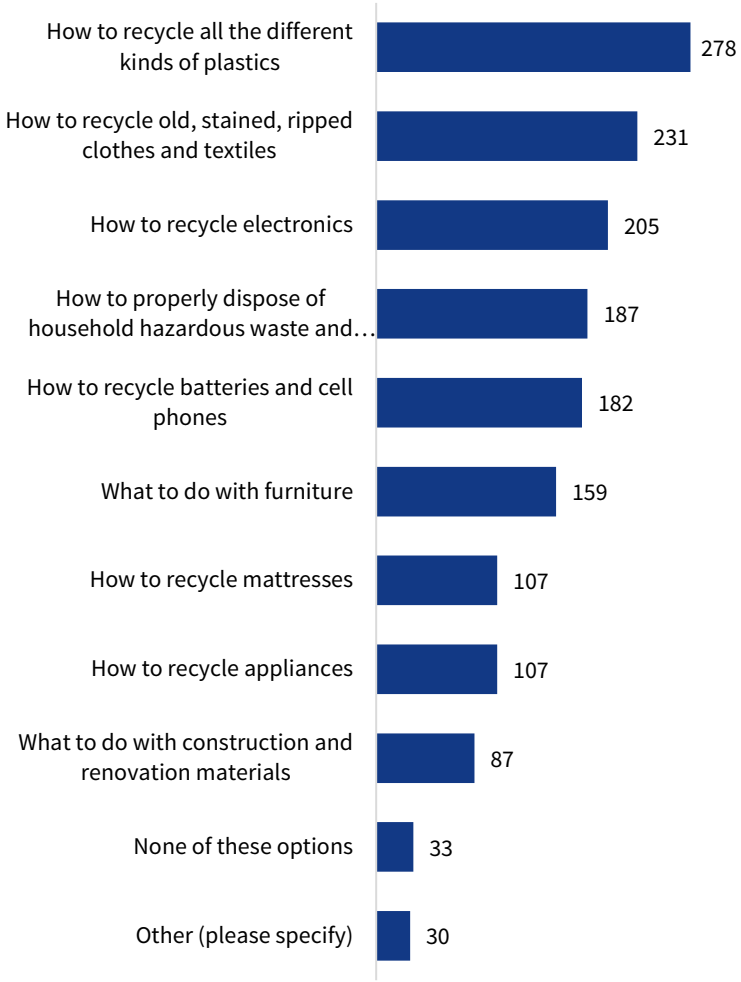
Mandatory recycling requirements and enforcement. (133 respondents)

More convenient access to recycling containers. (117 respondents)

Survey respondents also suggested more frequent pick-up/better pick-up times (11 respondents), collection of more materials for recycling (9 respondents), and collection of organics (9 respondents) as areas for improvement.

Figure 1 depicts the areas in which respondents could use more information on recycling. The highest voted topics were how to recycle different kinds of plastics, clothes/textiles, and electronics.

Figure 1: What could you use more information about? (391 responses)



Of those who selected 'Other', respondents indicated they needed more information in general about what materials are accepted (6 respondents), how materials are recycled/where the recyclables go (5 respondents), and what to do with materials not accepted (4 respondents).

The full survey results can be found in Appendix D.

RECYCLING STRATEGY FOR APARTMENTS AND CONDOS

Public Engagement Summary

September 2022

How Input Was Considered

Public engagement found that interest in recycling was strong for apartment and condo residents; however, residents sometimes lack the tools, knowledge, or means to recycle. Several themes emerged from public engagement that helped shape recommendations in the Recycling Strategy for Apartments and Condos. These recommendations include:

- Creating a move-in package for new tenants to increase education and awareness
- Attending festivals, farmer's markets, and neighbourhood events to improve outreach
- Developing friendly competitions between buildings to increase recycling
- Reviewing the number of recycling bins provided to buildings so recyclables are not placed in the garbage when recycling bins are full
- Reviewing current collection practices so recycling bins are collected at convenient times for building staff
- Exploring a green cart program for food waste

Next Steps

The feedback described in this document was considered by the project team when preparing the Recycling Strategy for Apartments and Condos. The Strategy will be considered by Council in fall 2022. Implementation of the Strategy is subject to Council approval and funding.

Appendices

Appendix A – Stakeholder List
Appendix B – Stakeholder Meeting Notes
Appendix C – Public Open House Meeting Notes
Appendix D – Survey Results

Appendix A – Stakeholder List

Appendix A – Stakeholder List

Representatives from the following stakeholder organizations were invited to participate in the Recycling Strategy for Apartments and Condos public engagement:

1) 6313567 Manitoba Limited
2) A.S.H. Management Group Inc.
3) Access Advisory Committee
4) Akman Management Ltd.
5) Albany Investments
6) Astroid Management
7) BentallGreenOak
8) Broadstreet Properties
9) Canadian Condominium Institute – Manitoba Chapter
10) Capital Property Management
11) Chalmers Neighbourhood Renewal Corporation
12) Compost Winnipeg
13) Consumers Association of Canada
14) Co-operative Housing Federation of Canada (Manitoba Chapter)
15) Crystal Properties Ltd.
16) Daniel McIntyre/St. Matthews Community Association
17) Devereaux Apartment Properties
18) Edgewood Estates
19) Edison Properties
20) Electronic Products Recycling Association
21) Forthright Properties
22) GEM Residential Properties
23) Genesis Property Management
24) Globe Property Management
25) Green Action Centre
26) Hazelview Properties
27) Immigration Partnership Winnipeg
28) Imperial Properties Corp.
29) IRCOM
30) Janzen Builders
31) Jayanel Properties
32) Joatman Properties Ltd.
33) JX Property Management
34) Kadoc Property Management
35) Karma Property Management Ltd.
36) Kay Four Properties Inc.
37) Key-Move Realty Ltd.
38) Ladco Company Limited
39) Laurence Management Group Inc.
40) Lions Housing Centres
41) Longboat Development Corporation
42) Manitoba Association for Resource Recovery Corporation (used oil and antifreeze)

43) Manitoba Housing
44) Manitoba Waste Diversion and Recycling Division (Environment, Climate and Parks Department)
45) McCor Management
46) Multi-Material Stewardship Manitoba (blue box recycling)
47) Murdock Management Inc.
48) Norsemen Property
49) Premier Property Solutions Inc.
50) Product Care Association (household hazardous waste)
51) Professional Property Managers Association
52) Progressive Real Estate
53) Prospect Property Management
54) Quality Management
55) Rancho Management Services
56) Roseman Corporation
57) Royal Realty Services Ltd.
58) SAM Management
59) Schinkel Properties
60) Shelter Properties
61) Shindico Realty Inc.
62) Smith Agency Limited (The)
63) Social Planning Council
64) South Winnipeg Seniors Resource Centre
65) Spence Neighbourhood Association
66) Sunrex Management Limited
67) Sussex Realty Ltd.
68) Thorwin Properties
69) Towers Realty Group Ltd.
70) University of Manitoba Off-Campus Housing
71) University of Manitoba Students Association
72) University of Manitoba Sustainability Office
73) University of Winnipeg Student Housing
74) University of Winnipeg Students Association
75) University of Winnipeg Sustainability Office
76) Upper Edge Property Management
77) Veritas Development Group
78) Vionell Holdings Partnership
79) West Broadway Community Organization
80) Westminster Housing
81) Winnipeg Housing Rehab. Corp.
82) Winnipeg Housing Renewal Corporation
83) WRE Development Ltd.

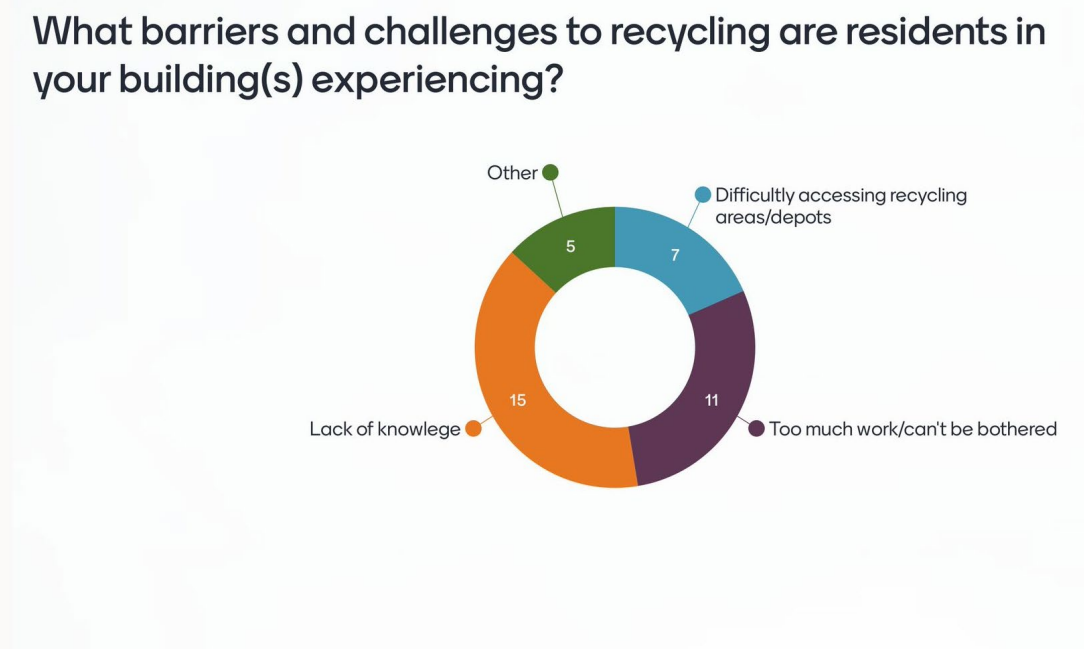
Appendix B – Stakeholder Meeting Notes

Appendix B – Stakeholder Meeting Notes

Meeting Notes

Project:	City of Winnipeg MFD Diversion Strategy
Subject:	Stakeholder Meeting #1
Date:	Tuesday, April 26, 2022
Location:	Virtual (Zoom)

- Land and Water Acknowledgement
- Opening remarks
- Presentation
    - Mentimeter question #1:

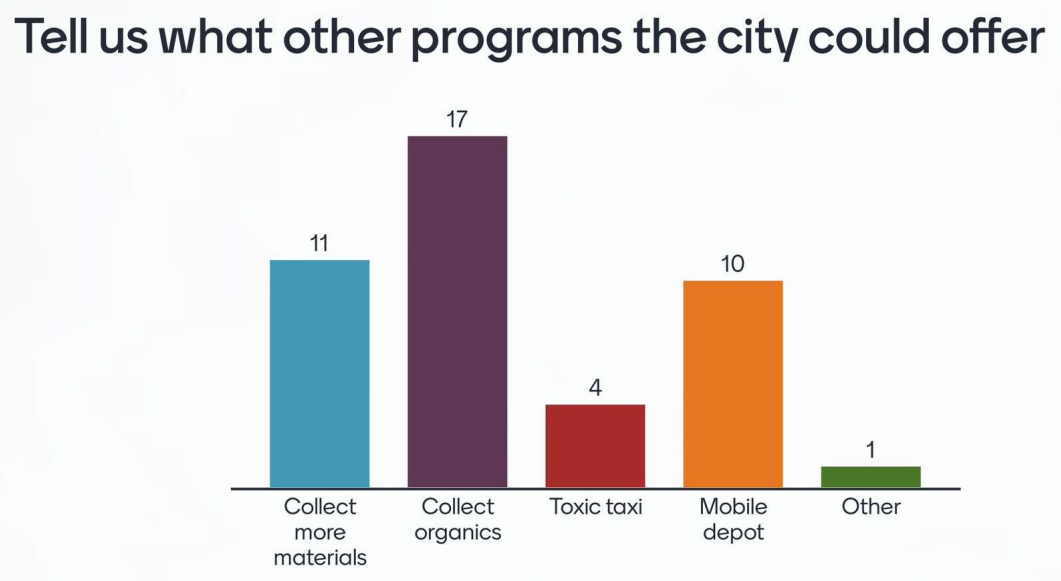


    - Some individuals that chose 'other' shared why:
        - One participant indicated their property has illegal dumpers that use up the space in their bins; this results in the property having to pay to have the bins removed early.
        - Further, people are also dumping mattresses and furniture in the recycling bins and there's no way of telling if this is being done by a resident or non-resident.
        - Another participant indicated that there is construction material found within their recycling bins leading them to believe that it's non-residents illegally dumping their waste.

- Breakout session #1: What could the City of Winnipeg do to help overcome challenges faced with recycling in condos and apartments?
    - There are difficulties with pick up dates for recycling. Currently, the pickup is on Mondays and there is often a surplus of recycling created over the weekend.
    - Many tenants are of older age and find it difficult to get downstairs to bring their recycling to the curb outside. In the Winter months, this becomes increasingly more difficult. It would be ideal to have recycling drop off on each floor that is transferred by staff to a main collection point.
    - There are a lot of newcomers in the downtown core area and advertising for recycling on the radio is always in English. Perhaps creating advertising for certain locations that promote understanding for newcomers could be beneficial.
    - Illegal dumping from non-residents of properties is a constant challenge which results in the property having to pay for removal. One location had security camera footage proving the dumping was happening from non-residents. Is there any enforcement the City could offer?
    - Large item disposal is a challenge at buildings. Can the City provide large item pickup service though 311? One participant noted that the City does offer this service for a fee. Residents can call 311 to arrange pickup and a fee is added to the property's water utility bill.
    - When buildings are being developed, the City does not allow for sufficient recycling facilities—this has caused issues with residents being able to properly access facilities and store recycling until pick up.
    - The City could help by allowing new buildings to have proper facilities when they are being constructed.
    - The City should allow buildings to make it easy for people to recycle; this can occur by allowing for dual or triple chutes to be incorporated so that residents can easily bring items to one location and drop all materials down the appropriate chute.
    - One building only gets recycling picked up once per week and they have 117 units with 300 plus people; insufficient capacity. They would like the City to either increase the level of service or give buildings another bin.
    - There is insufficient signage on bins telling residents how to recycle properly. The labels are only in English and there are approximately 12 to 15 different languages spoken in this particular neighbourhood. Would like to see pictorials on the labels instead of words.
    - The main languages that materials need to be professionally translated into are Chinese, Arabic, Hindi, Urdu, Punjabi, French and potentially some African languages.
    - Permanent signboards mounted near the recycling bins would also be beneficial.

- Could use QR codes to provide more information on signage, although some people responded that it may be difficult to access QR codes/know how to use them/have smartphones to get that information.
- Recycling collection service should occur later in the day. Maintenance staff do not start work until after collection takes place on Monday mornings, so they must take out their recycling carts on Friday at the end of the day.
- One participant is a resident and board member of a 55+ condo complex; they have an indoor recycling room and then staff manually take blue carts out for collection. They share services with the adjacent building. Currently, they are looking at green cart options as they would like to start diverting organics.
- 4R Depots are inconvenient for residents. It is difficult to transport bulky materials there.
- Need ongoing education for residents and reminders on what goes where.
- Having cameras at site to monitor disposal activity is key. This can be used to confront people that are not complying with the program.
- Interest in increasing on-site recycling options such as paint and battery collection. Some buildings would like to have their own eco-depot to support diversion. Looking for better ways to manage participation and contamination. How do we get data on who is participating properly and who needs further education? Is the City able to provide a questionnaire or survey the building?
- Although this building has blue boxes in each unit and recycling rooms on each floor, there are still a lot of issues with contamination.
- A participant who is part of a low-rise condo building complex stated their main issues surround collection schedule and level of service, as it seems like they don't have enough bins for their residents and they are always overflowing.
- Accessibility needs to be improved; need co-located bins, clarification of acceptable materials, recycling on each floor.

- Mentimeter question #2:



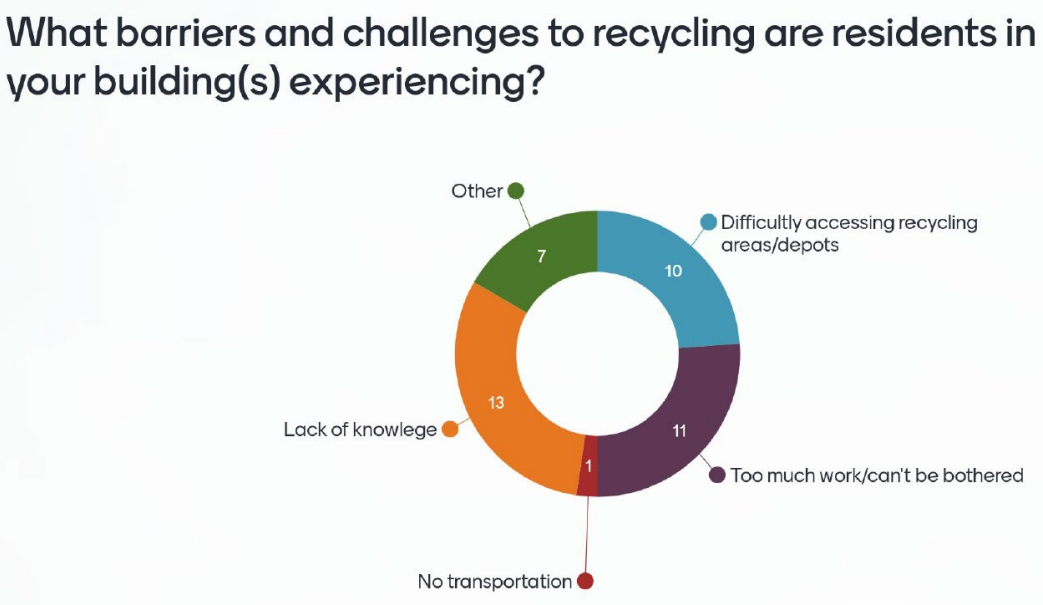
- Some individuals that chose 'other' shared why:
  - One participant indicated their interest in the idea of EPR-focused programming so that the producer/manufacturer focuses on the 'before' rather than the 'after'.
  - The idea of grants or other programming to help apartments and condo buildings encourage this behaviour amongst their residents was also mentioned.
- Breakout session #2: What potential future programs could really make an impact on recycling in the City of Winnipeg?
  - Similar to Vancouver Island, we need to do an organics program; food waste should be recycled.
  - Hazardous waste program should also be implemented; people are dumping anti-freeze into bins so a pickup for that would be great.
  - One participant asked if the City is working with other organizations to solve these challenges. A City representative replied letting the participant know that the City uses contractors to pick up bins and carts, and these contractors go through a tender process. Additionally, the City also has their own small fleet to do depots. The City is open to other scenarios in the future—if more organizations are involved, it could help facilitate demand.
  - One participant foresaw logistic problems with organics and toxic taxis—would the City provide a bin for these or would it be a pick up for each individual unit? Are the costs passed on to individual unit owners?
  - A suggested service was having staff take large bulk items out to the curb as a lot of seniors can't do this because of mobility issues.
  - EPR-focus programming and grants to incentivize stakeholders.

        - Mobile depots are a great idea for recycling, batteries, and other hazardous materials.
        - Would see the need for large public awareness and education campaigns if mobile depots were to be offered in the future.
        - Residents still lack understanding of how to dispose certain materials.
        - Disappointment that organics collection pilot program is occurring for Single Family Dwellings (SFD) first as opposed to Multi Family Dwellings (MFD).
        - The City should really evaluate the cost associated with organics for MFD; fees for waste and recycling is a bit unfair for MFD, as pickup is at one location and not several (as is the case for SFD). Why should MFD have to pay more for services than SFD?
        - It is important to build the service and make sure that residents have sufficient training to use the program properly.
        - High interest in mobile depots and would like more information about that
        - Interested around organics but also concern about smells and vermin. It was mentioned that some apartments use a private cleaning service for bins.
        - Some discussion about whether mobile depots would collect the same materials all the time or alternate materials on different weeks/visits.
        - There are barriers to the large items pick-up service; improvements or additional support in this area is needed. In apartments, there is staff that can move things out of your units, but in condos, you are left to yourself to take the items out to the curb which is too difficult.
        - Need to implement better textiles and clothing recycling. One participant gives away a lot of materials to Goodwill, but some items cannot be reused and end up in the garbage. Would be good to be able to recycle all textiles, not just ones that can be reused.
- Closing Remarks
- Question and Answer
    - If we live in condos and have an oversized item, 311 tells us to bring this item to the curb. How can one do that if they live in a condo or are senior citizens?
        - The city only has one large item contract which requires pick up at the curb and this level of services is the same at all residential types.
    - Is there anywhere in the city we could drop off organic waste if we wanted to?
        - No, the City does not currently have a processing facility for waste.
        - Solutions to this could include starting an on-site process (such as a garden) or hiring a private company.
        - Share Waste offers household organics pickup during the summer months along with community events such as Community Compost.
    - Is the City looking at revising rates?
        - Rates are not a part of this study, but in the past, the City has looked at implementing different models for solid waste services. However, Council did not pass this. Unsure about how the fee structure will change moving forward.

Meeting Notes

Project:	City of Winnipeg MFD Diversion Strategy
Subject:	Stakeholder Meeting #2
Date:	Wednesday, April 27, 2022
Location:	Virtual (Zoom)

- Land and Water Acknowledgement
- Opening remarks
- Presentation
    - Mentimeter Question #1

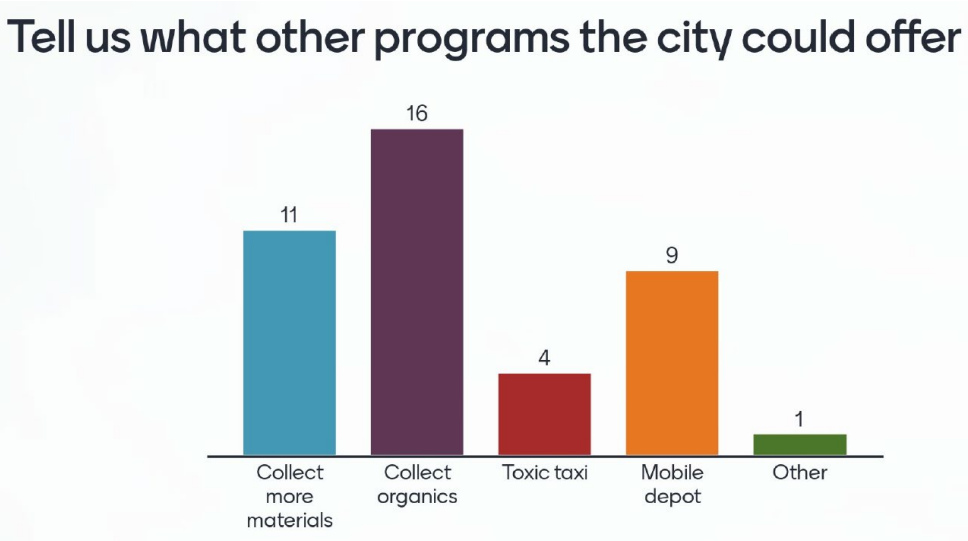


    - Some individuals that chose 'other' shared why:
        - Habit—it is easy for people to throw things into garbage (too many questions regarding recyclable materials).
        - Mixed signals from political leaders—the last few budgets talked about cutting off MFD from these budgets. More leadership and communication would be helpful.
        - Some people simply do not care.
    - Breakout session #1: What could the City of Winnipeg do to help overcome challenges faced with recycling in condos and apartments?
        - Lack of recycling chutes deter residents from recycling (must throw it into a bin, harder for older residents). If developers required architects to develop chutes within the facilities, it would be much easier to promote.

- Lack of consistency; if MFD is under construction or there are multiple phases of construction, there are no recycling services available until the construction is completed, which could take multiple years. City only allows private pick up during this time which can be expensive. If the City had leniency with this requirement, it would help.
- Older buildings were never built to accommodate for recycling, only garbage. First step would be to add recycling bin to older buildings.
- One participant acknowledged how far along the City has come in promoting recycling for different products.
- There are a lot of organizations within Winnipeg and Manitoba that promote recycling; the information is there, the question becomes, "what do property managers need from the City to spread the message across their condo boards?".
- The City provides bins to every building and is overall doing very well.
- Recyclopedia is available in 13 different languages to help with language barriers, although this was never specifically mentioned as a predominant factor preventing recycling.
- It would help recycling volumes and accessibility if recycling chutes were mandatory in apartment design/construction.
- Accessibility issues with recycling—bins are too large and some struggle with mobility.
- Can the City provide posters to buildings that show what can be disposed of in each bin? Buildings can then post on bins to guide residents.
- The City is placing too much emphasis on "recycling" and not the other "R's" (reduce and reuse).
- In Toronto years ago, there was a program with a "wet" bin and "dry" bin disposal as the only two options—this made it extremely easy for residents to properly divert waste. Can the City implement something similar?
- If the City could better promote best practices to residents, this would help with lack of knowledge and understanding.
- Mobile depots are done in Spain, this is a great option for the City to implement here as well.
- More education needs to be done to help overcome barriers with recycling, but research needs to be done first on what those barriers are and how to overcome them.
- Language barriers exist—information is available to residents in multiple languages, but how do residents find this information? Unless they are specifically directed to it, the information is difficult to access.
- Capacity for recycling is a big issue in MFD. If the City would allow increased capacity for facilities, it would make an impact.

- One participant noted their building has “bulky waste pick-up days”, and these are very popular in their area. Their organization helps collect, sort, and dispose of items in the community; lots of uptake from residents.
- There is not enough service; only weekly service to collect the bins. There is no room for more bins and they do not have additional budget to get private collection service. More frequent collection of bins would be beneficial.
- Bin space is an issue in multiple buildings – one participant stated their recycling bins are kept in the parking lot.
- Having signage on bins would encourage people to use the recycling bins properly and increase knowledge among tenants.
- Collaboration with organizations such as Recycle Everywhere may help with signage. Recycle Everywhere can provide guides and printed resources, but the City does not advertise this program.
- Improvements to accessibility would be the property owner’s responsibility—could the City offer storage on city property such as boulevards?
- Lack of Education is a huge part. A lot of people do care but do not know what they are doing.
- Use common areas in buildings to host workshops. Could partner with project management companies or onsite staff.
- Need to use pictographs and icons in communication materials to remove language barriers. Need to consider different languages overall as well.
- Do not just republish information on plastics. Refine education to make the biggest impact or win. Frame messaging in a way that will result in the biggest impact.
- People need to realize what is at stake by not recycling. Need to focus on reuse, prior to just recycling. Follow the waste hierarchy.

- Mentimeter question #2:



- The individual that chose ‘other’ shared why:
  - A seasonal mobile service would be beneficial—have a pop-up where people can drop off recycling once or twice a year.

- Breakout session #2: What potential future programs could really make an impact on recycling in the City of Winnipeg?
    - Picking up building materials would be very helpful as large item pick up does not incorporate that now.
    - More materials (such as hazardous waste, diapers) being picked up and using sites like schools or community centres for these pick-up locations would be convenient.
    - For residences further away from the 4R Depots, can there be temporary drop-off events for divertible items to make it more convenient?
    - City could offer bin rental service for a fee—larger bins would cost more than smaller ones.
    - Recommended that education be combined with action; an example was provided of the Green Action Centre and their "pumpkin disposal day". They were able to make this waste diversion day educational and fun and really engage community members.
    - It was suggested that all plastics could be collected and sorted at a separate facility to make it easier to recycle. Similar to what Edmonton and Winkler do—reduces non-compliance and provides job opportunities.
    - Mobile depot is interesting, but it would be more helpful if this service came to buildings as storage is still an issue.
    - New buildings should be designed for proper waste management. Different chute systems, not just garbage. Perhaps a separate drain for toxic chemicals.
    - Toxic taxi with a quarterly or monthly pickup is more beneficial than having people drive to 4R Depots.
    - Improved scheduling would go a long way as well.
- Closing Remarks
- Question and Answer
    - When China closed its borders to North America, recovery fees dropped for the City—can we talk about the overall cost of the program and how this affects MFD?
        - A potential fee was brought forward to Council in 2021 but was not approved, so there is currently no decision point on fees. New reports will be brought to council for this specific ask.
        - The City was already heading into a new contract/facility prior to China's borders closing. The City is now in better standing to keep the material here. These factors all come into play when presenting fees to Council.
    - Is it the province that regulates producers who create plastics and the levies they pay for recycling?
        - It is currently a provincial legislation that regulates this, but federally there is an effort to make this a national regulation.
        - Cost-effective and sustainable market is important and that would require fees. The province is in review of their own waste diversion program now.

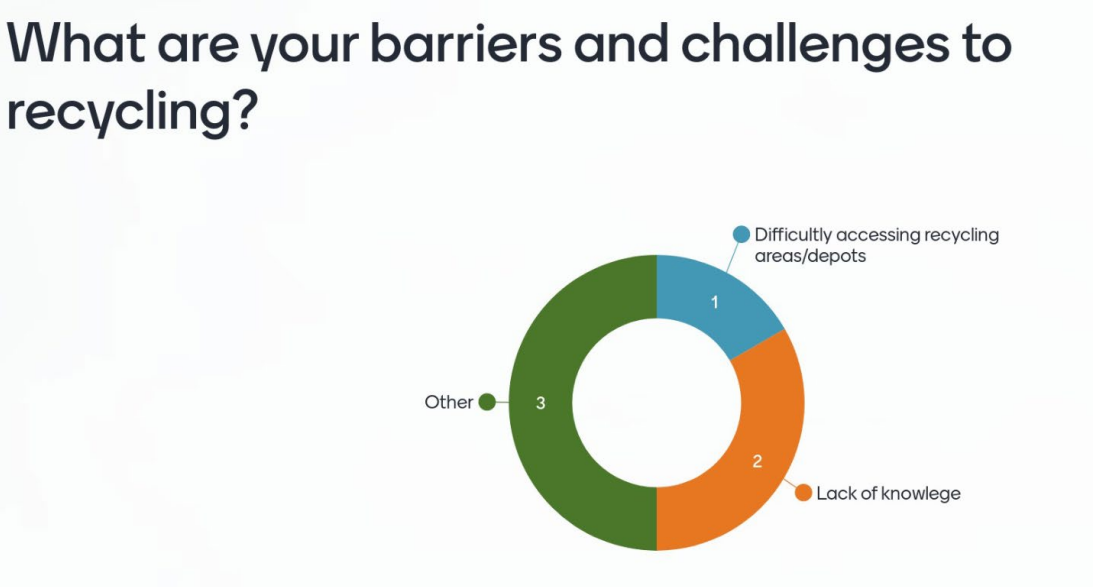
Appendix C – Public Open House Meeting Notes

Appendix C – Public Open House Meeting Notes

Meeting Notes

Project:	City of Winnipeg MFD Diversion Strategy
Subject:	Public Open House Meeting #1
Date:	Wednesday, April 27, 2022
Location:	Virtual (Zoom)

- Land and Water Acknowledgement
- Opening remarks
- Presentation
    - Mentimeter question #1:

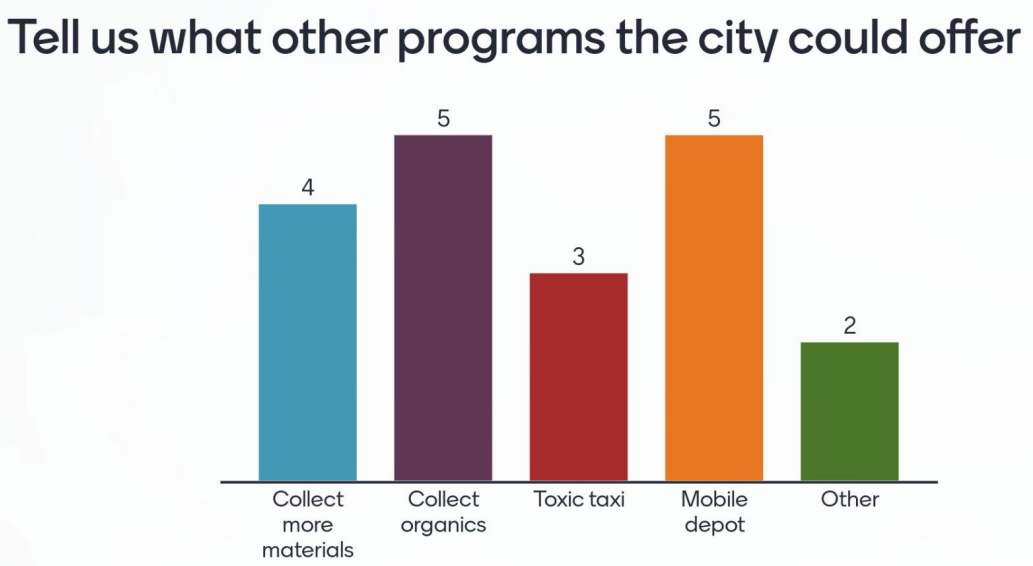


    - Some individuals that chose 'other' shared why:
        - Moved into a new condo that only had garbage facilities, nothing for recycling. They were told to throw everything in the garbage until recycling is available, but now, people are used to using garbage only and it is hard to break habits. Occupancy should not be granted without proper recycling measures.
        - Recycling is very confusing. Not all plastics are recyclable. There are plenty of items that have the recyclable symbol, but they are not accepted in the City's program. It has become so confusing to understand what is recyclable and what is not that people get frustrated and give up. People are not going to be bothered to try and figure out whether something is recyclable or not.

- Breakout session #1: What could the City of Winnipeg do to help overcome challenges faced with recycling in condos and apartments?
    - Recycling is not mandatory for condos, albeit most do. Perhaps this could become a mandatory requirement?
    - It is not challenging enough. There is a small section of the population that would love to separate recycling from trash, but if we had the responsibility on the residents to organize, there might be some recycling that could be clean. It should be harder to make the efforts feel more worthwhile.
    - When bins finally do arrive to certain buildings, they are filled with junk and debris and the smell is unpleasant.
    - Laziness—people would rather throw recycling in the garbage than take extra steps to recycle.
    - Apartments and condos should only be granted occupancy once recycling has been established. Garbage facilities are often present from the beginning, but not recycling. This leads to the creation of bad habits which are then hard to break.
    - One participant anticipates that an organics program will be too expensive for condos rendering them nonworthwhile.
    - There are common misconceptions around what is recyclable.
    - Skepticism that sorted material, specifically paper does not have value after being sorted at the Materials Recovery Facility (MRF).
    - A participant living in a small 3-story condo said they have no chute system. Everything needs to be taken outside. Since COVID-19 started, there has been a lot of Amazon/packaging waste. Cardboard and packaging are major issues affecting the overflowing of carts. Blue carts can't accommodate all this cardboard. Residents need to break down boxes, but most people do not. Need to improve advertising – animated videos or something similar showing how to break down boxes. Need to flatten down all materials. These boxes keep the bin open. People scavenge. Gets wet inside. Leads to litter and safety issue.
    - Issues surrounding volume of recycling and size of bins. This participant's building has two large containers, but they are always overflowing. Need a better process to decide number of containers based on units. If the property owners are not paying for the recycling service, they should begin to so that residents get the service that they need.
    - One participant lives in a new building, and there was no recycling service when it opened and they first moved in. They only got one cart at the beginning. The second bin came after it was inspected by By-Law, which took several months. It was a major challenge to get clean enough recycling to prove to the City that they should get more bins. This is not how it should

work, as many residents that moved in quickly learned the behaviour of not recycling, so it has been difficult to re-train people.

- Mentimeter question #2:



- Breakout session #2: What potential future programs could really make an impact on recycling in the City of Winnipeg?
  - The idea of having to pay more for an organics collection service is not too enticing, nor is the idea of the smell that will come with food waste.
  - Condos and apartments should be prioritized when discussing the idea of organics collection, as SFD have other methods for this (i.e., backyards, gardens, etc.).
  - Acrylic shields should have their own recycling.
  - 4R depots are too far away. Mobile depots are a great idea. Compost Winnipeg is a great example of an initiative that allows for food waste collection.
  - Auditing individual buildings could help see how well people are recycling, and this could lead to improvements by location and overall.
  - Packaging waste (i.e., cardboard) is an issue in many condos.
  - Carts for all waste streams should be put out on the same day. Mobile depots and toxic taxi would work well in condo settings. New buildings do have space to store materials, so could accommodate the stockpile of materials for several weeks and even months.
  - If the City looks at doing a food waste collection program, the food waste must be covered. Otherwise, there would be issues with smells and rodents.

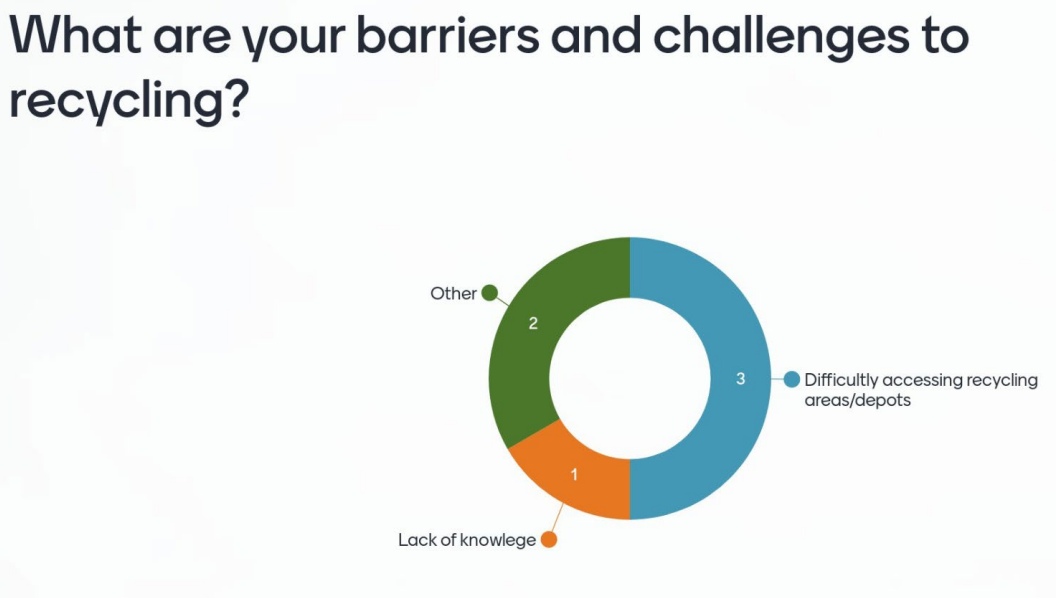
- Closing Remarks
- Question and Answer
  - Do property owners pay for recycling? Who decides how many bins are needed?

        - There is a volume determinant that decides how many carts are needed. Property taxes pay for garbage services while recycling services are paid through a waste diversion fee, which is currently supplied by a variety of funding sources (some are paid by residential, not MFD).
    - Has the City thought about auditing new buildings?
        - This option has not been explored as of now.

Meeting Notes

Project:	City of Winnipeg MFD Diversion Strategy
Subject:	Public Open House Meeting #2
Date:	Thursday, April 28, 2022
Location:	Virtual (Zoom)

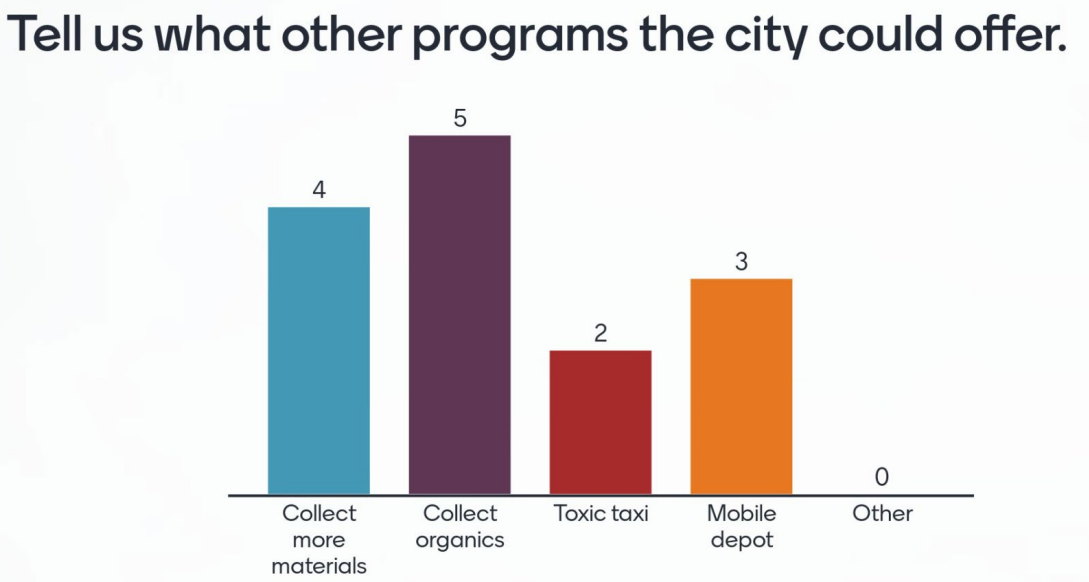
- Land and Water Acknowledgement
- Opening remarks
- Presentation
    - Mentimeter question #1:



    - Some individuals that chose 'other' shared why:
        - Confusion around what is recyclable plastic—end up wasting more water cleaning something that ultimately cannot even be recycled.
    - Breakout session #1: What could the City of Winnipeg do to help overcome challenges faced with recycling in condos and apartments?
        - Too much confusion around which plastics can be recycled—tenant associations should help promote awareness of what can and cannot be recycled.
        - Canadian Beverage Container Recycling Association (CBCRA) provides bins to property managers, and these come with info cards of accepted and unaccepted materials. CBCRA is looking into providing more of that information to buildings.

- Putting posters up in buildings to help identify what can and cannot be recycled and/or diverted.
- Would be helpful if there were more options for people without a vehicle.
- One participant mentioned there are a lot of non-City waste diversion programs available to citizens. The City should put out a list of these programs and provide to property managers for distribution.
- A board member from one of the properties said enforcement of diversion rules is imperative for the success of all applicable programs.

- Mentimeter question #2:



- Breakout session #2: What potential future programs could really make an impact on recycling in the City of Winnipeg?
  - Organic collection is something many residents would participate in.
  - One participant stated organic waste would be a tight fit as there is only a small cubicle for garbage bin and recycling bin. That being said, they would definitely like to be involved in such a program.
  - Toxic taxi and mobile pick up would be great for those who do not have access to a vehicle.
  - Any program that allows us to divert more materials is a benefit.
  - Catering to different languages in promotional materials would help many.

- Closing Remarks
- Question and Answer
  - No questions were posed at the end of this session.

Appendix D – Survey Results

Help Build a Recycle-ready Future in the City of Winnipeg

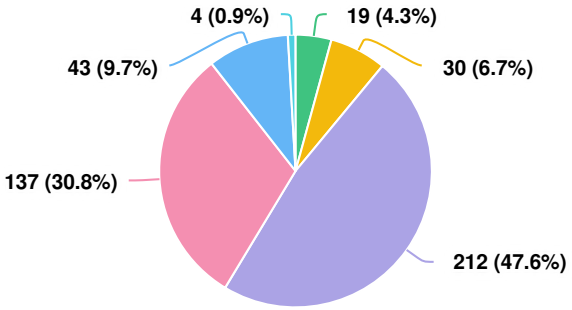
SURVEY RESPONSE REPORT
17 October 2019 - 08 May 2022

PROJECT NAME:
Recycling Strategy for Apartments and Condos

BANG THE TABLE engagementHQ

SURVEY QUESTIONS

Q1 This survey is available to residents in multi-family buildings. What type of property do you live in?

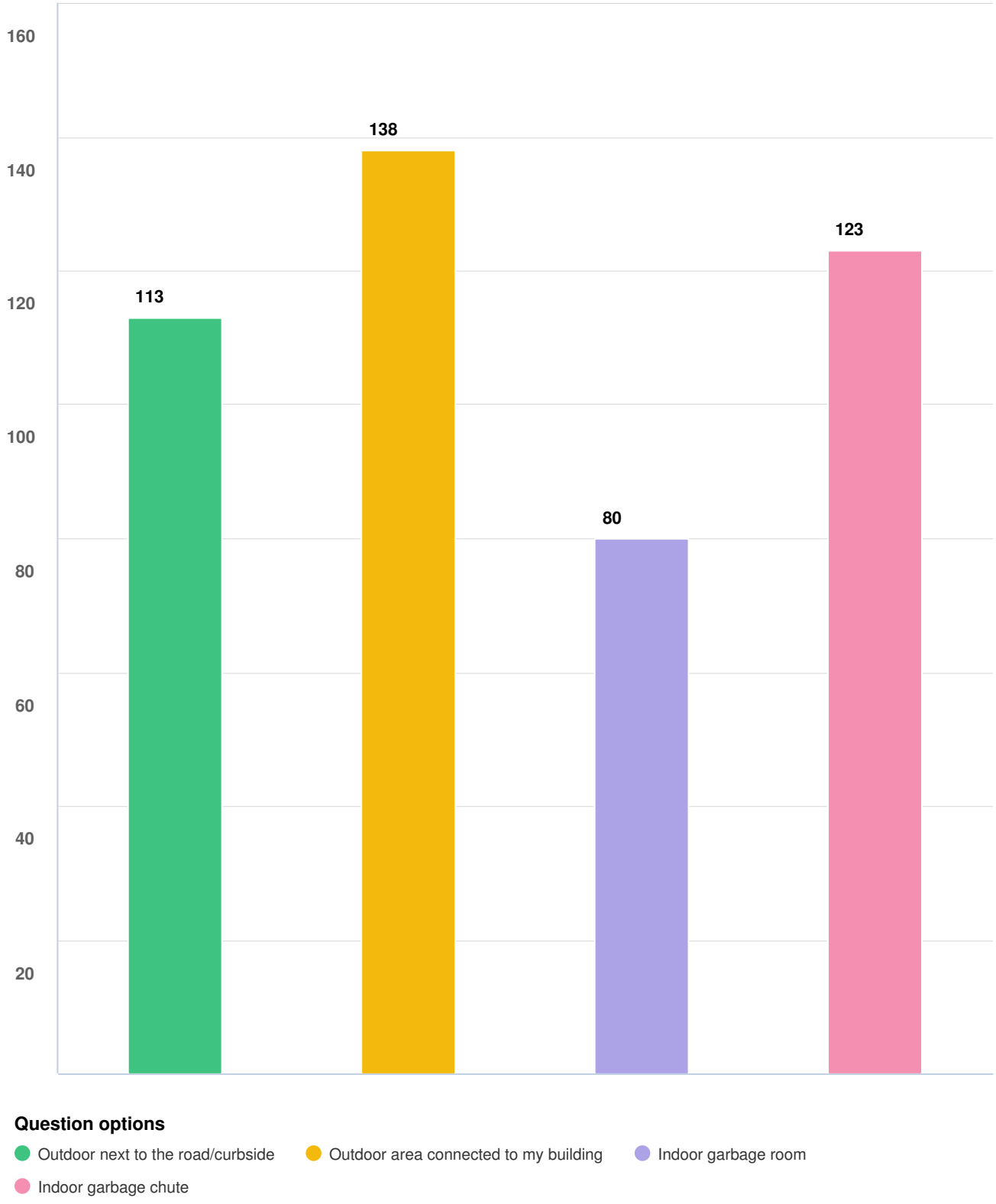


Question options

- A unit in a house or a building with two to seven units (Duple, Triplex, 4plex, etc.)
- Townhouse, stacked townhouse, or row house
- Apartment or condo – low rise (5 floors and under)
- Apartment or condo – high rise (6 floors and over)
- Detached house or single-family home
- Unsure

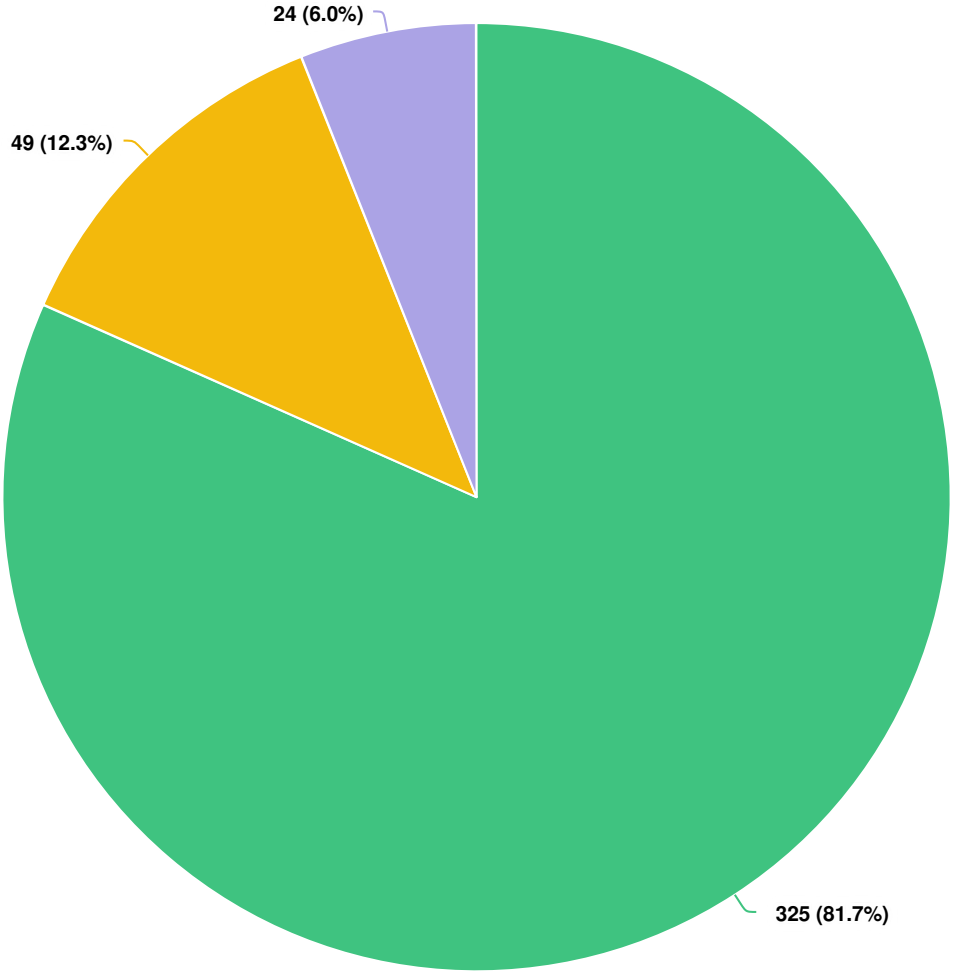
Mandatory Question (438 response(s))
Question type: Radio Button Question

Q2 How do you put your garbage out for collection? (check all that apply)



Mandatory Question (391 response(s))
Question type: Checkbox Question

Q3 Do you have a recycling program in your building?

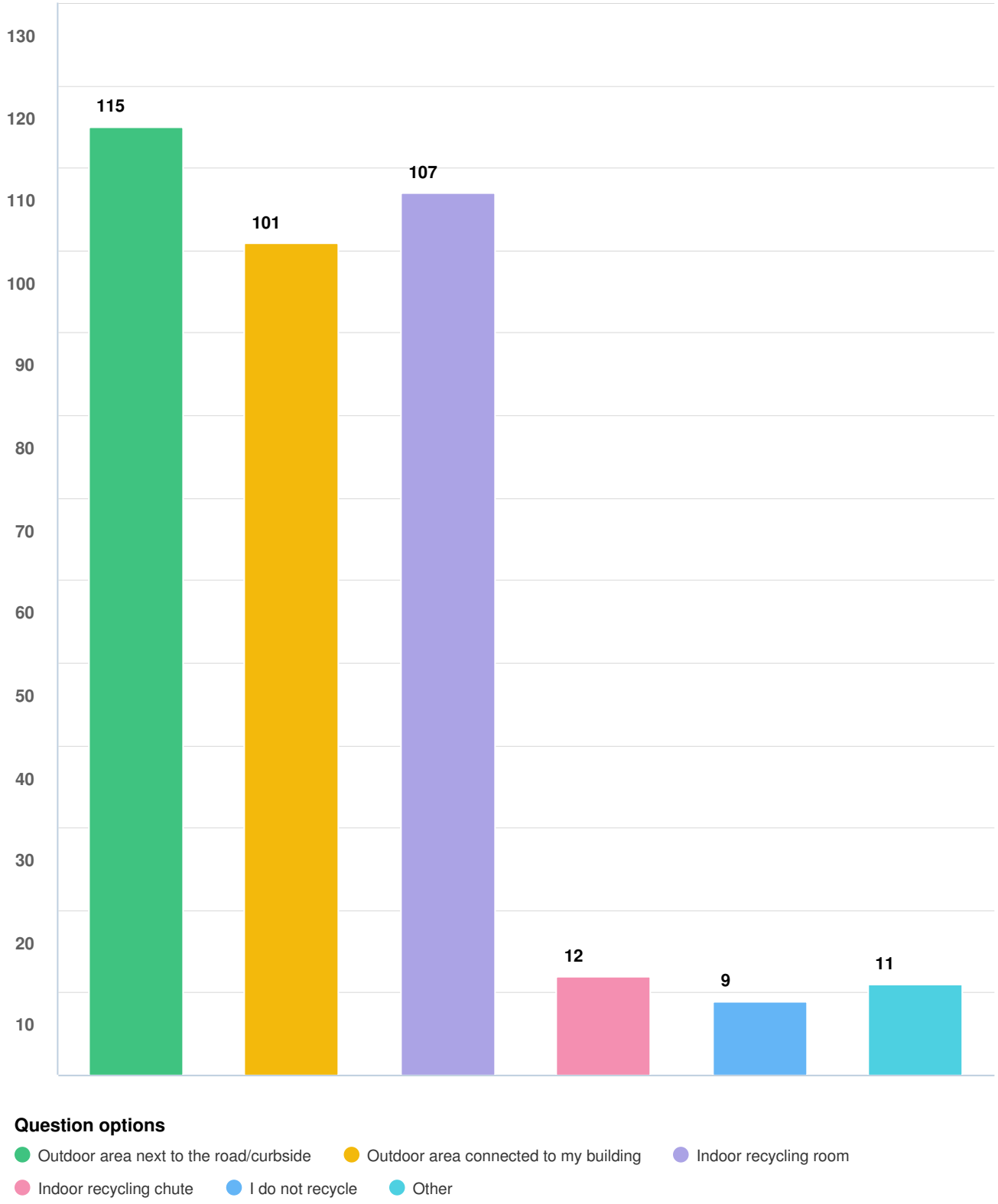


Question options

Yes No Unsure

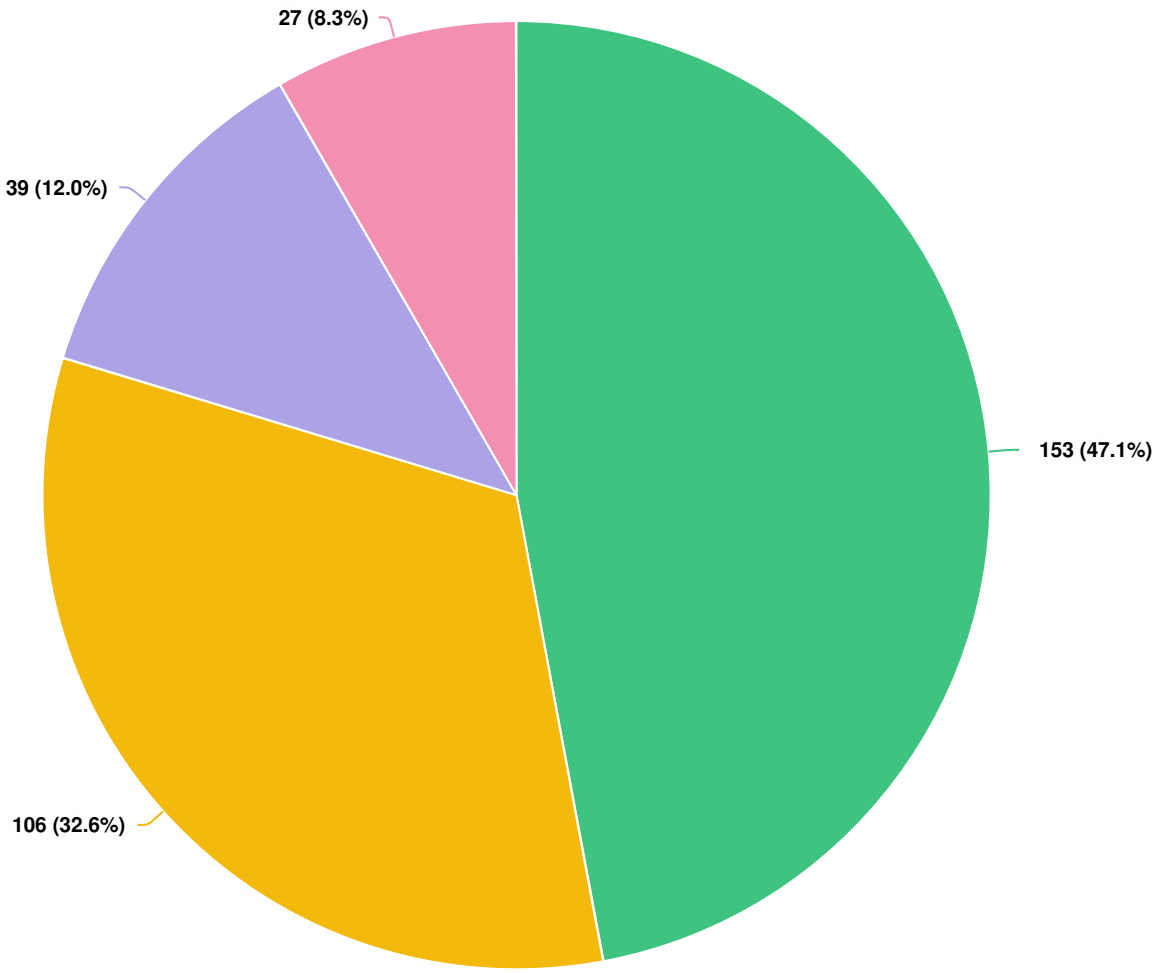
Mandatory Question (391 response(s))
Question type: Radio Button Question

Q4 How do you put your recycling out for collection? (check all that apply)



Mandatory Question (318 response(s))
Question type: Checkbox Question

Q5 Is recycling convenient for you?

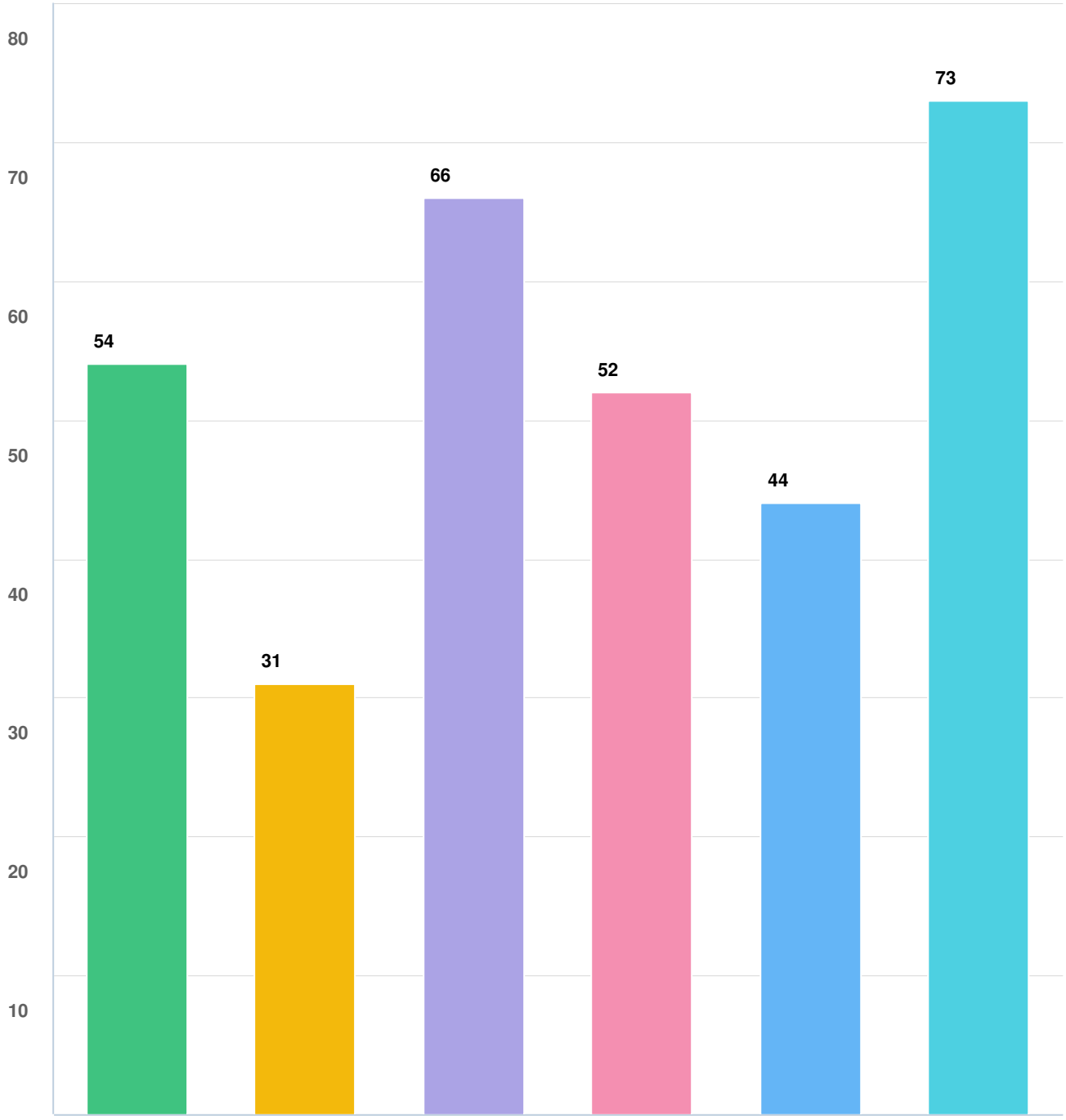


Question options

Very convenient | Somewhat convenient | Somewhat inconvenient | Very inconvenient

Mandatory Question (318 response(s))
Question type: Radio Button Question

Q6 Why is recycling not very convenient? (choose all that apply)

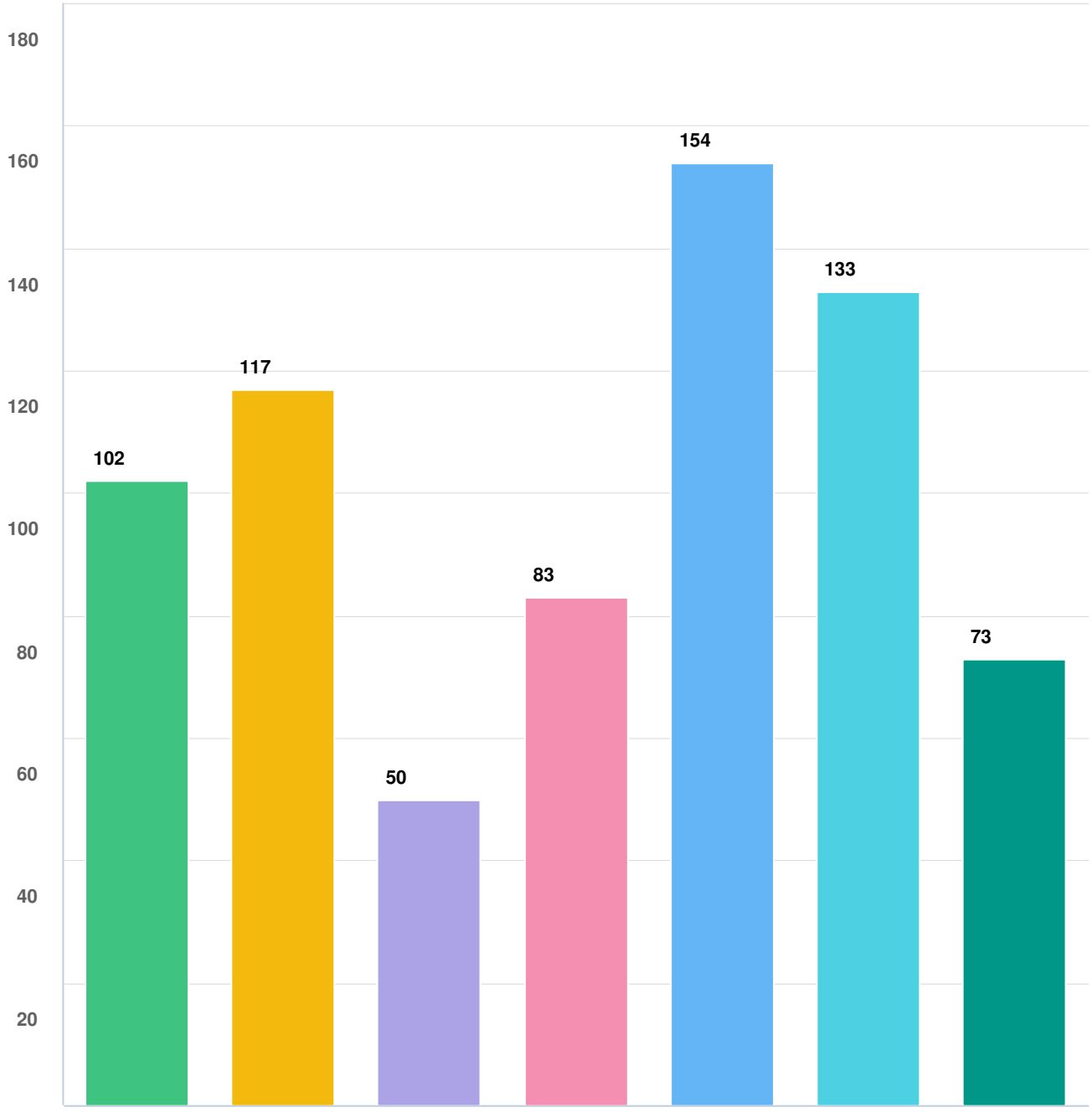


Question options

- I don't have space to store recyclables in my home
- It's too much work to rinse and sort recyclables
- The recycling containers or recycling areas are too far away
- It's not clear to me what items are recyclable
- The recycling area is too dark, cold, dirty, and/or messy
- Other (please specify)

Mandatory Question (171 response(s))
Question type: Checkbox Question

Q7 How could the current recycling program be improved? (choose your top three)

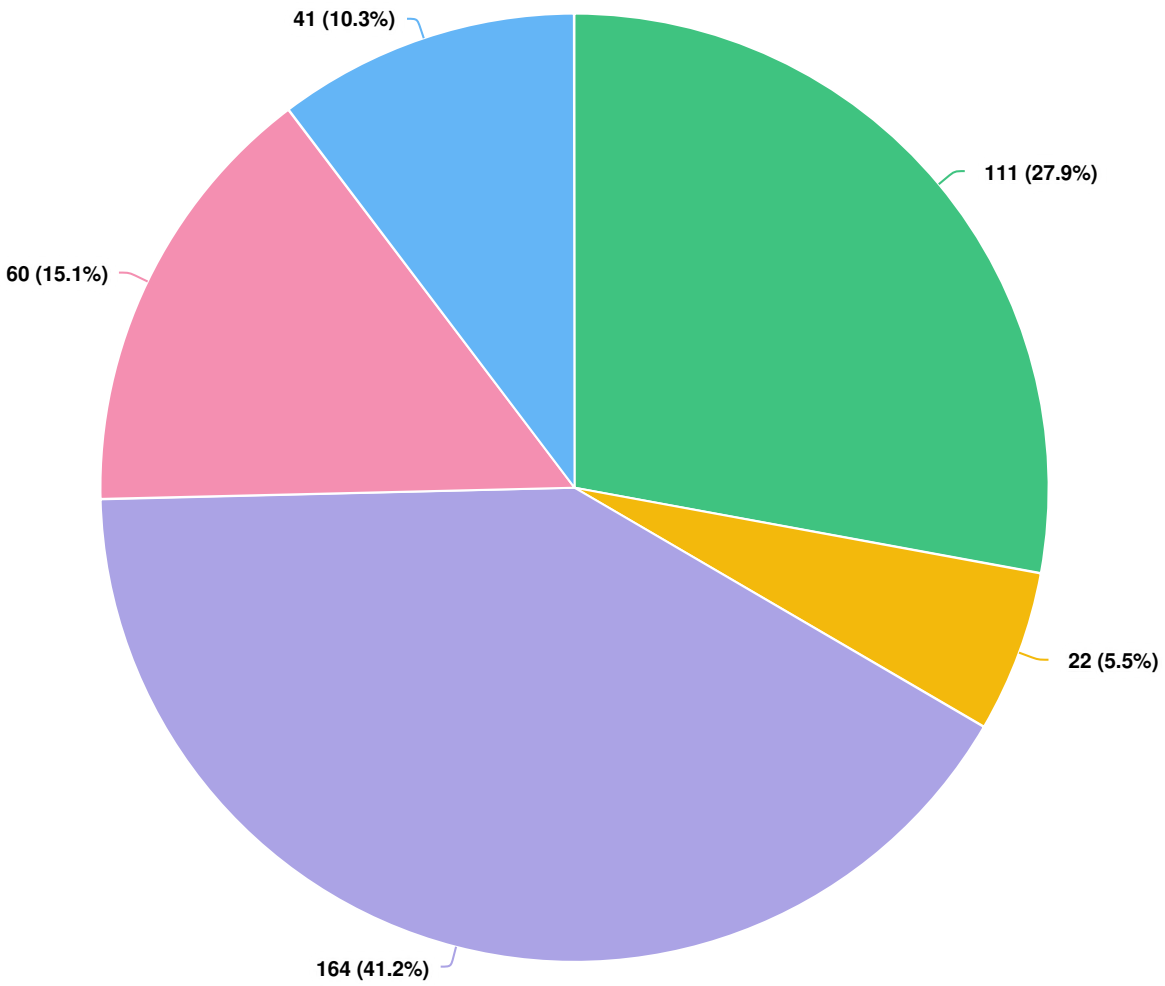


Question options

- A mobile app that tells me what I can recycle and where
- More convenient access to recycling containers
- In-person education – like lobby presentations
- Printed promotion like fridge magnets, doorhangers
- Education for property managers, landlords and tenants from the City
- Mandatory recycling requirements and enforcement
- Other (please specify)

Mandatory Question (318 response(s))
Question type: Checkbox Question

Q8 How do you dispose of household hazardous waste (e.g. drain cleaner, paint, household cleaners)?

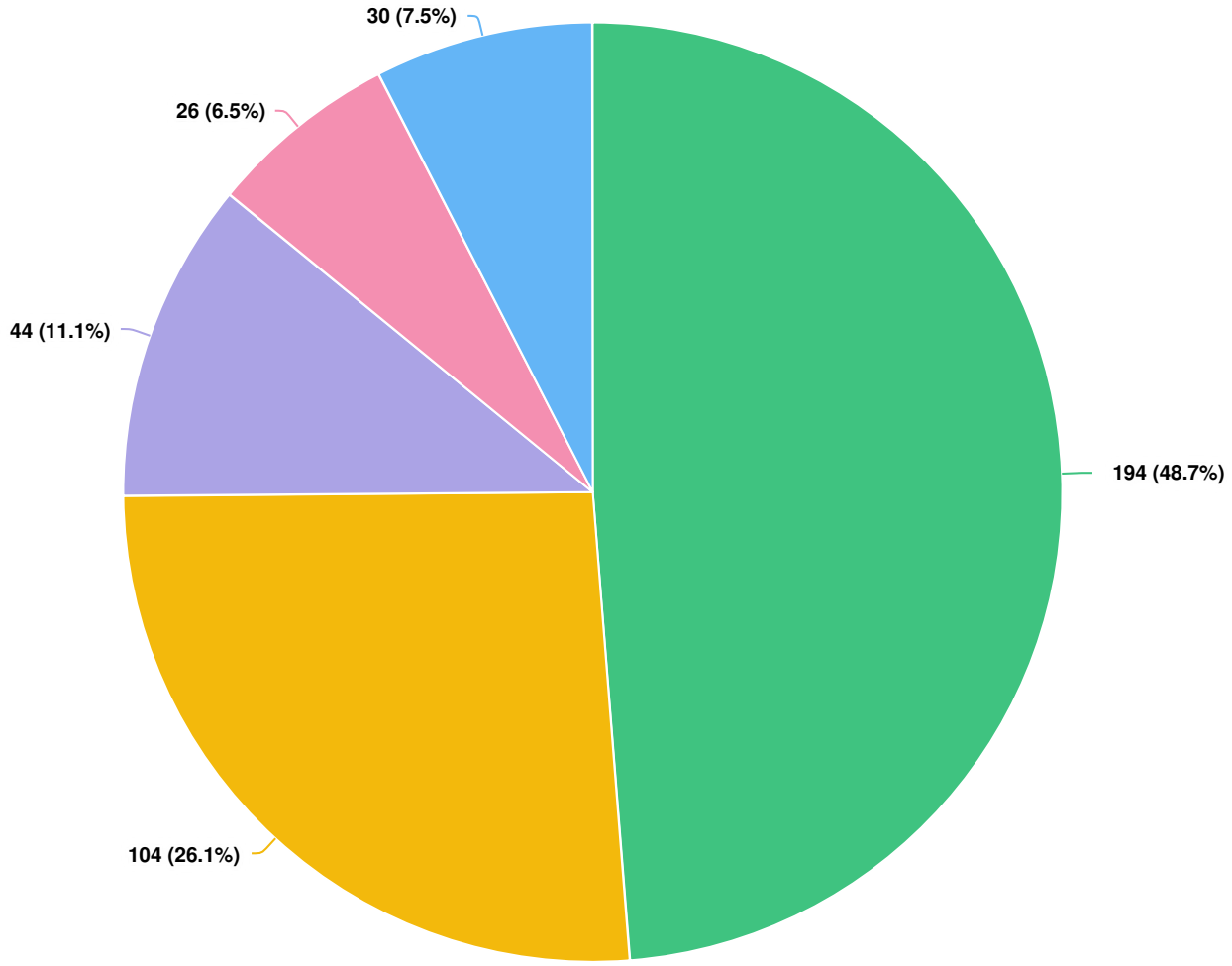


Question options

- I just put it in the garbage
- I leave it in the garbage room or a designated area and someone else looks after it
- I take it to a 4R Winnipeg Depot
- Unsure
- Other (please specify)

Mandatory Question (391 response(s))
Question type: Radio Button Question

Q9 If the City provided a pickup service for household hazardous waste for residents of apartments and condos, would you use it?

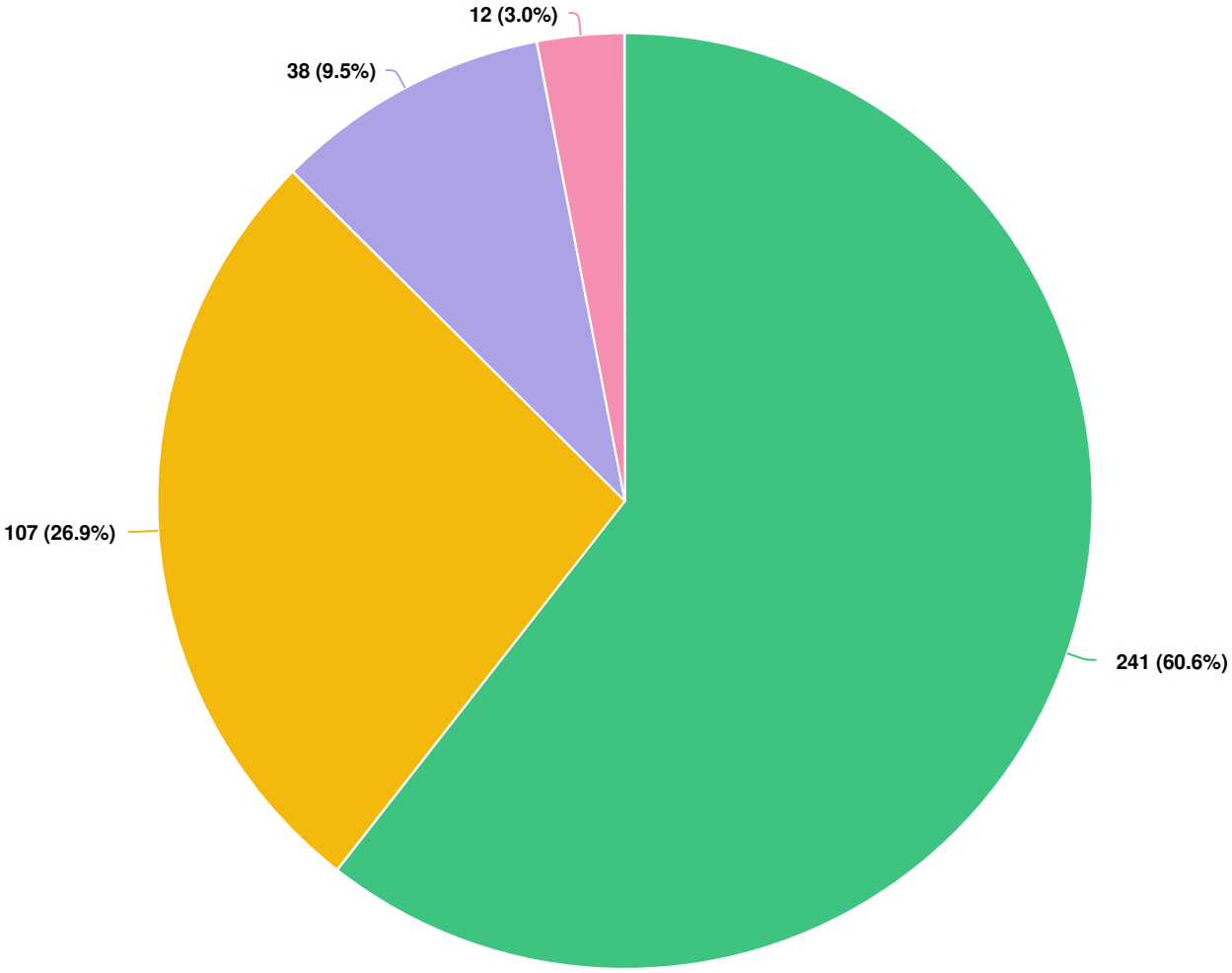


Question options

- Yes, probably 1-2 times a year
- Yes, probably 3-4 times a year
- Yes, probably 5+ times a year
- No, I would not use it
- Unsure

Mandatory Question (391 response(s))
Question type: Radio Button Question

Q10 If the City began a green cart program to collect food waste from apartments and condos, would you participate?

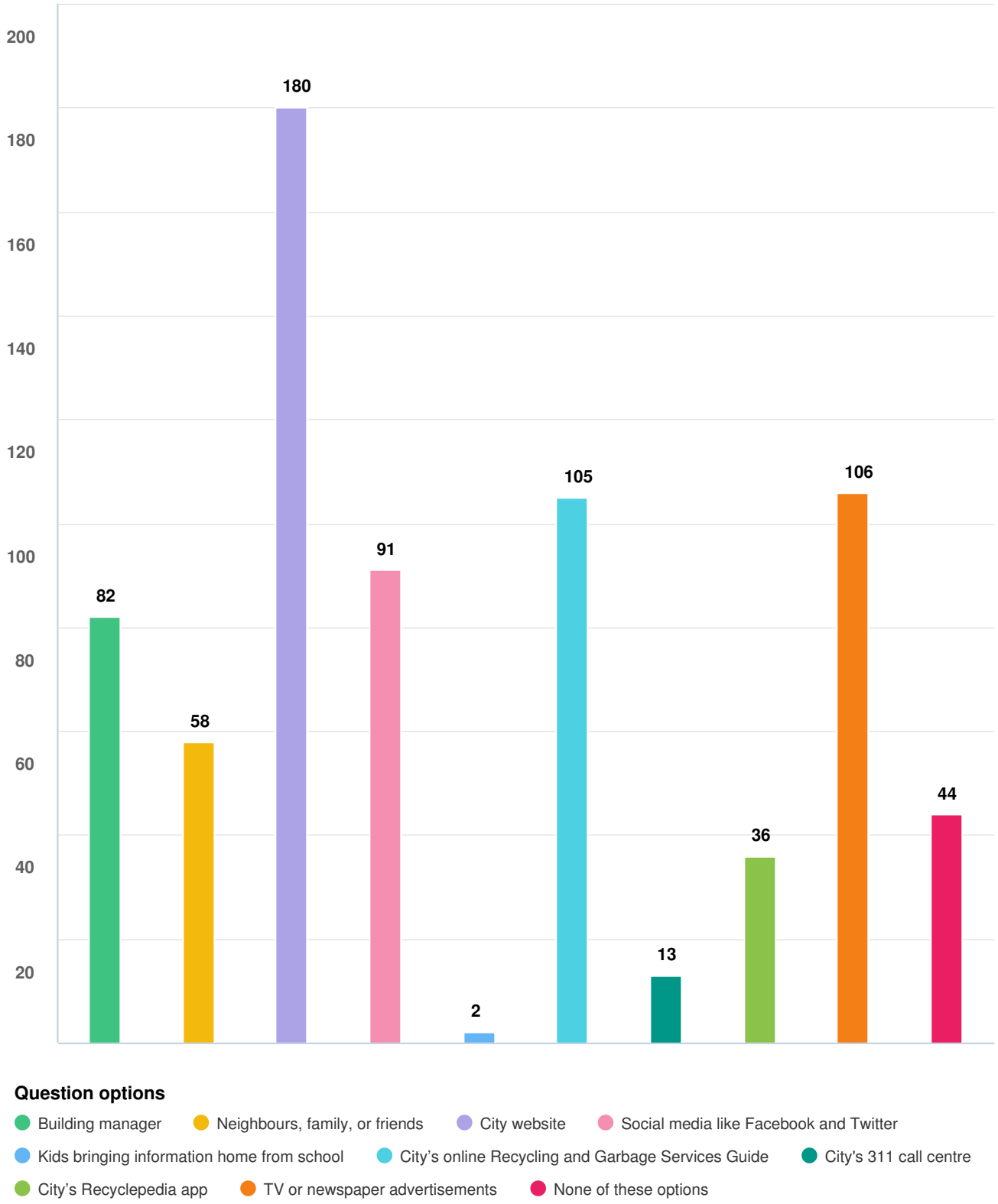


Question options

- Yes, absolutely
- Maybe, depends on how much work it is and where I have to take my food waste
- No, not interested
- Unsure

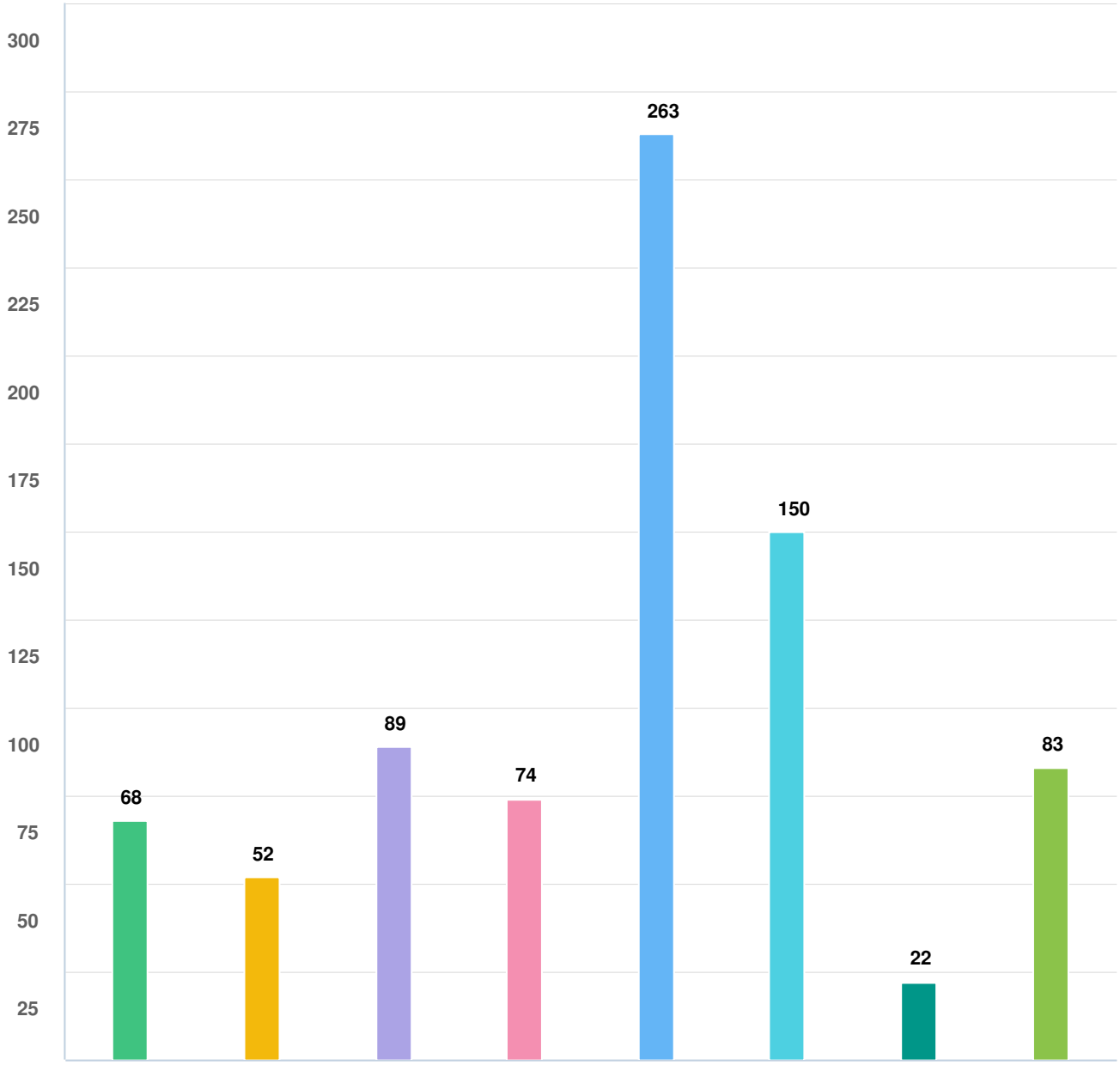
Mandatory Question (391 response(s))
Question type: Radio Button Question

Q11 How do you most frequently get information about the City's garbage and recycling programs? (choose all that apply)



Mandatory Question (391 response(s))
Question type: Checkbox Question

Q12 What options would be most helpful to you to encourage recycling? (choose top three)

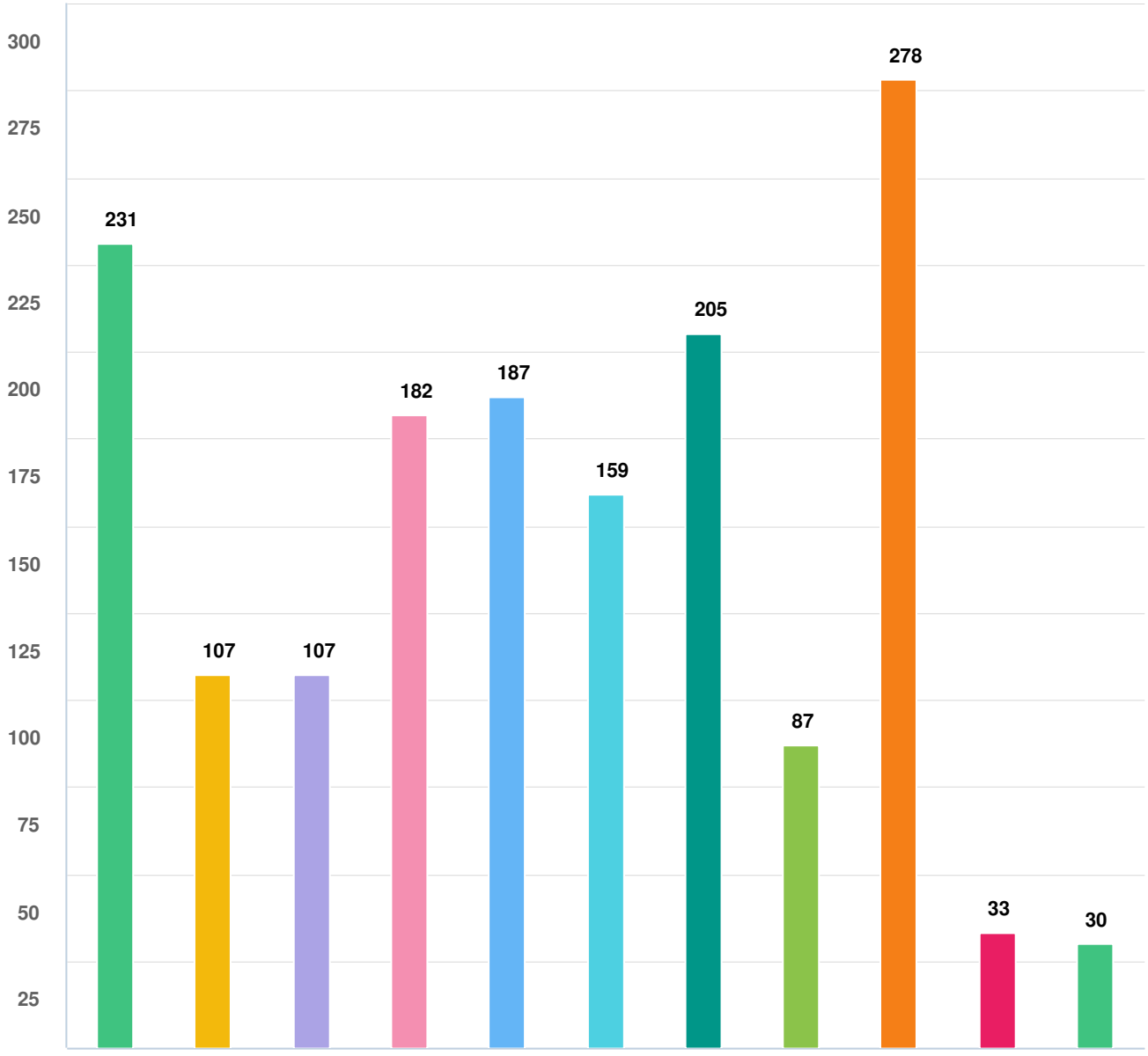


Question options

- Provide virtual educational events (e.g. live online meetings, how-to videos, etc.)
- Provide in-person educational events (e.g. workshops, seminars, etc.)
- Expand printed promotion and education into other languages
- Provide tours of City-owned waste facilities such as the recycling sorting centre or drop-off depots
- Better or more recycling containers
- Make information on the City website easier to use or find
- None of these options
- Other (please specify)

Mandatory Question (391 response(s))
Question type: Checkbox Question

Q13 What could you use more information about? (choose all that apply)

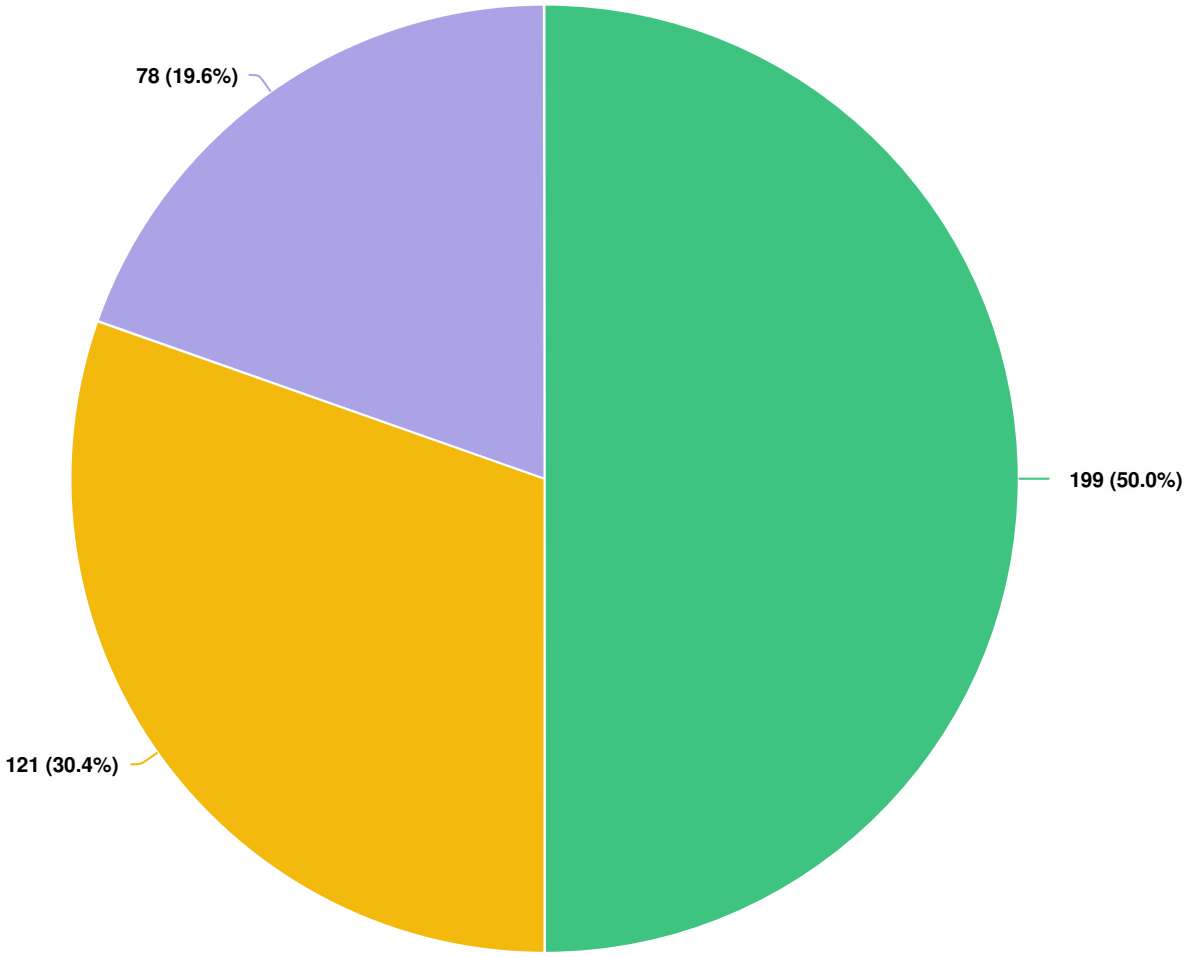


Question options

- How to recycle old, stained, ripped clothes and textiles
- How to recycle appliances (stove, fridge)
- How to recycle mattresses
- How to recycle batteries and cell phones
- How to properly dispose of household hazardous waste (e.g. paint) and medications
- What to do with furniture (donate, recycle, dispose)
- How to recycle electronics that don't work anymore like TVs, printers, computers
- What to do with construction and renovation materials like flooring, toilets, drywall
- How to recycle all the different kinds of plastics
- None of these options
- Other (please specify)

Mandatory Question (391 response(s))
Question type: Checkbox Question

Q14 Are you aware the City has three 4R Winnipeg depots that accept materials for recycling and proper disposal, as well as recycling depots located around the city?

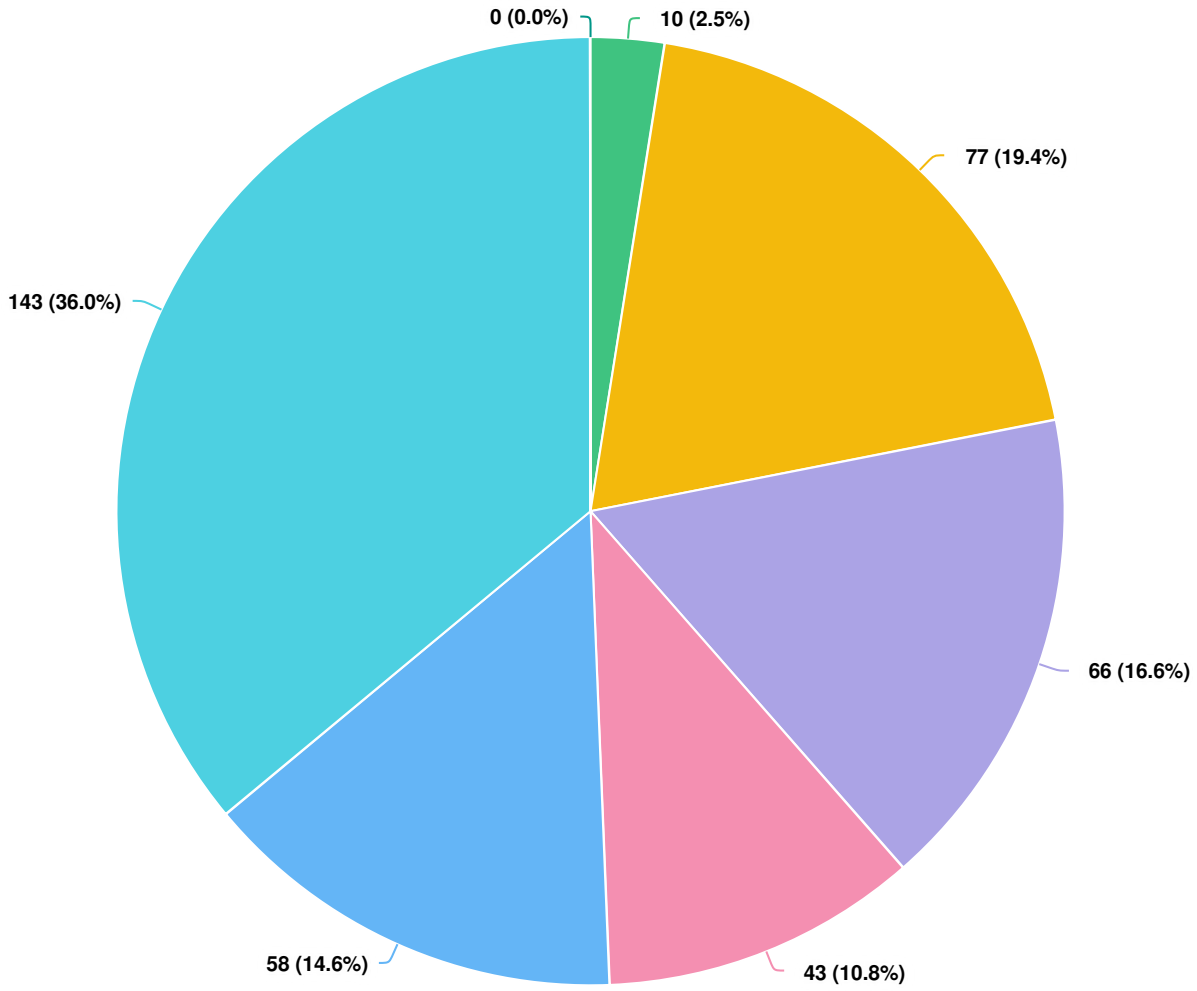


Question options

- Yes, I know about these and have used them
- Yes, I know about these depots but have not used them
- No, I am not aware of these depots

Mandatory Question (391 response(s))
Question type: Radio Button Question

Q15 Please indicate your age.

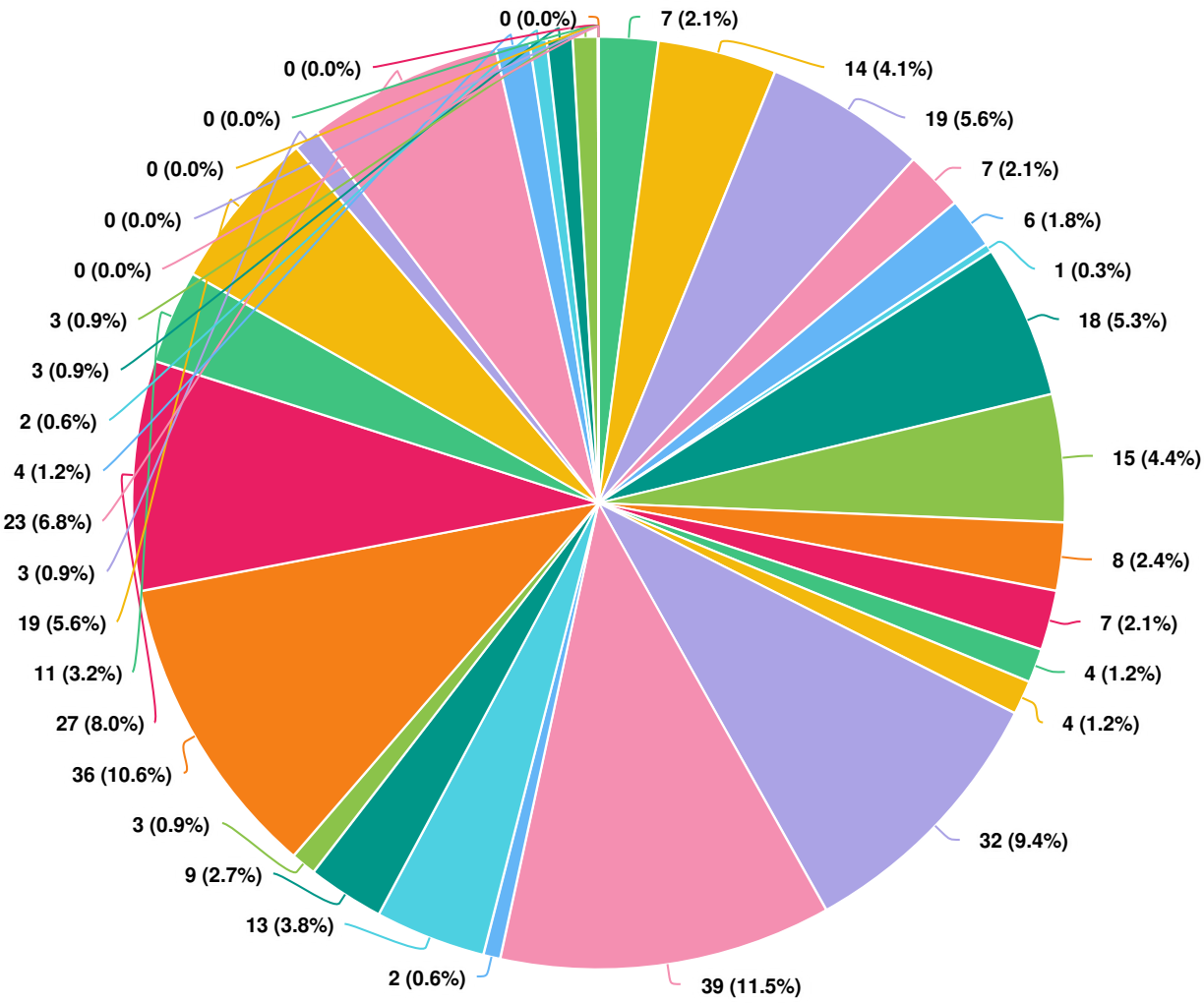


Question options

18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 or older Under 18

Optional question (390 response(s), 55 skipped)
Question type: Radio Button Question

Q16 Please provide the first three characters of your postal code.

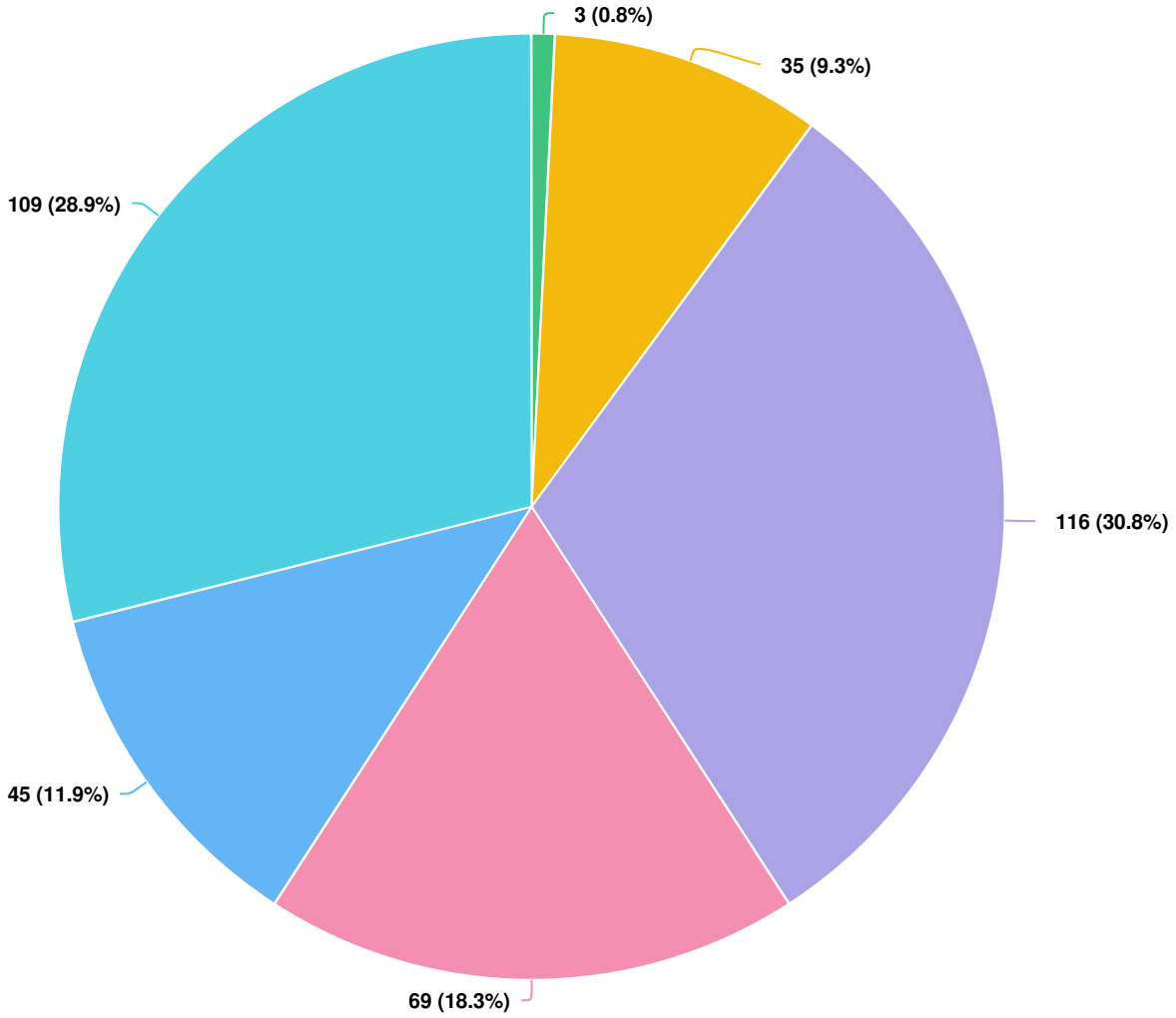


Question options

R2C R2G R2H R2J R2K R2L R2M R2N R2P R2V R2W
R2Y R3B R3C R3E R3G R3J R3K R3L R3M R3N R3P
R3R R3T R3V R3W R3X R3Y R2R R2X R3A R3H R3S
Other (please specify)

Optional question (332 response(s), 113 skipped)
Question type: Dropdown Question

Q17 **Which of the following categories best describes your family income? That is, the total income before taxes of all persons in your household.**



Question options

Under $10,000 $10,000 to $29,999 $30,000 to $59,999 $60,000 to $79,999 $80,000 to $99,999 $100,000 and over

Optional question (370 response(s), 75 skipped)
Question type: Radio Button Question