



The City of Winnipeg

## Comprehensive Waste Management Plan – Phase 1 Survey Report

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# Table of Contents

<b>EXECUTIVE SUMMARY</b>	<b>4</b>
<b>1. BACKGROUND &amp; METHODOLOGY</b>	<b>6</b>
A Note on the Sample Frame	7
<b>2. STUDY POPULATION CHARACTERISTICS</b>	<b>8</b>
Figure 1: Website Visitation	9
<b>3. RESULTS DISCUSSION</b>	<b>10</b>
3.1 Overall	10
Top of Mind Concerns	10
Figure 2: Top 3 'Garbage' Issues	10
Garbage Collection	11
Figure 3: Garbage Collection	11
Satisfaction and Importance of Services	12
Figure 4: Service Importance	12
Figure 5: Service Satisfaction	13
Figure 6: Garbage Collection Satisfaction by Collection Type	13
3.2. Garbage	15
Figure 7: Garbage Quantity	15
Best Things about Current Garbage Collection	16
Figure 8: Garbage Collection Likes	16
Suggested Areas of Improvement for Current Garbage Collection	17
Figure 9: Garbage Collection Problems	17
Attitude towards Multiple Garbage Systems	18
Figure 10: Garbage Pick up for Single Family Homes	18
Attitude towards Garbage Disposal Limits	19
Figure 11: Garbage Disposal Limit Support	19
AutoBins	20
Figure 12: Autobin Awareness	20
Figure 13: AutoBin Support	21
Hazardous Waste	22

Figure 14: Hazardous Waste Disposal Habits	22
Figure 15: Hazardous Waste Depot Awareness	23
3.3. Recycling	24
Figure 16: Recycling Participation	24
Figure 17: Recycling Methods	25
Blue Box Recycling Practices	26
Figure 18: Number of Blue Boxes in Household	26
Figure 19: Blue Box Household Locations	27
Recyclable Materials	28
Figure 20: Items Not Regularly Recycled	28
Best Things about Current Recycling Program	29
Figure 21: Recycling Likes	29
Suggested Areas of Improvement for Current Recycling Program	30
Figure 22: Problems with Recycling	30
3.4. Organic Waste/Composting	31
Figure 23: Organic Waste Disposal/Composting	31
Figure 24: Composter Incidence	32
Yard Waste	33
Figure 25: Lawn & Garden Incidence    Figure 26: Responsibilities for Yard Care	33
Figure 27: Disposal of Grass Clippings	34
Figure 28: Disposal of Leaves	35
Curbside Organic Waste Collection Interest	36
Figure 29: Organic Waste Collection Interest	36
Figure 30: Organic Waste Preferred Collection Frequency	37
Automated Cart Curbside Organic Program	38
Figure 31: Curbside Waste Collection Program Participation	38
Figure 32: Curbside Yard Waste Collection Satisfaction	39
3.5. Landfill Maintenance	40
Figure 33: Brady Landfill Familiarity	40
Brady Landfill Usage	41
Figure 34: Brady Landfill Usage	41
Brady Landfill Concerns	42
Figure 35: Brady Landfill Concerns	42
Figure 36: Concern about Brady Landfill's Lifespan	43
3.6. General Issues	44

Giveaway Weekends	44
Figure 37: Giveaway Weekend Participation	44
Overnight Collection	45
Figure 38: Overnight Collection Support	45
Automated Carts	46
Figure 39: Support for Switching to Automated Carts	46
Final Unaided Comments	47
Figure 40: Other Comments	47
 <b>APPENDIX A: SURVEY INSTRUMENT</b>	 <b>48</b>
 <b>APPENDIX B: DEFINITIONS</b>	 <b>59</b>

## Executive Summary

### Perception of Waste Management Services

When it comes to waste collection in Winnipeg, garbage pickup and recycling are the most important services to residents. Composting programs and landfill maintenance are not unimportant, but these services do not elicit as high an importance rating compared to garbage and recycling operations.

When it comes to satisfaction with garbage and recycling collection services, the results from this survey are somewhat mixed. Respondents are fairly satisfied with the City's garbage collection services with about 7 in 10 respondents (74%) providing a very satisfied<sup>1</sup> rating. Satisfaction levels are noticeably higher among those residents receiving Individual Curbside manual garbage collection service (79%) compared to the opinions of residents whose garbage is collected by other means.

The results are not as positive in respect to respondents' opinions with recycling collection service. Six in 10 respondents (60%) indicated they were very satisfied with recycling service in Winnipeg.

A few areas identified as problems by participants in regard to recycling collection in Winnipeg are:

- The fact that not all items are accepted for recycling;
- The collection process is messy; and
- The need for bigger Blue Boxes.

Another broad recycling related concern was the need to get more Winnipeg residents involved in recycling. This included an interest in having more recycling related information/education publicly available.

### Waste Management Policy Exploration

Several specific waste management policies were examined in the study. The results of these questions are summarized below:

- Winnipeg residents are divided as to whether the city should maintain multiple garbage collection systems (42%, support) or move to one system for single family homes (41%, support).
- Forty-nine percent of respondents support imposing limits on the amount of garbage a household can dispose in week; while 46% are opposed to any such limits.

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<sup>1</sup> Very Satisfied is derived from Top Box rating calculation of 8, 9 or 10 out of 10

- Most respondents to the survey were aware of the use of AutoBins in Winnipeg (88% aware). Of those aware of AutoBins, just over half (53%) are supportive of their continued use. Over a third of respondents (35%) oppose their continued use in the city.
- Almost two-thirds of respondents (63%) are interested in a curbside organic waste collection service. A year round collection service is preferred.
- There is strong support for overnight garbage collection (71%).

### **Brady Road Landfill**

About two-thirds of respondents (66%) are at least somewhat familiar with the Brady Road Landfill site. When asked whether they had any concerns about the landfill site, almost one-third of residents (32%) said they had no or could not think of any concerns. However, two detectable concerns did surface from respondents:

- The landfill is getting large and may not be sustainable (14%); and
- The landfill is messy as the litter attracts birds and vermin (12%).

Overall, 42% of residents are at least somewhat concerned about the lifespan of Brady Road Landfill.

### **Automated Carts**

Residents are somewhat divided in respect to the expansion of automated carts in Winnipeg. Nearly half of respondents (46%) support the expansion of this collection approach while 42% are opposed to it. Eleven percent of respondents are undecided.

It is noteworthy that support is highest for the expansion of this collection approach is strongest among those residents that are already exposed to the carts (68%, total support). Opposition is highest among those households currently receiving individual Curbside manual garbage collection service (53%, total oppose).

### **Considerations for Future Research**

Should additional research be conducted on this topic it may be advantageous to include questions to determine the number of children/adults in the household and how long respondents have been a resident of Winnipeg. This information may provide additional analytical insights going forward.

In addition, future residential waste surveys should adopt a more aided/defined question to determine the type of garbage collection a household is receiving. This will result in a longer question but one which will deliver far more accurate results.

## **1. Background & Methodology**

The City of Winnipeg contracted NRG Research Group to provide telephone survey services as part of Phase 1 of its Comprehensive Waste Management Plan. NRG surveyed 1,664 adult Winnipeg residents about their waste management habits, perceptions, service type and satisfaction. The study mainly focused in on issues related to the use of AutoBins, Automated carts, and Individual Curbside manual pickup, but citizens were also asked to relate their thoughts about changes to Winnipeg's waste management practices.

The initial draft of the survey instrument was prepared by City of Winnipeg staff. NRG provided some feedback on the questionnaire to assist flow and respondent comprehension. The final survey was programmed into NRG's Computer-Assisted Telephone Interviewing (CATI) software in preparation for data collection. The survey was pre-tested November 23, 2010. Full fielding commenced immediately after the pre-test and concluded December 3, 2010. The interviews took, on average, 16 minutes to complete. The entire data collection for this project was conducted from NRG's downtown Winnipeg call centre.

There was a request from one Winnipeg resident to conduct the survey in French. Staff with the City of Winnipeg translated the survey which was then administered by one of NRG's bilingual interviewing staff.

Respondents were also informed that the survey was being conducted in accordance with the Freedom of Information and Protection of Privacy Act and that if they had questions regarding the survey they could contact the City's 311 line.

### A Note on the Sample Frame

The sample was also drawn against a list of postal code FSAs provided by City of Winnipeg staff to ensure all respondents resided in Winnipeg.

The data collected from the study has been weighted to reflect the garbage collection type distribution across the city. The table below depicts the hard quotas based on garbage collection type which were incorporated into this study along with the actual household distribution by type. The actual household collection type data was used to develop the weighting formula.

Collection Type	HH population	Un-weighted N	Weighted N
Individual Curbside Manual	108,000	385	646
Back lane AutoBin	24,000	378	143
Automated carts	43,000	458	258
Apartment/Condo	103,000	443	617
<b>Total</b>	<b>278,000</b>	<b>1,664</b>	<b>1,664</b>

The survey was conducted with individuals who were at least 18 years of age and shared responsibility for paying the household bills. The inclusion of household bill payee filter created a tendency to conduct the survey with an older adult population. Weighting has not been applied to correct this.

The confidence interval for a survey of over 1,600 respondents is +/-2.5 percent 19 times out of 20. The confidence interval for the collection type sub-groups is +/-4.9 percent 19 times out of 20.



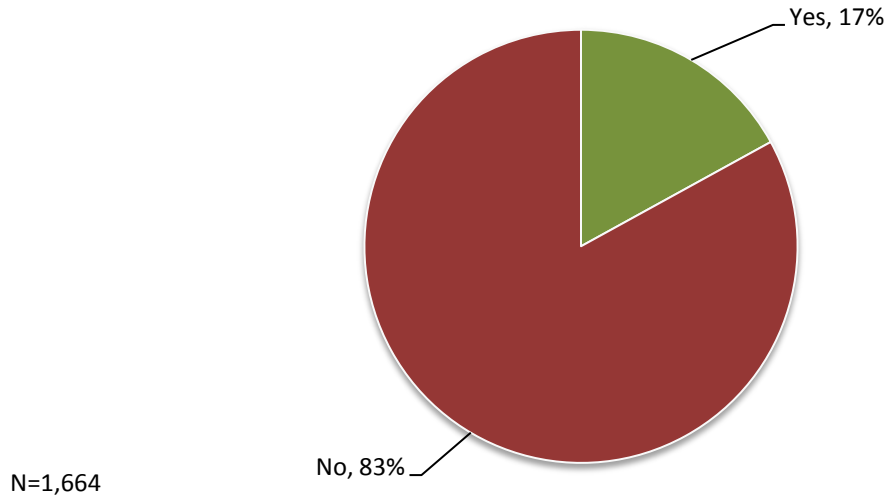
## 2. Study Population Characteristics

The characteristics outlined in the table below reflect the percentages after the garbage collection weights were applied to the data set.

Variable	% of N=1,664	Variable	% of N=1,664
<b>Age</b>		<b>Income</b>	
18-24	2	Under \$10k	3
25-34	10	\$10k - <\$30k	14
35-44	13	\$30k - <\$60k	24
45-54	20	\$60k - <\$80k	15
55-64	24	\$80k +	21
65+	30	Don't know/refused	20
<b>Gender</b>		<b>Education</b>	
Male	40	Grade school/some high school	7
Female	60	Complete high school	21
<b>Waste Collection Locale</b>		Some post-secondary	21
Front street	39	Completed college or university	49
Back lane	51	Don't know/refused	3
Don't know/refused	8	<b>Housing</b>	
<b>Dwelling Type</b>		Rent	32
Single detached house	54	Own	67
Apartment	27	<b>Region of Winnipeg</b>	
Duplex/Multiplex	6	Northwest	15
Condominium	11	Northeast	14
		Southeast	25
		Southwest	17
		Core	28

All respondents were asked: *Have you ever visited the Waste & Water pages on the City of Winnipeg Web site within the past twelve months?*

**Figure 1: Website Visitation**



Website visitation was more prevalent with these subgroups:

- Those aged 18 to 34 (33% visit); with a post-secondary degree (22% visit);
- Respondents from households with annual incomes over \$60k (~27% visit);
- Those who live in a single detached house (22% visit); and with Individual Curbside manual collection (23% visit); and
- Those who with Apartment/Condo collection are least likely to visit the website (92% no visit).

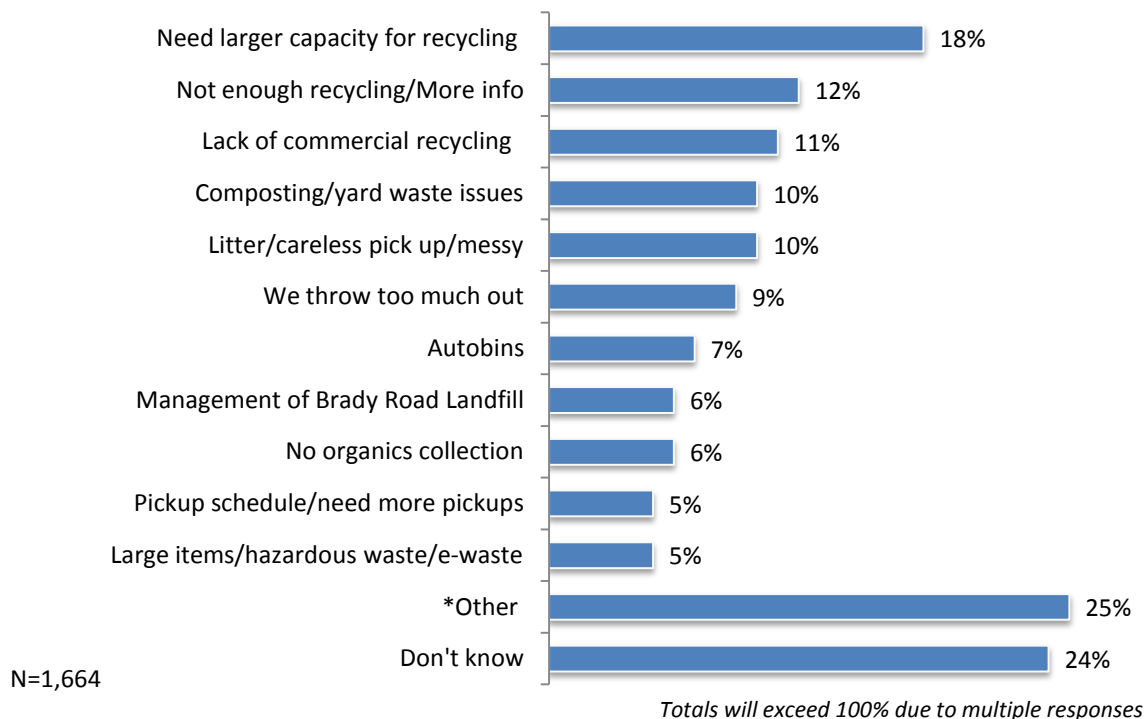
## 3. Results Discussion

### 3.1 Overall

#### **Top of Mind Concerns**

The first question respondents were asked was: *The City of Winnipeg is reviewing how it manages garbage in the city. Garbage is defined as discarded materials or substances, and includes recycling and composting. What do you think are the top three issues or concerns facing our city today, with respect to garbage?* Their responses varied and are depicted in Figure 2.

**Figure 2: Top 3 'Garbage' Issues**



While there were few differences in the results, those served by AutoBins stood out in a few respects. The top two issues for this population were more often:

- *Litter/careless pickup/messy* at 16% of total mentions and
- *AutoBins* at 14% of total mentions.

The AutoBin group mentioned *Recycling not enough/need more info/incentives* (8% of mentions) and *Composting/yard waste issues* (6% of mentions) significantly less than respondents with other collection types.

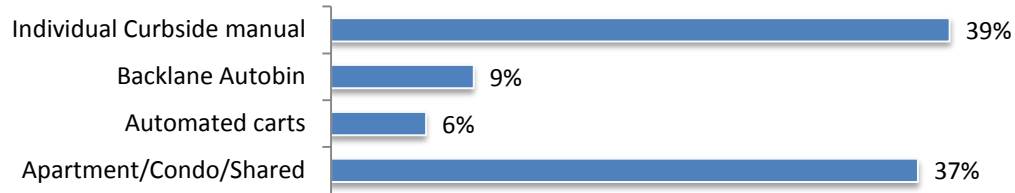
\*Note: mentions in the *Other* category include: “Where recycling goes (landfill)”; “Automated carts”; “Unlimited garbage disposal”; “Costs/user fees”; “Not enough litter containers around

town”; “System not working/don’t like new system/bigger bins”; and “Inequality of garbage services across city”.

### **Garbage Collection**

Respondents were asked: *How is your garbage collected?* This question determined the major quota distribution for the study. The weighted distribution of responses is detailed in Figure 3.<sup>2</sup>

**Figure 3: Garbage Collection**



N=1,664

Respondents with **Individual Curbside manual collection** are more likely to display the following traits:

- Reside in a single detached house (62%);
- Somewhat more likely to be between the ages of 35 and 64 (~42%);
- More likely to have at least some post-secondary education (~44%) and a yearly income above \$60k (~52%);
- Recycle via the Blue Box (57%); compost (63%); and own their residence (54%).

Respondents with **Back lane AutoBin collection** are more likely to display the following traits:

- More likely to reside in a single detached house (12%);
- Somewhat more likely to be under the age of 34 (12%);
- Have a high school education or less (11%); and
- Have a household income of less than \$30k (12%).

Respondents with **Automated carts** are more likely to display the following traits:

- More likely to reside in a single detached house (25%);
- Have a high school education or less (18%);
- Recycle via Blue Box (22%); compost (22%); and own their residence (21%).

Respondents with **Apartment/condo/shared collection** are more likely to display the following traits:

- Are between 55 and 64 (35%) or 65+ (47%); only high school educated (42%);
- Have a household income of less than \$60k (~51%);
- Do not recycle (12%); do not compost (46%); and rent their home (81%).

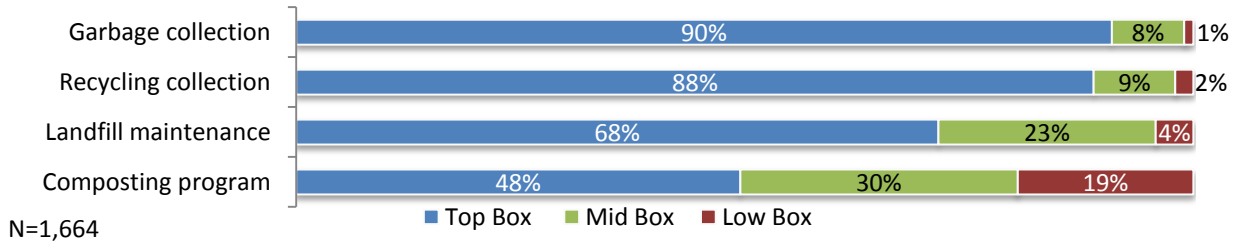
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<sup>2</sup> The set of definitions used to define these collection types can be found in Appendix B.

## **Satisfaction and Importance of Services**

Respondents were asked to rate the importance of a series of waste management activities using a 1 to 10 scale. ‘1’ meant the activity was “*not important at all*” to them and 10 meant it was “*very important*”, depicted in Figure 4. Note that the responses are detailed in terms of top, mid and low box results. On a 10 point scale ‘top box’ indicates an 8-10 score, ‘mid box’ a 5-7 score and ‘low box’ a 1-4 score.

**Figure 4: Service Importance**



Respondents who gave *Garbage collection* a top box score more often included:

- Those with household incomes below \$30k (93%);
- Those who recycle via the Blue Box (92%) or who do not compost (91%);
- Who own their home (92%); and
- Who live in a single detached house (92%) or are over the age of 65 (94%).
- Those with Apartment/condo garbage collection rated this variable lower (86%) than all other collection types (~92%).

Respondents who gave *Recycling collection* a top box score more often included:

- Females (91%);
- Those who recycle via Blue Box (91%) or who compost (90%);
- Those who have front street collection (91%) or own their home (89%);
- Those who live in single detached homes (90%) or have Individual Curbside manual or Automated cart collection (~91%).

Respondents who gave *Composting program* a top box score more often included:

- Females (52%); those under the age of 34 (58%);
- Those with household incomes under \$30k (54%); and
- Those with Individual Curbside manual or Autobin collection (~52%) or who compost (70%).

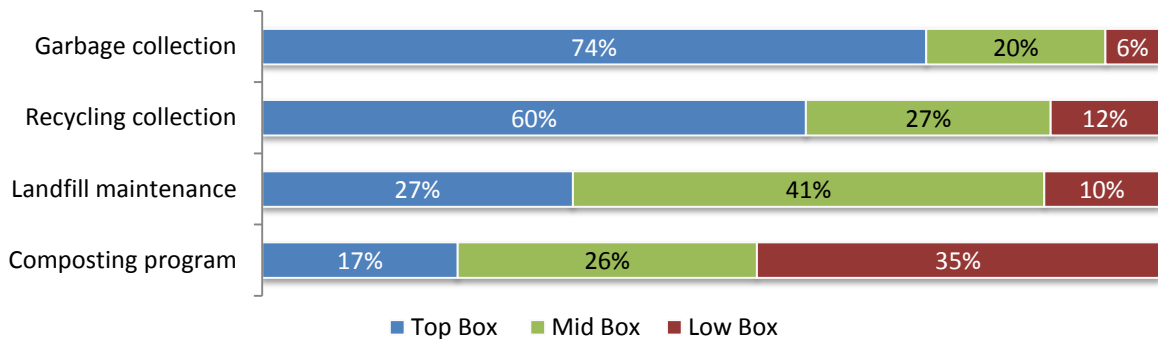
Respondents who gave *Landfill maintenance* a top box score more often included:

- Females (74%)—it should be noted that those under the age of 34 gave somewhat less top box importance to *Landfill maintenance* at 64%;
- Those who live in a condo or duplex (72%); have Individual Curbside manual (73%) collection; and those who recycle (~69%).

A final note regarding the importance respondents attached to various waste management activities was that residents in the Core area of Winnipeg tended to assign a less important rating to the services compared to residents in other parts of the city.

Respondents were then asked to rate the same four service items as above but this time the 1 to 10 scale measured their satisfaction with each activity. '1' meant they were not “*not at all satisfied*” with that program and 10 meant they were “*very satisfied*” with it.

**Figure 5: Service Satisfaction**

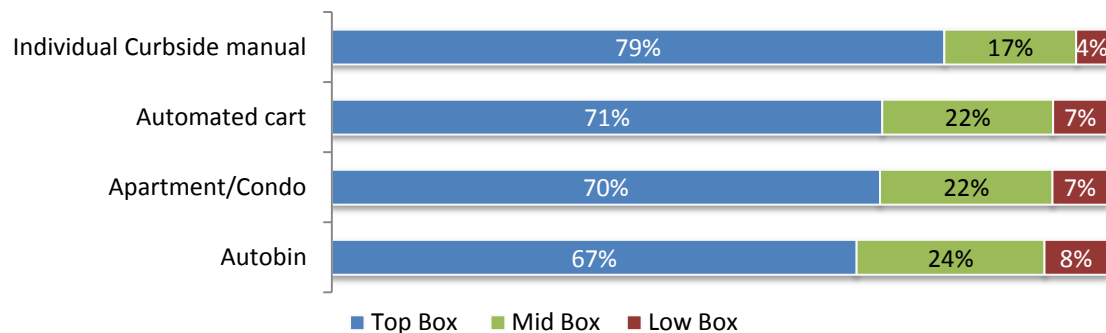


N=1,664

Respondents who were more likely to give top box satisfaction to *Garbage collection* included:

- Those 65+ (81%); high school or less education (77%);
- Own their home (77%); and
- Those with Individual Curbside manual collection (79%); or those who recycle (~75%).

**Figure 6: Garbage Collection Satisfaction by Collection Type**



N=1,664

Respondents who were more likely to give top box satisfaction to *Recycling satisfaction* included:

- Those 65+ (68%); high school or less education (67%);
- Who live in a single detached home (63%); are homeowners (62%);
- Those with Individual Curbside manual collection (64%); and
- Those who recycle (~60%).

Respondents who were more likely to give top box satisfaction to *Organics/Composting program* included:

- Those with a high school education or less (26%); household incomes of less than \$30k (26%); and
- Those with AutoBin collection services (22%).

Respondents who were more likely to give a *low box* satisfaction to *Organics/Composting program* included:

- Those with Individual Curbside manual collection (36%);
- Those with Apartment/Condo collection (36%);
- Those who throw away 1 or 2 bags of garbage a week (~36%)
- Those with at least some post secondary education (~39%); and
- Those with household incomes greater than \$60k (~42%).

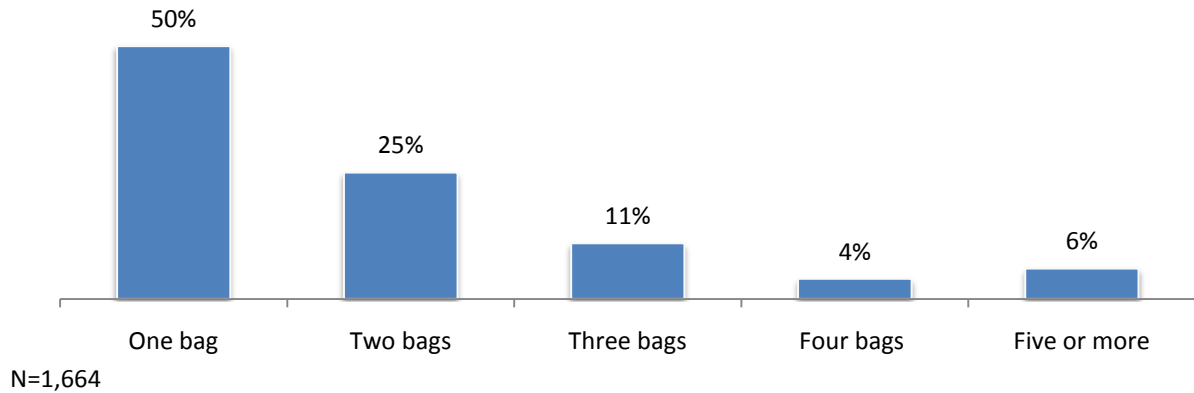
Respondents who were more likely to give top box satisfaction to *Landfill maintenance* included:

- Males (31%); those 65 or older (32%);
- With high school education or less (36%);
- Those who do not compost (29%); and
- Those who have been to the landfill (67%).

### 3.2. Garbage

This section relates residents' views on garbage collection and waste disposal habits. Respondents were asked: *In an average week, how many bags of garbage do you put out – where a bag would be about the size of a green “Glad” bag?* Eighty-six percent of respondents throw out three bags or less of garbage in an average week.

**Figure 7: Garbage Quantity**



Overall, 10% of respondents said they put out on average four or more bags of garbage weekly. The incidence of this high volume garbage disposal was noticeably greater among these sub-populations:

- Individuals serviced by AutoBins (17%, four or more bags);
- Core area residents (13%, four bags or more);
- Non-recyclers (18%, four or more bags) and Non-composters (12%, four bags or more);
- 18 to 34 year olds (27%, four or more bags);
- Households with less than \$30k annual income (15%, four or more bags); and
- Renters (13%, four bags or more).

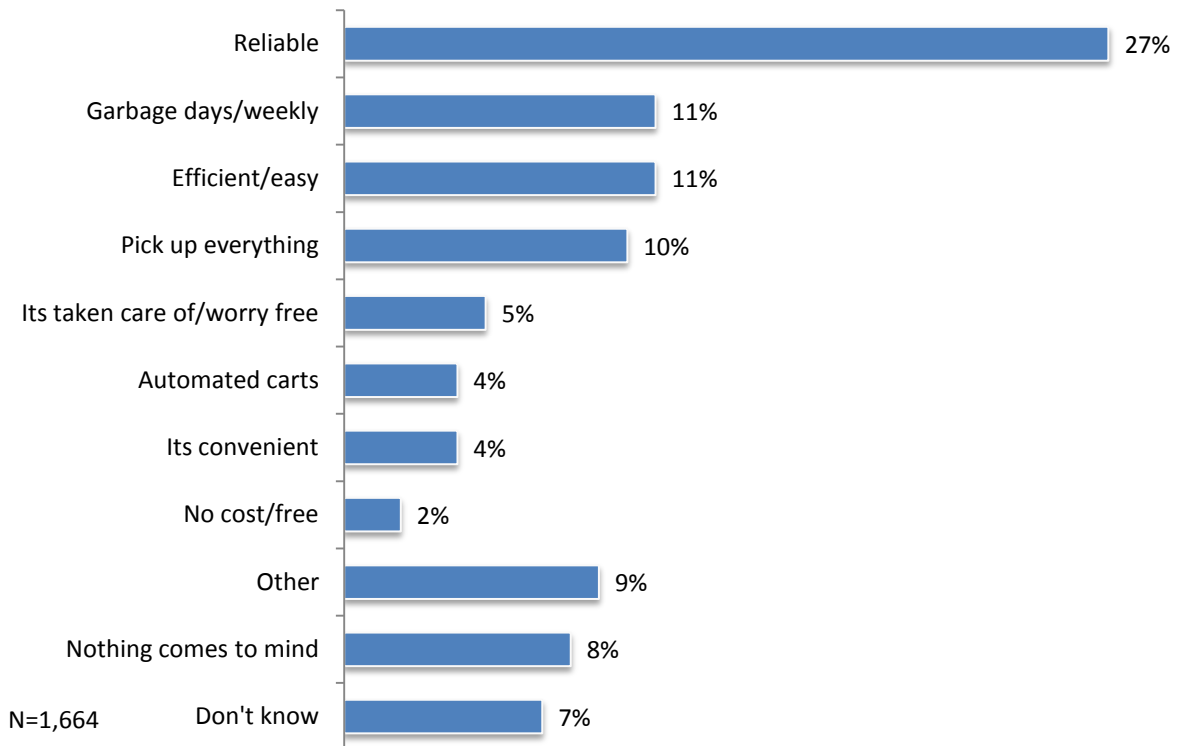
The lowest number of garbage bags per week (one to two bags) in terms of garbage collection was reported by those with Individual Curbside manual collection (78%) and Apartment/condo collection (77%).



### **Best Things about Current Garbage Collection**

The next question posed was: *What do you like the most about garbage collection in Winnipeg.*

**Figure 8: Garbage Collection Likes**



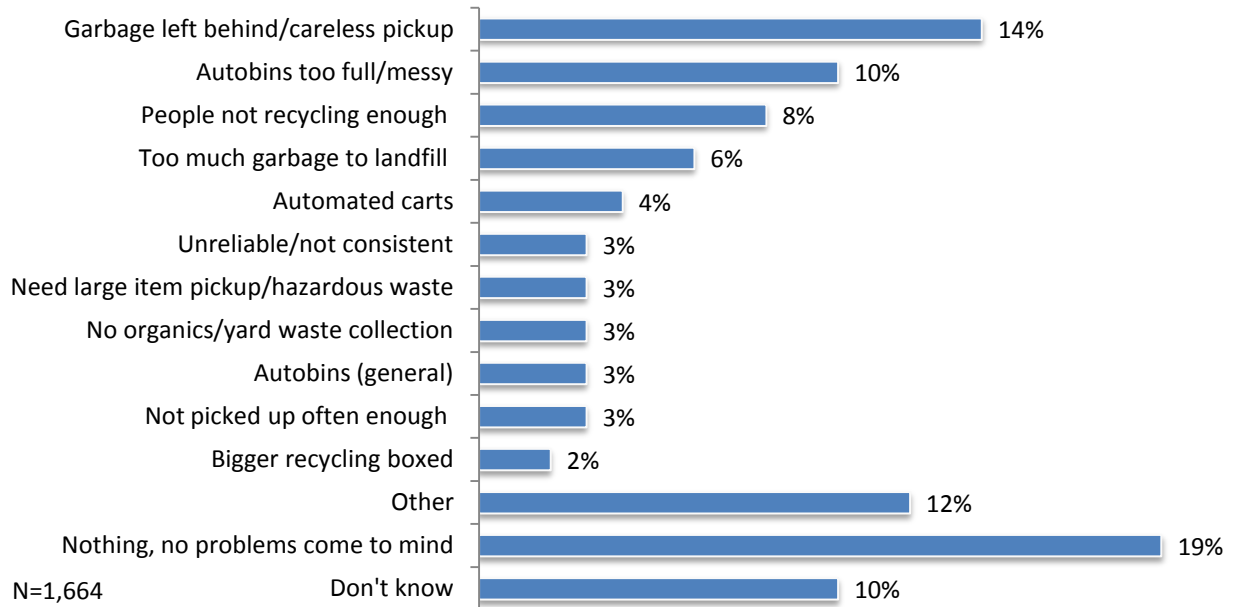
There were not many noteworthy sub-group differences. Most interesting was that there was a pattern of respondents singling out for praise the type of garbage collection they currently received.

Note: Mentions in the *Other* response category included: “Friendly garbage men”, “The time, you don't see them,” “They come very early or in the late hour- they're almost invisible.”

## **Suggested Areas of Improvement for Current Garbage Collection**

The question was posed: *What do you think is the biggest problem about garbage collection in Winnipeg?* Their answers varied widely and are shown in Figure 9.

**Figure 9: Garbage Collection Problems**

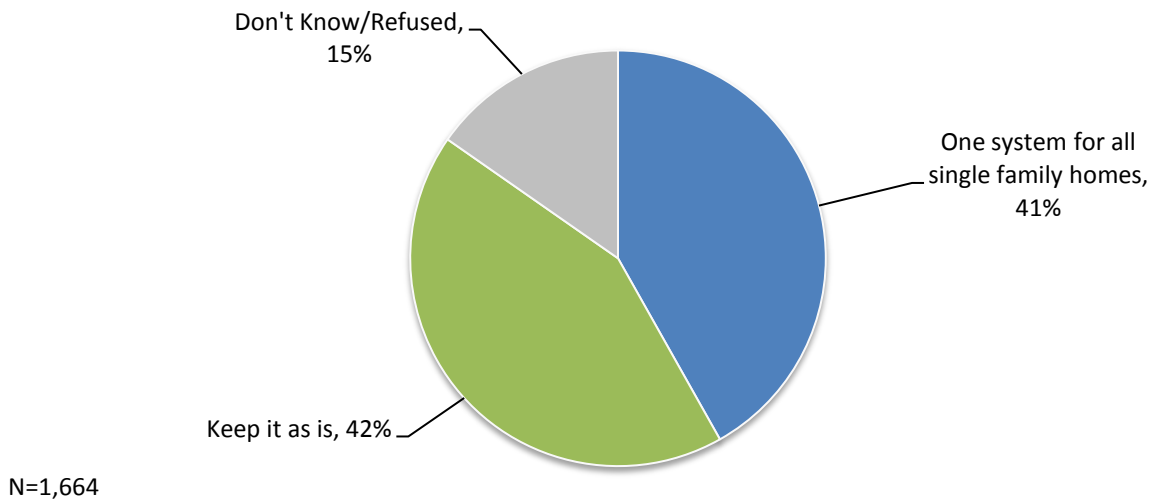


Note: Mentions in the *Others* response category included: *"They have to grow a little bit."*; *"They have to have new ideas."*; *"They do it for more than a profit"*; *"They don't consider the good of the people."*; *"Privatized."*; *"I'm unable to get it out to the back lane in the winter time."*

### **Attitude towards Multiple Garbage Systems**

Winnipeg residents were given the information that, *There are currently four different ways that the City picks up residential garbage from single family homes. Manual collection at the curb, back lane AutoBin, automated cart collection and roll-out carts in AutoBin areas.* They were then asked the question: *Do you think the City should continue with these separate systems or have one system for all single family homes?* As Figure 10 illustrates, opinions are quite divided on this question.

**Figure 10: Garbage Pick up for Single Family Homes**



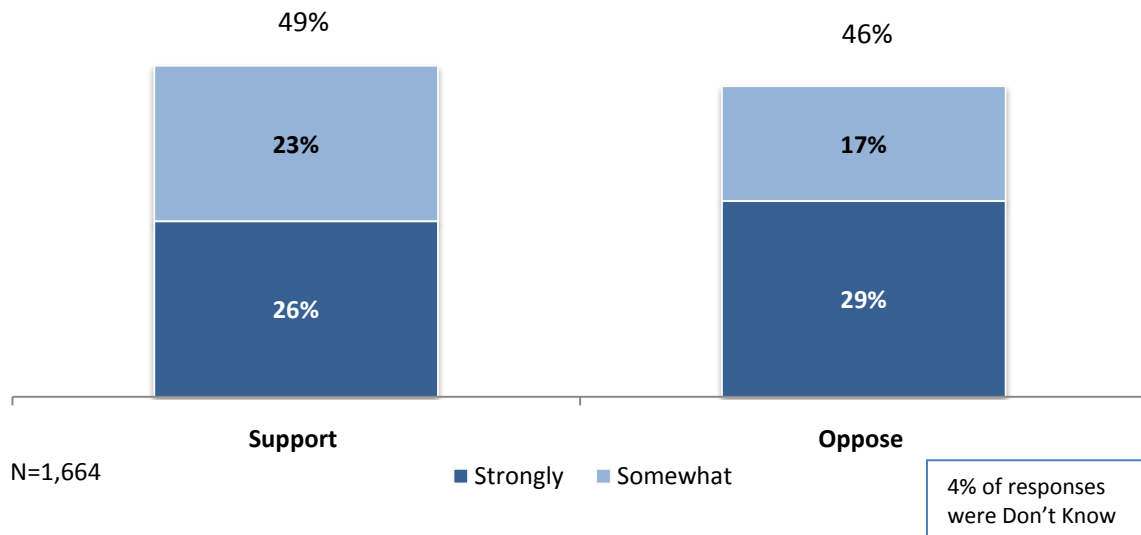
The type of garbage collection service had a significant bearing on respondent views on this question.

- Individual Curbside manual collection households and AutoBin users were more likely to want to keep the system as is (~49%, keep separate systems) compared to respondents with Automated cart or Apartment/condo collection (~35%, keep separate systems).
- Automated cart users were more likely to prefer *one system for all single family homes* (57%).
- Apartment/Condo collection type households were also more likely to be unsure about this question (21%, Don't know).
- Residents in the Southeast are more likely say *keep separate systems* (54%), while respondents from the Northwest part of the city are more inclined to answer *one system for all single family homes* (50%).

### **Attitude towards Garbage Disposal Limits**

The issue of limiting the amount of garbage a household could dispose of in a week was asked of respondents. The following was read to individuals: *There has been some suggestion to limit the amount of garbage a household may dispose of in a week. How strongly do you support a limit on the amount of garbage collected as part of your weekly garbage pick-up?* As Figure 11 shows, responses were divided on this question.

**Figure 11: Garbage Disposal Limit Support**



Households that support garbage disposal limits:

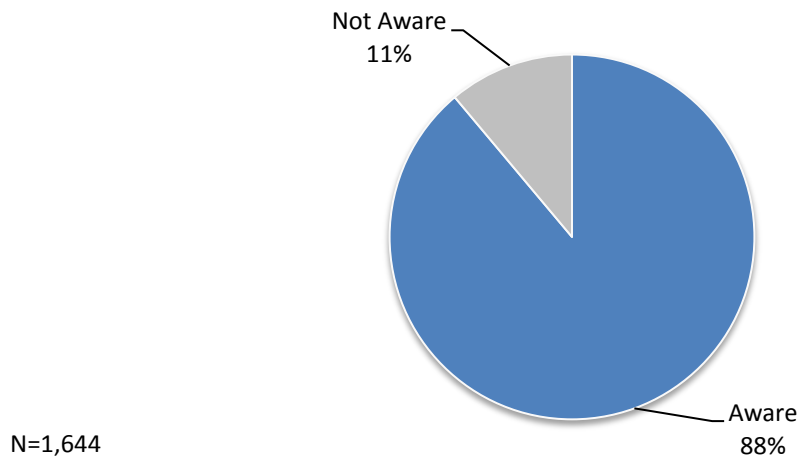
- Currently only dispose of *one bag per week on average* (58%, support limits)
- Composters (63%, support limits).

Households most opposed to limits, not surprisingly, were those who *currently dispose of three bags or more weekly on average* (~64%, oppose limits).

## **AutoBins**

Respondents were asked if they were aware that the City uses AutoBins. The question read, *Some residents in northwest Winnipeg currently use AutoBins, also known as dumpsters, for their garbage. Are you aware that the City uses AutoBins?* A large majority of respondents are aware of the usage of AutoBins.

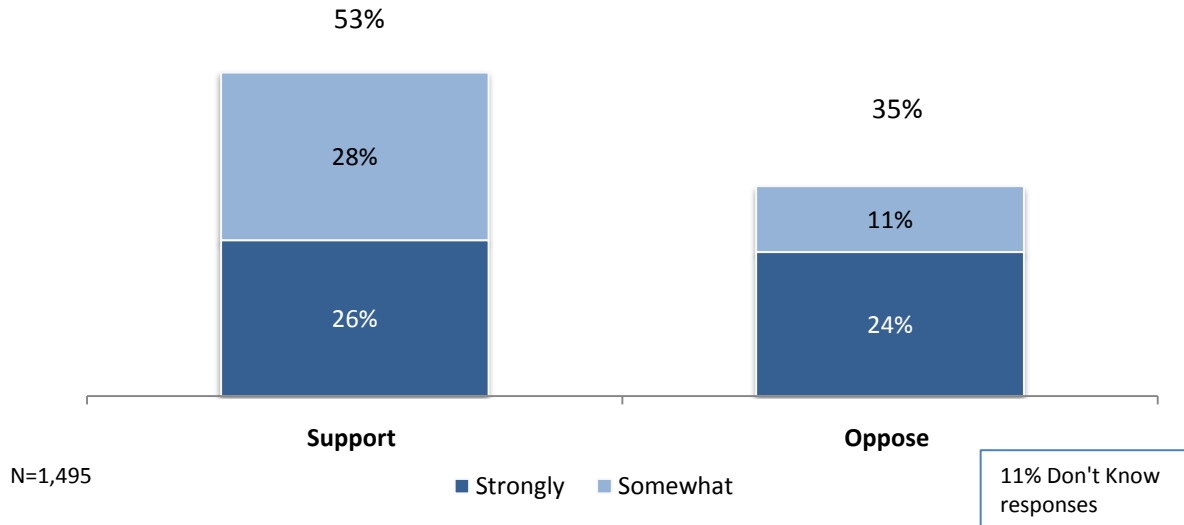
**Figure 12: Autobin Awareness**



There were no sub-group differences of note.

Winnipeg residents who were aware that the city uses AutoBins were asked: *Do you support the continued use of AutoBins?* Their answers are shown in Figure 13 below.

**Figure 13: AutoBin Support**



Respondents who are most supportive of the use of AutoBins are:

- AutoBin users (77%, total support);
- Younger respondents, 18 to 34 years of age (71%, total support);
- Those who do not compost (56%); and,
- Those who rent their place of residence (63%).

There was also noticeable support from those with Apartment/condo collection (60%, total support).

## **Hazardous Waste**

Respondents were asked: *How do you dispose of your hazardous waste products? (Like paint or oil.)*

**Figure 14: Hazardous Waste Disposal Habits**



*Totals will exceed 100% due to multiple responses*

Respondents most likely to be using *hazardous waste depots* for disposal are:

- Individuals who reside in a single detached home (49% of mentions) compared to other dwelling types;
- Those with Individual Curbside manual collection (51%); and
- Blue Box recyclers (48%).

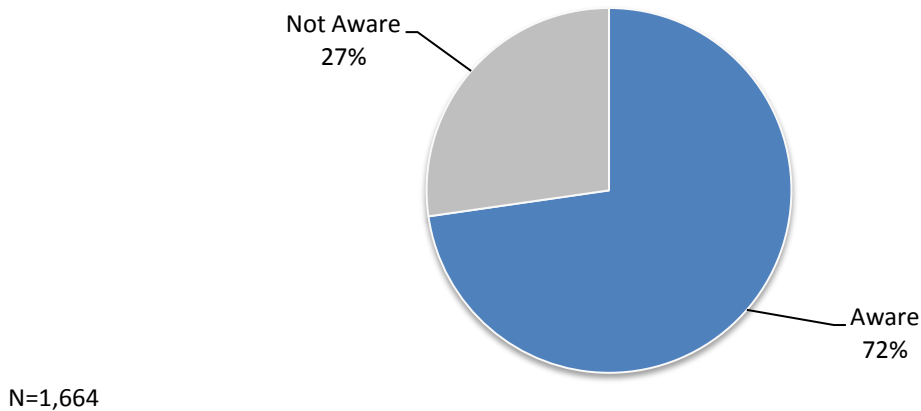
Individuals who reside in a single detached home are most likely to have hazardous waste for disposal.

*Apartment* dwellers are least likely to have hazardous waste for disposal (48%, no waste).

While those with AutoBin service (15%) and Apartment/condo (12%) are more likely to *place* [hazardous waste] *out with garbage* than other collection types; they are also more likely to *not have any hazardous waste* (31%, AutoBin; 45% Apartment/condo).

Respondents were asked: *Are you aware that household hazardous waste can be taken to a collection depot for free disposal?* As Figure 15 illustrates, most individuals are aware of the free disposal option.

**Figure 15: Hazardous Waste Depot Awareness**



Respondents more likely to be aware of the free disposal option are:

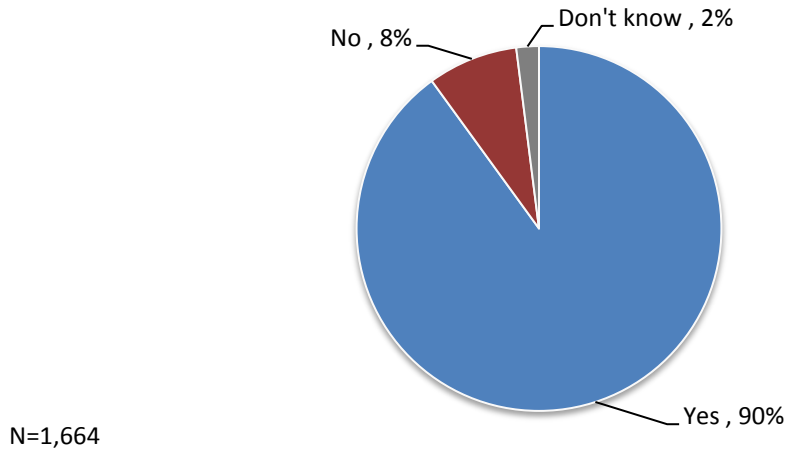
- Home owners, as opposed to renters (75% vs. 66% aware);
- Households that recycle compared to those who do not recycle (~73% vs. 60%);
- Those who throw away one or two bags of garbage per week (75%), and those who compost (83%);
- Respondents over the age of 55 (~79%, aware) compared to respondents under the age of 55 (~59%, aware); and
- Those with Individual Curbside manual collection (76%).



### 3.3. Recycling

Winnipeg residents were asked: *Does your household/apartment participate in the City's recycling program?* The incidence of participation is shown in Figure 16.

**Figure 16: Recycling Participation**



Households more likely recycle tend to:

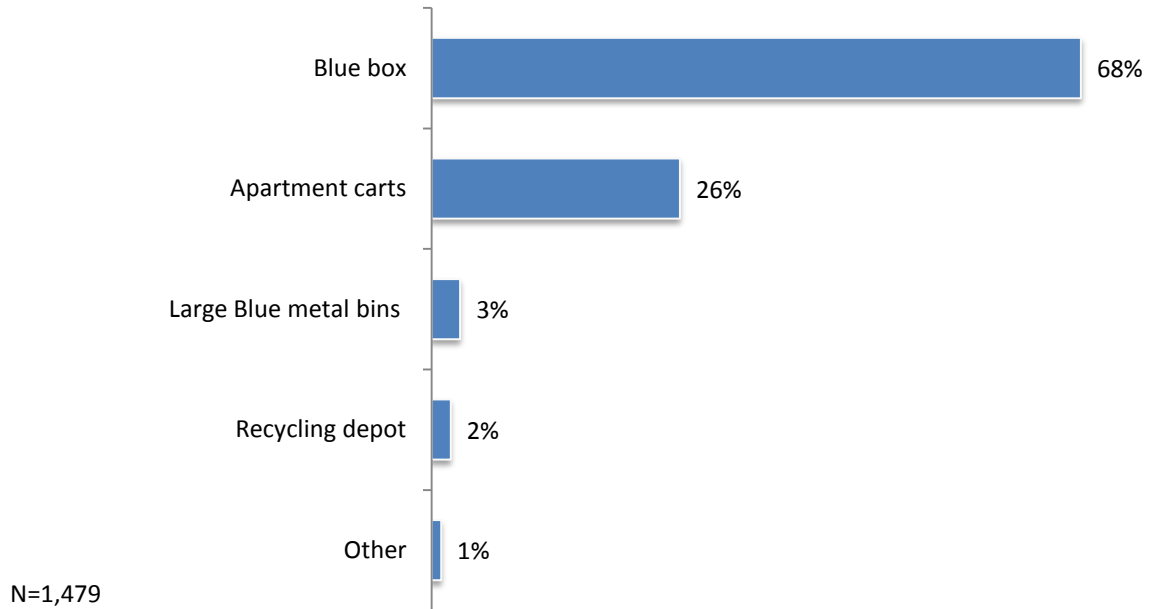
- Have Individual Curbside manual (96%, recycle) or Automated Cart collection (93%, recycle);
- Live in single detached dwellings (94%, recycle);
- Be recipients of front street garbage pickup (95%, recycle);
- Compost (96%, recycle); and
- Be respondents from households with total annual incomes of \$60k or greater (~93%).

Households that are less likely to recycle tend to:

- Live in apartments (14%, no recycling) or are Renters (14%);
- Have AutoBin (16%) or Apartment / condo collection (12%);
- Residents in the Core area (16%);
- Be respondents from households with total annual incomes of less than \$30k (12%, no recycling); and
- Be respondents from households that dispose of four bags of garbage or more weekly on average (15%, no recycling).

Respondents who currently recycle were asked how they participate in the program: *How do you recycle?*

**Figure 17: Recycling Methods**



Not surprisingly, Blue Boxes were most popular with single detached dwellings (98%, Blue Box) while Apartment carts are most popular with apartment dwellers (70%, Apartment carts). Only 18% of apartment dwellers said they used a Blue Box to recycle items.

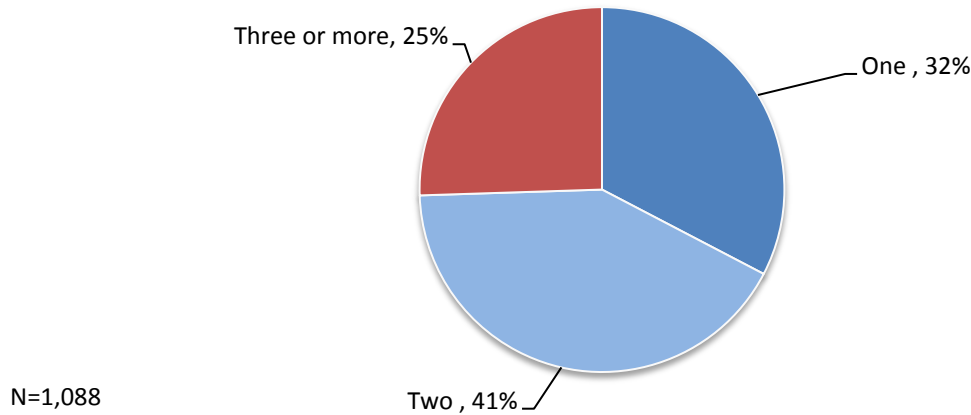
Composters are also more likely to recycle via the Blue Box (95%, Blue Box) along with those who have front street collection (84%, Blue Box) and own their home (87%, Blue Box).

Note: Mentions in the *Others* response category included: *"I put it in a cardboard box; otherwise I take it to the recycling bin and drop it off there, as everything is recyclable."* *"Cardboard boxes too."*; *"Green bins."*

## **Blue Box Recycling Practices**

Winnipeg residents who use blue boxes to recycle were asked: *How many blue boxes does your household have?*

**Figure 18: Number of Blue Boxes in Household**



Respondents who are likely to have only one Blue Box are:

- Condo/duplex residents (40%);
- Respondents with AutoBin collection (44%);
- Those who throw out 1 bag of garbage per week (37%)

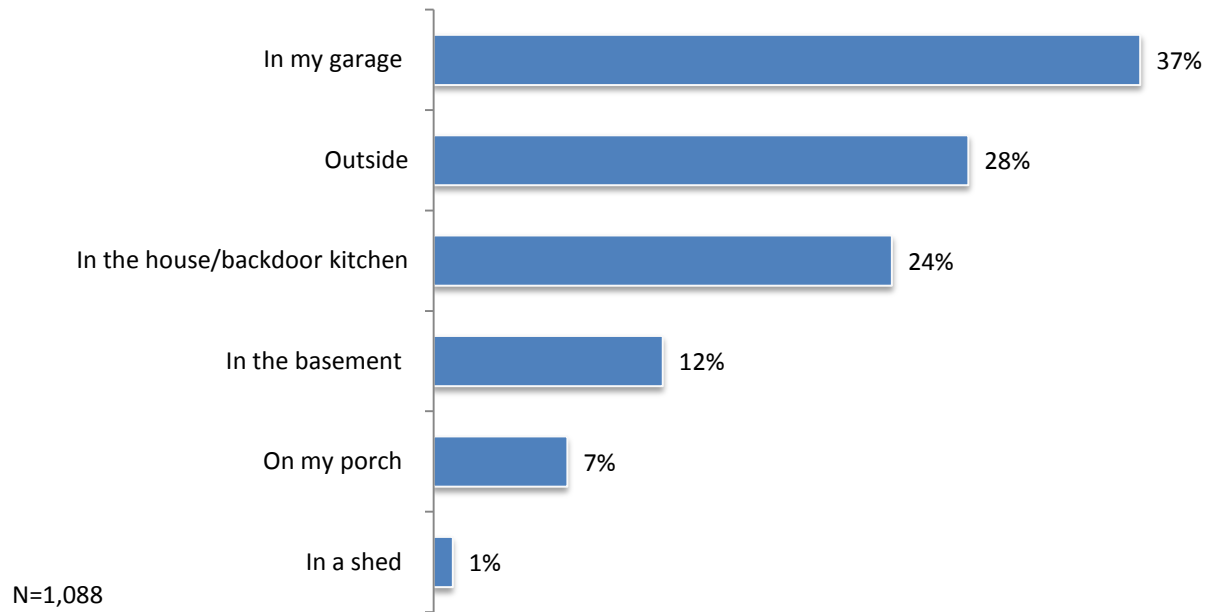
Respondents residing in single detached dwellings are more likely to have two Blue Boxes (45%) compared to respondents in other dwelling types.

Those households with three or more blue boxes are also somewhat more likely to throw away two or more bags of garbage per week (~30%). This may indicate a greater number of people living in these households and perhaps provides rationale for future research inquiring into the number of children in households being surveyed.

An interesting result was that individuals residing in Apartments are most likely to have *three or more* Blue Boxes (51%) compared to other dwelling types. This appears to be counterintuitive and may be a result of respondents including apartment building blue box bin as opposed to the bins in their own apartment.

Residents with Blue Boxes were asked: *Where do you keep your blue box?*

**Figure 19: Blue Box Household Locations**



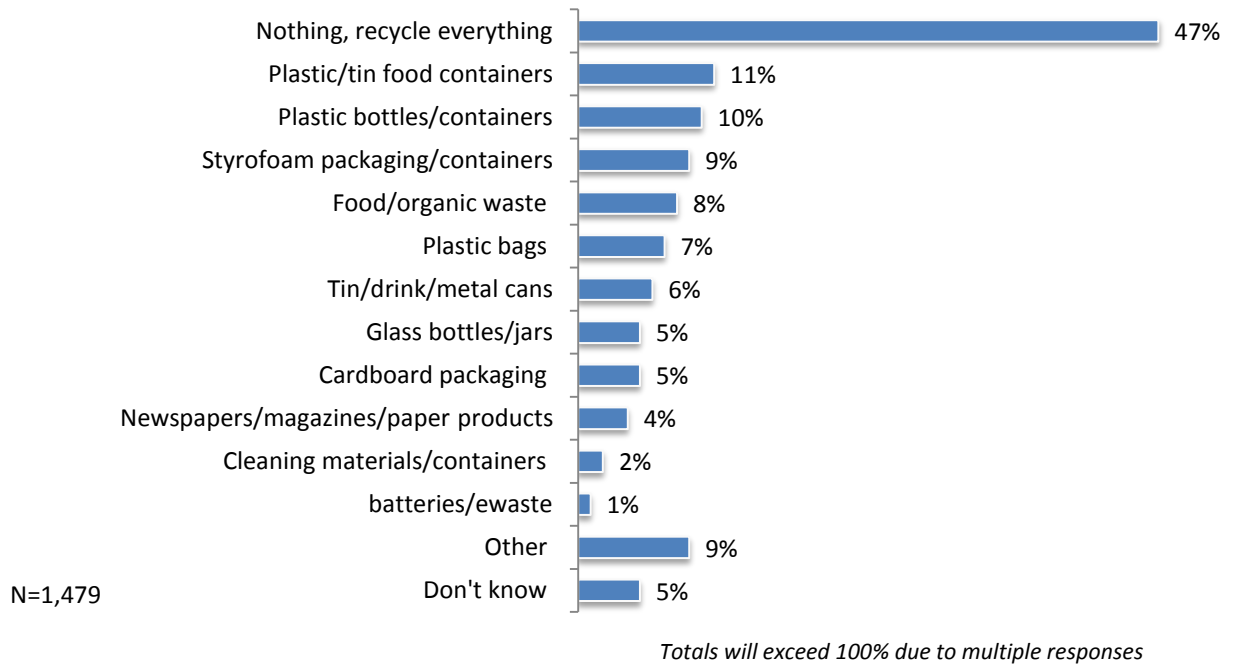
*Totals will exceed 100% due to multiple responses*

*In my garage* was the most popular answer from those with Individual Curbside manual collection (44%); while *outside* was most commonly reported by those with Apartment / condo collection (49%).

## Recyclable Materials

Residents were given the information that: *There are many items that can be recycled. Sometimes not all items are recycled.* They were then asked the question: *What household items or waste products, if any, do NOT regularly get recycled in your household?* Responses are shown in Figure 20.

**Figure 20: Items Not Regularly Recycled**

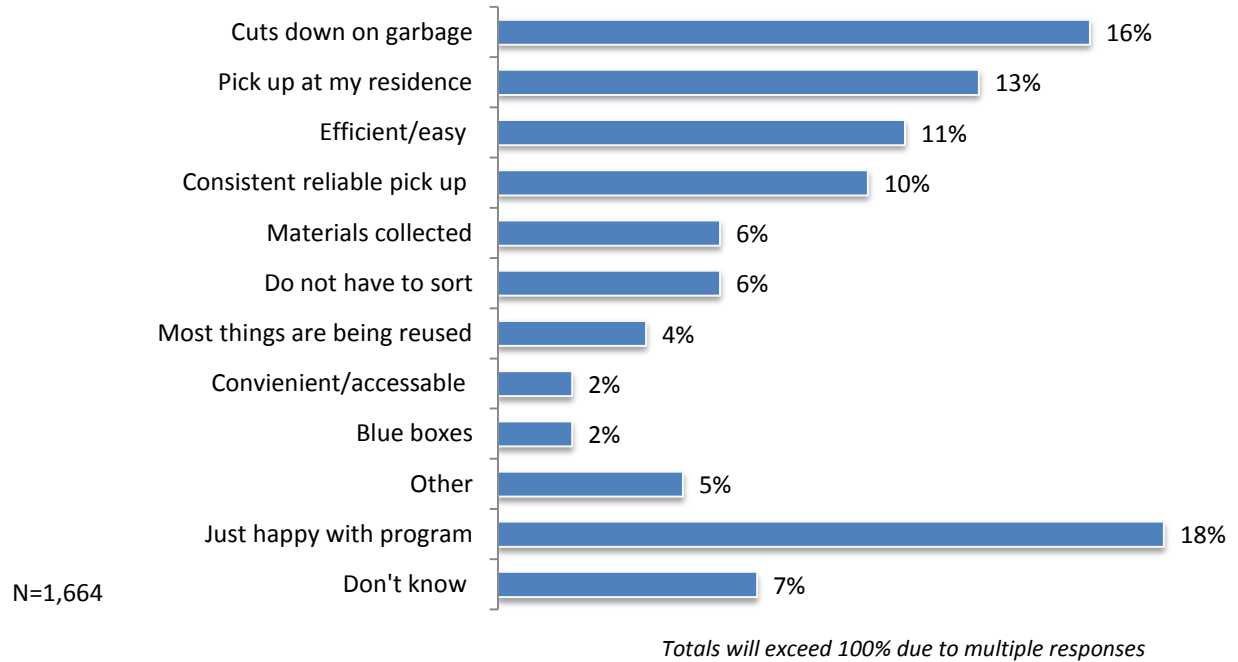


Residents who throw away one or two bags of garbage per week were more likely to say they *recycle everything* (~49%), than those who throw away more bags per week.

## **Best Things about Current Recycling Program**

Winnipeg residents were asked: *What do you like the most about recycling collection in Winnipeg?*

***Figure 21: Recycling Likes***

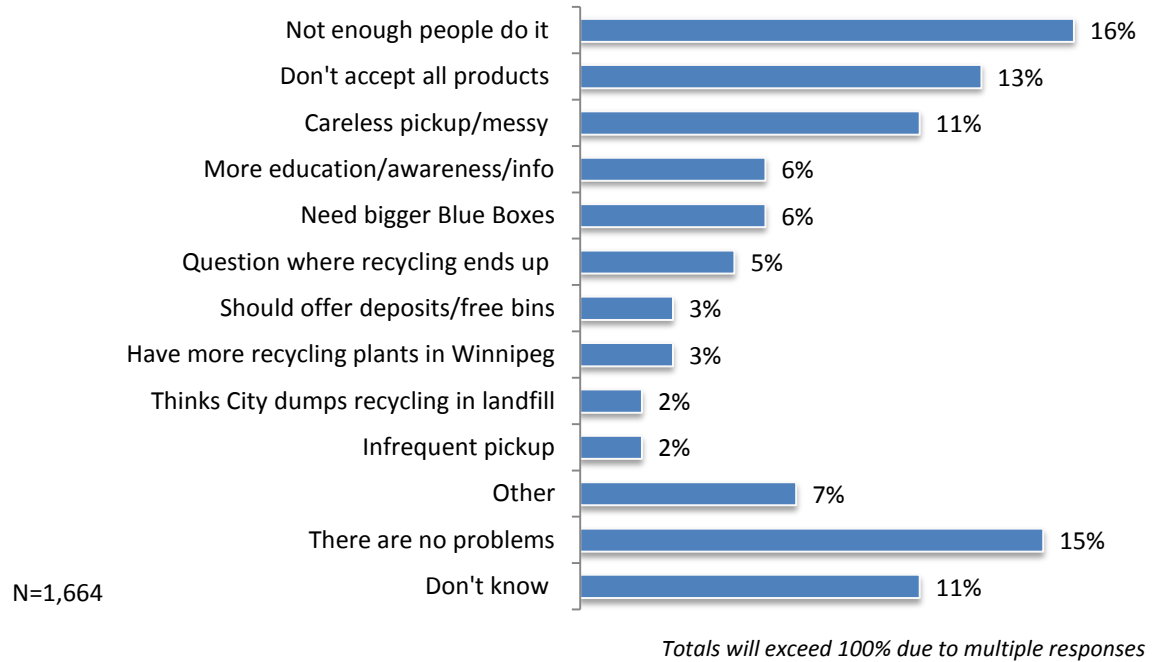


There were no sub-group differences of note.

### **Suggested Areas of Improvement for Current Recycling Program**

Following, residents were asked: *What do you think is the biggest problem about recycling collection in Winnipeg?* Their coded responses are depicted in Figure 22.

**Figure 22: Problems with Recycling**

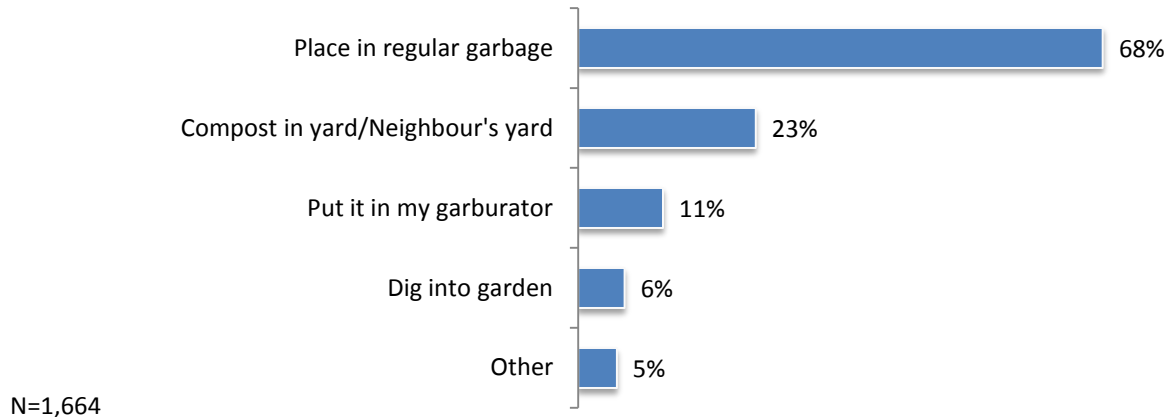


There were no sub-group differences of note.

### 3.4. Organic Waste/Composting

Winnipeg Residents were asked: *What do you normally do with organic waste materials from your kitchen? By organic waste I'm referring to things like vegetable peels, coffee grinds, eggshells and the like.* Their responses are shown in Figure 23.

**Figure 23: Organic Waste Disposal/Composting**



\*Totals will exceed 100% due to multiple responses.

As the figure above indicates, respondents who practice some form of composting of organic wastes are most likely to do this using their yard or garden in some manner. *Compost in yard/Neighbour's yard* included respondents using neighbours' or family members' composters at times, at other times composting was being done in a community garden.

Individuals most likely to compost organic wastes in their yard or garden are:

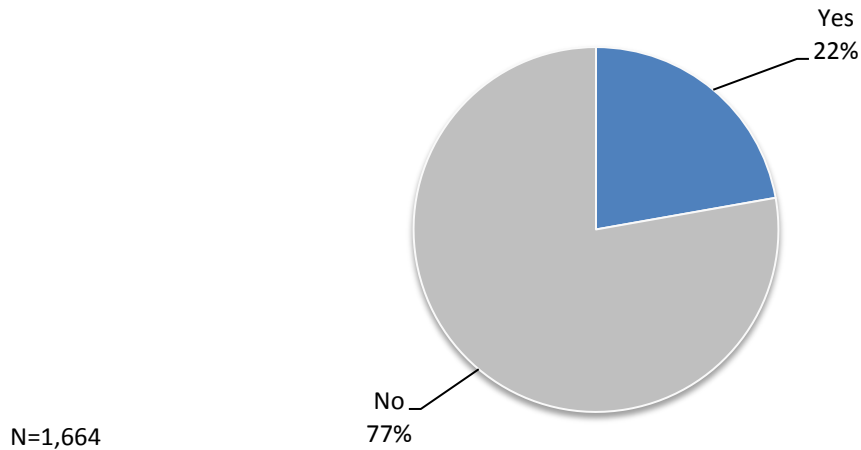
- Residents of single detached dwellings (36%, yard; 8%, garden);
- Also likely to recycle via the Blue Box program (33%, yard; 7%, garden).
- Respondents with Individual Curbside manual collection (36%) are most likely to *compost in yard/neighbour's yard* compared to the other garbage collection types.

Non-composters (dispose directly to garbage) are most likely to be those with Apartment / Condo collection (81%). These individuals are also less likely to participate in recycling program, accounting for 82% those who do not compost. Non-composters are more likely to reside in the Core area of Winnipeg (75% place compostable items directly in the garbage).



Residents were asked: *Does your household have and use a composter?* As Figure 24 depicts, over three-quarters of households surveyed do not have a composter.

**Figure 24: Composter Incidence**



Households more likely to have a composter are:

- Single detached dwellings (36%, yes), particularly those with Individual Curbside manual (36%, yes) or Automated cart collection service (31%, yes);
- Likely to have their garbage picked up on the front street (30% yes) as opposed to the back lane (20%, yes); and
- Blue Box recyclers (34%, yes).

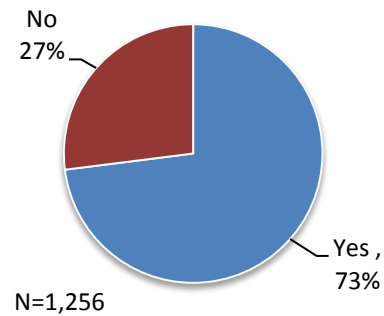
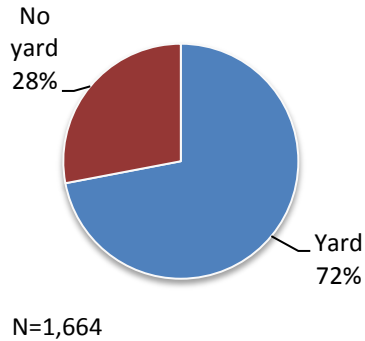
In addition, the likelihood of owning a composter increases as the education level of the respondent increases (high school or less – 16%, yes vs. post-secondary degree – 28%, yes).

Those with Apartment/condo (95%, no) and AutoBin (75%, no) collection service, and non-recyclers are least likely to own a composter (95%, no).

## **Yard Waste**

The next two questions served to filter respondents in terms of the presence of a yard and looking for the individual involved in the maintenance of the yard. The responses to these questions determined if the individual skipped the following questions regarding the disposal of yard related waste.

*Figure 25: Lawn & Garden Incidence    Figure 26: Responsibilities for Yard Care*

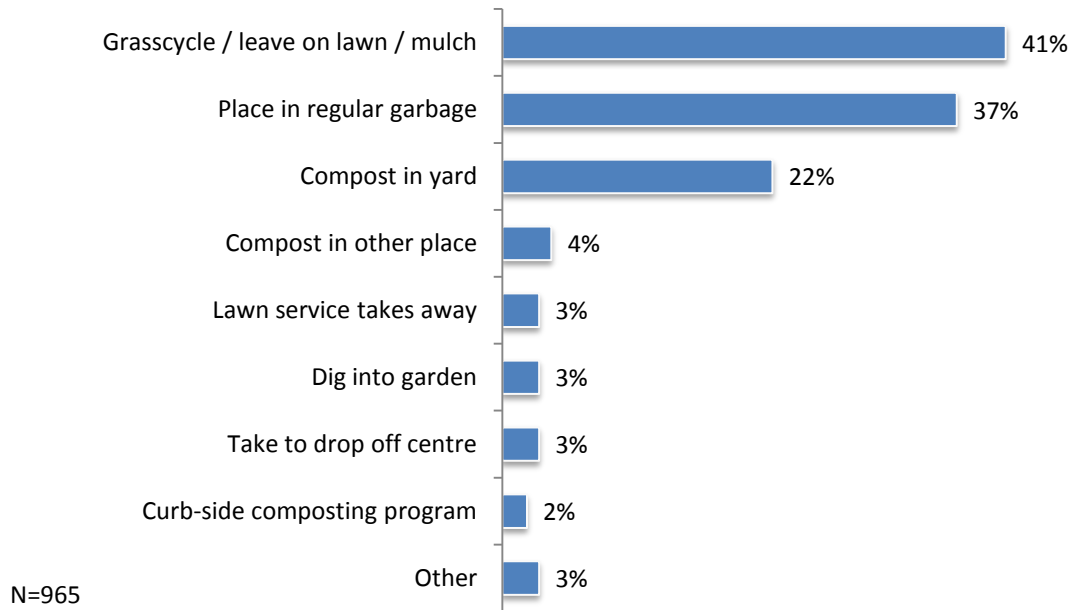


Respondents more likely to have a yard were single detached dwellings (97%, yes), and as a result most likely to have Individual Curbside manual (93%, yes) or Automated cart (89%, yes) garbage collection service.

The individuals somewhat more likely to be responsible for yard work were males (79%) between the ages of 35 and 54 (81%) with a post-secondary degree (76%) and make more than \$60k per year (~83%).

Respondents with a yard and at least partially responsible for maintaining the yard, were asked: *What do you normally do with the grass clippings from your lawn?* As detailed in Figure 27, there are three very common practices in terms of disposing of grass clippings—*grasscycle*; *place in regular garbage* and *compost*.

**Figure 27: Disposal of Grass Clippings**



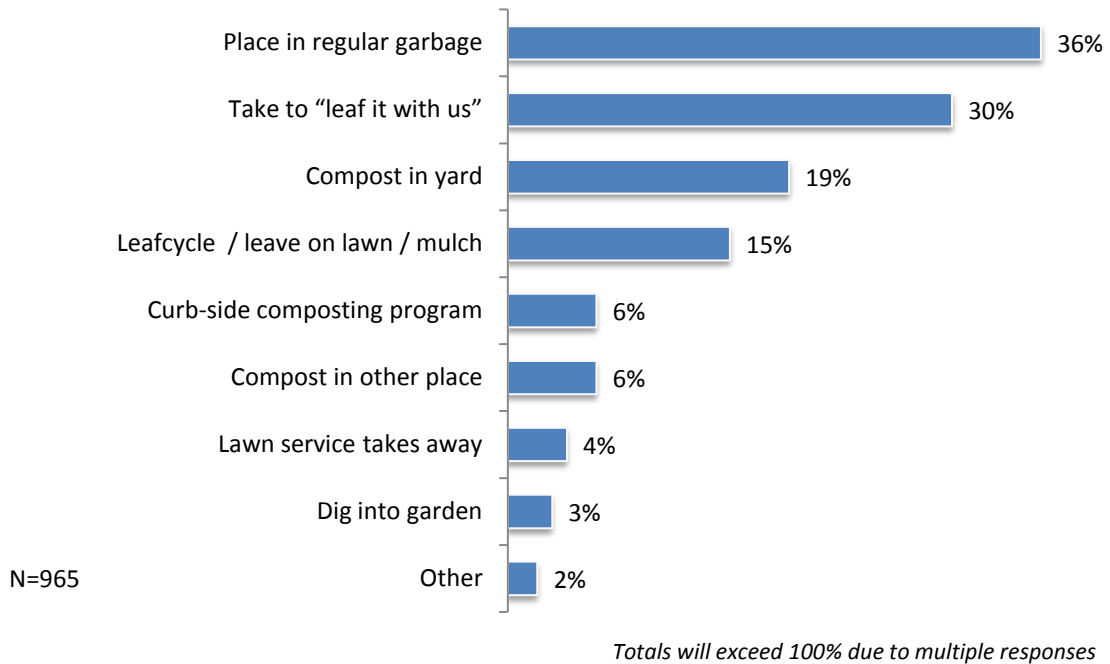
*Totals will exceed 100% due to multiple responses*

Those who throw out more bags of garbage per week gave the answer *place in regular garbage* more often in proportion with the number of bags they throw out (2 or 3 bags ~42%; 4+ bags, 52%).

There is an indication of a relationship between households that dispose of more bags of garbage in a week and the incidence of disposing of grass clippings in the garbage. About 42% of households that dispose of 2 or 3 bags of garbage per week said they dispose of their grass clippings in the regular garbage. Among households that regularly put out 4 or more bags of garbage the percentage of grass clippings going into the garbage increases to 52%.

This same population of yard owners/maintainers was asked: *And what about leaves? How do you normally dispose of leaves that fall on your property?* As the figure below illustrates responses are similar to what was found for grass clippings with one notable exception. The ‘Leaf it with us’ program is a fairly popular recourse for individuals when it comes to the disposal of their leaves in the fall.

**Figure 28: Disposal of Leaves**



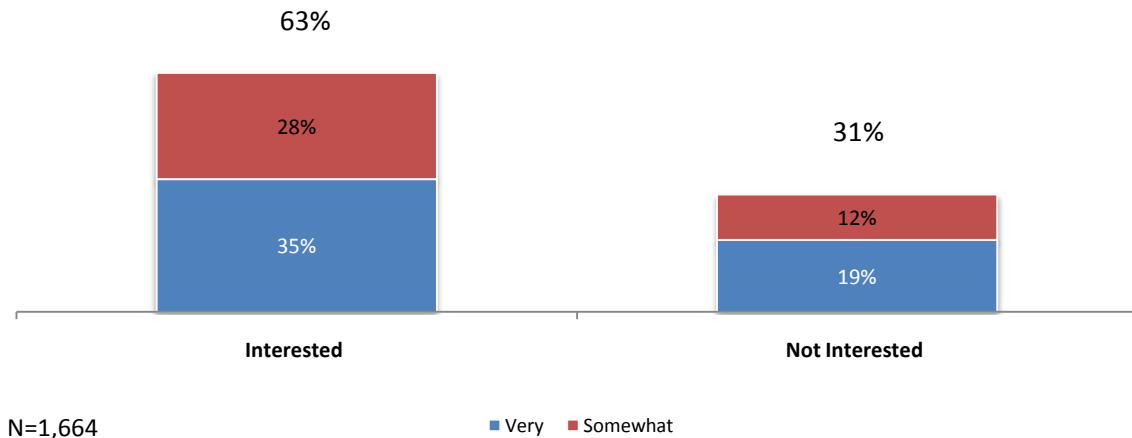
Respondents who were more likely to *place in regular garbage* are:

- Those who reported throwing away three or more bags of garbage a week (46%); and
- Those with Individual Curbside manual (40%) or Autobin (35%) collection, versus other collection types (~29%).

## **Curbside Organic Waste Collection Interest**

Residents were asked: *Would you be interested in having a curbside organic waste collection program? Household organics include all types of food waste (plate scrapings, bread/pasta, fruit and vegetable scraps, coffee grounds, eggshells) and yard materials like leaves.* Their interest in such a program is detailed in Figure 29.

**Figure 29: Organic Waste Collection Interest**



Interest in a curbside organic disposal program was highest among the following sub-groups:

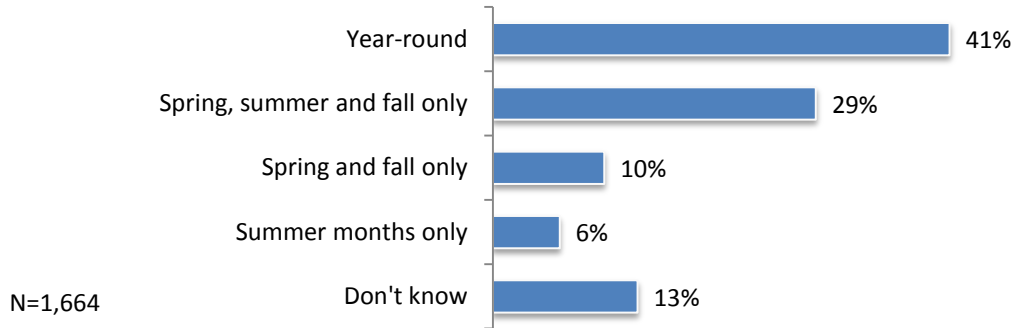
- Single detached homes (67%, total interest), particularly those already with Individual Curbside manual garbage pickup (69%, total interest);
- Younger respondents between the ages of 18 and 34 (80%, total interest);
- Individuals who have either some post-secondary education (65%, total interest) or attained a post-secondary degree (70%, total interest); and
- Already likely to be composting (70% total interest).

Respondents who are not interested in a curbside organic disposal program tend to:

- Have garbage collection *other than* Individual Curbside manual (~35%, total uninterested);
- Do not compost (34%, total uninterested);
- Be over the age of 54 (~38%, total uninterested); and
- Have high school or less education (40%, total uninterested).

Following, residents were asked: *How frequent should organic waste be collected in such a program?* The greatest number of responses was in support of a *year long* program.

**Figure 30: Organic Waste Preferred Collection Frequency**



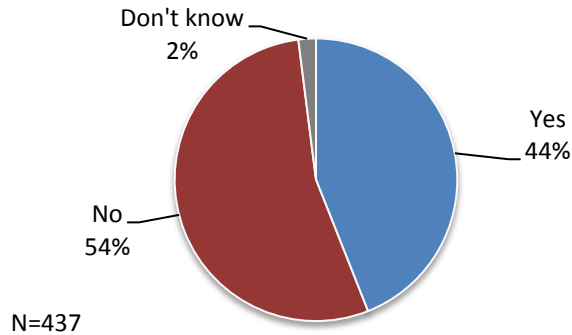
Year-round organic waste collection was most popular among:

- Females (44%), more than males (38%);
- Respondents under the age of 35 (50%);
- Individuals who rent their place of residence or live in apartments (both 47%);
- Respondents who, on average, dispose of one bag of garbage per week (47%);
- Those with higher degrees of educations (43%, some post-secondary or post-secondary degree).

### **Automated Cart Curbside Organic Program**

Those who said their waste disposal is managed by Automated carts were asked: *Did you participate in the curb-side spring and fall yard waste collection program?* As Figure 31 shows, about half of those surveyed participated in the spring and fall yard waste disposal program.

***Figure 31: Curbside Waste Collection Program Participation***



It was found that those who participate in Blue Box recycling (47%) are more likely to have participated in the spring and fall yard waste collection program.

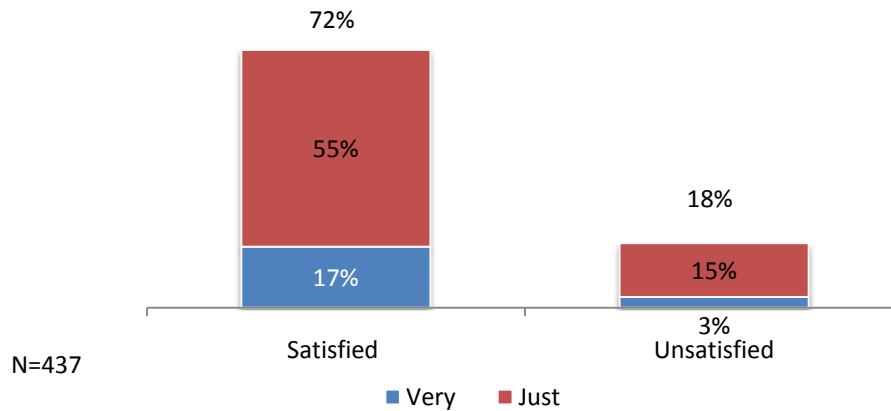
The results for this question present somewhat of an irregularity compared to the preceding questions about grass clipping and leaf disposal. In those questions the incidence of mentions related to the City's curbside yard waste collection program was significantly lower than is shown here.

One reasonable speculation has to do with the wording of the questions. Q22. reads: how do you normally dispose of . . . while the question here reads "*did you participate . . .*". It could very well be that some respondents interpreted the latter as "ever" participate. These individuals could be "normally" disposing of yard waste in other ways (i.e. compost, garbage, etc.), and have participated in the yard waste collection program only once.

The majority of those who throw away one bag of garbage per week (59%) did not participate in the City's yard waste collection program. This population also tends to be 18-34 years old (67%) with high school or less education (62%) and living in apartments (85%).

The same survey population was asked: *Overall, how satisfied are you with the curb-side yard waste collection program?* Almost three-quarters of respondents said they were satisfied with the program.

**Figure 32: Curbside Yard Waste Collection Satisfaction**



Respondents from households that used the curbside yard waste collection service expressed higher satisfaction levels (79% total satisfied) than those who did not (65% total satisfied).

Those who compost also gave higher satisfaction ratings to curbside yard waste collection (77%) than those who do not.

Additionally, the results suggest that those who throw out less (1 or 2 bags per week) are more satisfied with the program. However, this trend is inconsistent since those who throw out less also tend to not participate in the City's yard waste collection program.

Individuals who said they had not used the curbside yard waste program were more likely to respond Don't Know (14%) to this question, an indication they had not used the program.

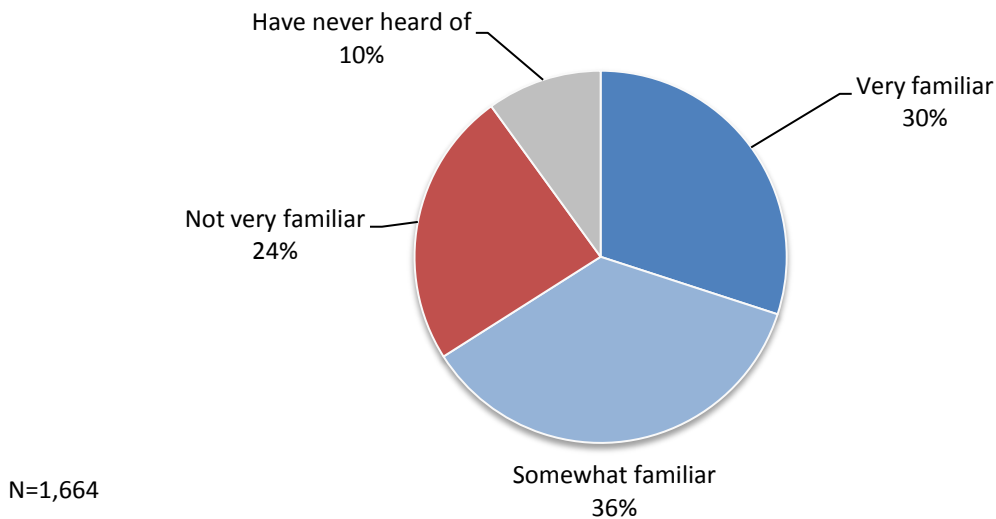


### 3.5. Landfill Maintenance

The next series of questions were about landfill maintenance. We asked respondents about their familiarity with and opinions of the Brady Landfill.

The first question we asked residents about the landfill was: *The City currently maintains a landfill site at Brady Road, which is at the south end of the city. How familiar are you with Brady Road landfill?* As the figure below shows, about two thirds of respondents are at least somewhat familiar with the Brady landfill.

**Figure 33: Brady Landfill Familiarity**



Familiarity levels with the landfill are lowest (*not very familiar/have never heard of*) with the following sub-group populations:

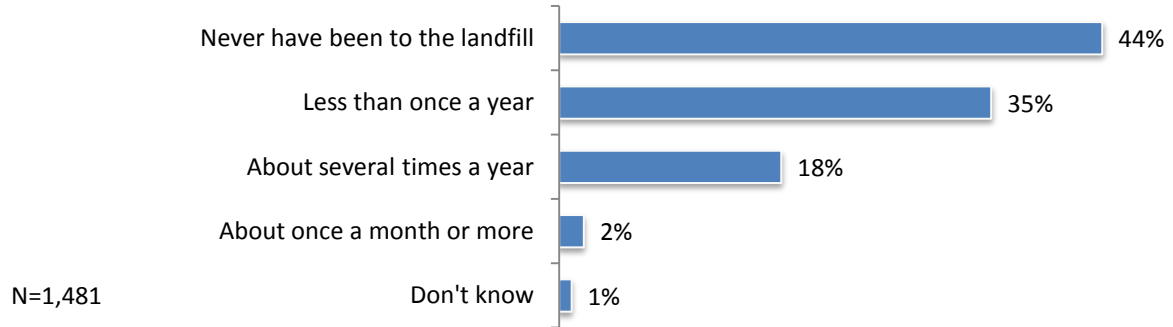
- Younger respondents aged 18 to 34 (44%, not very familiar/have never heard of);
- Apartment dwellers (44%, not very familiar/have never heard of);
- Those with AutoBin collection (45%, not very familiar/have never heard of);
- Those who do not recycle (50%, not very familiar/have never heard of) and Non-composters (43%);
- Respondents from households which dispose of 4 bags or more on average a week (48%, not very familiar/have never heard of); and
- Core area residents (48% not very familiar/have never heard of) residents.

Those with Individual Curbside manual (77%, very/somewhat familiar), own their home (72%, very/somewhat familiar) and Automated cart (64%, very/somewhat familiar) collection had the highest familiarity with Brady Landfill. In addition, residents in the Southwest (81%, very/somewhat familiar) and Southeast (75%, very/somewhat familiar) areas of the city were more familiar with the Brady Landfill compared to other parts of Winnipeg.

## **Brady Landfill Usage**

Respondents, who had any familiarity of Brady Landfill, were asked: *How often, if ever, do you go to Brady Road landfill?*

**Figure 34: Brady Landfill Usage**



The following subgroups were more likely to have visited Brady Landfill:

- Respondents residing in single detached dwellings (26%, several times a year);
- Those with Individual Curbside manual pickup (31%, several times per year);
- Males (23%, several times a year);
- Blue Box recyclers (25%, several times a year); and
- Those who compost (25%, several times per year).

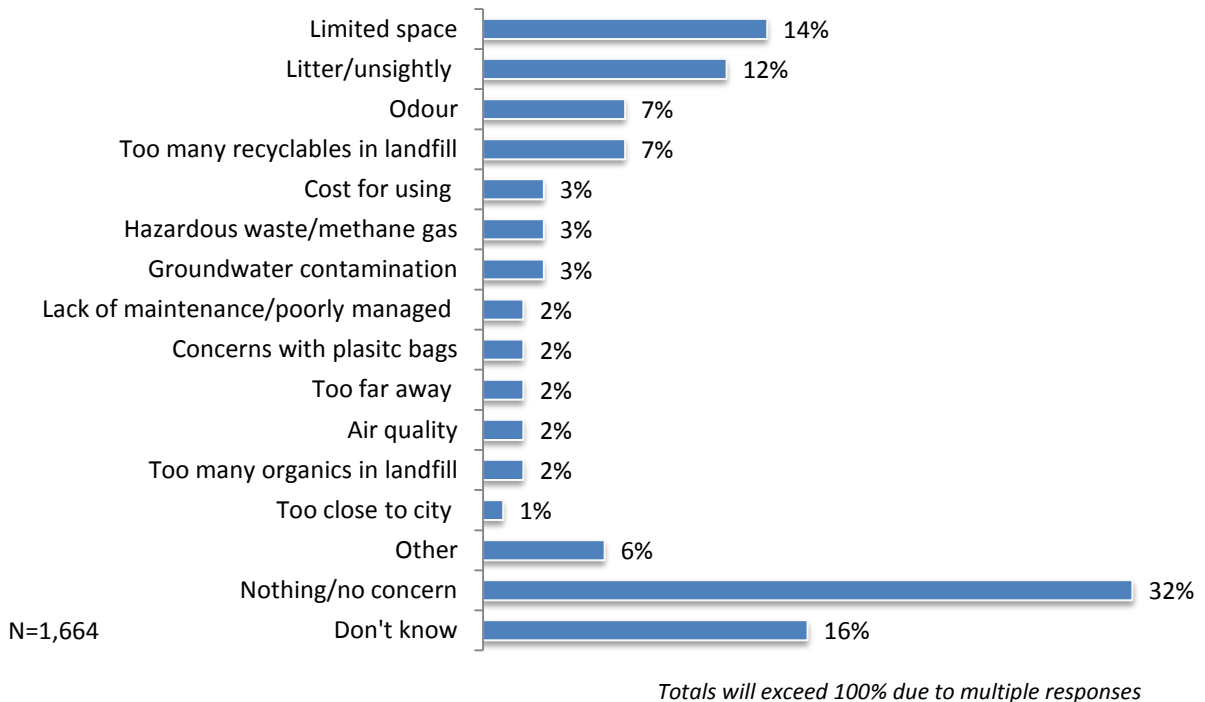
Respondents who *have never been to the landfill* are:

- Respondents from households which dispose of 1 bag of garbage on average a week (49%);
- Respondents residing in Apartments (60%) or Condo/Duplex (57%); and
- Respondents residing in the Core area (56%) and Northwest region (51%).

## **Brady Landfill Concerns**

Respondents were asked: *What are your main concerns regarding Brady Road landfill?* Their coded responses are detailed in Figure 35. Perhaps most noteworthy in the responses provided was that almost a half (48%) of the total mentions did not identify a concern (32%, nothing/no concern; 15%, Don't Know).

**Figure 35: Brady Landfill Concerns**



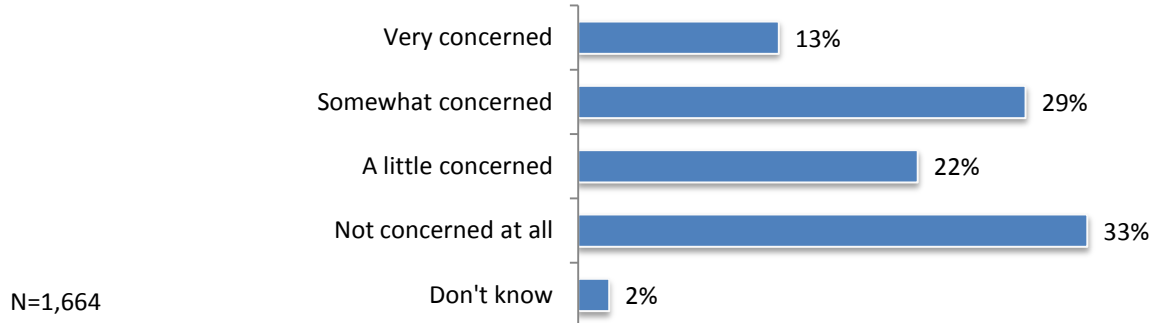
Those with Individual Curbside manual collection found *Odour* (10%) to be a concern more often than other collection types.

Respondents from households which dispose of 1 bag of garbage on average a week found *Limited space* (15%) to be a concern more often.

Perhaps of interest is that those with AutoBin collection responded with *nothing* (37%) or *don't know* (22%) somewhat more often than other collection types.

Respondents were read the following background information pertaining to Brady Landfill: *Landfills have a limited lifespan for which they can operate. Brady Road currently has about 100 years before the City needs a new landfill.* They were then asked: *How concerned are you about the lifespan of the City's landfill?* Most respondents (55%) were not very concerned about Brady Road's lifespan.

**Figure 36: Concern about Brady Landfill's Lifespan**



Concern about the lifespan of the Brady Landfill was somewhat higher among apartment dwellers (47%, very/somewhat) and female respondents (45%, very/somewhat).

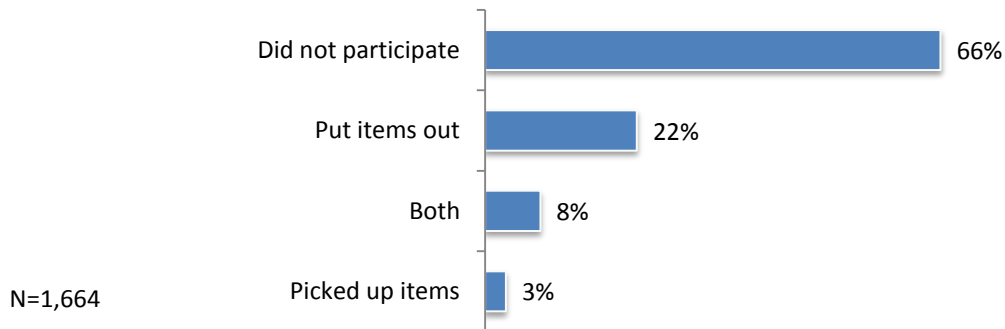
### 3.6. General Issues

This section deals with sundry issues such as the City's Giveaway Weekends, night time and automated garbage collection.

#### Giveaway Weekends

All respondents were read, *Last year the City started Giveaway Weekends which take place the weekend before May long weekend and after September long weekend. Residents place unwanted items on their curb, mark them as "free", and anyone is free to take them. They were then asked: Did you participate in a Giveaway Weekend, and if so, how?* As Figure 36 shows, about a third of those surveyed said they participated in the Giveaway Weekends in some fashion.

**Figure 37: Giveaway Weekend Participation**



Respondents who did not participate in the Giveaway Weekends were:

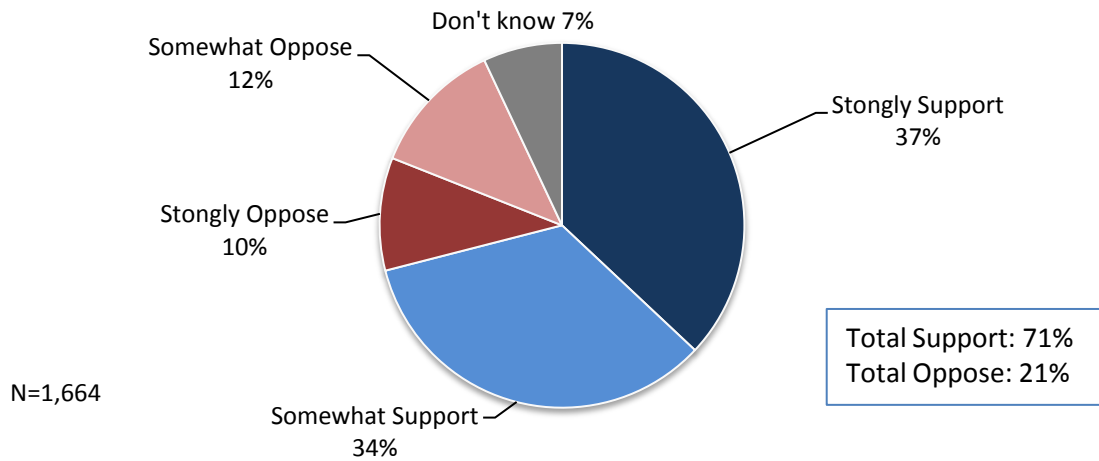
- Those who live in Apartment / Condos (83% and 75%, did not participate) or rent (80%, do not participate);
- Respondents from households with incomes less than \$30k (78%, did not participate)
- Respondents aged 55 or older (~72%, did not participate);
- Respondents from households which dispose of 1 bag of garbage (72%, did not participate); and
- Residents in the Core area (70% did not participate) and the Northwest (73% did not participate).

Those with Individual Curbside manual collection participated in the Giveaway Weekend most often with 34% of *Put items out* mentions. Southeast region residents were most likely to say they participated by *putting items out* (33%).

## **Overnight Collection**

Residents were given the information that, *Some cities have switched to collecting garbage and recycling during the night. Switching has allowed services to run more efficiently and safely, while saving money.* They were then asked the question: *How supportive would you be of switching to overnight collection?* As Figure 38 shows, there is fairly strong support for the move to overnight garbage collection with over 70% of respondents in support.

**Figure 38: Overnight Collection Support**

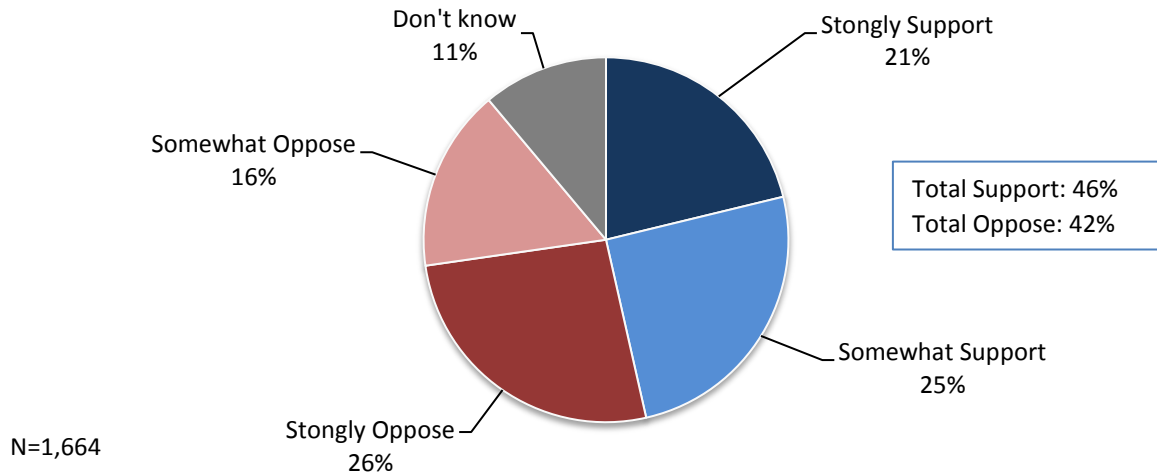


Support is somewhat higher among apartment dwellers (75%, total support) and younger respondents under the age of 35 (76%, total support).

## **Automated Carts**

Winnipeggers were asked: *Currently the majority of the City’s garbage and recycling is collected manually. What you do think of switching to automated cart collection?* The issue of moving to automated cart garbage collection is still divided as illustrated below.

**Figure 39: Support for Switching to Automated Carts**



Support for automated cart garbage collection is highest among the following sub-groups:

- Residents who are currently receiving their collection via automated carts (68%, total support);
- Males (49%, total support); and
- Younger respondents aged 18 to 34 (54%, total support).

Residents with Individual Curbside manual collection opposed automated cart collection significantly more than all other collection types (53%, oppose).

In general, those who had high top-box satisfaction with garbage collection are also slightly more supportive of switching to automated carts.

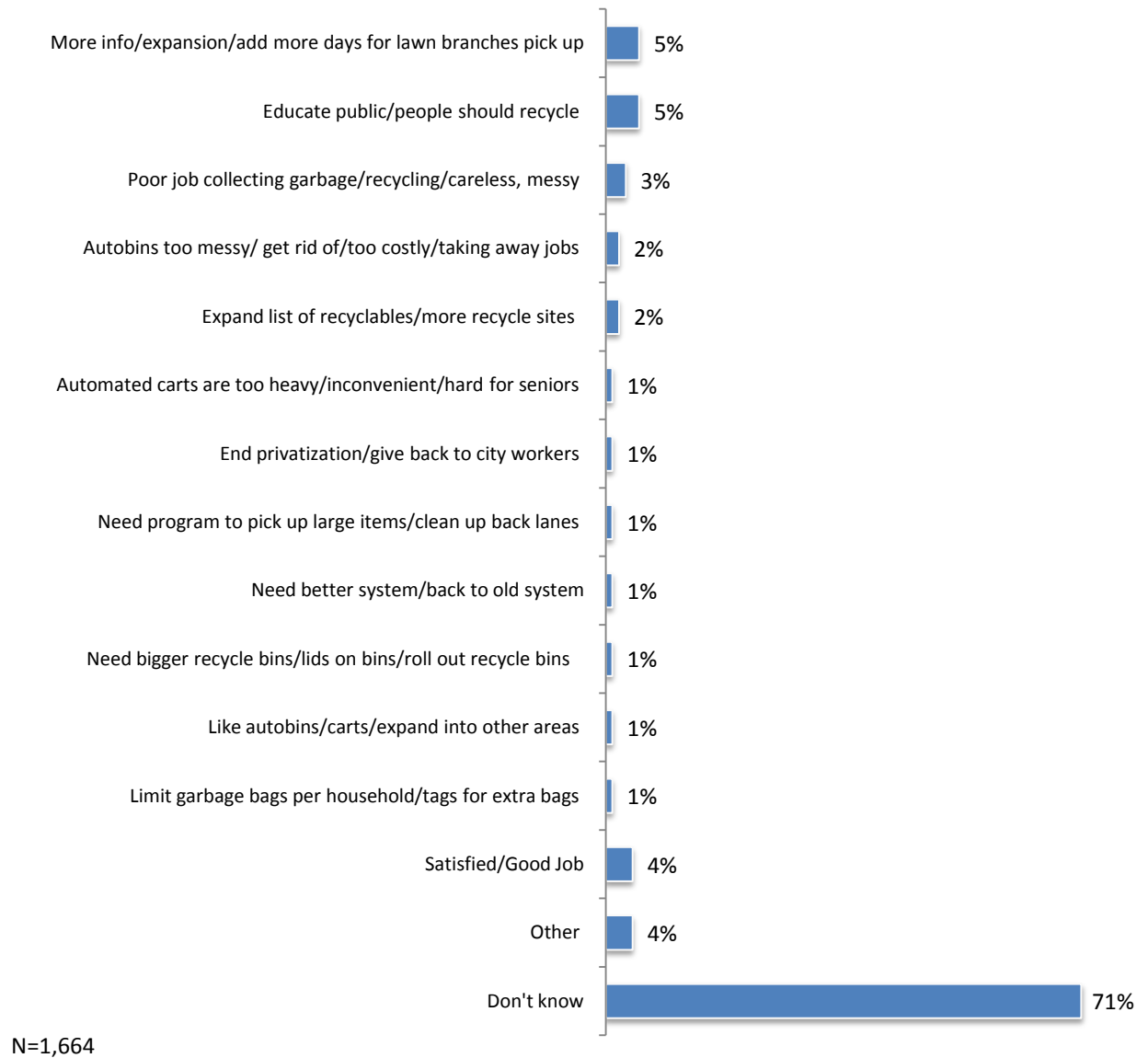
Among those respondents currently using automated carts, support or opposition for expanded use depends on their current satisfaction with their garbage service.

- Of those respondents serviced by automated carts and who support their expansion (strongly or somewhat), 77% provide a top box satisfaction rating in regards to their garbage collection.
- Those residents opposed to expanded use of the automated carts provided a 52% top box satisfaction rating.

## Final Unaided Comments

The final question we asked residents was: *Do you have any other comments regarding Winnipeg's garbage, recycling or organics programs?* Perhaps most noteworthy with this questions is that over 70% did not provide a response.

**Figure 40: Other Comments**





## Appendix A: Survey Instrument

### Comprehensive Waste Management Plan – Phase 1 FINAL Survey Questions (Field version)

Good morning (afternoon, evening), my name is \_\_\_\_\_. I am calling from NRG Research Group, a Winnipeg based public opinion research company. We are calling on behalf of the City of Winnipeg to do a short survey about how the City manages garbage. This is in no way a sales related call.

We are conducting this survey in accordance with the Freedom of Information and Protection of Privacy Act.

If you have any concerns or questions about the survey you can call 311, open 24 hours every day.

May I please speak to someone aged 18 or older who has some responsibility for paying bills in your household?

- [IF CURRENT INDIVIDUAL NOT 18] May I speak with someone who is? **REPEAT INTRODUCTION**
- No one qualified or available. **THANK AND TERMINATE**

[WHEN PERSON ON THE PHONE]

#### 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	R3C	R3Y
R2G	R3E	Other (Specify)
R2H	R3G	<b>THANK AND</b>
R2J	R3H	<b>TERMINATE</b>
R2K	R3J	(DK/NS) <b>THANK</b>
R2L	R3K	<b>AND TERMINATE</b>
R2M	R3L	
R2N	R3M	
R2P	R3N	
R2R	R3P	
R2V	R3R	
R2W	R3S	
R2X	R3T	
R2Y	R3V	
R3A	R3W	
R3B	R3X	

B. Gender (DO NOT ASK – WATCH QUOTAS)

Male

Female

C. What type of dwelling you currently live in:

Single detached house

Apartment

Duplex or Multiplex

Condominium

Other (Specify)

(DK/NS) **THANK AND TERMINATE**

**OVERALL**

G1. The City of Winnipeg is reviewing how it manages garbage in the city. Garbage is defined as discarded materials or substances, and includes recycling and composting. What do you think are the top three issues or concerns facing our city today, with respect to garbage? **(DO NOT READ LIST)**

No organics collection.....	01
Autobins.....	02
Automated carts .....	03
Unlimited garbage disposal .....	04
Inequality of garbage services across city.....	05
Need larger capacity for recycling .....	06
Lack of recycling for business .....	07
Lack of organics for business .....	08
Management of Brady road landfill.....	09
Litter.....	10
Not enough litter containers around town.....	11
We throw too much out .....	12
No commercial recycling options .....	13
Other (specify) .....	98
(DK/NS) .....	99

G2. How is your garbage collected? [TRACK RESPONSES FOR QUOTAS]

Individual curbside.....	01
Backlane Autobin .....	02
Automated carts .....	03
Roll-out carts in autobin areas.....	04
Apartment/Condo/Shared.....	05
(DK/NS) .....	99 <b>THANK AND TERMINATE</b>

INTERVIEWER: REFER TO FLYSHEET OF DEFINITIONS OF TYPES AS NECESSARY

G3. I'm going to name some topics and I'd like you to tell me how important each is to you. Let's use a 10-point scale where 1 means this is "not important at all" to you and 10 means it is "very important". How important is...(RANDOMIZE)

		Not important at all							Very important			DK/NS
G2a.	Garbage collection	1	2	3	4	5	6	7	8	9	10	99
G2b.	Recycling collection	1	2	3	4	5	6	7	8	9	10	99
G2c.	Organics/composting program	1	2	3	4	5	6	7	8	9	10	99
G2d.	Landfill maintenance	1	2	3	4	5	6	7	8	9	10	99

G4. Now I'd like to read those same topics again and I'd like you to tell me how satisfied you are with each of them. Again, we'll use a 10-point scale where 1 means that you are "not at all satisfied" and 10 means that you are "very satisfied". How satisfied are you with...(RANDOMIZE)

		Not at all satisfied							Very satisfied			DK/NS
G3a.	Garbage collection	1	2	3	4	5	6	7	8	9	10	99
G3b.	Recycling collection	1	2	3	4	5	6	7	8	9	10	99
G3c.	Organics/composting program	1	2	3	4	5	6	7	8	9	10	99
G3d.	Landfill maintenance	1	2	3	4	5	6	7	8	9	10	99

## GARBAGE

1. In an average week, how many bags of garbage do you put out – where a bag would be about the size of a green “Glad” bag?

One..... 01  
 Two ..... 02  
 Three ..... 03  
 Four ..... 04  
 More than four ..... 05  
 (DK/NS) ..... 99

2. What do you like the most about garbage collection in Winnipeg? **(DO NOT READ LIST) SINGLE MENTION**

Reliable ..... 01  
 Pick up everything..... 02  
 Garbage days ..... 03  
 Automated carts ..... 04  
 Efficient ..... 05  
 Nothing ..... 06  
 Other (specify) ..... 98  
 (DK/NS) ..... 99

3. What do you think is the biggest problem about garbage collection in Winnipeg? **(DO NOT READ LIST) SINGLE MENTION**

Not enough recycling ..... 01  
 Autobins too full ..... 02  
 Unreliable..... 03  
 Garbage left around cans..... 04  
 Automated carts ..... 05  
 Costs too much ..... 06  
 No organics/yard waste collection ..... 07  
 Nothing ..... 08  
 Other (specify) ..... 98  
 (DK/NS) ..... 99

4. There are currently four different ways that the City picks up residential garbage from single family homes. [IF NECESSARY READ: *Manual collection at the curb, backlane autobin, automated cart collection and roll-out carts in Autobin areas*] Do you think the City should continue with these separate systems or have one system for all single family homes?

Keep as is ..... 01  
 One system for all single family homes ..... 02  
 (DK/NS) ..... 99

5. There has been some suggestion to limit the amount of garbage a household may dispose of in a week. How strongly do you support a limit on the amount of garbage collected as part of your weekly garbage pick-up?

Strongly support ..... 01  
 Somewhat support ..... 02

Somewhat oppose .....	03
Strongly oppose .....	04
(DK/NS) .....	99

6. Some residents in northwest Winnipeg currently use AutoBins, also known as dumpsters, for their garbage. Are you aware that the City uses AutoBins?

Yes.....	01	
No.....	02	<b>(SKIP TO Q.8)</b>
(DK/NS) .....	99	<b>(SKIP TO Q.8)</b>

7. Do you support the continued use of AutoBins?

Strongly support .....	01
Somewhat support .....	02
Somewhat oppose .....	03
Strongly oppose .....	04
(DK/NS) .....	99

8. How do you dispose of your hazardous waste products? *(Like paint or oil)* **(DO NOT READ LIST)**

**MULTIPLE MENTION**

Hazardous waste depot .....	01
Place out with garbage/recycling .....	02
Dump down drain/sewer.....	03
Bring to landfill.....	04
Do not have hazardous waste.....	05
Other (specify) .....	98
(DK/NS) .....	99

9. Are you aware that household hazardous waste can be taken to a collection depot for free disposal?

Yes.....	01
No.....	02
(DK/NS) .....	99

**RECYCLING**

10. Does your household/apartment participate in the City's recycling program?

Yes.....	01	
No.....	02	<b>(SKIP to Q.15)</b>
(DK/NS) .....	99	<b>(SKIP to Q.15)</b>

11. How do you recycle?

Blue box .....	01	
Recycling depot.....	02	<b>(SKIP to Q.14)</b>
Apartment carts.....	03	<b>(SKIP to Q.14)</b>
Other (specify) .....	98	<b>(SKIP to Q.14)</b>
(DK/NS) .....	99	<b>(SKIP to Q.14)</b>

12. How many blue boxes does your household have?

One.....	01
Two .....	02
More than two .....	03
(DK/NS).....	99

13. Where do you keep your blue box? **(DO NOT READ LIST) MULTIPLE MENTION**

In my garage .....	01
In the basement .....	02
On my porch .....	03
Outside.....	04
In a shed .....	05
Other (specify) .....	98
(DK/NS).....	99

14. There are many items that can be recycled. Sometimes not all items are recycled. What household items or waste products, if any, do NOT regularly get recycled in your household?

**(DO NOT READ LIST) MULTIPLE MENTION**

Newspapers/magazines/paper products.....	01
Cardboard packaging .....	02
Glass bottles/jars .....	03
Tin/drink/metal cans.....	04
Juice boxes/Tetrapaks.....	05
Plastic/tin food containers.....	06
Plastic bottles/containers .....	07
Styrofoam packaging/containers .....	08
Shredded paper .....	09
Nothing, recycle everything.....	10
Other (specify) .....	98
(DK/NS) .....	99

15. What do you like the most about recycling collection in Winnipeg? **(DO NOT READ LIST) SINGLE MENTION**

Pick up at my residence .....	01
Do not have to sort .....	02
Recycling days .....	03
Efficient .....	04
Blue boxes.....	05
Materials collected .....	06
Nothing .....	07
Other (specify) .....	98
(DK/NS) .....	99

16. What do you think is the biggest problem about recycling collection in Winnipeg? **(DO NOT READ LIST) SINGLE MENTION**

Don't accept all products.....	01
Messy .....	02
Not enough capacity .....	03
Box is easy to break .....	04
Costs too much .....	05
Nothing .....	06
Other (specify) .....	98
(DK/NS) .....	99

**ORGANIC WASTE/COMPOSTING**

17. What do you normally do with organic waste materials from your kitchen? By organic waste I'm referring to things like vegetable peels, coffee grinds, eggshells and the like. **(DO NOT READ LIST – ACCEPT UP TO 3 MENTIONS)**

Place in regular garbage .....	01
Take to city depots.....	02
Compost in yard.....	03
Dig into garden.....	04
Feed animals with it.....	05
Put it in my garburator.....	06
Put it down the drain .....	07
Other (specify) .....	08
(DK/NS) .....	99

18. Does your household have and use a composter?

Yes.....	01
No.....	02
(DK/NS) .....	99

19. Do you live in a house or condo that has a yard with a lawn or garden?

Yes.....	01	
No.....	02	<b>(SKIP to Q.23)</b>
(DK/NS) .....	99	<b>(SKIP to Q.23)</b>

20. Are you the person in your household who is fully or at least partially responsible for maintaining the yard?

Yes.....	01	
No.....	02	<b>(SKIP to Q.23)</b>
(DK/NS) .....	99	<b>(SKIP to Q.23)</b>

21. What do you normally do with the grass clippings from your lawn? **(DO NOT READ LIST – ACCEPT UP TO THREE MENTIONS)**

Place in regular garbage .....	01
Compost in yard .....	02
Compost in other place.....	03
Dig into garden.....	04
Grasscycle / leave on lawn / mulch .....	05
Curb-side composting program .....	06
Lawn service takes away .....	07
Other (specify) .....	09
(DK/NS) .....	99

22. And what about leaves? How do you normally dispose of leaves that fall on your property? **(DO NOT READ LIST – ACCEPT UP TO THREE MENTIONS)**

Place in regular garbage .....	01
Compost in yard .....	02
Compost in other place.....	03
Dig into garden.....	04
Grasscycle / leave on lawn / mulch .....	05
Take to “leaf it with us” .....	06
Curb-side composting program .....	07
Lawn service takes away .....	08
Other (specify) .....	09
(DK/NS) .....	99

23. Would you be interested in having a curbside organic waste collection program? Household organics include all types of food waste (plate scrapings, bread/pasta, fruit and vegetable scraps, coffee grounds, eggshells) and yard materials like leaves.

Very interested .....	01
Somewhat interested .....	02
Somewhat uninterested .....	03
Very uninterested .....	04
(DK/NS) .....	99

24. How frequent should organic waste be collected in such a program? Should it be... [READ]

Year-round .....	01
Summer months only.....	02
Spring and fall only .....	03
Spring, summer and fall only .....	04
(DK/NS) .....	99

For Automated Garbage Carts ONLY [FROM QG2]

25. Did you participate in the curb-side spring and fall yard waste collection program?

Yes.....	01
No.....	02
(DK/NS) .....	99



For Automated Garbage Carts ONLY [FROM QG2]

26. Overall, how satisfied are you with the curb-side yard waste collection program?

Very satisfied..... 01  
Satisfied ..... 02  
Unsatisfied ..... 03  
Very unsatisfied ..... 04  
(DK/NS) ..... 99

**LANDFILL MAINTENANCE**

27. The City currently maintains a landfill site at Brady Road, which is located at the south end of the city. How familiar are you with Brady Road landfill? Are you...[READ]

Very familiar..... 01  
Somewhat familiar ..... 02  
Not very familiar ..... 03  
Have never heard of ..... 04 **(SKIP to Q.29)**  
(DK/NS) ..... 99 **(SKIP to Q.29)**

28. How often, if ever, do you go to Brady Road landfill? Do you go...[READ]

About once a month or more ..... 01  
About several times a year ..... 02  
Less than once a year..... 03  
Never have been to the landfill ..... 04  
(DK/NS) ..... 99

29. What are your main concerns regarding Brady Road landfill? **(DO NOT READ LIST – ACCEPT UP TO THREE MENTIONS)**

Odour ..... 01  
Litter..... 02  
Air quality..... 03  
Limit of space ..... 04  
Not enough being diverted at landfill..... 05  
Groundwater contamination ..... 06  
Too many recyclables in landfill..... 07  
Too many organics in landfill ..... 08  
Nothing ..... 09  
Other (specify) ..... 98  
(DK/NS)..... 99

30. Landfills have a limited lifespan for which they can operate. Brady Road currently has about 100 years before the City needs a new landfill. How concerned are you about the lifespan of the City's landfill?

Very concerned ..... 01  
 Somewhat concerned ..... 02  
 A little concerned ..... 03  
 Not concerned at all ..... 04  
 (DK/NS) ..... 99

## GENERAL ISSUES

31. Last year the City started Giveaway Weekends which take place the weekend before May long weekend and after September long weekend. Residents place unwanted items on their curb, mark them as "free", and anyone is free to take them. Did you participate in a Giveaway Weekend, and if so, how?

Put items out ..... 01  
 Picked up items ..... 02  
 Both ..... 03  
 Did not participate ..... 04  
 (DK/NS) ..... 99

32. Some cities have switched to collecting garbage and recycling during the night. Switching has allowed services to run more efficiently and safely, while saving money. How supportive would you be of switching to overnight collection?

Strongly support ..... 01  
 Somewhat support ..... 02  
 Somewhat oppose ..... 03  
 Strongly oppose ..... 04  
 (DK/NS) ..... 99

33. Currently the majority of the City's garbage and recycling is collected manually. What you do think of switching to automated cart collection?

Strongly support ..... 01  
 Somewhat support ..... 02  
 Somewhat oppose ..... 03  
 Strongly oppose ..... 04  
 (DK/NS) ..... 99

34. Do you have any other comments regarding Winnipeg's garbage, recycling or organics programs?

<OPEN RESPONSE>

## DEMOGRAPHICS

These final questions are used for statistical purposes only.

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

Yes 01  
No ..... 02  
(DK/NS) ..... 99

36. Do you rent or own your current place of residence?

Rent ..... 01  
Own ..... 02  
(DK/NS) ..... 99

37. Is your garbage and recycling collected on the front street or back lane?

Front street..... 01  
Back lane ..... 02  
(DK/NS) ..... 99

38. Which is your age group?

18-24 years ..... 01  
25-34 years ..... 02  
35-44 years ..... 03  
45-54 years ..... 04  
55-64 years ..... 05  
65+ years ..... 06  
Prefer not to answer ..... 99

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

Grade school / Some high school ..... 01  
Complete high school ..... 02  
Some post-secondary ..... 03  
Completed college or university..... 04  
Prefer not to answer ..... 99

40. 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..... 01  
\$10,000 to \$29,999 ..... 02  
\$30,000 to \$59,999 ..... 03  
\$60,000 to \$79,999 ..... 04  
\$80,000 or over ..... 05  
Prefer not to answer ..... 06

Thank you very much for your time and cooperation.

## Appendix B: Definitions

**Individual Curbside Manual Collection** is when you bag your garbage and/or place it in a garbage can and take it out to the curb or to the back lane. The city collection crews collect it directly from the curb or back lane.

**Autobins** are large grey metal garbage disposal containers that city trucks can pick up using a hydraulic lift attached to the side of the truck. The large metal bins are located in neighborhoods and residents bring their garbage to them.



**Automated Carts** are grey plastic garbage bins with a large set of wheels that are supplied by the city for garbage removal. They are placed at the curb or back lane on garbage day and picked up by a truck with an automated arm that grabs the bins. They stand almost 3<sup>1/2</sup> feet tall.

- They came into use about a year ago.



**Apartment/Condo Collection.** Residents in apartments or condominiums likely dispose of their garbage via chutes on their floor. Alternatively, they may dispose their bagged garbage directly into large bins located in the basement of the building or outside.