

Background

The City of Winnipeg (City) is reviewing its plan for managing garbage and recycling. Garbage and recycling in Winnipeg are guided by the Comprehensive Integrated Waste Management Strategy (CIWMS). We are reviewing the targets, programs, services, and timelines in the plan. This review will help us work towards our waste reduction goals and help keep our city clean.

Engagement

Phase 1 public engagement gathered feedback to help the City:

- understand residents' experiences with waste programs and services
- identify what is working and what is not working
- update the actions and goals in the CIWMS

The City hosted focus groups with stakeholders and interviews with those who could not attend. Stakeholders represented community, environmental, producer responsibility, policy maker, demolition, and construction organizations. Discussion topics included City's existing waste collection services, recycling depots, and new programs and services that could keep more waste out of the landfill.

A survey and ideas wall were available for the general public. The City asked residents about their experiences with waste programs, and future program needs.

More details on the Phase 1 public engagement opportunities can be found in Table 1.

Promotion

The online survey and ideas wall were promoted via:

- Webpage with over 10,600 visitors – October 30 to November 30, 2023;
- News release – October 30, 2023;
- Public engagement newsletter with over 5,300 recipients – October 30 and November 16, 2023;
- News coverage in CTV, Global, CJOB, and CBC – October 30 to November 13, 2023
- City digital display in 33 City facilities – October 31 to November 30, 2023;
- Posters displayed in 20 City libraries – October 31 to November 30, 2023
- Facebook posts to more than 38,000 followers – October 31 to November 28, 2023;
- Twitter posts to more than 122,900 followers – October 31 to November 28, 2023;
- Canstar and La Liberté newspaper ads – November 1, 2023

Table 1: Public engagement opportunities

Date	Activity	Participation
October 30 to November 30, 2023	Survey	9,236 respondents
October 30, 2023	Project webpage	Over 10,600 unique visits
October 30 to November 30, 2023	Ideas wall	623 submissions including 124 posts, 52 comments, and 447 up votes
November 6, 7, 8 & 23, 2023	Stakeholder focus group (5 sessions)	25 attendees representing 19 organizations
November 21, 22, 23, 28 & 29, 2023	Stakeholder interviews (9 sessions)	9 interviewees representing 6 organizations

Key Findings

What we heard from the survey

The survey gathered feedback on priorities, current programs, and interest in new programs.

When asked about **top priorities** for the City's garbage and recycling plan (9,236 responses):



57% of respondents want to keep Winnipeg clean and tidy



49% of respondents want to keep pollutants out of the air, water, and soil



49% of respondents want to reduce waste

Overall, when it comes to Winnipeg's waste management facilities and programs, respondents are generally aware of what is offered.

When asked about **use** and **awareness** of **facilities and programs** (9,236 responses):



85% of respondents have used the yard waste collection program.



72% of respondents have used the 4R Winnipeg Depots to drop off household hazardous items, recyclables, compostable items, electronics, tires, or oil.



29% of respondents are aware of the walk-up service for residents who are unable to get their recycling and garbage carts to the curb or lane.



65% of respondents are aware but have not use the Christmas tree recycling program



Thoughts on waste management programs (single-unit homes)

When asked how satisfied single-unit households are with the current **curbside garbage and recycling**:

82% (7,223 of 8,767 respondents) of respondents are satisfied with garbage collection and **77%** (6,715 of 8,700 respondents) of respondents are satisfied with recycling collection.

However, respondents suggested a few areas for improvement:

- **Recyclable materials** (255 comments): Respondents were frustrated with the accepted materials and believe more materials should be accepted (i.e. black plastics, Styrofoam, etc.).
- **Bin handling** (279 comments): Respondents reported that sometimes bins are not fully emptied, thrown around, damaged, and left in inconvenient locations. There are delays for bin replacement.
- **Missed collection** (149 comments): Respondents mentioned that sometimes collection is missed.
- **Need for compost program** (83 comments): Respondents would like a composting program to reduce the garbage.
- **Education and awareness** (45 comments): Respondents feel there is inadequate public education about what is recyclable and what is garbage. This can cause confusion.

When asked about impacts if the City switched to collecting garbage every two weeks (8,700 responses):

- **51%** of respondents are concerned with smell, rodents, or pests.
- **44%** of respondents are concerned with full or overflowing carts.
- **36%** of respondents aren't concerned because their garbage cart won't be full in two weeks.

When asked about impacts if the City switched to collecting recycling every two weeks (8,641 responses):

- **64%** of respondents are concerned with full or overflowing.
- **30%** of respondents aren't concerned because their recycling cart won't be full in two weeks.
- **26%** of respondents are concerned with missing a pick-up if they're away or forget to put their cart out.

When asked what the main **barriers** they face when it comes to **recycling** (respondents could check all that apply):



33% of respondents are unsure which items are accepted.



26% of respondents are unsure how to clean/prepare items for recycling.



9% of respondents find recycling too complicated.



Thoughts on waste management programs (multi-unit homes)

When asked how satisfied multi-unit households are with the current **garbage and recycling collection** services they receive in their building: **68%** (257 of 380 respondents) of respondents in multi-unit homes are satisfied with garbage collection and **53%** (201 of 380 respondents) of respondents are satisfied with recycling collection.

However, respondents suggested a few areas for improvement:

- **Capacity and number of bins** (40 comments): Respondents reported overflowing garbage bins and believe there are not enough bins for the number residents in the building.
- **Collection issues** (13 comments): Respondents reported concerns with litter after bins are emptied, missed pick-ups, infrequent pick-ups, and collection vehicles disrupting residents early in the morning.
- **Garbage bin misuse** (11 comments): Respondents reported large items such as furniture in the bins, and recycling in the garbage bins.
- **Recycling contamination** (6 comments): Respondents are concerned people are putting garbage in the recycling due to overflowing bins and lack of awareness.

When asked what they typically do if they have extra garbage that will not fit in the building's garbage in (380 responses):

- **49%** of respondents store it in their apartment/condo until the bin is empty.
- **36%** of respondents highlighted that their garbage bin is never full.
- **9%** of respondents leave additional garbage bags or items beside the garbage bin.



Thoughts on waste management programs (new programs)

When asked which programs would be useful if they were available in Winnipeg (8,966 responses, respondents could check all that apply):



57% of respondents indicated curbside green cart collection for food waste.



47% of respondents indicated recycling program for clothes and other fabrics.



39% of respondents indicated curbside collection of household hazardous waste.

Respondents suggested a couple additional programs that were not listed:

- **Recyclable materials** (235 comments): Respondents would like to see more materials accepted for recycling.
- **Incentives** (47 comments): Respondents would like to see incentives for recycling efforts and refunds for deposits when recycling items like pop cans.

When asked what types of items they would be most interested in **renting, sharing, or borrowing** (8,966 responses, respondents could check all that apply):

- **52%** of respondents are not interested in renting, sharing, or borrowing.
- **39%** of respondents would be interested in renting, sharing, or borrowing power tools and hardware.
- **28%** of respondents would be interested in renting, sharing, or borrowing garden tools.

Respondents expressed their reasoning for disinterest in renting, sharing, or borrowing:

- **Existing services** (60 comments): Respondents highlighted there are many organizations doing this work and the City should work with them to enhance services already offered.
- **Hygiene related concerns** (15 comments): Respondents are concerned with potential spread of viruses or bed bugs.

Who we heard from in the survey

Housing type:

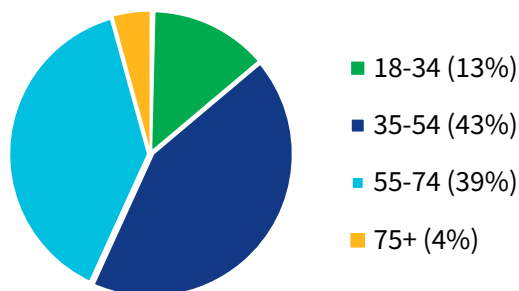


92% of survey respondents live in single-unit dwellings



8% of survey respondents live in multi-unit dwellings

Age of respondents:



The full survey results are available in Appendix A.

What we heard on the ideas wall

The ideas wall gathered feedback on ways to reduce and reuse waste, and new program ideas. Respondents could upvote ideas that they liked from other respondents.

When asked what the City could do to help **reduce garbage and reuse end of life items**, respondents suggested:



Recycling – Include a more user-friendly recycling program, incentives for recycling, and increase awareness on what is accepted (22 submissions with 125 votes)



Composting – Implement a curbside composting program (16 submissions with 85 votes)



Waste reduction – Reduce the generation of waste through reuse programs (6 submissions with 59 votes)

The full ideas wall results are available in Appendix B.

What we heard in the focus groups and interviews

Focus groups and interviews gathered feedback from community, environmental, producer responsibility, policy maker, demolition, and construction organizations.

Examples of ideas from the focus groups and interviews include:

- Create incentives or disincentives to encourage residents to reduce, reuse, and recycle.
- Equitable fees, for example fees based on income, or low-income assistance programs are needed.
- Products are rapidly changing with technology, for example vehicles, and waste organizations need to adapt.
- Many changes need to happen on a provincial scale, for example higher tipping fees or landfill bans

Notes from the focus groups and interviews are available in Appendix C.

How input was considered

The City used input from Phase 1 of public engagement to develop a list of options for the CIWMS review. Examples of how input was considered are in Table 2.

Table 2: What we heard and how it was considered

What we heard	How it was considered
Input from the survey and idea wall	
Increase the type of materials accepted for recycling.	The type of materials the recycling industry can accept is continually growing as technology improves. The City will monitor for opportunities to recycling new items.
Implement additional curbside collection programs such as collection of household hazardous waste.	The draft CIWMS update recommends planning for a curbside green cart program (kitchen scraps and food waste) by 2030. It also recommends the City look at collecting more items at the 4R Depots, such as textiles and additional household hazardous waste items.
Improve the process to have garbage and recycling carts either repaired or replaced.	The City is addressing this concern separately from the CIWMS Review.
Reduce the generation of waste by implementing new reuse and reduction programs.	The City promotes some reduction and reuse initiatives such as grasscycling and backyard composting. The CIWMS recommends the City look at collecting reusable items at 4R depots and the development of a food waste reduction strategy.
Input from focus groups and interviews	
Fees are too high for some low-income households. More equitable fees, for example fees based on income, or low-income assistance programs are needed. This contributes to illegal dumping and littering.	The draft CIWMS recommends exploring additional programs, or supports and/or relief for low income households. The City may also look at fees based on income.
The quickest way to get home builders interested waste diversion is to show them it can save them money. We can do this by modifying bins to make recycling easier, offering incentives, or not charging for waste diversion. This should apply not just in Winnipeg but also across Manitoba.	The draft CIWMS update recommends creating a Construction, Renovation and Demolition (CR&D) Diversion Strategy. to look at incentives for diversion, market solutions for hard to recycle materials, incentives for cardboard recycling from construction sites, and enforcement campaigns to address illegal dumping at constructions sites.
More information is needed on what happens to recycling and what items are being recycled incorrectly.	The City allocates a budget annually to communication campaigns, including those focused on recycling. Topics can come from feedback received through engagement to help address misinformation about recycling.

Information on reducing, recycling, and reusing is needed in more languages.	The City currently provides information in English and French. Other languages may be considered in the future.
Winnipeg needs a fourth 4R Depot. This would help with access and transportation issues. The City should team up with reuse organizations to accept a wider variety of materials.	The draft CIWMS update recommends adding a fourth 4R Depot so all residents are within 20-minute drive. The draft CIWMS update also recommends working with community organizations to collect items that can be reused instead of sent to the landfill.
Introduce disincentives or incentives to encourage residents to reduce, reuse, and recycle. Some of these incentives would need to be implemented across Manitoba. For example, if tipping fees were increased in Winnipeg, waste haulers will use other landfills just outside Winnipeg. If we want to ban certain items from landfills, we need to make sure there are places where these items can be used again or recycled in the long run.	The draft CIWMS update recommends options including improved education and enforcement to increase recycling participation.
Funding is needed to support community organizations in the inner city with their efforts to clean up the area, improve infrastructure, and increase how often garbage is collected.	The draft CIWMS update recommends the City work with community organizations to improve collection services and enforcement for illegally dumped and/or abandoned bulky waste in areas of the city experiencing increased need

Next Steps

What we heard from stakeholders and the public helped shape draft updates to the CIWMS. The City is presenting updates to stakeholders and the public for feedback in spring 2024. Feedback will help refine the updates and finalize the CIWMS.

Council review of the updated CIWMS is planned winter 2024/25. The updated CIWMS will include a five-year implementation plan to guide actions to 2030, and longer.

Appendices

- Appendix A – City-wide survey results
- Appendix B – Ideas wall results
- Appendix C – Focus group records of discussion
- Appendix D – Interview records of discussion