



# PACIFIC 4R WINNIPEG DEPOT FEEDBACK FORM REPORT

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# TABLE OF CONTENTS

<b>BACKGROUND AND METHODOLOGY .....</b>	<b>3</b>
<b>PROFILE OF RESPONDENTS .....</b>	<b>3</b>
<b>RESEARCH RESULTS .....</b>	<b>4</b>
4R Depot Use .....	4
Interest.....	4
Frequency .....	4
Hours.....	5
Transport.....	5
Usage Support.....	6
4R Depot Materials .....	7
Communications .....	8
Satisfaction with Open House.....	9
Other Comments.....	10
<b>APPENDIX A Survey.....</b>	<b>11</b>

## BACKGROUND AND METHODOLOGY

In October 2015, the City of Winnipeg initiated a public engagement process to receive input on the 4R Depot being built on Pacific Avenue.

Public feedback was collected from October –November, 2015. Feedback forms were provided at the open house held on October 28, 2015, and through the website at <http://wwdengage.winnipeg.ca/4rdepots/pacific/>

Feedback Forms	
Open house	6
Online on our website	12

There were 42 people in attendance at the open house.

Due to the low response rate (14% for Feedback Forms at the open house), and a small number of total responses, there is a higher degree of variability inherent in the responses received. As a result, it is not recommended to extrapolate the results to a general population.

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

## PROFILE OF RESPONDENTS

AREA OF CITY	TOTAL % (n=18)
Centre	56%
Northwest	11%
Southwest	11%
Northeast	11%
Southeast	11%
TYPE OF DWELLING	
Single detached house	72%
Duplex/multiplex	6%
Apartment/Condominium	22%

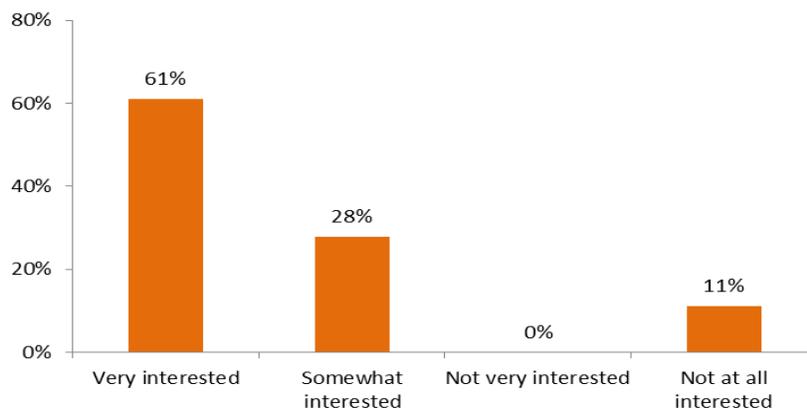
## RESEARCH RESULTS

### 4R Depot Use

#### Interest

Most respondents (61%) are very interested in using a 4R Depot on Pacific Ave.

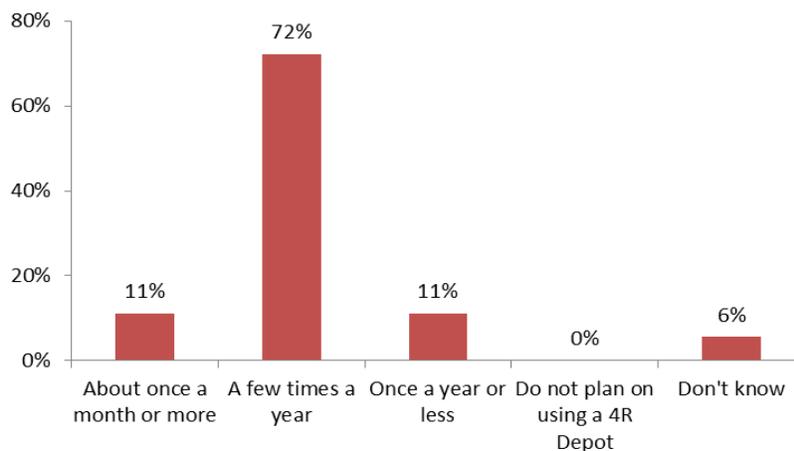
*“The City of Winnipeg is currently developing 4R Winnipeg Depots, which will be a “one-stop shop” where residents can drop off material that they no longer have a use for, but could be recycled, reused, or composted. How interested are you in using a 4R Winnipeg Depot on Pacific Ave?” (n=18)*



#### Frequency

The majority of respondents (72%) would use the 4R Depot a few times a year.

*“How many times a year might you go to a 4R Winnipeg Depot to drop off material?”(n=18)*

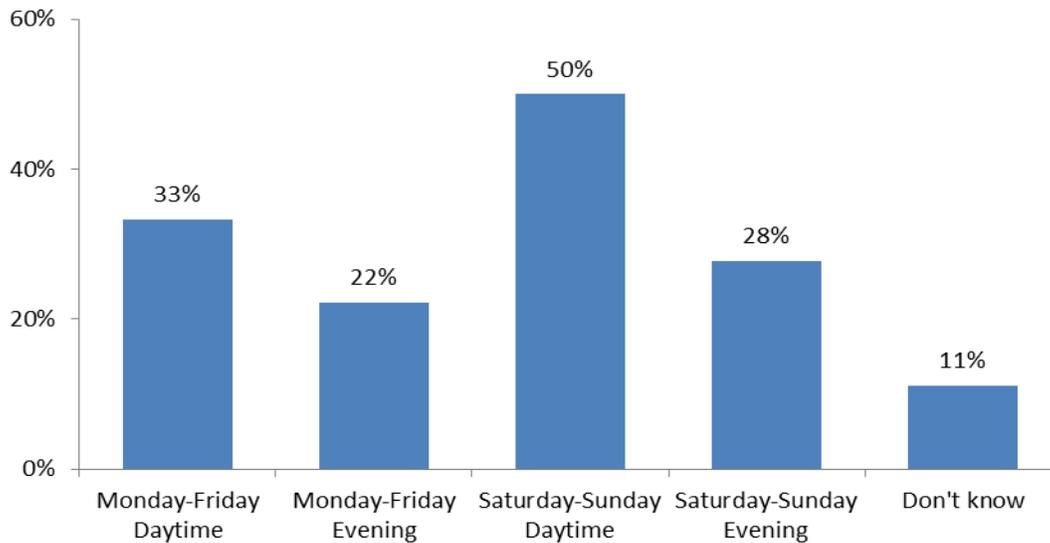


No responses were received for Q3 *“If you do not plan on using a 4R Winnipeg Depot, please let us know why”*

## Hours

Most respondents (50%) would use the 4R Depot on weekends during the day.

*"If you were to use a 4R Winnipeg Depot, when do you think you would most likely visit?" (n=18)*

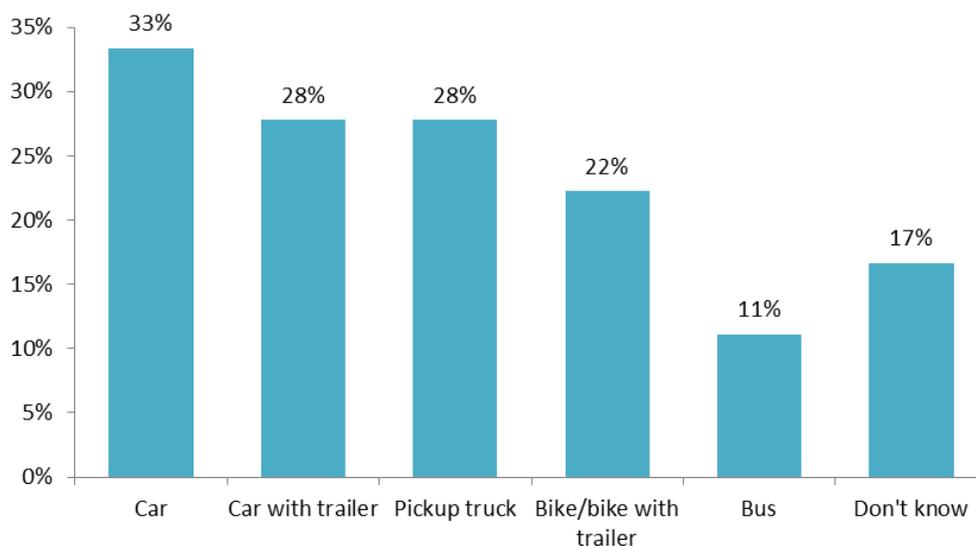


*\*Totals will exceed 100% due to multiple responses*

## Transport

The mode of transport varied among respondents.

*"If you were to use a 4R Winnipeg Depot, how would you likely bring your material?" (n=18)*



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

## Usage Support

Two-thirds (67%) of respondents provided a response:

*“When thinking about using a 4R Winnipeg Depot, what would help you to use it?”*

- “it's existence”
- “Access ! This is a good location on the other side of the city from the Brady 4R Depot. keeping with "access" it would be beneficial to have a future smaller 4R Depot in a more transit/pedestrian friendly CORE area where residents wouldn't be hindered by vehicle access. This is a good start. “
- “Clear signage at each drop-off”
- “I'm already a converter but I think others would need to hear about it over and over again so an education campaign is key.”
- “Pickup, because we don't own a vehicle”
- “Knowing what to take Knowing big stuff and hazard wastes”
- “location, regular items that need special disposal”
- “Clear signage Bike parking”
- “1. reasons/needs for using will be different at all times during the year eg demolition/development/building businesses have to start to be more accountable in their recycling practices, while mine green space/environment 2. consistency of hours, 3. open 7 days a week, 4. location, location, proximity to main traffic artery and access to facility from different street/highway access routes eg am I able to stop off on the way or will I have to go out of my way to use thus less chance of using 5. ensure that there is future expansion room (within property) to grow/plan/rearrange and 6. Spread out spread out. 6. check/consult with the many Manitoba communities that are ahead with their recycling and super well organized.”
- “More info on what happens to all that is collected and the profits made. I would like to be assured that everything is being recycled or reused with the smallest amount of energy waste. I support any eco friendly steps taken by the city but need to know just HOW eco friendly it is.”
- “Easy to find. Low/no risk of having my tires punctured by roofing nails or sharp debris.”
- “Specific list of acceptable materials”

## 4R Depot Materials

One-third (33%) of respondents provided a response:

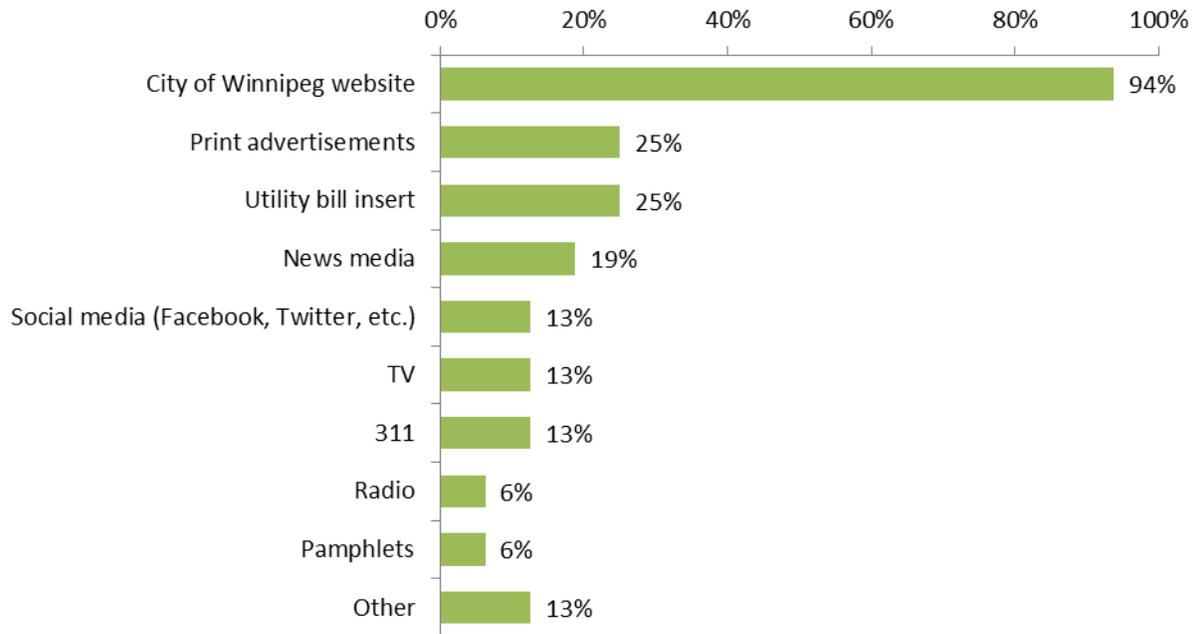
*“Are there other items you would like to be able to drop off at the 4R Winnipeg Depot?”*

- “Food waste since the curbside composting program has been delayed.”
- “paint, batteries, lumber”
- “Mattresses”
- “Hazardous household waste is a real problem item. I would like to be able to recycle those as well as the rigid plastics.”
- “Furniture/households items that could be used by someone else.”
- “Garbage. When the city first announced the garbage bins we're now using to replace the dumpsters we used to have in our back lanes, they specifically said there would be transfer stations set up across the city. People need somewhere to drop off a load of garbage that can't be fit into a garbage can. and driving 45 minutes (each way) in a car for a few larger items is inefficient and wasteful. Fulfill your promise, include garbage transfer at these '4R' locations.”

## Communications

The majority of respondents (94%) use the City of Winnipeg website to find information.

*“The City of Winnipeg provides information on its services, such as recycling, garbage and yard waste, in several places. Where do you usually find this information?” (n=16)*



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

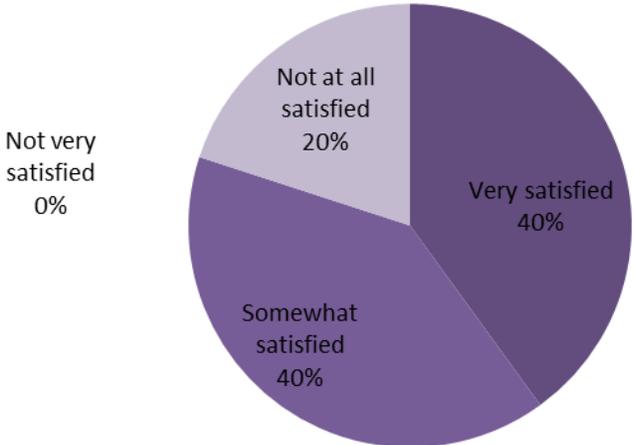
Other responses received:

- “although it is not always easy to find [on the website]. Also Green Manitoba website”
- “In reality I find the COW website to confusing, each city councillor should have a website, facebook page and a central community location that they could post”

### Satisfaction with Open House

Most respondents were satisfied (80%) with the open house.

“Overall, how satisfied are you with this Open House?” (n=5)\*



*\*This question was not asked to website respondents.*

## Other Comments

Over half (56%) of respondents provided additional comments:

- “get'r done ”
- “Slow start but looks thorough. Are there established places to handle the volumes. Will the city be able to gain financially from any of the returns.”
- “An education component at the 4R Depots is key and it's not in your plans currently. It would be cool to have a repair station too, for example. There is a lack of the Reduce component. It's main focus is recycling and the reusing will only happen later with the reuse centre. Perhaps the reuse centre could include also "reducing" information and pointers on how to reuse.”
- “No pamphlets or material to take home No handouts.”
- “Please open several more locations!”
- “I am a member of a work place Sustainable Development committee and am always looking for information to share with my colleagues. One of the biggest hurdles people seem to have is 'running around' looking for places to take their items. Giving a one stop drop to them will hopefully inspire more people to properly dispose of their waste. Will the household haz waste collection be up and running at the start? Sounds like Brady Rd is not fully functioning yet.”
- “I like this idea a lot. Why throw away something that someone else can use?”
- These are a great idea. Hopefully the Pacific Ave location doesn't take as long to build as the Brady Road Landfill location.”
- “We need garbage transfer stations (as were promised), not just recycling. Also, I noticed that you're raising the dumping fees at Brady from the current \$11 for household waste to \$61 per tonne. That is a huge increase! To anyone who used to have dumpsters in their backlanes, and were promised transfer stations, this is ridiculous.”

## **APPENDIX A**

### **SURVEY**



Water and Waste Department • Service des eaux et des déchets

## PACIFIC 4R WINNIPEG DEPOT FEEDBACK FORM

Please let us know the first 3 digits of your postal code: \_\_\_\_\_

Please indicate the type of dwelling you currently live in:

- Single detached house
- Duplex/multiplex
- Apartment/Condominium
- Other: \_\_\_\_\_

1. The City of Winnipeg is currently developing 4R Winnipeg Depots, which will be a “one-stop shop” where residents can drop off material that they no longer have a use for, but could be recycled, reused, or composted. How interested are you in using a 4R Winnipeg Depot on Pacific Ave?

- Very interested
- Somewhat interested
- Not very interested
- Not at all interested

2. How many times a year might you go to a 4R Winnipeg Depot to drop off material?

- About once a month or more
- A few times a year
- Once a year or less
- Do not plan on using a 4R Depot

3. If you do not plan on using a 4R Winnipeg Depot, please let us know why:

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4. If you were to use a 4R Winnipeg Depot, when do you think you would most likely visit?

- | Monday-Friday            |                          | Saturday-Sunday          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Daytime                  | Evening                  | Daytime                  | Evening                  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. If you were to use a 4R Winnipeg Depot, how would you likely bring your material?

- |   |  |
|---|--|
| <input type="checkbox"/> Car                    | <input type="checkbox"/> Car with trailer          |
| <input type="checkbox"/> Pickup truck           | <input type="checkbox"/> Pickup truck with trailer |
| <input type="checkbox"/> Bike/bike with trailer | <input type="checkbox"/> Other: _____              |

6. When thinking about using a 4R Winnipeg Depot, what would help you to use it?

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7. Are there other items you would like to be able to drop off at the 4R Winnipeg Depot?

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8. The City of Winnipeg provides information on its services, such as recycling, garbage and yard waste, in several places. Where do you usually find this information?

- |   |   |
|---|---|
| <input type="checkbox"/> City of Winnipeg website               | <input type="checkbox"/> Print advertisements |
| <input type="checkbox"/> Social media (Facebook, Twitter, etc.) | <input type="checkbox"/> Radio                |
| <input type="checkbox"/> Pamphlets                              | <input type="checkbox"/> TV                   |
| <input type="checkbox"/> News media                             | <input type="checkbox"/> 311                  |
| <input type="checkbox"/> Utility bill insert                    | <input type="checkbox"/> Other: _____         |

9. Overall, how satisfied are you with this Open House?

- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

10. Do you have any other comments regarding the 4R Winnipeg Depot?

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*Thank you for your feedback.*