



City of Saskatoon

Spring Residential Waste and
Recycling Survey

September 2023



**FORUM
RESEARCH**

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Introduction

The City of Saskatoon commissioned Forum Research to undertake a **residential feedback survey** to gain a deeper understanding of Saskatoon respondents' knowledge, behaviour and understanding of waste (garbage, recycling, organics, and waste diversion). This report summarizes the final results of the survey, that was conducted online in July 2023.

Where available, comparisons have been included to the previous waste and recycling surveys from 2017, 2019 and 2021 conducted by a previous vendor. However, comparisons to 2017, 2019, and 2021 versions of the survey are limited due to methodology changes between surveys. Additionally, data has been weighted using 2021 Statistics Canada census data to be more in line with the City of Saskatoon population.



Methodology & Reporting Considerations



Methodology

Method

Online survey using computer-assisted web interviewing (CAWI)

Criteria for Participation

City of Saskatoon residents, 18 years of age or older, who are responsible for their household's waste and recycling.

Sample size

$N = 1,148$

Fieldwork Dates

July 4th – 31st, 2023

Average Survey Duration

12.3 minutes

Additional Notes

Results throughout this report have been statistically weighted by age and gender to ensure that the sample reflects the target population according to 2021 Census data.

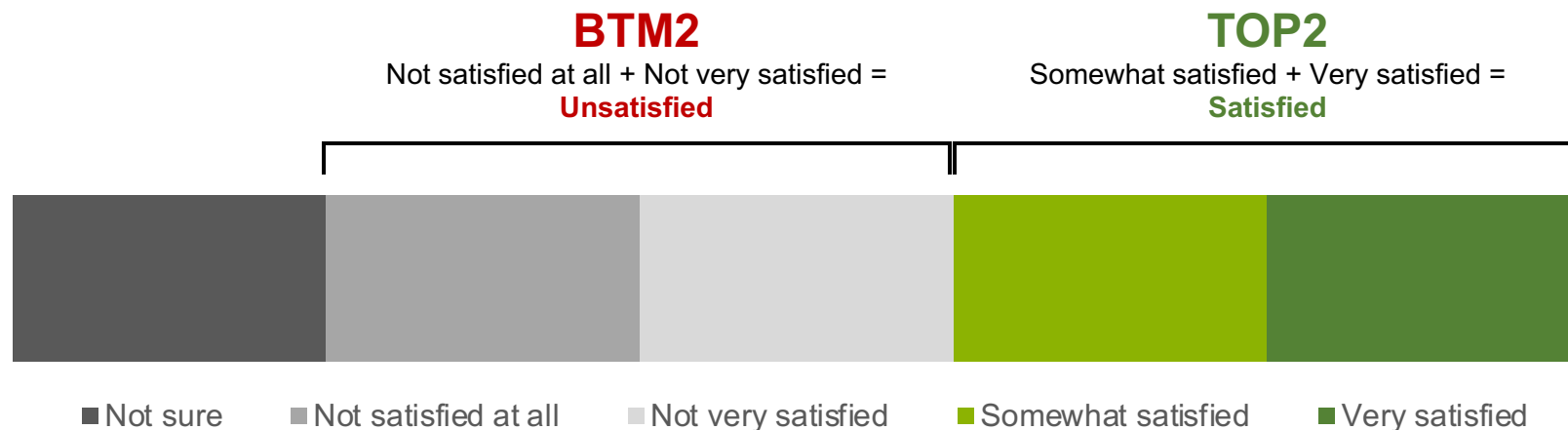
Because this study was completed online, margins of error are not applicable. This does not negatively impact the accuracy of results.

Reporting Considerations

TOP2 / BTM2 Groupings

Top 2 (TOP2) and Bottom 2 (BTM2) reference the collected TOP2 **positive** and BTM2 **negative** responses, respectively where applicable.

For example, a TOP2 grouping referred to as “satisfied” may be the combined result of “very satisfied” and “somewhat satisfied,” whereas a grouping of “unsatisfied” (BTM2) may be the combined result of “not very satisfied” and “not satisfied at all”.



Reporting Considerations

Rounding

Due to rounding, numbers presented throughout this document may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%. Similar logic applies to TOP2 and BTM2 groupings.

Multi-mentions

In some cases, more than one answer option is applicable to a respondent. Multiple mention questions allow respondents to select more than one answer category for a question. For questions that ask for multiple mentions (e.g., “Which of the following things, if any, discourage or prevent you and/or others in your household from recycling or recycling more? Please select all that apply.”), it is important to note that the percentages typically add to over 100%. This is because the total number of answer categories selected for a question can be greater than the number of respondents who answered the question.

Significance Testing

Throughout the report, statistically significant differences (at the 95% confidence level) between demographic segments are reported on each slide in the Detailed Findings, when statistical differences exist and when appropriate. For significant differences between residents that receive communal and curbside recycling services, ▲ has been used to indicate which group is significantly more likely to engage in an indicated behaviour.

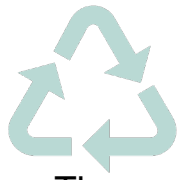
Question Framework

The footnote on each page indicates the related question from the survey questionnaire, the sample framework used in the analysis, and the sample size of the related data.

Key Findings



Key Findings



Recycling

- There was a 4% decline in the number of respondents that recycle all or nearly all of their recyclable items from 39% in 2017 to 35% 2023 (*slide 16*).
- Respondents seem to display good knowledge levels about the proper destination for most waste and recycling items. There has been a 32% decline in respondents that know mixed material items (such as pringle cans, furnace filters, etc.) cannot be recycled from 70% in 2021 to 38% in 2023 (*slides 20-21*).
- If respondents are unsure if an item is recyclable, the plurality (38%) will research the item before doing anything with it, and a quarter will place the item in the black cart/bin (26%) (*slide 22*).
- Confusion as to what items are recyclable (31%) is the most common reason that discourages or prevents respondents from recycling or recycling more (*slide 26*).

Blue Cart Recycling Program

- From 2019 to 2023, there was an 7% increase in the number of respondents that put their recycling blue cart out for pickup once every second collection period (from 16% to 23%) (*slide 18*).
- Satisfaction with all aspects of the blue cart recycling program is generally very high. Respondents were most satisfied with the amount of room in their blue cart (TOP2: 82%) and the overall quality of service received (TOP2: 82%) (*slide 24*).

Communal Multi-Unit Recycling Program

- There was an 8% increase in the number of respondents that take their recycling to the communal recycling bin several times per week from 24% (2019) to 32% (2023) (*slide 19*).
- Satisfaction with all aspects of the communal multi-unit recycling program is moderately high. Respondents were most satisfied with the convenience of the program (TOP2: 76%) (*slide 25*).



Key Findings

Organics

- 70% of Saskatoon respondents put their green cart out for pickup every collection period (*slide 29*).
- The gross smell or odours produced by the green cart is the most common mention by respondents (33%) that discourages and prevents them from using their green cart or using it more (*slide 30*).
- There was a 24% increase in the number of respondents that mentioned they dispose of organic waste using their green cart, from 27% in 2021 to 51% in 2023. This is likely due to the program moving from subscription based in 2021 to mandatory in 2023 (*slide 31*).
- As green cart has moved from subscription-based in 2021 to mandatory in 2023, there has been a 18% decline in satisfaction from (TOP2: 95%) in 2021 for the convenience of the green cart program; however, it is noted that satisfaction remains relatively high at (TOP2: 77%) (*slide 32*).
- The size of the green cart works for many respondents, with 4 in 5 (TOP2: 86%) being satisfied with the capacity of cart size, and over a third (36%) indicate that it's never full. However, on the rare occasion that it is, most respondents will store the organic waste until the next collection day (30%). (*slide 32-33*).
- Of those who drop off yard waste at the city or private compost depot, there is an almost equal split in monthly yard waste drop-off to the East (TOP2: 67%) and West (TOP2: 69%) compost depots (*slide 34*).
- Of the respondents that drop off waste at a City of Saskatoon Compost Depot, the majority are satisfied with how they are being informed about what is and is not accepted at the compost depots (TOP2: 82%), and the overall quality of service they received (TOP2: 82%) (*slide 35*).

Key Findings



Garbage

- Satisfaction with the capacity of garbage bins/carts is high (TOP2: 79%). Similarly, satisfaction with the overall quality of service received is also high (TOP2: 80%), but there has been a 11% decrease since 2021 (TOP2: 91%), potentially due to the change of frequency of collection, from weekly in 2021 to bi-weekly in Summer 2023 *(slide 37)*.
- On garbage day, 41% of respondents report that their cart/bin is full or overflowing *(slide 38)*.
- When respondents' garbage cart/bin is overflowing (10%), 29% will store it until the next collection day *(slide 39)*.



Public Recycling Depots

- While about half of all respondents never drop off items at the City of Saskatoon recycling depots or private waste collectors, all facilities have about the same proportion of respondents dropping off items more often than three or four times per year. At Lakewood 15% of respondents drop off items more than three or four times per year, Loraas Recycle 14%, Lawson Heights 14%, Cosmopolitan industries 13% and University Heights 13% *(slide 42)*.
- In order to improve public recycling depots, the plurality of respondents (28%) suggest the city uses different styles of bins that provide users easier access *(slide 43)*.
- Satisfaction with recycling options in commercial and public areas saw an 18% increase from 54% in 2017 to 72% in 2023 *(slide 44)*.
- In order to improve garbage receptacles and recycling in public locations, popular mentions include increasing the frequency of collection (43%) and adding more receptacles (40%) *(slide 45)*.



Key Findings



Collections

- 39% of respondents surveyed receive back lane collection services (29% in 2021). Of the respondents that receive back lane collection, 6 in 10 (TOP2: 61%) support the City moving towards front curb garbage collection (TOP2: 36% in 2021) *(slide 47)*.



Supporting Programs

- There has been a 20% decline in respondents that donate items that cannot be recycled to a local charity, from 76% in 2021 to 56% in 2023; however, this is still the most common method respondents use to get rid of their non recyclable waste *(slide 49)*.
- 32% of respondents have taken part in the household hazardous waste days, and 35% of respondents have at least heard of this program *(slide 51)*.



Communications

- From 2021 to 2023, there was a 12% increase in the number of respondents that have used the Saskatoon Waste Wizard app or website (from 34% to 46%). There has also been a 15% increase in the number of respondents that have heard of this tool but haven't used it (from 15% to 30%) *(slide 53)*.
- Respondents' engagement with the City's social media channels has nearly doubled from 19% in 2021 to 36% in 2023 *(slide 54)*.
- Satisfaction with the accessibility of information related to waste on City's web page is high at TOP2: 78% *(slide 56)*.

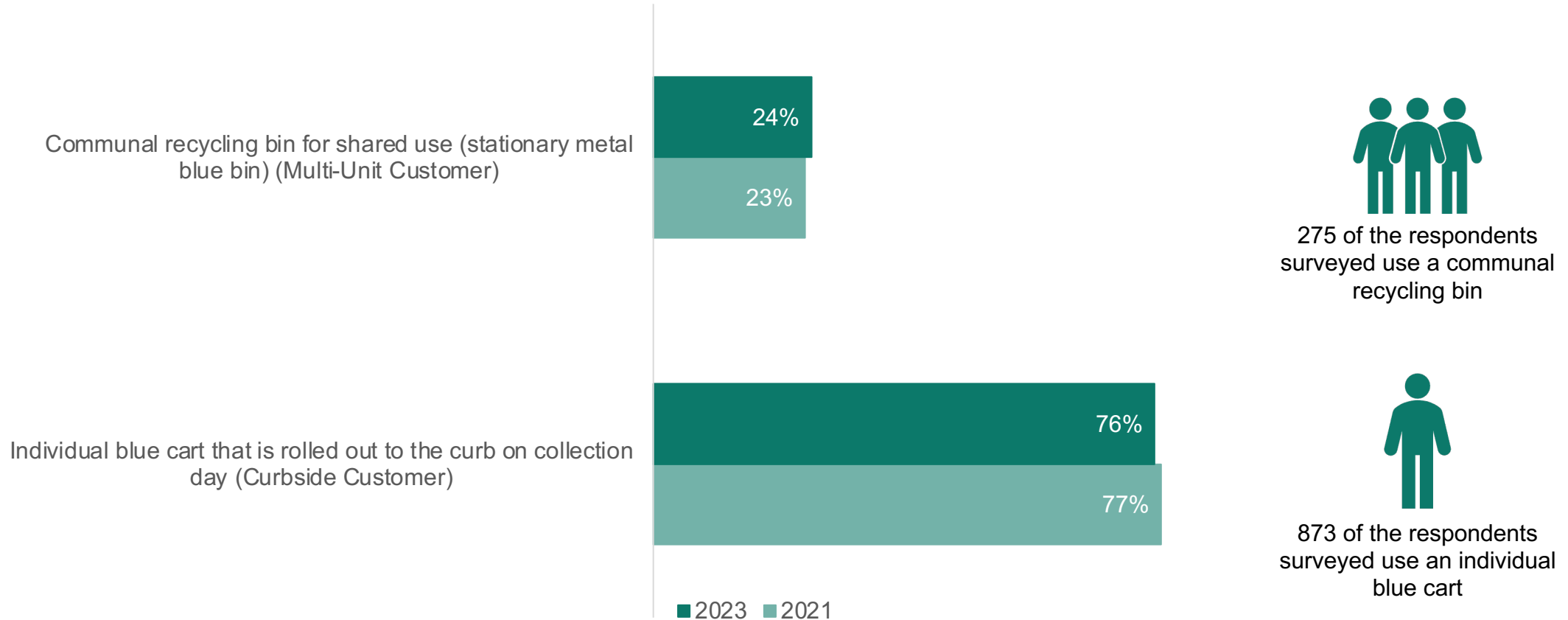


Detailed Findings



Primary Residence Recycling Service

Respondents were asked to indicate what recycling service they receive. Nearly 4 in 5 respondents (76%) indicated that they are curbside customers, meaning they receive an individual blue cart. About one-quarter of respondents (24%) use a communal recycling bin meant for multi-unit use. The results were similar to the distribution seen in 2021.



S5: For your primary residence, do you receive recycling service in a...

Sample Size: n=1148

Base: All respondents



Recycling Knowledge, Usage, and Satisfaction

Proportion of Recyclable Items that are Recycled

3 in 4 respondents (75%) recycle most or all (70% to <90%) of their recyclable items.

	2023	2021	2019	2017
All or nearly all (more than 90%)	35%	39%	36%	39%
Most (70-90%)	40%	36%	39%	41%
Some (40-70%)	20%	18%	20%	15%
Not very much (10-40%)	4%	6%	5%	5%
Barely any (less than 10%)	<1%	<1%	<1%	<1%
None at all (0%)	<1%	n/a	n/a	n/a

The following groups are significantly more likely to recycle more than 90% of their recyclable items:

- respondents aged 55+ (50%) compared to those who are 18-34 (26%) or 35-54 (27%).
- respondents with an annual income of \$120K+ (38%) or <\$60K (39%) compared to those that make \$60K to <\$120K (28%).
- respondents that did not move to Canada in the past five years (38%) compared to those who did (22%).
- respondents that do not identify as Indigenous (38%) compared to those who do (21%).

From 2017 to 2023, the percentage of respondents that recycle more than 90% of their household recyclable items has decreased (from 39% to 35%)

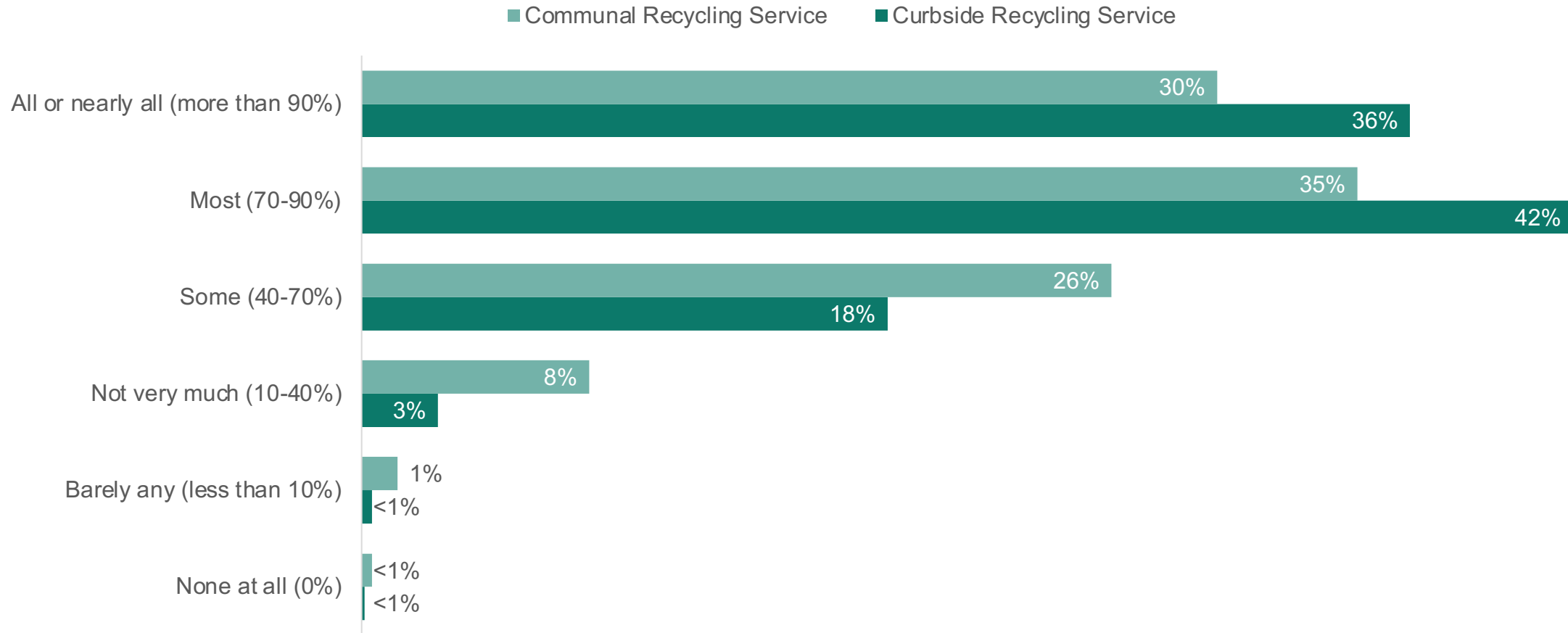
Q1: Broadly speaking, what proportion of your household's recyclable items do you recycle, either through your [blue recycling cart/communal recycling bin] or through other means?

Sample Size: n=1148

Base: All respondents

Proportion of Recyclable Items that are Recycled

Breakout by Recycling Service Received



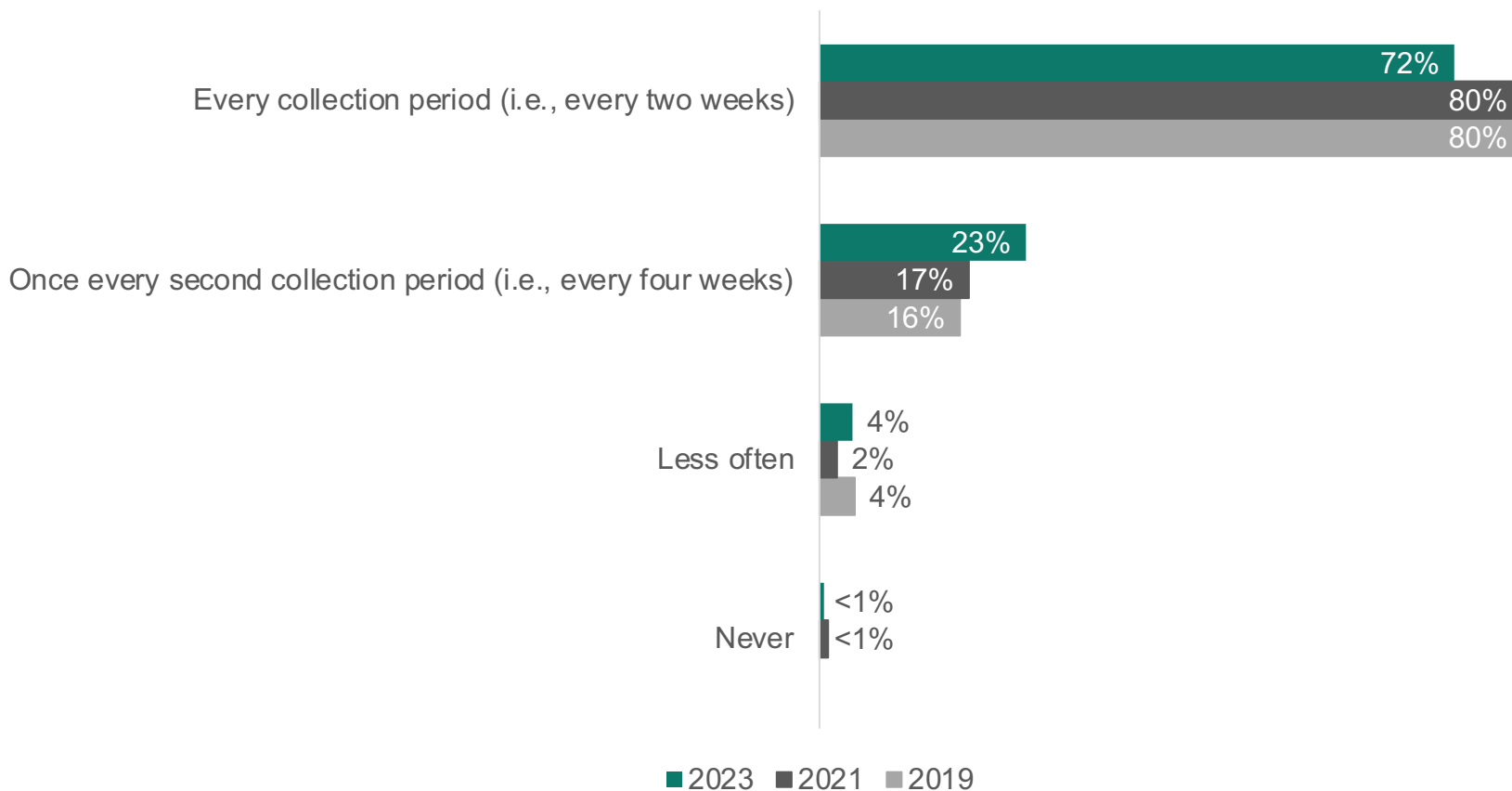
Q1: Broadly speaking, what proportion of your household's recyclable items do you recycle, either through your [blue recycling cart/communal recycling bin] or through other means?

Sample Size: n=1148

Base: All respondents

Put out Recycling Blue Cart

About 7 in 10 respondents (72%) put out their recycling blue cart out for pickup every collection period (i.e., every two weeks).



Respondents that rent (81%) are significantly more likely to put out their recycling blue cart for every collection period compared to respondents that own their home (70%).

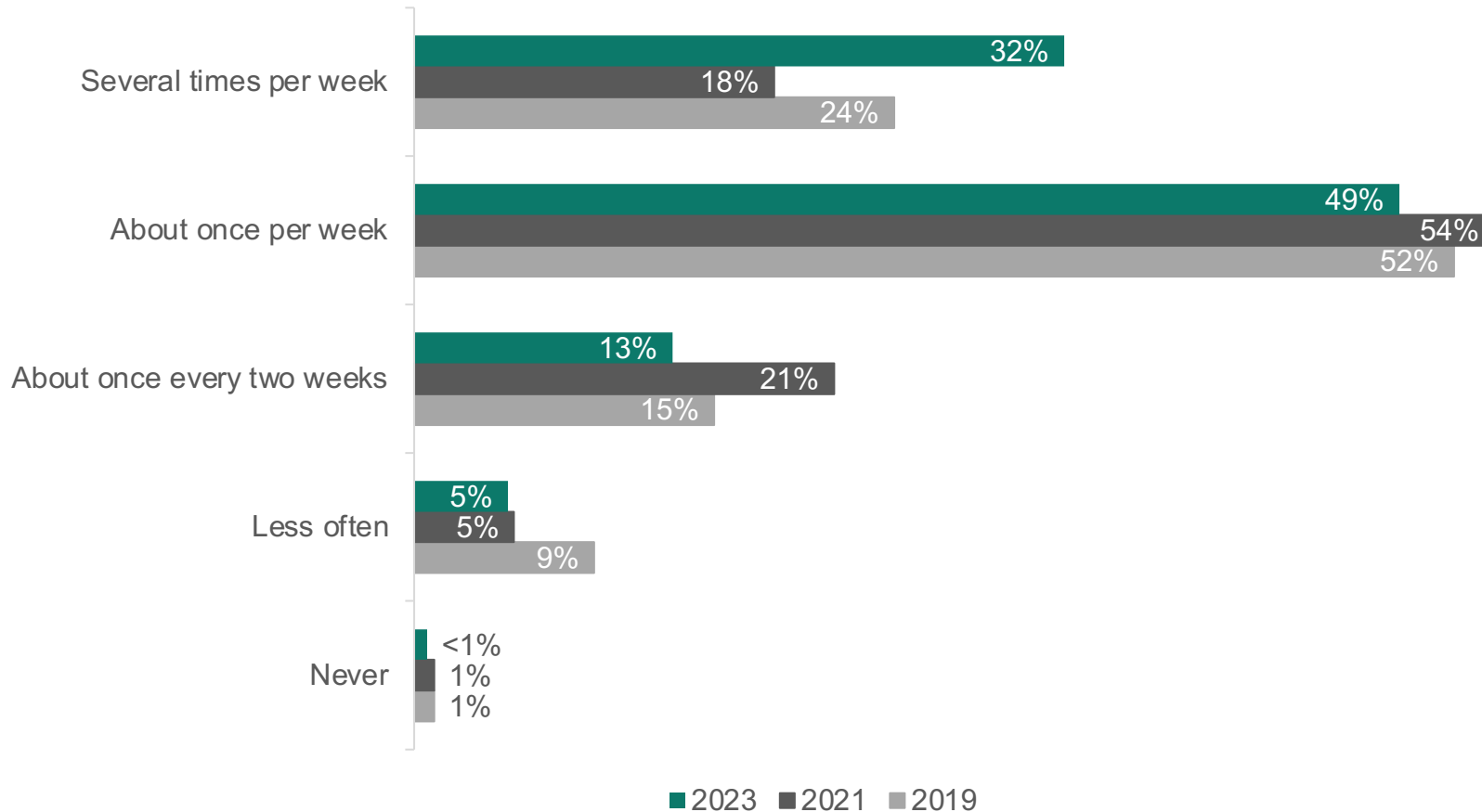
From 2019 to 2023, the percentage of respondents that put out their recycling for every collection period decreased (from 80% to 72%)

In contrast, from 2019 to 2023, the percentage of respondents that put out their recycling once every second collection period increased (from 16% to 23%)

Q2A: How often do you typically put your recycling blue cart out for pickup?
 Sample Size: n=879
 Base: Respondents that receive recycling service in an individual blue cart

Use of Communal Recycling Bin

About two-thirds of respondents (32%) take their recycling to their communal recycling bin several times per week.



From 2019 to 2023:

- The percentage of respondents that take their recycling to the communal recycling bin several times per week increased (from 24% to 32%).
- The percentage of respondents that take their recycling to the communal recycling bin about once per week stayed about the same (from 52% to 49%).

Q2B: How often do you typically take your recycling to your communal recycling bin?

Sample Size: n=269

Base: Respondents that receive recycling service in a communal recycling bin

Knowledge of Recyclable Items in Household (Percent Who Answered Correctly)

Correct Answer

- Can be put in the blue recycling cart/communal recycling bin
- Cannot be put in the blue recycling cart/communal recycling bin

2023 2021

	2023	2021
Paper or cardboard products, such as newspapers, flyers, shipping boxes (n=514)	85%	99%
Shredded paper in a bag (n=527)	78%	74%
Beverage containers, such as juice boxes, milk jugs, and aluminum cans (n=529)	77%	88%
Medication, such as prescription and non-prescription (n=504)	76%	90%
Needles or sharps, such as razor blades (n=530)	71%	94%
Pressure filled containers or cans, such as propane, helium tanks, or hairspray (n=518)	71%	89%
Cans, such as soup can or pet food tins (n=522)	71%	88%
Diapers, such as infant or adult (n=502)	71%	94%
Electronics, such as a tablet or TV (n=522)	67%	86%
Large and small appliances, such as a washing machine, refrigerator, or coffee machine (n=527)	67%	90%
Batteries (n=527)	67%	90%
Plastic or aerosol containers with warning labels, such as bug spray, Lysol cleaner, or acetone (n=526)	67%	86%
Plastics containers with a #1 to #7 recycling symbol (n=534)	66%	86%
Oil, paint, or paint products, such as cooking oil, automobile oil, spray paint, paint trays (n=515)	66%	93%
Home medical equipment, such as breathing tubes or bedpans (n=525)	66%	84%
Elm Wood such as branches, twigs, stumps (n=546)	62%	n/a
Long rope-shaped objects that can get tangled with other materials such as electrical cords or garden hoses (n=525)	61%	82%
Scrap metal or tools, such as vehicle parts or hammers (n=526)	61%	84%

Answered correctly the *most*

Respondents seem to display good knowledge levels about the proper destination for most items. There has been a 14% decline in respondents that know paper/cardboard products can be recycled, from 99% in 2021 to 85% in 2023; however, respondents are still knowledgeable of this recycling rule.

78% of respondents also know that they can recycle shredded paper in a bag (74% in 2021), and 77% are aware they can recycle beverage containers (88% in 2021).



Q3A-B: To the best of your knowledge, can the following items be put in your [blue recycling cart/communal recycling bin]?

Sample Size: Shown in chart above

Base: All respondents



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Knowledge of Recyclable Items in Household (Percent Who Answered Correctly) Continued...

Correct Answer

- Can be put in the blue recycling cart/communal recycling bin
- Cannot be put in the blue recycling cart/communal recycling bin

2023 2021

	2023	2021
Household Glass, such as jars and bottles (n=513)	60%	64%
Renovation or construction materials, such as drywall, brick, or insulation (n=538)	59%	86%
Yard waste or wood, such as potted flowers, grass clippings, or branches (n=563)	59%	87%
Glass, such as lightbulbs, windows, or mirrors (n=505)	58%	78%
Styrofoam with or without a recycling symbol (n=532)	57%	71%
Clothing or other textiles, such as pants, burlap sacks, or tarps (n=513)	56%	82%
Food contaminated cardboard and paper such as greasy pizza box, napkins (n=483)	50%	85%
Aluminum foil, and foil containers or foil roasting pans (n=522)	47%	43%
Stretchy or Crinkly plastics, such as plastic bags, toilet paper overwrapping, or chip bags (n=534)	47%	75%
Glossy or glittery paper, such as high gloss photos or gift-wrapping paper (n=541)	43%	60%
Black-coloured plastics with or without a #1 to #7 and recycling symbol, such as coffee cup lid (n=525)	39%	51%
Mixed material items such as pringles cans, furnace filters, cardboard box with plastic viewing window (n=500)	38%	70%
Polycoat (plastic-lined) paper products, such as coffee cups, ice cream tubs (n=527)	36%	58%
Plastic containers with just a recycling symbol and no numbers (n=510)	33%	31%
Compostable or biodegradable plastic (n=495)	32%	33%

Answered correctly the **least**

Respondents display weaker knowledge levels about the proper destination for some items. 33% of respondents know they can not recycle plastic containers with just a recycling symbol and no numbers (31% in 2021) and 32% know you also can't recycle compostable or biodegradable plastic (33% in 2021).

There has been a 32% decline in respondents that know mixed material items can not be recycled, from 70% in 2021 to 38% in 2023. Providing clarity on why this item is not recyclable may be an area of improvement.

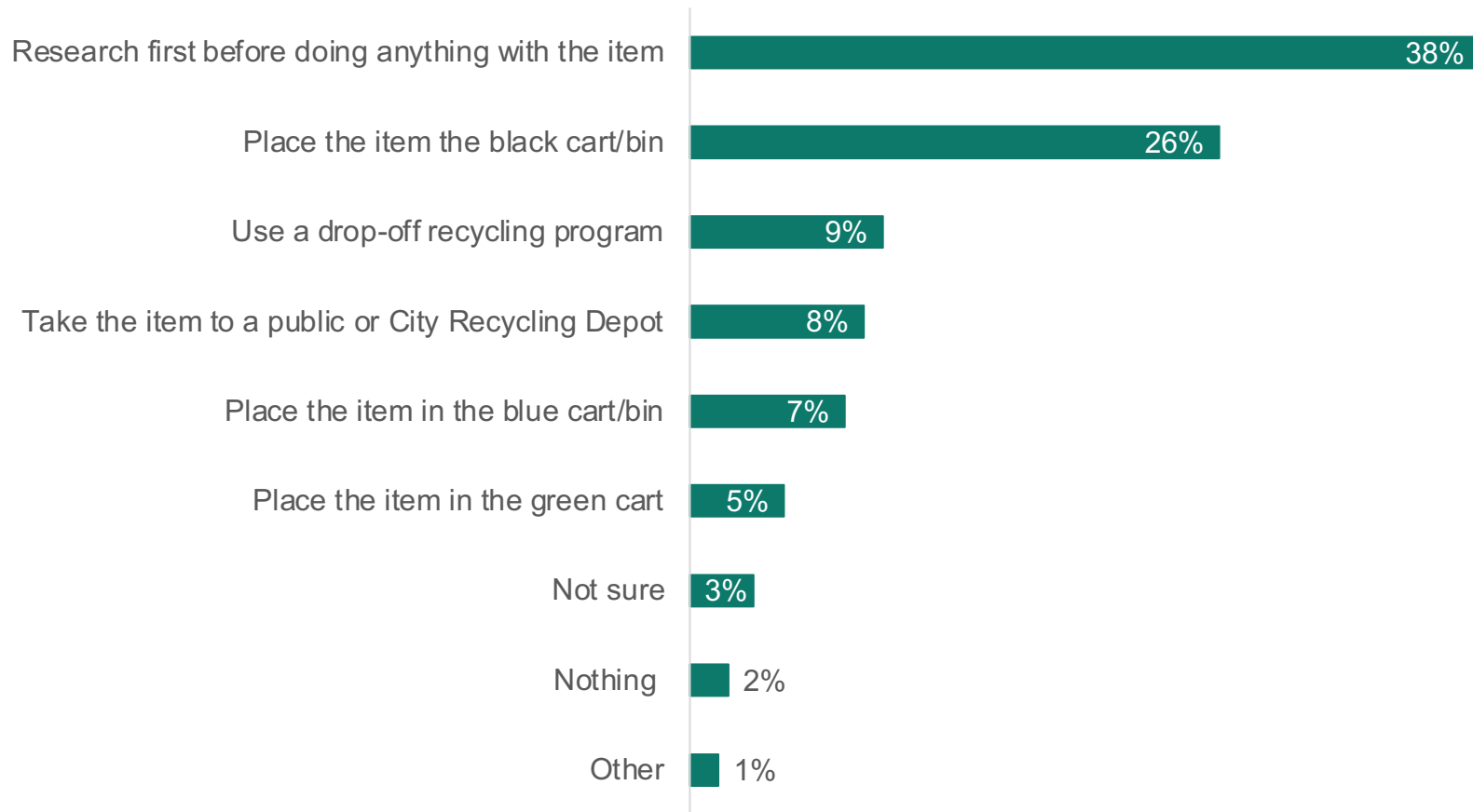
Q3A-B: To the best of your knowledge, can the following items be put in your [blue recycling cart/communal recycling bin]?

Sample Size: Shown in chart above

Base: All respondents

What respondents do if they are Unsure if an Item is Recyclable

If they are unsure if an item is recyclable, about 2 in 5 respondents (38%) research first before doing anything with the item, while 1 in 4 (26%) place the item in the black cart/bin.



The following groups are significantly more likely to research an item before doing anything with the item:

- Respondents that receive curbside recycling service (41%) compared to those who receive multi-unit recycling service (31%).
- Female respondents (43%) compared to male respondents (33%).
- Respondents that did not move to Canada in the past 5 years (40%) compared to those who did (29%).

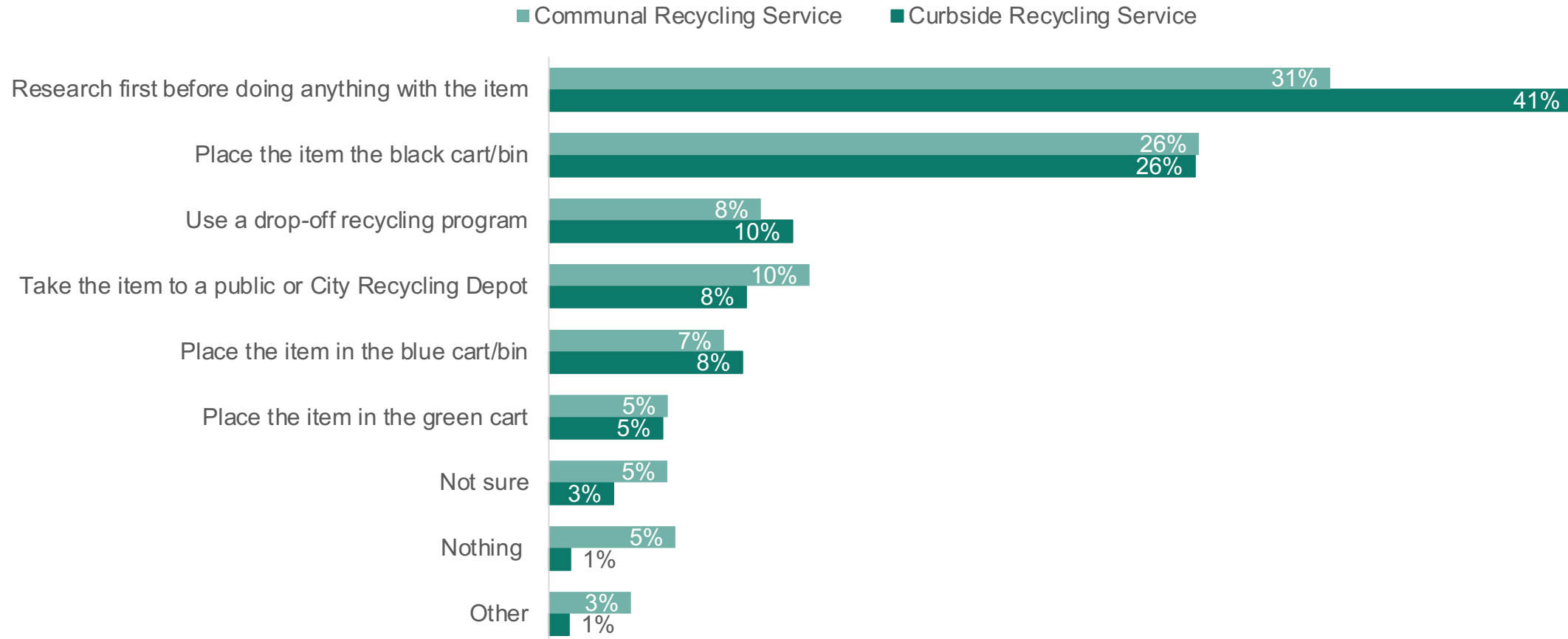
Q4: If you are unsure if an item is recyclable, do you...

Sample Size: n=1148

Base: All respondents

What respondents do if they are Unsure if an Item is Recyclable

Breakout by Recycling Service Received



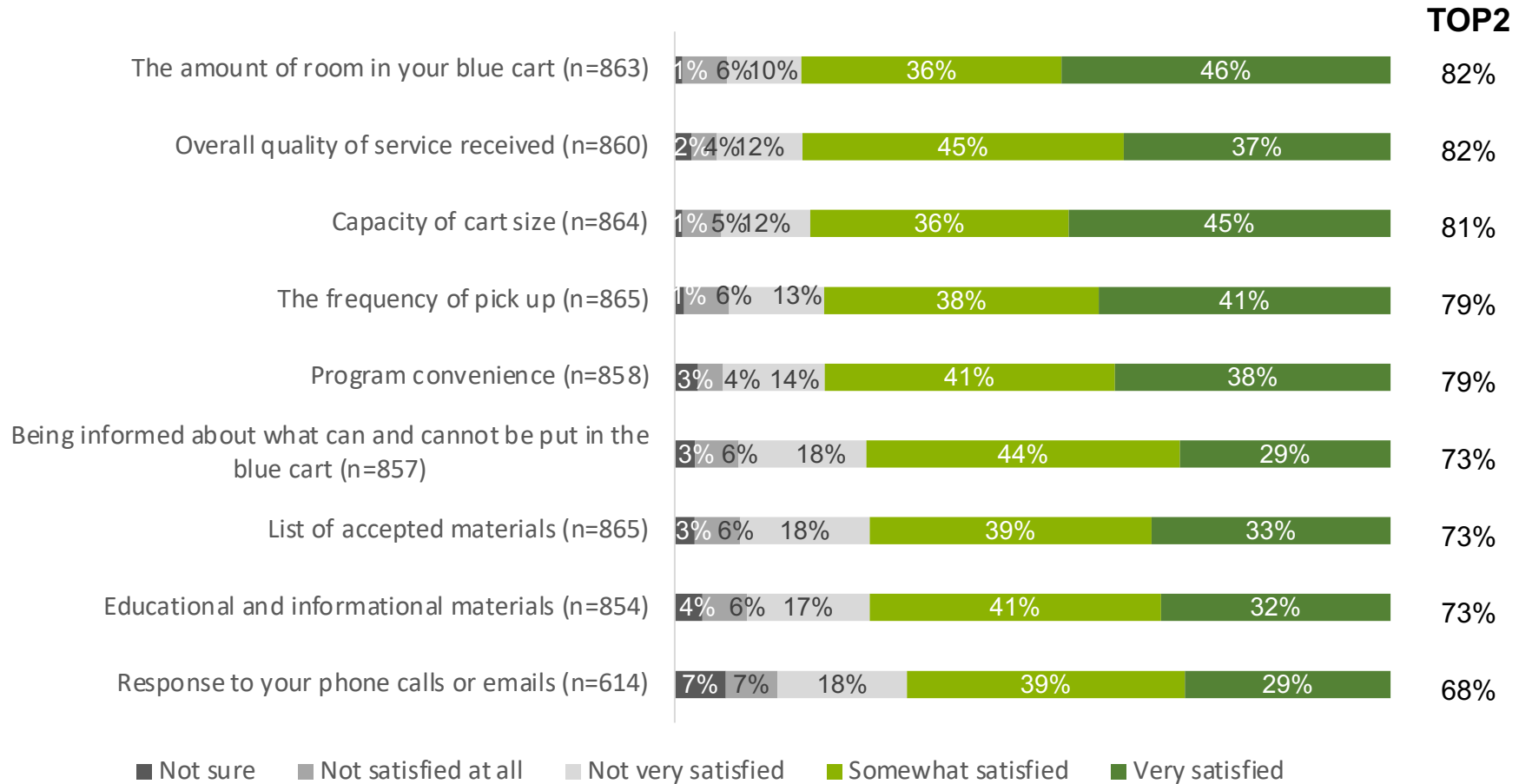
Q4: If you are unsure if an item is recyclable, do you...

Sample Size: n=1148

Base: All respondents

Satisfaction with the Blue Cart Recycling Program

About 4 in 5 respondents (TOP2: 82%) are satisfied with the amount of room in the blue cart and overall quality of service received by the blue cart recycling program.



Respondents from the following groups are significantly more likely to feel satisfied with the amount of room in their blue cart:

- Respondents aged 55+ (TOP2: 92%) compared to those 18-34 (TOP2: 81%) and 35-54 (TOP2: 74%).
- Respondents that make an annual income <\$60K (TOP2: 87%) or \$120K+ (TOP2: 88%) compared to those who make \$60K to <\$120K (TOP2: 77%).

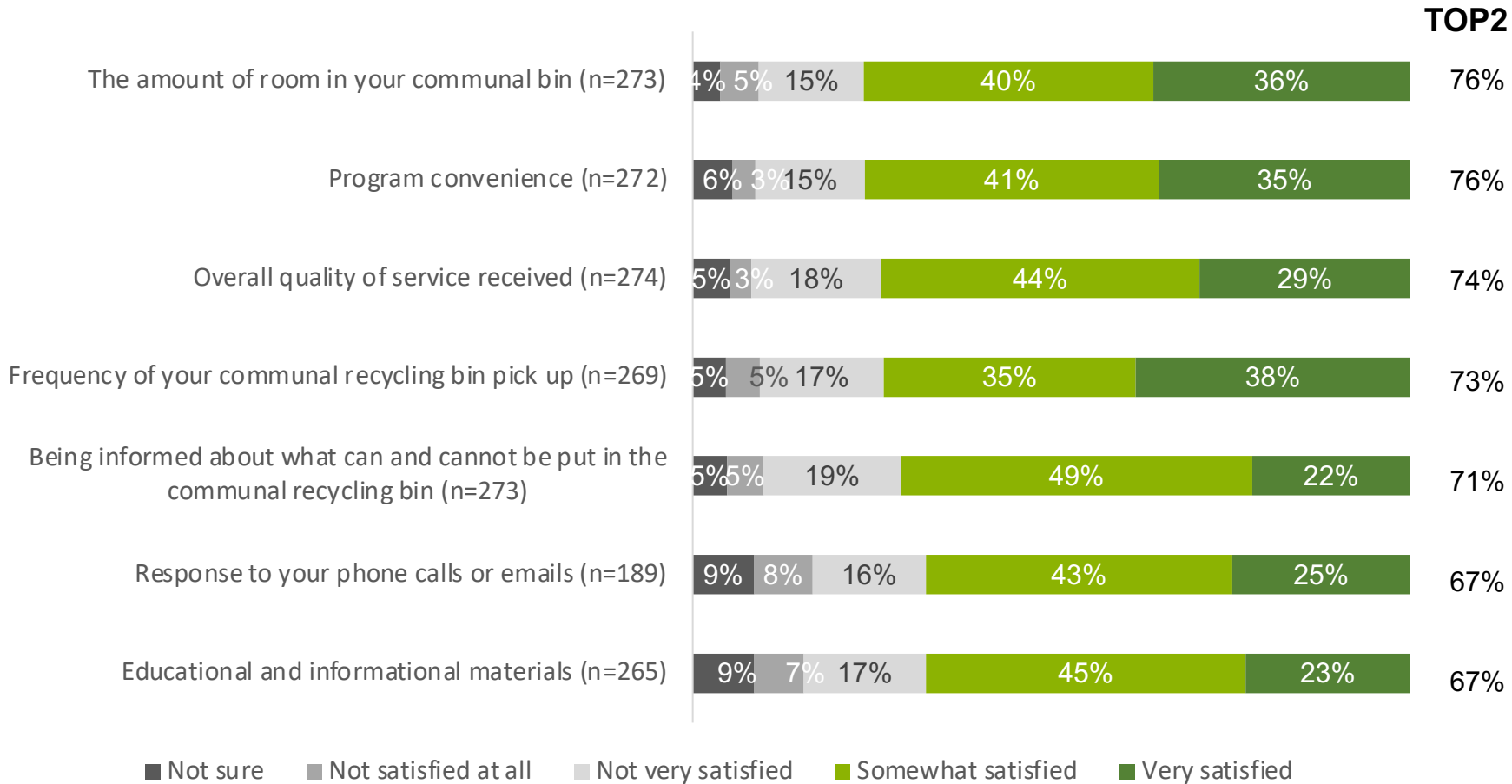
Four in five respondents (TOP2: 81%) are satisfied with the capacity of the cart size. People from the following groups are significantly more likely to feel so:

- Respondents aged 18-34 (TOP2: 81%) compared to those 35-54 (TOP2: 74%).
- Respondents aged 55+ (TOP2: 89%) compared to those 18-34 (TOP2: 81%) and 35-54 (TOP2: 74%).
- Respondents with 2 occupants (TOP2: 87%) compared to those with 1 occupant (TOP2: 76%).

Q5A-I: How satisfied are you with the following aspects of the blue cart recycling program?
Sample Size: Shown in chart above
Base: Respondents that receive recycling service in an individual blue cart (excluding 'not applicable')

Satisfaction with the Communal Multi-unit Recycling Program

Three-quarters of respondents (TOP2: 76%) are satisfied with the amount of room in their communal bin and the convenience of the communal multi-unit recycling program.



Respondents aged 55+ (TOP2: 83%) are significantly more likely to be satisfied with the frequency of communal recycling bin pickup than those aged 18-34 (TOP2: 68%) and 35-54 (TOP2: 68%).

Respondents aged 35-54 (TOP2: 79%) and 55+ (TOP2: 81%) are significantly more likely to be satisfied with the amount of room in the communal bin compared to those 18-34 (TOP2: 65%).

Respondents that rent (TOP2: 83%) are significantly more likely to be satisfied with the convenience of the communal recycling bin pickup compared to those that own (TOP2: 71%).

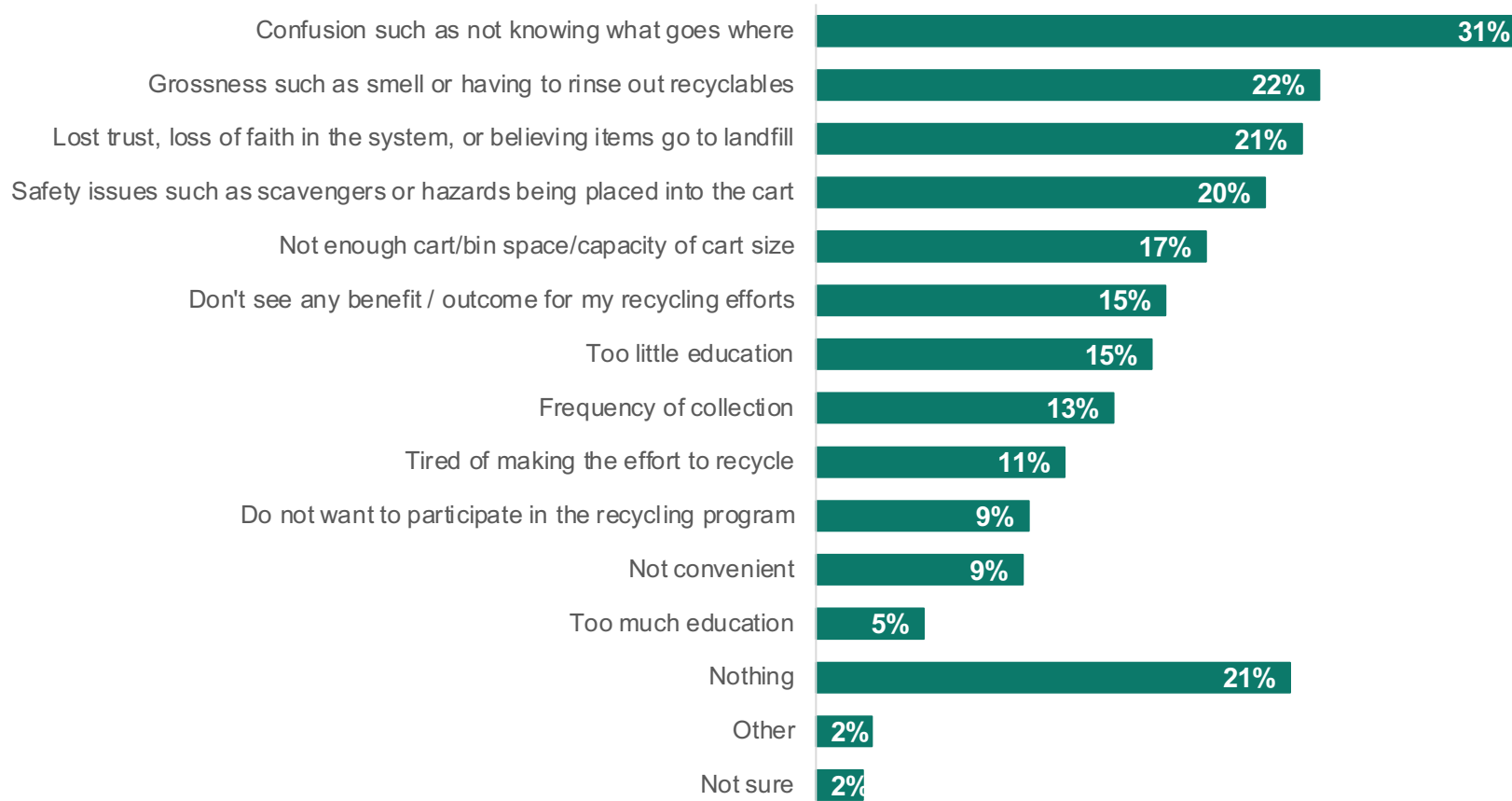
Q6A-G: How satisfied are you with the following aspects of the communal multi-unit recycling program?

Sample Size: Shown in chart above

Base: Respondents that receive recycling service in a communal recycling bin (excluding 'not applicable')

Barriers to Recycling

The plurality of respondents (31%) have confusion about where to put items prevents them and others in their household from recycling or recycling more.



The following groups are significantly more likely to have confusion around what goes where, which discourages or prevents them from recycling:

- Respondents aged 18-34 (37%) compared to those aged 35-54 (29%) and 55+ (27%).
- Respondents that rent (37%) compared to those who own (28%).

Q7: Which of the following things, if any, discourage or prevent you and/or others in your household from recycling or recycling more? Please select all that apply.

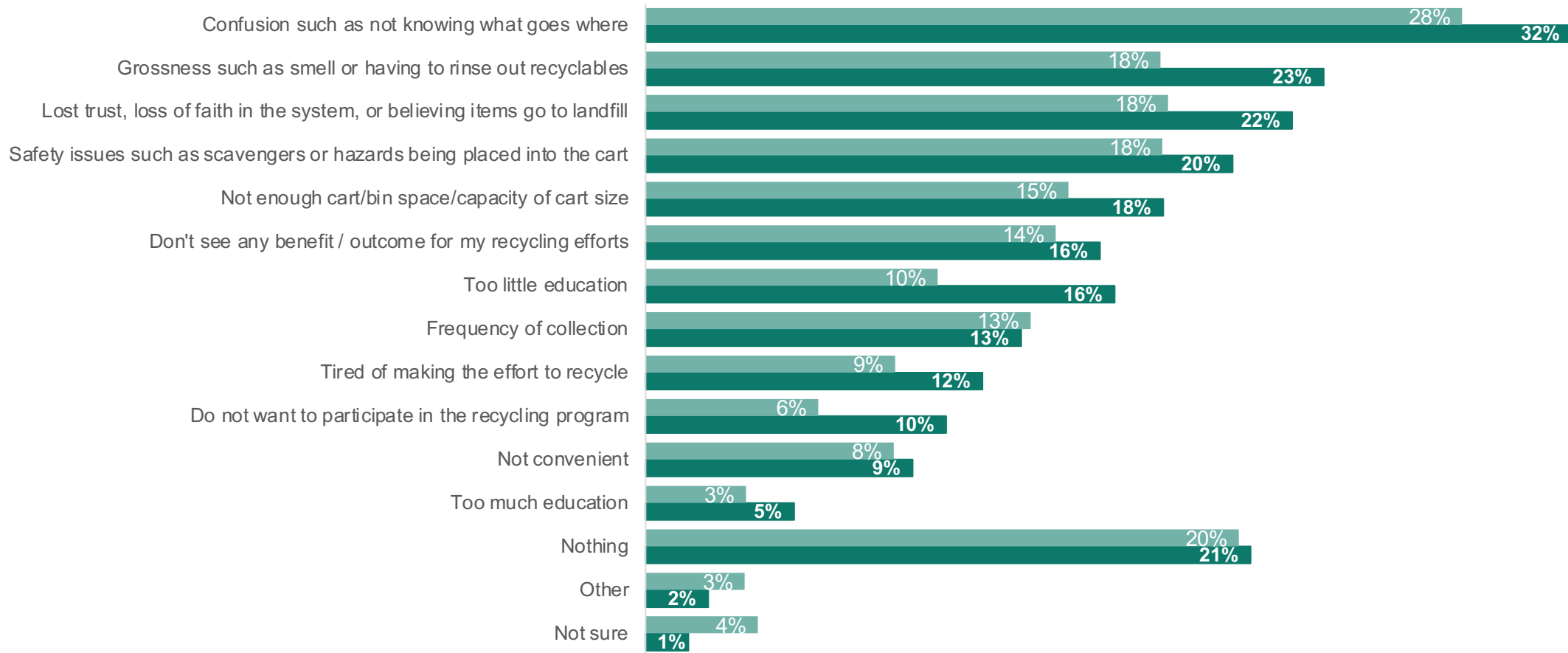
Sample Size: n=1148

Base: All respondents (Multi-Select)

Barriers to Recycling

Breakout by Recycling Service Received

■ Communal Recycling Service ■ Curbside Recycling Service



Q7: Which of the following things, if any, discourage or prevent you and/or others in your household from recycling or recycling more? Please select all that apply.

Sample Size: n=1148

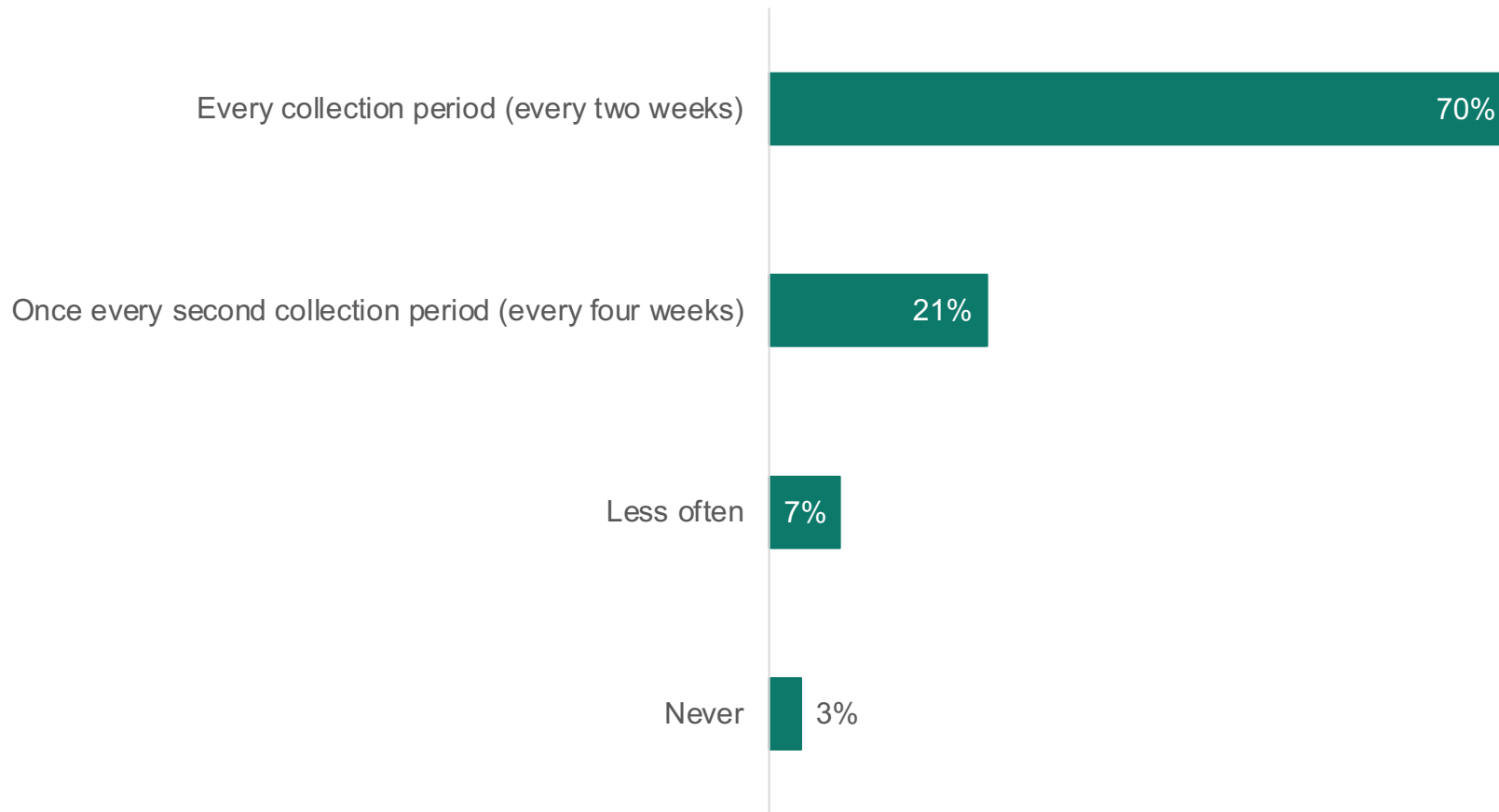
Base: All respondents (Multi-Select)



Organics

How Often respondents Participate in Green Cart Pickup

7 in 10 respondents (70%) typically put their green cart out for pickup every collection period (every two weeks).



Respondents that make \$120K+ annually (75%) are significantly more likely to participate in every collection period compared to respondents that make <\$60K (65%).

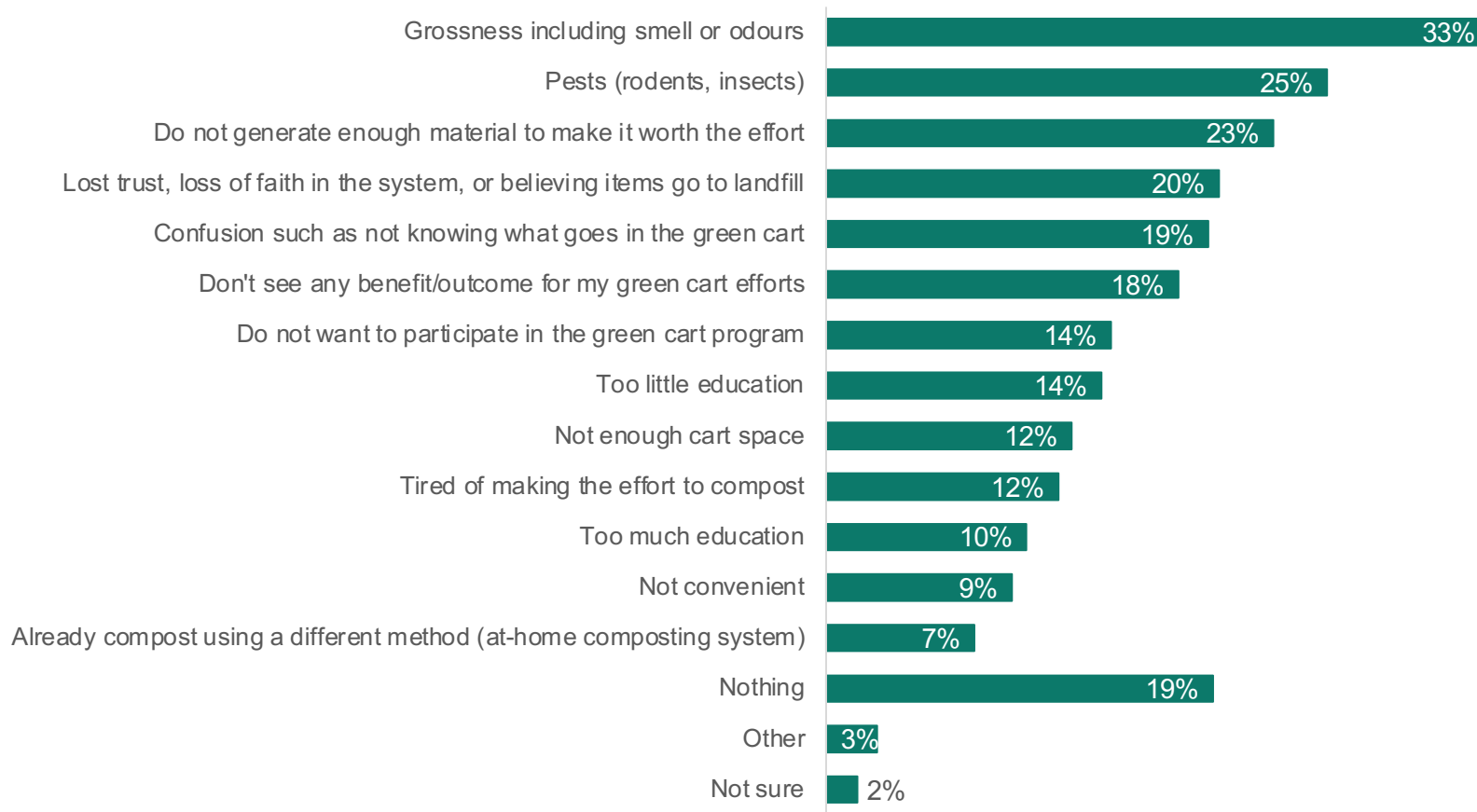
Respondents aged 55+ (75%) are significantly more likely to participate in every collection period compared to respondents aged 18-34 (66%).

Male respondents (24%) are significantly more likely to participate once every second collection period compared to female respondents (17%).

Q8: How often do you typically put your green cart out for pickup?
Sample Size: n=873
Base: Respondents that receive recycling service in an individual blue cart

Barriers to Using a Green Cart

The plurality of respondents (33%) mention grossness including smell or odours as a barrier to using a green cart / using a green cart more.



Respondents that own their home (35%) are significantly more likely to mention grossness as a barrier to using a green cart compared to renters (25%).

Female respondents (29%) are significantly more likely to mention pests as a barrier to using a green cart compared to male respondents (21%).

The following groups are significantly more likely to not generate enough organic material to make it worth it:

- Respondents aged 18-34 (25%) and 55+ (26%) compared to those aged 35-54 (17%)
- Respondents that rent (28%) compared to those who own their home (21%).

Q9: Which of the following things, if any, discourage or prevent you and/or others in your household from using your green cart or using your green cart more? Please select all that apply.

Sample Size: n=873

Base: Respondents that receive recycling service in an individual blue cart (Multi-Select)

Disposal of Organic Waste

Many respondents (51%) dispose of their organic waste in their green cart, and/or use their own at-home composting system (29%).

	2023	2021
Put them in my green cart	51%	27%
At-home composting system	29%	23%
Put them in the garbage / black cart	27%	65%
Take them to a City of Saskatoon Compost Depot	21%	12%
Use a communal composting system	19%	2%
Take them to a service provider's Compost Depots	17%	1%
Feed them to pets / animals	15%	9%
Another method not listed above	2%	5%
None of the above	1%	5%

The following groups are significantly more likely to put organic waste in their green cart:

- Respondents aged 55+ (70%) compared to those aged 18-34 (44%) and 35-54 (39%).
- Female respondents (55%) compared to male respondents (47%).
- Respondents that rent (61%) compared to those that own their home (49%).

Respondents aged 18-34 (34%) and 35-54 (29%) are significantly more likely to put organic waste in the garbage than those aged 55+ (19%).

Compared to 2021, there has been an increase in respondents disposing of organic waste in their green cart. (from 27% to 51%).

In contrast, there has been a decrease in respondents disposing of organic waste in their garbage/ black cart (from 65% to 27%).

*Note: the 2021 green cart program was an opt-in, fee for service program, whereas now in 2023, it is a city-wide program.

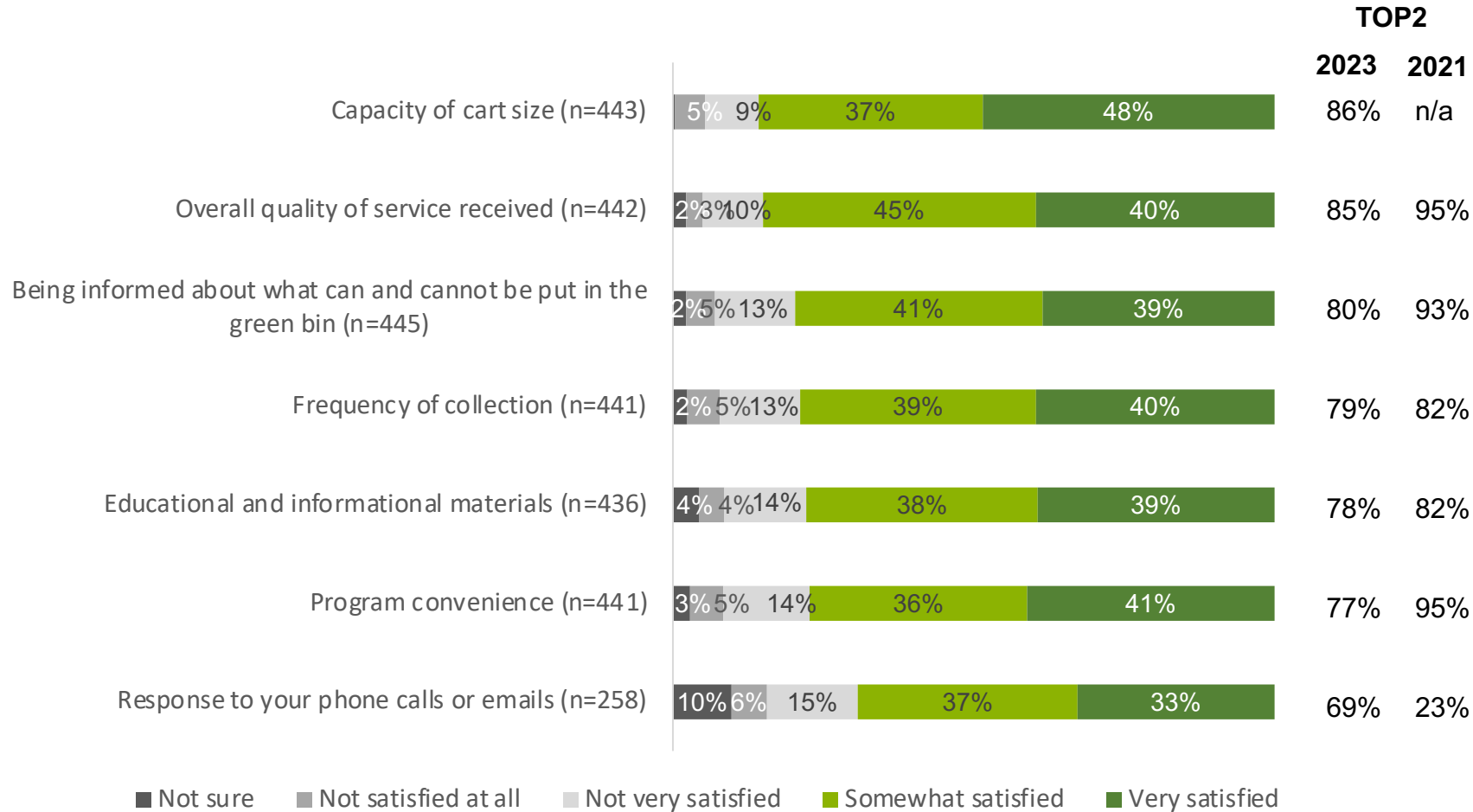
Q10A: How does your household dispose of kitchen scraps and/or yard waste (vegetable peels, leftover food, grass clippings, branches)? Please select all that apply.

Sample Size: n=873

Base: Respondents that receive recycling service in an individual blue cart (Multi-Select)

Satisfaction with Green Cart Program

Over 4 in 5 respondents (TOP2: 86%) are satisfied with the capacity of their green cart size.



The following groups are significantly more likely to be satisfied with the capacity of their green cart size:

- Respondents aged 55+ (TOP2: 91%) compared to those aged 18-34 (TOP2: 81%) and 35-54 (TOP2: 81%).
- Respondents with an annual income of \$120K+ (TOP2: 90%) and <\$60K (TOP2: 91%) compared to those that make \$60K to <\$120K (TOP2: 81%).

From 2021 to 2023, the percentage of respondents that are satisfied with the convenience of the green cart program decreased (from 95% to 77%).

*Note: the 2021 green cart program was an opt-in, fee for service program, whereas now in 2023, it is a city-wide program.

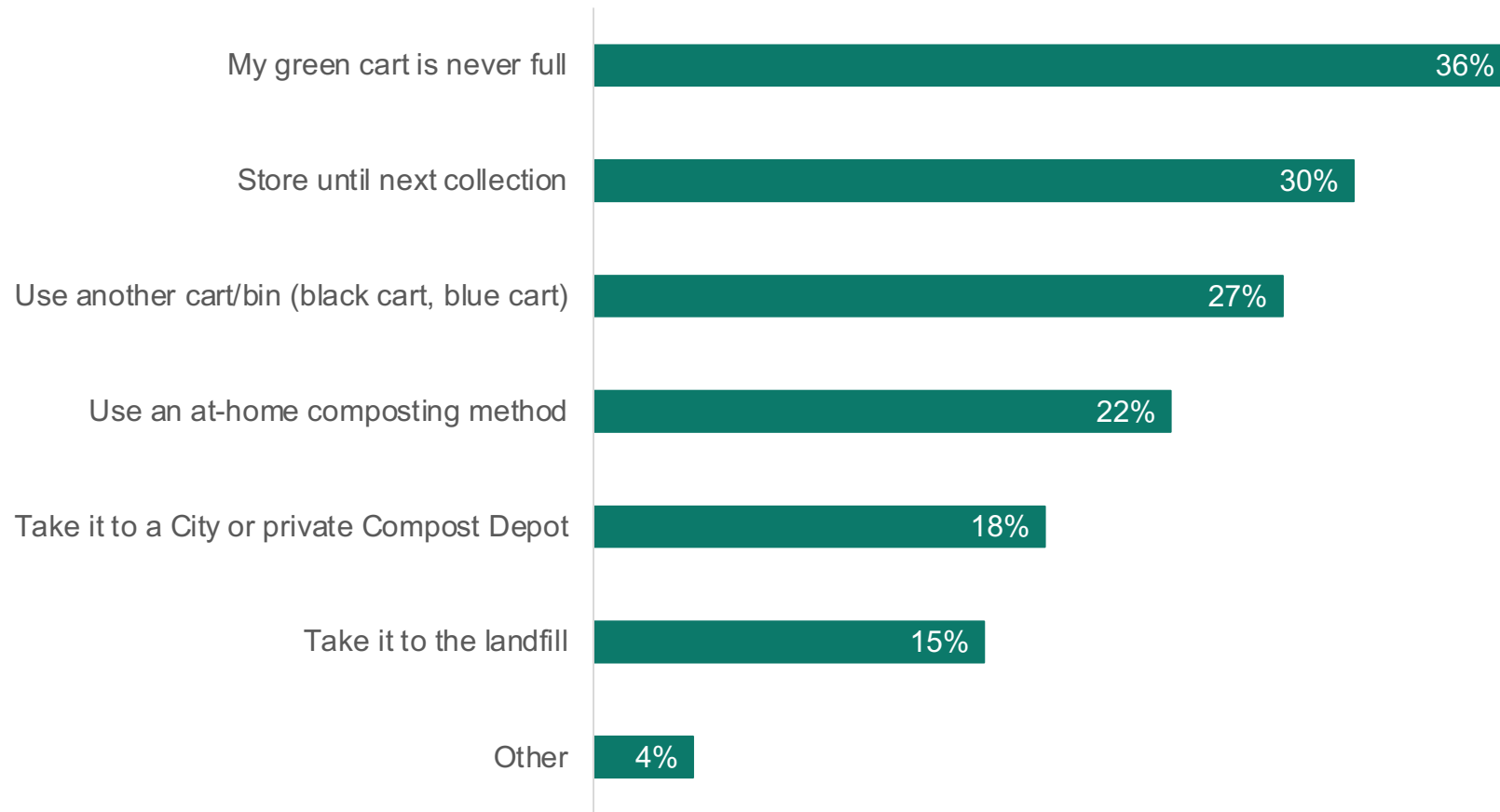
Q10B: How satisfied are you with the following aspects of the green cart program?

Sample Size: Shown in chart above

Base: Respondents that dispose of kitchen scraps and/or yard waste in their green cart,

Disposal of Organic Waste when Green Cart is Full

The plurality of respondents (36%) report that their green cart is never full. However, of those who do have a full green cart, many either store their organic waste until the next collection (30%) or use another cart/bin (27%).



Respondents aged 55+ (50%) compared to those aged 18-34 (21%) and 35-54 (25%) are significantly more likely to never have a full green cart.

Respondents aged 18-34 (40%) are more likely to store organic waste until next collection than those aged 55+ (23%).

The following groups are significantly more likely to use another cart/bin:

- Respondents that identify as Indigenous (46%) compared to those who don't (24%).
- Respondents that moved to Canada five years ago (54%) compared to those who didn't (23%).

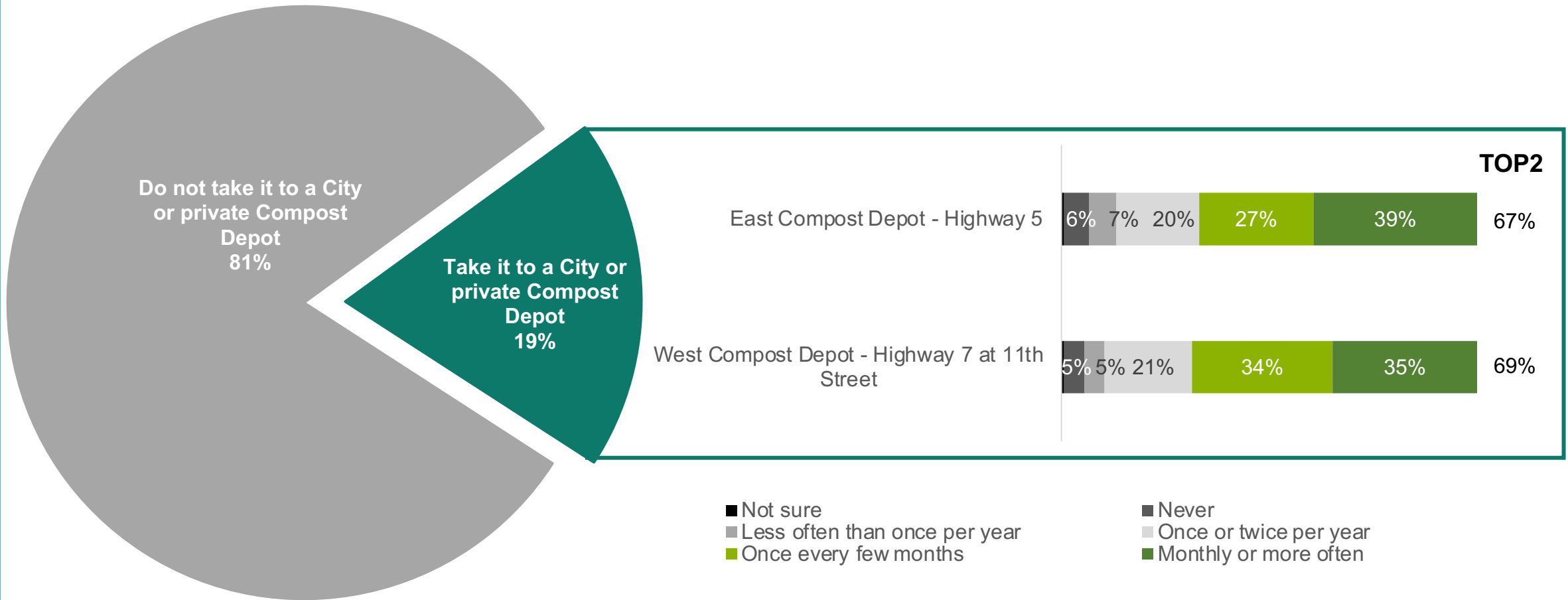
Q10C: What do you do with your organic waste if the green cart is full? Please select all that apply.

Sample Size: n=446

Base: Respondents that dispose of kitchen scraps and/or yard waste in their green cart (Multi-Select)

Yard Waste Drop-off at City of Saskatoon Compost Depots

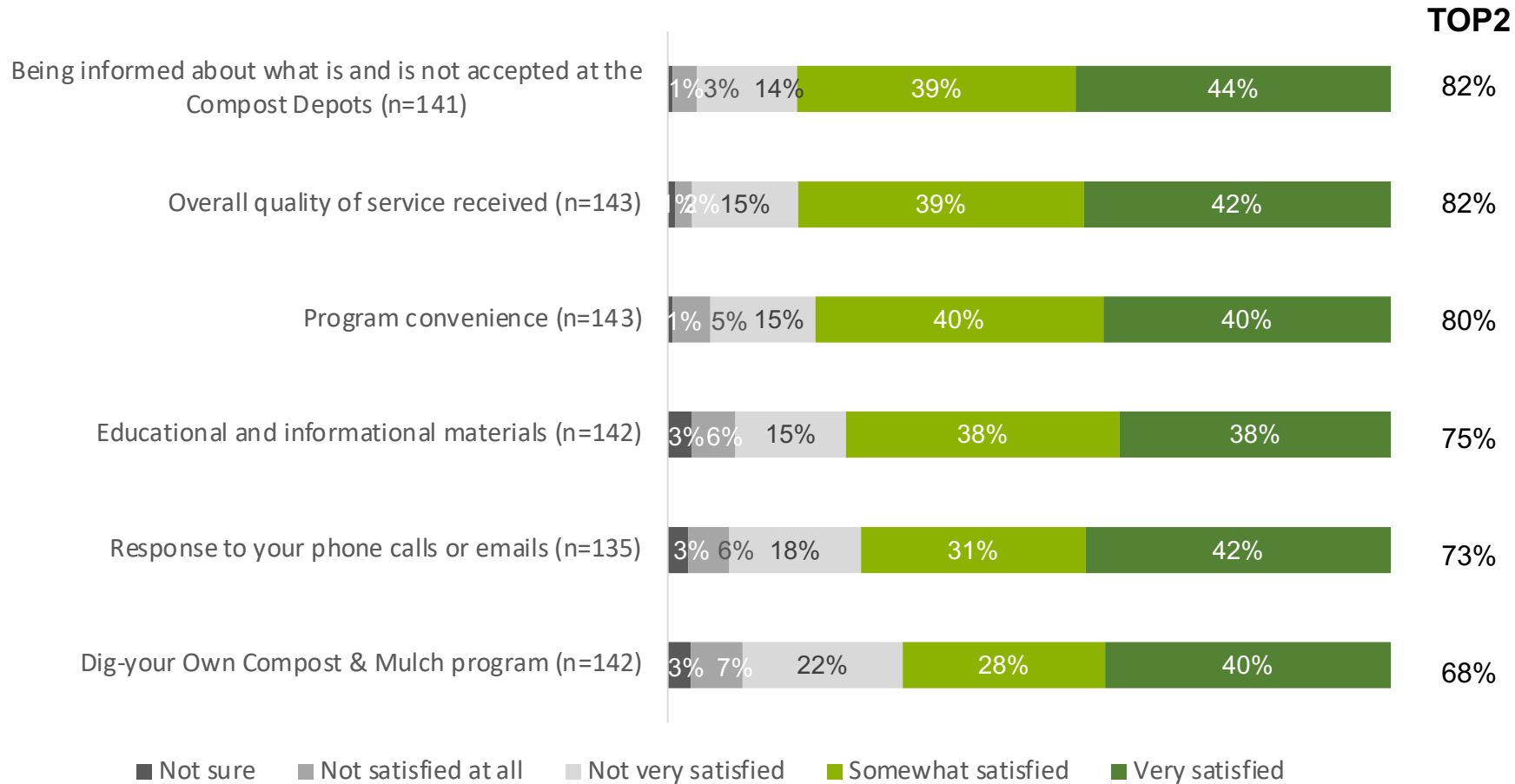
Of the respondents who take their organic waste to a City of Saskatoon or Private Compost Depot, nearly 7 in 10 go to the East Compost Depot (TOP2: 67%) and/or the West Compost Depot (TOP2: 69%) once every few months or more often.



Q10D: How often does someone from your household drop yard waste at one of the following City of Saskatoon Compost Depots?
Sample Size: n=220
Base: Respondents that take their kitchen scraps and/or yard waste to a City of Saskatoon or Private Compost Depot

Satisfaction with City of Saskatoon's Compost Depots

About 4 in 5 respondents (TOP2: 82%) are satisfied with how they are being informed about what is and is not accepted at the compost depots.



Respondents that rent their home (TOP2: 92%) are significantly more likely to be satisfied with the overall quality of services received compared to those who own their home (TOP2: 78%).

The following groups are significantly more likely to be satisfied with the compost depots program convenience:

- Respondents aged 18-34 (TOP2: 88%) compared to those aged 35-54 (TOP2: 69%).
- Respondents that moved to Canada in the past five years (TOP2: 89%) compared to those who didn't (TOP2: 76%).

Q10E: How satisfied are you with the following aspects of the City of Saskatoon's Compost Depots?

Sample Size: Shown in chart above

Base: Respondents that drop yard waste at a City of Saskatoon Compost Depot anywhere from once a year to more often than monthly.

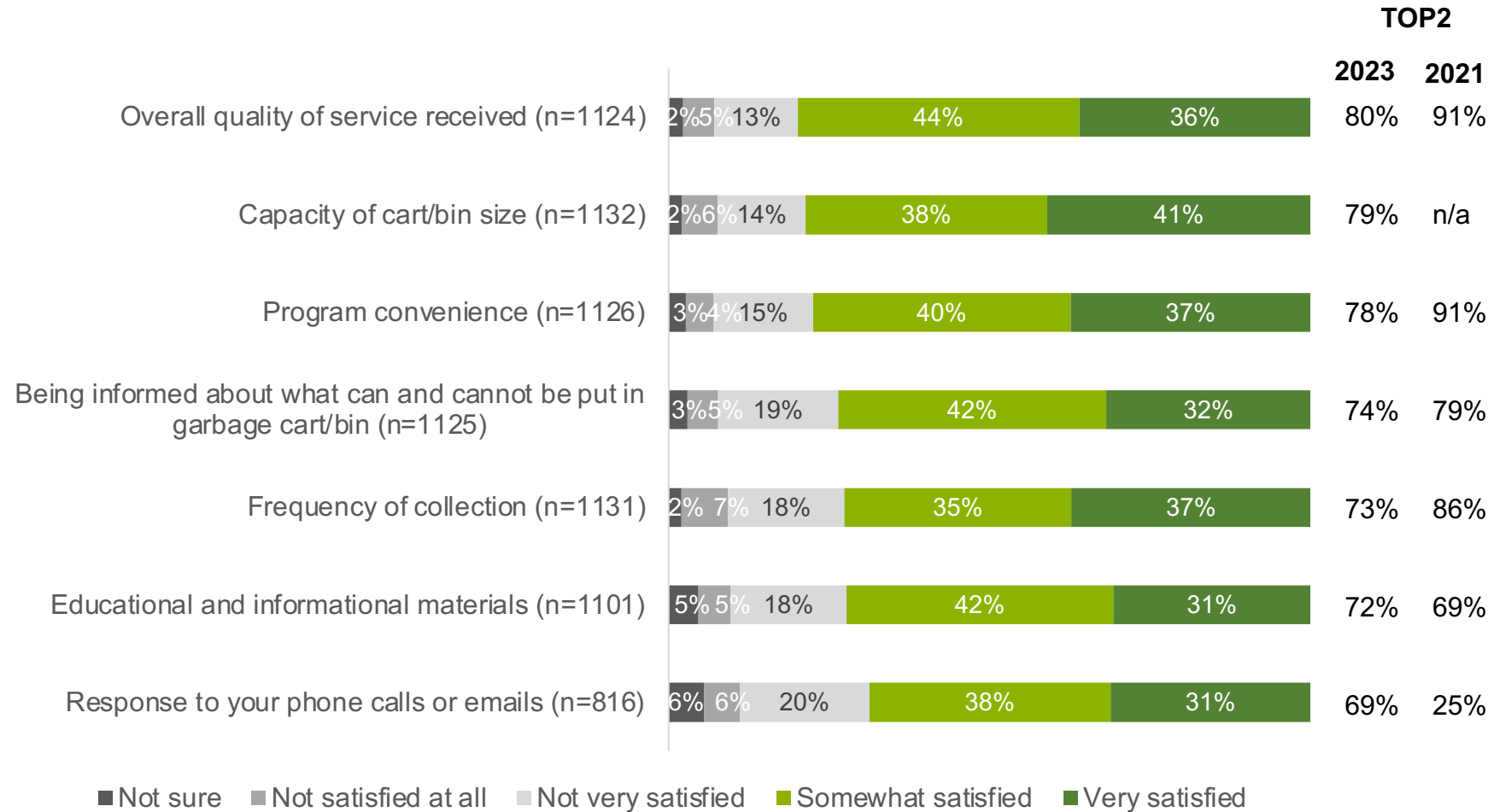


Garbage



Satisfaction with the Garbage Collection Program

4 in 5 respondents are satisfied with the capacity of their cart/bin (TOP2: 79%) and the overall quality of the service received (TOP2: 80%).



The following groups are significantly more likely to feel satisfied with the overall quality of services received:

- Respondents aged 55+ (TOP2: 84%) compared to those aged 35-54 (TOP2: 76%).
- Respondents that make an annual income of \$120K+ (TOP2: 84%) compared to those that make \$60K to <\$120K (TOP2: 77%).

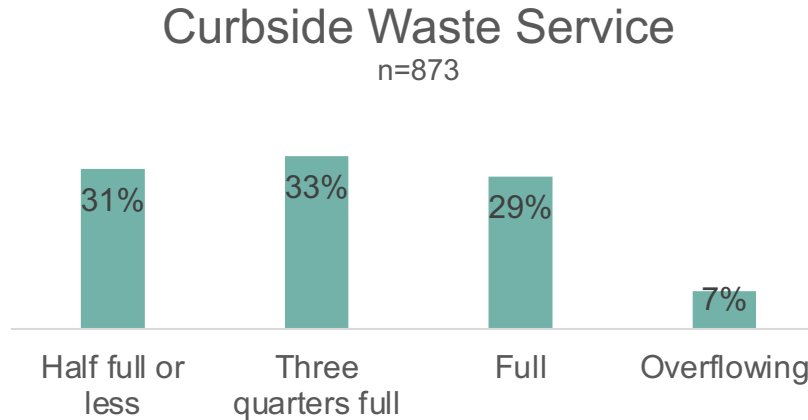
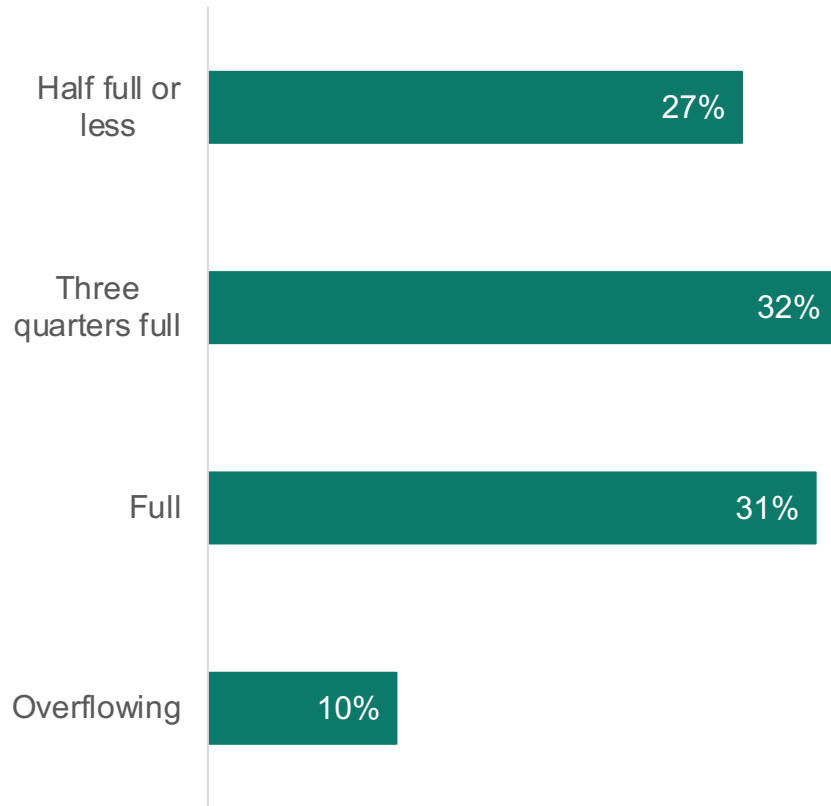
From 2021 to 2023, the percentage of respondents that are satisfied with the overall quality of garbage collection services received decreased (from 91% to 80%).

In contrast, from 2021 to 2023, the percentage of respondents that are satisfied with the City's response to phone calls and emails regarding garbage collection more than doubled (from 25% to 69%).

*Note: In summer 2023, there was a service change in the garbage collection program from weekly to bi-weekly.
Q11A-G: How satisfied are you with the following aspects of the garbage collection program (i.e., black cart, garbage bin)?
Sample Size: Shown in chart above
Base: All respondents

Bin Fullness on Garbage Day

About 2 in 5 (41%) report that on garbage day, their cart/bin is full or overflowing.



Respondents living with 4+ occupants (39%) compared to those living with 3 occupants (29%) are significantly more likely to have a full cart/bin on garbage day.

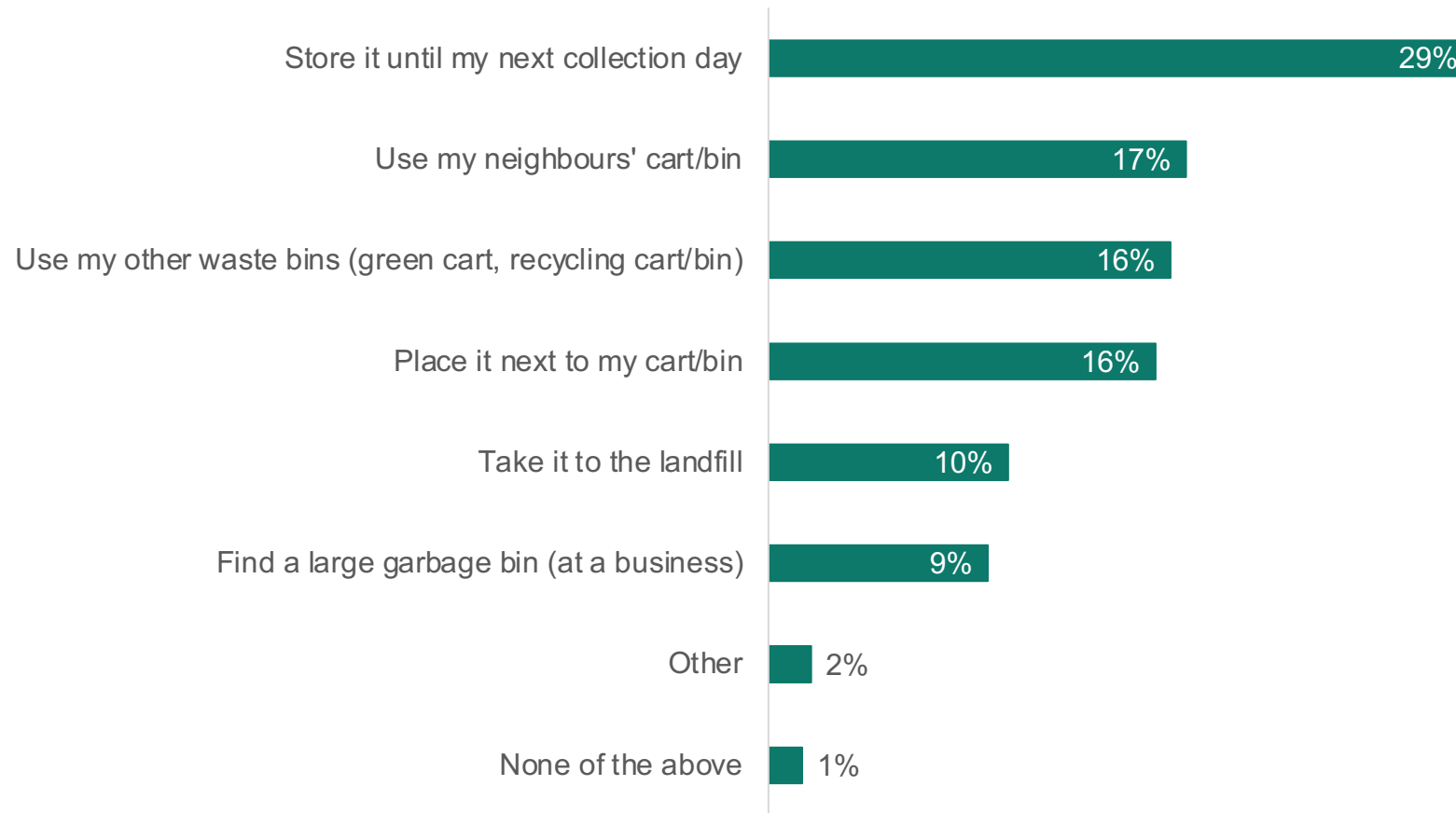
The following groups are significantly more likely to have a three quarters full cart/bin on garbage day:

- Respondents aged 18-34 (36%) and 35-54 (37%) compared to those 55+ (24%).
- Male respondents (36%) compared to female respondents (28%).
- Respondents that own their home (35%) compared to those who rent (26%).

Q12A: Generally speaking, how full is your cart/bin on garbage day...
Sample Size: n=1148
Base: All respondents

Solutions to Excess Waste

The plurality of respondents (29%) that found their cart/bin to be overflowing on garbage day store their extra waste until the next collection day.



Q12B: When your cart/bin is overflowing, what do you do with the excess waste? Please select all that apply.

Sample Size: n=197

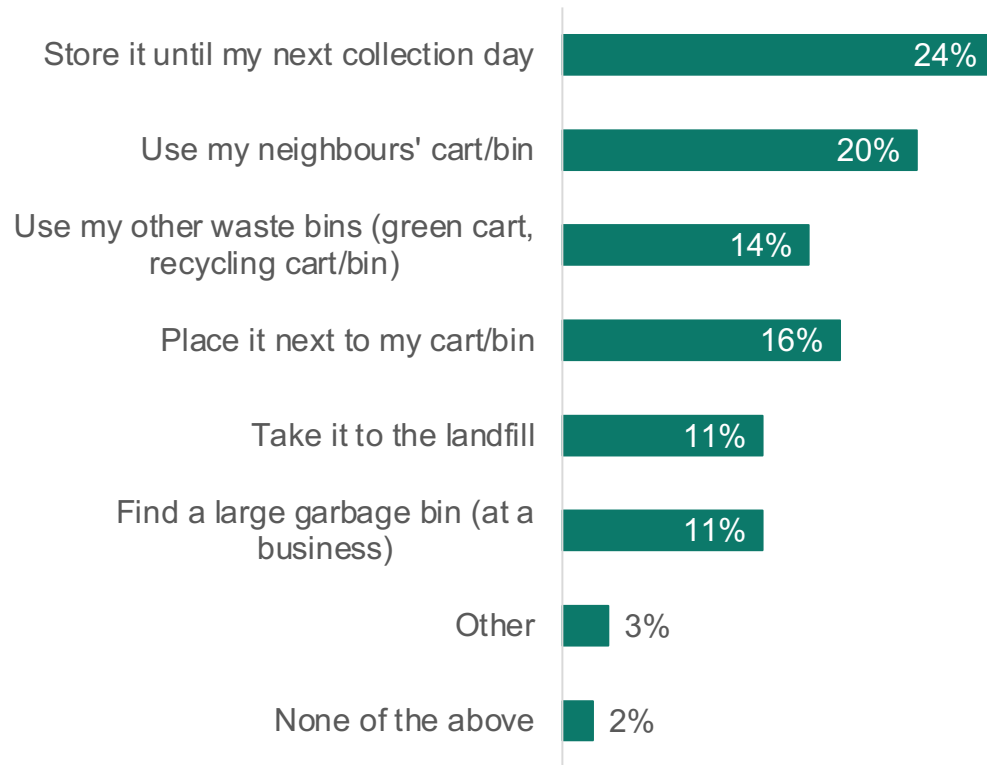
Base: Respondents that find their trash to be overflowing on garbage day

Solutions to Excess Waste

Breakout by Recycling Service Received

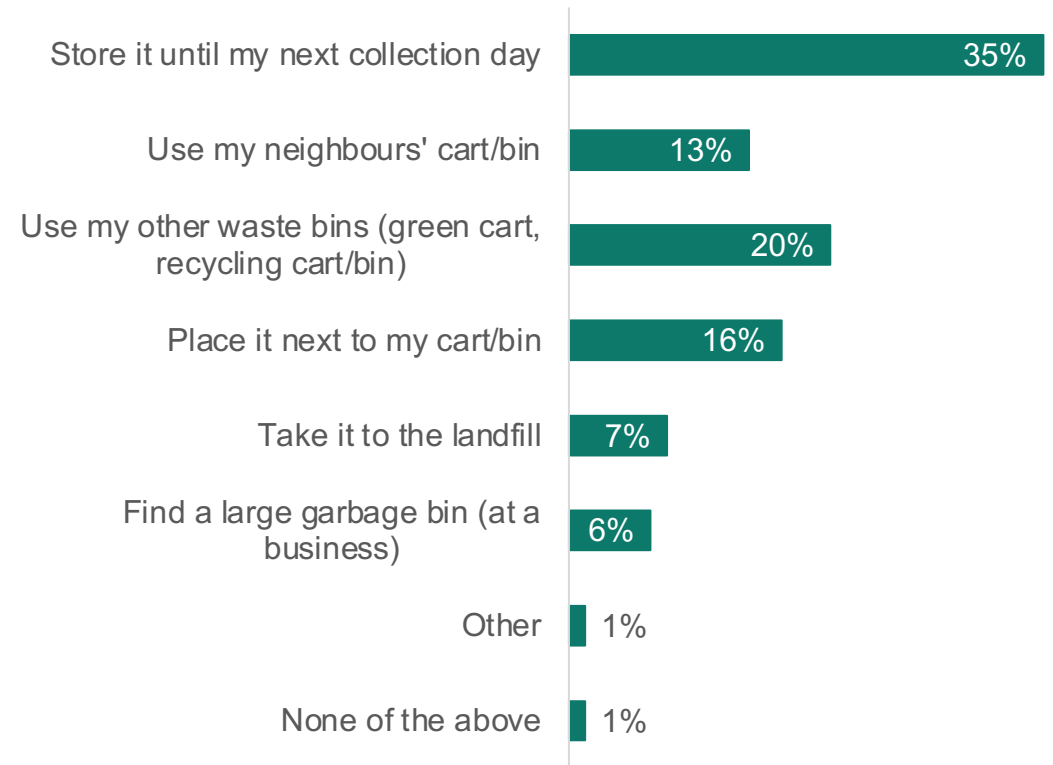
Curbside Waste Service

n=116



Communal Waste Service

n=82



Q12B: When your cart/bin is overflowing, what do you do with the excess waste? Please select all that apply.

Sample Size: n=197

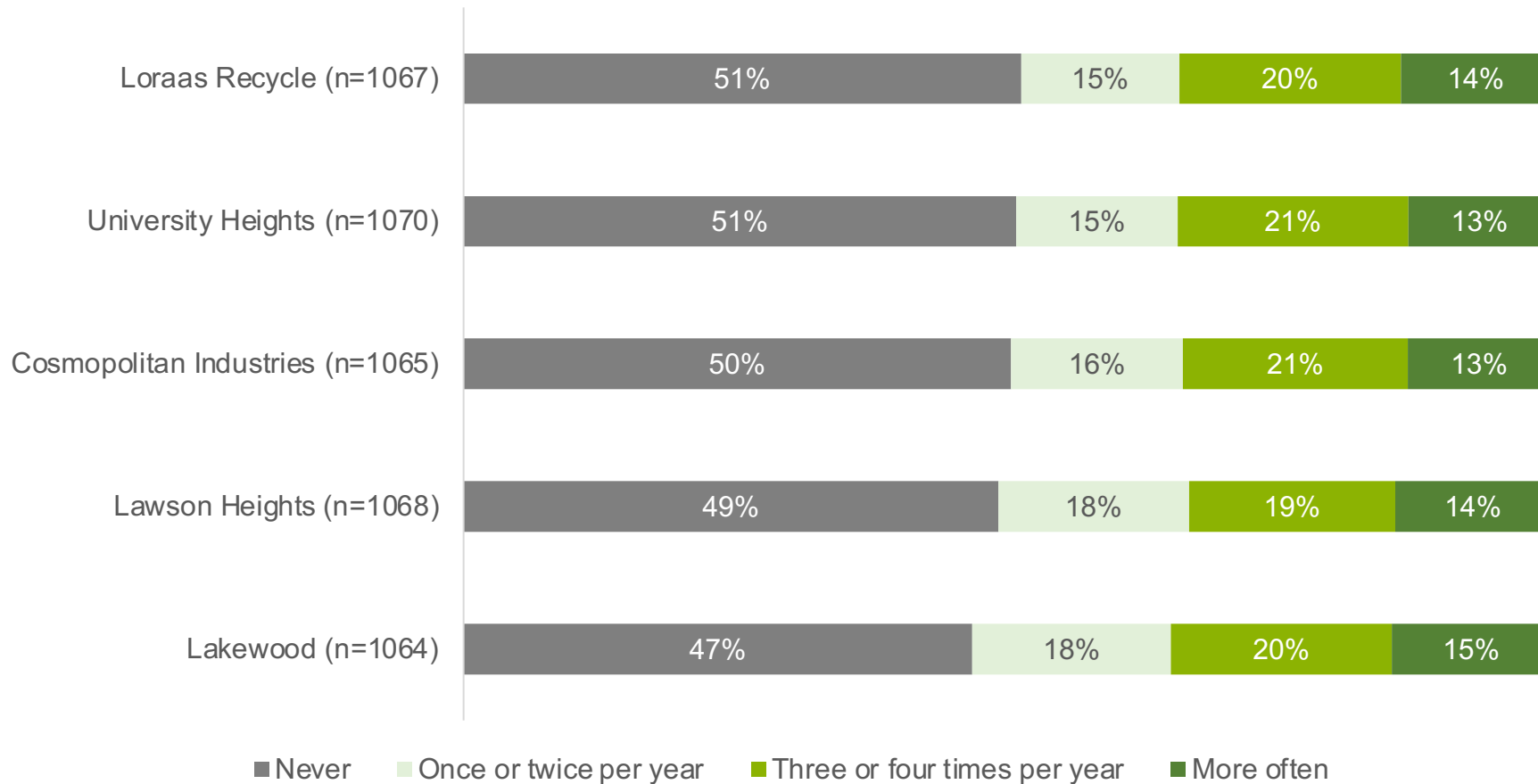
Base: Respondents that find their trash to be overflowing on garbage day



Public Recycling Depots

Drop-off at City of Saskatoon Recycle Depots and Private Waste Collectors

About half of all respondents have never drop off items at the City of Saskatoon recycling depots or private waste collectors. All facilities have about the same proportion of respondents dropping off items more often than three or four times per year.



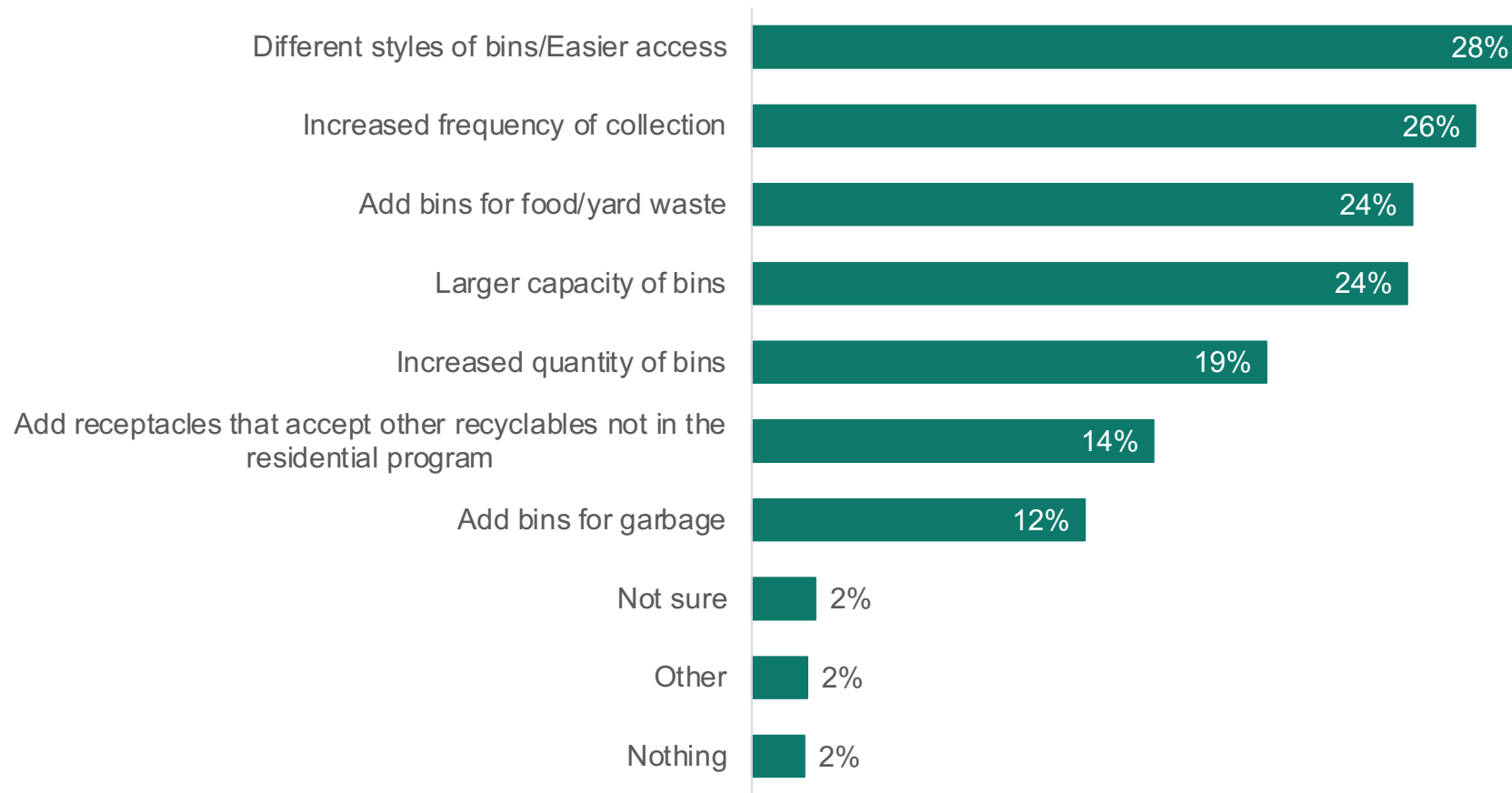
Respondents aged 55+ are significantly more likely than those aged 18-34 and 35-54 to never drop items off at any City of Saskatoon recycle depots or private waste collectors.

Additionally, females are also significantly more likely than men to never drop items off at any City of Saskatoon recycle depots or private waste collectors.

Q13: How often does someone from your household drop items off at each of the following City of Saskatoon recycle depots or private waste collectors?
Sample Size: Shown in chart above
Base: All respondents (Excluding not sure)

Improvements to Public Recycling Depots

Different styles of bins (easier access) (28%), increased frequency of collection (26%), adding bins for food/yard waste (24%), and larger capacity of bins (24%) were the top four suggestions respondents gave to improve public recycling depots.



The following groups are significantly more likely to suggest using different style bins:

- Respondents that moved to Canada in the past five years (47%) compared to those who have not (24%).

The following groups are significantly more likely to suggest an increased frequency of collection:

- Respondents aged 18-34 (33%) and 35-54 (33%) compared to those aged 55+ (14%).
- Respondents with 3 occupants in the household (44%) compared to 4+ occupant households (28%).

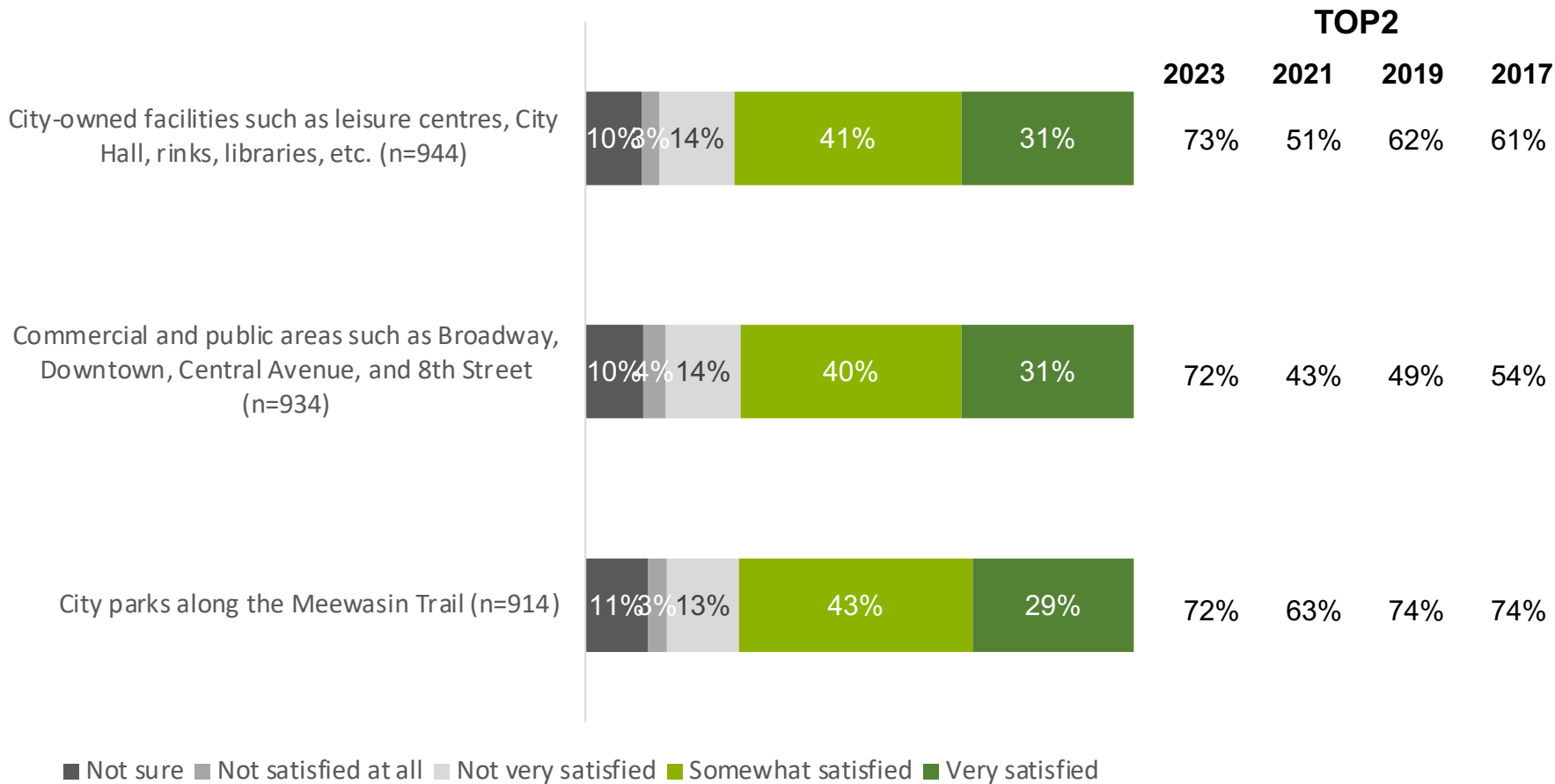
Q14: What, if anything, could be done to improve the public recycling depots? Please select all that apply.

Sample Size: n=1148

Base: Respondents that drop items off at a City of Saskatoon recycle depots or private waste collector (Multi-Select)

Satisfaction with Public Space Recycling Options

Over 7 in 10 respondents (TOP2: 72-73%) are satisfied with the recycling options at city-owned facilities, and commercial and public areas, and city parks.



The following groups are significantly more likely to be satisfied with the recycling options at the commercial and public areas:

- Respondents aged 18-34 (TOP2: 78%) and 35-54 (TOP2: 74%) compared to those aged 55+ (TOP2: 61%).
- Respondents living in Ward 1 (TOP2: 77%) and Ward 8 (TOP2: 80%) compared to those living in Ward 4 (TOP2: 63%).
- Respondents that make an annual income of \$60K to <\$120K (TOP2: 75%) compared to those that make <\$60K (TOP2: 66%).

The following groups are significantly more likely to be satisfied with the recycling options at city owned facilities:

- Respondents aged 18-34 (TOP2: 80%) and 35-54 (TOP2: 75%) compared to those aged 55+ (TOP2: 61%).
- Respondents in Ward 1 (TOP2: 81%) compared to those in Ward 6 (TOP2: 69%) and Ward 7 (TOP2: 70%).

The following groups are significantly more likely to be satisfied with the recycling options at city parks:

- Respondents aged 18-34 (TOP2: 78%) and 35-54 (TOP2: 72%) compared to those aged 55+ (TOP2: 63%).

Compared to 2017, more respondents are now satisfied with the recycling options at the commercial and public areas in the City of Saskatoon (from 54% to 72%).

Q15: How satisfied are you with recycling options in each of the following locations?

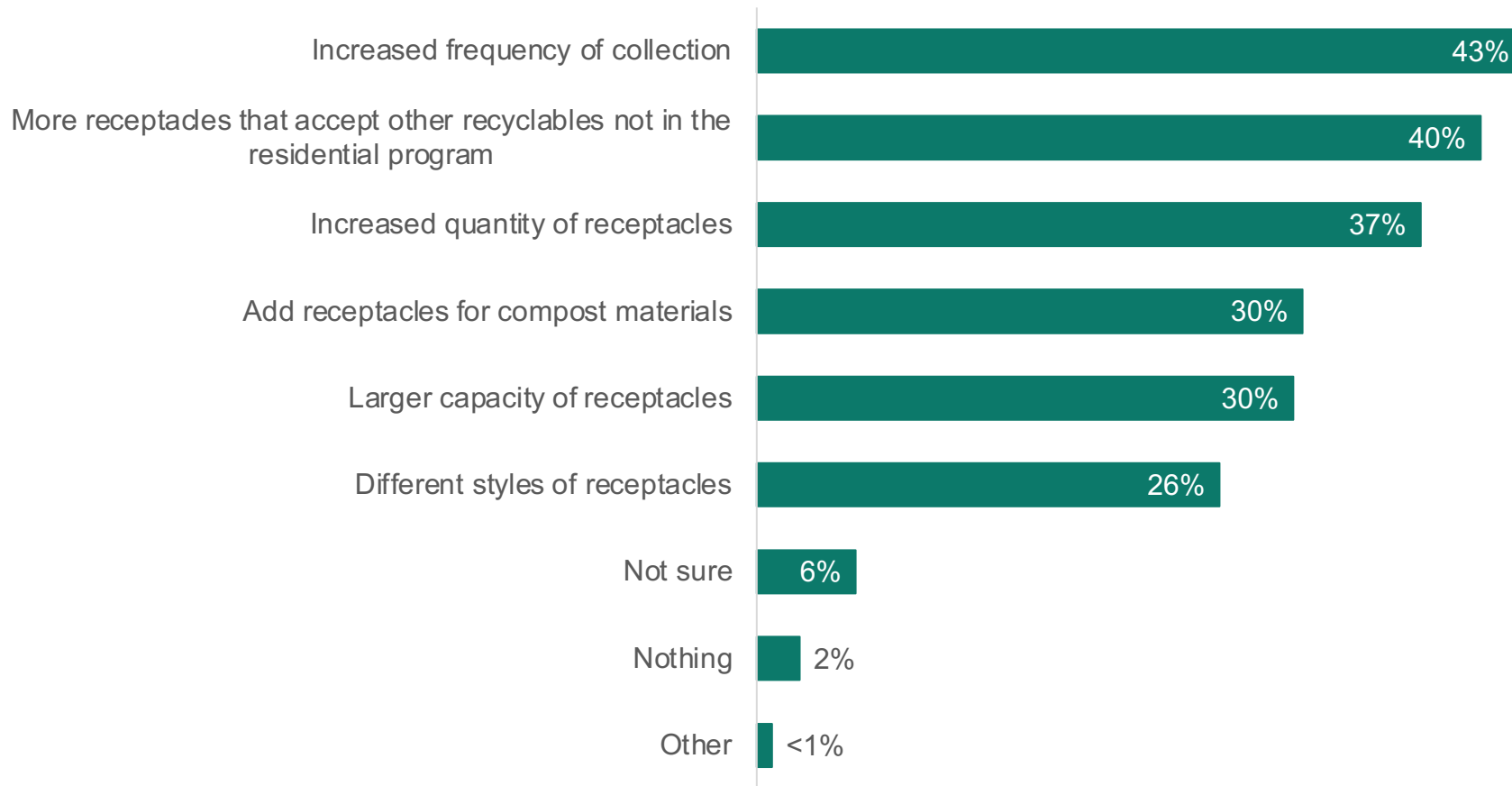
Sample Size: Shown in chart above

Base: All respondents

Note: TOP2 figures reflect the sum of percentages before rounding.

Improvements for Public Garbage and Recycling Receptacles

Increased frequency of collection (43%), more receptacles that accept other recyclables not in the residential program (40%) and an increased quantity of receptacles (37%) were the top three suggestions respondents gave to improve public garbage and recycling receptacles.



2 in 5 respondents (43%) suggest an increased frequency of collection as a way for the city to improve garbage receptacles and recycling in public locations.

Respondents aged 35-54 (47%) are significantly more likely to suggest an increase in frequency of collection than those aged 55+ (36%).

Respondents aged 35-54 (45%) are also significantly more likely to suggest the City acquires more receptacles that accept other recyclables not in the residential program than those aged 18-34 (37%).

Q16: How can the City improve garbage receptacles and recycling (bottle baskets) in public locations (i.e., Downtown, along Meewasin Trail, at libraries)? Please select all that apply.

Sample Size: n=777

Base: All respondents (Multi-Select)

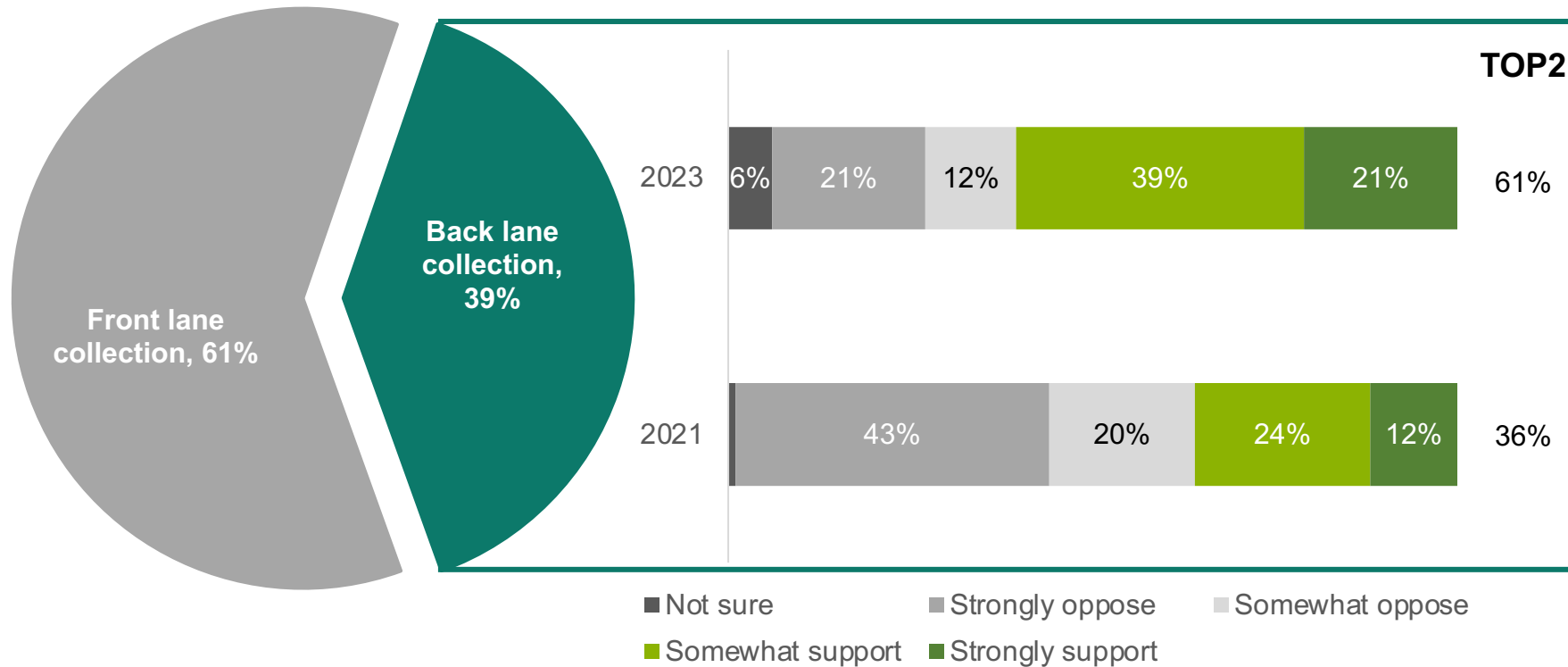


Collections



Back Lane and Front Lane Collection and Support for Front Curb Garbage Collection

Overall, 2 in 5 respondents (39%) receive back lane collection for their garbage, green, and recycling carts.



The following groups are significantly more likely to support front curb garbage collection:

- Respondents aged 18-34 (TOP2: 81%) compared to respondents 35-54 (TOP2: 69%) and 55+ (TOP2: 19%).
- Respondents with 3 household occupants (TOP2: 81%) compared to those with 4+ occupants (TOP2: 68%).
- Respondents that identify as Indigenous (TOP2: 84%) compared to those who don't (TOP2: 51%).
- Respondents that moved to Canada in the past five years (TOP2: 93%) compared to those who have not (TOP2: 52%).
- Respondents that have an annual household income of \$60K to <\$120K (TOP2: 74%) compared to those that have an annual household income <\$60K (TOP2: 41%) and \$120K+ (TOP2: 57%).

Compared to 2021, more respondents support the city moving towards front curb garbage collection for all households (from 36% to 66%)

Q17: Please select where you place your garbage, green, and recycling carts for collection.
Sample Size: n=873
Base: Respondents that receive recycling service in an individual blue cart

Q18: Back lane collections of waste carts increase collection fees, involve safety concerns and can lead to illegal dumping issues. With this in mind, do you support or oppose the City moving towards front curb garbage collection for all households?
Sample Size: n=342
Base: Respondents that use back lane collection services



Supporting Programs

Use of Special Collection Programs

Many respondents (56%) donate items they cannot recycle to a local charity, and/or return items they cannot recycle to a local business/participating recycling location (40%) .

	2023	2021
Donate to local charity	56%	76%
Return to local business/participating recycling location	40%	47%
Take to Household Hazardous Waste Day Drop-Off Events	32%	27%
Sell them/Online Selling Platform	27%	42%
Put a "Free" sign on them as part of Saskatoon Curbside Swap events	26%	23%
Take to the Eco-Centre/Separate area at the landfill	23%	10%
I put all these items in my black garbage cart/bin	5%	7%
Nothing	4%	n/a
Other	2%	8%

The following groups are significantly more likely to donate items they cannot recycle to a local charity:

- Respondents aged 55+ (70%) compared to those aged 18-34 (48%) and 35-54 (49%).
- Female respondents (61%) compared to male respondents (50%).
- Respondents that make \$120K+ (64%) compared to those that make \$60K to <\$120K (51%).

Compared to 2021, fewer respondents are choosing to donate their unrecyclable items to a local charity (from 76% to 56%), and more respondents are choosing to take these items to the Eco-centre (from 10% to 23%).

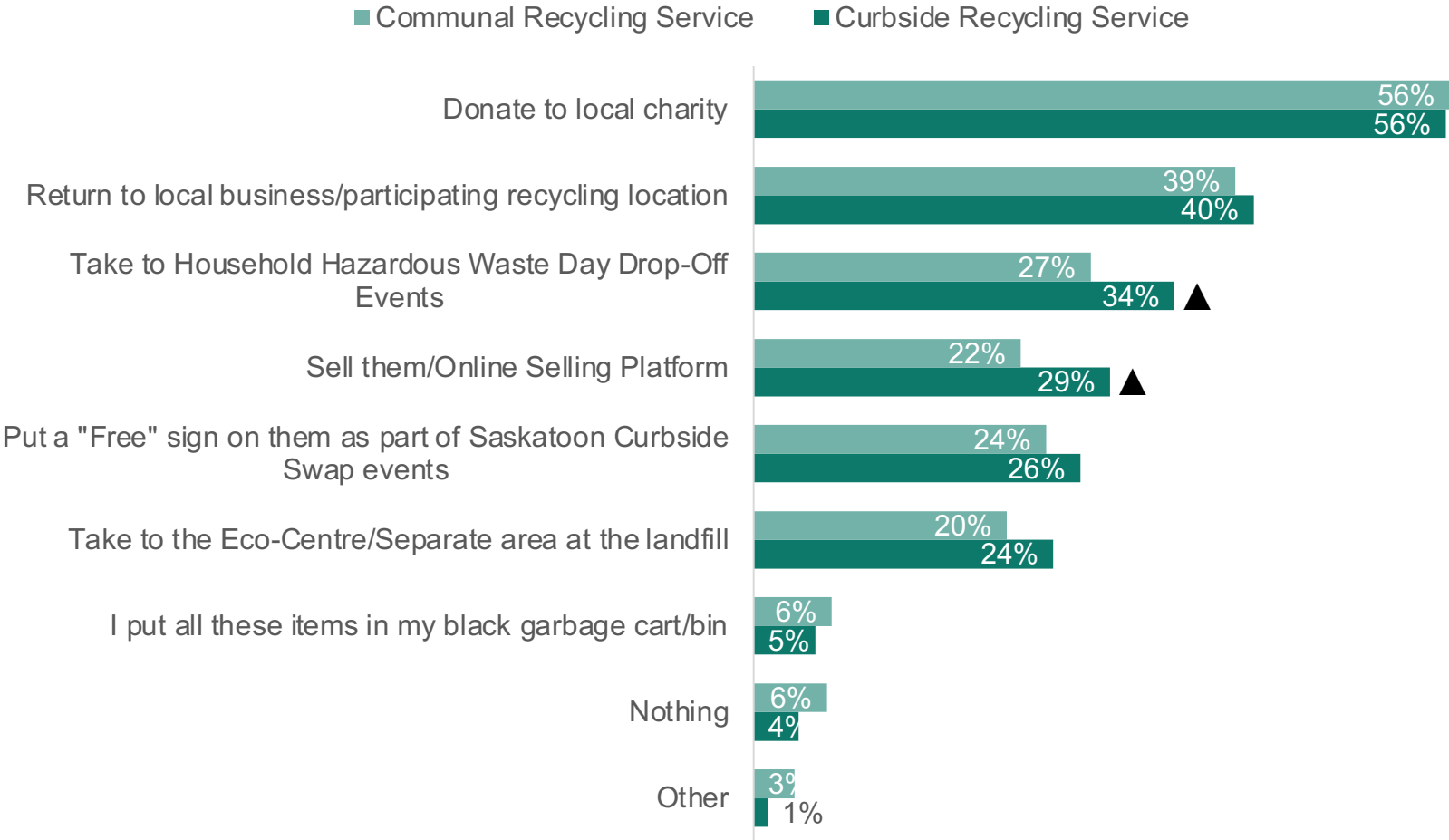
Q19: Items such as clothing, used furniture, used automotive oil, and medication cannot be recycled using the ["blue recycling cart"/ "communal recycling bin"] program. Which of the following special collection programs or other strategies do you use for these types of waste? Please select all that apply.

Sample Size: n=1148

Base: All respondents (Multi-Select)

Use of Special Collection Programs

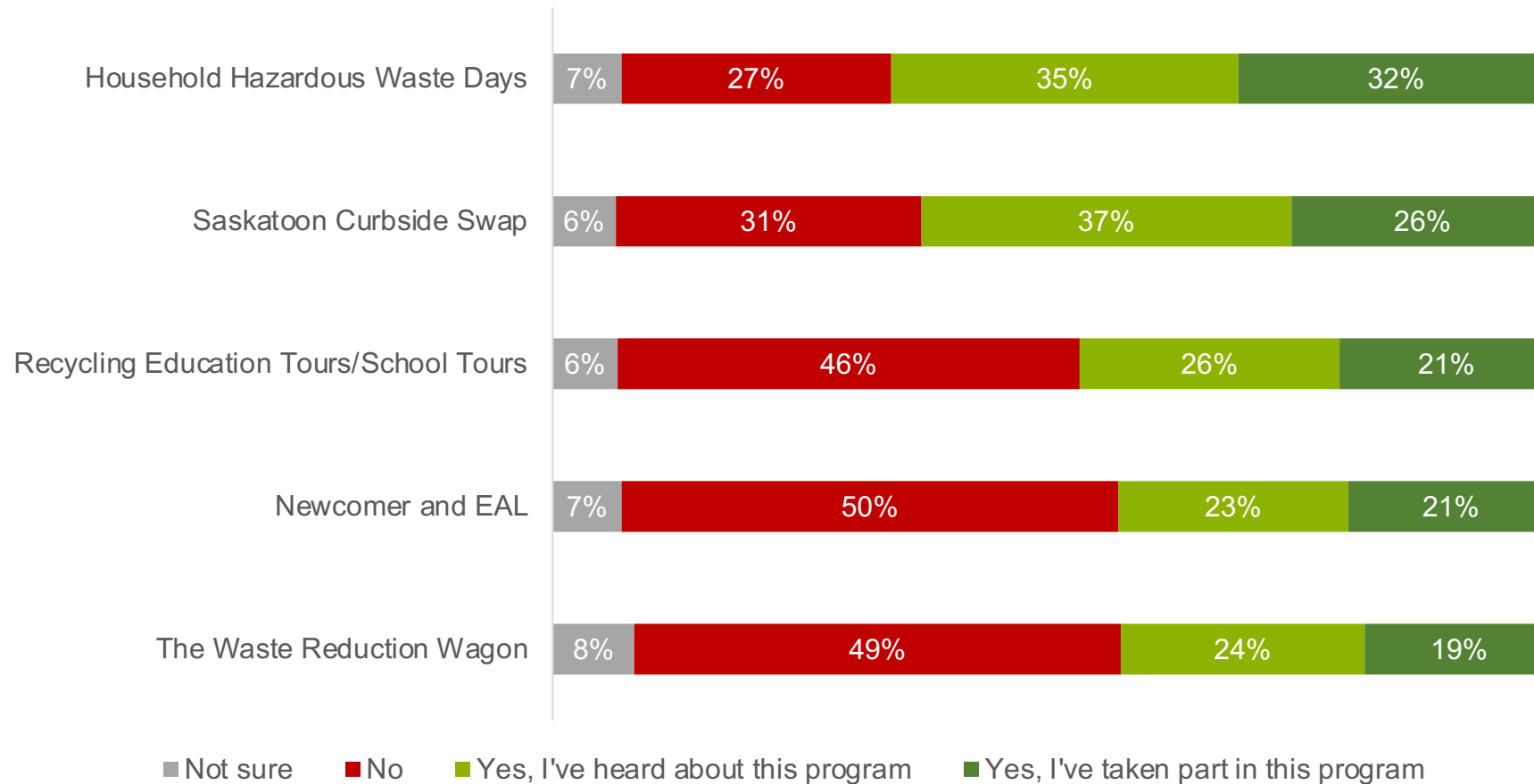
Breakout by Recycling Service Received



Note: the up arrow indicates that this group is significantly more likely than the other group to use the indicated special collection program.
Q19: Items such as clothing, used furniture, used automotive oil, and medication cannot be recycled using the ["blue recycling cart"/ "communal recycling bin"] program. Which of the following special collection programs or other strategies do you use for these types of waste? Please select all that apply.
Sample Size: n=1148
Base: All respondents (Multi-Select)

Community Programs for Waste and Recycling

About two-thirds of respondents have taken part in the household hazardous waste days program (32%) and have heard about the Saskatoon curbside swap (37%) .



The following groups are significantly more likely to take part in the household hazardous waste days:

- Respondents with 3 household occupants (46%) compared to those with 4+ occupants (26%).
- Respondents with an annual income of \$60K to <\$120K (35%) and \$120K+ (39%) compared to those with a <\$60K income (21%).

Q20: The City offers an array of community programs that help to educate respondents about waste and recycling or are designed to divert useable materials from landfill. Have you heard about or partaken in any of the following programs?

Sample Size: n=1148

Base: All respondents

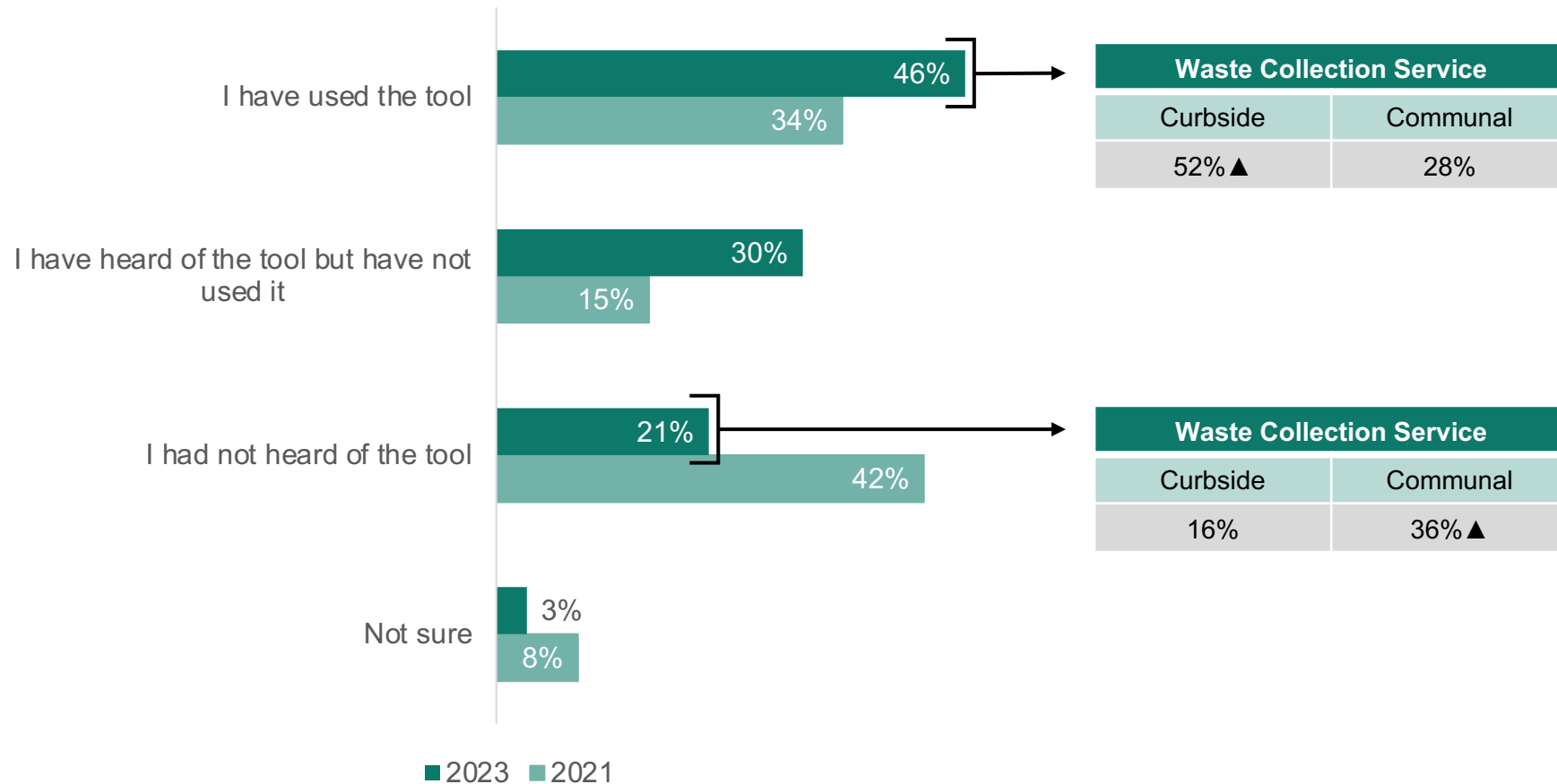


Communications



Awareness of the 'Saskatoon Waste Wizard'

Nearly half of the respondents surveyed (46%) have used the waste collection reminder and recycling search engine tool called the 'Saskatoon Waste Wizard' through an app or website.



Use of the 'Saskatoon Waste Wizard' tool is significantly more likely to be seen among the following groups:

- Respondents who receive curbside recycling service (52%) compared to those that receive multi-unit recycling service (28%).
- Respondents who own their home (51%) compared to those that rent (37%).
- Respondents that make \$60K - \$120K+ (51-52%) compared to those who make under \$60K (31%).

Compared to 2021, more respondents have used the tool (from 34% to 46%) and heard of the tool and not used it (from 15% to 30%).

Note: the up arrow indicates that this group is significantly more likely than the other group in the case indicated.

Q21: Before now, have you heard of or used the waste collection reminder and recycling search engine tool called the 'Saskatoon Waste Wizard' through an app or website?

Sample Size: n=1148

Base: All respondents

Engagement with City’s Recycling Educational Materials

Overall, the plurality of respondents (36%) have seen educational materials the City produced regarding recycling on social media channels (Facebook, Instagram, Twitter).

	2023	2021
Social media channels (Facebook, Instagram, Twitter)	36%	19%
Mail-outs or flier inserts	35%	30%
Transit or Bus advertisements	29%	13%
Website	25%	15%
Radio ads	20%	9%
Billboards	20%	11%
Posters	17%	9%
I have not seen any of the above	18%	n/a
Other	<1%	2%

Engagement with social media channels is significantly more likely to be seen among the following groups:

- Respondents aged 18-34 (48%) and 35-54 (48%) compared to those aged 55+ (13%).
- Male (39%) respondents compared to female respondents (33%).

Compared to 2021, Saskatoon respondents’ engagement with the City’s social media channels has nearly doubled (from 19% to 36%).

Q22: Before now, have you seen any of the following educational materials the City has produced on recycling within the last year? Please select all that apply.

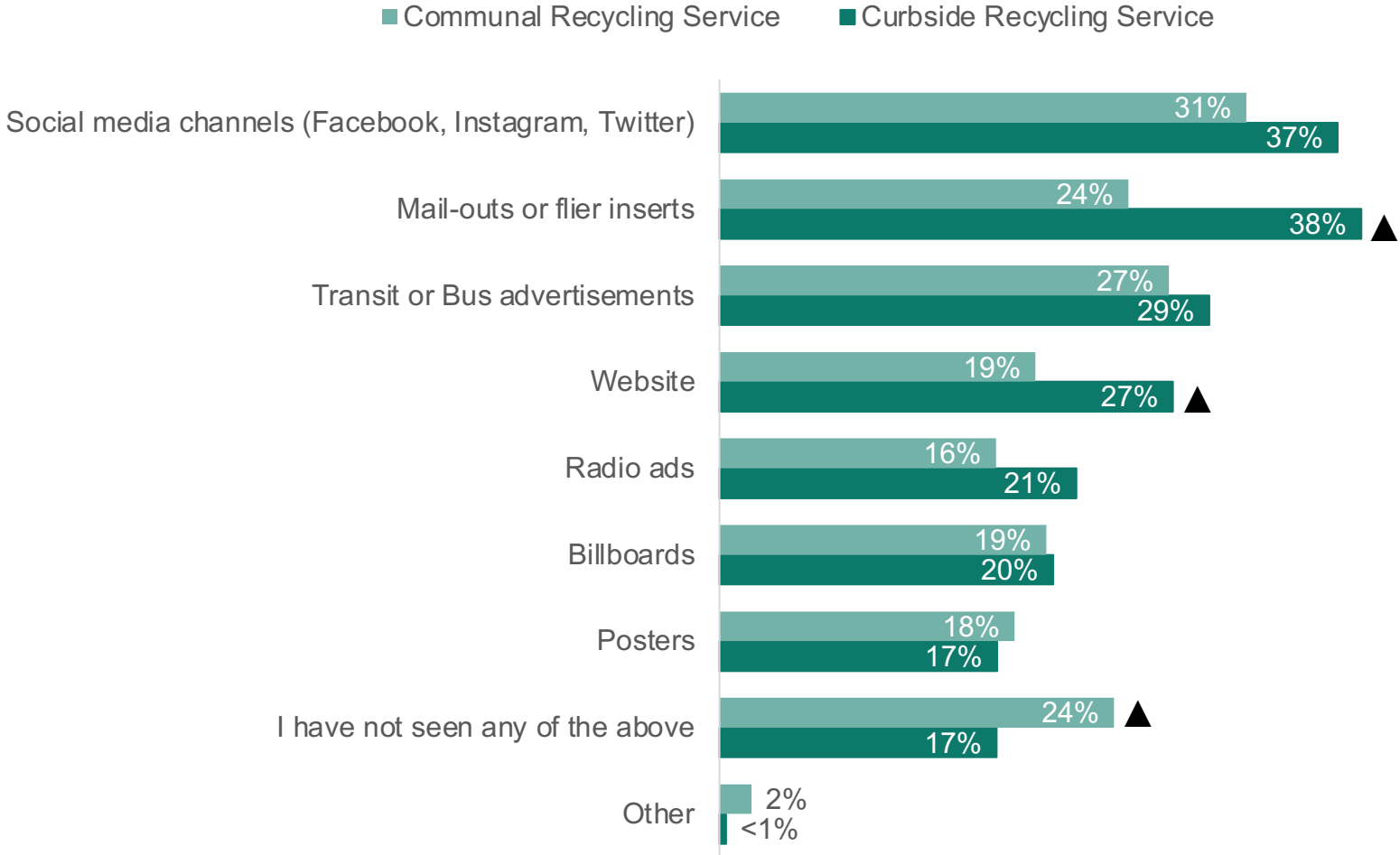
Sample Size: n=1148

Base: All respondents (Multi-Select)



Engagement with City’s Recycling Educational Materials

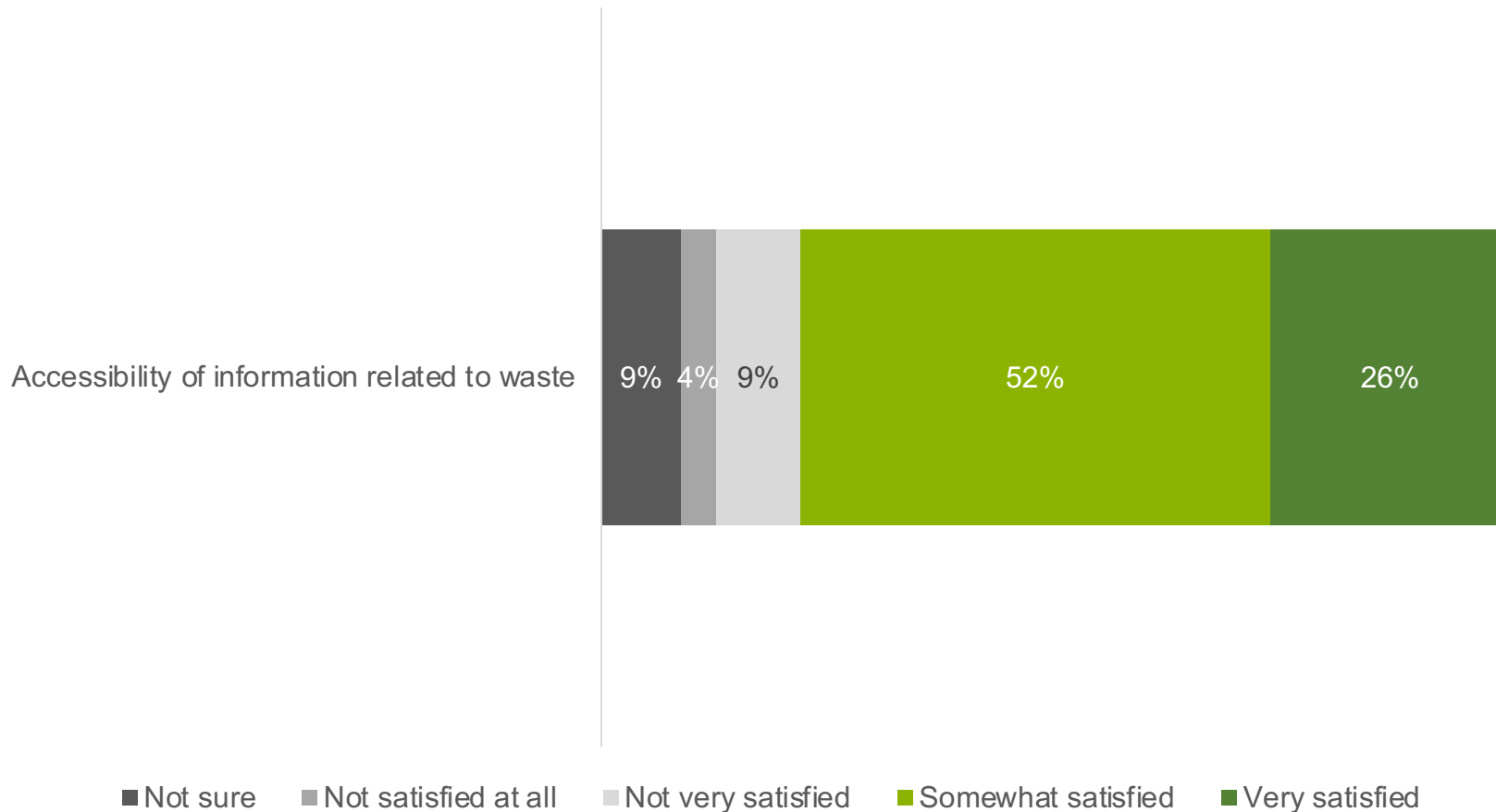
Breakout by Recycling Service Received



Note: the up arrow indicates that this group is significantly more likely than the other group to engage with the indicated educational materials.
Q22: Before now, have you seen any of the following educational materials the City has produced on recycling within the last year? Please select all that apply.
Sample Size: n=1148
Base: All respondents (Multi-Select)

Accessibility of Information Related to Waste

Nearly 4 in 5 respondents (TOP2: 78%) are satisfied with the accessibility of information related to waste on the City's webpages.



TOP2

78%

Respondents aged 18-34 (TOP2:85%) and 35-54 (TOP2: 81%) are significantly more likely to be satisfied with the accessibility of this information compared to those aged 55+ (TOP2: 70%).

Respondents that receive curbside recycling service (TOP2: 80%) are significantly more likely to be satisfied with the accessibility of this information compared to those who receive multi-unit recycling service (TOP2: 70%).

Respondents that make an annual income of \$60K to <\$120K (TOP2: 84%) are significantly more likely to be satisfied with the accessibility of this information compared to those who make less than \$60K (TOP2: 71%) and more than \$120K (TOP2: 76%).

Q23: How satisfied are you with the accessibility of information related to waste (garbage, recycling, organics) on City's webpages?

Sample Size: n=1123

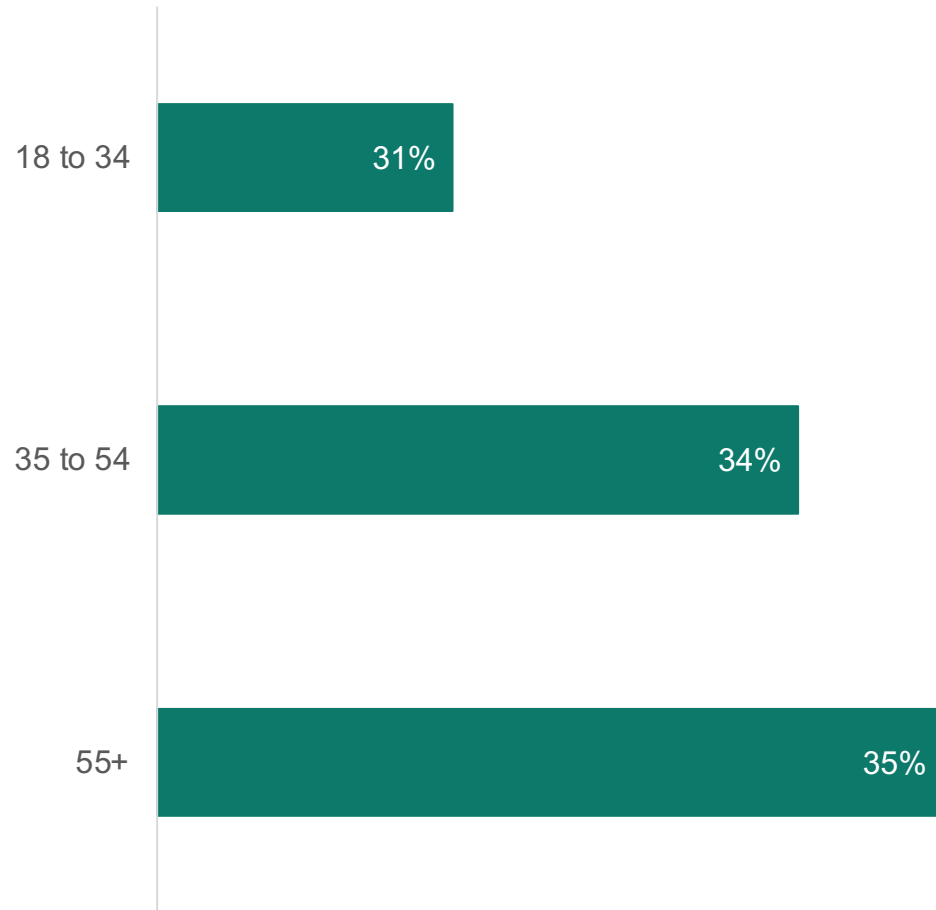
Base: All respondents

Demographics

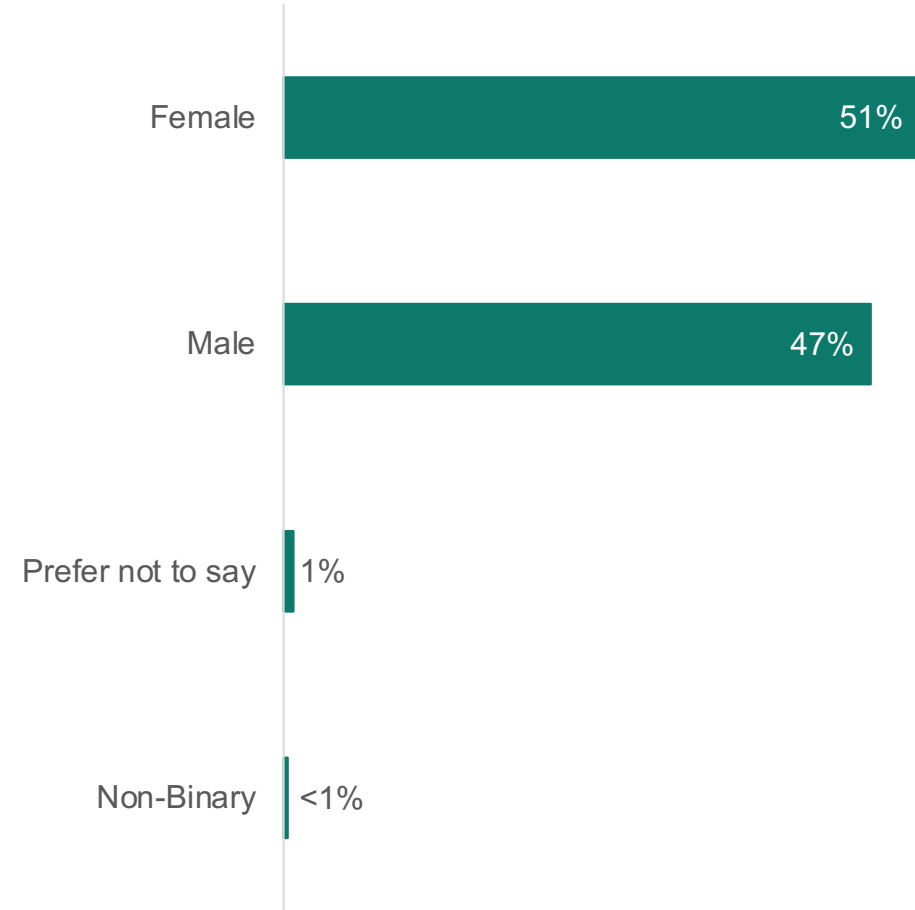


Demographics

Age



Gender Identity



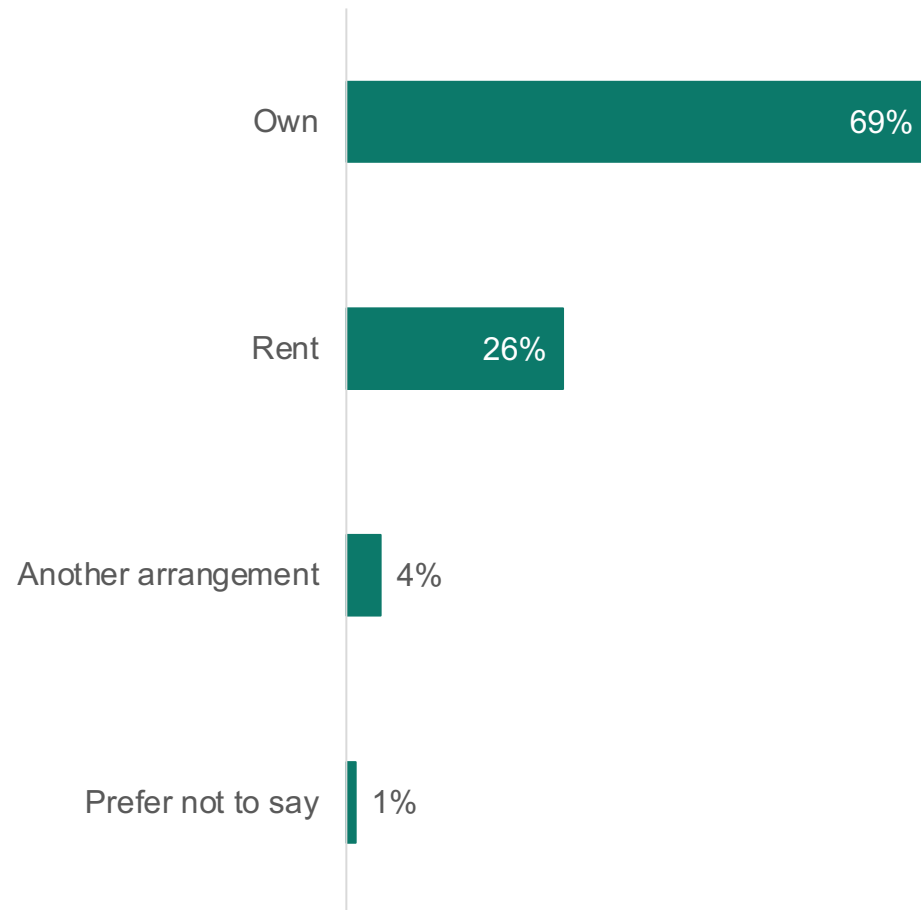
S1: How old are you? / D1: Do you identify as... ?

Sample Size: n=1148

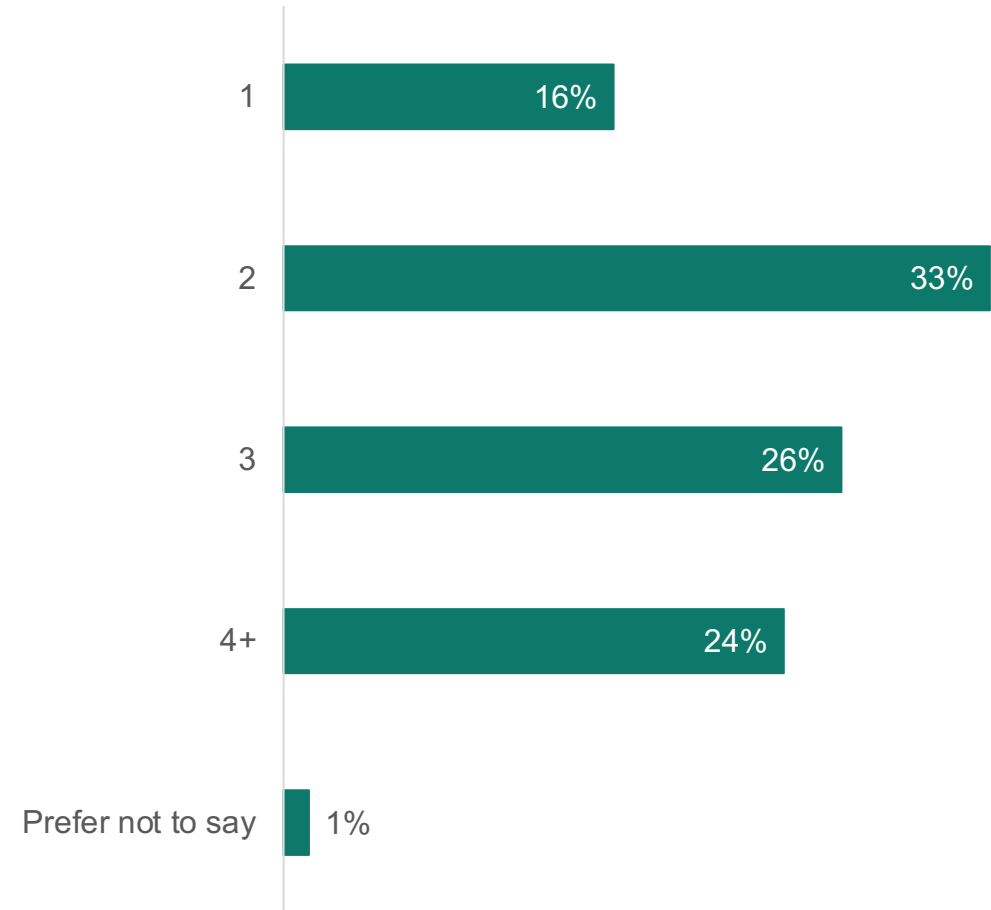
Base: All respondents

Demographics

Living Situation



Number of Household Occupants



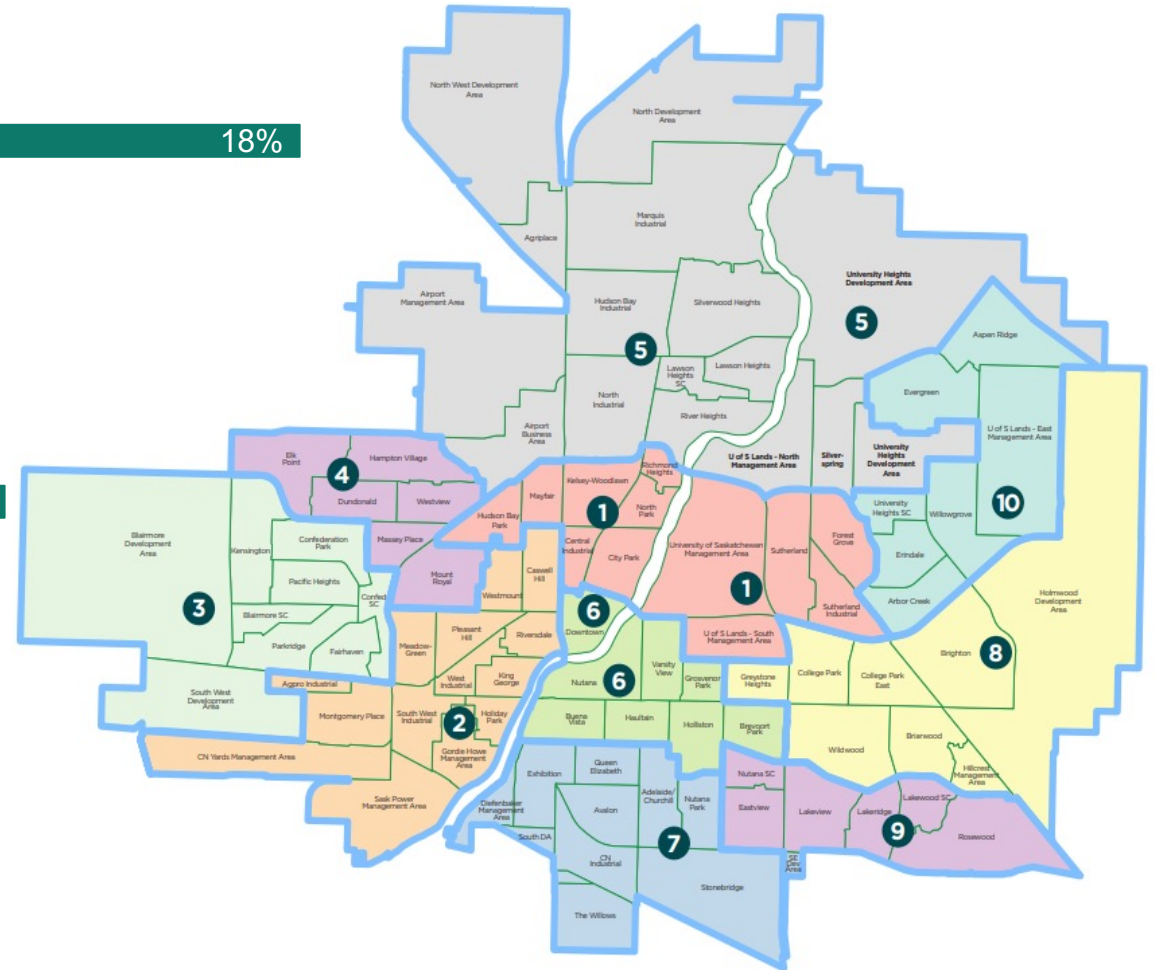
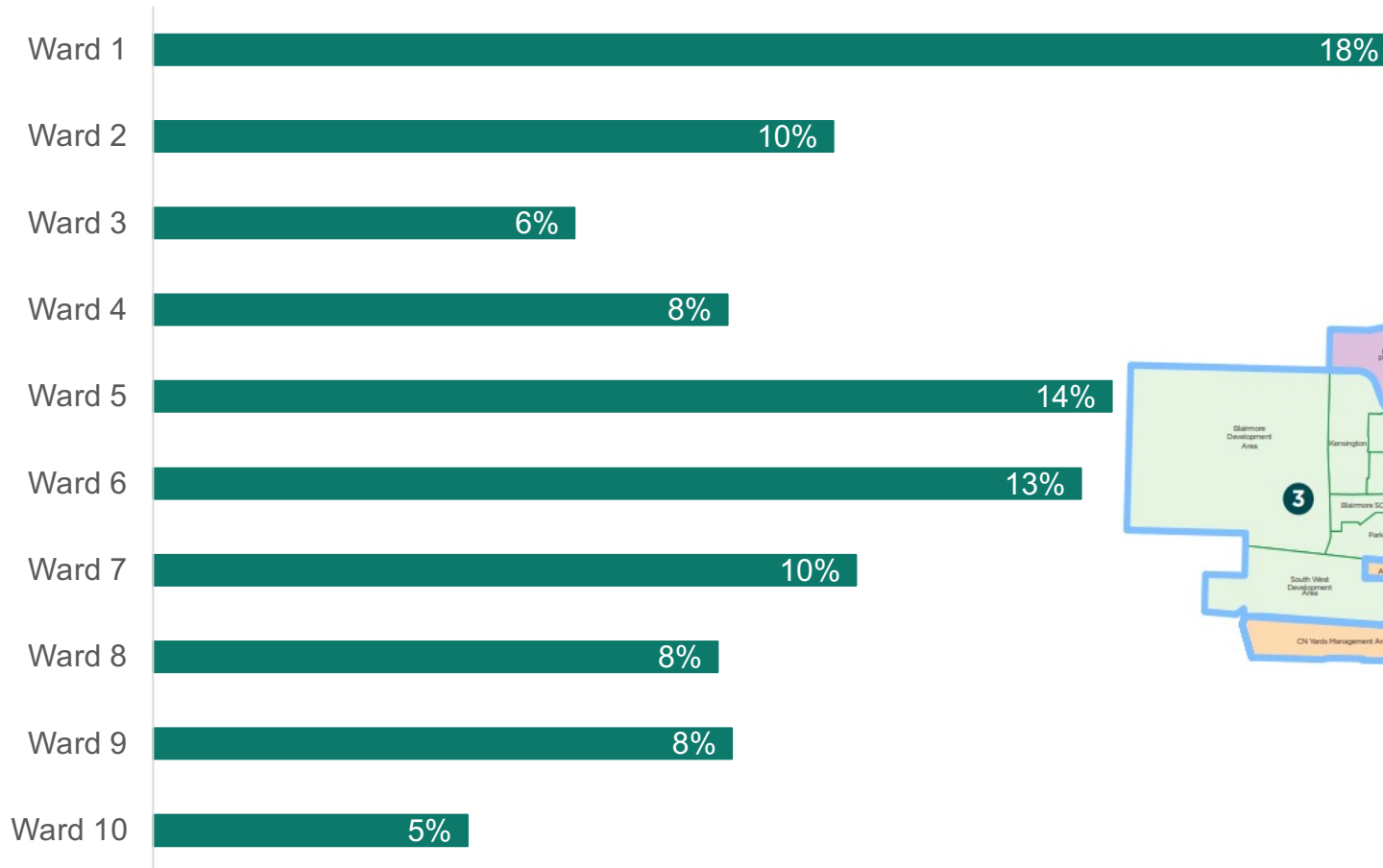
D2: Do you rent or own your home? / D3: How many people live in your home, including yourself?

Sample Size: n=1148

Base: All respondents

Demographics

Ward Distribution



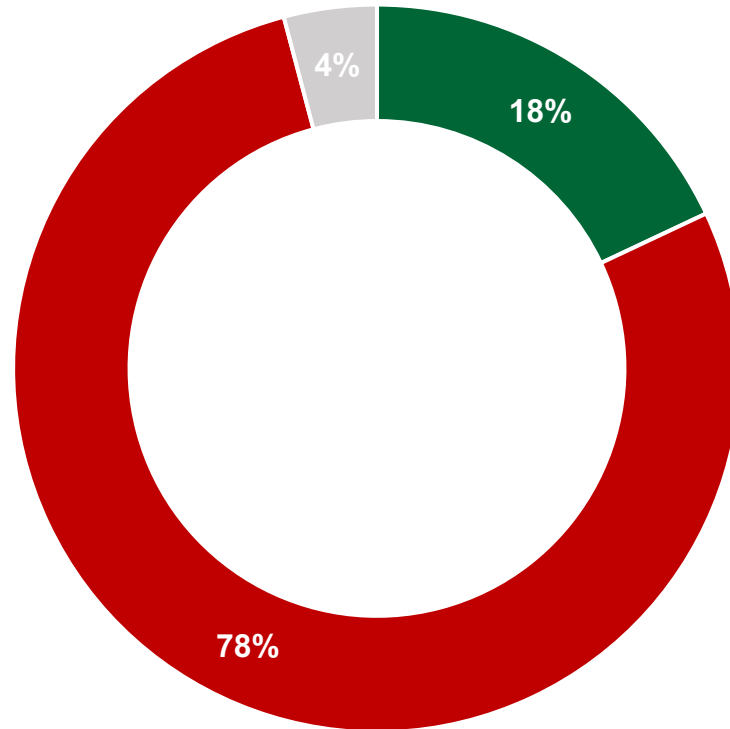
S4: On the ward map below, please select the ward where you live within the city of Saskatoon.

Sample Size: n=1148

Base: All respondents

Demographics

Identify as an Indigenous Person



■ Yes ■ No ■ Prefer not to say

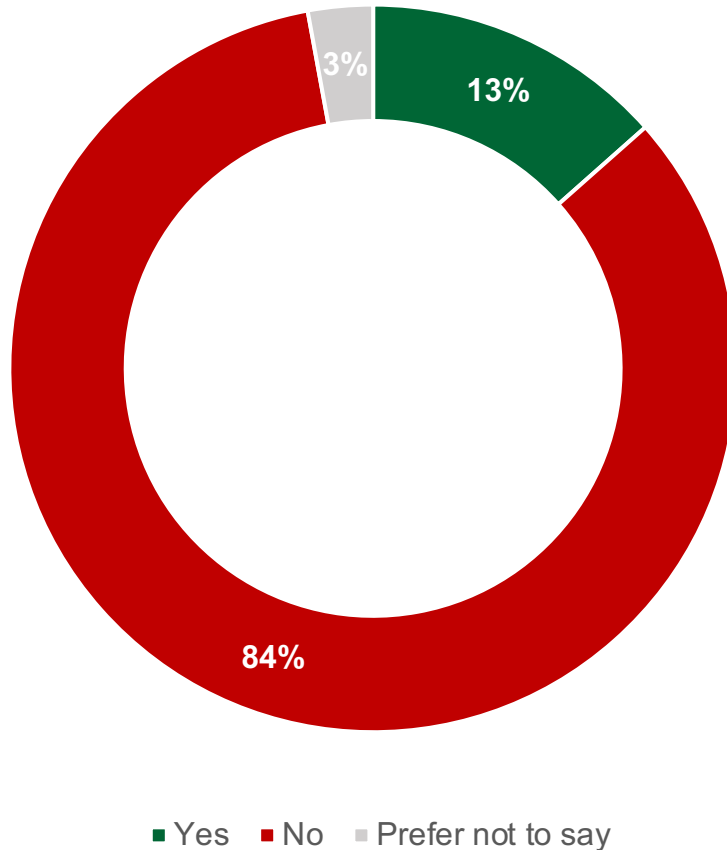
D4: Indigenous people are those who identify themselves as First Nations, Métis, Non-status Indian, or Inuit. Do you self-declare as an Indigenous person under this definition?

Sample Size: n=1148

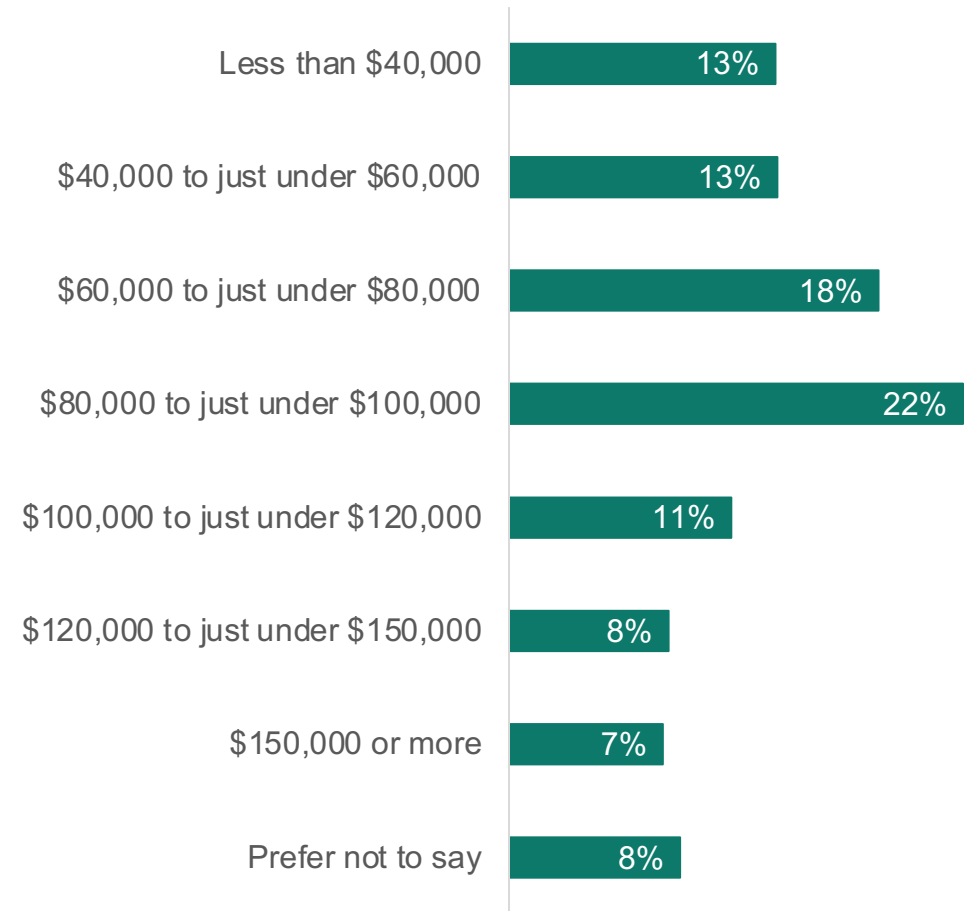
Base: All respondents

Demographics

Moved to Canada in the Last 5 Years



Total Household Income in 2022



D5: Have you moved to Canada within the past five years? / D6: Which of the following categories best describes the total income of all the people living in your household for 2022, before taxes?

Sample Size: n=1148

Base: All respondents