



City of Saskatoon

Fall Residential Waste and
Recycling Survey

November 2023



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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 (recycling, organics, and waste diversion). This report summarizes the final results of the survey, that was conducted online in October 2023.

Where available, comparisons have been included to the previous waste and recycling surveys from 2017, 2019, and 2021 conducted by a previous vendor along with the spring 2023 survey conducted by Forum Research. 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 receive recycling service in an individual blue cart that is rolled out to the curb on collection day and are responsible for their household's waste and recycling.

Sample size

$N = 679$ (residents that have a green cart)

Fieldwork Dates

October 4th – 15th, 2023

Average Survey Duration

12.5 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

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., "What are the primary reasons your household participates in the Green Cart program? 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.

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.

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".

Key Findings



Key Findings



Organic Waste

- Overall, residents seem to display good knowledge levels about the proper destination for many waste items. The majority of residents know how to optimally dispose of yard and garden waste (86% answered optimally), followed by dryer sheets and lint (76%), and soiled diapers and/or sanitary/hygiene products (75%). However, there is some confusion regarding optimal disposal of waxed paper (91%), followed by soils, sand, and gravel (88%), and biodegradable and oxodegradable bags (88%). **(slide 14-15)**
- About 3 in 5 residents (57%) state they put their green cart out for pickup every collection period, and 3 in 10 (29%) state that they put it out every second collection period. **(slide 16)**
- In general, the majority of residents (82%) state that their green cart is less than full (three quarters full, half full, or one quarter full or less) on collection day. However, during peak organic waste seasons, 3 in 10 residents (29%) state that their green cart is full or overflowing. **(slide 17-18)**
- The majority of residents support the City of Saskatoon providing smaller green cart sizes, with 2 in 3 residents (TOP2: 67%) supporting this idea. **(slide 19)**
- The majority of residents (TOP2: 71%) that have a green cart are satisfied with the overall quality of service received, along with the capacity of their current cart size (TOP2: 71%). **(slide 22)**



Garbage Waste Disposal

- Two-thirds of residents (67%) state that they put their black cart out for pickup every collection period whereas about one fourth of residents (26%) state that they put their black cart out once every second collection period. **(slide 32)**
- The majority of residents (TOP2: 76%) are satisfied with the overall quality of garbage collection service they receive, followed by the capacity of cart size (TOP2: 73%). **(slide 31)**
- In general, the majority of residents (78%) state that their black cart is generally less than full (three quarters full, half full, or one quarter full or less) on collection day. However, during peak waste season, 31% of residents state that their black cart is full or overflowing. **(slide 33-34)**
- More than half of the residents (TOP2: 64%) say they will likely choose a smaller black cart next year when the City provides three different cart size options with different fees based on the cart capacity. If given the choice, about 2 in 5 residents (39%) would choose to have a have a medium sized black cart approximately two-thirds of the existing cart capacity. **(slide 36-37)**

Key Findings



Public Waste Disposal

- The most common items residents that have a green cart find themselves needing to dispose of when they are out in public spaces in the community is beverage cups (44%), followed by food packaging (43%). **(slide 42)**
- More than half of residents are satisfied with the garbage and recycling services at city parks (TOP2: 65%), city-owned facilities (TOP2: 64%), commercial and public areas (TOP2: 63%), and Meewasin Trail (TOP2: 58%). **(slide 43)**



Saskatoon Landfill

- Half of residents (50%) report that someone from their household will drop material off at the Saskatoon Landfill at least once per year. **(slide 46)**



New Programs

- About 3 in 4 residents (TOP2: 75%) support the development of the food waste reduction program, and the same proportion of residents (TOP2: 75%) support the City reducing its own waste through construction and demolition waste diversion, and the 'share, reuse, and repair' program (TOP2: 75%). **(slide 50)**



Communications

- Residents that have a green cart are aware of the 'Saskatoon Waste Wizard' tool, where over 1 in 3 residents (36%) have used the tool and 2 in 5 residents (40%) have heard of the waste wizard tool but have not used it. **(slide 52)**

Detailed Findings



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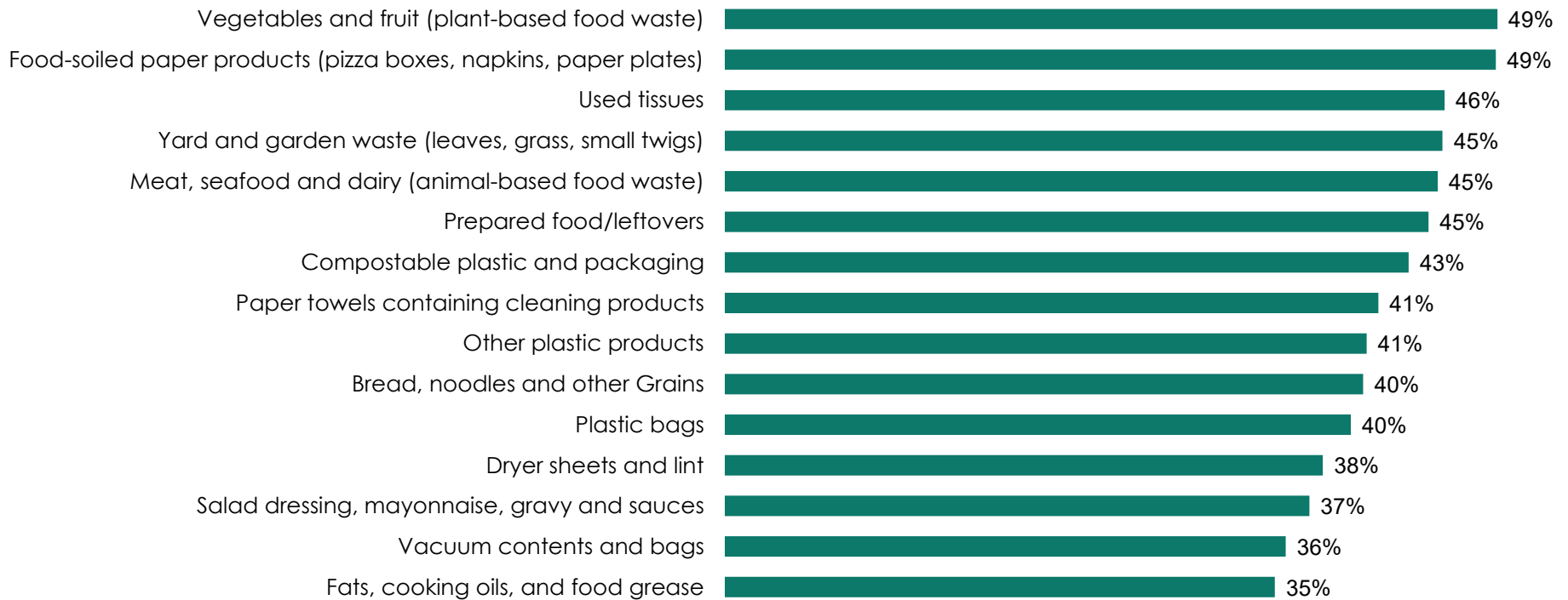
Organics



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What Items Residents Generate for Disposal

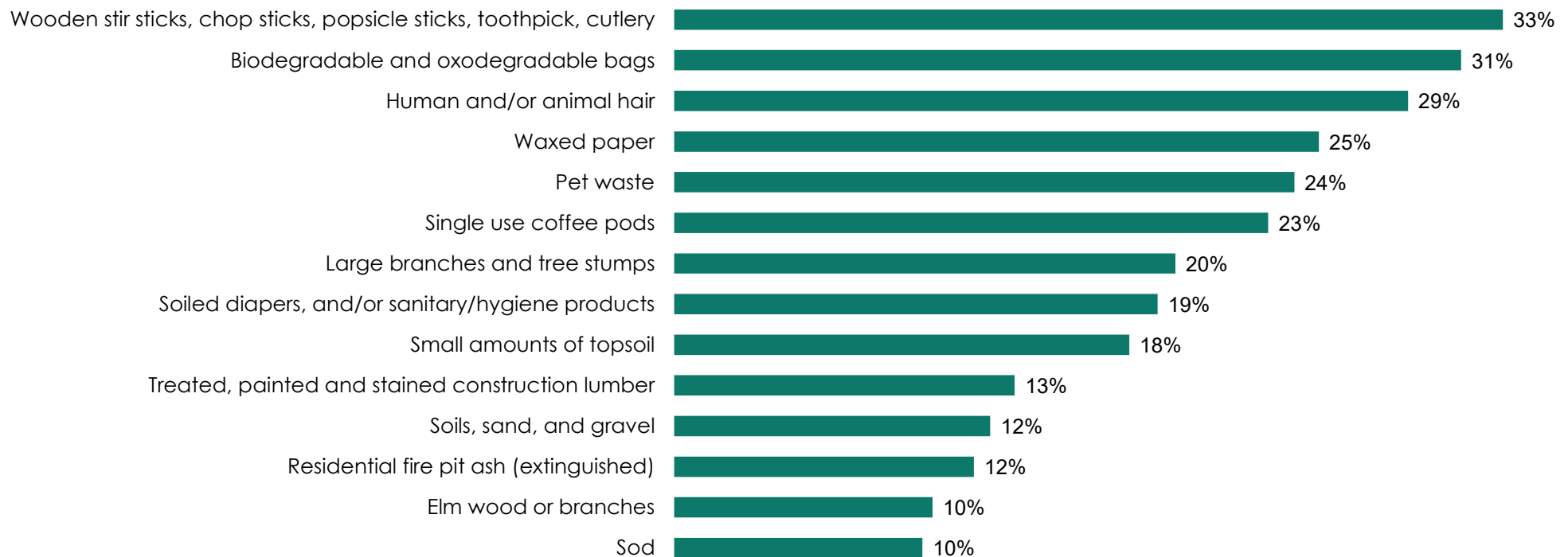
Overall, the main items residents state that they generate for disposal are plant-based food waste (49%), followed by food-soiled paper products (49%), used tissues (46%), and yard/garden waste (45%).



Q1a. Which of the following items do you dispose of? Please select all that apply.
Sample Size: n=679
Base: Respondents that have a green cart (multi-select)

What Items Residents Generate for Disposal (continued)

Residents state that they generate sod (10%), elm wood and branches (10%), residential fire pit ash (12%), and soils, sand, and gravel (12%) the least.



Q1a. Which of the following items do you dispose of? Please select all that apply.

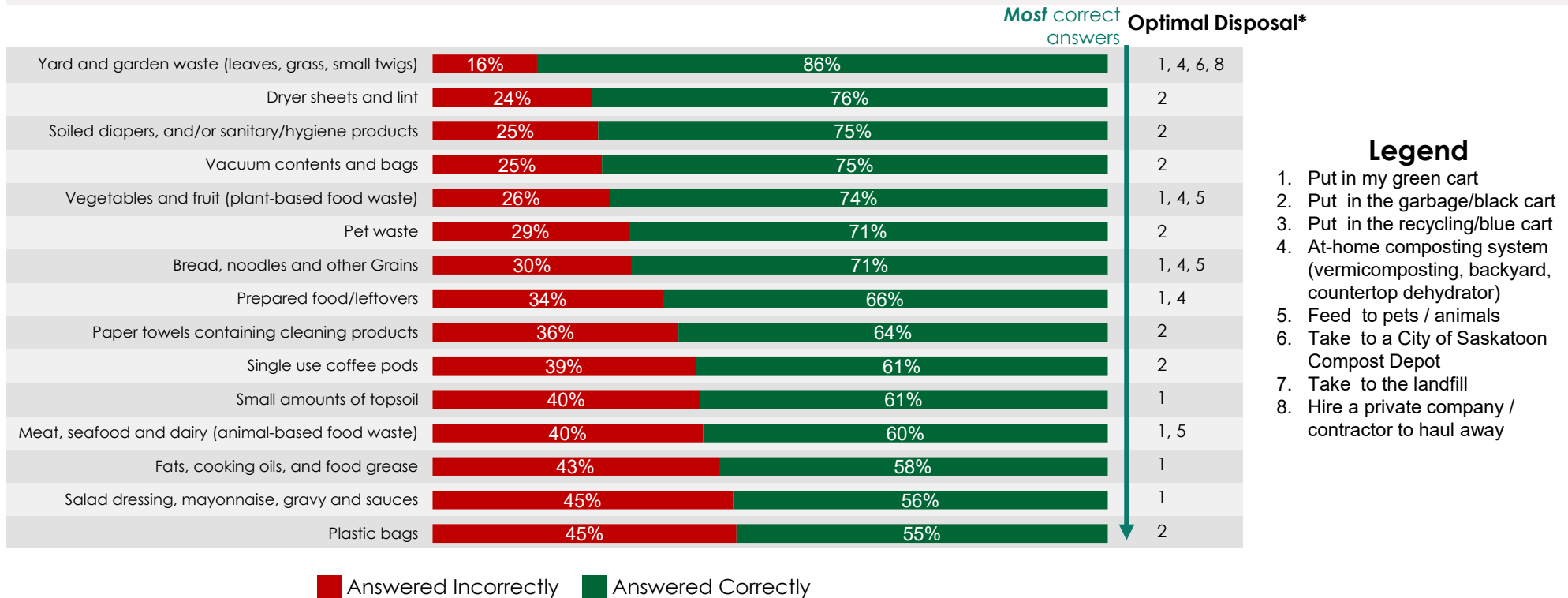
Sample Size: n=679

Base: Respondents that have a green cart (multi-select)

Knowledge of Correct Disposal for Items in Household

(Percent Who Answered Correctly)

Residents seem to display good knowledge levels about the proper destination for many waste items. The majority of residents know how to optimally dispose of yard and garden waste (86%), followed by dryer sheets and lint (76%), and soiled diapers and/or sanitary/hygiene products (75%).



*The 'optimal disposal' list was developed by the City of Saskatoon's project team.

Q1b-c. You mentioned you dispose of the following items below. How do you typically dispose of each of these items?

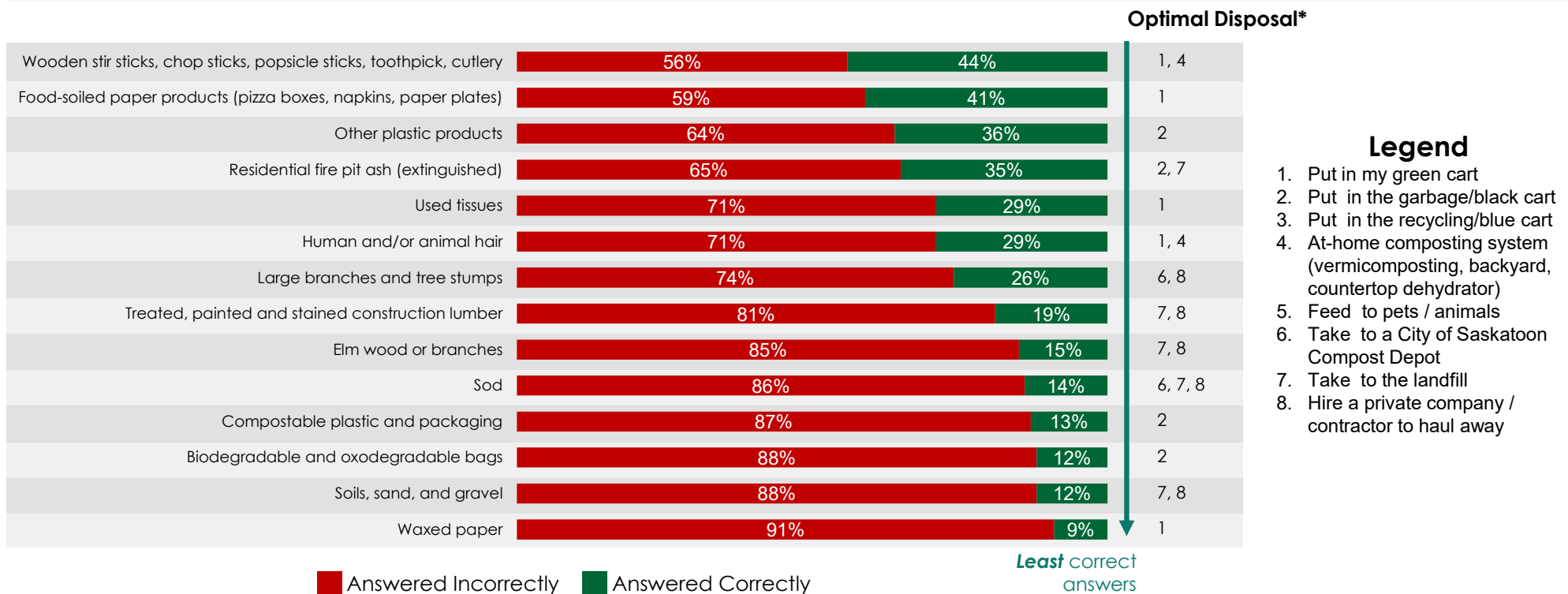
Sample Size: n=679

Base: Respondents that have a green cart

Knowledge of Correct Disposal for Items in Household

(Percent Who Answered Correctly)

Residents display weaker knowledge levels about the optimal destination for other waste items. The majority of residents do not know how to optimally dispose of waxed paper (91%), followed by soils, sand, and gravel (88%), and biodegradable and oxodegradable bags (88%).



- ### Legend
1. Put in my green cart
 2. Put in the garbage/black cart
 3. Put in the recycling/blue cart
 4. At-home composting system (vermicomposting, backyard, countertop dehydrator)
 5. Feed to pets / animals
 6. Take to a City of Saskatoon Compost Depot
 7. Take to the landfill
 8. Hire a private company / contractor to haul away

*The 'optimal disposal' list was developed by the City of Saskatoon's project team.

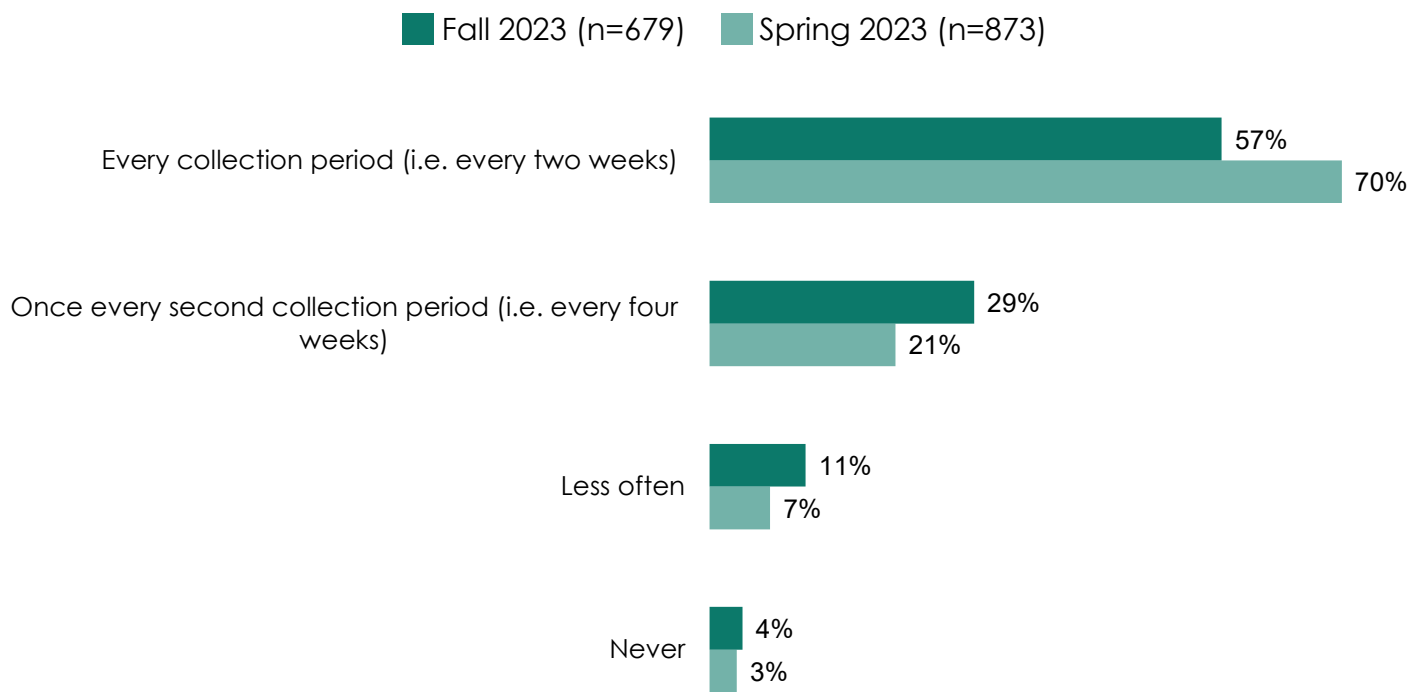
Q1b-c. You mentioned you dispose of the following items below. How do you typically dispose of each of these items?

Sample Size: n=679

Base: Respondents that have a green cart

Green Cart Collection

About 3 in 5 residents (57%) put their green cart out for pickup every collection period, and 3 in 10 (29%) put it out every second collection period.



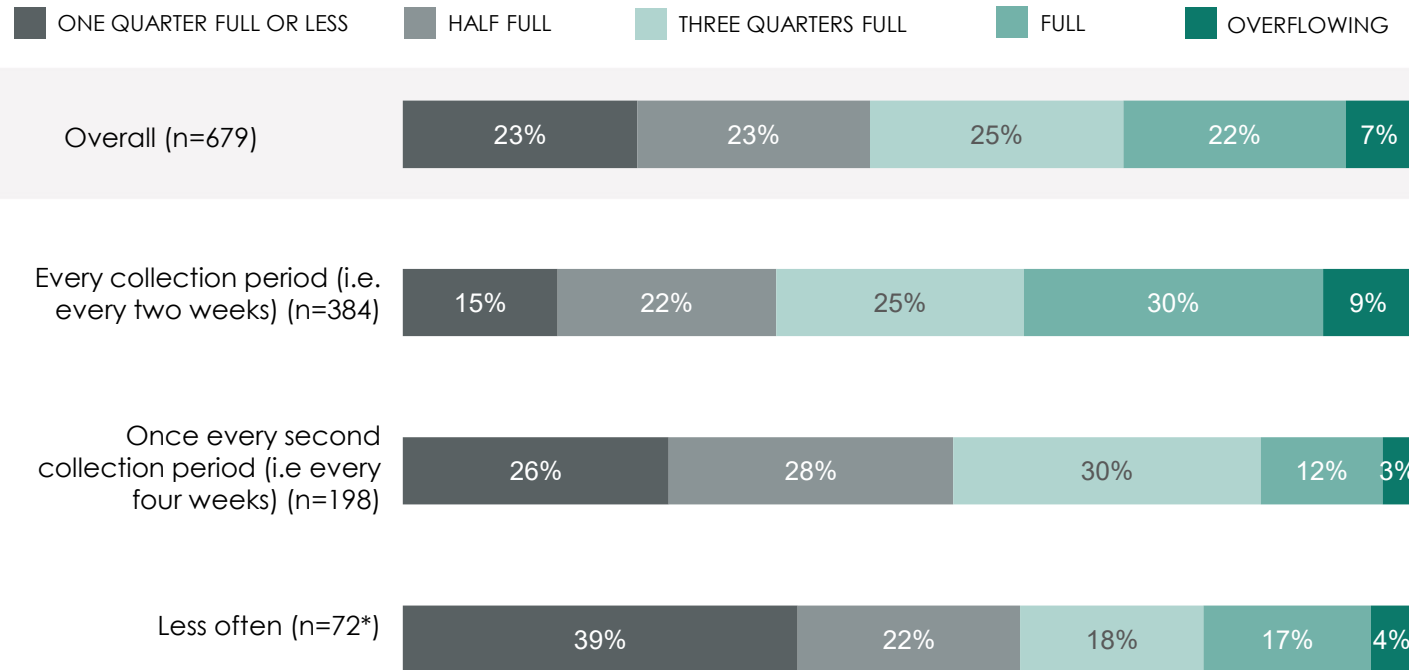
The following groups are most likely to put their green cart out for pickup **every collection period**:

- Residents ages 55+ (65%)
- Residents in Ward 7 (73%)
- Female residents (58%)
- Residents that own their home (61%)
- Households with one occupant (62%)
- Residents that moved to Canada in the past 5 years (64%)
- Residents that make a household income less than \$60K (63%)

Q2. How often do you typically put your green cart out for pickup?
 Sample Size: n=679
 Base: Respondents that have a green cart

Green Cart Fullness During Peak Yard Waste Season

Overall, 3 in 10 residents (29%) state that their green cart is full or overflowing at peak organic waste seasons. 4 in 10 residents (39%) that say they put their green cart out every collection period reported having a full or overflowing green cart in these peak seasons.



The following groups are most likely to have a **full or overflowing** green cart when they have the most organic waste (e.g. peak waste season):

- Residents ages 55+ (37%)
- Residents in Ward 7 (40%)
- Female residents (31%)
- Residents that own their home (32%)
- Households with one occupant (35%)
- Residents that did not move to Canada in the past 5 years (35%)
- Residents that make a household income of \$120K or more (32%)

*Small sample, interpret with caution

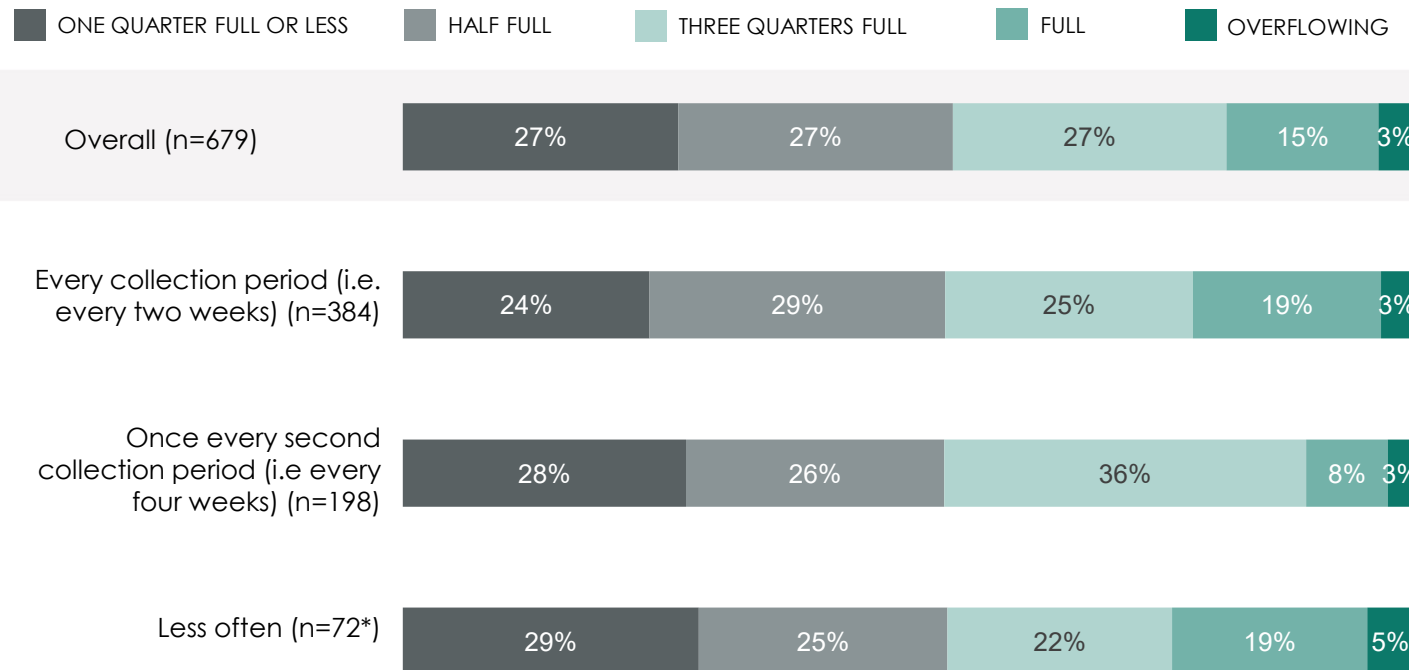
Q3. Think about the time when you have had the most organic waste since the green cart program began in May 2023, such as during peak yard waste season. At that time, how full was your green cart when you put it out on collection day?

Sample Size: Shown in chart above

Base: Respondents that have a green cart

General Green Cart Fullness

Overall, the majority of residents (82%) find that their green cart is generally less than full (three quarters full, half full, or one quarter full or less) on collection day.



The following groups are most likely to have a **full or overflowing** green cart when they have the most organic waste (e.g. peak waste season):

- Residents ages 18-34 (22%)
- Residents in Ward 3 (25%)
- Households with one occupant (22%)
- Residents that did not move to Canada in the past 5 years (20%)
- Residents that make a household income of less than \$60K (21%)

*Small sample, interpret with caution

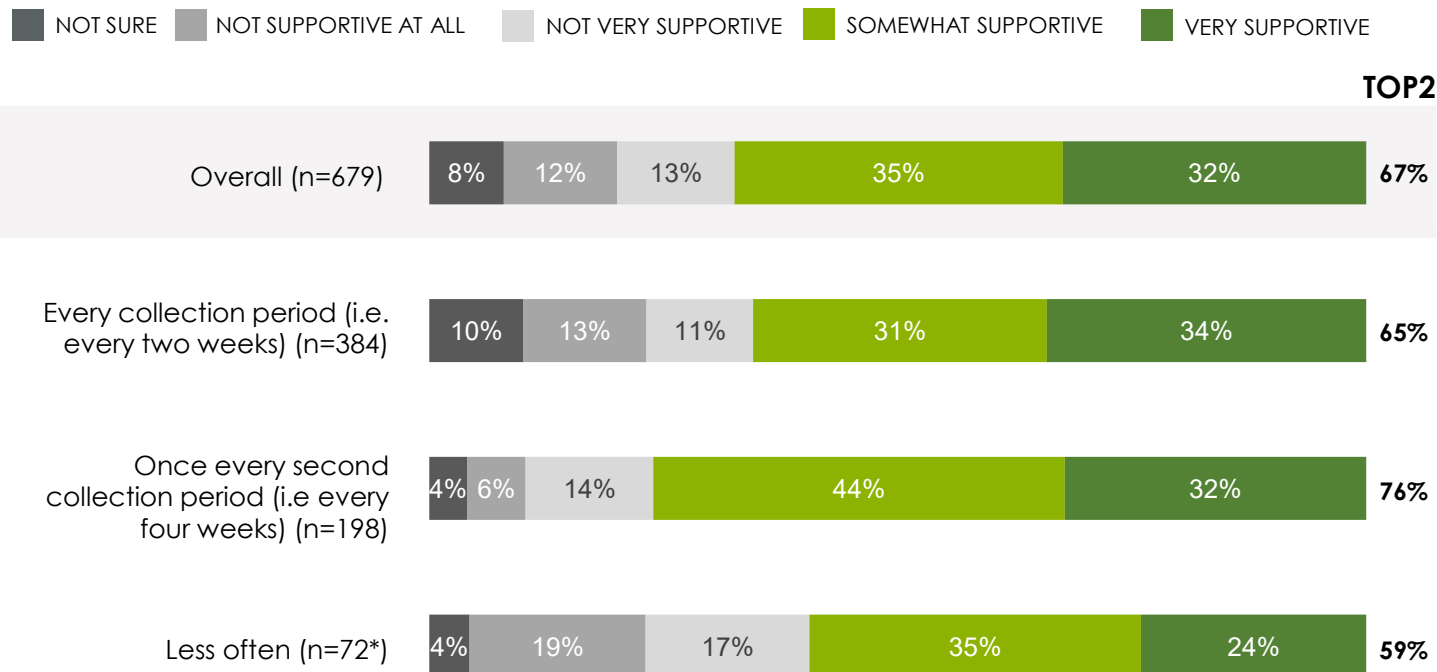
Q4. Generally speaking, how full is your green cart when you put it out on collection day?

Sample Size: Shown in chart above

Base: Respondents that have a green cart

Support for Smaller Green Cart Sizes

Overall, 2 in 3 residents (TOP2: 67%) support the City of Saskatoon providing smaller green cart sizes. Support is greater (TOP2: 76%) from residents that put their green cart out once every second collection period.



The following groups are most likely to support (TOP2) the City providing smaller green cart sizes:

- Residents ages 35-54 (74%)
- Residents in Ward 4 (78%)
- Female residents (31%)
- Residents that rent their home (77%)
- Households with 3 occupant (79%)
- Residents that did move to Canada in the past 5 years (77%)
- Residents that make a household income less than \$60K (72%)

The following groups are most likely not to support (BTM2) the City providing smaller green cart sizes:

- Residents ages 55+ (30%)
- Residents in Ward 3 (35%)
- Male residents (26%)
- Residents that own their home (28%)
- Households with 1 occupant (30%)
- Residents that did not move to Canada in the past 5 years (27%)
- Residents that make a household income of \$120K or more (26%)

*Small sample, interpret with caution

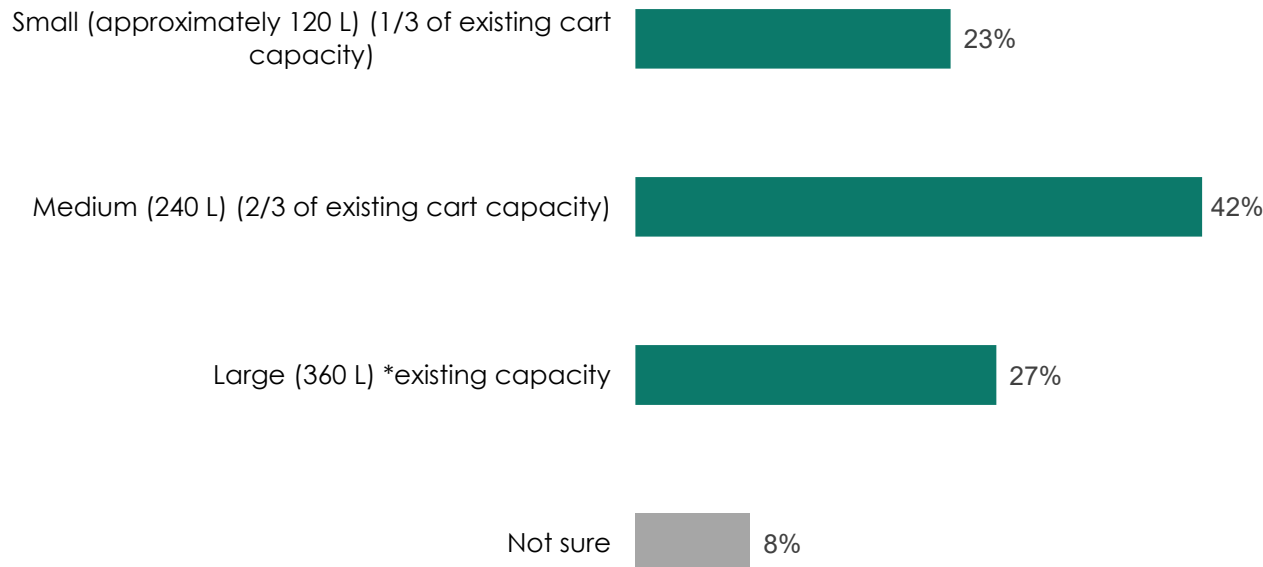
Q5. Currently, green carts hold 360 L of organic waste. The City will be reporting back on providing households options for smaller sized green carts that could be 2/3 or 1/3 of the existing cart capacity. What is your level of support for the City providing smaller green cart sizes?

Sample Size: Shown in chart above

Base: Respondents that have a green cart

Preferred Green Cart Size if Given the Choice

Of the residents that have a green cart, 2 in 5 of them (42%) would choose to have a medium sized green cart approximately two-thirds of the existing cart capacity.



The following groups are significantly more likely to choose the:

Small (120L) green cart:

- Residents ages 55+ (29%)
- Residents in Ward 8 (43%)
- Male residents (26%)
- Residents that own their home (25%)
- Households with 1 occupant (33%)
- Residents that did not move to Canada in the past 5 years (25%)
- Residents that make a household income less than \$60K (30%)

Medium (240 L) green cart:

- Residents ages 35-54 (54%)
- Residents in Ward 5 (54%)
- Female residents (43%)
- Residents that rent their home (50%)
- Households with 3 occupants (56%)
- Residents that did move to Canada in the past 5 years (57%)
- Residents that make a household income of \$60K to just under \$80K (49%)

Large (360 L) green cart:

- Residents ages 55+ (29%)
- Residents in Ward 6 (36%)
- Female residents (29%)
- Residents that own their home (29%)
- Households with 4+ occupants (30%)
- Residents that did not move to Canada in the past 5 years (29%)
- Residents that make a household income of \$120K or more (36%)

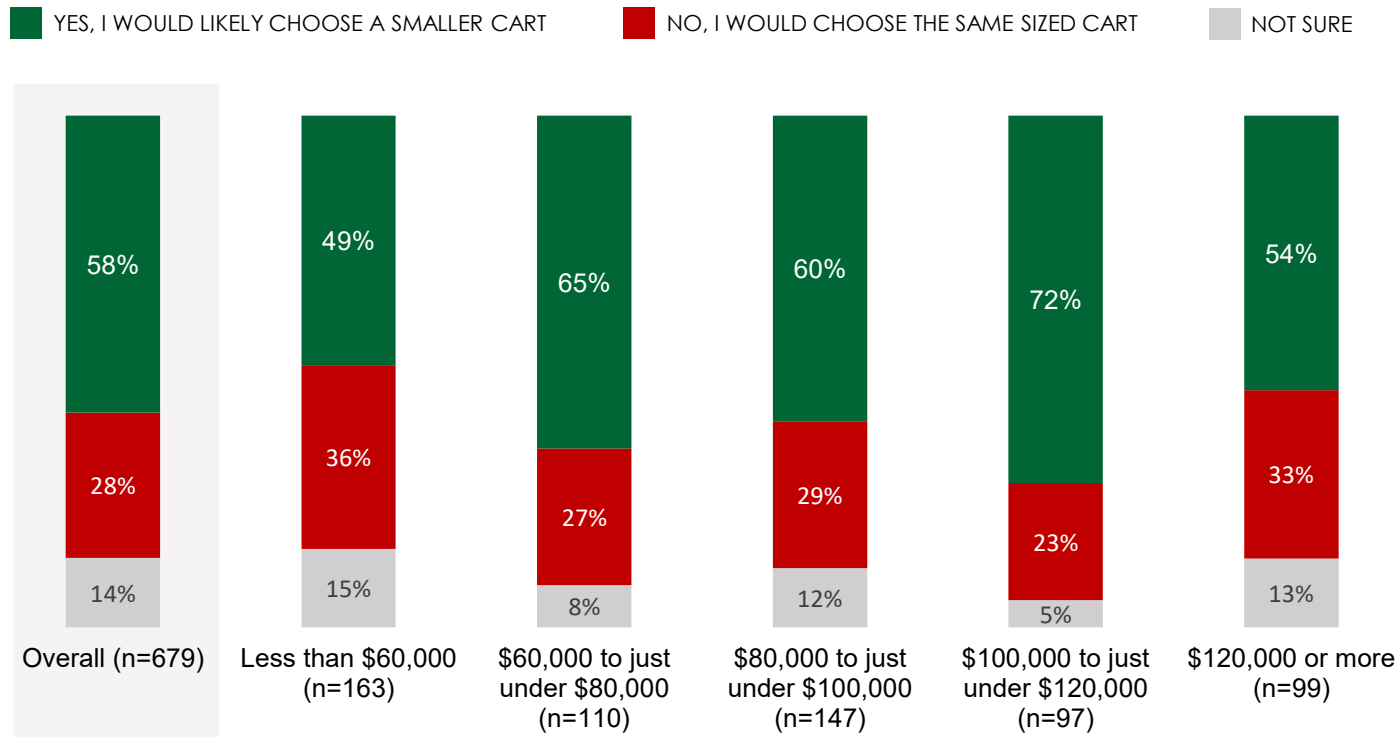
Q6. If offered the choice of green cart sizes, which would you choose?

Sample Size: n=679

Base: Respondents that have a green cart

Utility Fees Affect on Choice of Green Cart Size

Overall, more than half of the residents (58%) would likely choose a smaller cart if different utility fees were charged for different sized green carts.



The following groups are most likely to choose a smaller cart:

- Residents in Ward 8 (76%)
- Residents that own their home (61%)
- Households with 3 occupants (66%)
- Residents that moved to Canada in the past 5 years (61%)
- Residents that make a household income of \$100K to just under \$120K (72%)

The following groups are most likely to choose the same sized cart:

- Residents ages 35-54 (31%)
- Residents in Ward 6 (41%)
- Female residents (32%)
- Residents that rent their home (31%)
- Households with 4+ occupants (34%)
- Residents that moved to Canada in the past 5 years (35%)
- Residents that make less than \$60K (36%)

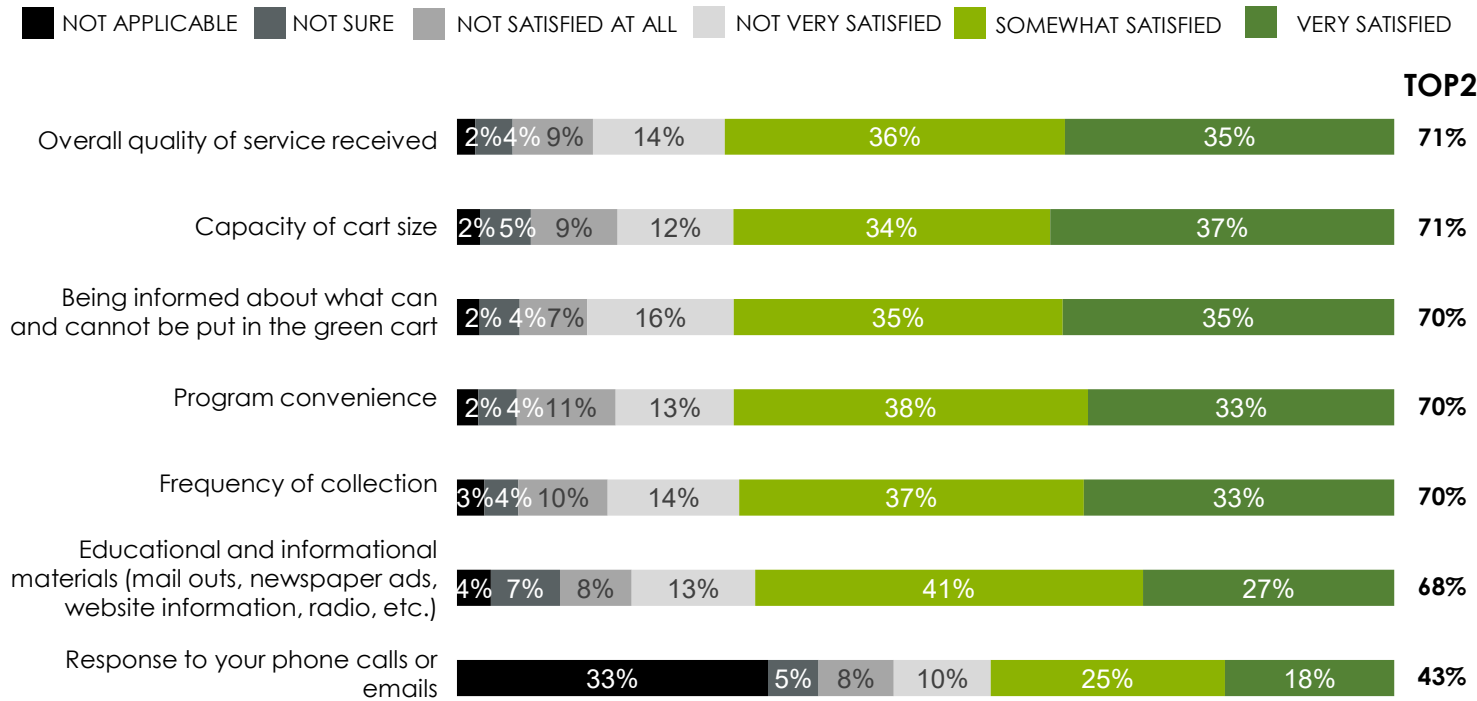
Q7. If different utility fees were charged for different sized green carts, would that affect your choice of green cart size?

Sample Size: Shown in chart above

Base: Respondents that have a green cart

Satisfaction with the Following Aspects of the Green Cart Program

The majority of residents (TOP2: 71%) that have a green cart are satisfied with the overall quality of service received, along with the capacity of their current cart size.



The following groups are most likely to be satisfied (TOP2) with the overall quality of service received:

- Residents ages 35 to 54 (77%)
- Residents in Ward 7 (78%)
- Female residents (77%)
- Households with 4+ occupants (80%)
- Residents that make a household income less than \$60K (79%)

The following groups are most likely to not be satisfied (BTM2) with the overall quality of service received:

- Residents ages 18 to 34 (28%)
- Residents in Ward 8 (35%)
- Male residents (30%)
- Households with 3 occupants (26%)
- Residents that moved to Canada in the past 5 years (26%)
- Residents that make a household income of \$60K to just under \$80K (35%)

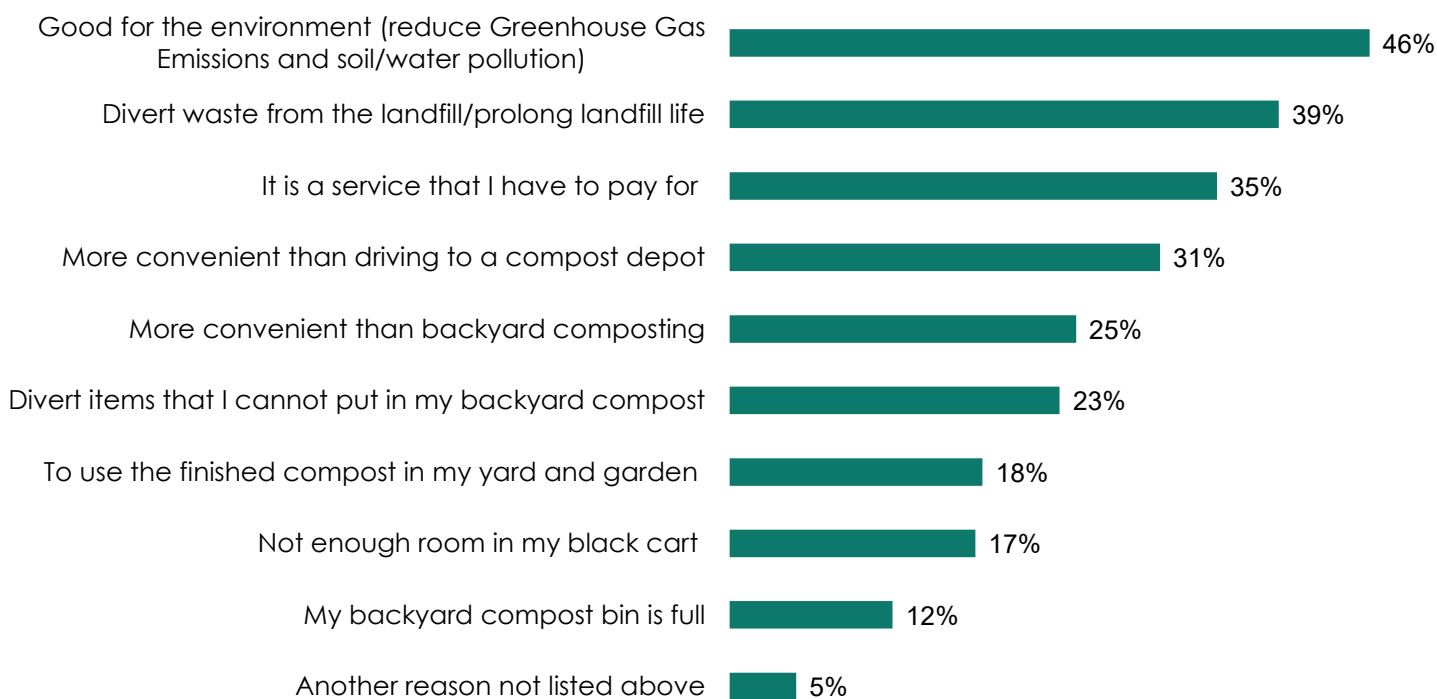
Q8. How satisfied are you with the following aspects of the green cart program?

Sample Size: n=679

Base: Respondents that have a green cart

Primary Reason Households Participate in the Green Cart Program

Of the residents that have a green cart, the primary reason households participate in the green cart program is because it is good for the environment (46%), and it helps divert waste from the landfill and prolong landfill life (39%).



The following groups are most likely to mention how it's **good for the environment**:

- Residents ages 55+ (51%)
- Residents in Ward 7 (58%)
- Female residents (49%)
- Residents that rent their home (50%)
- Households with 1 occupant (57%)
- Residents that did not move to Canada in the past 5 years (50%)
- Residents that make a household income less than \$60K (57%)

The following groups are most likely to mention **diverting waste from the landfill/prolong landfill life**:

- Residents ages 55+ (46%)
- Residents in Ward 9 (60%)
- Female residents (44%)
- Residents that own their home (45%)
- Households with 1 occupant (46%)
- Residents that did not move to Canada in the past 5 years (45%)
- Residents that make a household income less than \$60K (46%)

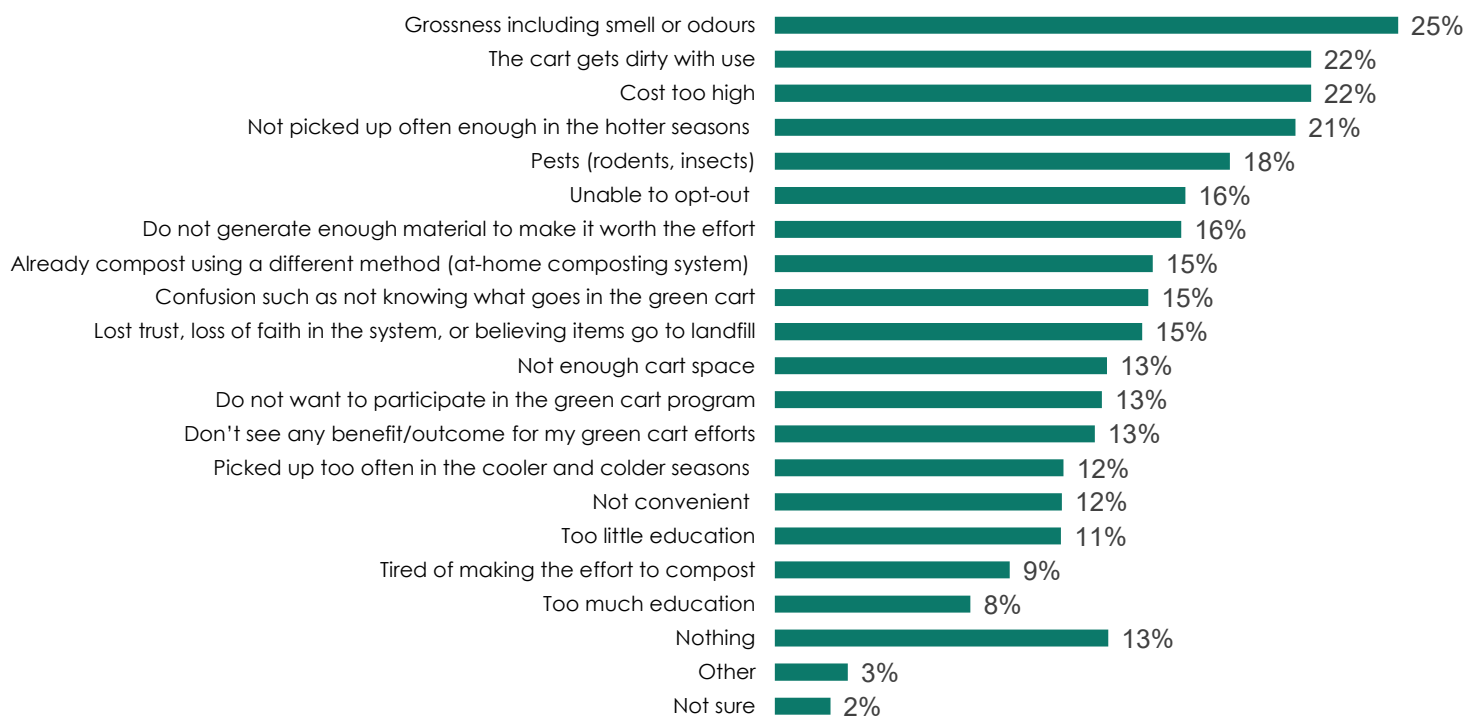
Q9. What are the primary reasons your household participates in the Green Cart program? Please select all that apply.

Sample Size: n=679

Base: Respondents that have a green cart (multi-select)

What Discourages Residents from Using their Green Cart

Overall, the grossness such as smells or odours discourages residents from using a green cart or using their green cart more (25%), followed by the cart getting dirty with use (22%).



The following groups are most likely to mention **grossness including smell or odours**:

- Residents ages 55+ (29%)
- Residents in Ward 10 (43%)
- Residents that own their home (29%)
- Residents that did not move to Canada in the past 5 years (29%)
- Residents that make a household income that's \$120K or more (37%)

The following groups are most likely to mention **the cart getting dirty with use**:

- Residents ages 55+ (23%)
- Households with 4+ occupants (26%)
- Residents that did not move to Canada in the past 5 years (23%)
- Residents that make a household income that's \$120K or more (30%)

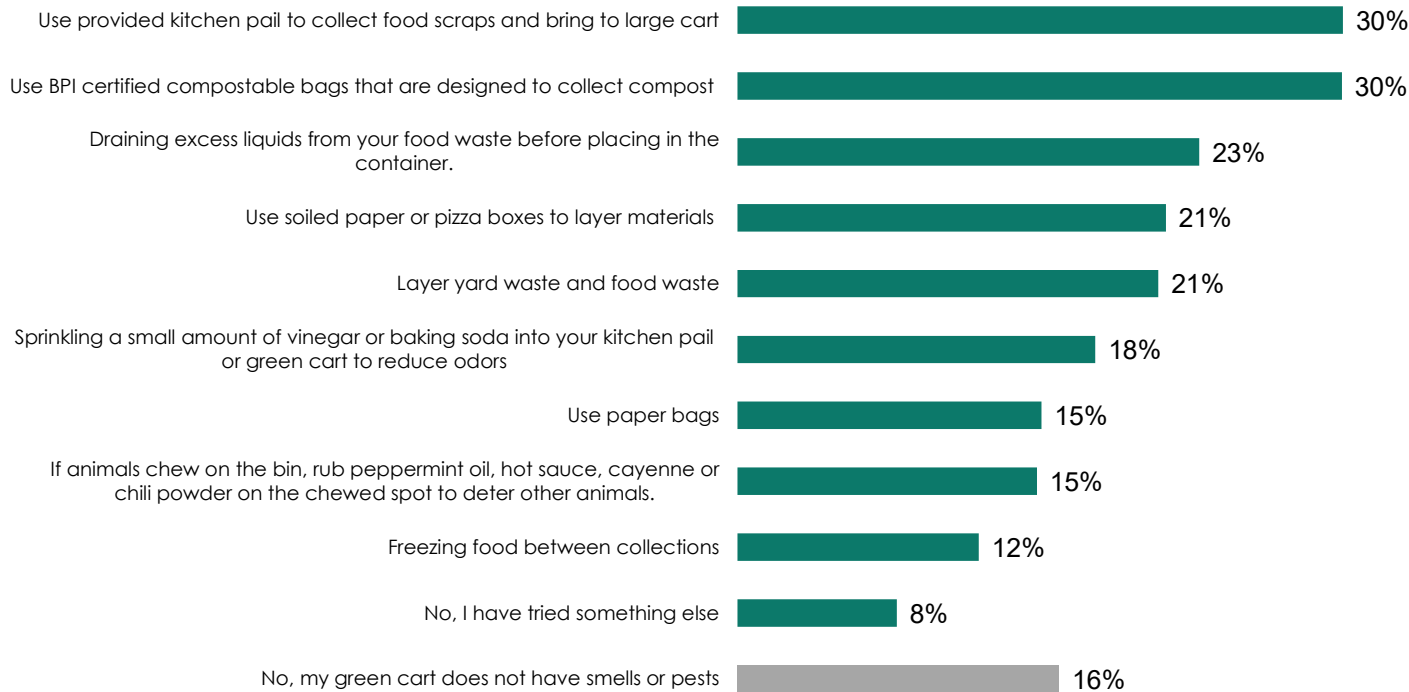
Q10. Which of the following things, if any, discourage or prevent you and/or others in your household from using your green cart or using your green cart more? Please select all that apply.

Sample Size: n=679

Base: Respondents that have a green cart (multi-select)

Methods used to help avoid Green Cart Smells/Pests

The most common way residents with a green cart avoid smells and/or pests is by using the kitchen pail provided by the City (30%), followed by using BPI certified compostable bags (30%).



The following groups are most likely to **use the provided kitchen pail to collect food scraps and bring to large cart:**

- Residents ages 55+ (35%)
- Residents in Ward 9 (47%)
- Female residents (33%)
- Residents that own their home (32%)
- Households with 1 occupant (39%)
- Residents that did not move to Canada in the past 5 years (33%)

The following groups are most likely to **use BPI certified compostable bags that are designed to collect compost:**

- Residents ages 55+ (33%)
- Residents in Ward 7 (43%)
- Female residents (34%)
- Residents that own their home (32%)
- Households with 1 occupant (39%)
- Residents that did not move to Canada in the past 5 years (33%)

Q11a. Have you used any of the following for your green cart to help with smells and/or pests? Please select all that apply.

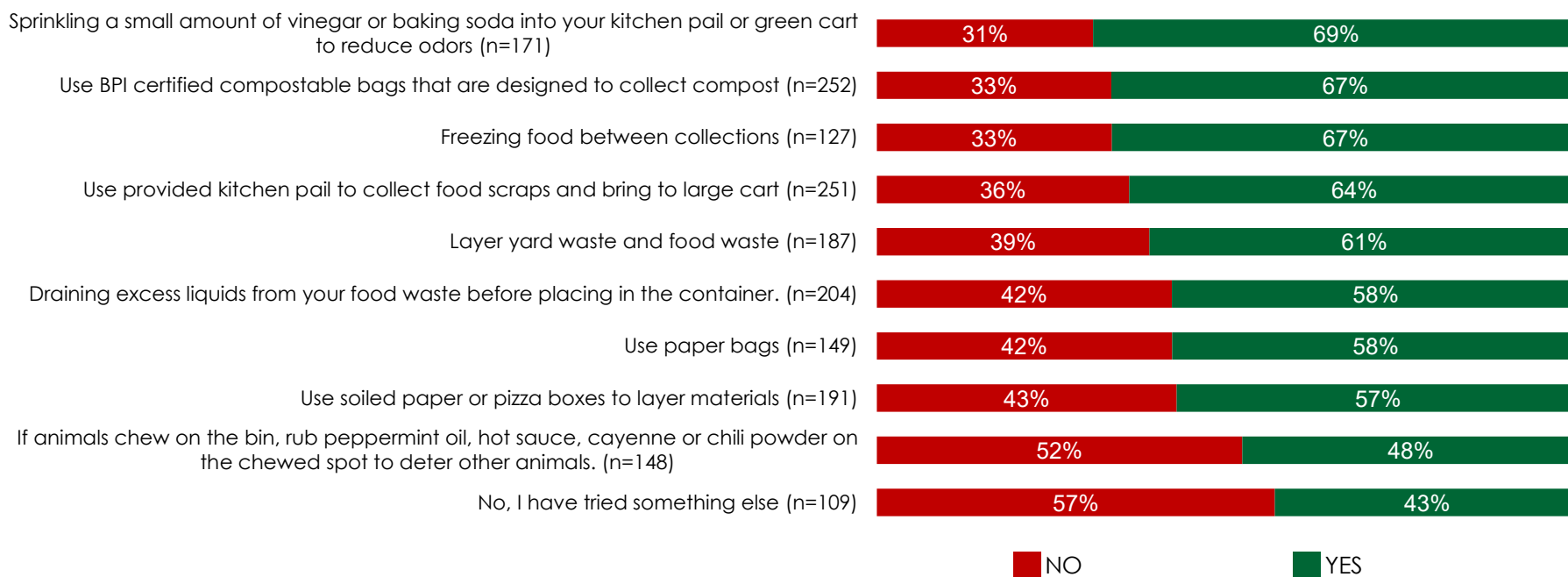
Sample Size: n=679

Base: Respondents that have a green cart (multi-select)

The Effectiveness of Residents Methods to Help with Smells/Pests

7 in 10 residents (69%) that sprinkle a small amount of vinegar or baking soda into their kitchen pail and green cart to prevent odours would recommend this method to a friend.

Would Residents Recommend their Methods to a Friend



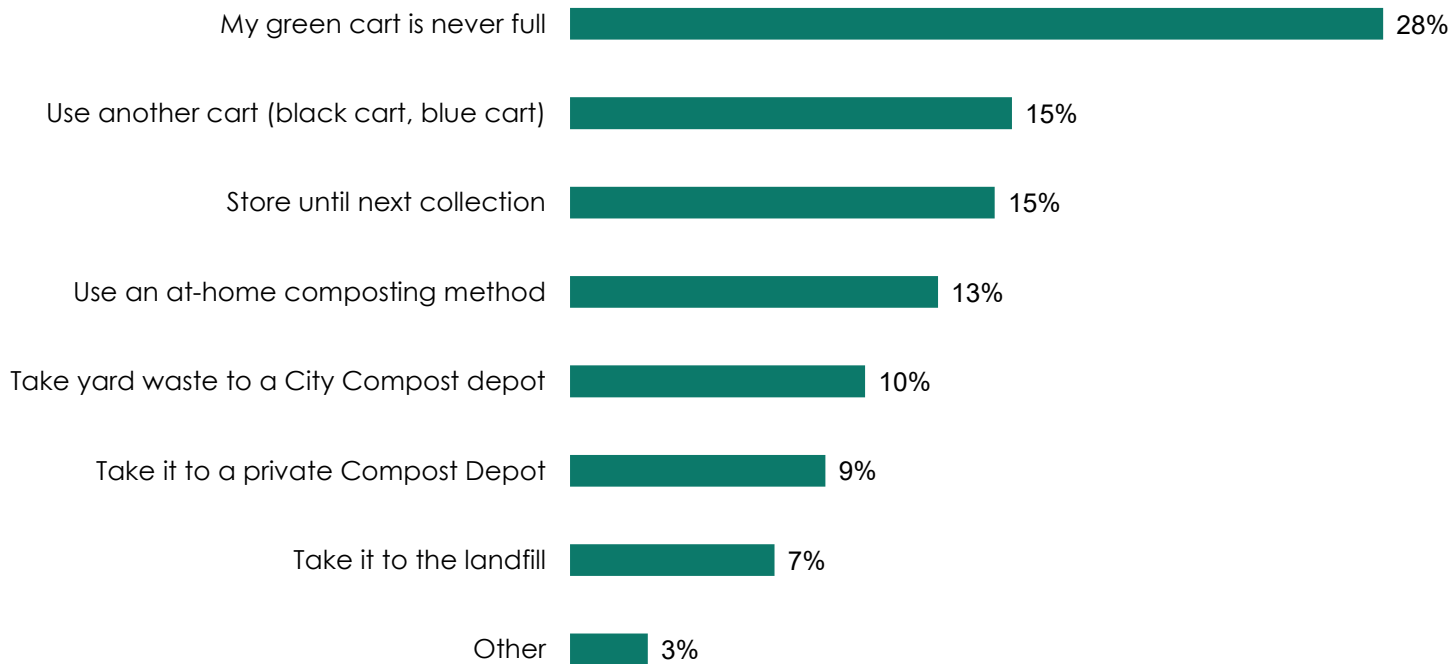
Q11b. You mentioned you used the following in your green cart to help with smells and/or pests, did it work well enough for you to recommend to your family and/or friends?

Sample Size: Shown in chart above

Base: Respondents that have a green cart and deal with smells and/or pests

What Residents do with Organic Waste when Green Cart is Full

Over a quarter of residents mention that their green cart is never full (28%) Using another cart (black or blue cart) (15%), followed by storing their organic waste until the next collection (15%) are common approaches residents use when their green cart is full.



The following groups are most likely to **never have a full green cart**:

- Residents ages 55+ (38%)
- Residents in Ward 9 (43%)
- Male residents (33%)
- Residents that rent their home (39%)
- Households with 1 occupant (41%)
- Residents that did not move to Canada in the past 5 years (38%)
- Residents that make a household income less than \$60K (35%)

Q12. What do you do with your organic waste if the green cart is full? Please select all that apply.

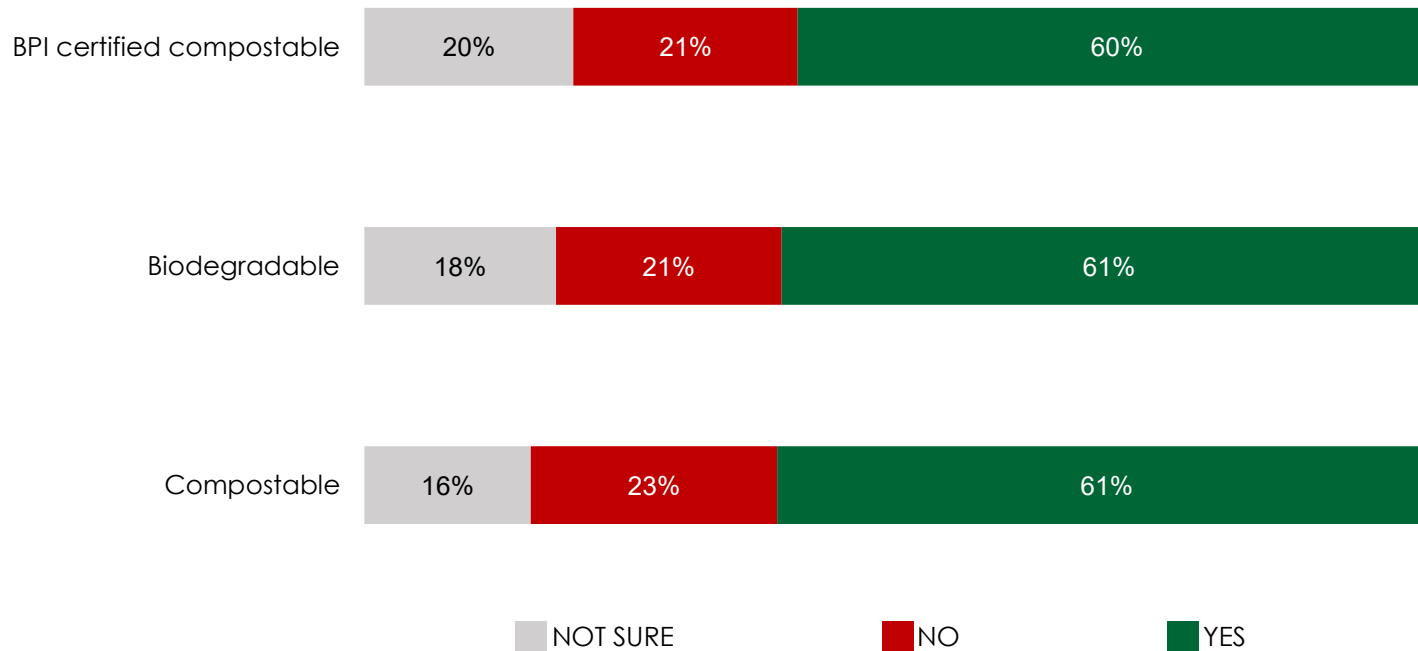
Sample Size: n=679

Base: Respondents that have a green cart (multi-select)

Residents Knowledge of Plastic Packaging and Single Use Items

The majority of residents with a green cart think that plastic packaging and single-use items labelled as BPI certified compostable (60%), biodegradable (61%) and compostable (61%) can be put in the green cart.

Plastic packaging and single-use items labelled as...

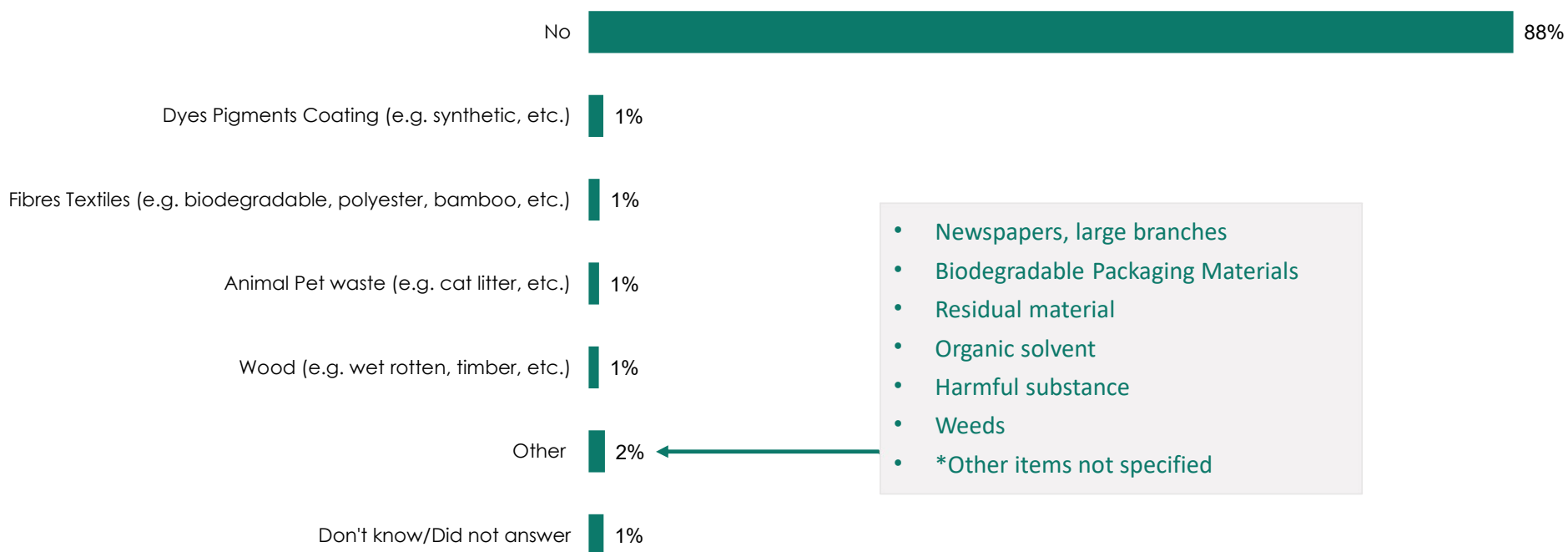


- Very few (n=28) residents know that only BPI certified compostable plastic packaging is compostable.

Q13. To the best of your knowledge, can the following items be put in your Green Cart?
Sample Size: n=679
Base: Respondents that have a green cart

Organic Materials Residents Would like to put in their Green Cart

The majority of residents with a green cart (88%) do not have any organic materials that they would like to put in their green cart that are not currently accepted.



*The other response not specified answered 'yes' without any context.

Note: Items with <1% responses are not shown in chart above.

Q14. Are there any organic materials that you would like to put into your Green Cart that are not currently accepted?

Sample Size: n=679

Base: Respondents that have a green cart (open-ended)



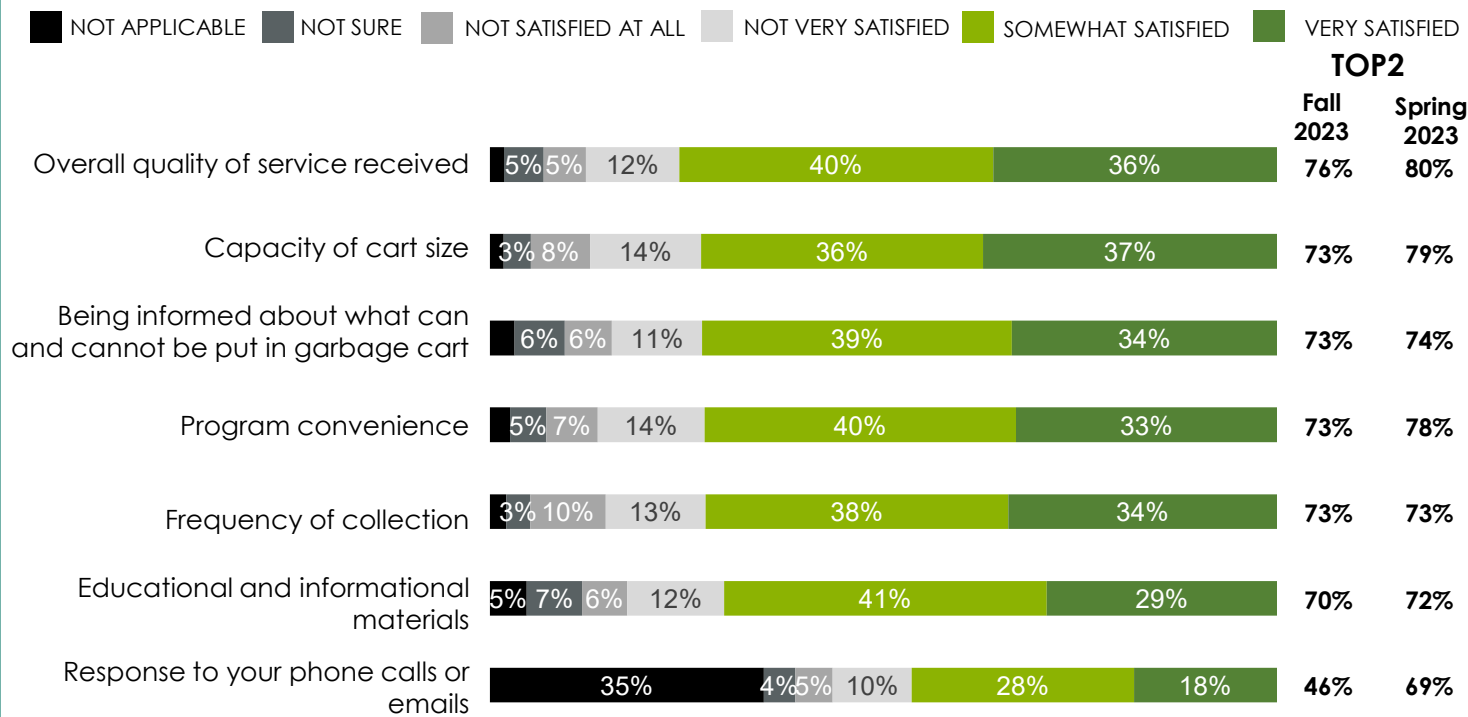
Garbage



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Satisfaction with the Following Aspects of the Black Cart Program

The majority of residents (TOP2: 76%) are satisfied with the overall quality of garbage collection service they receive, followed by the capacity of cart size (TOP2: 73%).



The following groups are most likely to be **satisfied (TOP2)** with the **overall quality of service received**:

- Residents ages 55+ (82%)
- Female residents (83%)
- Residents that own their home (77%)
- Households with 4+ occupants (81%)

The following groups are most likely to **not be satisfied (BTM2)** with the **overall quality of service received**:

- Residents ages 18 to 34 (33%)
- Residents in Ward 5 (31%)
- Male residents (26%)
- Residents that rent their home (19%)
- Households with 3 occupants (24%)
- Residents that moved to Canada in the past 5 years (20%)
- Residents that make a household income of \$60K to just under \$80K (25%)

Note: 'Not applicable' was not included in Spring 2023 survey.

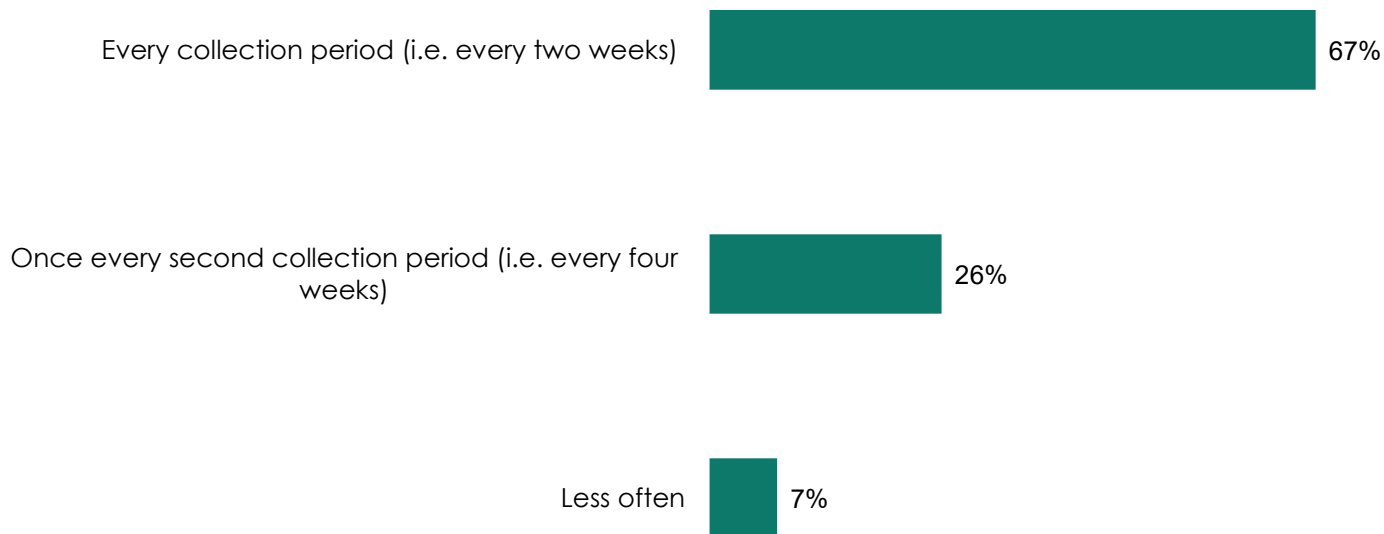
Q15. How satisfied are you with the following aspects of the garbage collection program (i.e., black cart)? Please select all that apply.

Sample Size: n=679

Base: Respondents that have a green cart

Black Cart Pickup

Two-thirds of residents (67%) state that they put their black cart out for pickup every collection period whereas about one fourth of residents (26%) say that they put their black cart out once every second collection period.



The following groups are most likely to put their black cart out **every collection period**:

- Residents ages 55+ (75%)
- Residents in Ward 8 (79%)
- Female residents (72%)
- Residents that own their home (70%)
- Households with 4+ occupants (74%)
- Residents that did not move to Canada in the past 5 years (71%)
- Residents that make less than \$60K (74%)

Q16. How often do you typically put your black cart out for pickup?

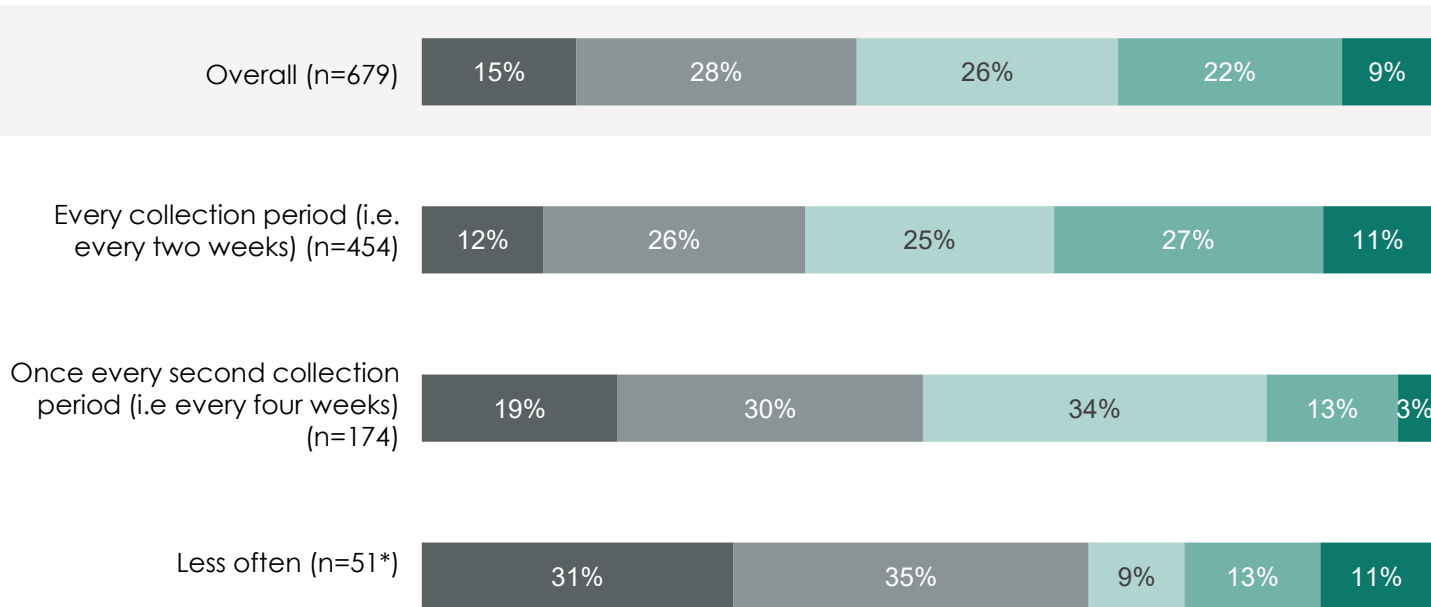
Sample Size: n=679

Base: Respondents that have a green cart

Black Cart Fullness During Peak Waste Seasons

Overall, 31% of residents state that their black cart is full or overflowing in peak waste season. Of the residents that put their cart out every collection period, 37% reported having a full or overflowing black cart in these peak seasons.

ONE QUARTER FULL OR LESS
 HALF FULL
 THREE QUARTERS FULL
 FULL
 OVERFLOWING



The following groups are most likely to have a **full or overflowing** black cart on collection day in peak season:

- Residents ages 18 to 34 (34%)
- Residents in Ward 6 (40%)
- Residents that rent their home (41%)
- Households with 4+ occupants (42%)
- Residents that did not move to Canada in the past 5 years (38%)
- Residents that make a household income of \$120K or more (43%)

*Small sample, interpret with caution

Q17. Think about the time when you have had the most black cart garbage since the green cart program began (May 2023), such as a holiday, when guest were visiting, or after a seasonal cleaning. At that time, how full was your black cart when you put it out on collection day?

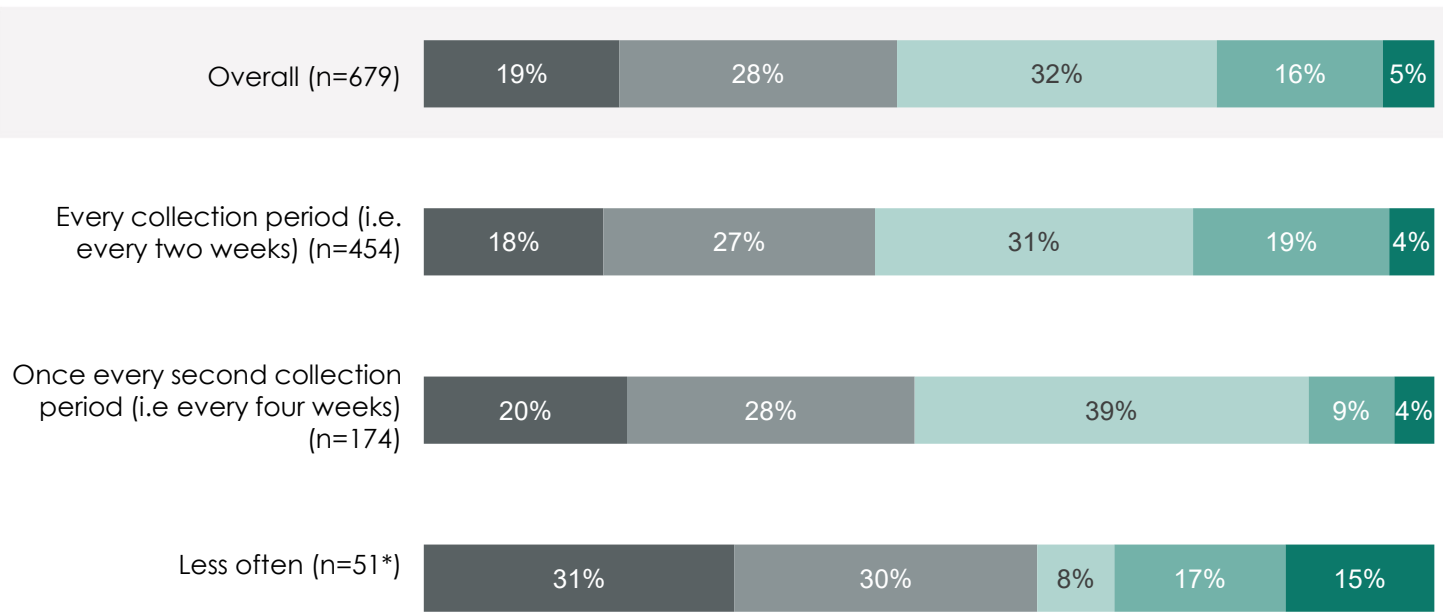
Sample Size: Shown in chart above

Base: Respondents that have a green cart

General Black Cart Fullness

Overall, the 3 in 4 residents (78%) state that their black cart is generally less than full (three quarters full, half full, or one quarter full or less) on collection day.

ONE QUARTER FULL OR LESS
 HALF FULL
 THREE QUARTERS FULL
 FULL
 OVERFLOWING

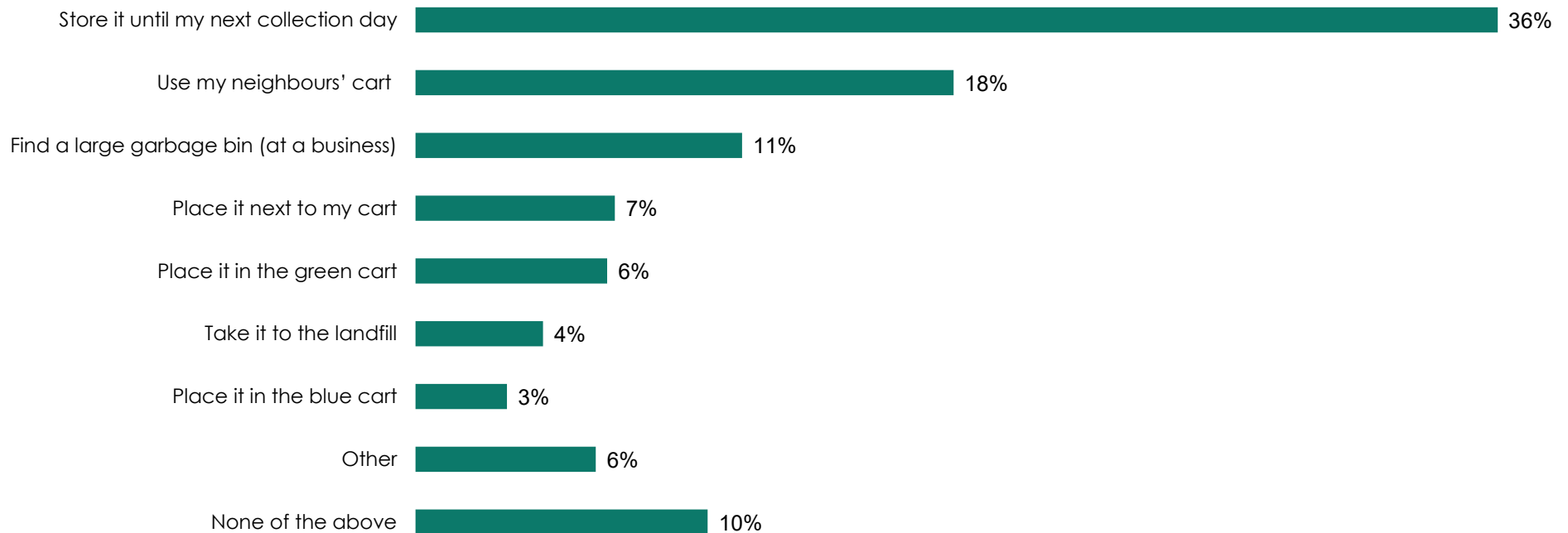


- The following groups are most likely to have a **full or overflowing** black cart on collection day on a regular collection day:
- Residents ages 18 to 34 (34%)
 - Residents in Ward 6 (34%)
 - Male residents (24%)
 - Residents that rent their home (29%)
 - Households with 4+ occupants (30%)
 - Residents that did not move to Canada in the past 5 years (25%)
 - Residents that make a household income that's less than \$60K (26%)

*Small sample, interpret with caution
 Q18. Generally speaking, how full is your black cart when you put it out on collection day?
 Sample Size: Shown in chart above
 Base: Respondents that have a green cart

What Residents do with Excess Waste when Their Black Cart is Overflowing

Of the residents that report having an overflowing black cart, more than 1 in 3 residents (36%) will store their excess waste until the next collection day.



Q19. When your garbage cart is overflowing, what do you do with the excess waste?

Sample Size: n=72

Base: Respondents that have a green cart and their black cart is overflowing

How Likely Residents are to Choose a Smaller Black Cart

Overall, more than half of residents (TOP2: 64%) say they will likely choose a smaller black cart next year when the City provides three different cart size options with different fees based on the cart capacity.

NOT SURE
 NOT LIKELY AT ALL
 NOT VERY LIKELY
 SOMEWHAT LIKELY
 VERY LIKELY



The following groups are **most likely (TOP2)** to choose a smaller black cart:

- Residents ages 35-54 (59%)
- Residents in Ward 7 (74%)
- Female residents (66%)
- Residents that own their home (68%)
- Households with 3 occupants (74%)
- Residents that moved to Canada in the past 5 years (77%)
- Residents that make a household income of \$100K to just under \$120K (79%)

The following groups are **not very likely (BTM2)** to choose a smaller black cart:

- Residents ages 18-34 (33%)
- Residents in Ward 4 (34%)
- Male residents (29%)
- Residents that rent their home (37%)
- Households with 4+ occupants (34%)
- Residents that did not move to Canada in the past 5 years (30%)
- Households that make a household income of \$120K or more (40%)

*Small sample, interpret with caution

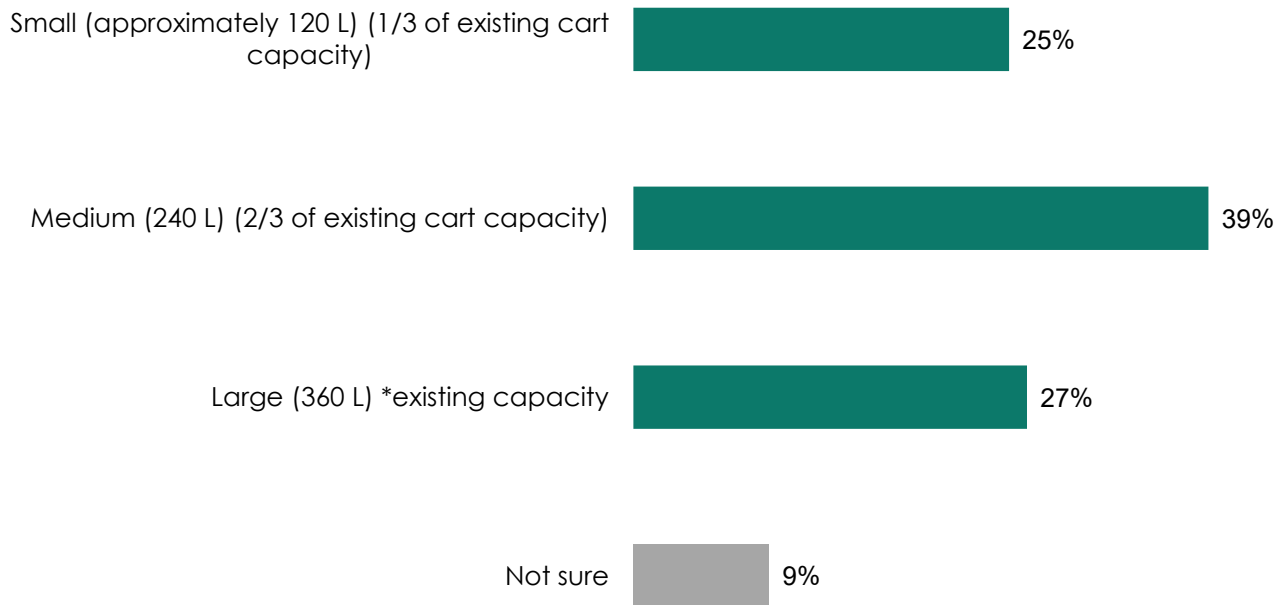
Q20. The City will be providing three cart size options next year, with different fees based on the capacity. How likely are you to choose a smaller black cart?

Sample Size: Shown in chart above

Base: Respondents that have a green cart

Preferred Black Cart Size if Given the Choice

About 2 in 5 residents (39%) would choose to have a have a medium sized black cart, approximately two-thirds of the existing cart capacity.



The following groups are most likely to chose a:

Small (120 L) sized black cart:

- Residents ages 55+ (35%)
- Residents in Ward 8 (48%)
- Residents that own their home (30%)
- Households with 1 occupant (43%)
- Residents that did not move to Canada in the past 5 years (29%)
- Residents that make a household income of \$80K to just under \$100K (33%)

Medium (240 L) sized black cart:

- Residents ages 35-54 (45%)
- Residents in Ward 9 (50%)
- Female residents (41%)
- Residents that rent their home (41%)
- Households with 3 occupants (55%)
- Residents that did move to Canada in the past 5 years (61%)
- Residents that make a household income of \$100K to just under \$120K (50%)

Large (360 L) sized black cart:

- Residents ages 35-54 (30%)
- Residents in Ward 6 (44%)
- Residents that rent their home (37%)
- Households with 4+ occupants (43%)
- Residents that did not move to Canada in the past 5 years (29%)
- Residents that make a household income less than \$60K (36%)

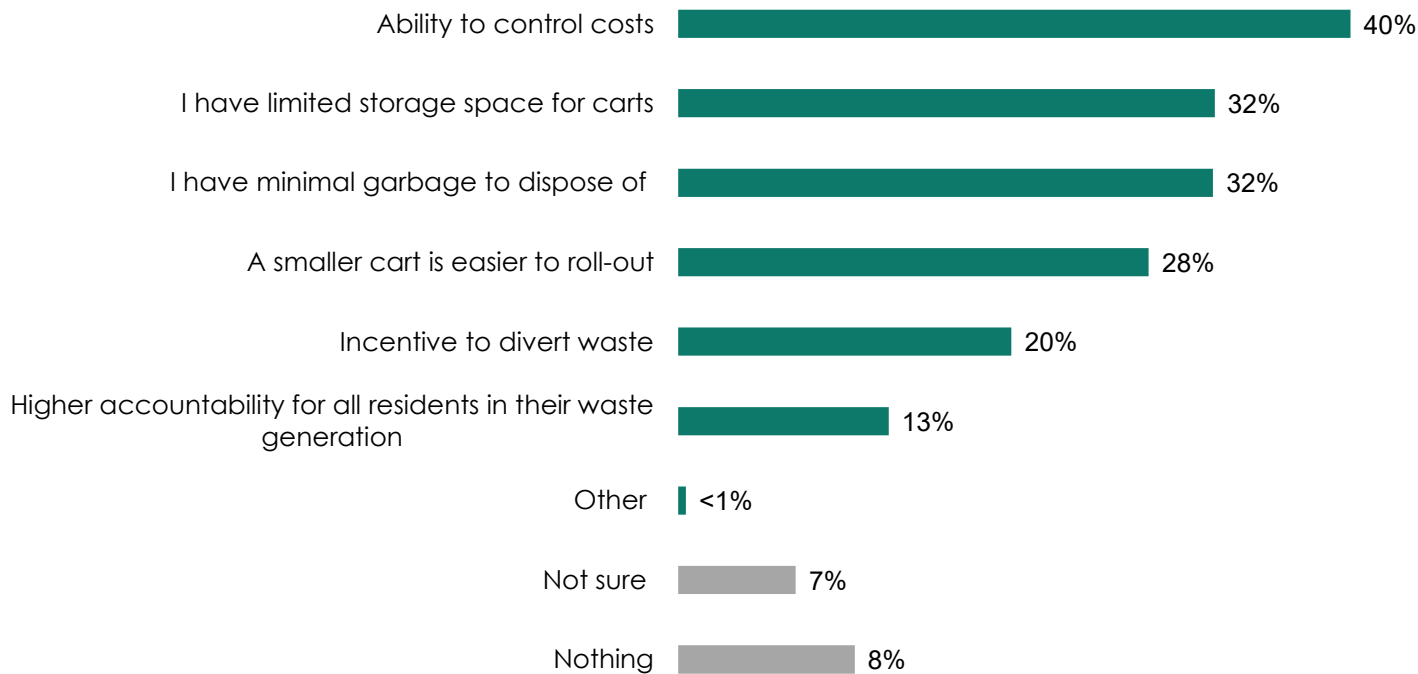
Q21. What size black cart would you choose?

Sample Size: n=679

Base: Respondents that have a green cart

What Would Interest Residents in Choosing a Smaller Black Cart

When asked what would interest them in choosing a smaller black cart, the most common idea residents selected was the ability to control costs (40%) followed by their current limited space for carts (32%).



The following groups are most likely to mention **the ability to control costs**:

- Residents ages 55+ (44%)
- Residents in Ward 9 (57%)
- Female residents (42%)
- Residents that own their home (43%)
- Households with 2 occupants (47%)
- Residents that did not move to Canada in the past 5 years (42%)
- Residents that make a household income of \$100K to just under \$120K (51%)

The following groups are most likely to mention **having limited storage space for carts**:

- Residents ages 35-54 (39%)
- Residents in Ward 5 (43%)
- Female residents (35%)
- Residents that own their home (32%)
- Households with 3 occupants (35%)
- Residents that did move to Canada in the past 5 years (44%)
- Residents that make a household income of \$60K to just under \$80K (45%)

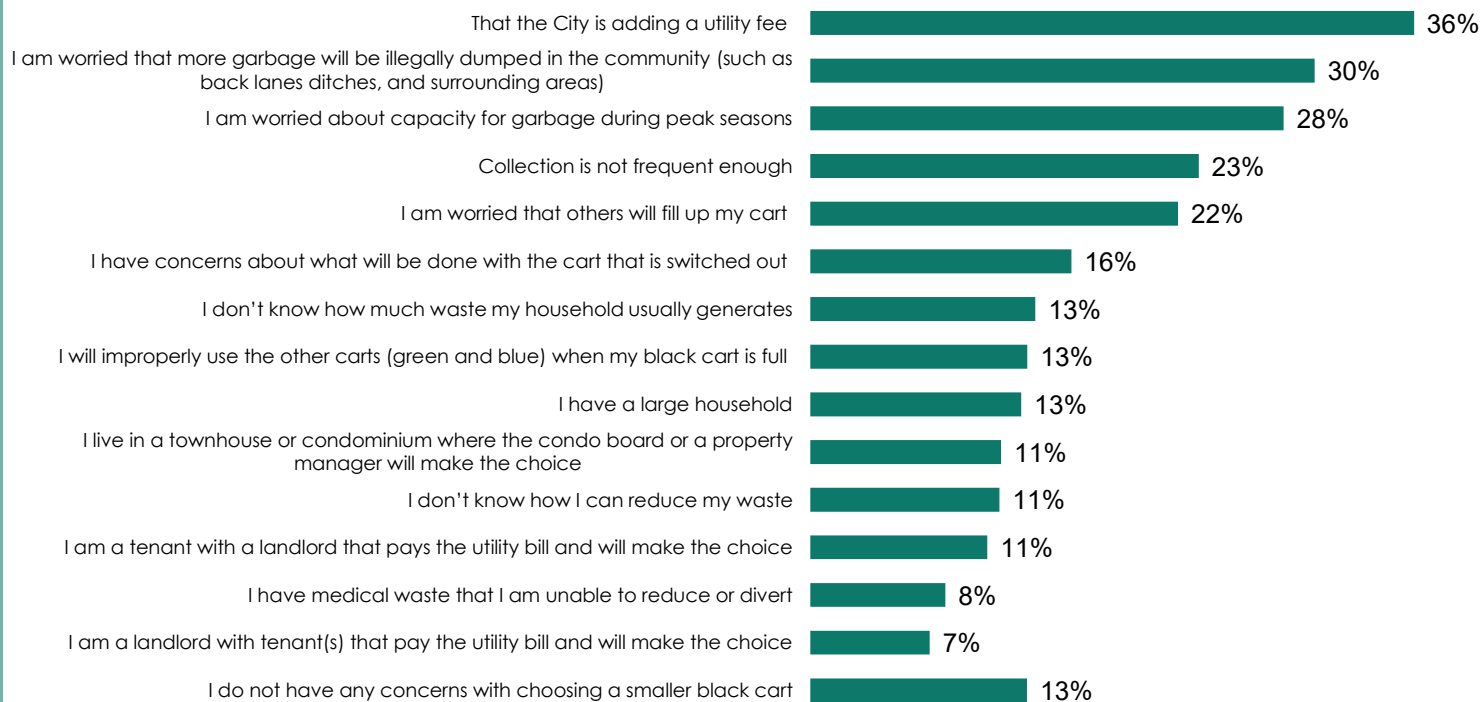
Q22. What, if anything, would interest you in choosing a smaller black cart? Please select all that apply.

Sample Size: n=679

Base: Respondents that have a green cart (multi-select)

Residents Concerns About Choosing a Smaller Black Cart

When asked if they have any concerns about choosing a smaller black cart, the most common concern residents selected was the city adding a utility fee (36%), followed by the potential for more garbage to be illegally dumped in the community (30%).



The following groups are most likely to mention **illegal dumping in the community** as a concern about choosing a smaller black cart:

- Residents ages 55+ (36%)
- Residents in Ward 8 (41%)
- Female residents (33%)
- Residents that own their home (34%)
- Households with 2 occupants (37%)
- Residents that did not move to Canada in the past 5 years (32%)
- Residents that make a household income of \$120K or more (43%)

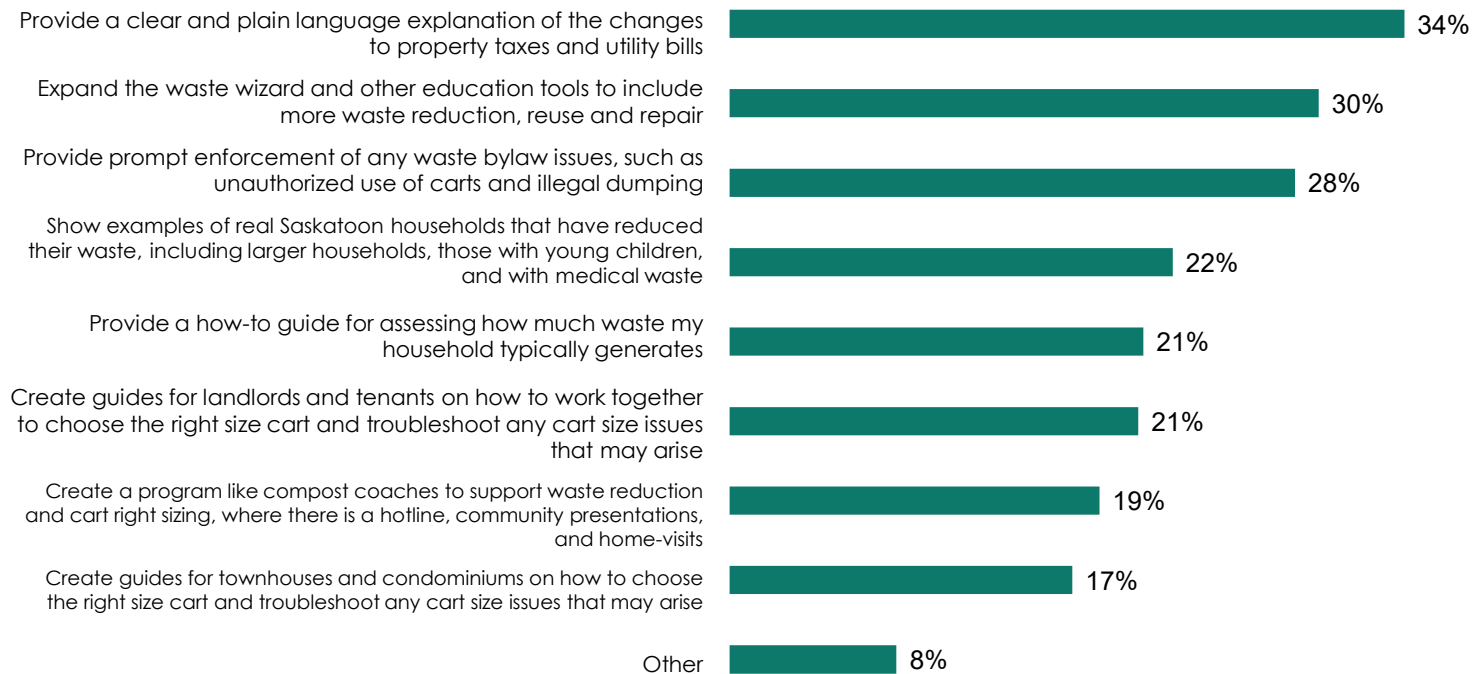
Q23. What concerns, if any, do you have about choosing a smaller black cart? Please select all that apply.

Sample Size: n=679

Base: Respondents that have a green cart (multi-select)

What Would Help Address Residents Concerns About a Smaller Black Cart

Of those who mentioned concerns about choosing a smaller black cart, the most mentioned way to address these concerns is City of Saskatoon providing a clear explanation of the changes to property taxes and utility bills (34%).



The following groups are most likely to mention the city providing a clear and plain language explanation of the changes to property taxes and utility bills:

- Residents ages 55+ (44%)
- Residents in Ward 10 (51%)
- Male residents (35%)
- Residents that own their home (37%)
- Households with 2 occupants (40%)
- Residents that did not move to Canada in the past year (37%)
- Residents that make a household income of \$100K to just under \$120K (39%)

The following groups are most likely to mention provide prompt enforcement of any waste bylaw issues, such as unauthorized use of carts and illegal dumping:

- Residents ages 55+ (30%)
- Residents in Ward 9 (37%)
- Female residents (32%)
- Residents that own their home (29%)
- Households with 2 occupants (32%)
- Residents that did move to Canada in the past 5 years (32%)
- Residents that make a household income of \$100K to just under \$120K (41%)

Q24. Would any of the following be useful in addressing your concerns about choosing a smaller black cart? Please select all that apply.

Sample Size: n=591

Base: Respondents that have a green cart and concerns with choosing a smaller black cart (multi-select)



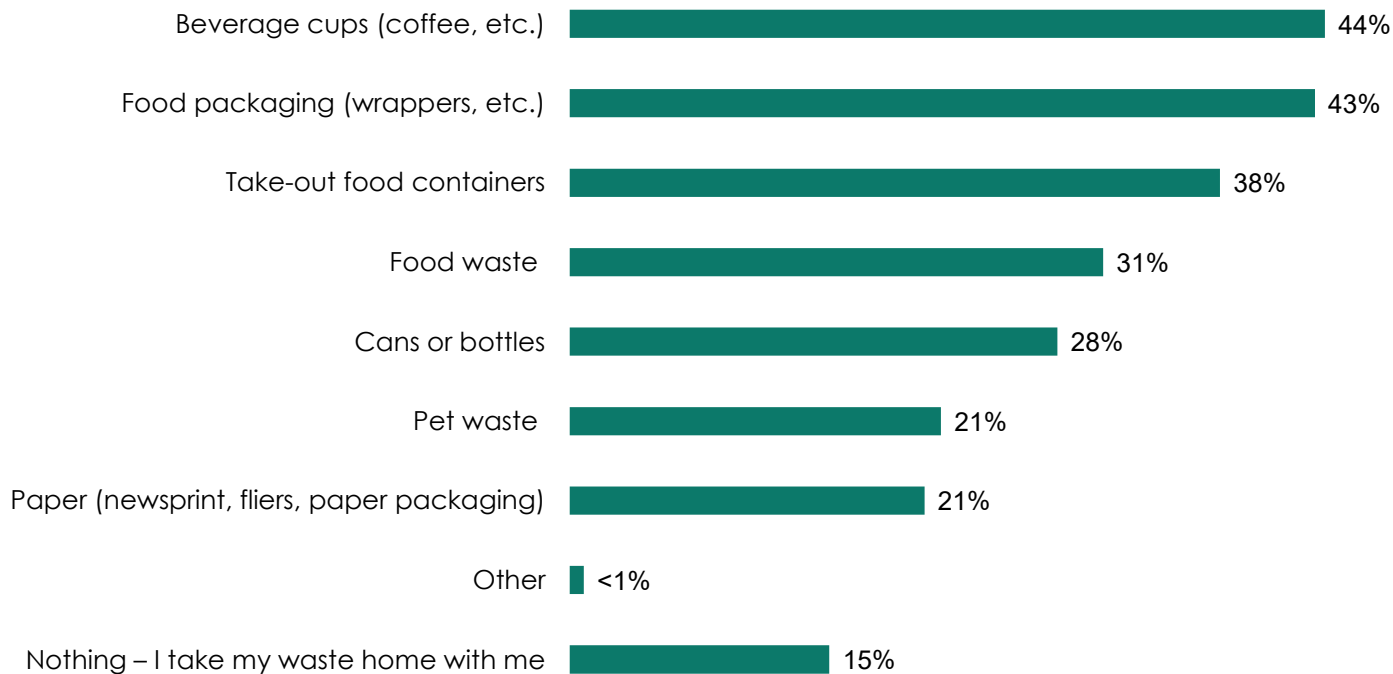
Public Waste Disposal



**FORUM
RESEARCH**

What Residents Dispose of in Public Spaces

The most common items residents that have a green cart find themselves needing to dispose of when they are out in public spaces in the community is beverage cups (44%), followed by food packaging (43%).



The following groups are most likely to mention **beverage cups (coffee, etc.)**:

- Residents ages 35-54 (47%)
- Residents in Ward 3 (57%)
- Female residents (48%)
- Residents that own their home (47%)
- Households with 4+ occupants (51%)
- Residents that did not move to Canada in the past 5 years (46%)
- Residents that make a household income of \$80K to just under \$100K (47%)

The following groups are most likely to mention **food packaging (wrappers, etc.)**:

- Residents ages 18-34 (45%)
- Residents in Ward 1 (49%)
- Female residents (46%)
- Residents that rent their home (48%)
- Households with 4+ occupants (49%)
- Residents that did not move to Canada in the past 5 years (44%)
- Residents that make a household income less than \$60K (44%)

Q25. Which of the following are you likely to need to dispose of when you are out in public spaces in the community? Please select all that apply.

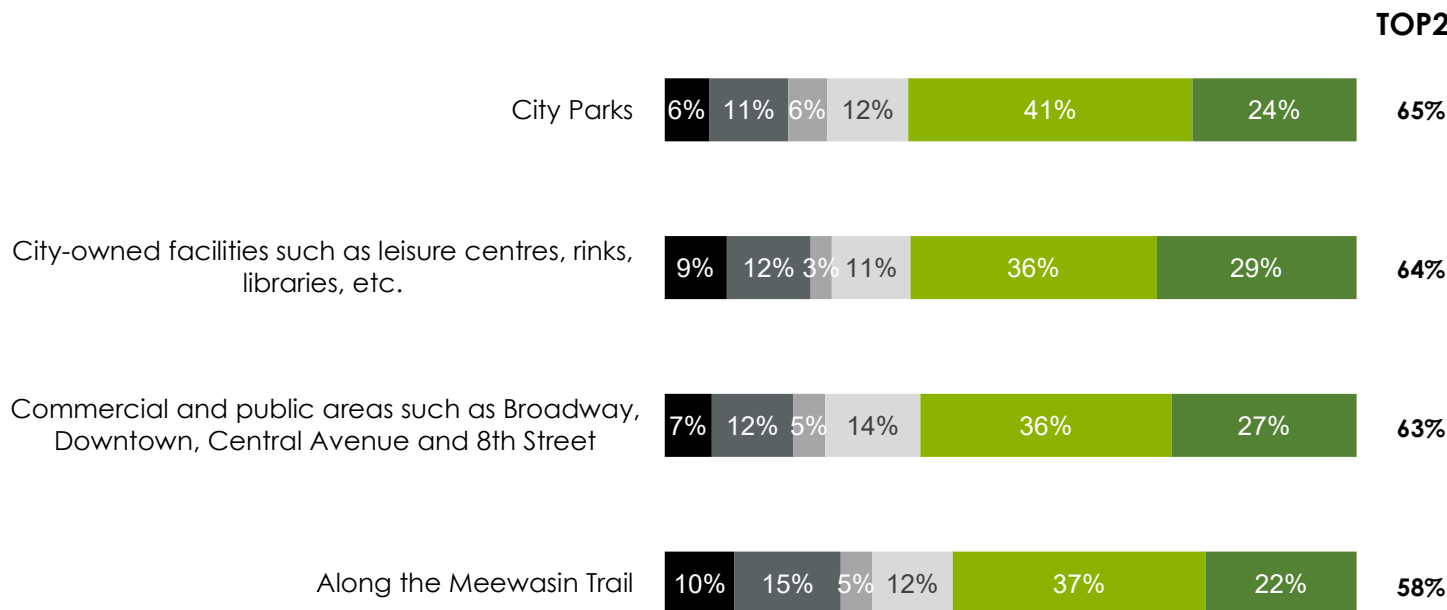
Sample Size: n=679

Base: Respondents that have a green cart (multi-select)

Satisfaction with the Following Garbage and Recycling Locations

More than half of residents are satisfied with the garbage and recycling services at city parks (TOP2: 65%), city-owned facilities (TOP2: 64%), commercial and public areas (TOP2: 63%), and Meewasin Trail (TOP2: 58%).

NOT APPLICABLE
 NOT SURE
 NOT SATISFIED AT ALL
 NOT VERY SATISFIED
 SOMEWHAT SATISFIED
 VERY SATISFIED



The following groups are most likely to be **satisfied (TOP2)** with the garbage and recycling at **city parks**:

- Residents ages 35 to 54 (76%)
- Residents in Ward 10 (74%)
- Female residents (68%)
- Residents that rent their home (71%)
- Households with 4+ occupants (77%)
- Residents that moved to Canada in the past 5 years (76%)
- Residents that make a household income of \$100K to just under \$120K (75%)

The following groups are most likely to not be **satisfied (BTM2)** with the garbage and recycling at **city parks**:

- Residents ages 18 to 34 (25%)
- Residents in Ward 5 (22%)
- Residents that own their home (20%)
- Households with 2 occupants (20%)
- Residents that make a household income of \$60K to just under \$80K (20%)

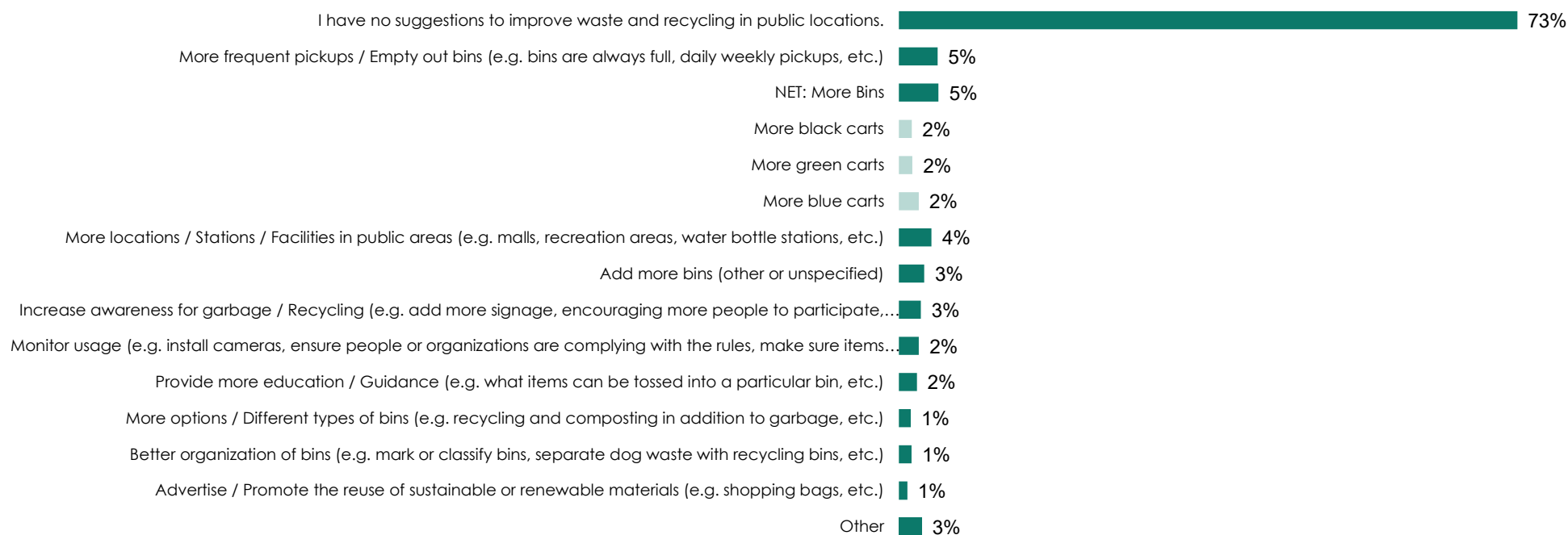
Q26. How satisfied are you with garbage and recycling service in each of the following locations?

Sample Size: n=679

Base: Respondents that have a green cart

Improvements for Public Waste and Recycling Locations

The majority of residents (73%) have no suggestions to improve waste and recycling in public locations, however, of the residents that do have suggestions, the most common suggestion was more frequent pickups (5%) and more bins (5%).



Note: Items with <1% responses are not shown in chart above.

Q27. What, if anything, would improve waste and recycling in public locations?

Sample Size: n=679

Base: Respondents that have a green cart (open-ended)



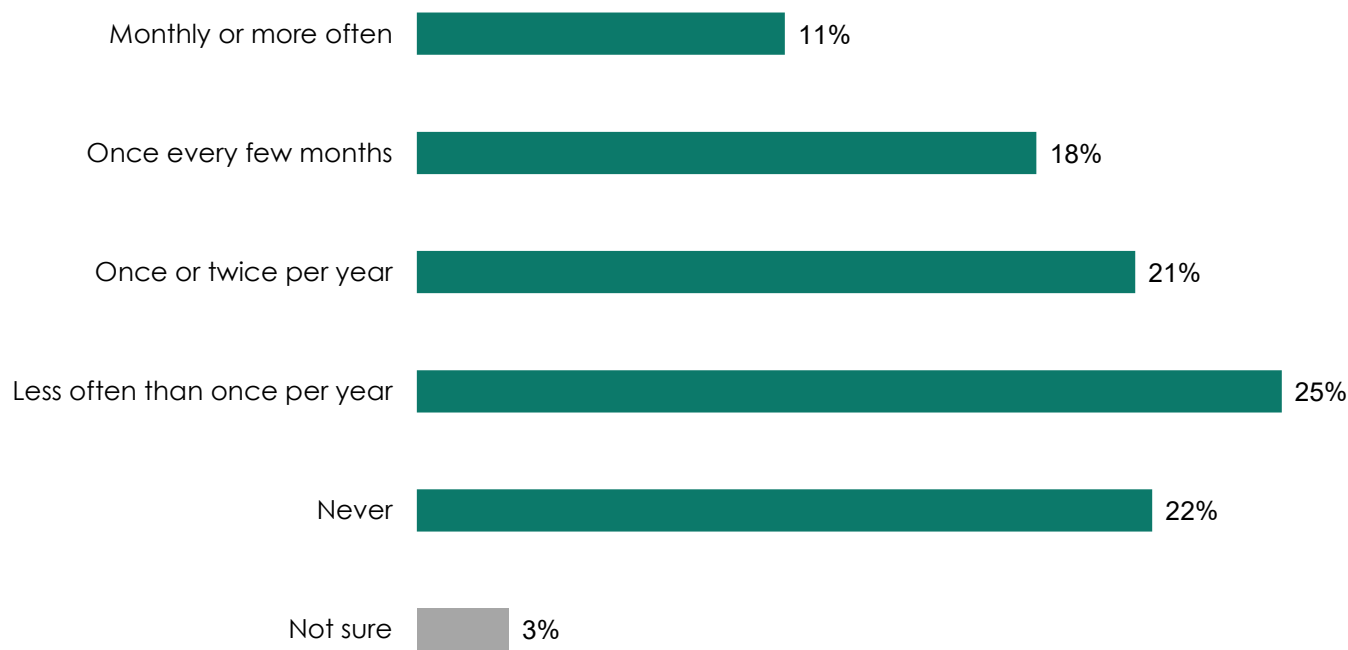
Saskatoon Landfill



**FORUM
RESEARCH**

How Often Residents Drop Materials off at the Landfill

Half of residents (50%) report that someone from their household will drop material off at the Saskatoon Landfill at least once per year (once or twice per year, once every few months, monthly or more often).



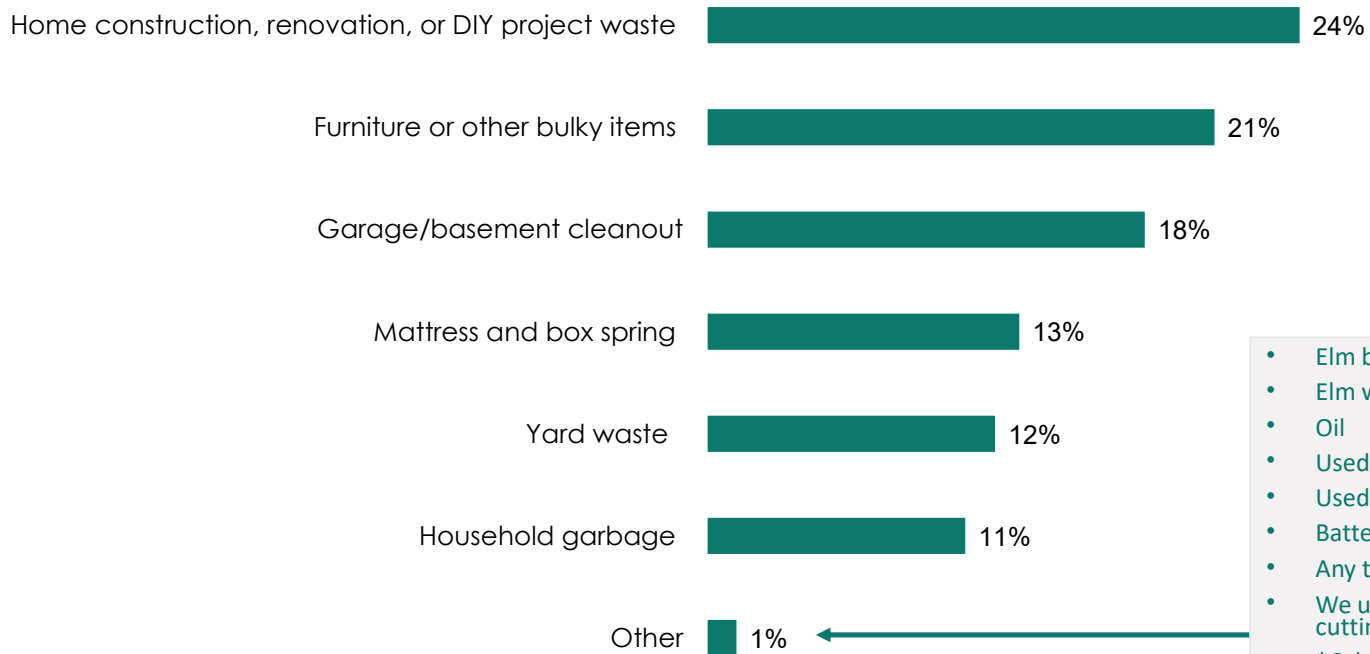
The following groups most likely to **never** drop off materials at the landfill:

- Residents ages 55+ (29%)
- Residents in Ward 9 (29%)
- Male residents (26%)
- Residents that rent their home (30%)
- Households with 1 occupant (38%)
- Residents that did not move to Canada in the past 5 years (27%)
- Residents that make a household income less than \$60K (29%)

Q28. How often does someone from your household drop material off at the Saskatoon Landfill?
Sample Size: n=679
Base: Respondents that have a green cart

What Materials Residents Drop off at the Landfill

Of the residents that drop off materials at the landfill, the most common material residents drop off at the landfill is home construction, renovation, or DIY project waste (24%) followed by furniture or other bulky items (21%).



- Elm branches and stumps
- Elm wood
- Oil
- Used oil
- Used auto oil
- Battery
- Any thing too large to put in the garbage bins.
- We use to bring yard wastes with old tree cutting. Now they go into the green bin
- *Other responses not specified

*the other response not specified answered mentioned no material

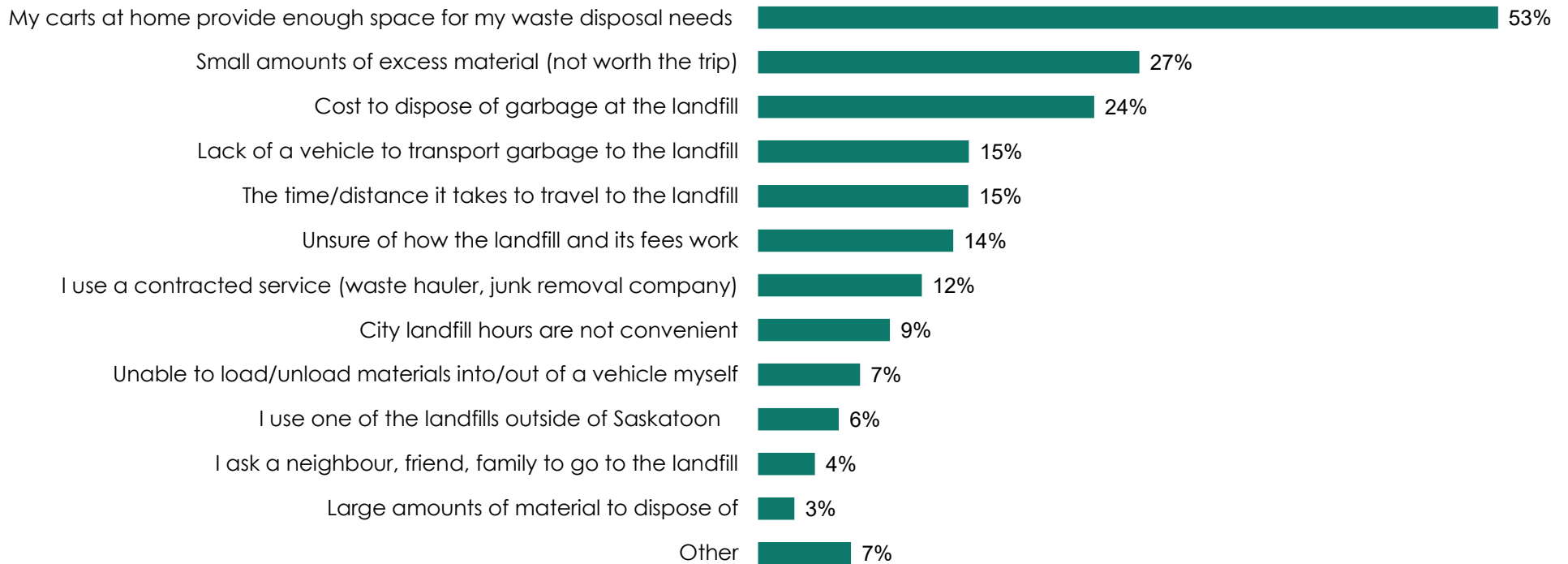
Q29. What types of material do you drop off at the landfill? Please select all that apply.

Sample Size: n=513

Base: Respondents that have a green cart and drop material at the Saskatoon Landfill (multi-select)

Reasons Households don't use the Saskatoon Landfill

Of the residents that don't use the Saskatoon Landfill, the most common reason for why is their carts at home providing enough space for their waste disposal needs (53%).



Q30. Why doesn't your household use the Saskatoon Landfill? Please select all that apply.

Sample Size: n=147

Base: Respondents that have a green cart and have never dropped material at the Saskatoon Landfill (multi-select)



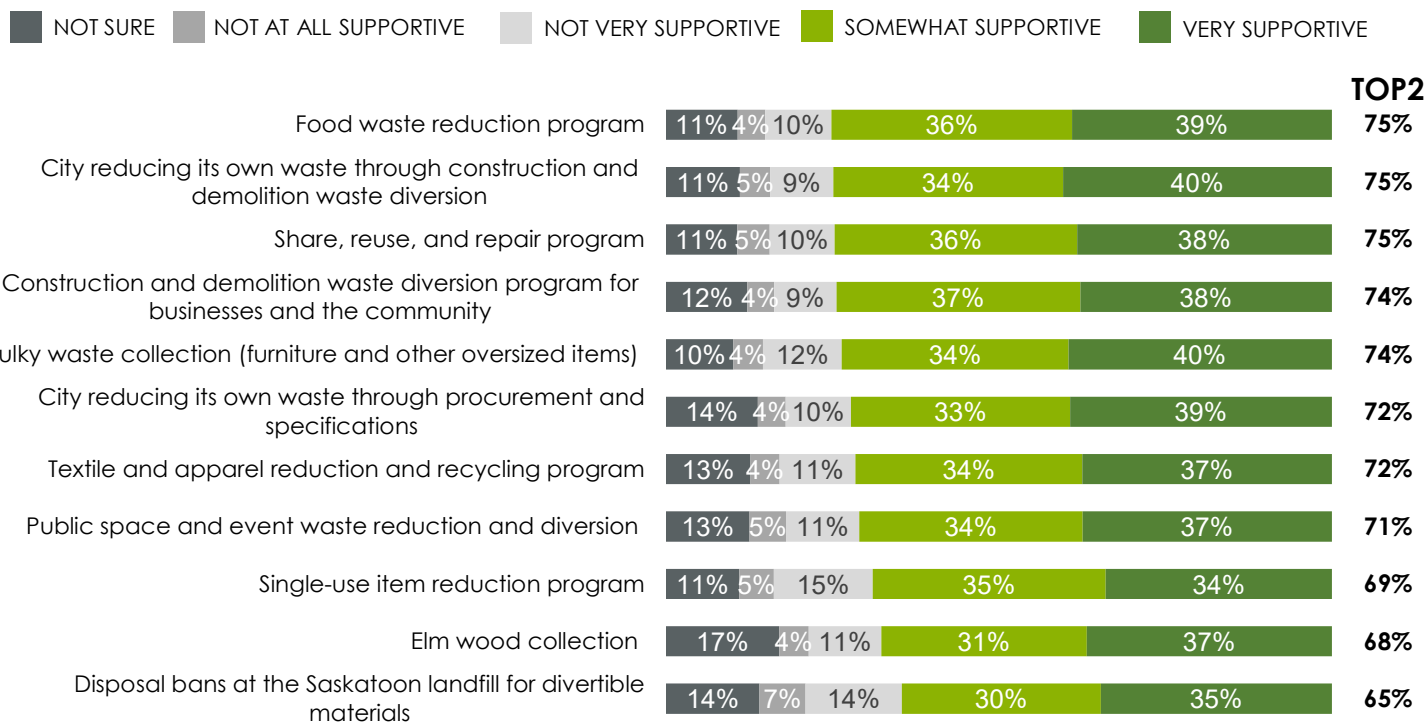
New Programs



**FORUM
RESEARCH**

Residents Level of Support for the Development of the Following Services

About 3 in 4 residents (TOP2: 75%) support the development of the food waste reduction program, and the same proportion of residents (TOP2: 75%) support the City reducing its own waste through construction and demolition waste diversion, and the 'share, reuse, and repair' program (TOP2: 75%).



The following groups are most likely to support (TOP2) the food waste reduction program:

- Residents ages 35-54 (82%)
- Residents in Ward 7 (86%)
- Female residents (79%)
- Residents that own their home (77%)
- Households with 4+ occupants (82%)
- Residents that moved to Canada in the past 5 years (79%)
- Residents that make a household income of \$100K to just under \$120K (85%)

The following groups are most likely to not support (BTM2) the food waste reduction program:

- Residents ages 18-34 (21%)
- Residents in Ward 3 (23%)
- Male residents (18%)
- Residents that rent their home (15%)
- Residents that moved to Canada in the past 5 years (19%)
- Residents that make a household income of \$80K to just under \$100K (22%)

Q31. Thinking about what you know about waste issues and the City of Saskatoon's waste services, please indicate your level of support for the development of the following new services

Sample Size: n=679

Base: Respondents that have a green cart



Communications

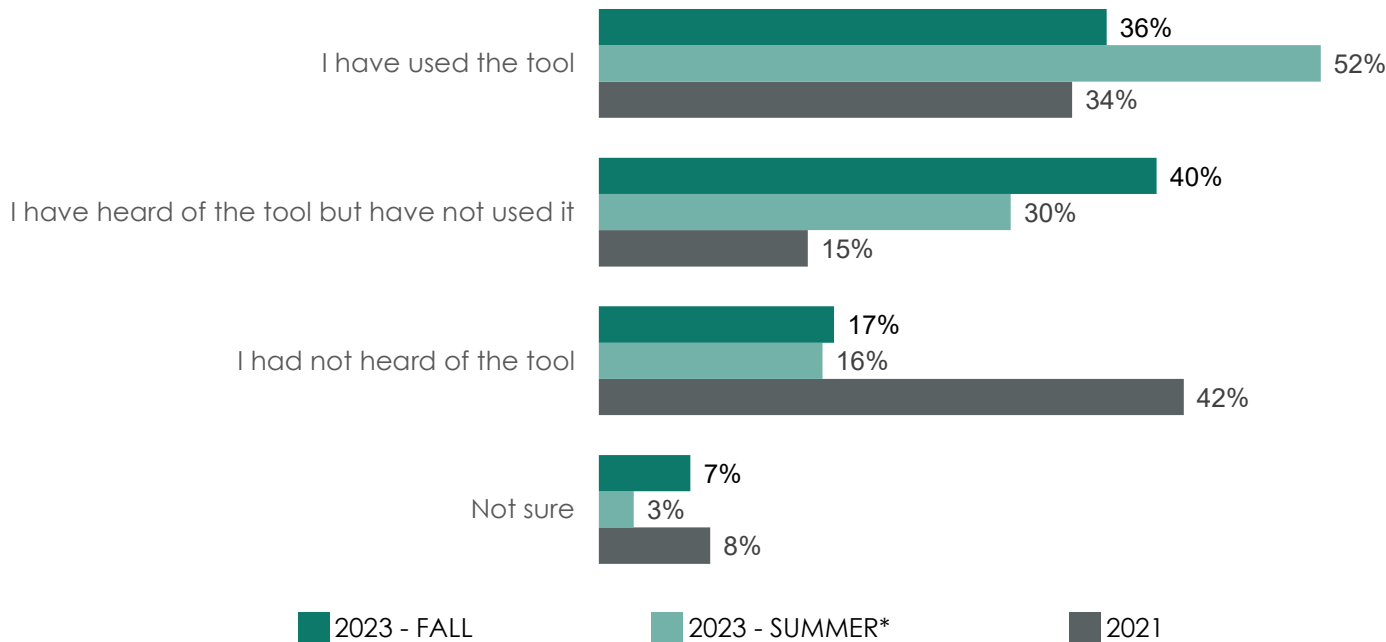


**FORUM
RESEARCH**

Awareness of the 'Saskatoon Waste Wizard'

Overall, residents that have a green cart are aware of the 'Saskatoon Waste Wizard' tool, where over 1 in 3 residents (36%) have used the tool and 2 in 5 residents (40%) have heard of the waste wizard tool but have not used it.

Trending for 2021, Summer 2023, and Fall 2023



The following groups are most likely to have heard of the tool but have not used it:

- Residents ages 35-54 (48%)
- Residents in Ward 4 (59%)
- Female residents (43%)
- Households with 3 occupants (48%)
- Residents that moved to Canada in the past 5 years (56%)
- Residents that make a household income of \$100K to just under \$120K (59%)

*Summer 2023 results are from residents that receive curbside recycling service
Q32. Before now, have you heard of or used the waste collection reminder and search engine tool called the 'Saskatoon Waste Wizard' through an app or website?

Sample Size: n=679

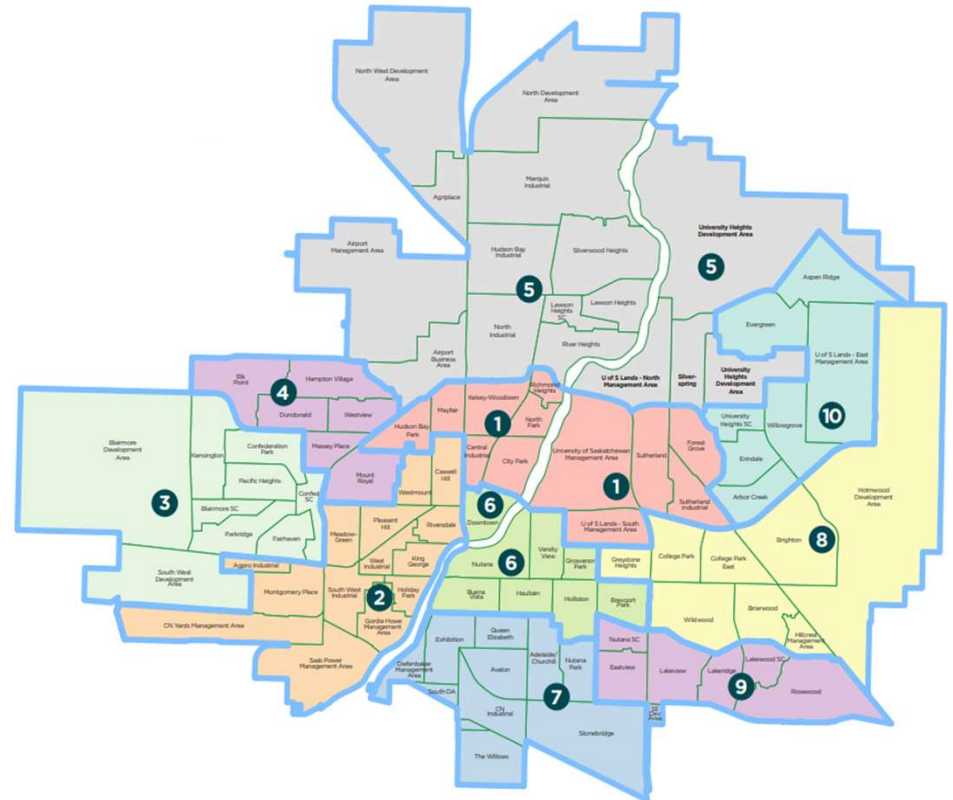
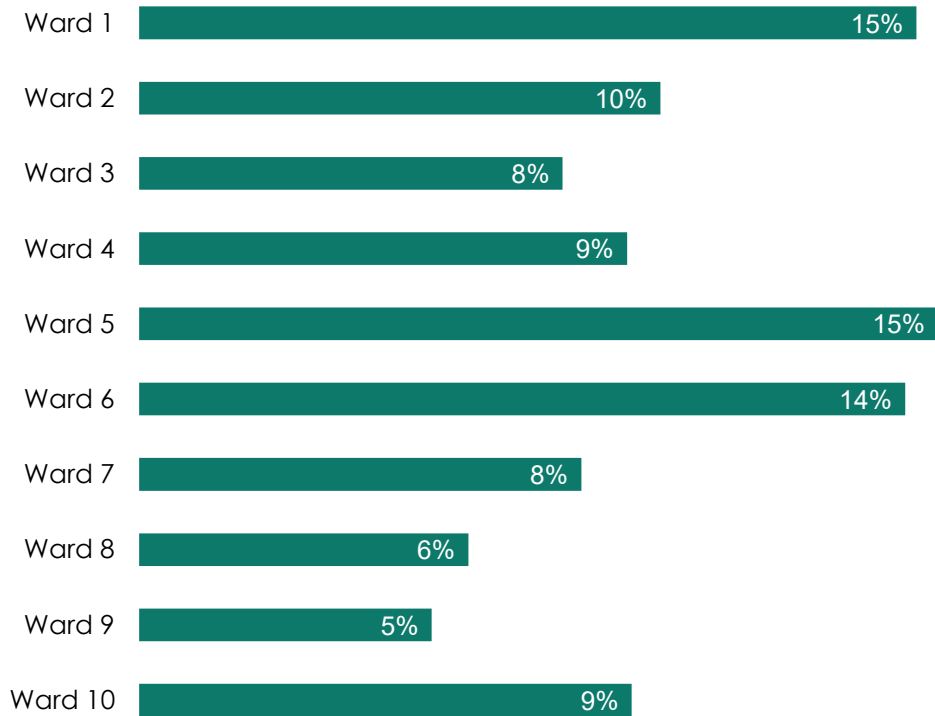
Base: Respondents that have a green cart

Demographics



Demographics

Ward Distribution



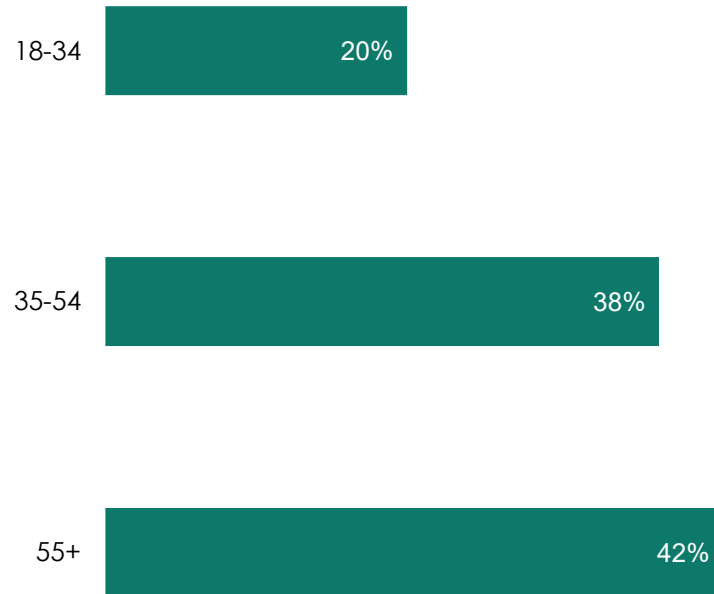
S4. The City of Saskatoon is divided into 10 wards. Use this map to locate your primary residence. You are allowed to make only one selection. You will have secured your selection when the area turns red.

Sample Size: n=679

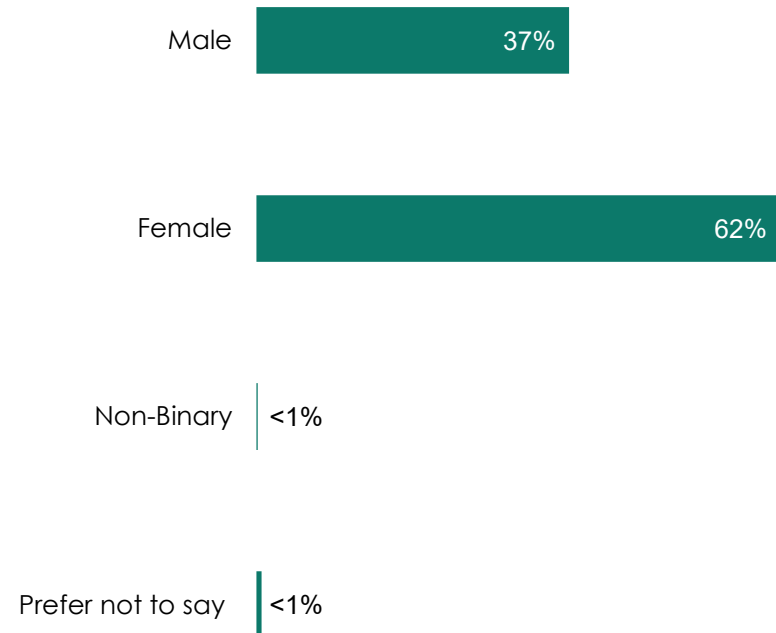
Base: Respondents that have a green car

Demographics

Age



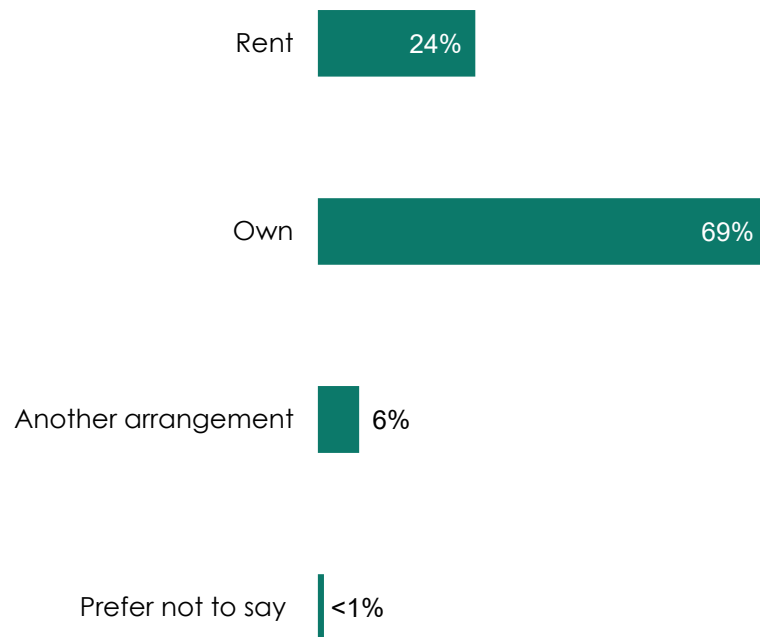
Gender Identity



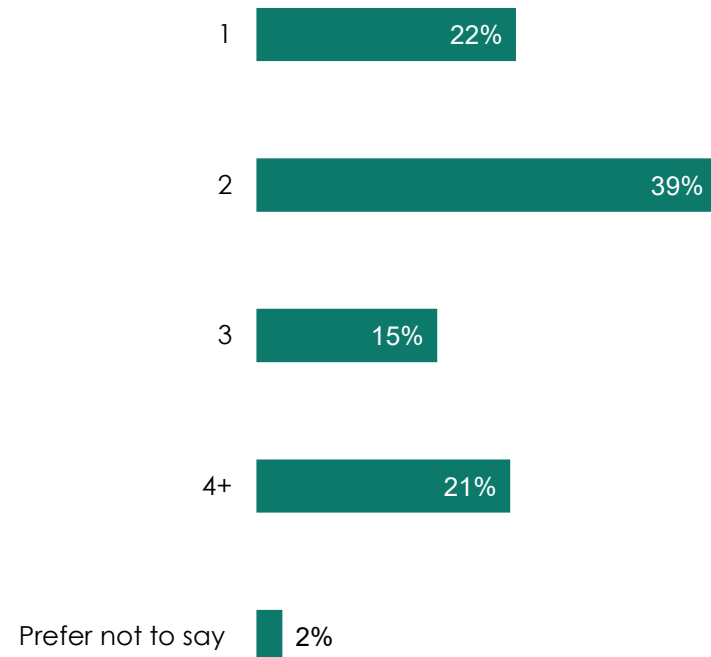
S1. How old are you? / D1. Do you identify as... ?
Sample Size: n=679
Base: All respondents

Demographics

Housing Arrangement



Number of Household Occupants



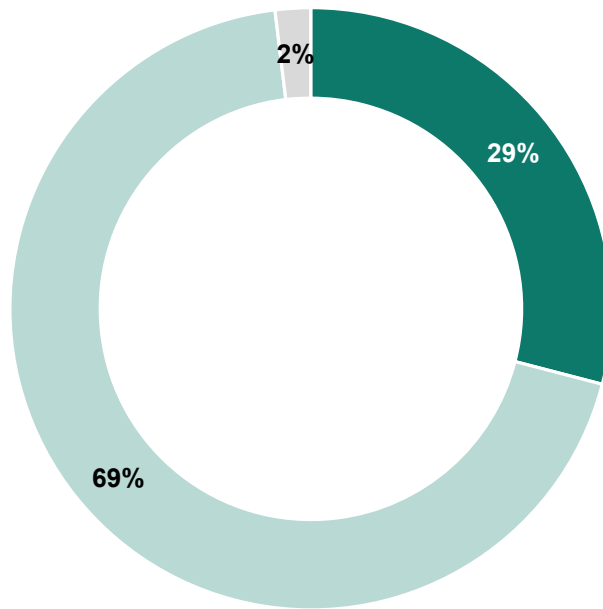
D2. Do you rent or own your home? / D3. How many people live in your home, including yourself?

Sample Size: n=679

Base: All respondents

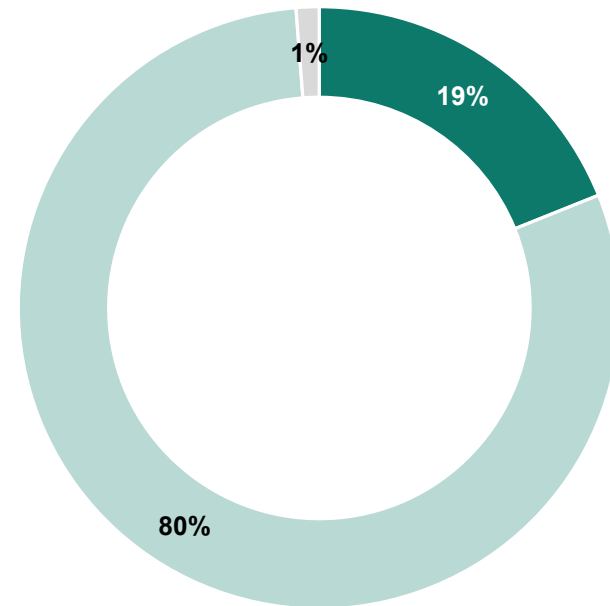
Demographics

Identify as an Indigenous Person



■ Yes ■ No ■ Prefer not to say

Moved to Canada in the Past 5 Years



■ Yes ■ No ■ Prefer not to say

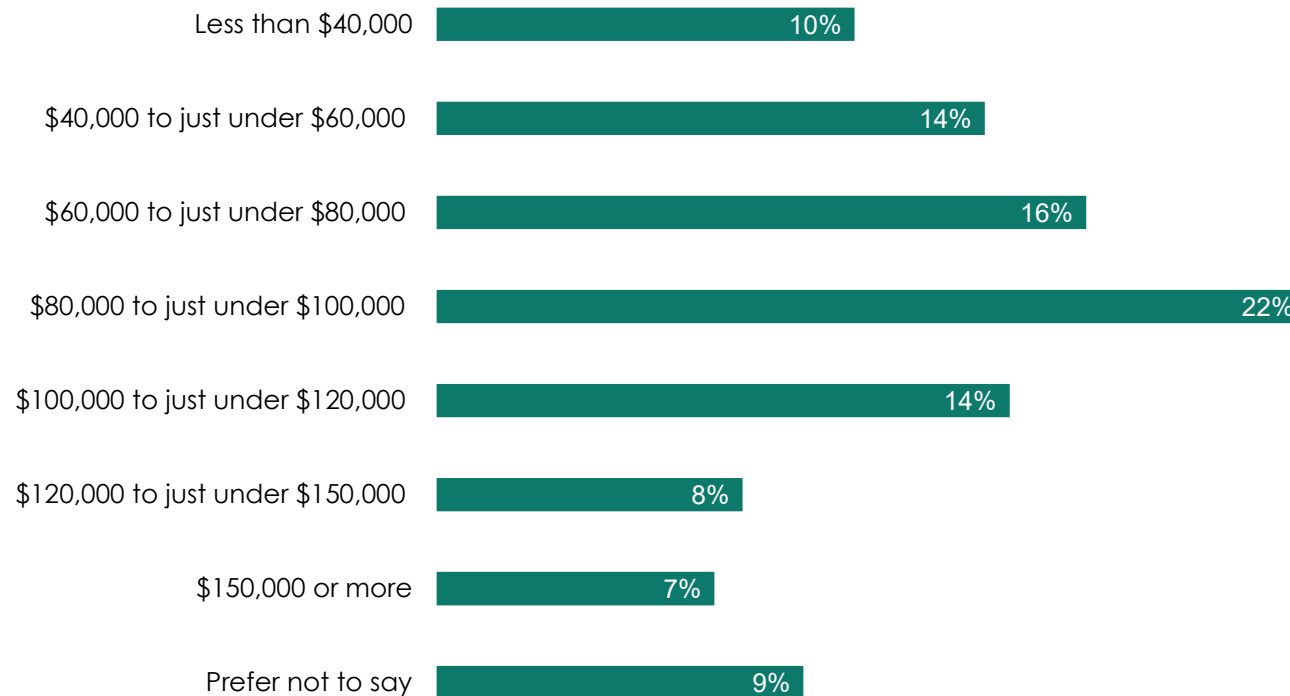
D4. Indigenous people are those who identify themselves as First Nations, Métis, Non-status Indian, or Inuit. Do you self-declare as an Indigenous person under this definition? / D5. Have you moved to Canada within the past five years?

Sample Size: n=679

Base: All respondents

Demographics

Income



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=679

Base: All respondents