



City of Saskatoon

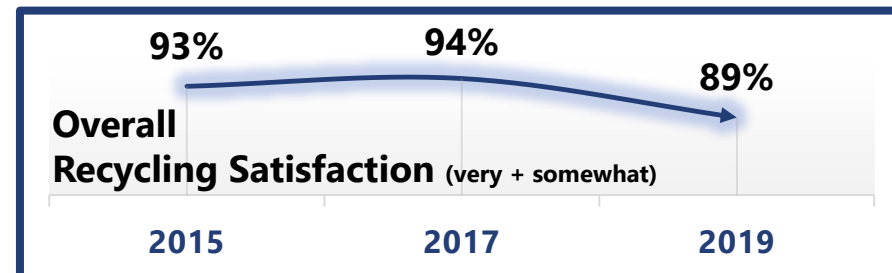
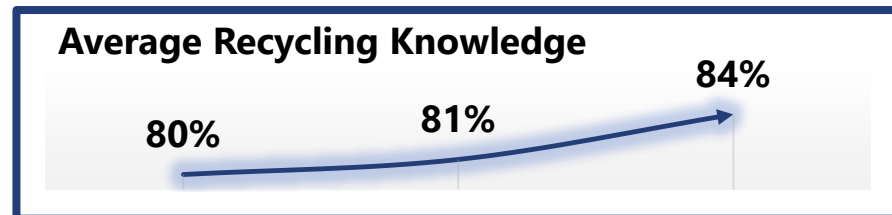
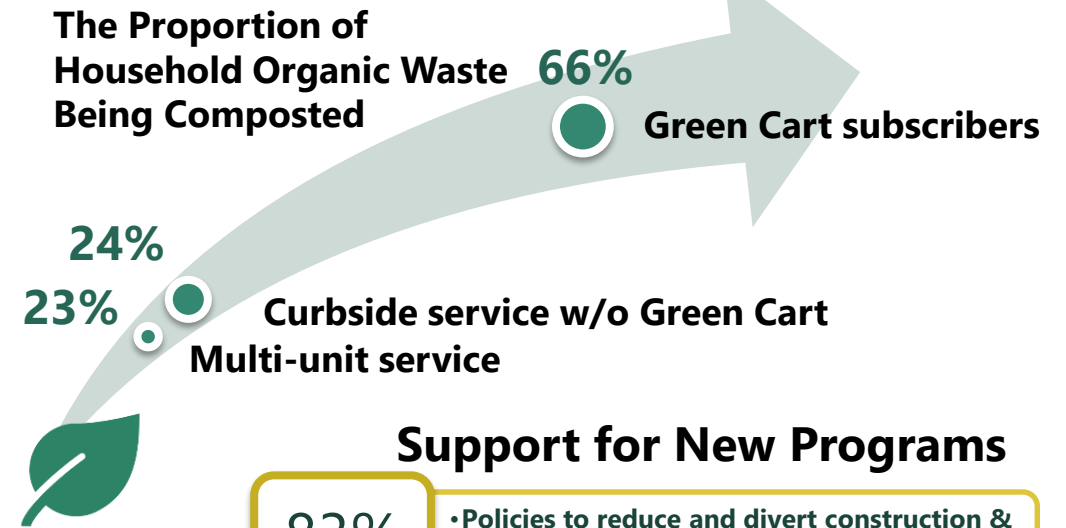
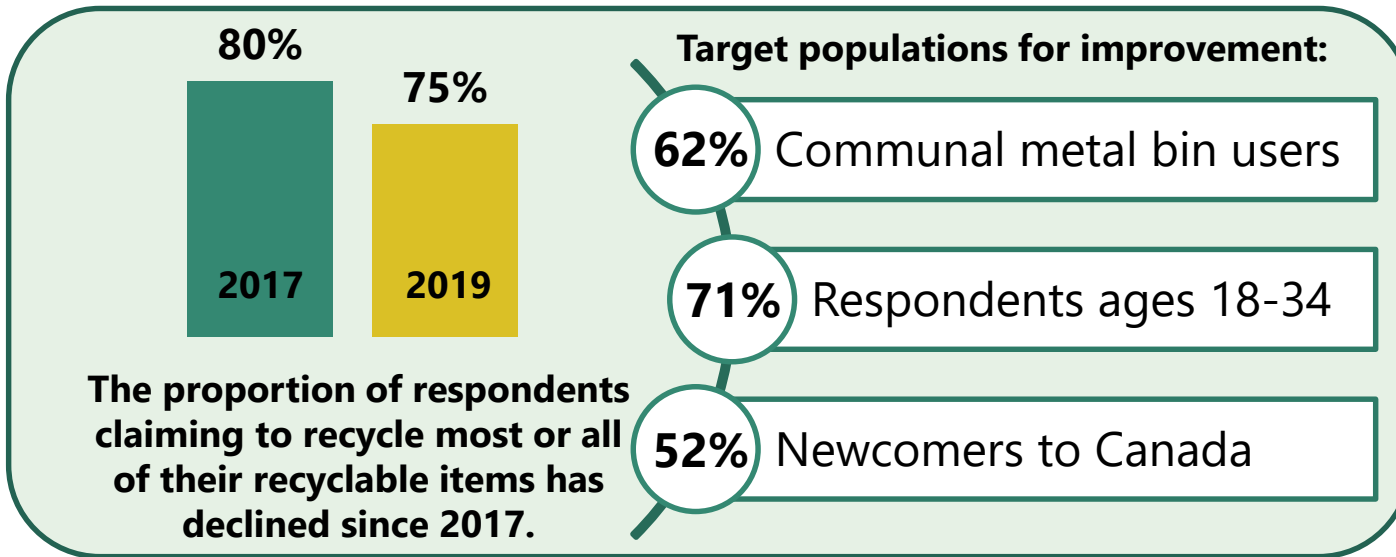
2019 Waste & Recycling Survey

Table of Contents

Executive Summary	3
Background & Methodology	9
Respondent Profile	13
Study Results	16
Recycling Knowledge, Usage & Satisfaction	17
Organics	37
Garbage	48
Depots Use – Non Garbage/Recycle Program Items.....	52
New Programs	65

Executive Summary

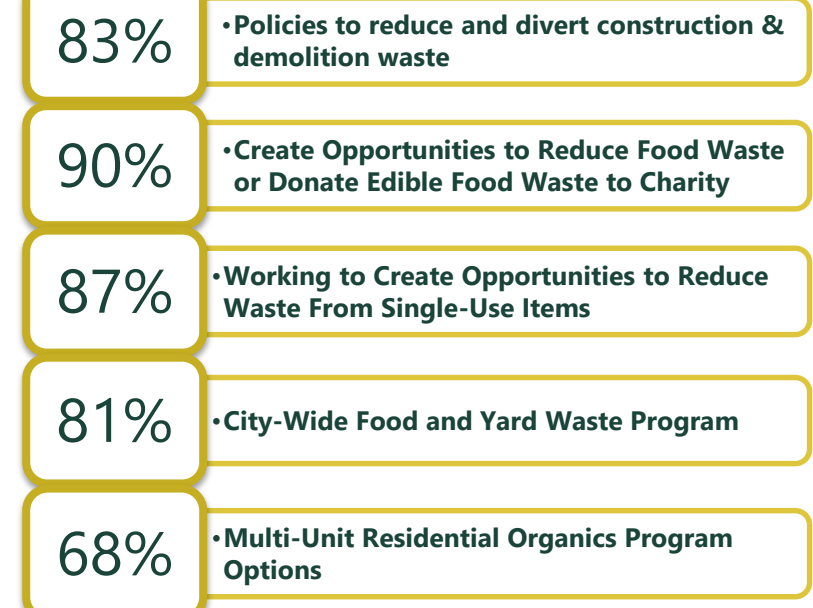
Key Findings



Overall satisfaction with recycling options in public places is moderate at 46%. Top suggestions for improvement:

- ✓ More recycling bins throughout the city
- ✓ Increase the variety of items that can be recycled
- ✓ More information about what can be recycled

Support for New Programs



Summary of Findings

Recycling

A strong majority (75%) continue to say they recycle most or all of their recyclable items. Residents who report recycling less waste include: those who use communal recycling bins, younger residents and newcomers to Canada.

Resident knowledge of what can be recycled improves this year, although satisfaction in this area and with education and informational materials provided by the City has declined. Satisfaction with other aspects of recycling programs remains generally high, including overall program satisfaction.

Foils remains the area of least knowledge with just one half correctly identifying that this type of waste can be recycled. Additionally, knowledge gaps continue to exist regarding bagged shredded paper, plastic bags, glass, Styrofoam and plastic toys.

On a positive note, most state that if their recycling cart or bin is full, they typically wait until the next collection period rather than placing items in the garbage.

Summary of Findings

Organics

The garbage continues to be the most common disposal method for yard, garden and vegetable/fruit waste. On a positive note, the overall proportion of respondents who do not compost any food or yard waste has decreased since 2017. Green Cart subscribers continue to be the most likely to compost this kind of organic waste although a modest proportion of these subscribers say they put overflow organic waste in the garbage rather than their Green Cart.

Garbage

Almost one half of respondents report having a full or overflowing black cart with bi-weekly collection, a number that has increased since 2017. This metric drops substantially with weekly collection and for users who subscribe to Green Cart service. Larger households (skewing towards younger aged people) tend to report reaching or exceeding black cart capacity more frequently.

Summary of Findings

Depots Use for Items not Designed for Blue or Black Carts/Bins

The majority of respondents visit City of Saskatoon recycling depots infrequently or never. Fabric and plastic bags most commonly end up in the garbage while most other waste that can be accepted at depots is either recycled or upcycled (electronics, appliances, furniture, oil, paint, etc.) with the exception of hazardous waste where four in ten say they place such items in the garbage.

Waste in Public Locations

Satisfaction with waste and recycling options in public locations is moderate. Residents suggest increasing the quantity of recycling bins, improving access to waste disposal bins and improving knowledge for what can and cannot be recycled in these locations.

New Programs

Residents are supportive of the City creating opportunities to reduce and divert food and yard waste and single-use items from landfills, with younger residents tending to be more supportive than their older counterparts. Residents are very supportive of a city-wide organics program, but are unclear about their preference of program funding. The large majority support banning recyclable and organic items from residential and non-residential garbage bins. Modest proportions are supportive of the City taking action to reduce most single-use items within the city. Items respondents are less willing to live without include takeout containers and utensils

Conclusions

- Recycling knowledge remains a key barrier and potential frustration point for residents. Continue communication of what can and cannot be placed in recycling carts or bins is advised to ensure program satisfaction and resident compliance. This is especially important when changes are implemented such as recent adjustments to the disposal of glass and plastic bags.
- Efforts to increase recycling should be directed toward communal bin users, younger residents, and newcomers to Canada.
- Residents are highly receptive to most potential policy changes and new programs the City is looking to implement, such as a city-wide food and yard waste program, donations of edible food waste and imposing fees or bans on garbage from single-use items. Continued engagement with residents is advised as these initiatives evolve.
- Some resistance may be met with reducing or eliminating access to certain single use items. Potentially a staged implementation can help residents adapt to changes, beginning with items that individuals are more willing to forego such as stir sticks and straws.
- Satisfaction remains moderately weak on garbage and recycling services in public areas of the city. Continued efforts to enhance service levels is advised.
- While most residents are disposing of waste not designed for black or blue carts/bins in proper manners, in select areas items are entering the garbage stream with a higher frequency, suggesting important communication is need. Most notably, this includes hazardous waste, plastic bags, and to a lesser extent, appliances and electronics.

Background & Methodology

Background

In June of 2019, the City of Saskatoon (the City) contracted Insightrix Research Inc. to conduct a quantitative study with its residents to understand waste-related awareness, behaviour and satisfaction, along with feedback on depot usage and potential program changes. Specific objectives include the following:

Recycling

- ✓ Awareness, knowledge, attitudes, motivations, behaviours, barriers and program satisfaction
- ✓ Measure if City program goals are being met.

Organics

- ✓ Disposal methods, proportion of waste composted and non-composting disposal methods
- ✓ Support for city-wide food and yard waste programs

Future Waste Program Development

- ✓ Disposal of non-recyclable items such as furniture, appliances and construction waste
- ✓ Use of depots and interest in depots accepting various types of waste
- ✓ Support for diversion programs, policies and fees such as single-use bans and food waste reduction and reclamation

Methodology

Methodology: Online survey with Saskatoon residents.

Questionnaire: Similar studies were conducted in 2015 and 2017, forming the basis of the 2019 questionnaire, with changes and additions incorporated to address current City research objectives.

Sample Source: Insightrix SaskWatch Research® online consumer panel (used for previous studies).

Sample Plan: Panel members randomly selected to participate in the research. Quotas were set by gender, age and Suburban Development Area (SDA) in an effort to achieve a representative sample of the population (see below).

Data Collection: In total, 1,005 Saskatoon residents participated in the study online between July 4 and July 20, 2019, for an overall response rate of 30%.

Data Weighting: Given that the final demographic distribution varies somewhat from the initial quotas set, data have been weighted by gender and age to match the distribution of the Saskatoon population.

Unweighted	Male		Female		Total	
	Count	Percent	Count	Percent	Count	Percent
18 - 34	114	11%	188	19%	302	30%
35 - 54	185	18%	201	20%	386	38%
55 or older	139	14%	178	18%	317	32%
Total	438	43%	567	57%	1,005	100%

Weighted	Male		Female		Total	
	Count	Percent	Count	Percent	Count	Percent
18 - 34	168	17%	173	17%	341	34%
35 - 54	186	16%	193	16%	379	38%
55 or older	127	15%	159	18%	285	28%
Total	480	48%	525	52%	1,005	100%

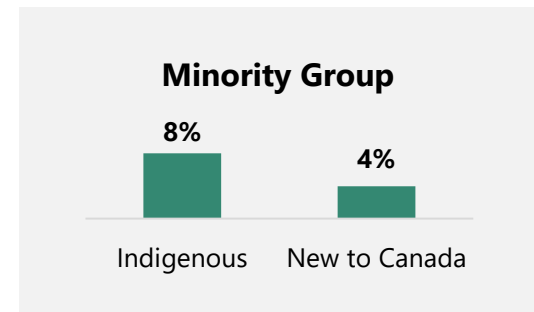
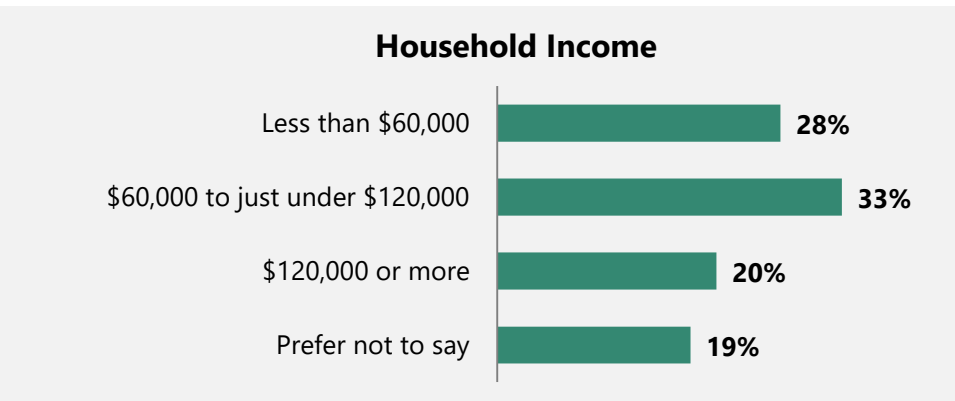
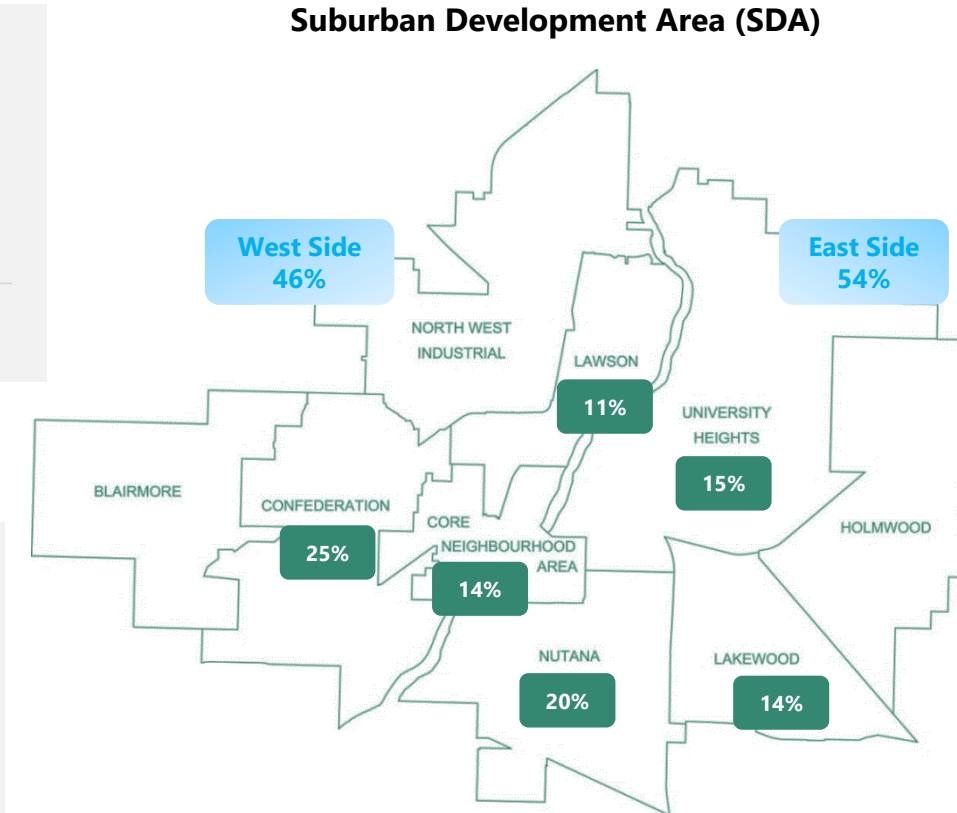
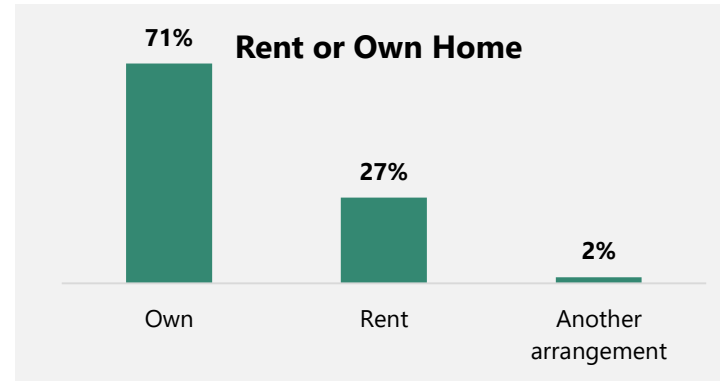
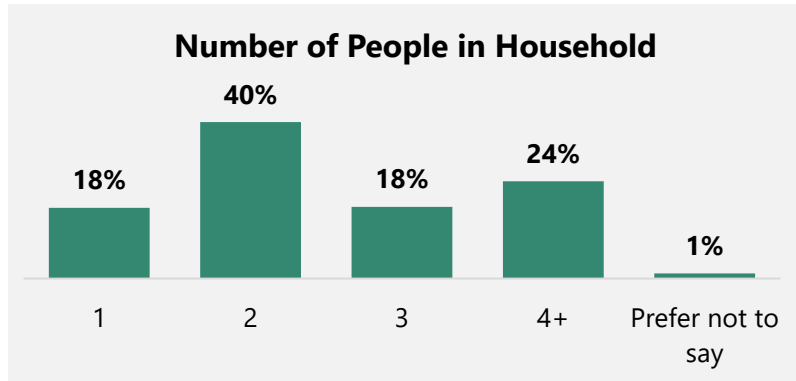
Q3. Into which of the following age groups do you fall? Base: all respondents, n=1,005. Q4. Please indicate the gender you identify with. Base: all respondents, n=1,005.

Reporting Notes

- *Note that in 2015 and 2017, half of the respondents participated in the survey via telephone and the remaining half did so via the Inshtrix online panel, SaskWatch Research®. There are inherent mode variances that exist between telephone and online data collection methods. Specifically, online respondents tend to offer slightly lower satisfaction ratings. Declines in satisfaction noted within this report are due in part to the change in methodology, although in some cases, declines are large enough to indicate actual changes in resident opinions. As such, caution is advised when comparing the 2019 results to past waves.*
- Data have been rounded to zero decimal places; therefore, percentages may not add up precisely to 100% on some graphs.
- Open-ended questions have been themed and coded into categories. The percentages from individual codes could total more than 100%, as comments from each respondent could be relevant to more than one code.
- Questions that have multiple response options will result in percentages that could add up to more than 100%.
- Each survey question was analyzed by appropriate demographic variables, such as region, age, gender, etc. Significant differences have been highlighted in this report with a ▲ or ▼. A standard alpha value of less than 0.05 is considered statistically significant. This means there is less than a 5% chance the results would have occurred by chance.
- In some cases, themes have been organized into 'Net themes' based on overarching commonalities in the content of responses (i.e., positive or negative mentions). The percentages of individual codes will add up to more than the Net total, as multiple comments from each respondent are possible within each Net.
- Data have been weighted to match the distribution of the adult general population of Saskatoon. In this particular study, answers from male respondents (ages 18 to 34 years and 35 to 54 years) have been weighted up to more closely match the actual proportion of that cohort while responses from females in all age groups have been weighted down. This is a common research technique used to ensure results are representative of the general population.
- Due to the fact that this study was completed online, margins of error are not applicable. This does not negatively impact the accuracy of results.

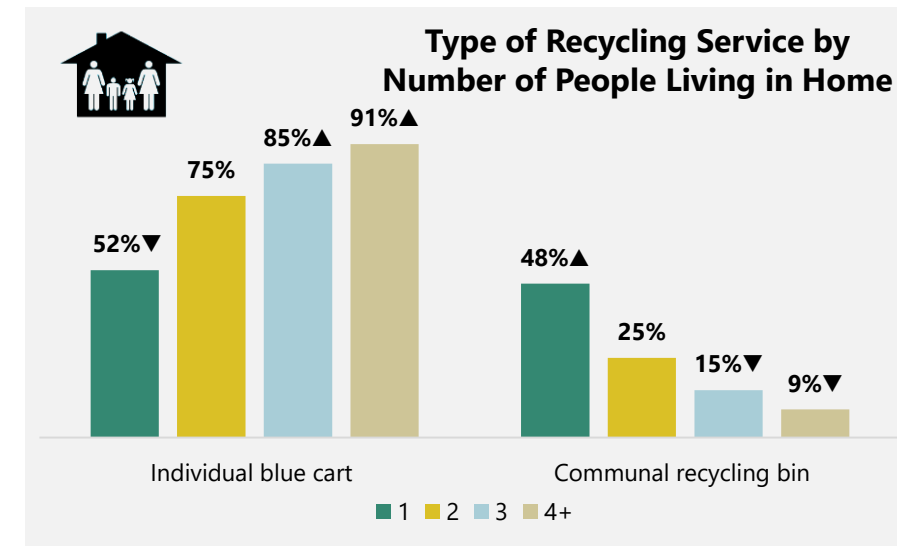
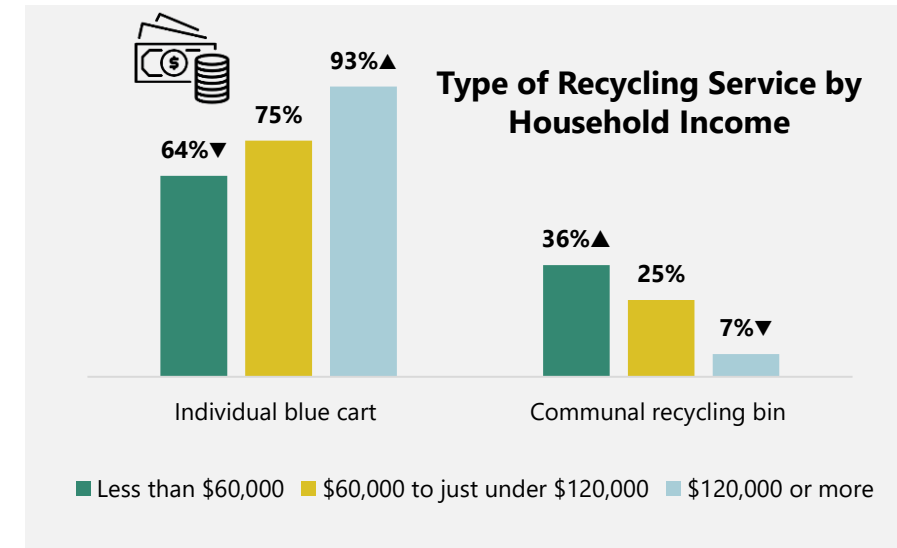
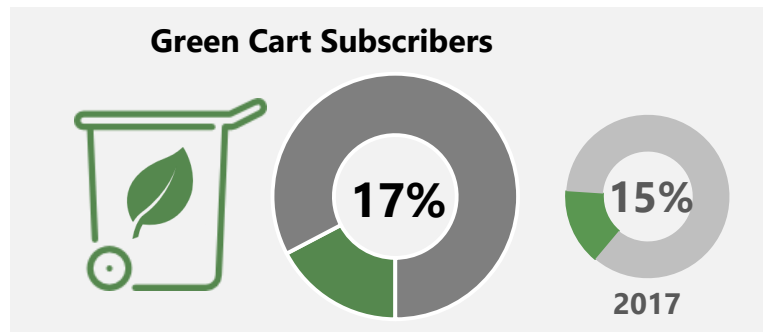
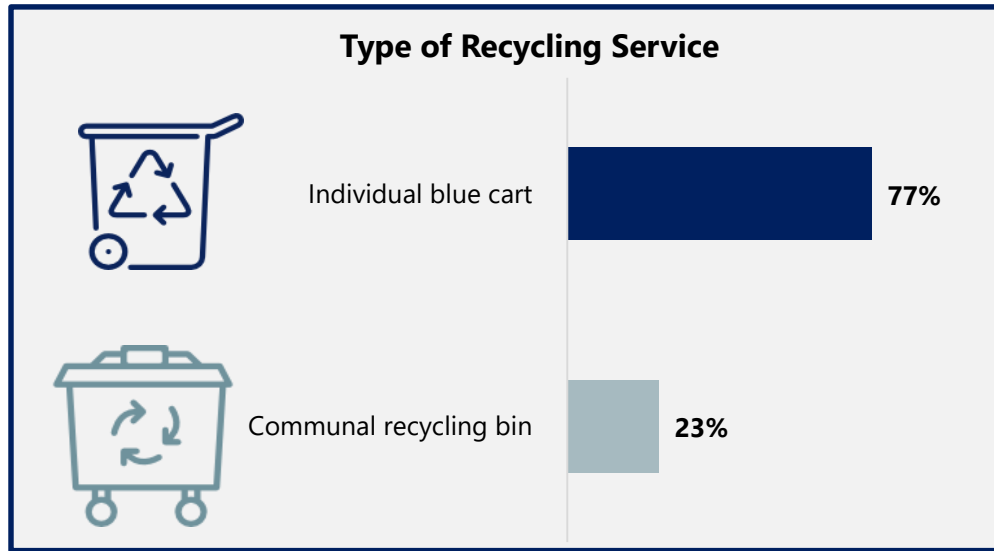
Respondent Profile

Respondent Profile



Q5. Do you live on the east side or the west side of the river? Base: All respondents, n=1,005. Q6. Into which of the following neighbourhoods do you live? Q8. Do you own or rent your home? Base: All respondents, n=1,005. Q37. How many people live in your home, including yourself. Q38. 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? Base: All respondents, n=1,005. Q39. Have you moved to Canada within the past five years? Base: All respondents, n=1,005. Q40. Into which of the following categories does your annual household income fall, before taxes and deductions? Base: All respondents, n=1,005.

Three out of four respondents use an individual blue cart vs a communal recycling bin. This proportion increases with household income and the number of people living in the home. Nearly two in ten are green cart subscribers.

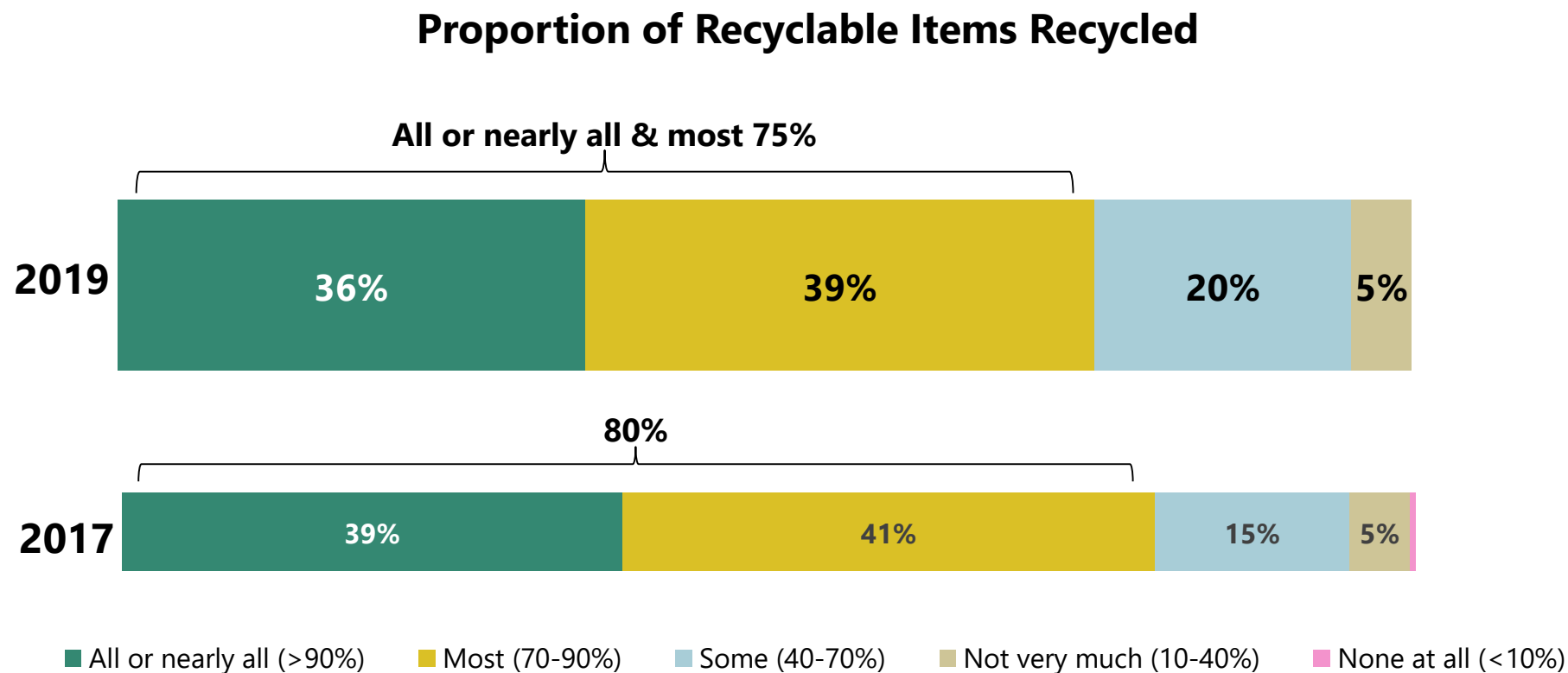


Q7. Do you receive recycling service in a...? Base: All respondents, n=1,005.

Study Results

Recycling Knowledge, Usage & Satisfaction

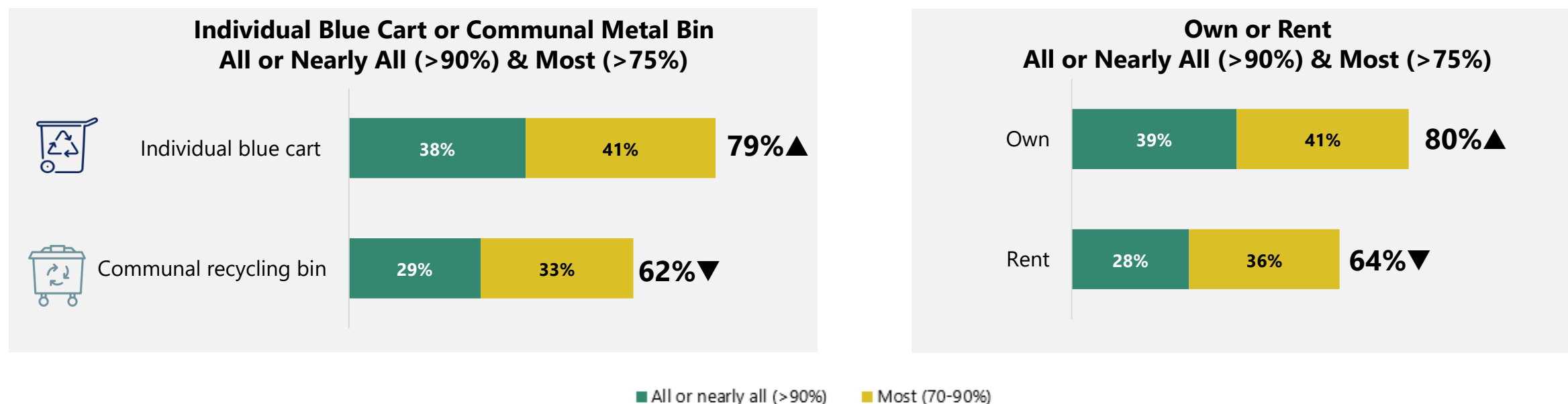
Three in four claim to recycle all or most of their recyclable items, down slightly from 2017.



Q9. Broadly speaking, what proportion of your household's recyclable items do you recycle, either through your [blue cart/communal recycling bin] or through other means? Base: All respondents, n=1,005. Note: Answer options for this question changed from 2015 to 2017; it is not advisable to trend with 2015 data.

Those with an individual blue cart are more likely to say they recycle a higher proportion of their recyclable items than those who use a communal metal bin. The same relationship exists between respondents who own their home versus those who rent.

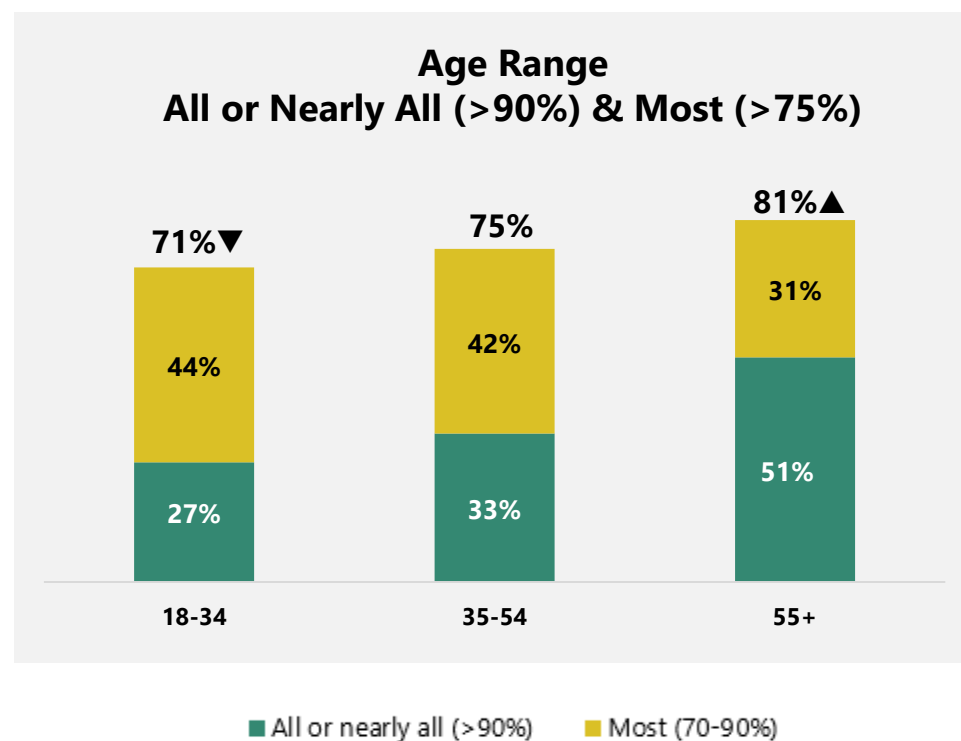
Proportion of Recyclable Items Recycled



Q9. Broadly speaking, what proportion of your household's recyclable items do you recycle, either through your [blue cart/communal recycling bin] or through other means? Base: All respondents, n=1,005.

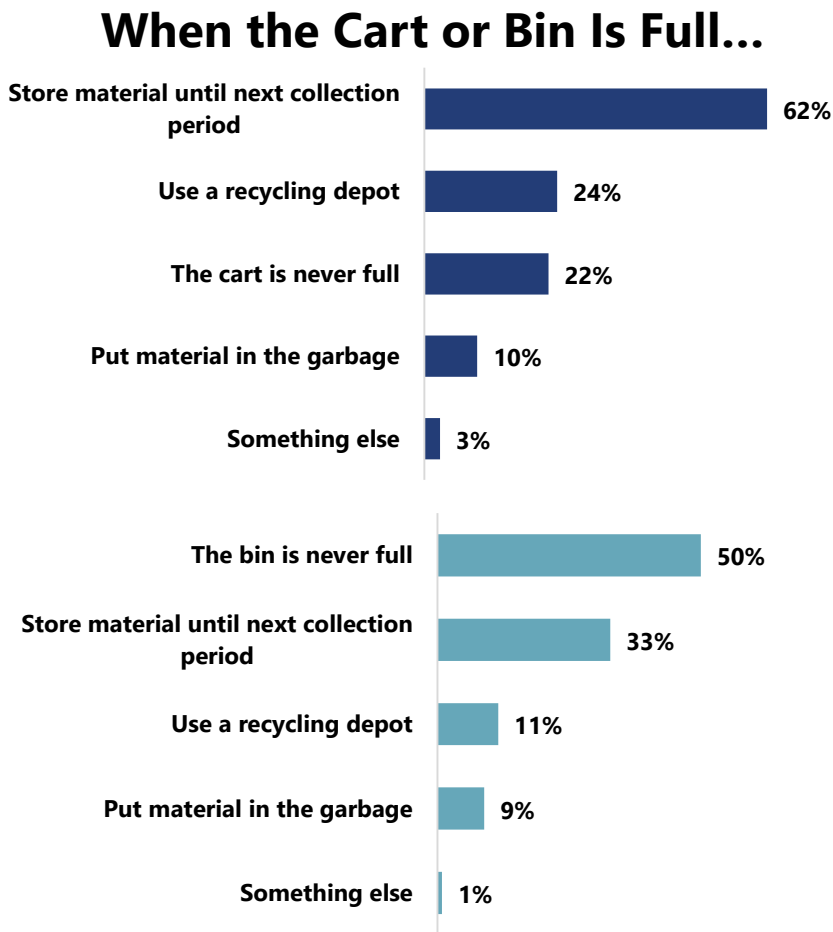
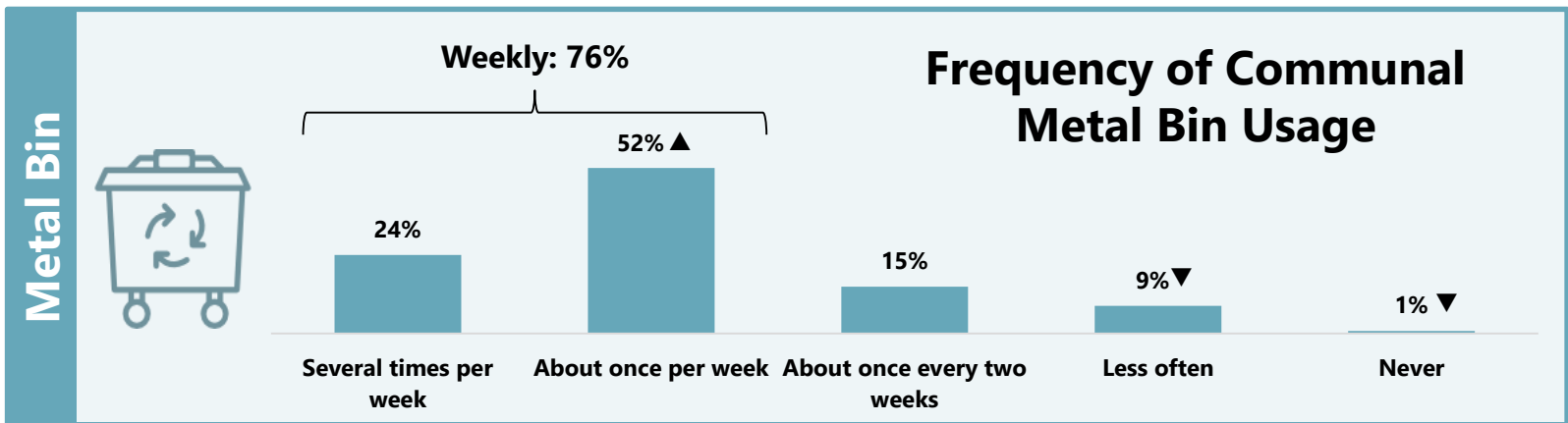
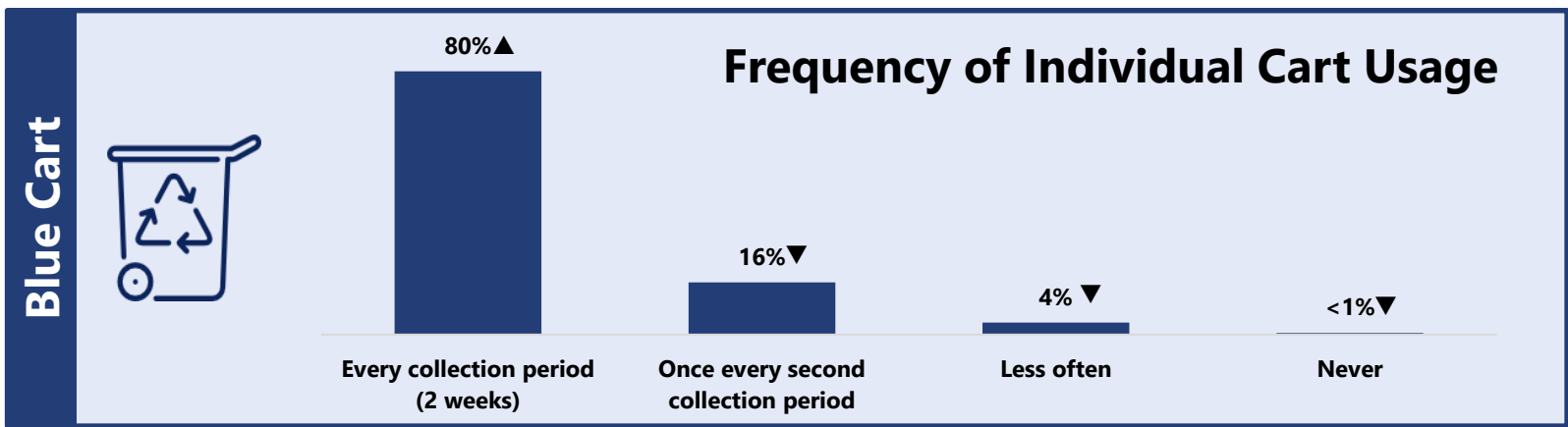
The proportion of recyclable items being recycled increases steadily with age.

Proportion of Recyclable Items Recycled



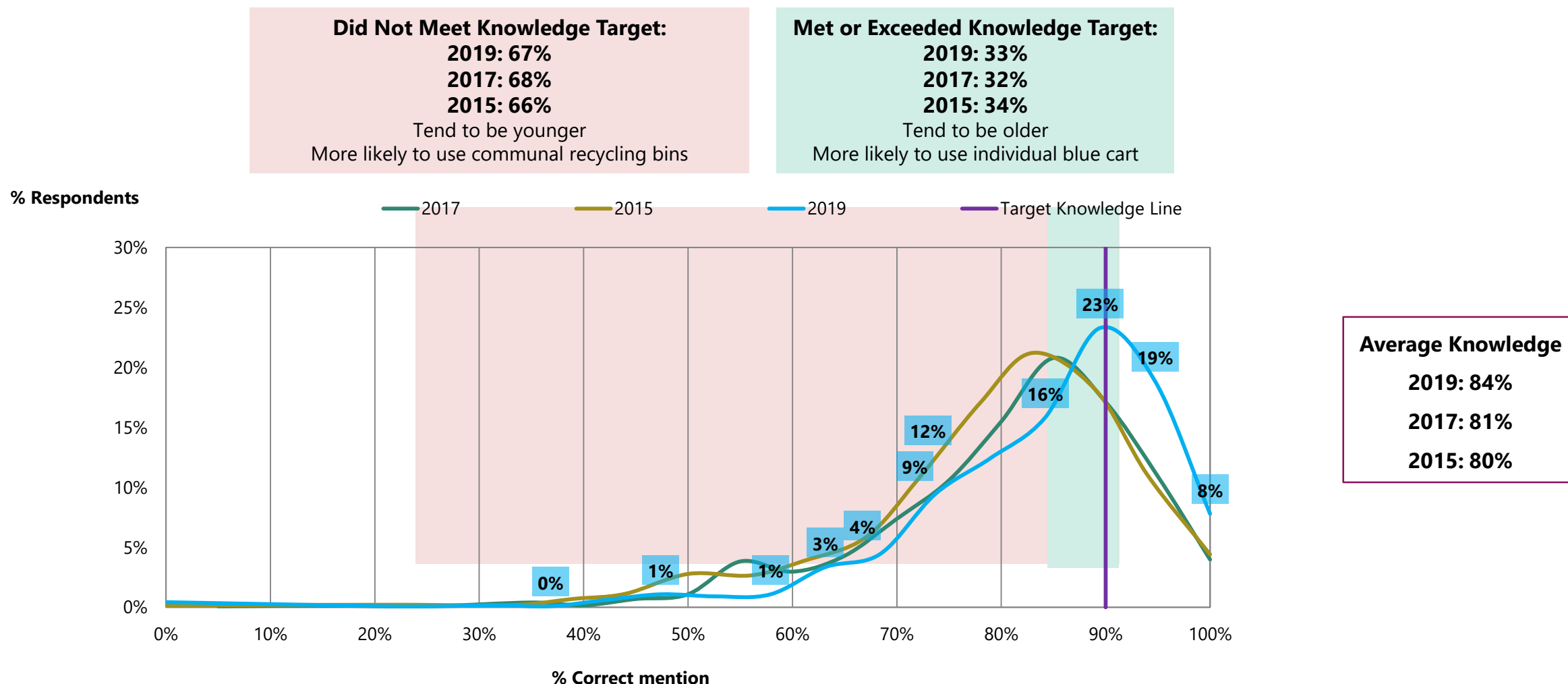
Q9. Broadly speaking, what proportion of your household's recyclable items do you recycle, either through your [blue cart/communal recycling bin] or through other means? Base: All respondents, n=1,005.

Most place their individual blue carts out every collection period. Those with communal metal bins commonly take their recycling out on a weekly basis. When individual carts are full, a variety of alternate disposal methods are used, most commonly simply waiting till the next collection period.



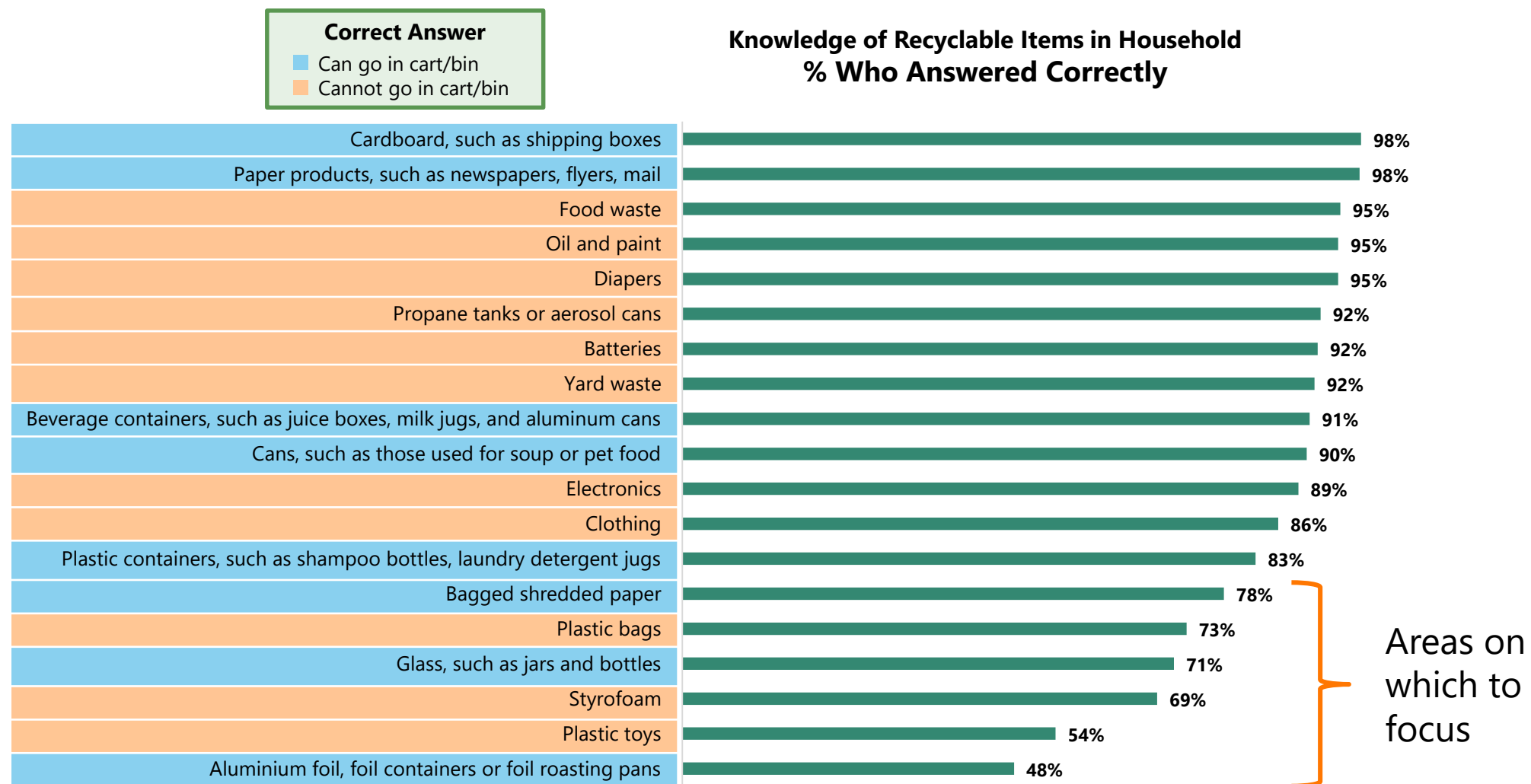
Q10. How often do you typically put your blue cart out for pickup? Base: All respondents who receive service in an individual blue cart, n=775. Q11. How often do you typically take your recycling to your communal recycling bin? Base: All respondents who receive service in a communal metal bin, n=230. Q11.1 What do you do with recyclable material if your blue cart/communal recycling bin is full? Base: All respondents, n=775/230.

To test their knowledge about recycling, respondents were given a list of different household items and asked whether or not each can be placed in blue recycling carts/bins. Of these, eight are acceptable and 11 are not. Those who got 90% or more correct answers can be considered as meeting or exceeding a strong knowledge target. This represents roughly one third of residents, consistent with previous waves.



Q12. To the best of your knowledge, can the following items be put in your [blue cart/communal recycling bin]? If you are unsure, please just say so. Base: All respondents, n=1,005.

More than nine in ten Saskatoon residents correctly identify most items that can or cannot be recycled in their carts/bins. Areas of weaker knowledge include bagged shredded paper, plastic bags, glass, Styrofoam, plastic toys and aluminum foil/foil containers. Of note, residents are largely aware of the recent change to plastic bag recycling, although continued communication in this area is needed.



Q12. To the best of your knowledge, can the following items be put in your [blue cart/communal recycling bin]? If you are unsure, please just say so. Base: All respondents, n=1,005.

Although current awareness levels are below targets set by the City of Saskatoon for both multi-unit and curbside recycling programs, improvements in awareness are noted in all target areas in 2019.

Multi-Unit (Communal Recycling Bin) Recycling Knowledge (% Answering Correctly)

City of Saskatoon Multi-Unit Recycling Awareness Goal:

- See an incremental increase in awareness each year, with an ultimate goal of **90%** of residents who are aware of, and understand how, the program works

Goal	2015 Average	2017 Average	2019 Average
>90%	74%	76%	79%
Change		2%	3%

Note: This graph indicates whether or not residents knew what to do with plastic bags. The correct answer changed from 2017 to 2019.

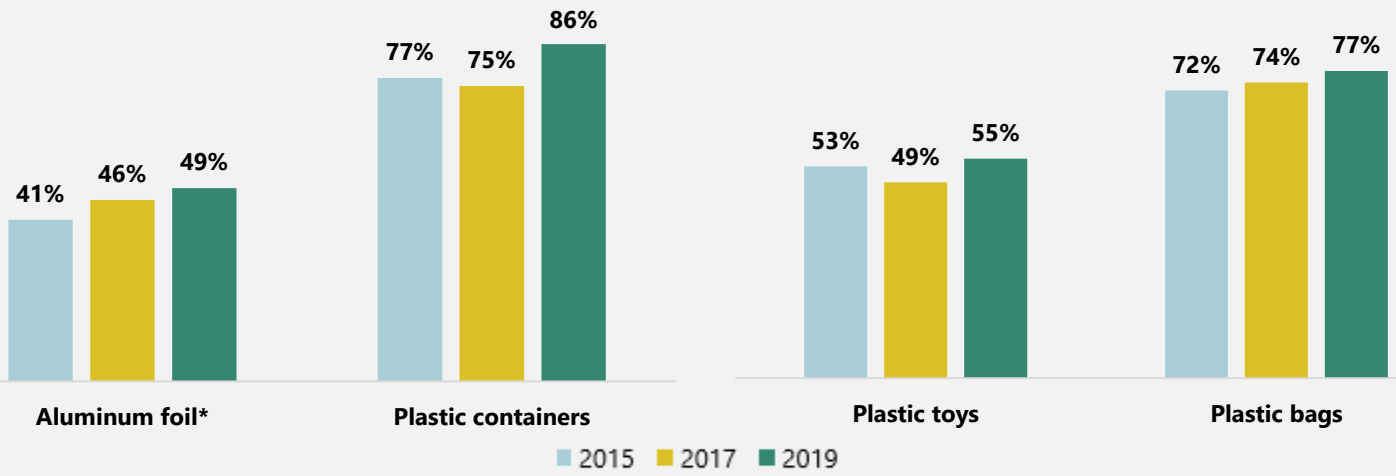
City of Saskatoon Curbside Recycling Awareness Goals:

- >**90%** of residents aware that all #1-7 Plastics are recyclable
- >**90%** of residents are aware that foil and foil products are recyclable

Curbside (Individual Blue Cart) Recycling Knowledge – Foils & Plastics (% Answering Correctly)

Recyclable

Non-Recyclable



Q12. To the best of your knowledge, can the following items be put in your [blue cart/communal recycling bin]? If you are unsure, please just say so. Base: All respondents, 2015: n=1,003, 2017: n=1,006, 2019: n=1,005. *In 2015 and 2017 aluminum foil and foil products were two separate answer options, the mean of these two options is used for comparison in 2019.

Satisfaction with recycling program touchpoints is generally high. Being informed about what can and cannot be placed in the blue carts/bins and educational and informational materials are areas of comparatively lower satisfaction.

Satisfaction with Recycling Programs

Not Sure

■ Not at all satisfied

■ Not very satisfied

■ Very satisfied

■ Somewhat satisfied

9% 6%

The amount of room in your recycling cart/bin

56% 34% 90%

● 1%

10% 8%

Frequency of pickup

54% 34% 88%

● 2%

9% 6%

Program convenience

48% 39% 87%

● 4%

9% 6%

Overall quality of service received

43% 46% 89%

● 2%

13% 7%

Response to your phone calls or emails

33% 34% 68%

● 20%

20% 15%

Educational and informational materials

22% 44% 66%

● 14%

25% 18%

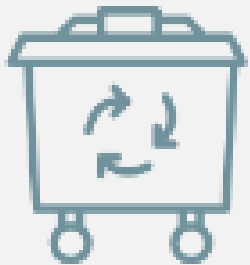
Being informed about what can and cannot be put in the recycling cart/bin

21% 49% 71%

● 4%



+

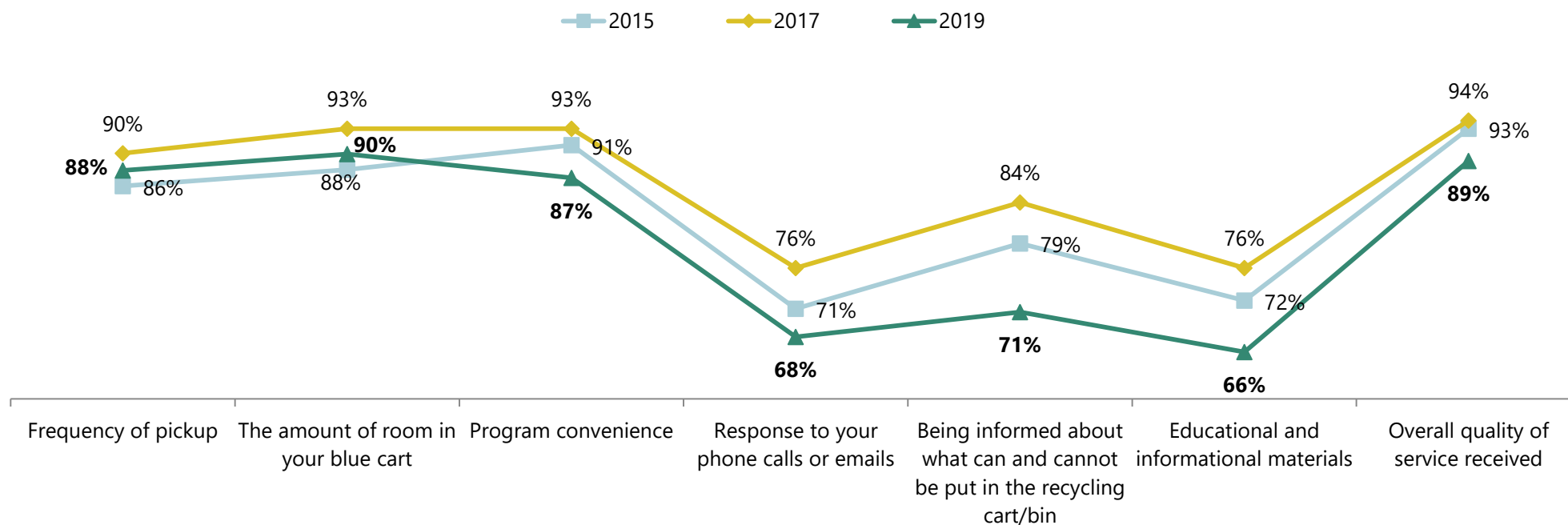


Q13. How satisfied are you with the following aspects of the curbside recycling program? Base: All respondents excluding 'not applicable', n=775. Q14. How satisfied are you with the following aspects of the multi-unit recycling program? Base: All respondents excluding "not applicable", n=63 to 230.

Satisfaction with the recycling services received among all users appears to have softened, although due to the methodology change in 2019 (all online respondents vs. 50% phone and 50% online in the past), these declines should be interpreted with caution. Having said this, there has been a material decline in satisfaction for being informed about what can/cannot enter the recycling system and educational materials.

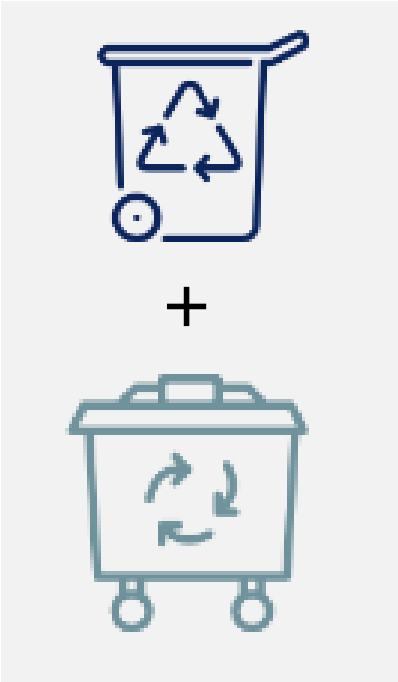
Satisfaction with Recycling Programs – Trended

% Very Satisfied & Somewhat Satisfied

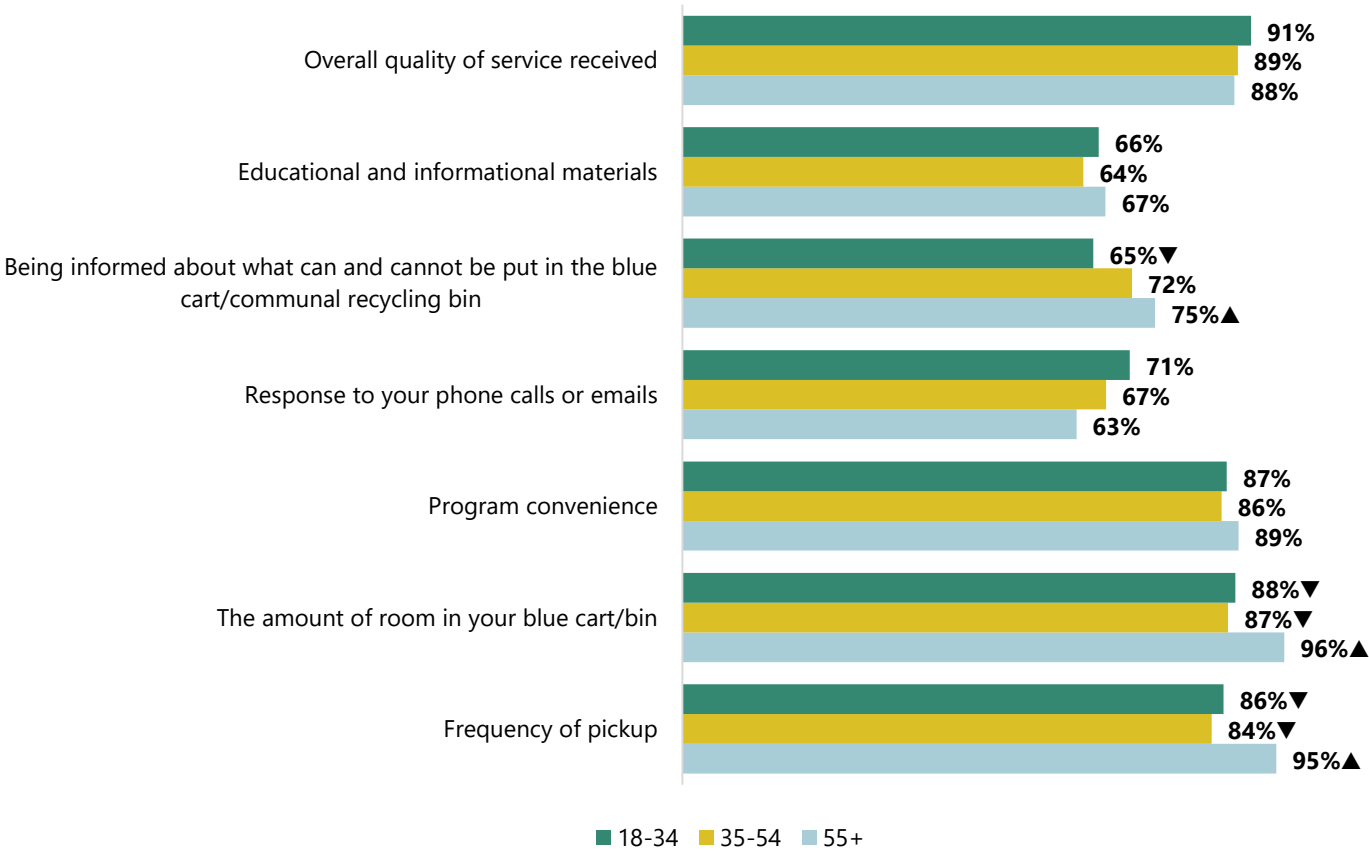


Q13. How satisfied are you with the following aspects of the curbside recycling program? Q14. How satisfied are you with the following aspects of the multi-unit recycling program? Base: All respondents excluding "not applicable", 2015: n=395 to 1,003, 2017: n=378 to 1,006, 2019 n=288 to 1,005.

Older residents are more satisfied than their younger counterparts with the amount of room in their recycling carts/bins, frequency of pickup and being informed about what can and cannot be put in the recycling cart/bin.

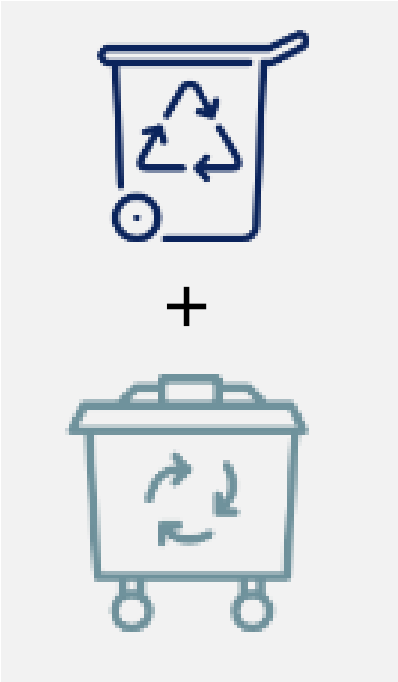


Satisfaction with Recycling Programs by Age
% Very Satisfied & Somewhat Satisfied

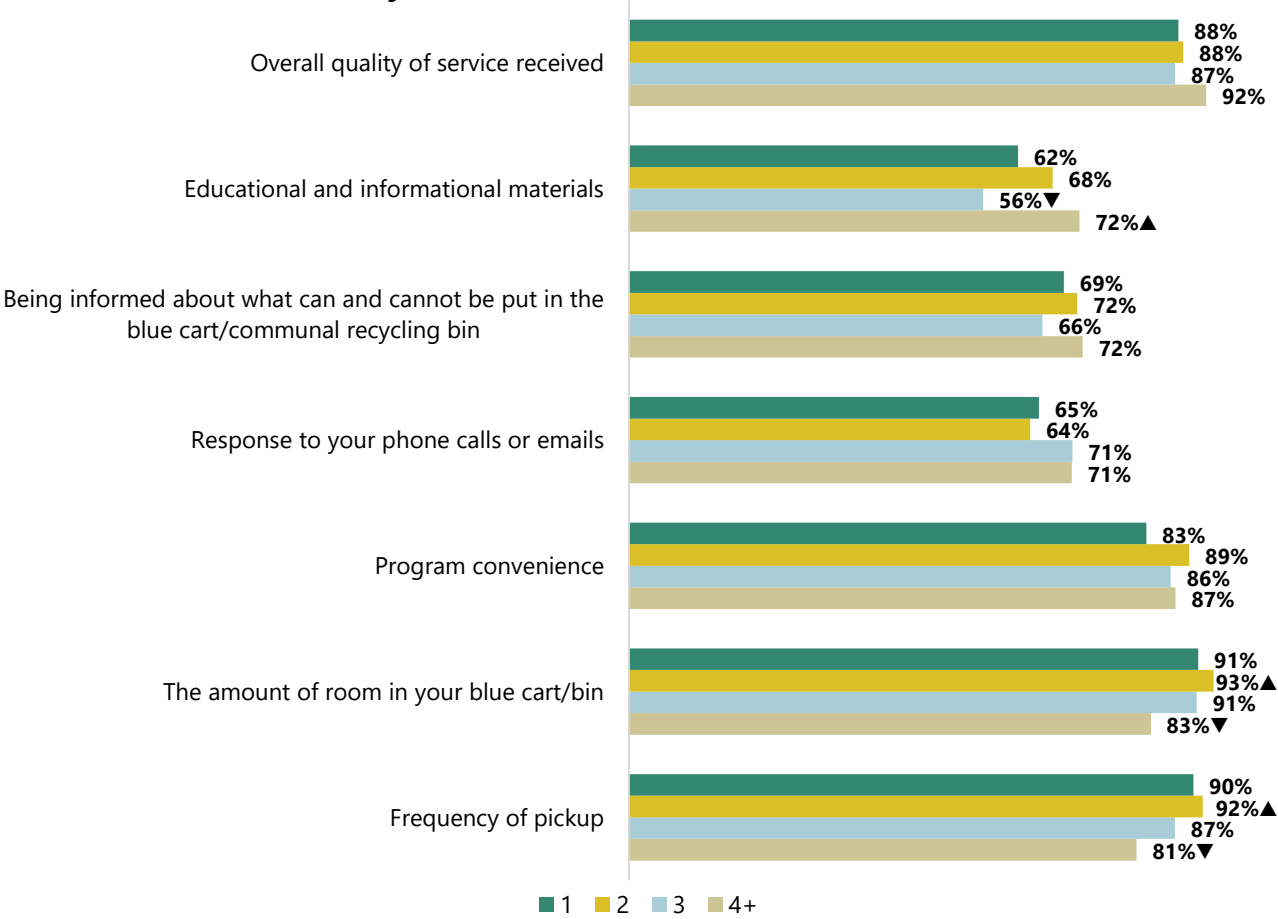


Q13. How satisfied are you with the following aspects of the curbside recycling program? Q14. How satisfied are you with the following aspects of the multi-unit recycling program? Base: All respondents excluding "not applicable", n=288 to 1,005.

Larger households report being less satisfied with frequency of pickup and the amount of room in their recycling cart/bin. However, they are comparatively more satisfied with educational and informational materials.

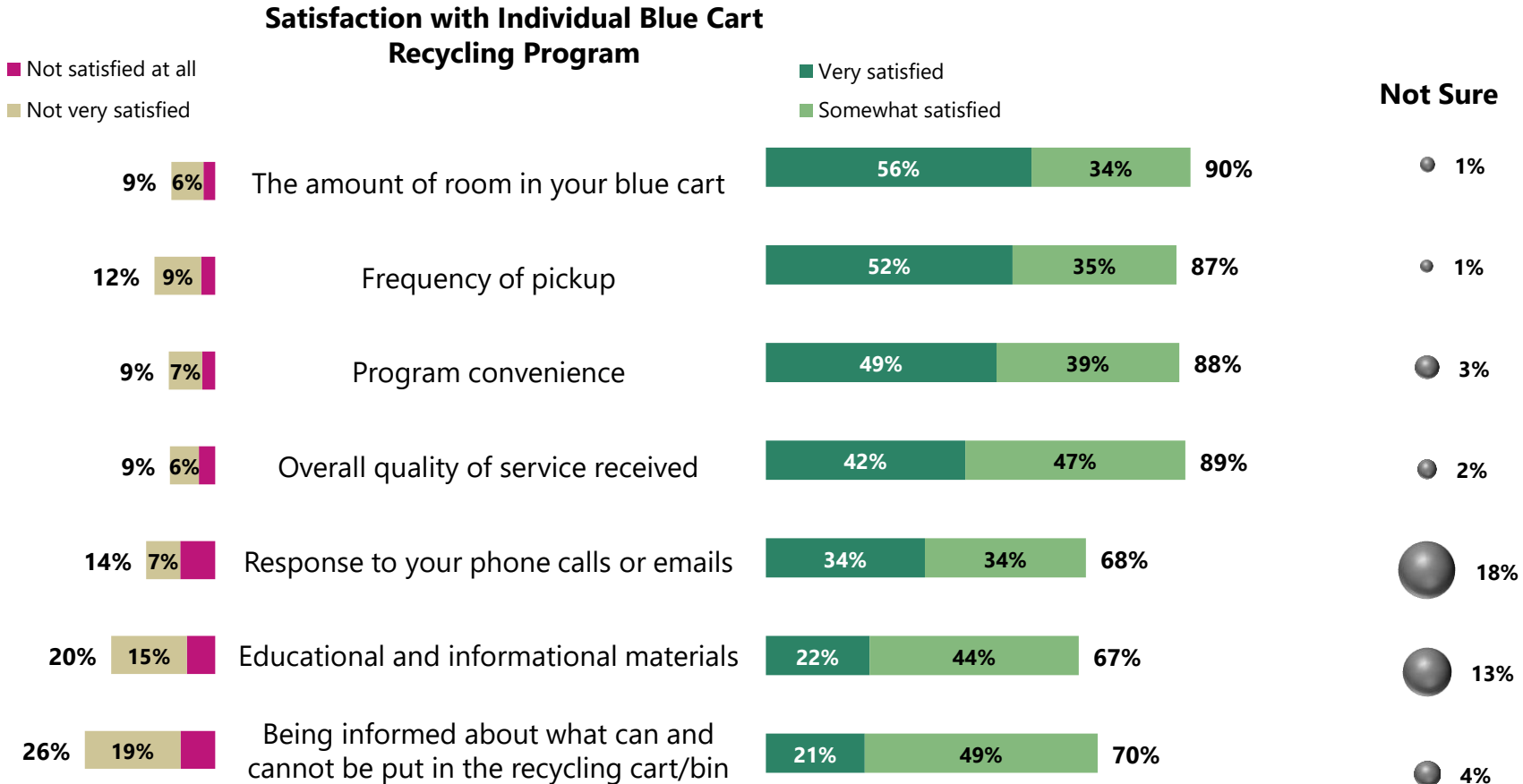


Satisfaction with Recycling Programs by Number of People in the Household
% Very Satisfied & Somewhat Satisfied



Q13. How satisfied are you with the following aspects of the curbside recycling program? Q14. How satisfied are you with the following aspects of the multi-unit recycling program? Base: All respondents excluding “not applicable”, n=288 to 1,005.

Residents using an individual blue cart are highly satisfied with the amount of room in their cart, overall quality of service, program convenience and frequency of pickup. Areas for future improvement include being informed about what can and cannot be put into the recycling system and educational and informational materials.

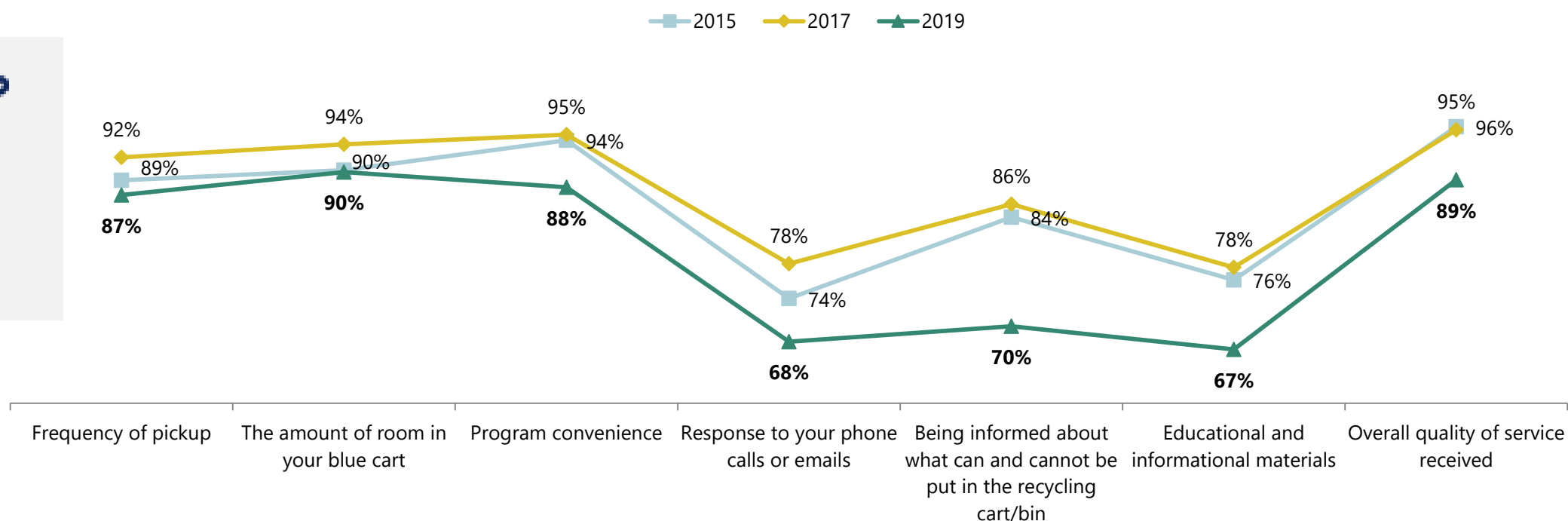


Q13. How satisfied are you with the following aspects of the curbside recycling program? Base: All respondents excluding "not applicable", n=225 to 775.

Among individual cart users, satisfaction appears to have softened, but is largely due to research methodology changes. Material declines are noted for being informed about what can and cannot be put into the recycling cart and educational and informational materials.

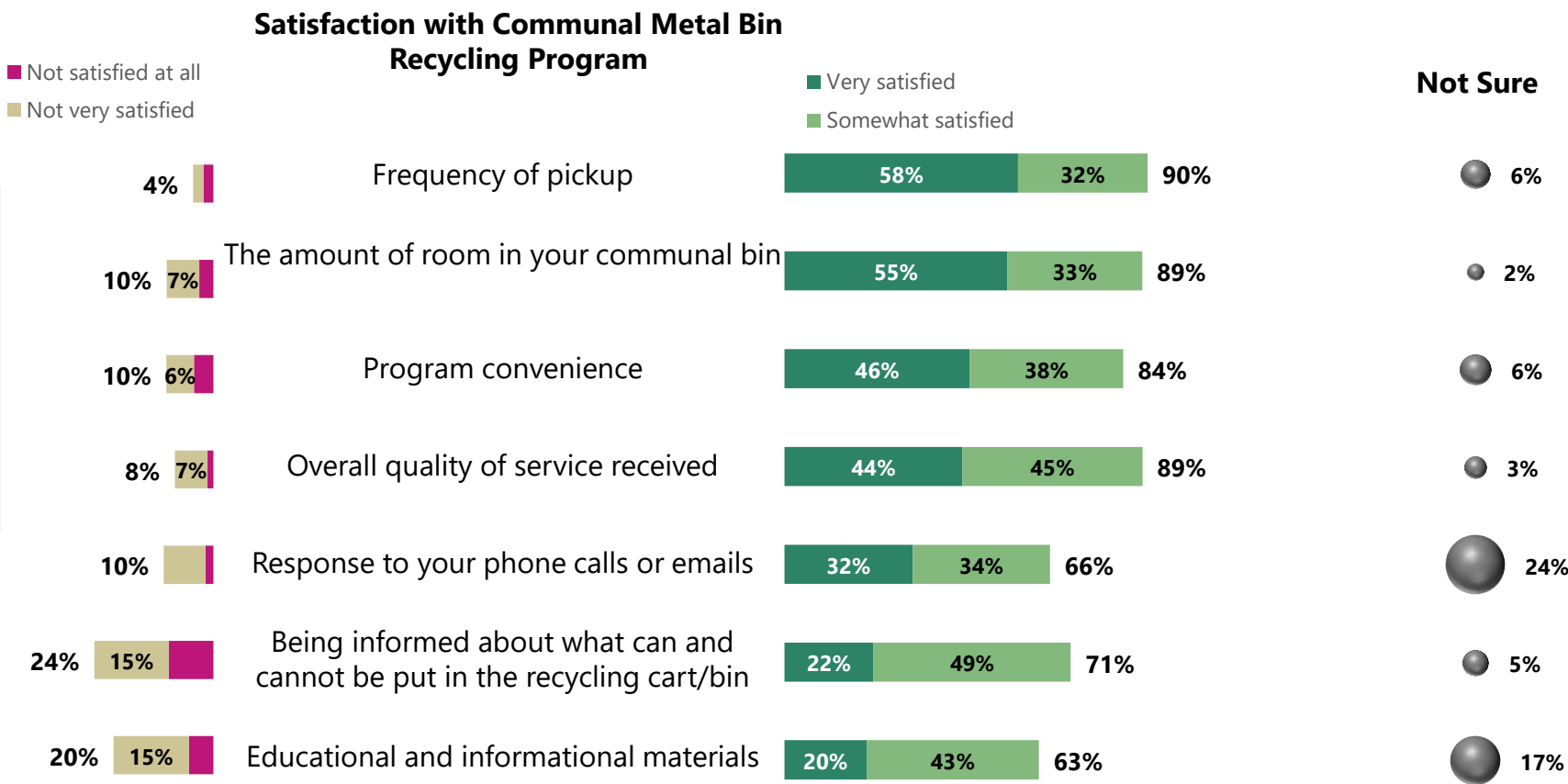
Satisfaction with Individual Blue Cart Recycling Program – Trended

% Very Satisfied & Somewhat Satisfied



Q13. How satisfied are you with the following aspects of the curbside recycling program? Base: All respondents excluding "not applicable", 2015: n=324 to 778, 2017: n=285 to 780, 2019: n= 225 to 775.

Communal metal bin users are most satisfied with the frequency of pickup, the amount of room in the communal bin, and overall quality of service. Satisfaction is lower for knowing what can and cannot be put in the bin and educational and informational materials.

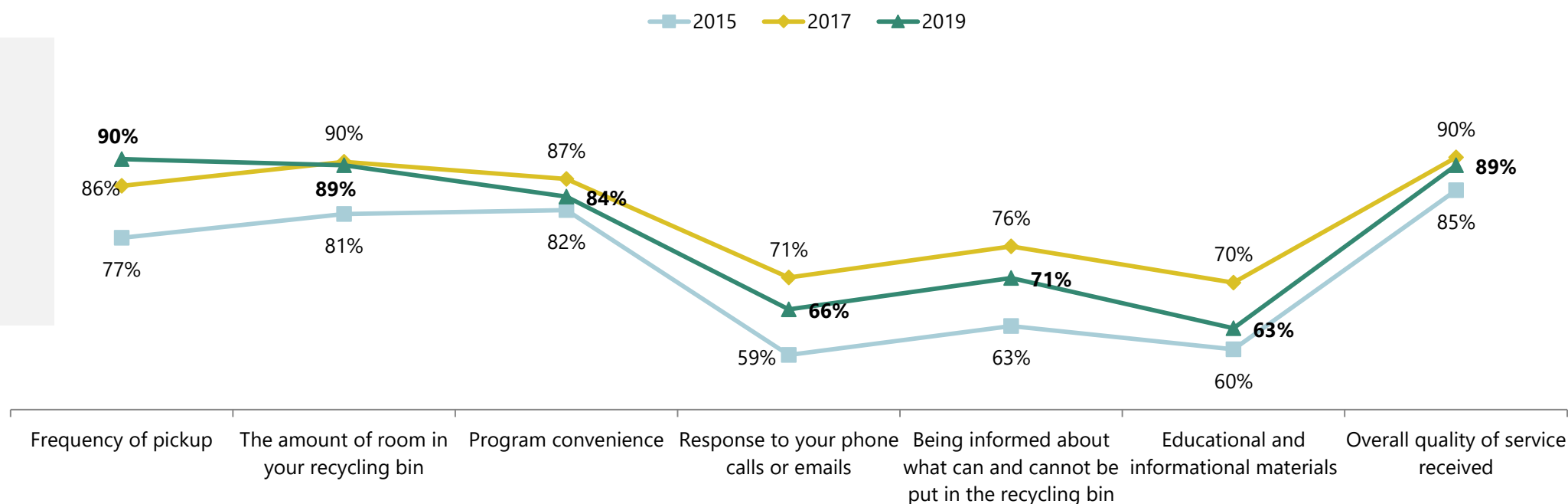


Q14. How satisfied are you with the following aspects of the multi-unit recycling program? Base: All respondents excluding "not applicable", n=63 to 230.

Recycling program satisfaction remains generally steady over time among multi-unit users, although a modest decline is noted for satisfaction with education information and materials.

Satisfaction with Communal Metal Bin Recycling Program – Trended

% Very Satisfied & Somewhat Satisfied



Q14. How satisfied are you with the following aspects of the multi-unit recycling program? Base: All respondents excluding "not applicable", 2015: n=71 to 225, 2017: n=93 to 224, 2019: n=63 to 230.

All satisfaction metrics met or are very close to meeting City goals. Reductions are largely related to survey mode changes, although a decline in knowledge of what can be recycled and educational materials has likely contributed to softer overall program satisfaction ratings.

City of Saskatoon Satisfaction Goals:

Curbside Recycling:

- Ninety percent (90%) of residents are satisfied with the curbside recycling program.
- Ninety percent (90%) of residents report the ease of use and convenience of the curbside recycling program.

Multi-Unit Recycling Program:

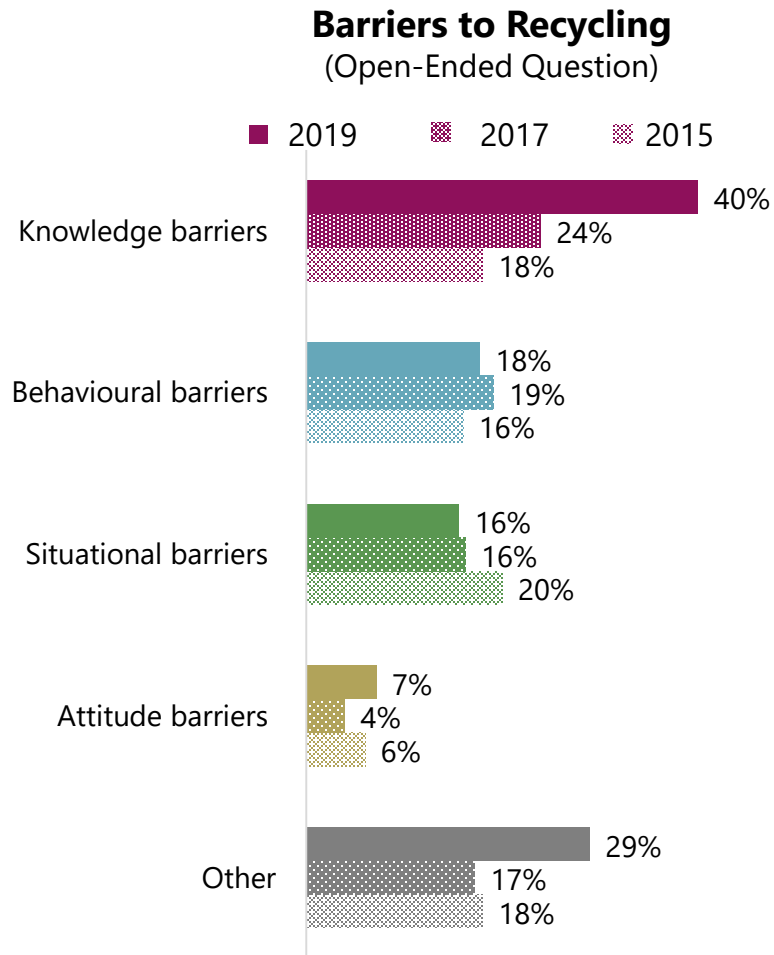
- Ninety percent (90%) of residents are satisfied with the multi-unit recycling program.
- Eighty percent (80%) of residents report ease of use and convenience of the Multi-Unit Recycling Program.
- Sixty-five percent (65%) of residents report satisfaction with communication efforts.

Satisfaction With Recycling Programs – Trended % Very Satisfied & Somewhat Satisfied

Curbside Recycling Program				
	Goal	2015	2017	2019
Satisfaction with overall service received	90%	96%	95%	89%
Satisfaction with program convenience	90%	94%	95%	88%
Multi-Unit Recycling Program				
Satisfaction with overall service received	90%	85%	90%	89%
Satisfaction with program convenience	80%	82%	87%	84%
Satisfaction with being informed about what can/cannot be put in cart	65%	63%	76%	71%
Response to your phone calls or emails	65%	59%	71%	66%
Total Satisfaction With Overall Service Received		93%	94%	89%

Q13. How satisfied are you with the following aspects of the curbside recycling program? Base: All respondents excluding 'not applicable', n=775. Q14. How satisfied are you with the following aspects of the multi-unit recycling program? Base: All respondents excluding "not applicable", n=288.

A variety of barriers are noted as to why residents do not recycle more of their items. Knowledge emerges as the most significant barrier this year while other barriers remain consistent with past waves.



"I would like to recycle as much as I can. I don't like throwing stuff away. We need more information on what is recyclable and where you can take other stuff that you can't put in the blue bin."

"I'm not always sure what can be recycled and then I feel frustrated, and don't like taking the time to find out if the item can or cannot be recycled."

"Sometimes it's just more convenient to place it in the garbage in the kitchen rather than walking it out to the bin. If I'm not sure about something, I just put it in the garbage."

"When I am very busy, I do not have time or space to sort stuff properly and in a timely manner. So, then, my apartment is quite a mess until I have more time to sort and take to the bin or recycle depot, or to SARCAN."

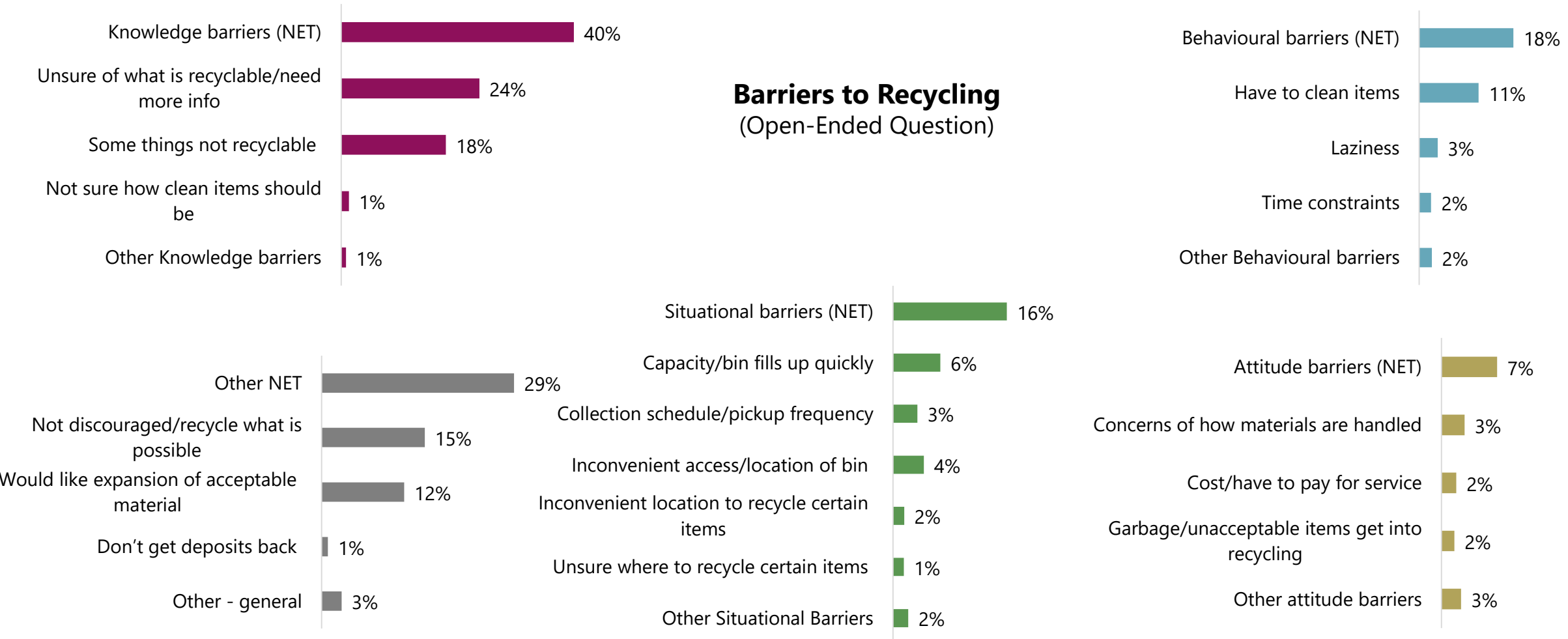
"We have a very large blue bin outside. It is difficult for seniors to open the lid. Also, it is not nice in winter. Our bin is locked up after 4:30 PM and on weekends. We do have a small bin inside our building, but the caretaker has to keep emptying it."

"The program implemented by the City, it's starting to become less and less that you can actually recycle and it's costing more money! Why should I, as a citizen, pay more for pickup of less materials and then have to drive to a separate recycle depot for the rest. I like to be responsible for my waste but there are tons of people, especially in low income neighbourhoods like mine that use both bins for garbage because the City makes it to hard. Changes should be made."

Q15. What things discourage or prevent you and others in your household from recycling or recycling more? Please be detailed in your response. Base: All respondents, 2015: n=1,003, 2017: n=1,006, 2019: n=1,005.

The most common barrier to recycling is being unsure of what is recyclable/needing more information.

Barriers to Recycling (Open-Ended Question)

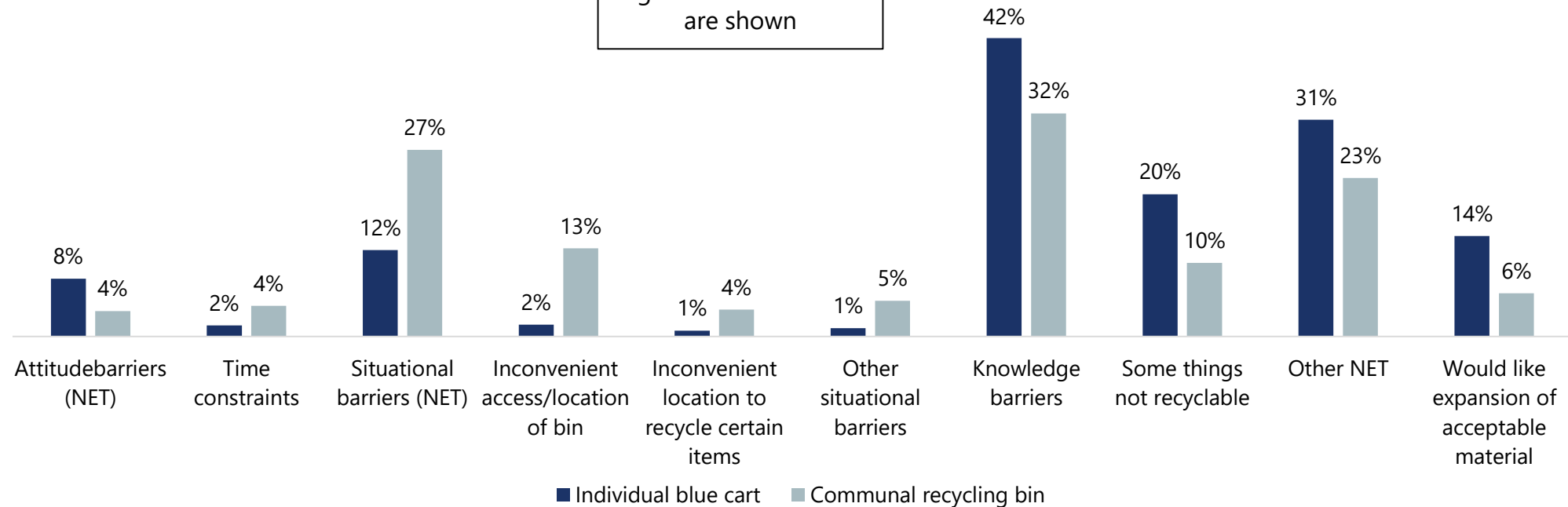


Q15. What things discourage or prevent you and others in your household from recycling or recycling more? Please be detailed in your response. Base: All respondents, 2015: n=1,003, 2017: n=1,006, 2019: n=1,005.

Those with communal recycling bins are more likely to face situational barriers, such as inconvenient location/access to bins. Those with individual blue carts are more likely to report knowledge barriers and expanding the list of acceptable materials as preventing them from recycling/recycling more.

Barriers to Recycling by Type of Service

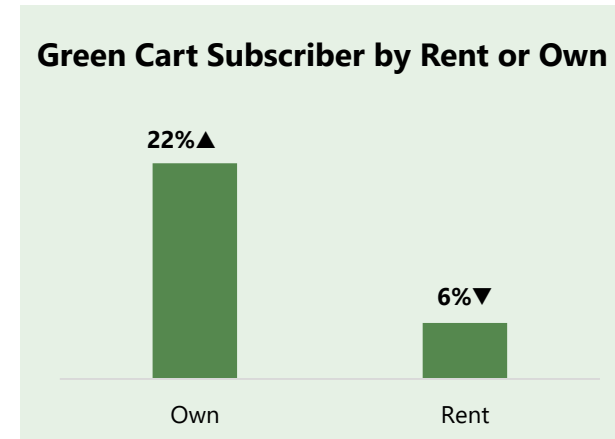
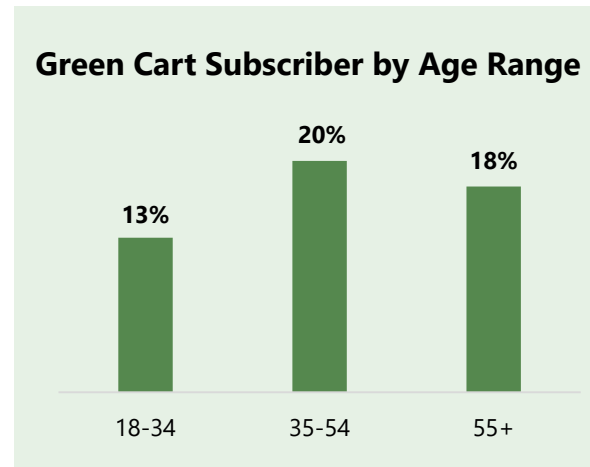
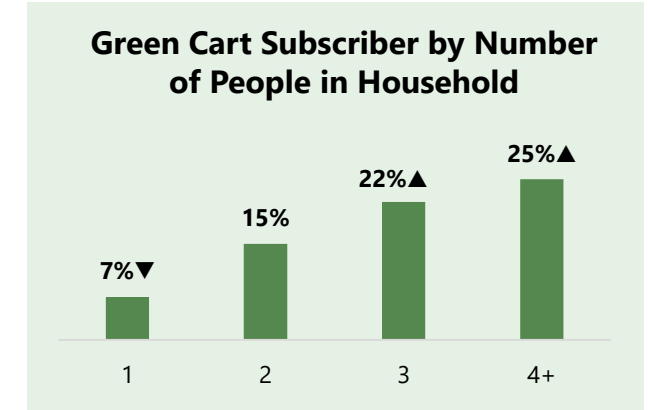
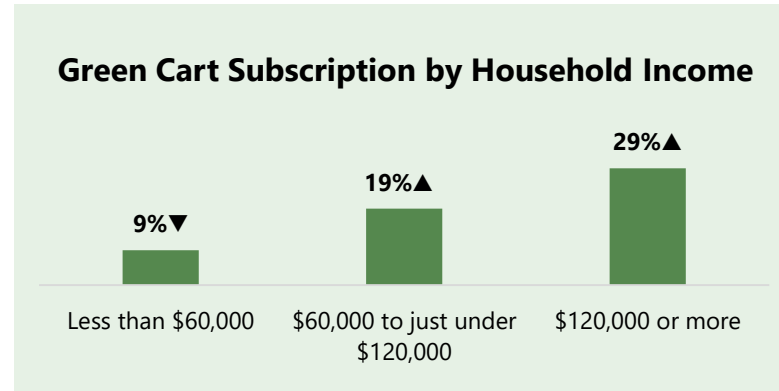
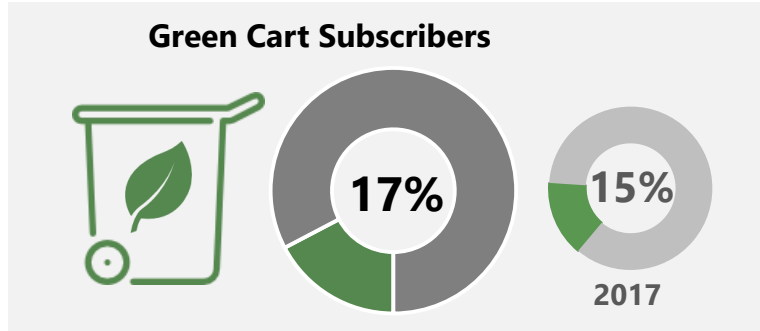
*Only barriers with significant differences are shown



Q15. What things discourage or prevent you and others in your household from recycling or recycling more? Please be detailed in your response. Base: All respondents, n=1,005.

Organics

Nearly two in ten report being a Green Cart subscriber. Households more likely to be subscribers include middle and older aged residents, those with higher household income and those with more people living in the home.



Q16. Are you currently a Green Cart subscriber? Base: All respondents, n=1,005. Note: this is Q36 from the 2017 questionnaire.

Residents dispose of yard and garden waste in a variety of ways, most commonly in the garbage or composting in some way. Many report not having waste from large branches and tree stumps or elm wood. Residents commonly claim to put compostable plastic in the garbage or recycling cart/bin.

Disposal of Organic Items

City Recommended Disposal Methods	Disposal of Organic Items			
	Yard and Garden Waste	Large Branches and Tree Stumps	Elm Wood	Plastic Labelled as Compostable
Put in my Green Cart (*subscribers only)	17%	2%	0%	7%
Put them in the garbage	36%	11%	5%	35%
Put in my blue cart/communal bin	1%	0%	0%	31%
Compost them at home/in my backyard	20%	4%	1%	7%
Compost in my community	2%	0%	1%	2%
Feed them to pets/animals	0%	0%	0%	0%
Haul to City of Saskatoon Compost Depots	17%	25%	2%	2%
Haul to landfill	4%	11%	5%	1%
Hire a private company/contractor to haul away	1%	5%	2%	0%
Another way not listed above	4%	8%	2%	1%
I never have this kind of waste	23%	45%	84%	23%

Q17. How do you typically dispose of the following items? (Select all that apply) Base: All respondents, n=1,005.

Residents largely dispose of food and pet waste by putting them in the garbage.

Disposal of Organic Items

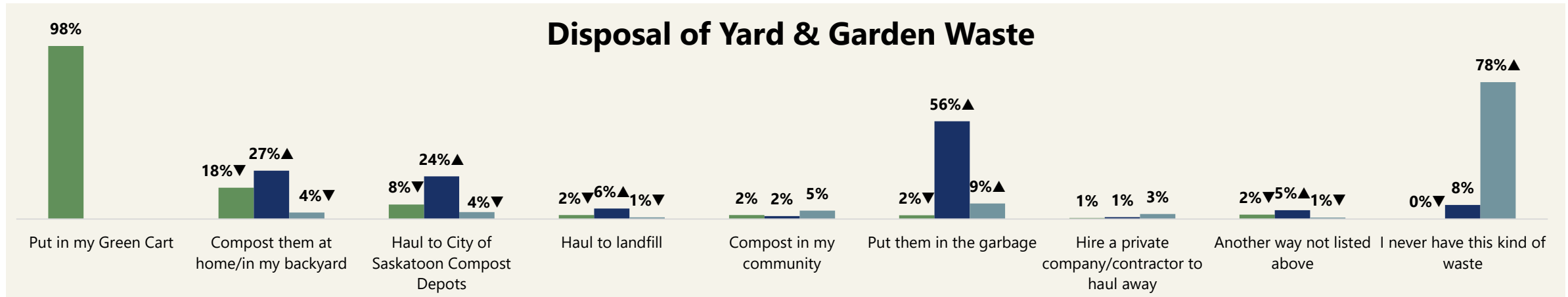
City Recommended Disposal Methods

	Vegetables and Fruit	Dairy, Meat and Bones	Food-Soiled Paper Products	Pet Waste
Put in my Green Cart (*subscribers only)	14%	1%	8%	1%
Put them in the garbage	63%	88%	76%	55%
Put in my blue cart/communal bin	0%	1%	18%	0%
Compost them at home/in my backyard	23%	2%	4%	2%
Compost in my community	3%	0%	1%	1%
Feed them to pets/animals	3%	6%	0%	0%
Haul to City of Saskatoon Compost Depots	1%	0%	0%	0%
Haul to landfill	1%	1%	1%	2%
Hire a private company/contractor to haul away	0%	0%	0%	0%
Another way not listed above	5%	2%	2%	1%
I never have this kind of waste	2%	5%	2%	41%

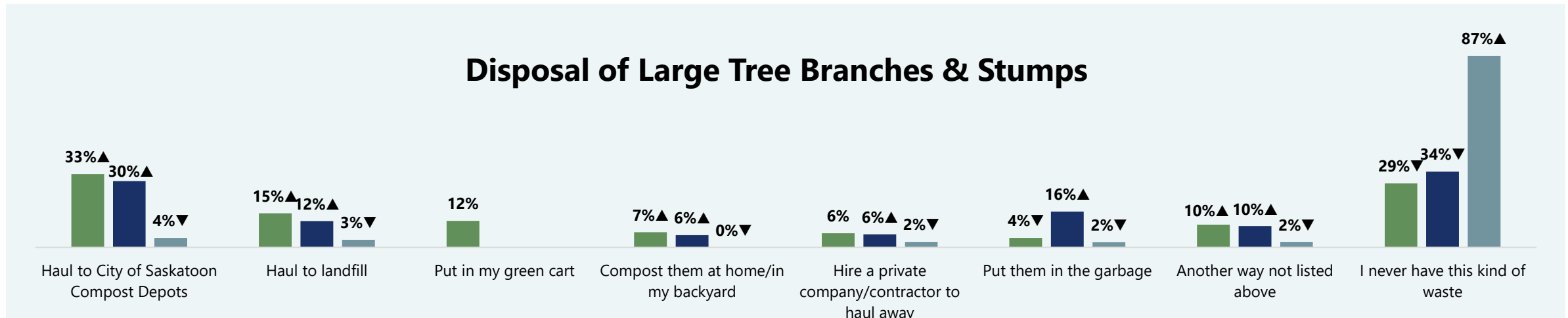
Q17. How do you typically dispose of the following items? (Select all that apply) Base: All respondents, n=1,005.

Green Cart subscribers largely report disposal of yard and garden waste via their green cart while single unit households who do not have green cart subscriptions most commonly place such waste in their garage. Large tree branches and shrubs are most commonly hauled either to a City Compost Depot or the landfill.

Disposal of Yard & Garden Waste



Disposal of Large Tree Branches & Stumps



■ Individual blue cart + Green Cart

■ Individual blue cart only

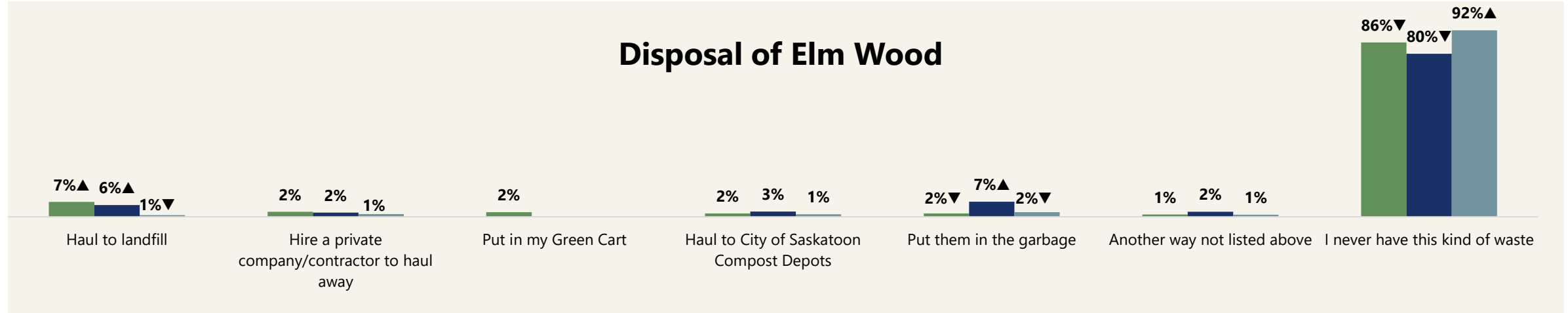
■ Communal recycling bin



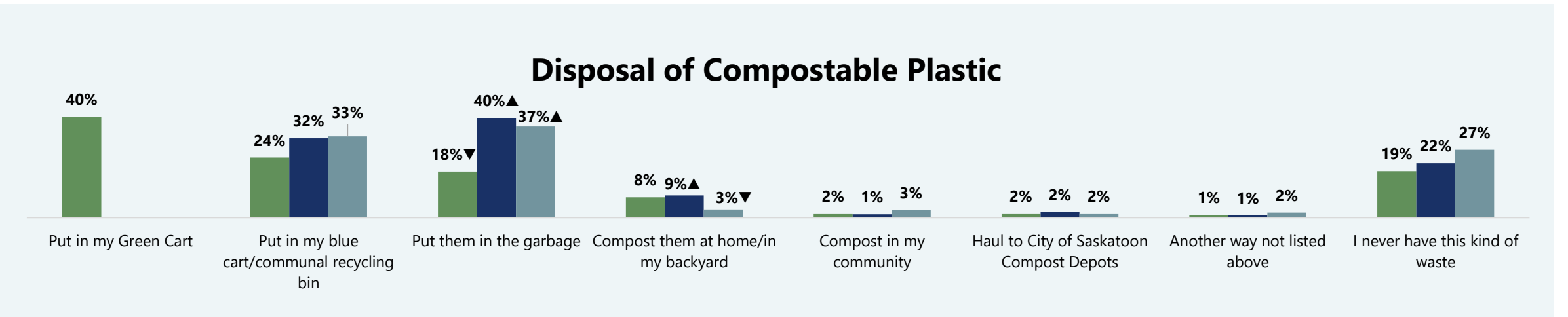
Q17. How do you typically dispose of the following items? (Select all that apply) Base: All respondents, n=1,005.

The majority of residents do not have waste from elm wood. Most claim to dispose of compostable plastic by putting it in the garbage; some put it in their recycling cart or bin and some Green Cart subscribers report using this cart for such items.

Disposal of Elm Wood



Disposal of Compostable Plastic



■ Individual blue cart + Green Cart

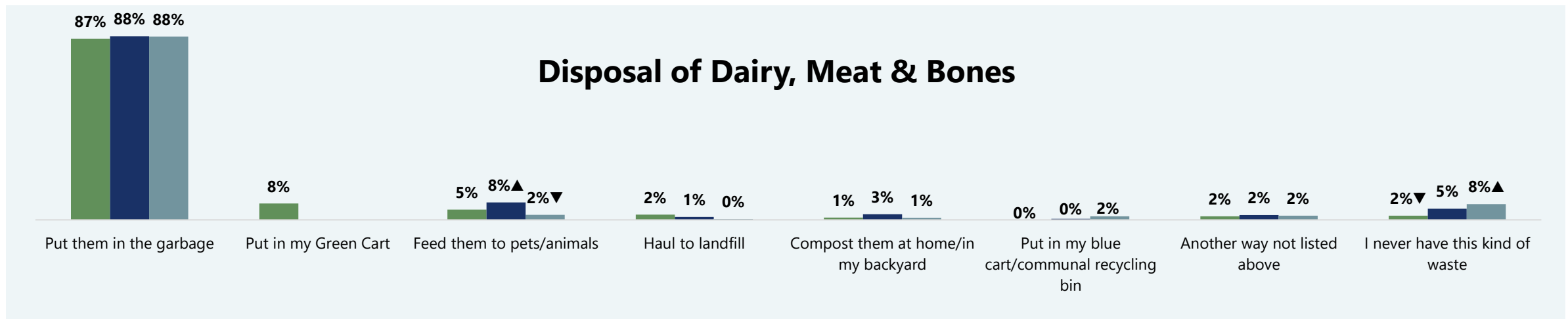
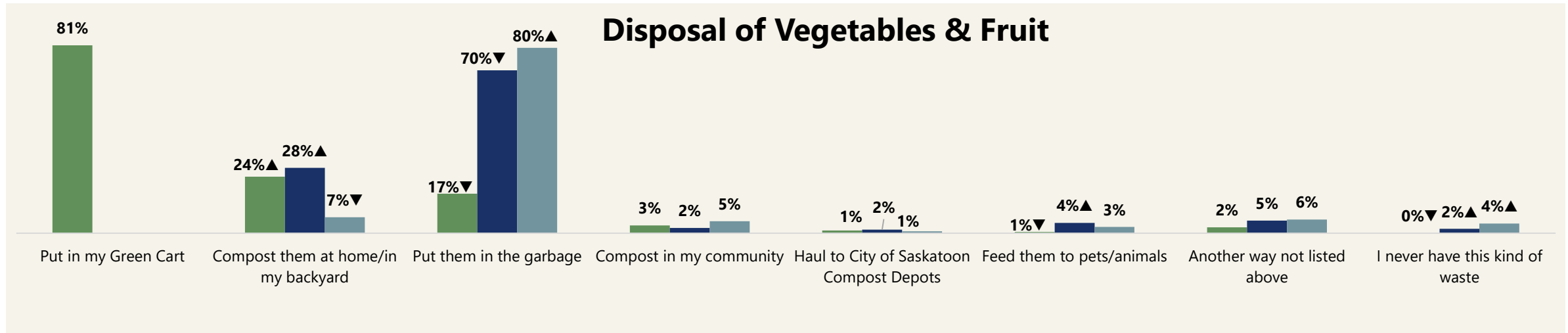
■ Individual blue cart only

■ Communal recycling bin



Q17. How do you typically dispose of the following items? (Select all that apply) Base: All respondents, n=1,005.

Common ways of disposing of vegetables and fruit include the Green Car (among subscribers) and the garbage. Dairy, meat and bones are most commonly placed in the garbage. Dairy, meat and bones are most commonly placed in the garbage.



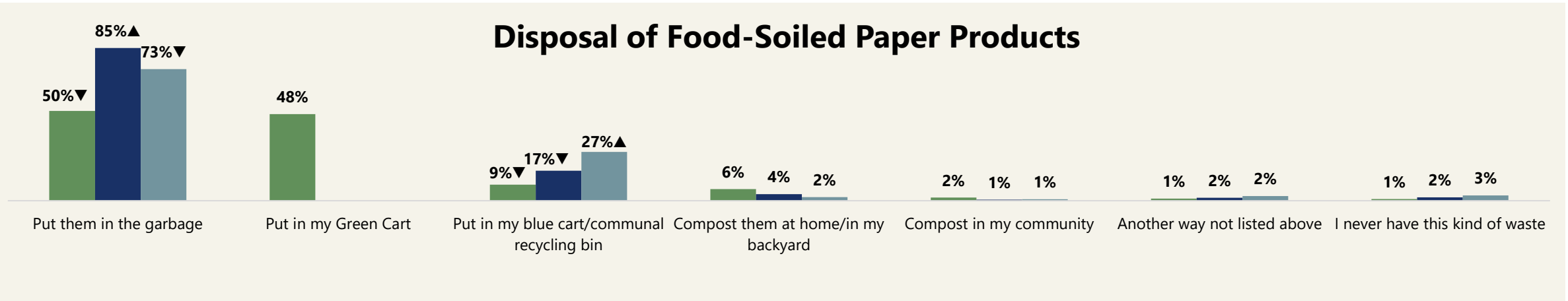
■ Individual blue cart + Green Cart ■ Individual blue cart only ■ Communal recycling bin



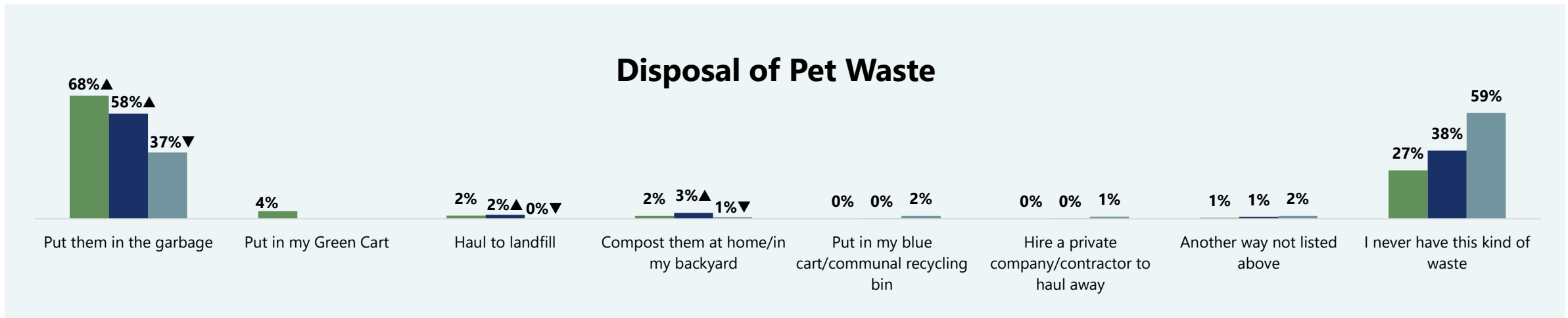
Q17. How do you typically dispose of the following items? (Select all that apply) Base: All respondents, n=1,005.

Food-soiled paper products are most commonly put in the garbage or in a Green Cart (among subscribers). Modest proportions use their recycling carts/bins for this waste. Pet waste is almost exclusively placed in the garbage.

Disposal of Food-Soiled Paper Products



Disposal of Pet Waste



■ Individual blue cart + Green Cart

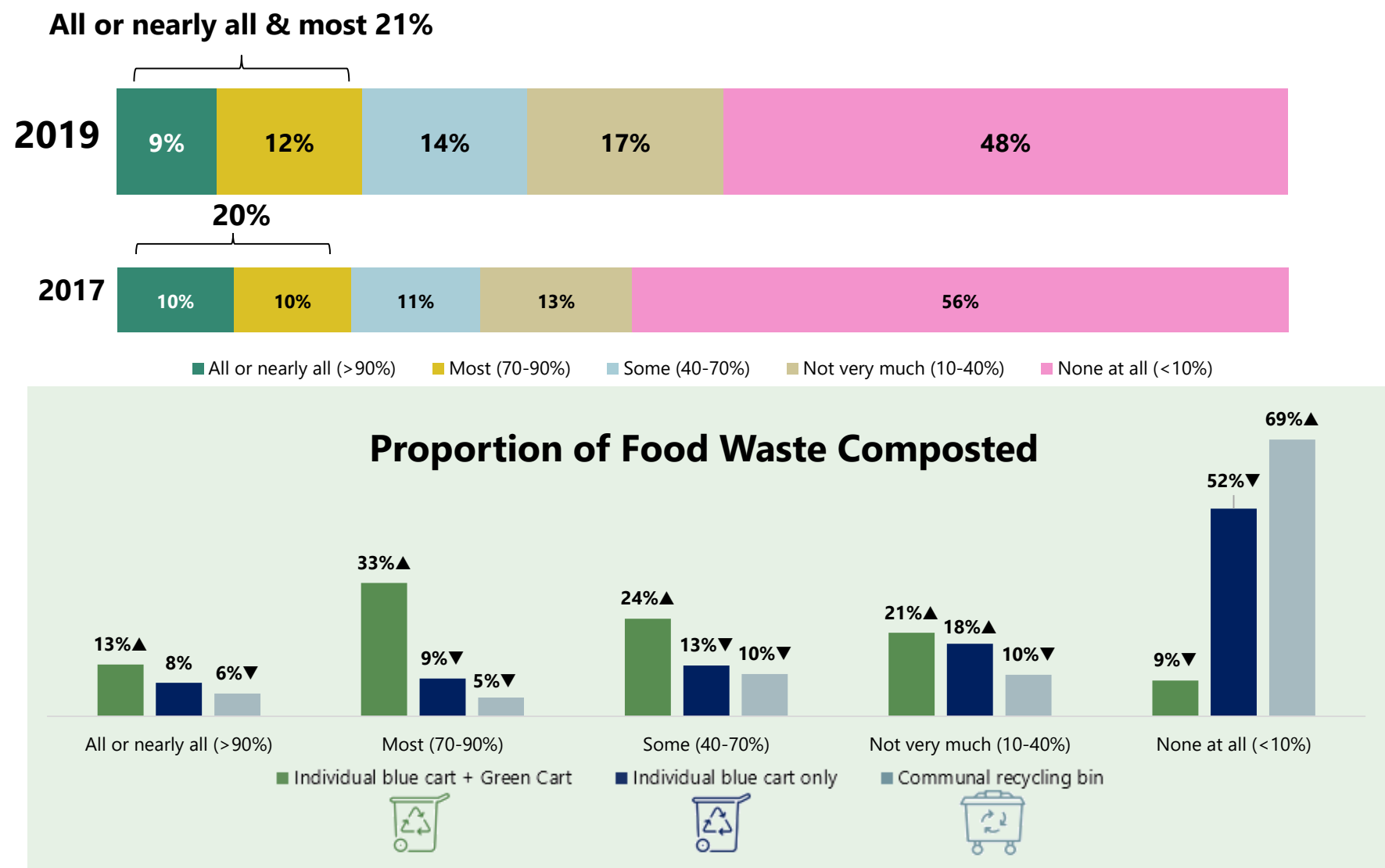
■ Individual blue cart only

■ Communal recycling bin



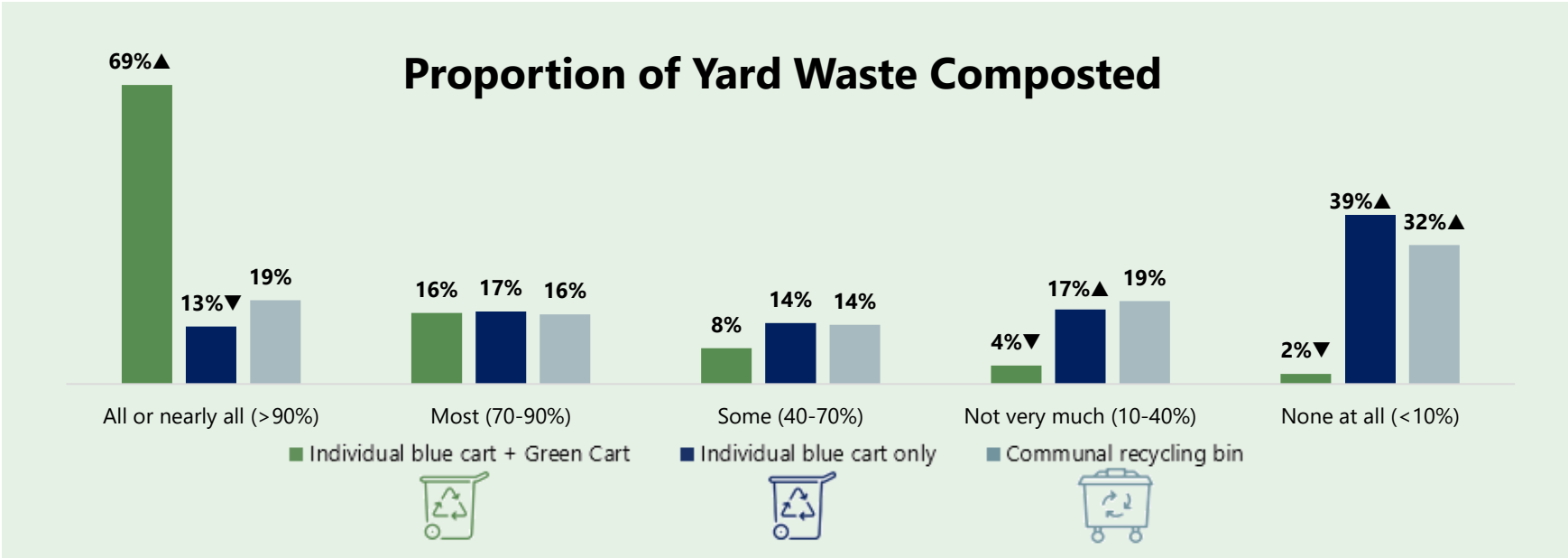
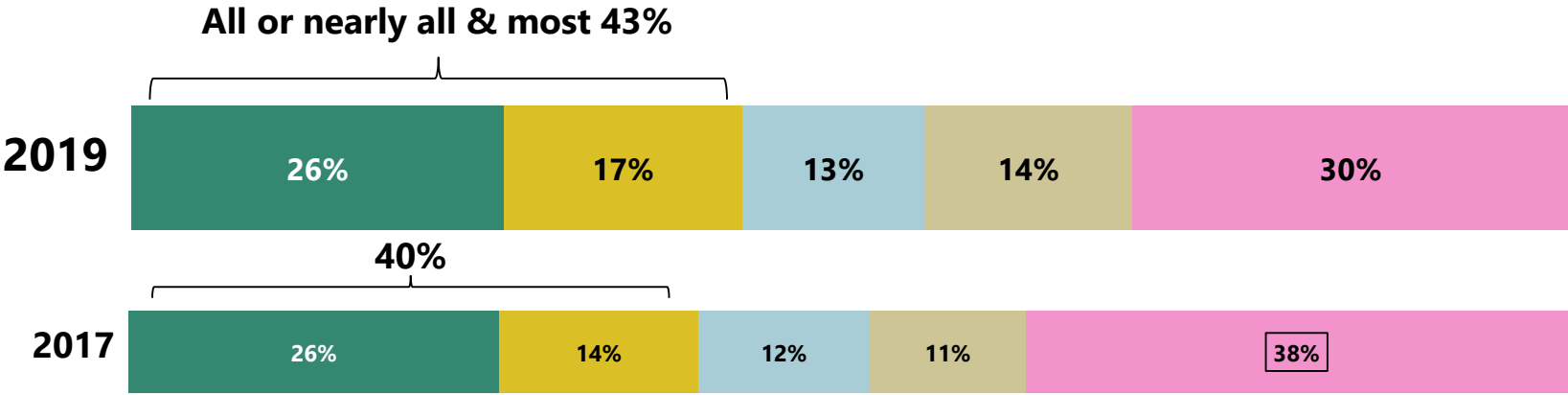
Q17. How do you typically dispose of the following items? (Select all that apply) Base: All respondents, n=1,005.

Consistent with 2017, one in five residents claim to compost all or most of their food waste. Roughly one half of those with Green Carts are composting most or all of their food waste.



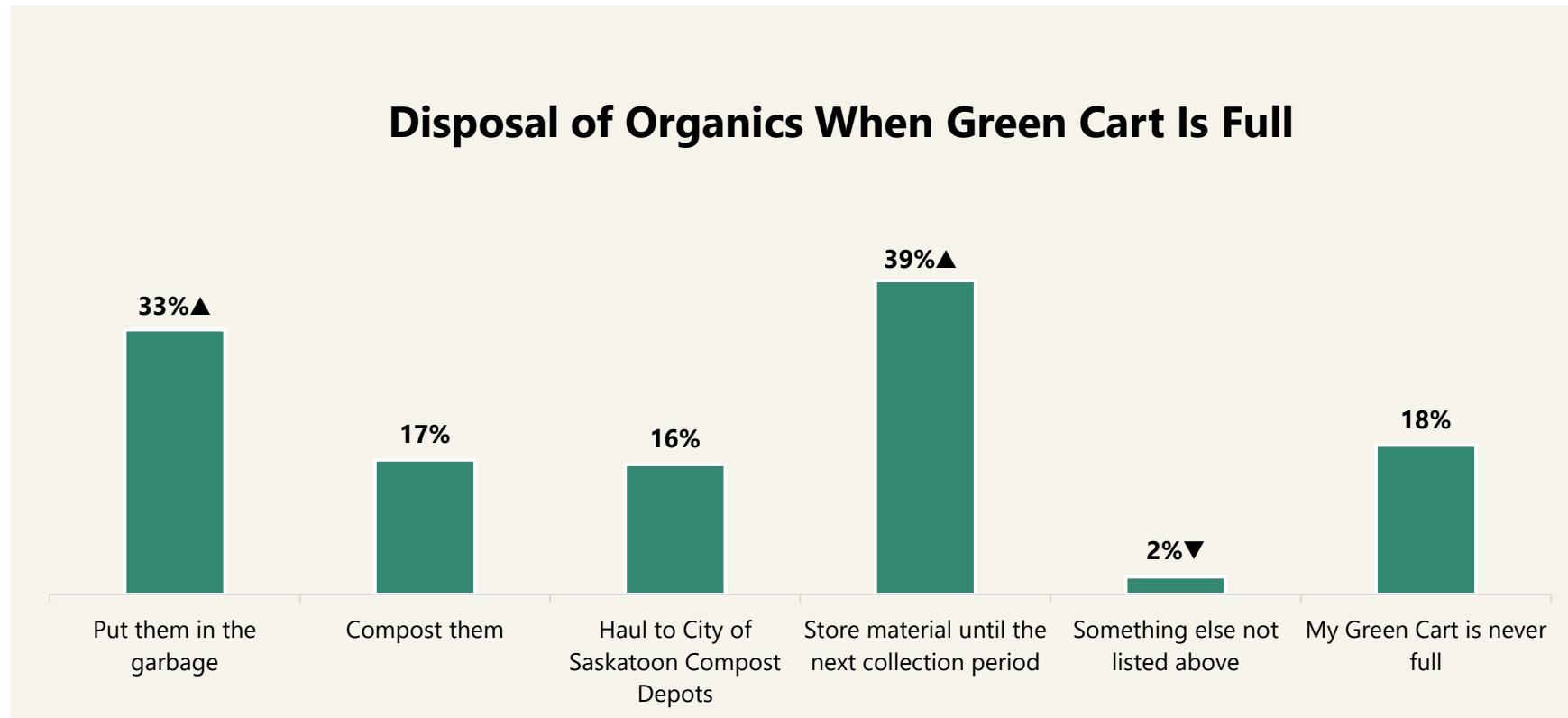
Q18. Broadly speaking, what proportion of your household's food waste do you compost (through any means)? Base: All respondents, n=1,005. Note: This is Q21. from 2017.

More than four in ten claim to be composting all or most of their yard waste, consistent with 2017. Fewer report not composting any yard waste at all. Nearly all Green Cart subscribers report composting most or all of their yard waste.



Q19. Broadly speaking, what proportion of your household's yard waste do you compost (through any means)? Base: All respondents who have a yard, n=778. Note: This is Q22. from 2017.

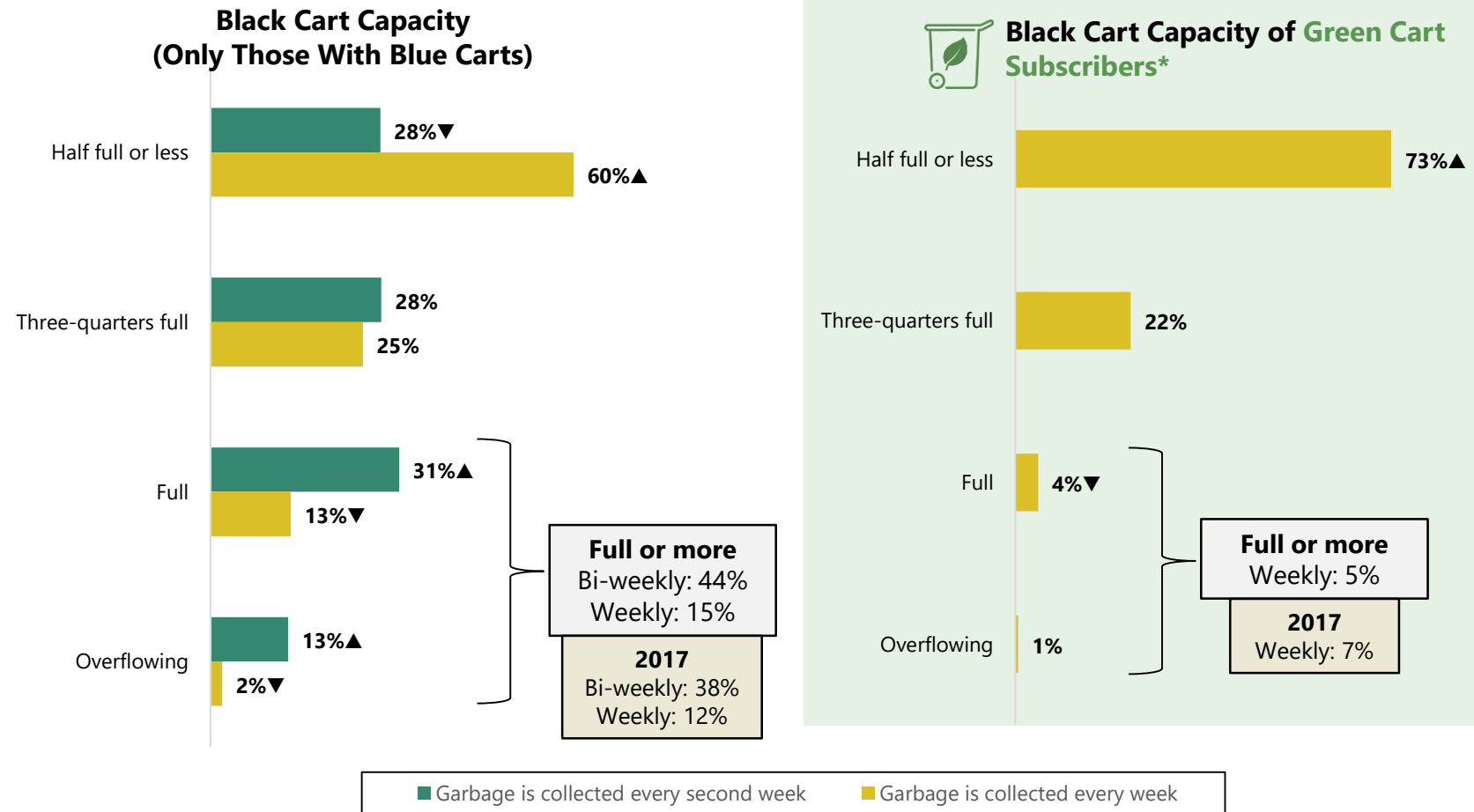
Most commonly, Green Cart subscribers say they store organic materials until the next collection period if their Green Carts are full. However, one third put excess organic waste in the garbage.



Q20. What do you do with organic material (such as food and yard waste) if your Green Cart is full? (select all that apply) Base: All respondents who have a Green Cart, n=176.

Garbage

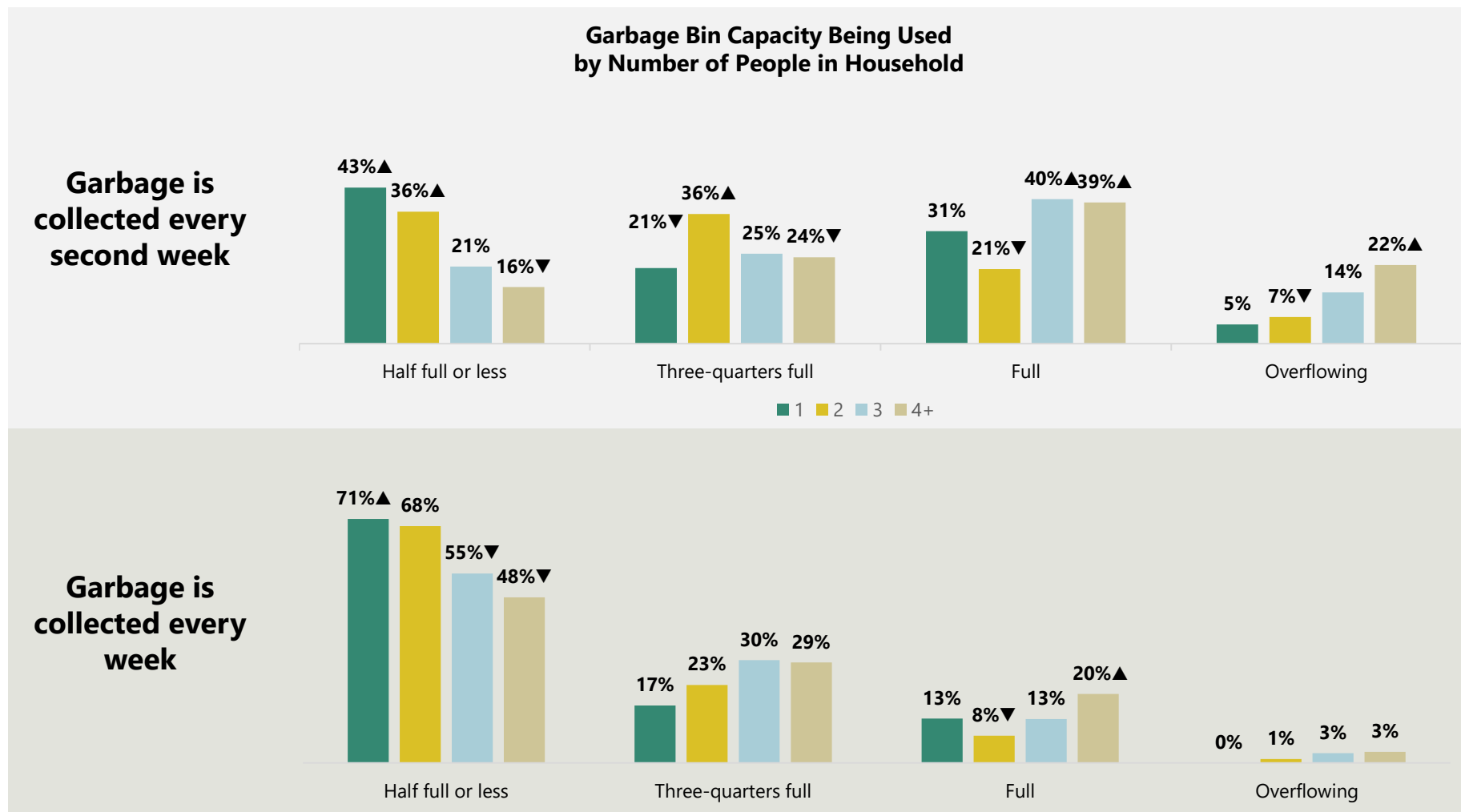
Few report their black cart is completely full or overflowing with weekly collection. However, four in ten report being at or over capacity with bi-weekly collection. The proportion of residents who report full or overflowing black carts has increased from 2017. Most Green Cart subscribers report having excess capacity in their black cart. The number of Green Cart subscribers claiming their black cart is at or over capacity decreased from 2017.



Note: Green Cart service operates seasonally and coincides with weekly pickup from May through September.

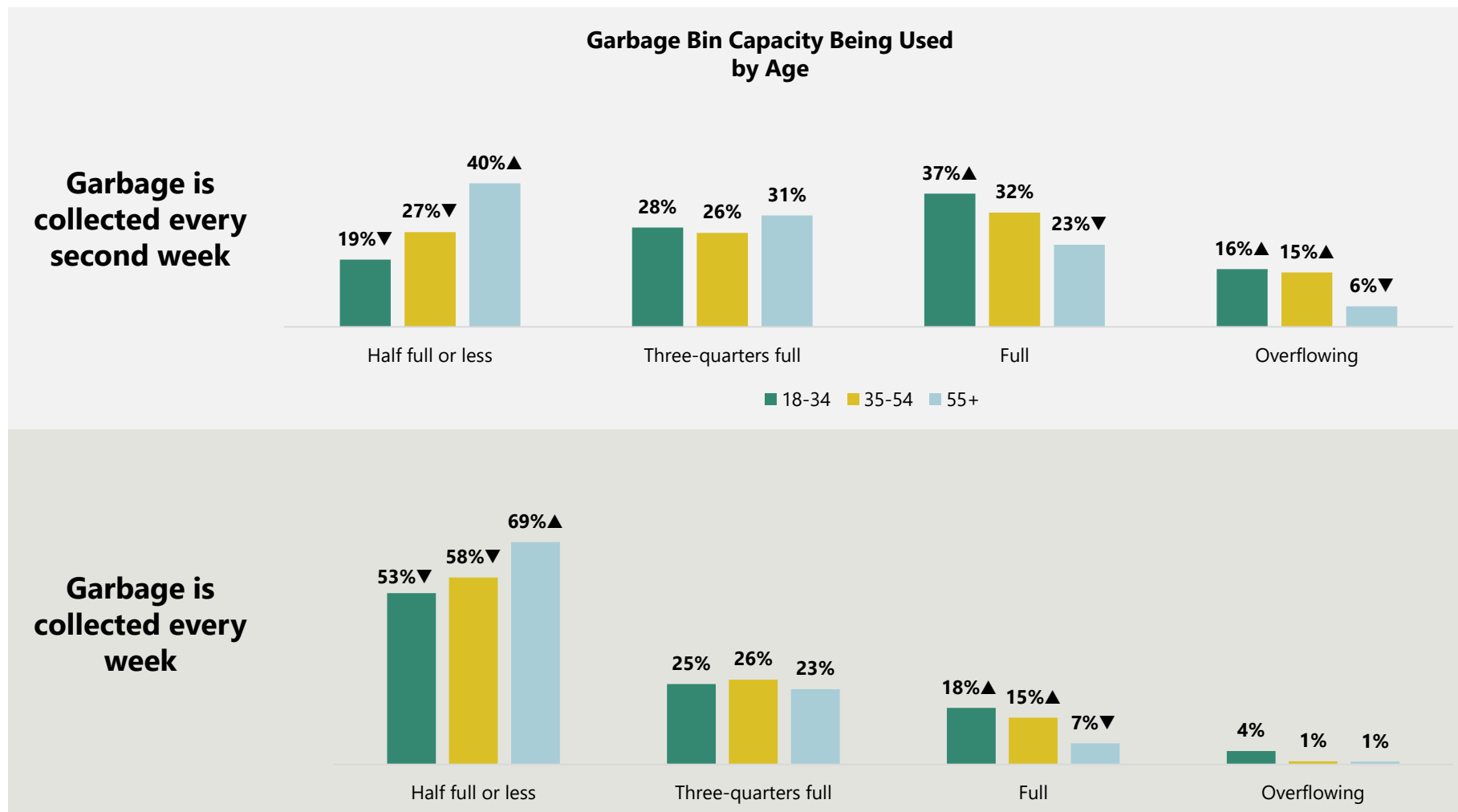
Q21. Generally speaking, how full is your black cart when you put it out on garbage day when... Base: Respondents who receive service in an individual blue cart, n=775. *Results not shown during bi-weekly collection since the Green Cart program does not operate the majority of this time frame. Note: this is Q27 from 2017.

As expected, black cart capacity is related to the number of individuals living within the household, with the most pronounced differences resulting when there are four or more people in the home. Full or overcapacity is pronounced among households with three or more people during bi-weekly collection periods.



Q21. Generally speaking, how full is your black cart when you put it out on garbage day when...? Base: Respondents who receive service in an individual cart, "prefer not to say" not shown, n=775. Note: this is Q27 from 2017.

Older residents are less likely to report their garbage bins are full or overflowing in general, likely aligning with this segment having smaller household sizes.

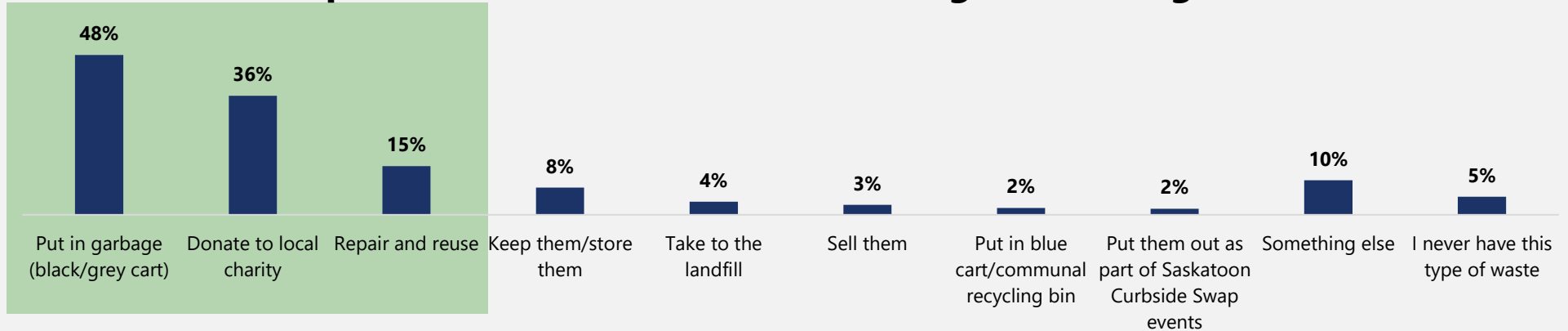


Q21. Generally speaking, how full is your black cart when you put it out on garbage day when...? Base: Respondents who receive service in an individual cart, "prefer not to say" not shown, n=775. Note: this is Q27 from 2017.

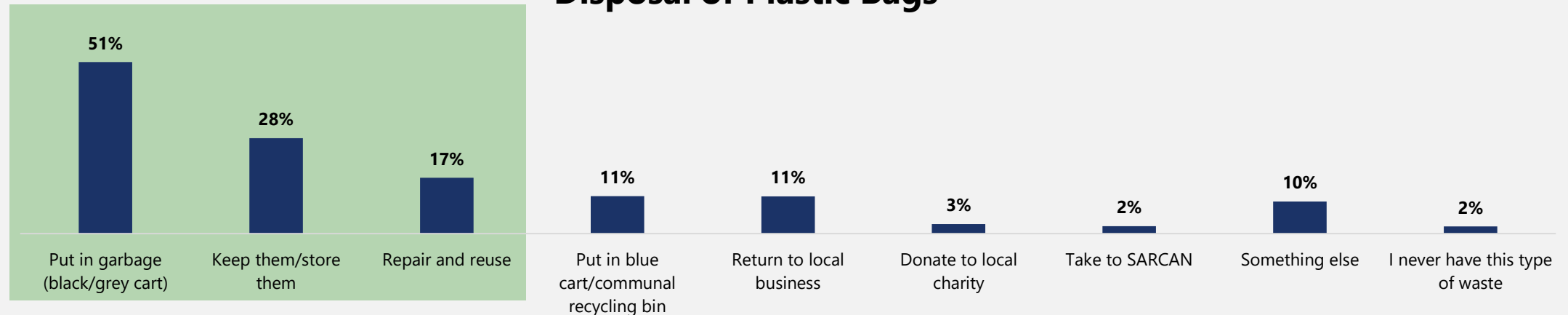
Depot Use for Item not Designed for Blue or Black Carts/Bins

Respondents are most likely to dispose of fabric and plastic bags by putting them in the garbage. Fabric is also commonly donated to a local charity or repaired and reused. Plastic bags are also commonly kept or stored for reuse.

Disposal of Fabric (Worn-Out Clothing, Quilts, Rags, etc.)



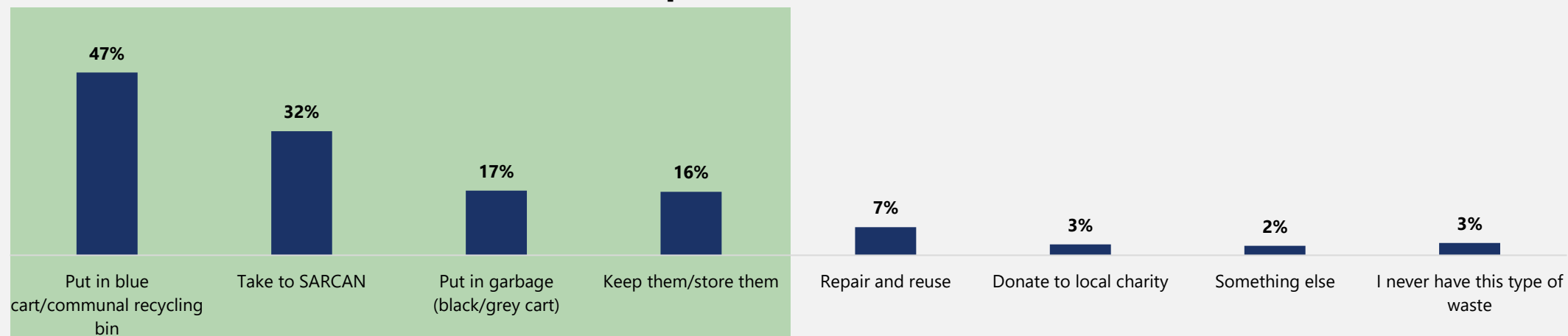
Disposal of Plastic Bags



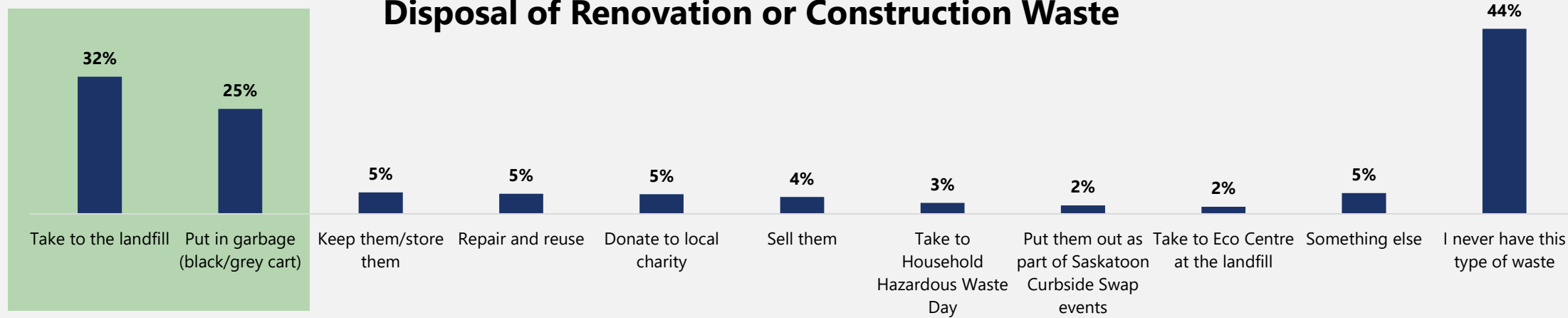
Q22. What do you typically do with each of the following items? (select all that apply) Base: All respondents, n=1,005. Note: Answer options for this question changed from 2017 to 2019; it is not advisable to trend with 2017 data.

Almost one half of residents report disposing of glass jars by putting them in their recycling carts/bins; one third report taking them to SARCAN. Renovation or construction waste is most likely to be taken to the landfill or put in the garbage.

Disposal of Glass Jars



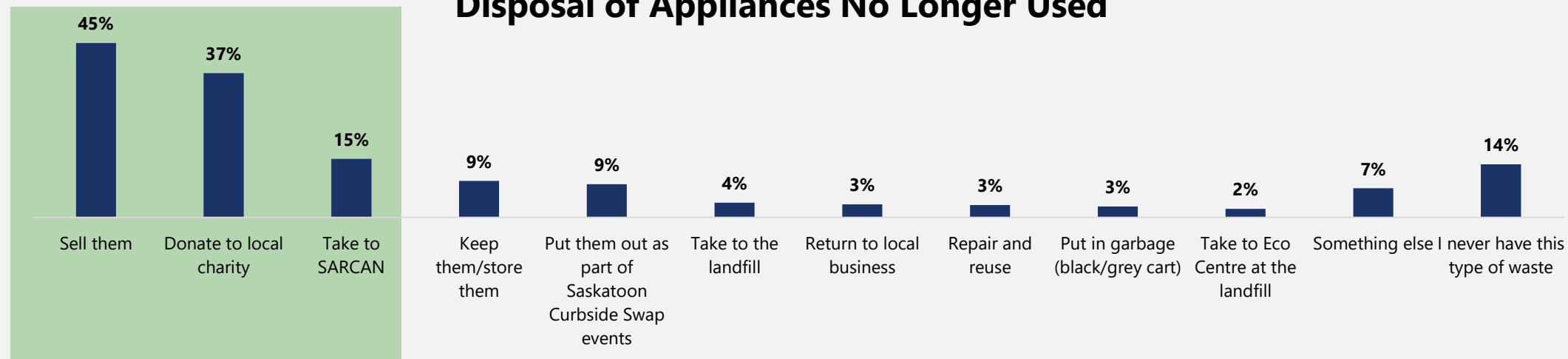
Disposal of Renovation or Construction Waste



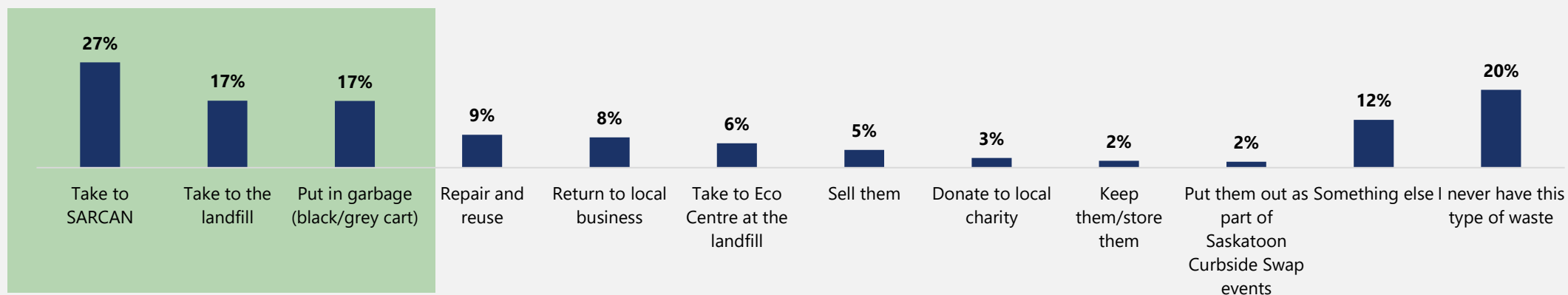
Q22. What do you typically do with each of the following items? (select all that apply) Base: All respondents, n=1,005. Note: Answer options for this question changed from 2017 to 2019; it is not advisable to trend with 2017 data.

Appliances that are no longer used are most likely sold or donated to a local charity, whereas broken appliances are commonly taken to SARCAN, the landfill or put in the garbage.

Disposal of Appliances No Longer Used



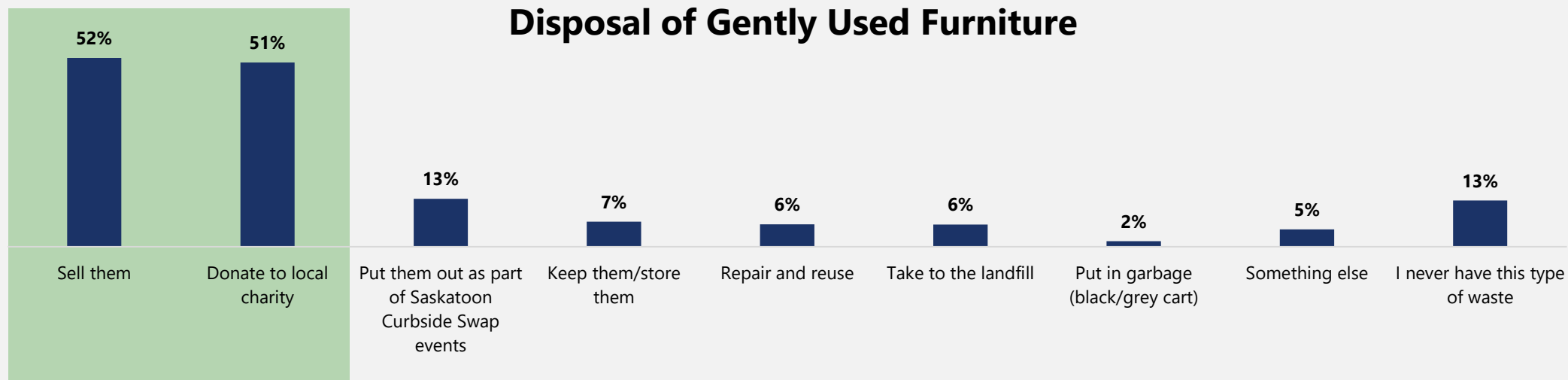
Disposal of Broken Appliances



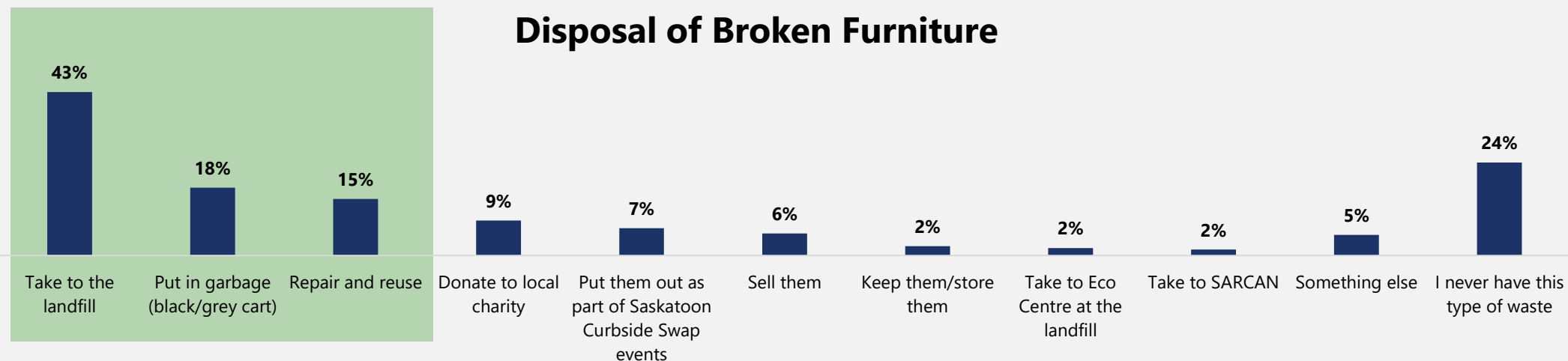
Q22. What do you typically do with each of the following items? (select all that apply) Base: All respondents, n=1,005. Note: Answer options for this question changed from 2017 to 2019; it is not advisable to trend with 2017 data.

Gently used furniture is most commonly sold or donated to charity while broken furniture is most commonly taken to the landfill or put in the garbage. Some residents report repairing and reusing broken appliances.

Disposal of Gently Used Furniture

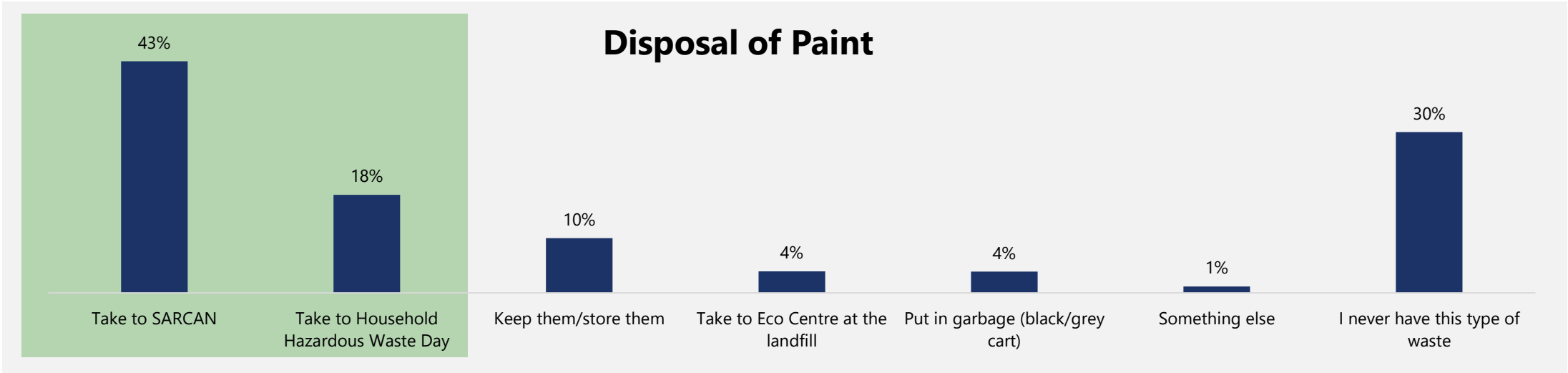
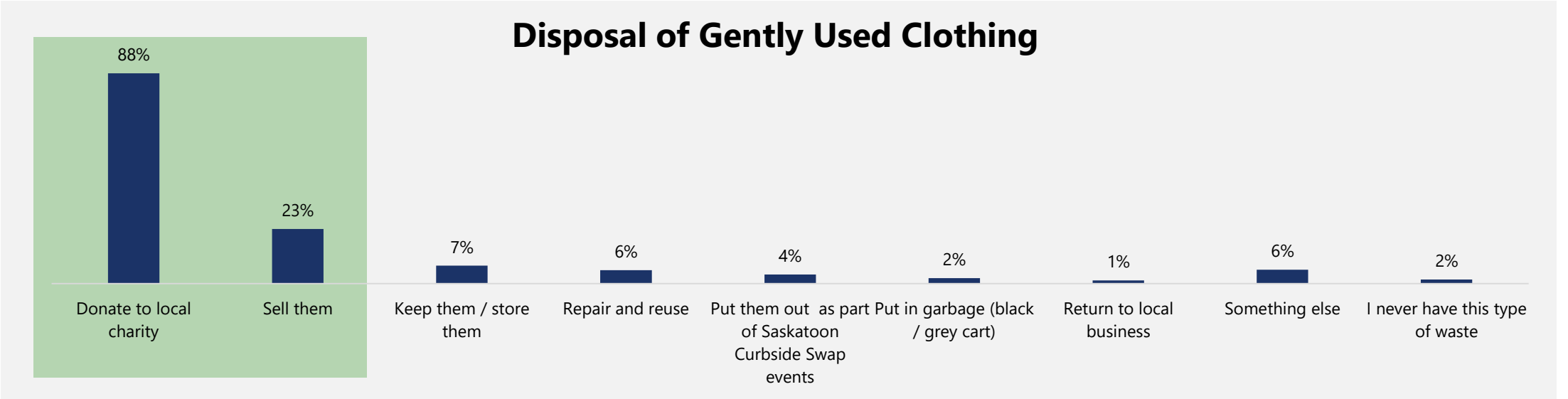


Disposal of Broken Furniture



Q22. What do you typically do with each of the following items? (select all that apply) Base: All respondents, n=1,005. Note: Answer options for this question changed from 2017 to 2019; it is not advisable to trend with 2017 data.

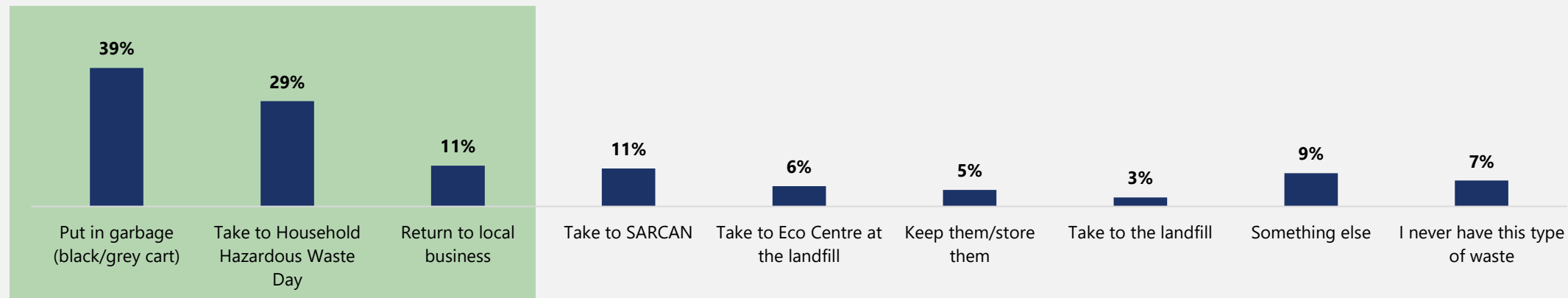
Respondents most commonly donate or sell gently used clothing. Paint is usually disposed of by taking it to SARCAN or to a Household Hazardous Waste Drop-off site.



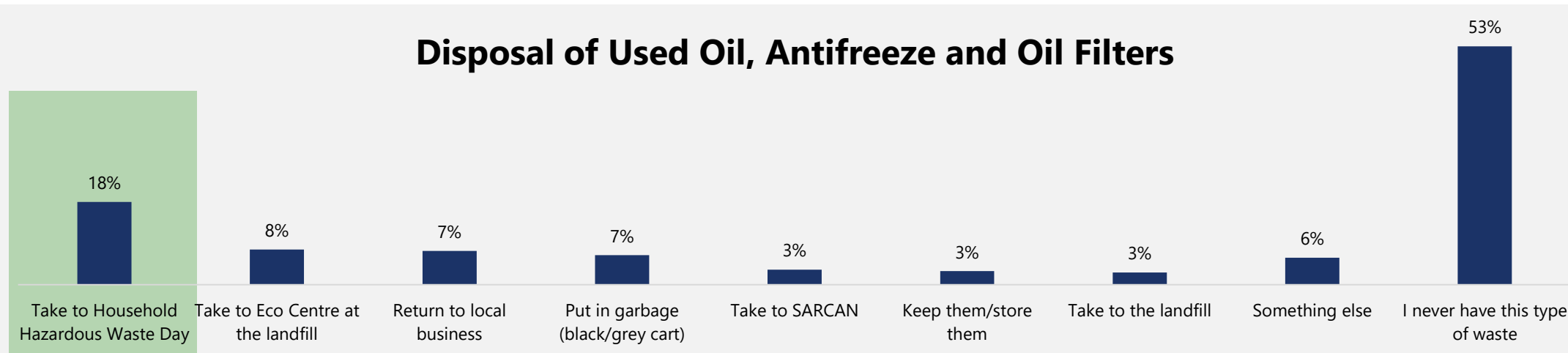
Q22. What do you typically do with each of the following items? (select all that apply) Base: All respondents, n=1,005. Note: Answer options for this question changed from 2017 to 2019; it is not advisable to trend with 2017 data.

Nearly four in ten residents report putting household hazardous waste in the garbage and one third take such waste to a Household Hazardous Waste Drop-off. While most report not having waste from used oil, antifreeze and oil filters, most is diverted from the landfill through appropriate measures.

Disposal of Household Hazardous Waste



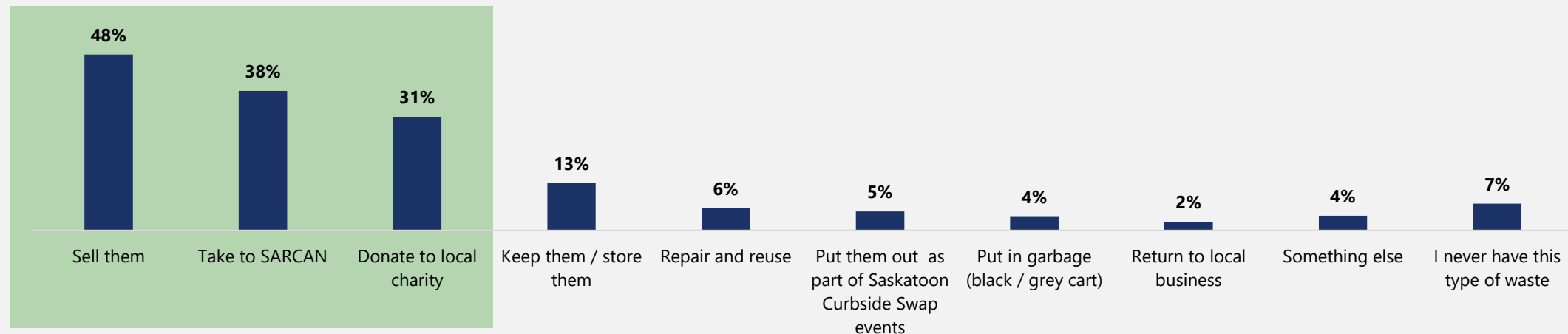
Disposal of Used Oil, Antifreeze and Oil Filters



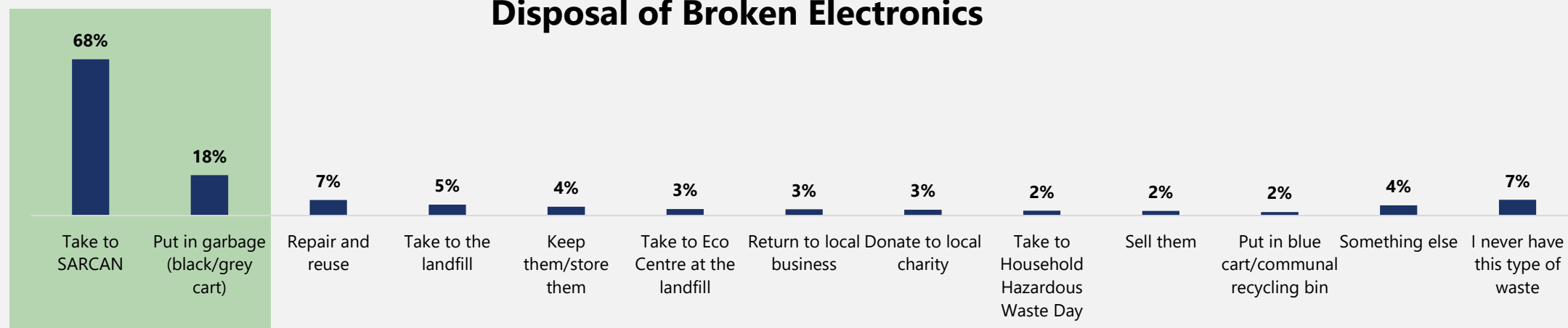
Q22. What do you typically do with each of the following items? (select all that apply) Base: All respondents, n=1,005. Note: Answer options for this question changed from 2017 to 2019; it is not advisable to trend with 2017 data.

Gently used electronics are most commonly sold, followed by taken to SARCAN and donated to charity. Broken electronics are most commonly taken to SARCAN.

Disposal of Gently Used Electronics

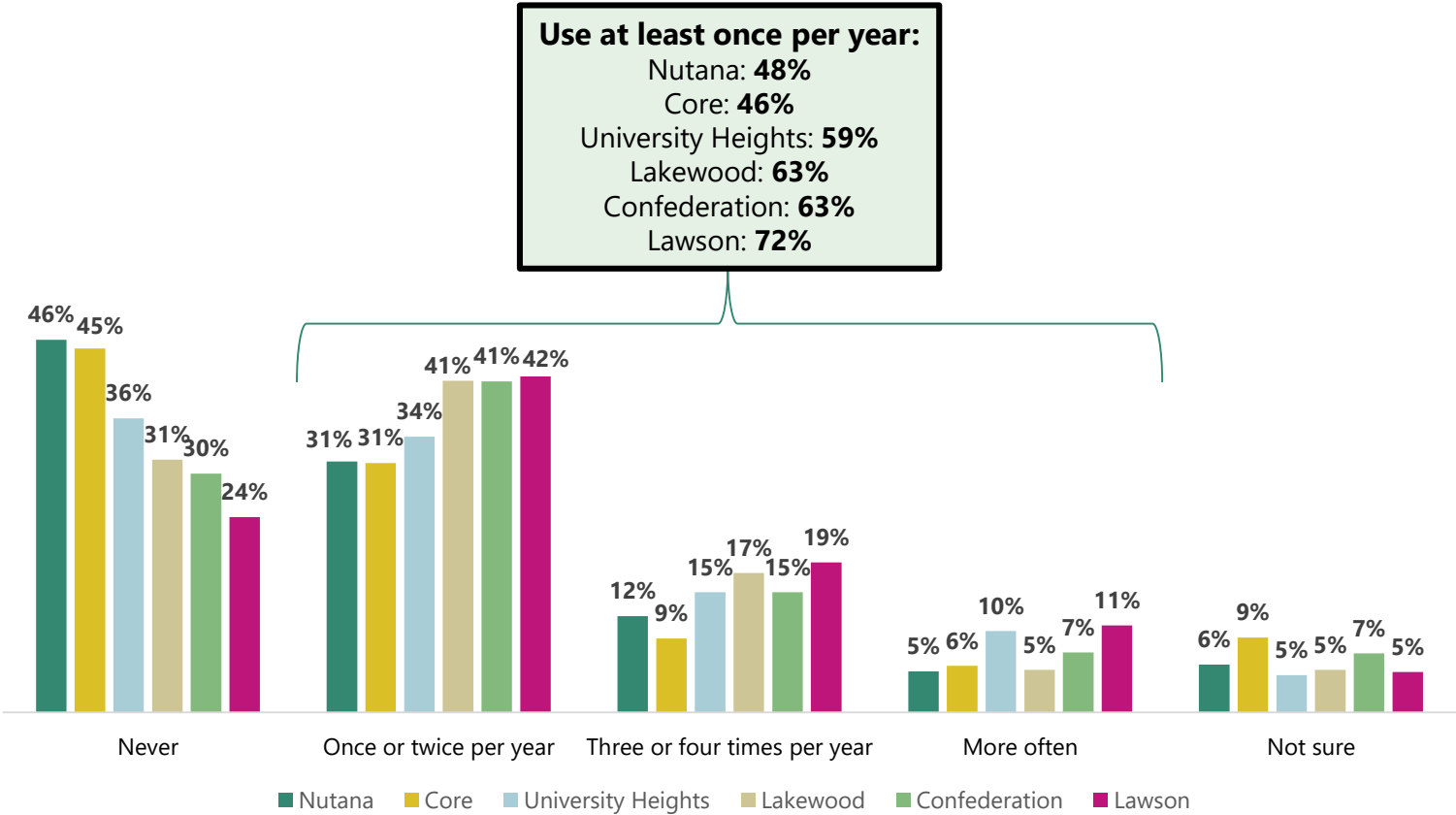
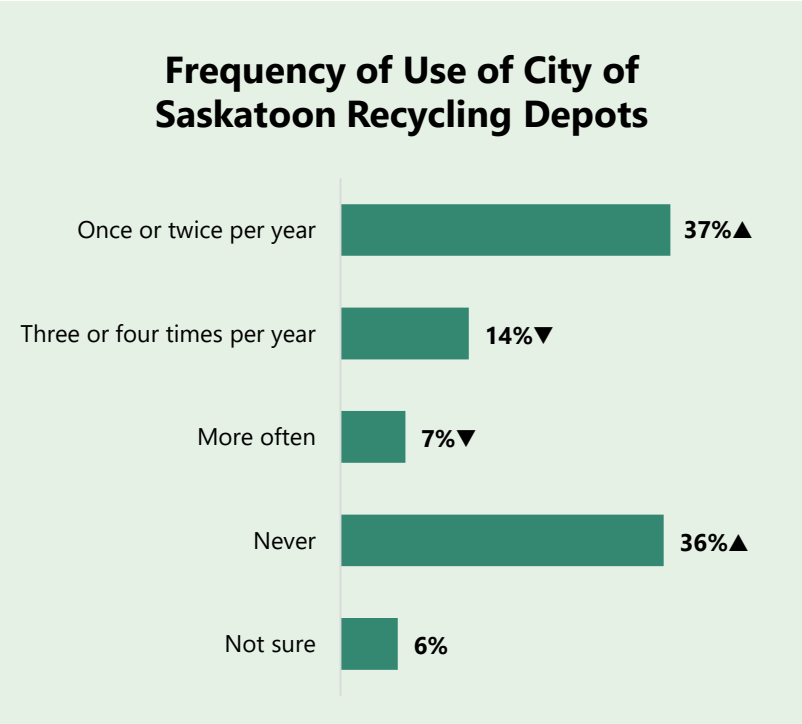


Disposal of Broken Electronics



Q22. What do you typically do with each of the following items? (select all that apply) Base: All respondents, n=1,005. Note: Answer options for this question changed from 2017 to 2019; it is not advisable to trend with 2017 data.

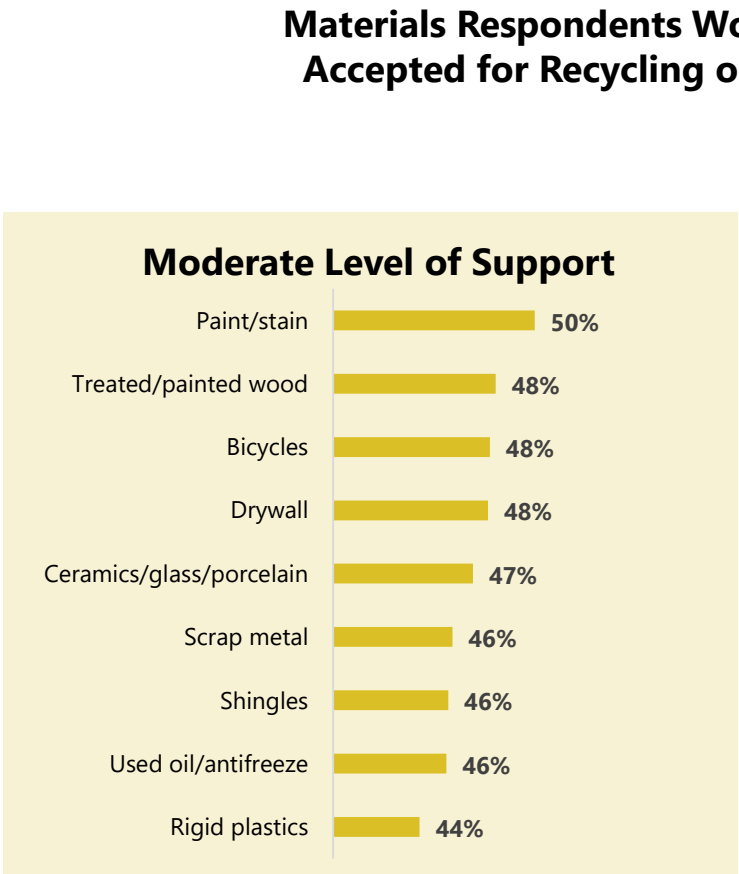
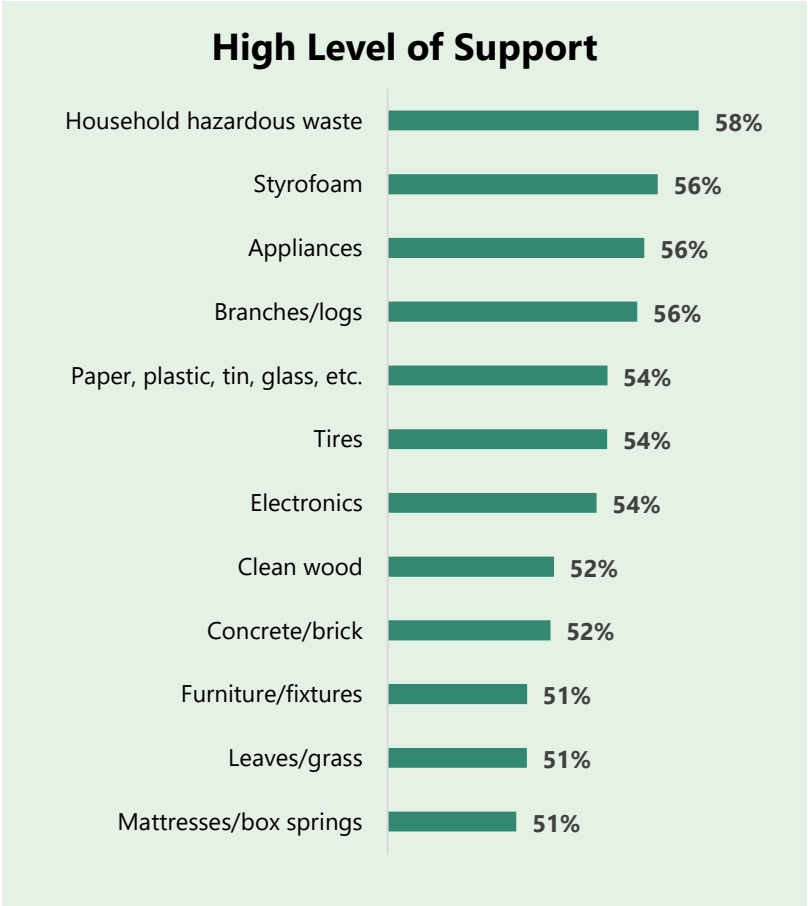
Almost four in ten Saskatoon residents say they never use the City of Saskatoon Recycling Depots, while a similar proportion do so at least once or twice per year. Residents within the SDAs of Lawson, Lakewood and Confederation are most likely to use depots most often.



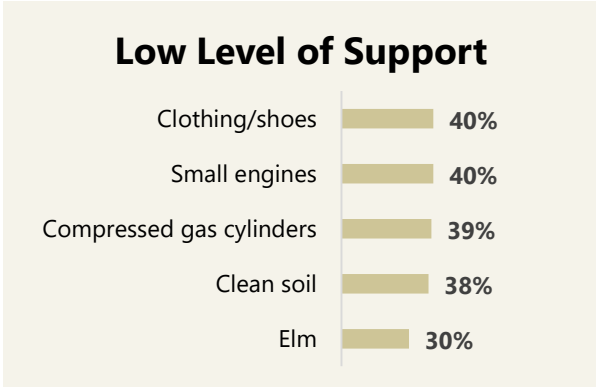
Frequency of Use of City of Saskatoon Recycling Depots by SDA

Q23. How often does someone from your household drop items off at a City of Saskatoon recycle depot? This does not include SARCAN. Base: All respondents, n=1,005. Note: Answer options for this question changed from 2017 to 2019; it is not advisable to trend with 2017 data.

Many report a desire to see a variety of materials accepted at the landfill drop-off depot for recycling or repurposing. The least popular items include clothing/shoes, small engines, compressed gas cylinders, clean soil and elm wood.

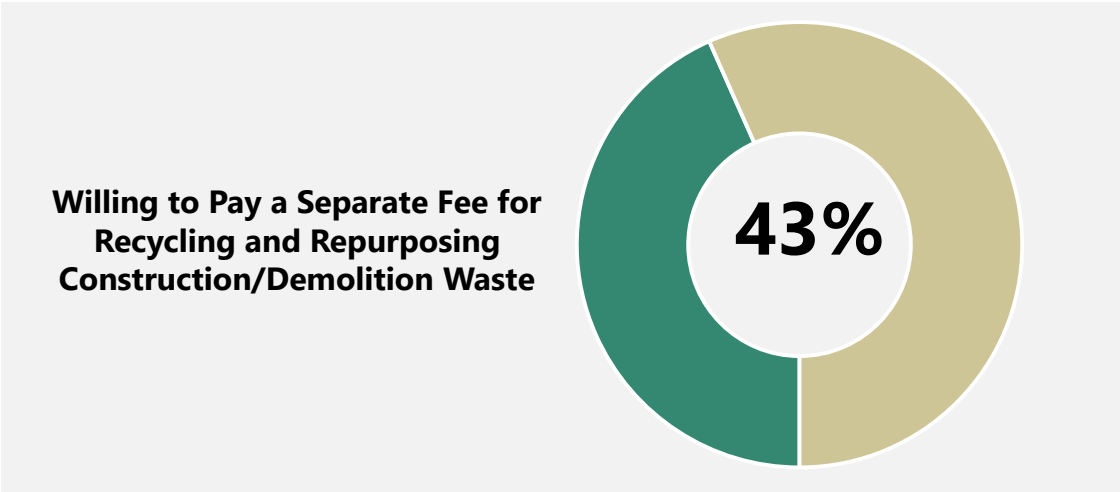
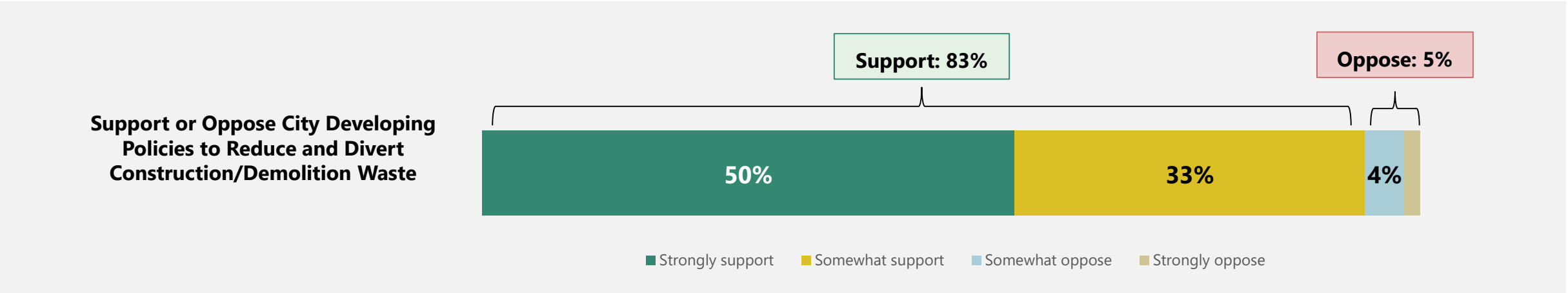


Would not want any of these items accepted at the landfill for recycling or repurposing – 10%



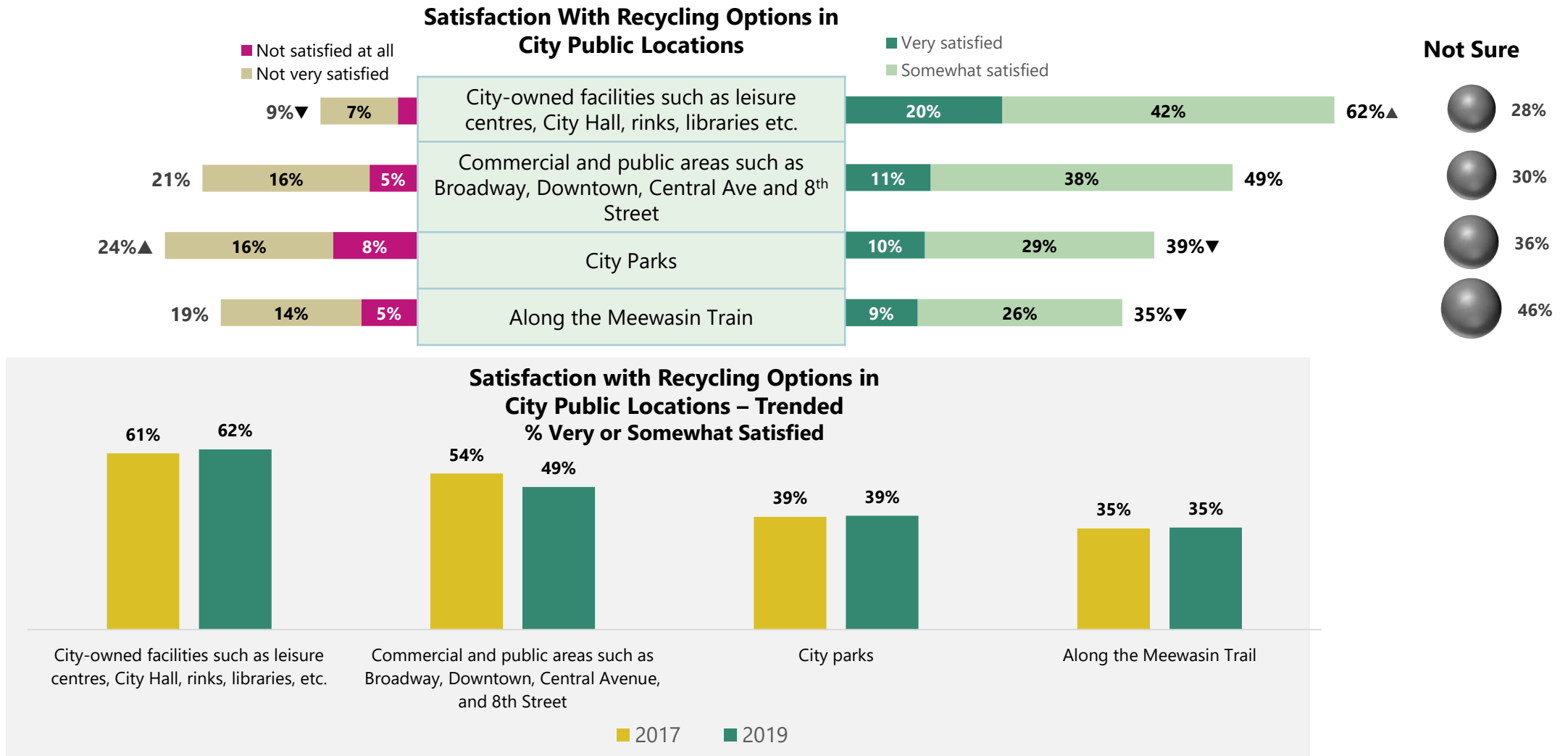
Q24. The City is considering an expansion to waste diversion at the landfill where residents can drop off a variety of materials such as those listed below to be recycled or repurposed by a third party. What materials would you like to see accepted at the landfill drop off depot to be recycled or repurposed? (select all that apply) Base: All respondents, n=1,005.

More than eight in ten residents support the City developing policies to reduce or divert construction and demolition waste; only four in ten of those who produce this kind of waste are willing to pay a fee for this service.



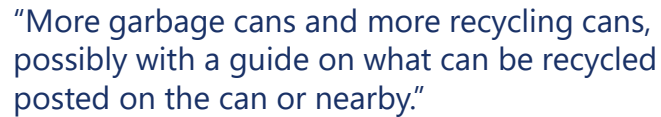
Q25. What is your level of support in the City developing policies to reduce and divert waste generated through construction and demolition activities? Base: All respondents who answered in favour of recycling or repurposing at least one of the options in Q24, n=906. Q26. Would you be willing to pay a separate fee at the landfill for recycling or repurposing these items? Base: All respondents who have waste generated through construction and demolition activities, n=787.

Residents are moderately satisfied with recycling options in City-owned facilities. Areas for improvement include such options in city parks and along the Meewasin trail. Satisfaction levels are relatively consistent with 2017.



Q27. How satisfied are you with recycling options in each of the following locations? Base: All respondents, 2017: n=1,006, 2019: n=1,005.

"More frequent emptying of the bins in public areas, especially on busy weekends when they overflow."



"Just spent a week in BC. They have bottle recycling bins, compost bins and garbage all together all over the place - on streets, in hotels, in public event centres. We need more of those around the city to easily recycle any time."

"Compost bins and education for people to use them properly."

"I recently observed overflowing garbage cans in one park that included many recyclables, including cans and cardboard. Many items were blowing around the park because there was insufficient space, but also a lack of recycling bins."

"More garbages with lids on them. On windy days, the bags blow out and garbage is scattered everywhere."

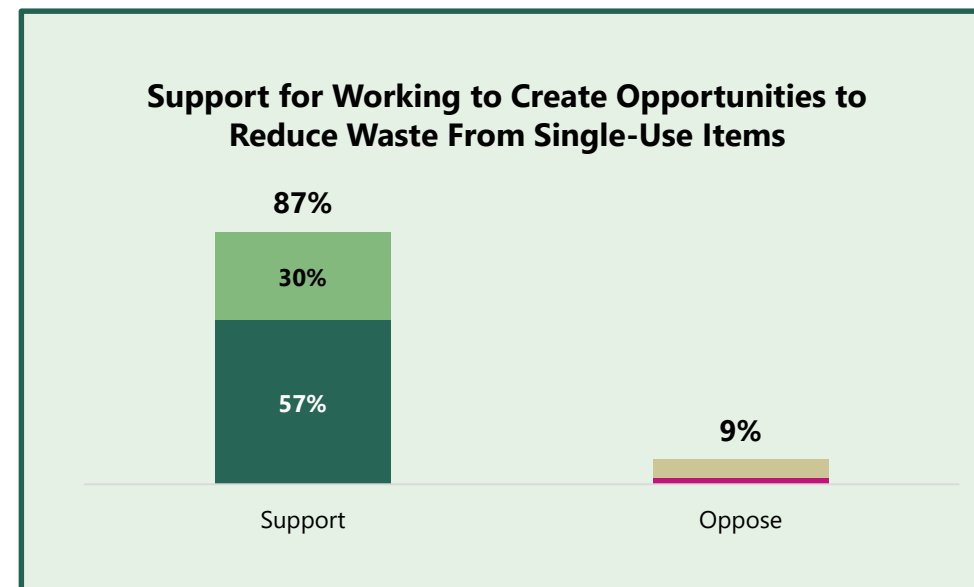
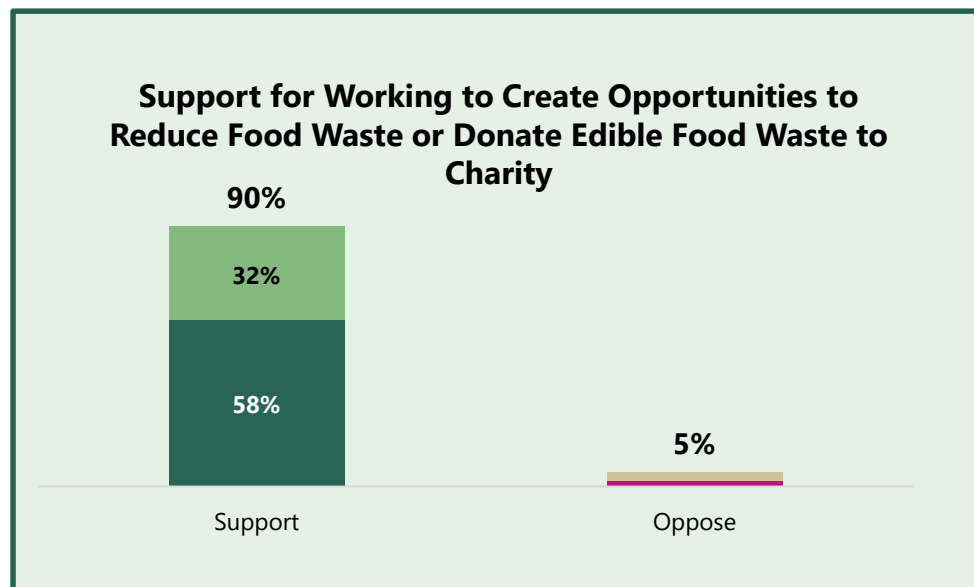
"Detailed cost-benefit analysis of waste and recycling program. Diverting waste from the landfill costs money and has environmental impact. Want to know the true cost to taxpayer for this basic requirement for citizens."

"Consistency. It seems like every location in the city has a different option for waste and recycling. It makes it hard to predict what you can recycle when you visit different areas of the city."



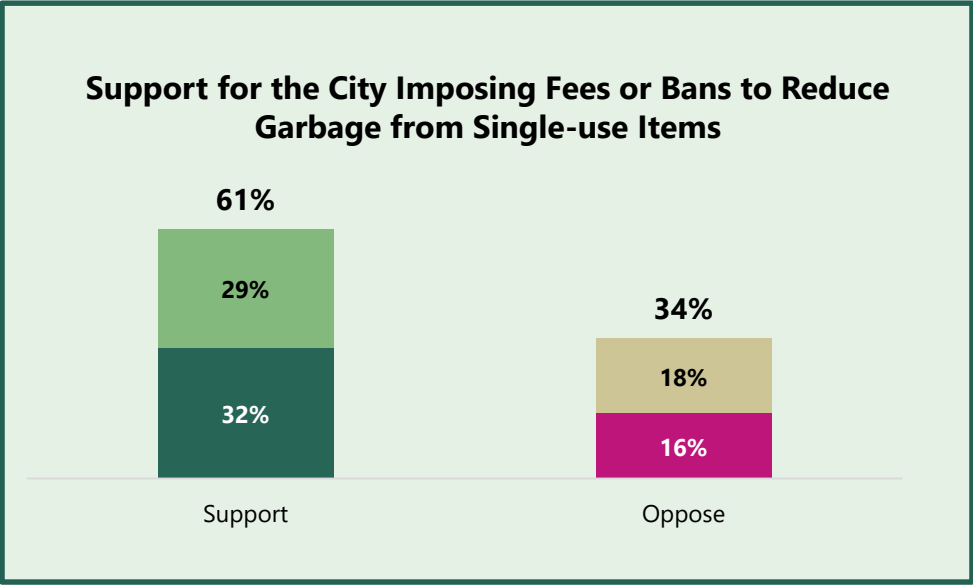
New Programs

Most support the City working to create opportunities to reduce food waste or donate edible food waste to charity and creating opportunities to reduce waste from single-use items.

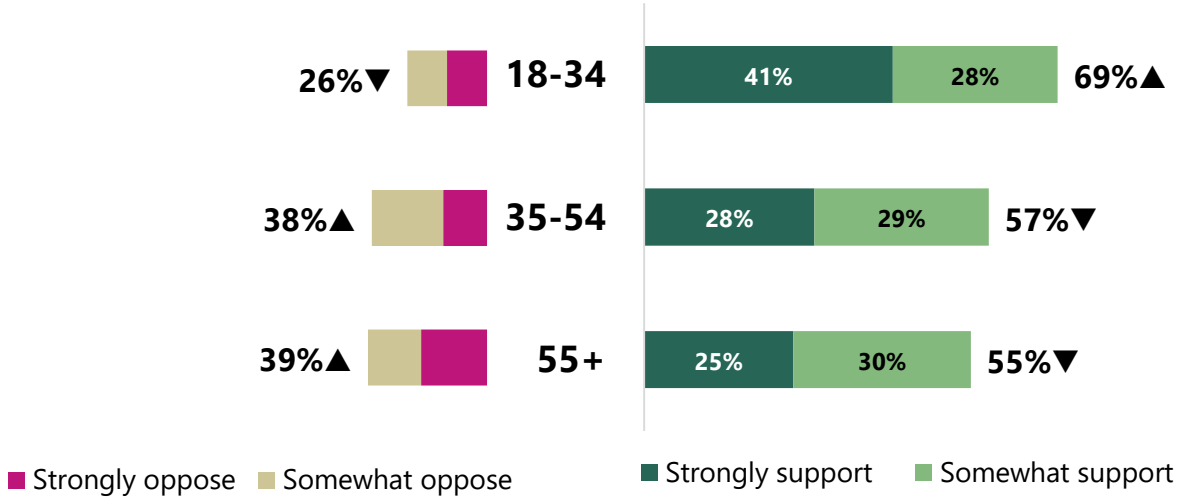


Q29. Would you support or oppose the City doing each of the following? Base: All respondents, n=1,005.

Six in ten are supportive of the City imposing fees or bans to reduce garbage from single-use items. Respondents aged 18-34 years are significantly more supportive than are older age groups.

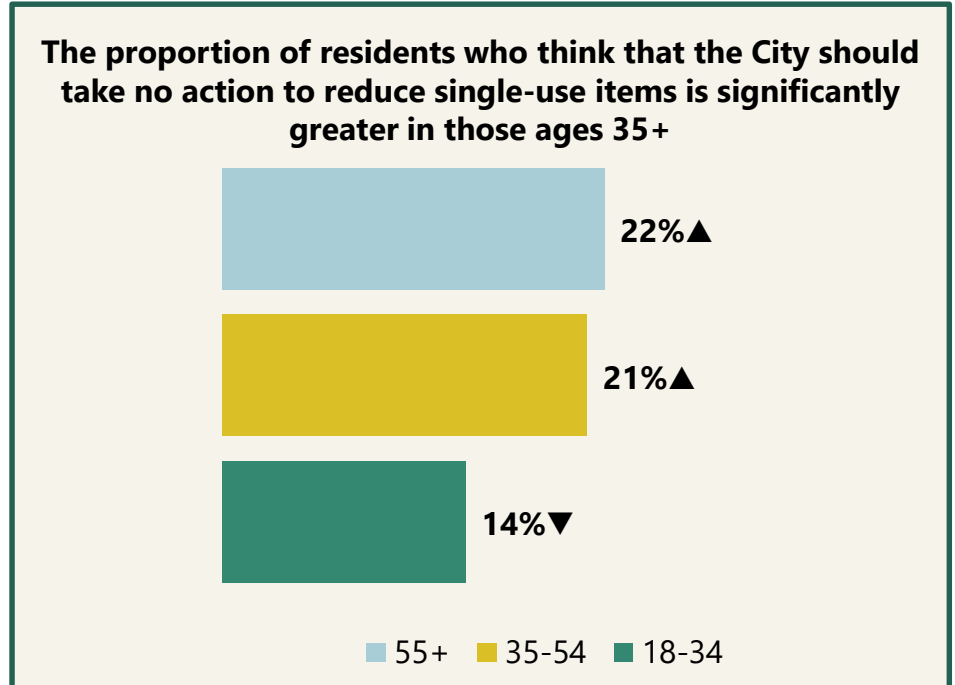
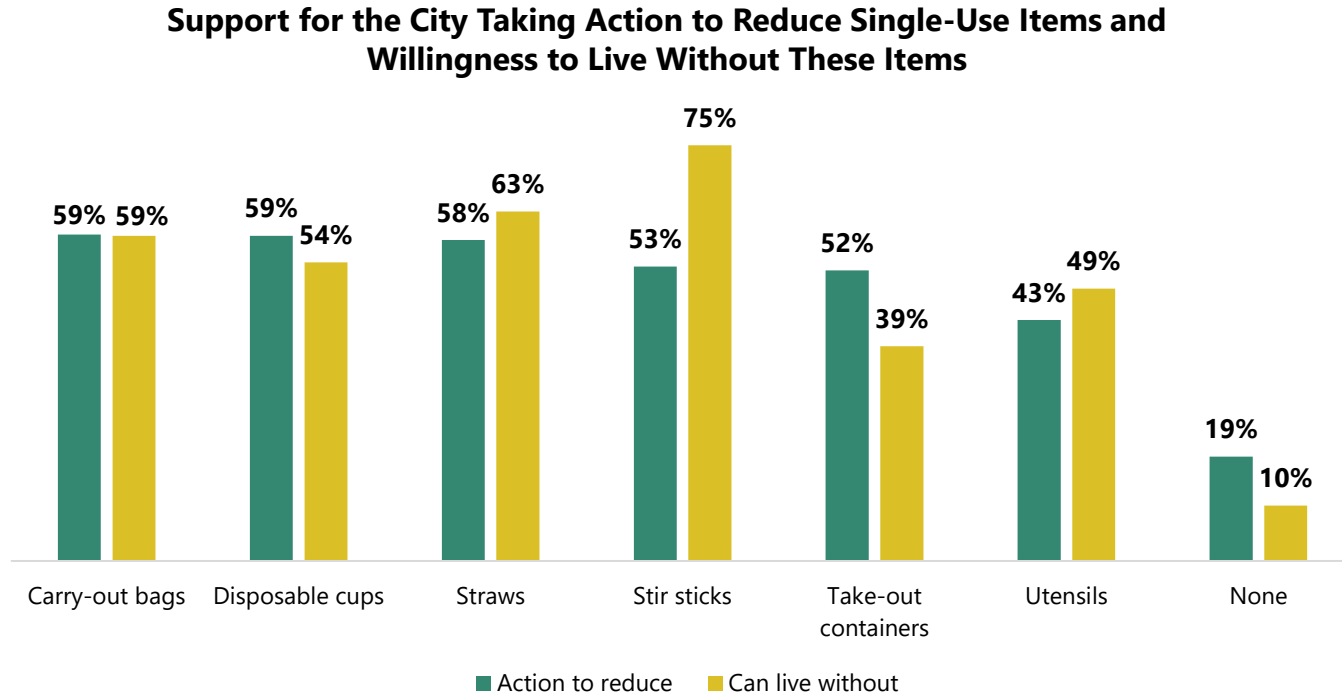


Support for the City Imposing Fees or Bans to Reduce Garbage from Single-use Items by Age



Q29. Would you support or oppose the City doing each of the following? Base: All respondents, n=1,005.

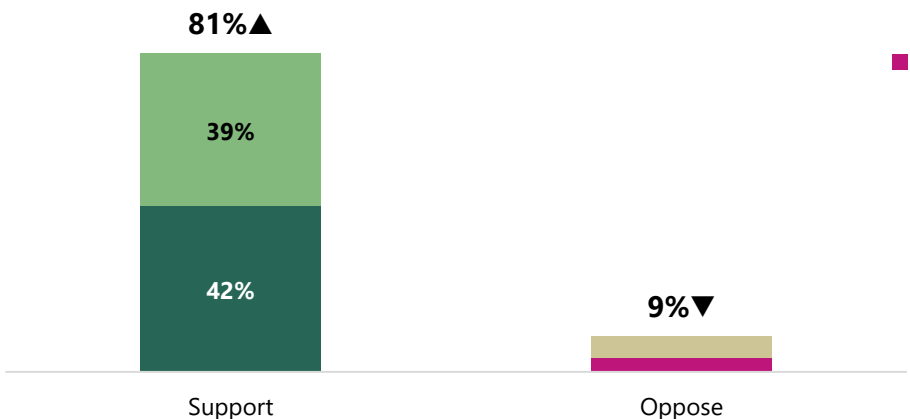
Modest proportions are supportive of the City taking action to reduce most single-use items within the city. Higher proportions are willing to live without stir sticks and straws entirely. Items respondents are less willing to live without include takeout containers and utensils.



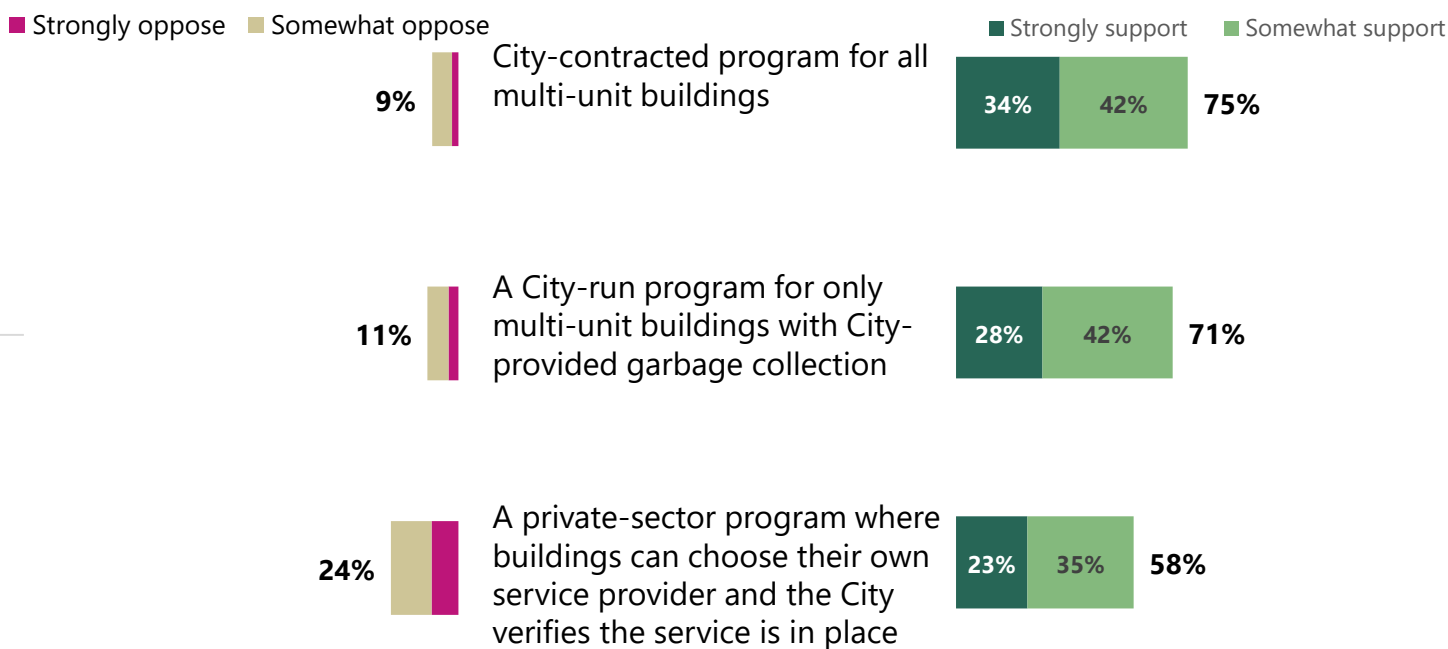
Q30. Which of the following single-use items do you think the City should take action to reduce? (select all that apply) Base: All respondents, n=1,005. Q31. Which of the following single-use item(s) do you think you can live without? (select all that apply) Base: All respondents, n=1,005.

Residents are largely supportive of a City-wide food and yard waste program. They are equally supportive of all options for a multi-unit residential organics program. Most are either not sure or are indifferent in regard to how this type of program should be funded.

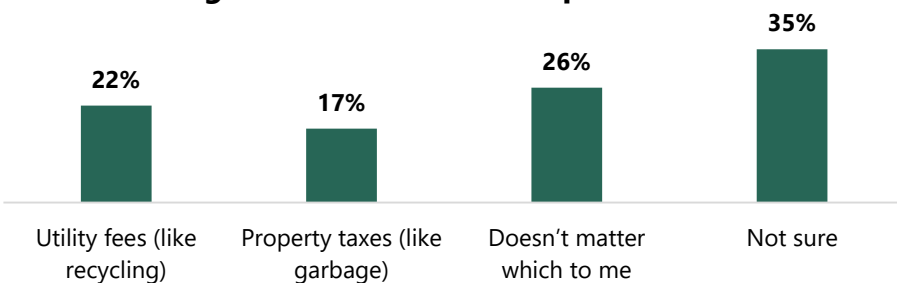
Support for a City-Wide Food and Yard Waste Program



Support for Proposed Multi-Unit Residential Organics Program Options



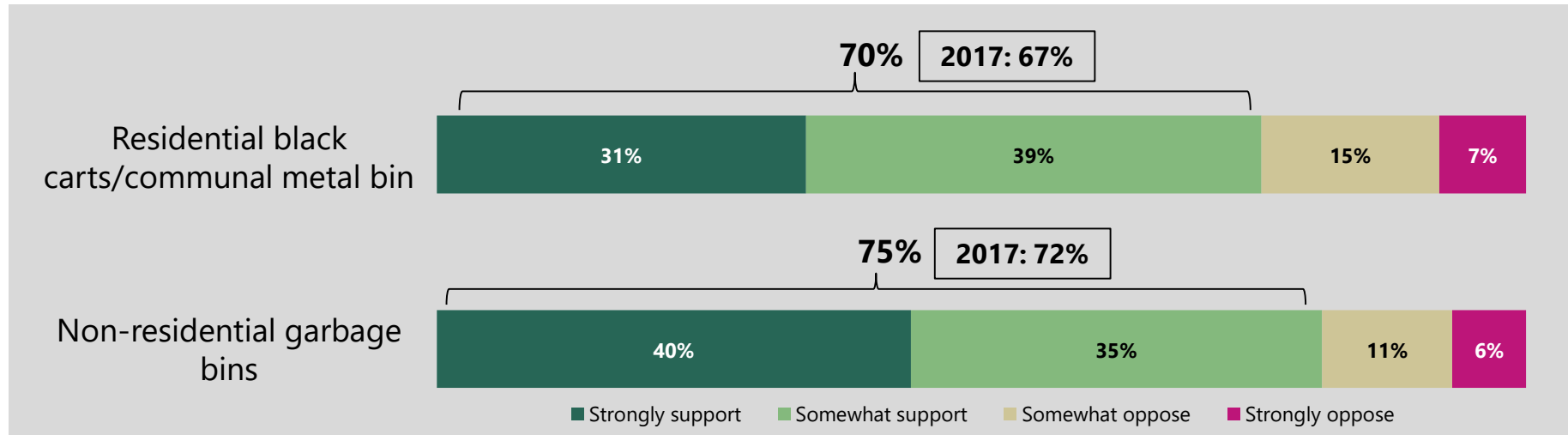
Preferences for Funding a City-Wide Organics Program for Multi-Unit Properties



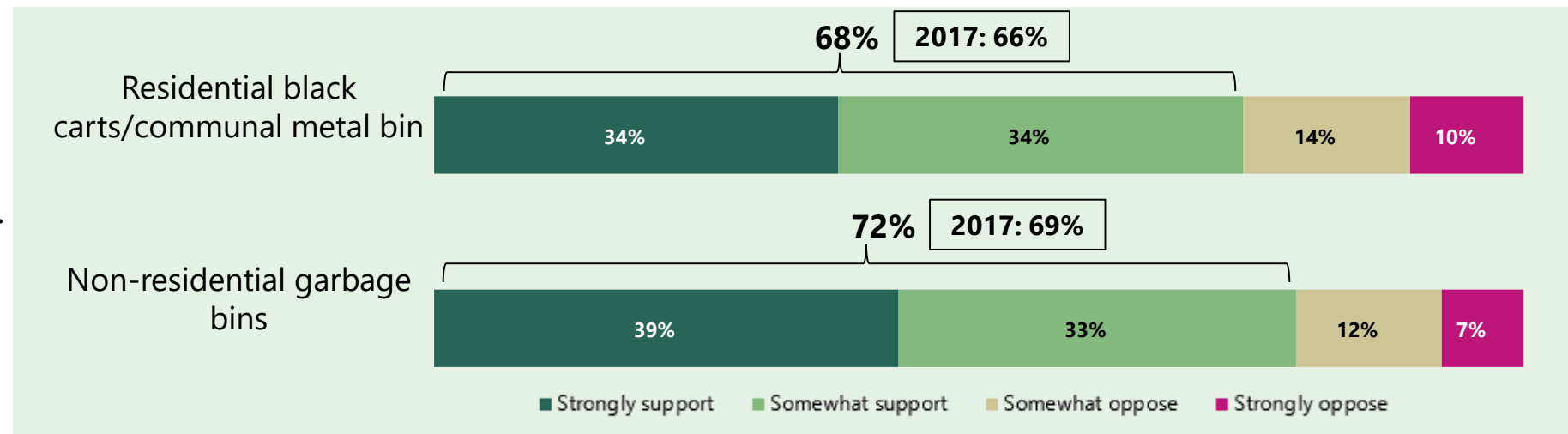
Q32. As you may know, 40% of all household garbage from apartments and condominiums is food and yard waste. Knowing this, would you support or oppose a city-wide food and yard waste program for all households? Q33. As you may know, about 80% of multi-unit buildings receive City garbage collection and close to 100% received City-contracted recycling. A new multi-unit residential organics program could follow one of these models or be provided by the private sector. What is your level of support for each of the following options? Q34 If the City runs or contracts organics collection for multi-unit properties, what is your preference for how the program should be funded? Base: All respondents who use a communal recycling bin, n=230.

The majority of respondents support the City banning recyclable items and organics from residential and non-residential garbage bins. Support has increased for all options since 2017.

Support for the City Banning Recyclable Items From...



Support for the City Banning Organics From...



Q35. As you may or may not know, approximately 17% of garbage sent to the landfill is recyclable. What is your level of support for the City of Saskatoon banning recyclables from being allowed... Q36. As you may or may not know, approximately, 32% of garbage sent to the landfill is organics. If options for composting such as a City-wide Green Cart program were in place, what is your level of support for the City of Saskatoon banning organics from being allowed... Base: All respondents, n=1,005.