

City of Saskatoon

2021 Waste & Recycling Survey

insightrix®



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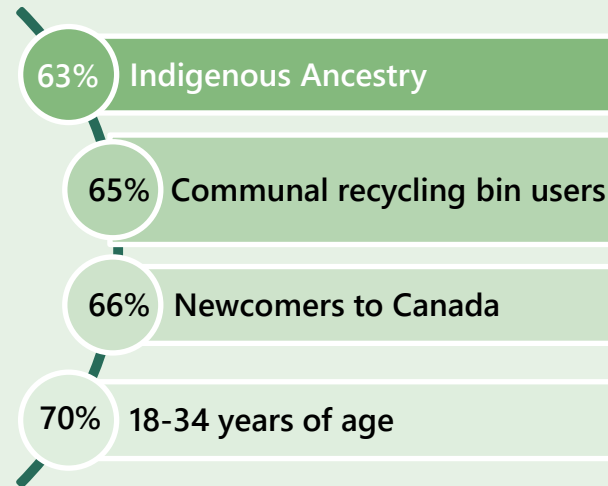
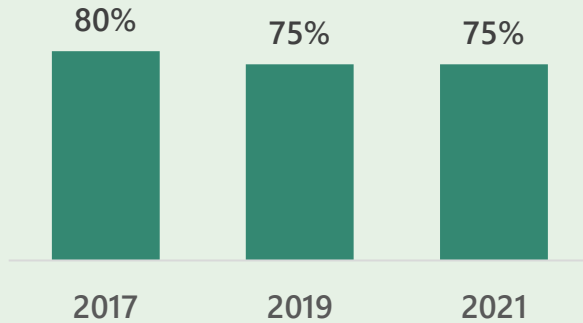
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Executive Summary

Key Findings

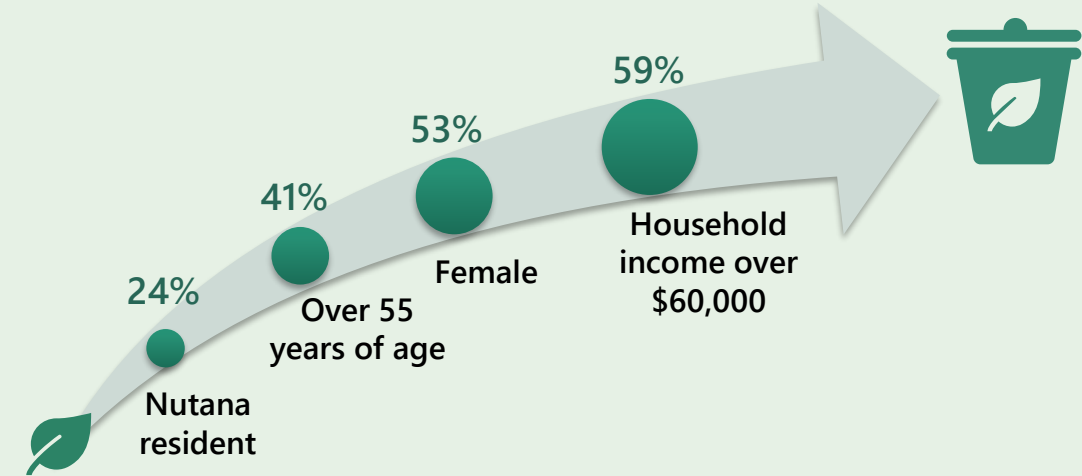
% Recycling Most or All Recyclable Items

Target populations for improvement



The proportion of residents claiming to recycle most or all of their recyclable items remained the same since 2019.

Residents Who Compost Most or All Organic Waste



Average Recycling Knowledge*



*The 2021 survey included more specific items requiring more knowledge from residents.

Overall Recycling Satisfaction (very/somewhat satisfied)



Satisfaction with Recycling Options

The percentage of **residents somewhat or very satisfied with recycling options** in City-owned facilities, City parks, the Meewasin trail, and commercial and public areas **decreased from 69% in 2019 to 62% in 2021**. This is likely due to people not visiting those sites during the pandemic. Top suggestions for improvement include:

- ✓ **Increase** the number of bins and easiness of access to recycling facilities.
- ✓ **Improve** communications on what is recyclable and where to recycle.
- ✓ **Accept** a greater variety of items to be recycled.

Summary of Findings

Recycling

More than seven in ten residents (75%) say they recycle all or most of their recyclable items. This proportion has not changed since 2019. Those reporting recycling less waste in 2021 include those of Indigenous ancestry, communal recycling bins users, newcomers to Canada and younger residents.

Average recycling knowledge (77%) softens this year, most likely due to more specific items being included in the 2021 survey, which required more specific knowledge from residents.

The proportion of residents who know foil products are recyclable (43%) remains far from the City's goal (90%). Residents also experienced difficulties classifying compostable or biodegradable plastic and plastic containers with just a recycling symbol and no numbers.

Summary of Findings

Organics

Almost all residents (94%) who compost a considerable proportion (>70%) of organic waste are satisfied with the Green Cart Program. Composting is more common among older residents and less common among communal recycling bin users and younger residents.

More than seven in ten (71%) residents in the 18-34 age group report putting kitchen scraps or yard waste in the black bin. However, more people (57%) support the City on banning this practice than oppose (35%). Finally, most residents (58%) do not have any preference on how the city-wide organics collection program should be funded.

Garbage

More than eight in ten residents (86%) are satisfied with the frequency and capacity of the garbage collection program. Nonetheless, results suggest residents are generating more waste this year, and more than half (52%) fill or overfill their carts when garbage collection is every second week. This may be due to people spending more time at home and ordering in more during the pandemic.

Black cart capacity on garbage day is related to the respondent's age and size of household. More than six in ten residents (65%) who live in a home with four or more people and more than six in ten residents (62%) in the 18-34 age group report their black cart is full or overflowing when garbage day is every second week.

Summary of Findings

Public Recycling Depots

Most residents never or seldom use the City of Saskatoon recycling depots. However, many (38%) oppose closing all city-operated recycling depots after the Recovery Park Opening in 2023 and one half (51%) is satisfied with city-owned recycling facilities.

Household Hazardous Waste

Half of residents (51%) return their hazardous waste to local businesses or participating recycling locations. Roughly one third (32%) use the household hazardous waste drop-off day events to dispose of their waste. More than eight in ten residents (81%) who choose the latter are satisfied with the hazardous waste drop-off day events.

Back Lane Collection of Waste Bins

Three in ten residents place their carts in the back lane for collection. Most of these residents (64%) strongly oppose the City's front curb garbage collection proposal.

Communication

More than three in ten residents (34%) have used the 'Saskatoon Waste Wizard.' Around half of residents (47%) have seen the City's educational materials on recycling in social media, websites and fliers.

Conclusions and Recommendations

- ✓ Most residents report being able to recycle all or most of their recyclable waste. However, when selecting specific recyclable items, such as foil products and plastics with the recycle symbol but no number, they could not reach the City's recycling knowledge goal. In order to increase satisfaction and compliance with recycling programs, continuous education on what can and cannot be recycled and where to dispose of different items is advised. In this sense, raising awareness of the Saskatoon Waste Wizard will help increase resident knowledge.
- ✓ Target audiences for information on recycling comprise those of Indigenous ancestry, communal recycling bins users, newcomers to Canada and younger residents.
- ✓ Many residents who place their garbage carts on the back lane for collection strongly oppose the proposal of front curb collection. This opposition may be softened in a campaign explaining in detail and with concrete examples on how back lane collection increases collection fees, insecurity and illegal dumping throughout the city.
- ✓ Since most residents are indifferent between the type of funding to cover a city-wide organics collection program, the City may decide the option that is easiest to implement. If the benefits of both options (property taxes or line item on utility bills) are the same, the City can adopt the latter since there is a slight preference for this option.
- ✓ According to users, the City's depots can benefit from increased security, cleanliness and pickup frequency.

Background & Methodology

Background

In June of 2021, the City of Saskatoon (the City) contracted Insightrix Research Inc. to conduct a quantitative study with its residents to understand waste and recycling program awareness, knowledge, motivations and satisfaction, along with feedback on planned or potential future waste program options. Specific objectives include the following:

Waste and Recycling

- ✓ Assess awareness, knowledge, attitudes and motivations in relation to waste programs in Saskatoon
- ✓ Measure if waste program goals are being met
- ✓ Collect feedback on various waste communications tactics
- ✓ Gain customer insight to help inform future campaigns

Organics

- ✓ Collect feedback to inform the roll out of the new curbside residential organics program beginning in 2023
- ✓ Obtain statistical information to complement the public engagement results for the multi-unit residential organics program design

Future Waste Program Development

- ✓ Measure level of support for single use item reduction or bans
- ✓ Assess perceptions of the City's roles in food waste reduction and reclamation
- ✓ Measure support for existing and planned waste diversion
- ✓ Assess recall of new waste diversion initiatives

Methodology

Methodology: Online and telephone survey with Saskatoon residents.

Questionnaire: Similar studies were conducted in 2015, 2017 and 2019, forming the basis of the 2021 questionnaire, with changes and additions incorporated to address current City research objectives.

Sample Source: Insightrix SaskWatch Research® online consumer panel (used for previous studies) and a telephone list for hard-to-reach segments.

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, 1,002 Saskatoon residents participated in the online and telephone study between August 11 and September 4, 2021, for an overall response rate of 37% (panel) and 33% (telephone).

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	101	10%	179	18%	280	28%
35 - 54	168	17%	215	21%	387	39%
55 or older	144	14%	191	19%	335	33%
Total	413	41%	585	58%	1002	100%

Weights	Male	Female	Total
18 - 34	17%	17%	34%
35 - 54	19%	19%	38%
55 or older	13%	16%	28%
Total	48%	52%	100%

Q3. Into which of the following age groups do you fall? Base: all respondents, n=1,002. Q4. Please indicate the gender you identify with. Base: all respondents, n=1,002.

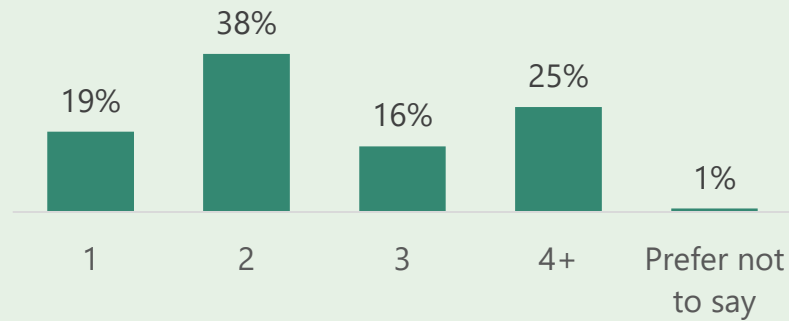
Reporting Notes

- *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 and 2021 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 a less than 5% chance that each difference marked with arrows is a false positive.
- 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.

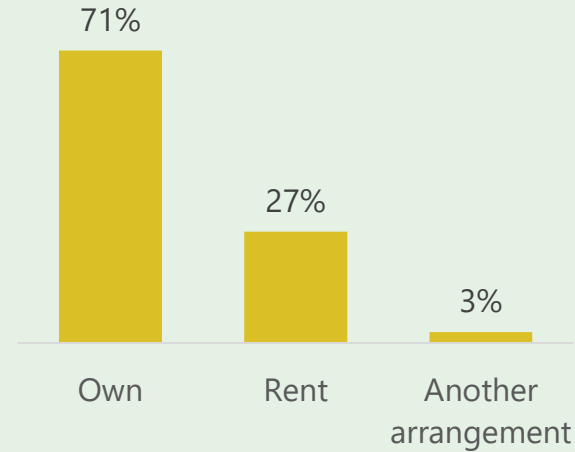
Respondent Profile

Respondent Profile

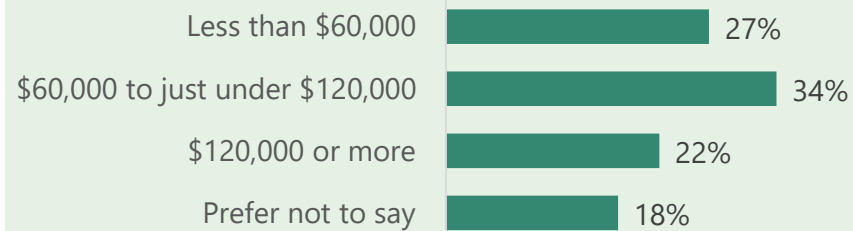
Number of People in Household



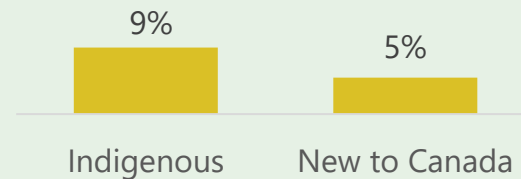
Rent or Own Home



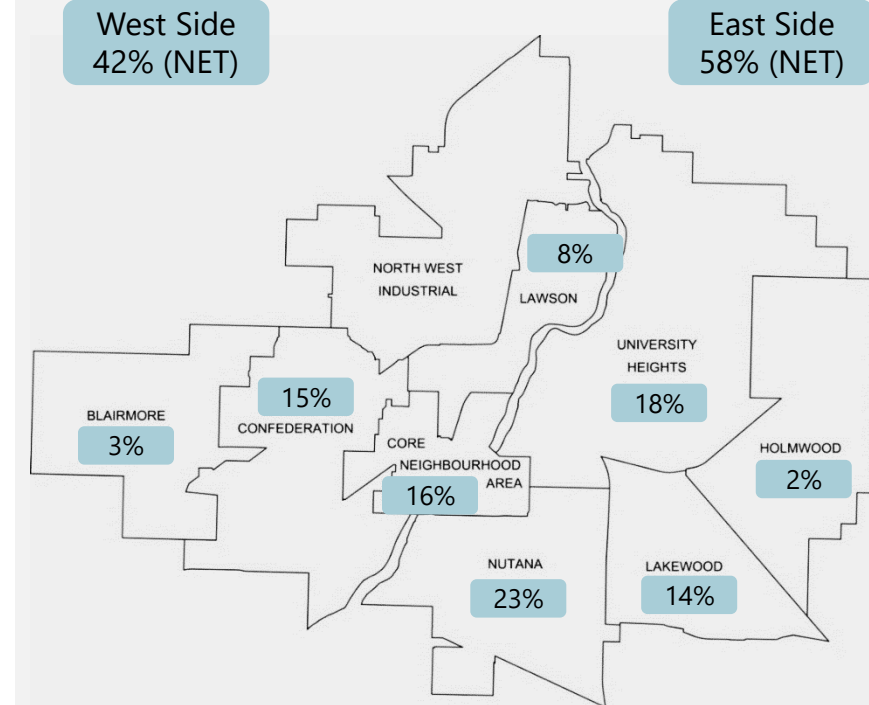
Household Income



Minority Group



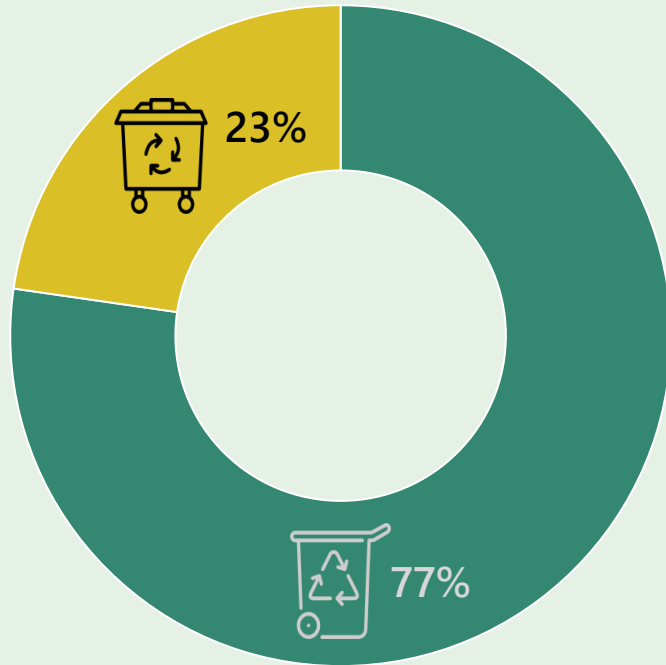
Suburban Development Area (SDA)



Q6. Into which of the following neighbourhoods do you live? Q8. Do you own or rent your home? Base: All respondents, n=998. Q37. How many people live in your home, including yourself? Base: All respondents, n=998. 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=998. Q39. Have you moved to Canada within the past five years? Base: All respondents, n=998. Q40. Into which of the following categories does your annual household income fall, before taxes and deductions? Base: All respondents, n=998.

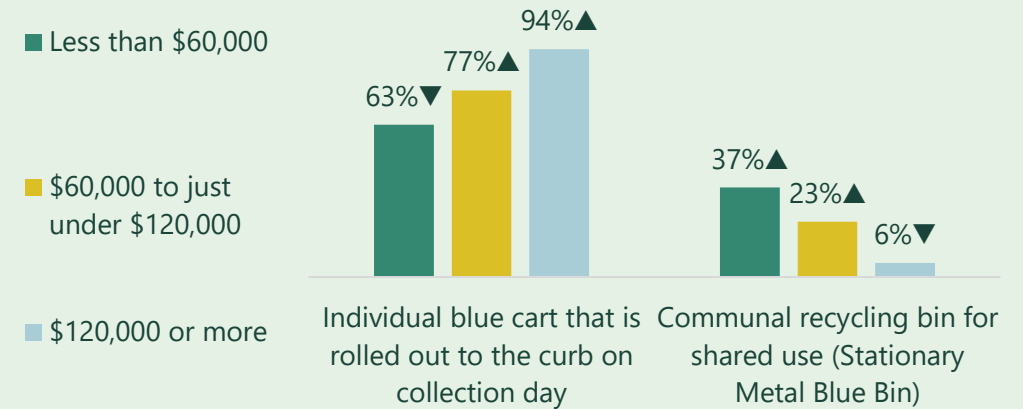
Roughly eight in ten residents use an individual blue cart vs a communal recycling bin. This proportion increases with household income and the number of people living in the home.

Type of Recycling Service

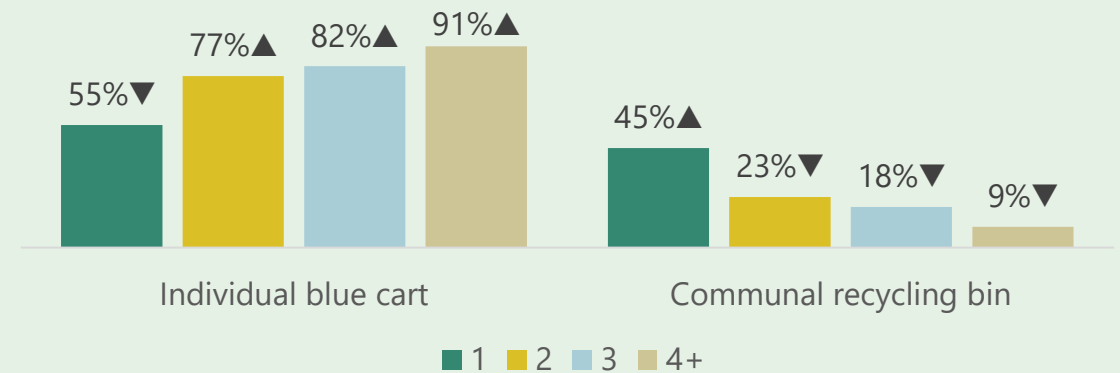


- Individual blue cart that is rolled out to the curb on collection day
- Communal recycling bin for shared use (Stationary Metal Blue Bin)

Type of Recycling Service by Household Income



Type of Recycling Service by Number of People Living in Home



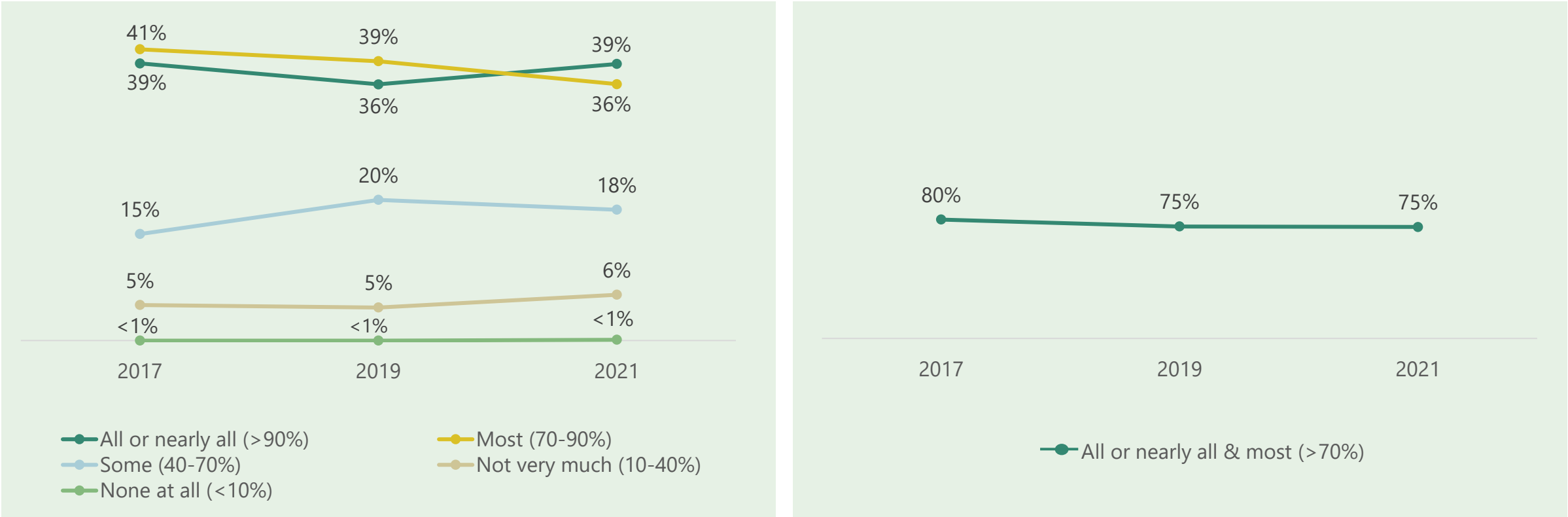
Q7. Do you receive recycling service in a...? Base: All respondents, n=998.

Study Results

Recycling Knowledge, Usage, Increased Usage & Satisfaction

Three in four claim to recycle all or most of their recyclable items, the same number as 2019 and down from 2017.

Proportion of Recyclable Items Recycled

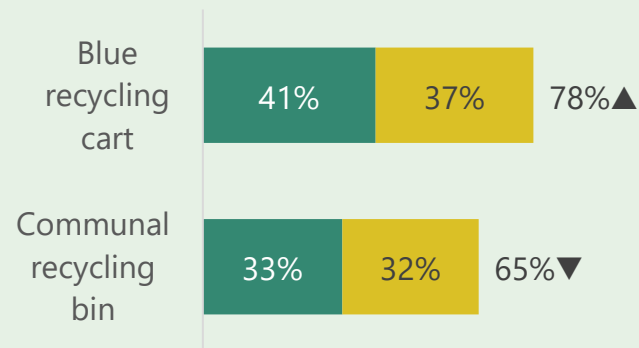


Q9. Broadly speaking, what proportion of your household's recyclable items do you recycle, either through your [blue recycling cart/communal recycling bin] or through other means? Base: All respondents, 2021: n=998.

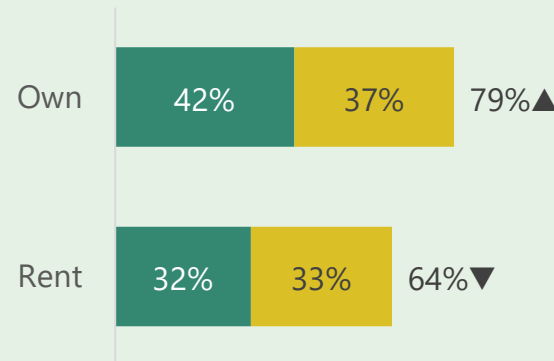
Those with a blue recycling cart are more likely to say they recycle a higher proportion of their recyclable items than those who use a communal recycling bin. The same relationship exists between residents who own their home versus those who rent. The proportion of recyclable items being recycled increases steadily with age.

Proportion of Recyclable Items Recycled

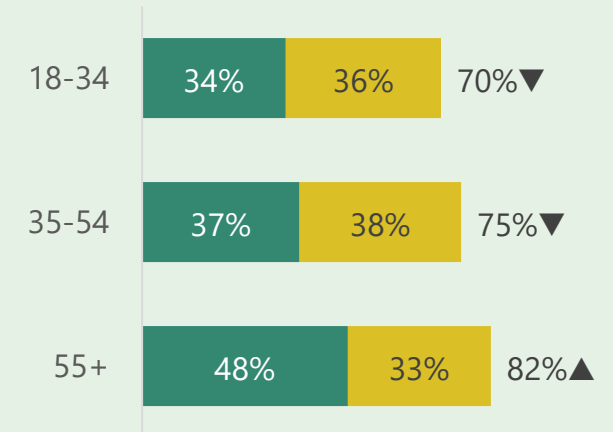
Blue Recycling Cart or Communal Recycling Bin



Own or Rent



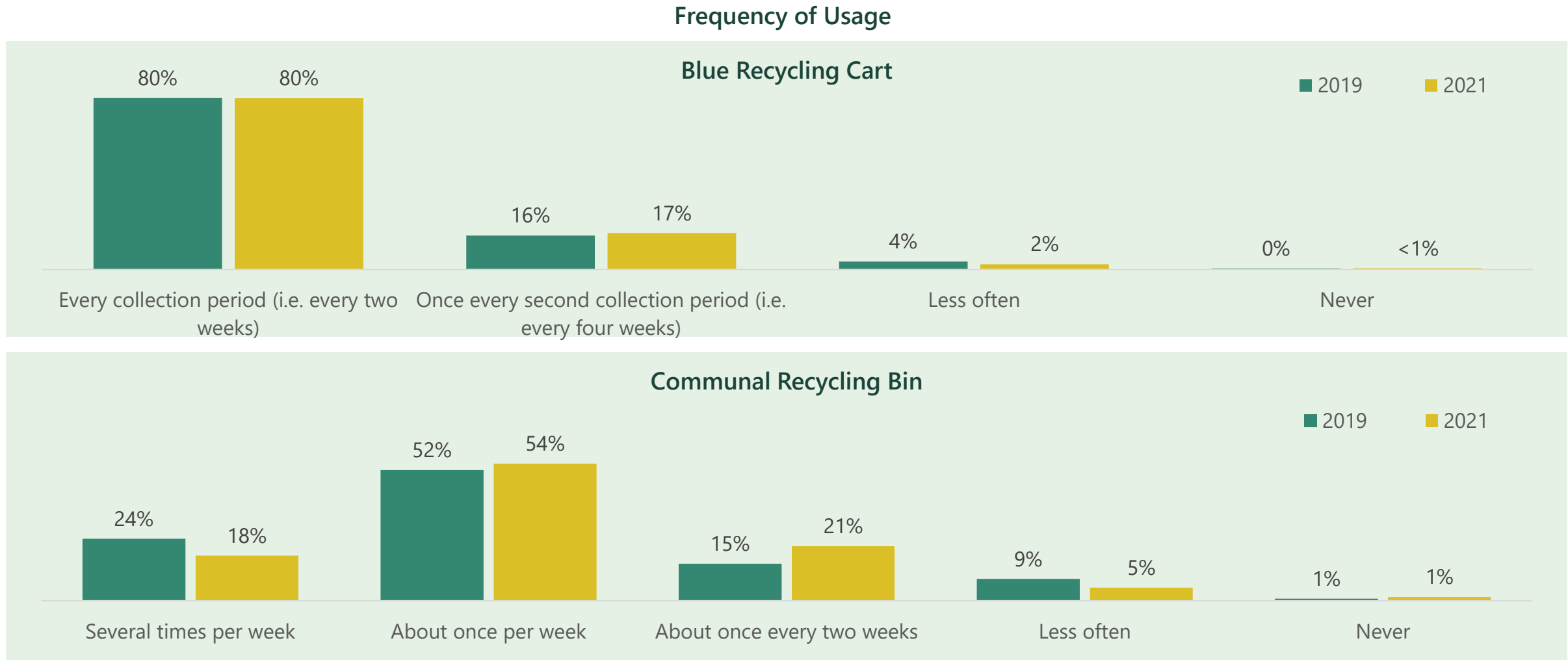
Age



■ All or nearly all (>90%) ■ Most (70-90%)

Q9. Broadly speaking, what proportion of your household's recyclable items do you recycle, either through your [blue recycling cart/communal recycling bin] or through other means? Base: All respondents, n=998.

Most place their blue recycling carts out every collection period and this have not changed since 2019. Those with communal recycling bins commonly take their recycling out on a weekly basis.

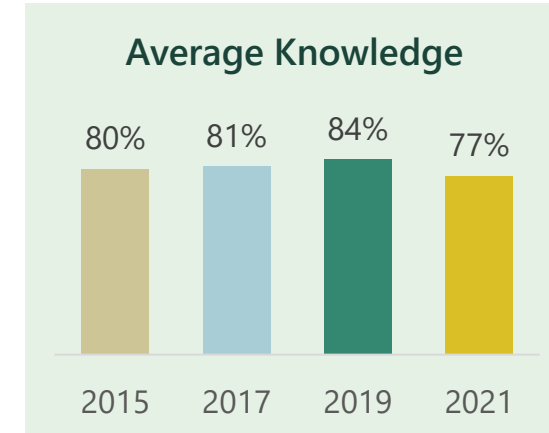


Q10. How often do you typically put your blue cart out for pickup? Base: All respondents who receive service in an individual blue cart, 2021: n=771; 2019: n=775.

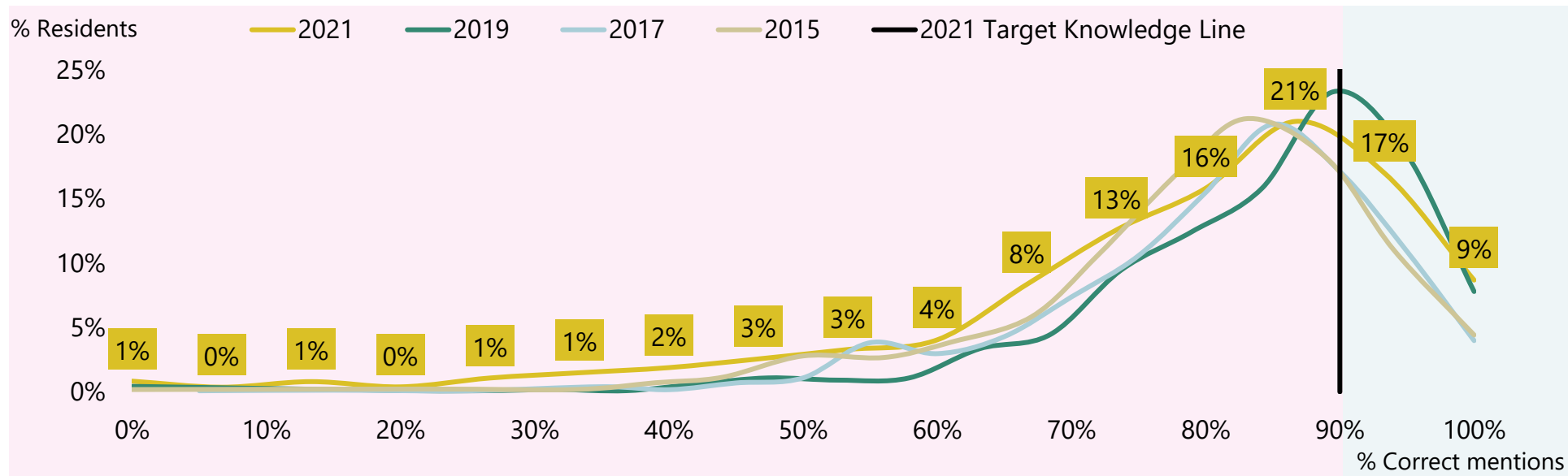
Q11. How often do you typically take your recycling to your communal recycling bin? Base: All respondents who receive service in a communal recycling bin, 2021: n=227, 2019: n=230.

To test their knowledge about recycling, residents were given a list of thirty-two items and asked whether each could be placed in blue recycling carts/communal recycling bins. Those who got 90% or more correct answers exceeded a strong knowledge target. More than two in five residents met that target. However, scores soften in 2021. This is likely due to more specific items being included in the 2021 survey, which requires more precise knowledge from residents.

2021 Targets*		
Target	% Did Not Meet the Target/ Answering Incorrectly	% Met the Target/ Answering Correctly
Overall, residents are able to correctly identify yes/no for 90% or more of the items in the survey	74%	26%
When asked if all #1-7 plastics are recyclable, 90% of residents correctly say "yes"	14%	86%
When asked if foil and foil products are recyclable, 90% of residents correctly say "yes"	57%	43%



*Targets change between years



Q12. To the best of your knowledge, can the following items be put in your [blue recycling cart/communal recycling bin]? Base: Split sample – each respondent receives 15 statements, n=465-471.

Residents display high knowledge levels for the proper destination for most waste items. Areas of weaker knowledge include plastic containers with just a recycling symbol and no numbers, compostable or biodegradable plastic, aluminium foil, and foil containers or foil roasting pans.

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

Correct Answer

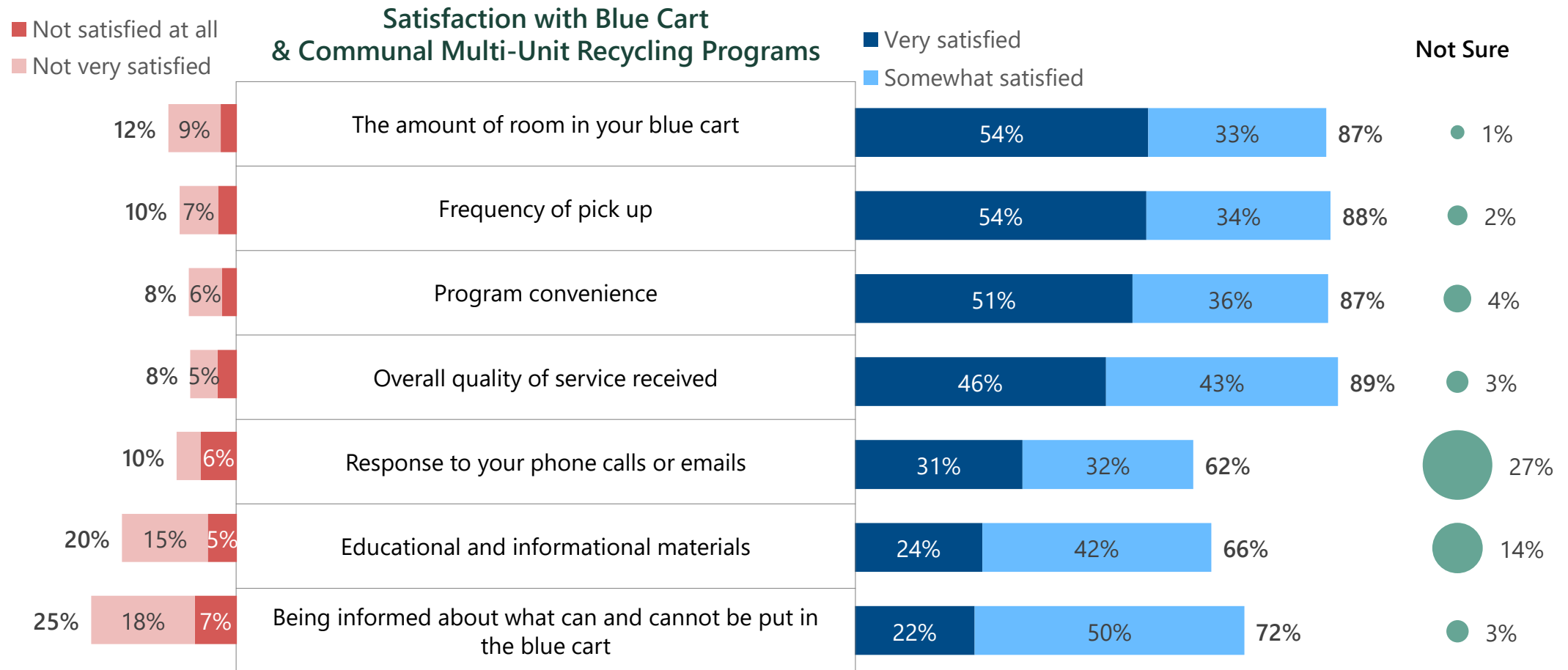
- Can be put in the blue recycling cart/communal recycling bin
- Cannot be put in the blue recycling cart/communal recycling bin

Paper or cardboard products	99%
Needles or sharps	94%
Diapers	94%
Oil, paint, or paint products	93%
Medication	90%
Batteries	90%
Large and small appliances	90%
Pressure filled containers or cans	89%
Beverage containers	88%
Cans	88%
Yard waste or wood	87%
Renovation or construction materials	86%
Plastic or aerosol containers with warning labels	86%
Electronics	86%
Plastics containers with a #1 to #7 recycling symbol	86%
Food contaminated cardboard and paper	85%

Scrap metal or tools	84%
Home medical equipment	84%
Long rope-shaped objects that can get tangled with other materials	82%
Clothing or other textiles	82%
Glass, such as lightbulbs, windows, or mirrors	78%
Stretchy or Crinkly plastics	75%
Shredded paper in a bag	74%
Styrofoam with or without a recycling symbol	71%
Mixed material items	70%
Household Glass	64%
Glossy or glittery paper	60%
Polycoat (plastic-lined) paper products	58%
Black-coloured plastics with or without a #1 to #7 and recycling symbol	51%
Aluminium foil, and foil containers or foil roasting pans	43%
Compostable or biodegradable plastic	33%
Plastic containers with just a recycling symbol and no numbers	31%

Q12. To the best of your knowledge, can the following items be put in your [blue recycling cart/communal recycling bin]? If you are unsure, please just say so. Base: All respondents, n=998.

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.

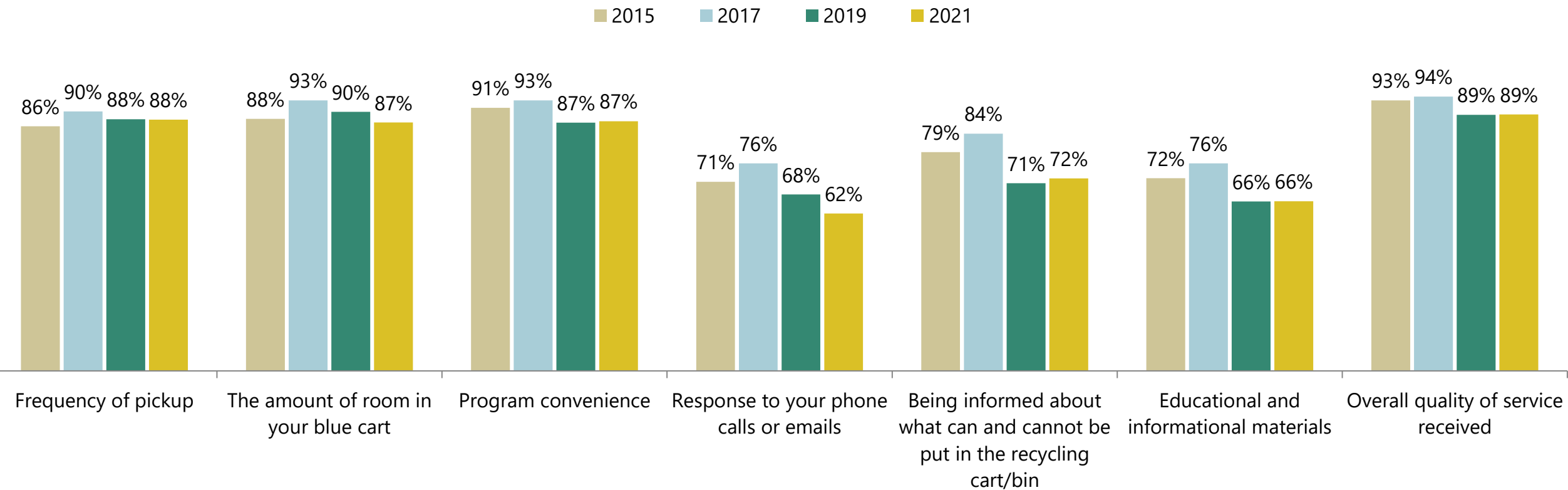


Q13. How satisfied are you with the following aspects of the blue cart recycling program? Base: All respondents excluding 'not applicable', n=771.

Q14. How satisfied are you with the following aspects of the communal multi-unit recycling program? Base: All respondents excluding "not applicable", n=227.

Overall satisfaction with recycling services in 2021 is the same as in 2019. However, response to phone calls and emails and the amount of room in the blue cart/communal recycling bin have softened since 2019.

Satisfaction with Recycling Programs – Trended (% Very Satisfied & Somewhat Satisfied)

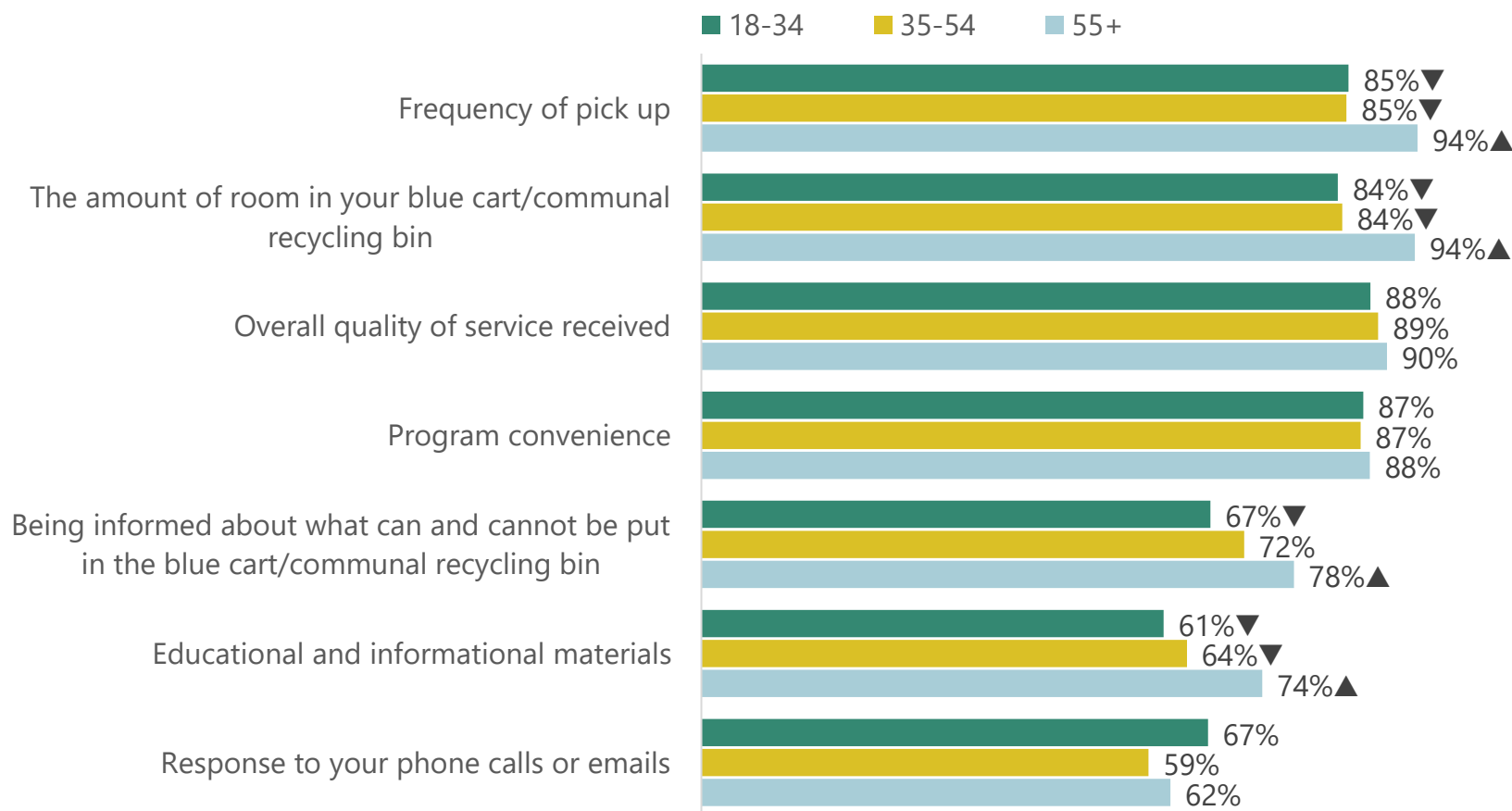


Q13. How satisfied are you with the following aspects of the blue cart recycling program?

Q14. How satisfied are you with the following aspects of the communal 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; 2021: n=227-771.

Older residents tend to be happier with most recycling program touchpoints. Younger residents are more satisfied with the response to phone calls or emails.

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

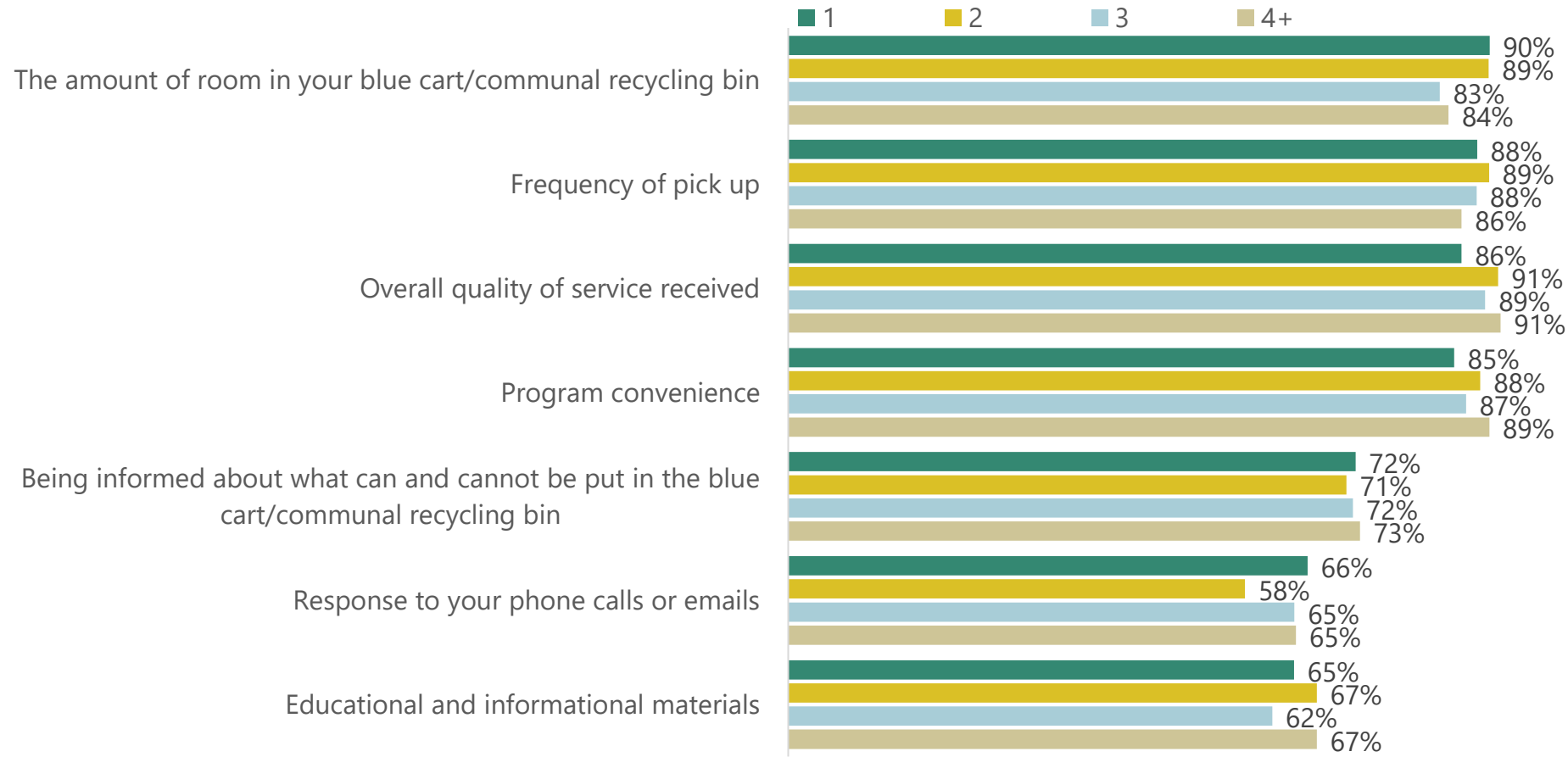


Q13. How satisfied are you with the following aspects of the blue cart recycling program? Base: All respondents excluding 'not applicable', n=771.

Q14. How satisfied are you with the following aspects of the communal multi-unit recycling program? Base: All respondents excluding "not applicable", n=227.

Larger households are less satisfied with the frequency of pickup and the amount of room in their recycling cart/bin. However, they are comparatively more satisfied with the program's convenience, being informed about what can and cannot be put in the blue recycling cart/communal recycling bin and overall quality of the service received.

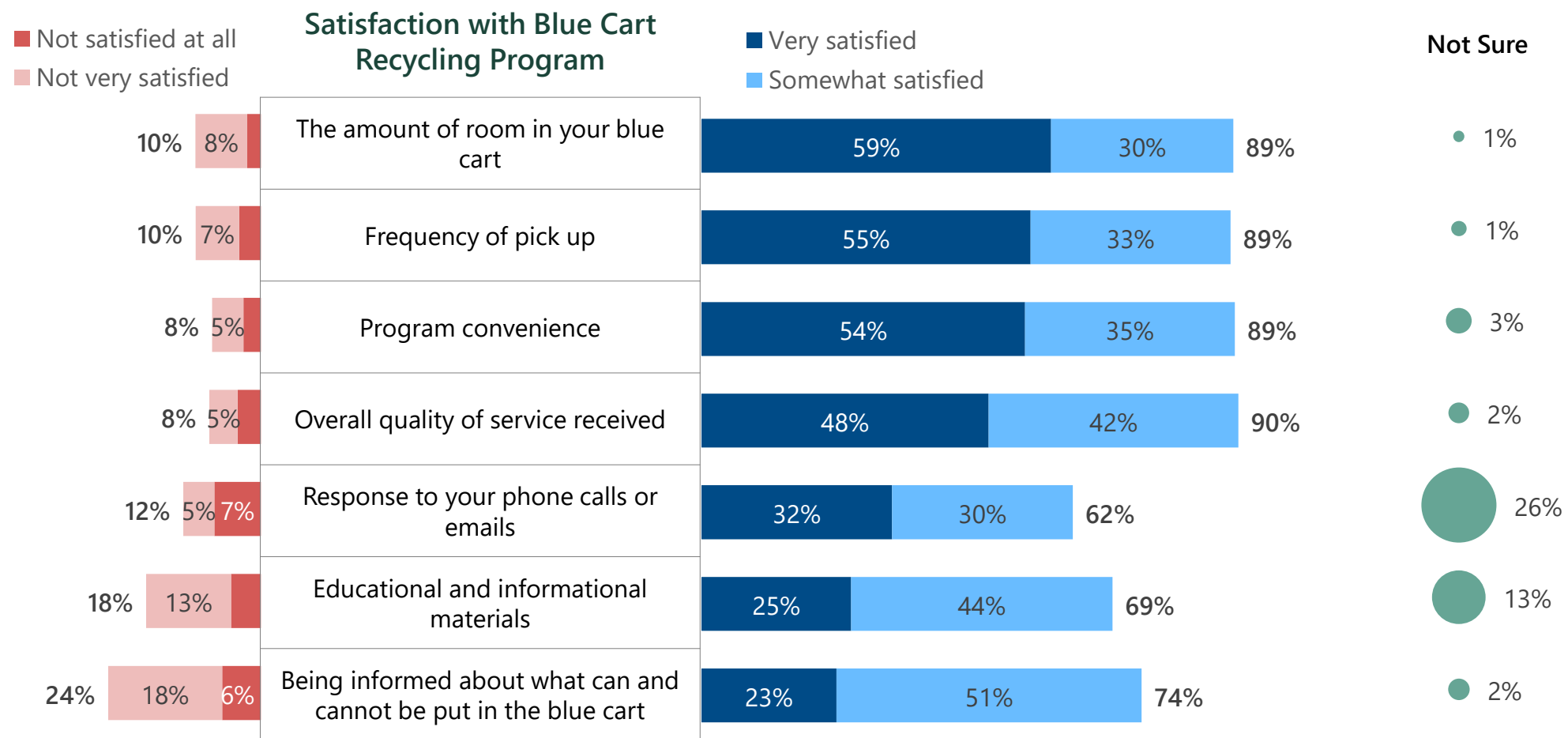
Satisfaction with Recycling Programs by Number of People in the Household
(% Very Satisfied & Somewhat Satisfied)



Q13. How satisfied are you with the following aspects of the blue cart recycling program? Base: All respondents excluding 'not applicable', n=771.

Q14. How satisfied are you with the following aspects of the communal multi-unit recycling program? Base: All respondents excluding "not applicable", n=227.

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



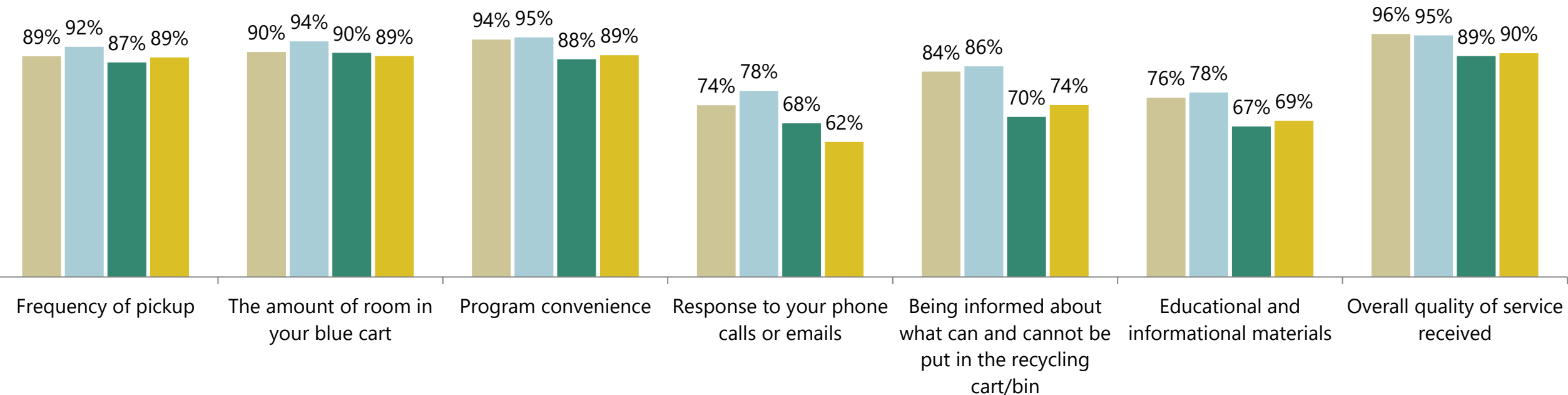
Q13. How satisfied are you with the following aspects of the blue cart recycling program? Base: All respondents excluding 'not applicable', n=229-771.

Among blue recycling cart users, satisfaction with the overall quality of service received holds steady. Among specific aspects of the program, satisfaction with the amount of room in the blue recycling cart and response to phone calls or emails softens.

Satisfaction with Individual Blue Cart Recycling Program – Trended

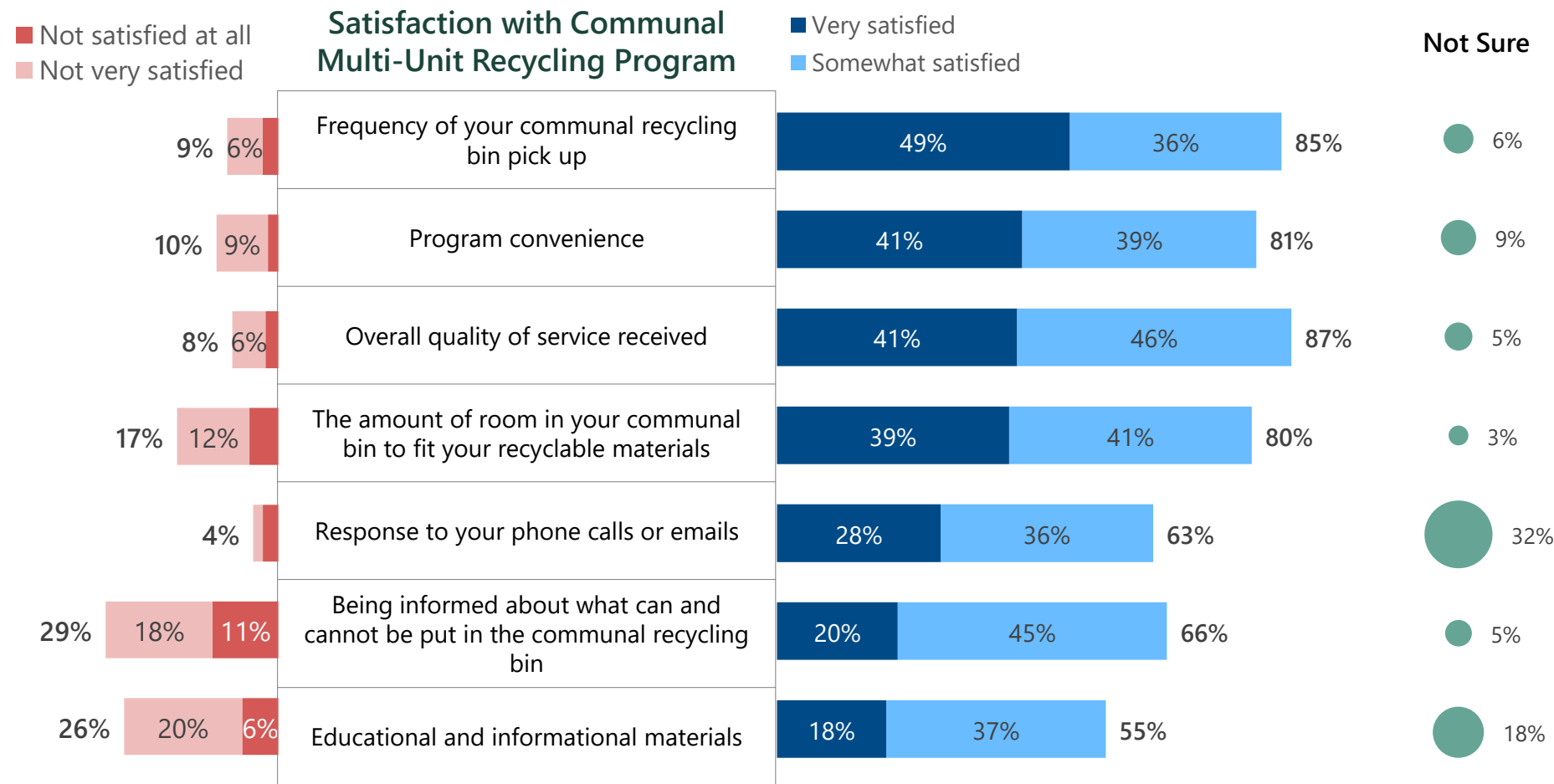
(% Very Satisfied & Somewhat Satisfied)

■ 2015 ■ 2017 ■ 2019 ■ 2021



Q13. How satisfied are you with the following aspects of the blue cart recycling program? Base: All respondents excluding 'not applicable', n=229-771.

Communal recycling bin users are most satisfied with the frequency of pickup, program convenience, overall quality of service received and amount of room in the communal recycling bin. Satisfaction is lower for educational and informational materials and being informed about what can and cannot be put in the communal recycling bin.

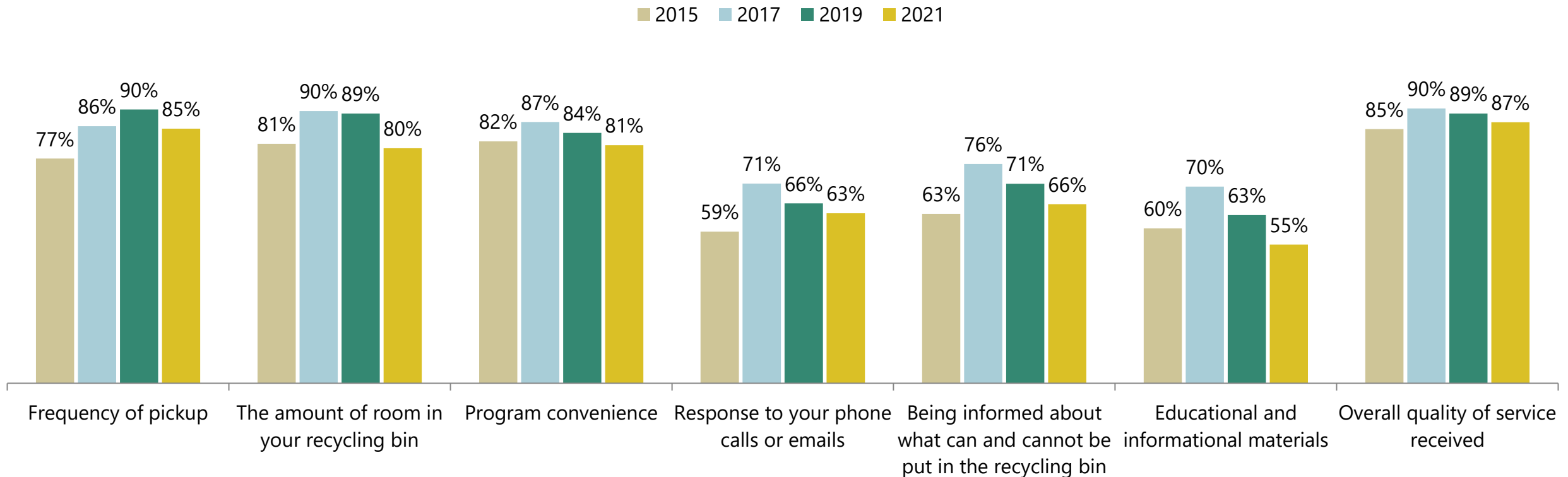


Q14. How satisfied are you with the following aspects of the communal multi-unit recycling program? Base: All respondents excluding "not applicable", n=66-227.

Satisfaction with the communal multi-unit recycling program decreased in the overall quality of the service received and all specific metrics since 2019, especially in the amount of room in the recycling bin and the educational and informational materials.

Satisfaction with Communal Multi-Unit Recycling Program – Trended

(% Very Satisfied & Somewhat Satisfied)



Q14. How satisfied are you with the following aspects of the communal multi-unit recycling program? Base: All respondents excluding "not applicable", n=66-227.

Satisfaction with the Blue Cart Recycling Program meets the City goal in overall quality of service received and is close to meeting the City goal in program convenience. Satisfaction with the Communal Multi-Unit Recycling Program is lower than the City goal in overall quality of service received and response to phone calls/emails. However, satisfaction with the Communal Multi-Unit Recycling Program surpasses the City goal in information about what can/cannot be put in cart and program convenience.

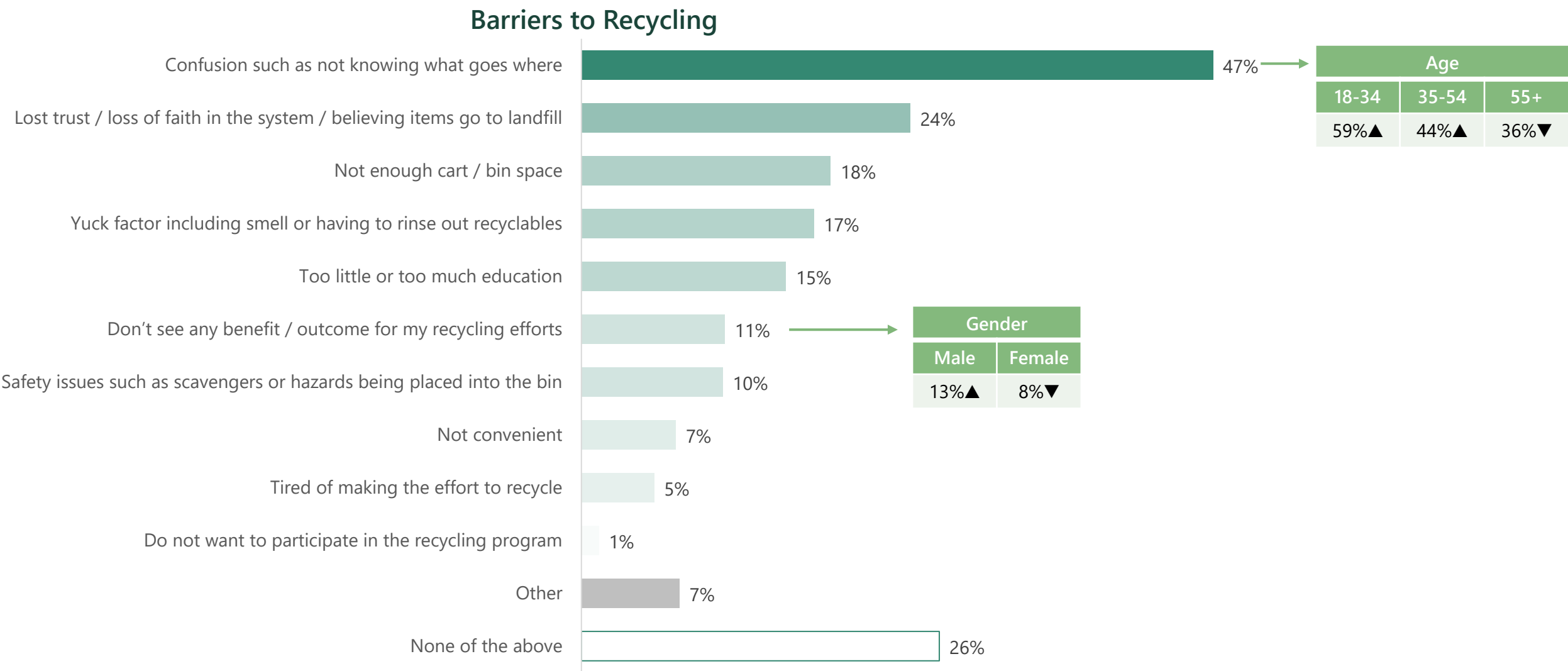
Satisfaction With Recycling Programs – Trended (% Very Satisfied & Somewhat Satisfied)

	Goal	2015	2017	2019	2021
Blue Cart Recycling Program					
Satisfaction with overall quality of service received	90%	96%	95%	89%	90%
Satisfaction with program convenience	90%	94%	95%	88%	89%
Communal Multi-Unit Recycling Program					
Satisfaction with overall quality of service received	90%	85%	90%	89%	87%
Satisfaction with program convenience	80%	82%	87%	84%	81%
Satisfaction with being informed about what can/cannot be put in cart	65%	63%	76%	71%	66%
Response to your phone calls or emails	65%	59%	71%	66%	63%
Total Satisfaction With Overall Service Received		93%	94%	89%	89%

Q13. How satisfied are you with the following aspects of the blue cart recycling program? Base: All respondents excluding 'not applicable', n=771.

Q14. How satisfied are you with the following aspects of the communal multi-unit recycling program? Base: All respondents excluding "not applicable", n=227.

Confusion about which items can be recycled and where to put them is the main barrier residents encounter when recycling their waste, especially among younger residents.



Q15. Which of the following things discourage or prevent you and others in your household from recycling or recycling more? Base: All respondents, 2021: n=998.

Users of communal recycling bins are more likely to identify bin space, little/too much education, safety, convenience and effort level as barriers to recycling than blue recycling cart users

Barriers to Recycling by Type of Service*

■ Individual blue cart that is rolled out to the curb on collection day ■ Communal recycling bin for shared use (Stationary Metal Blue Bin)



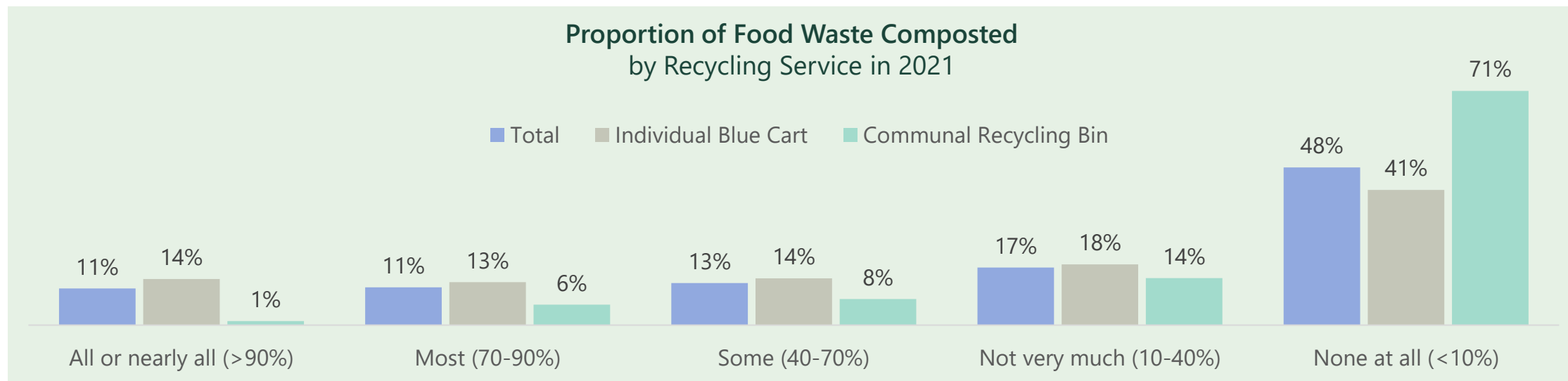
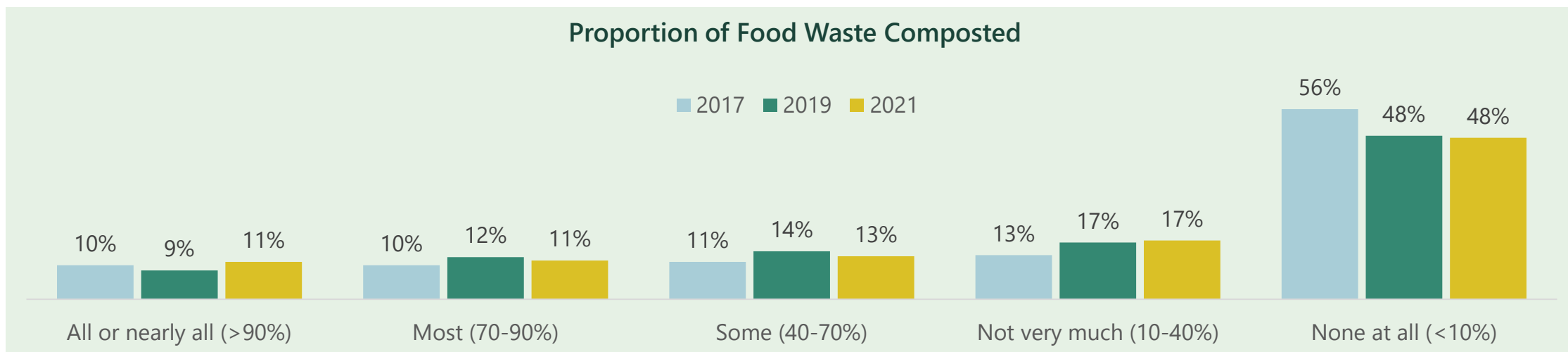
*Only barriers with significant differences are shown

Q15. Which of the following things discourage or prevent you and others in your household from recycling or recycling more? Base: All respondents, 2021: n=998.

Waste Diversion

Organics

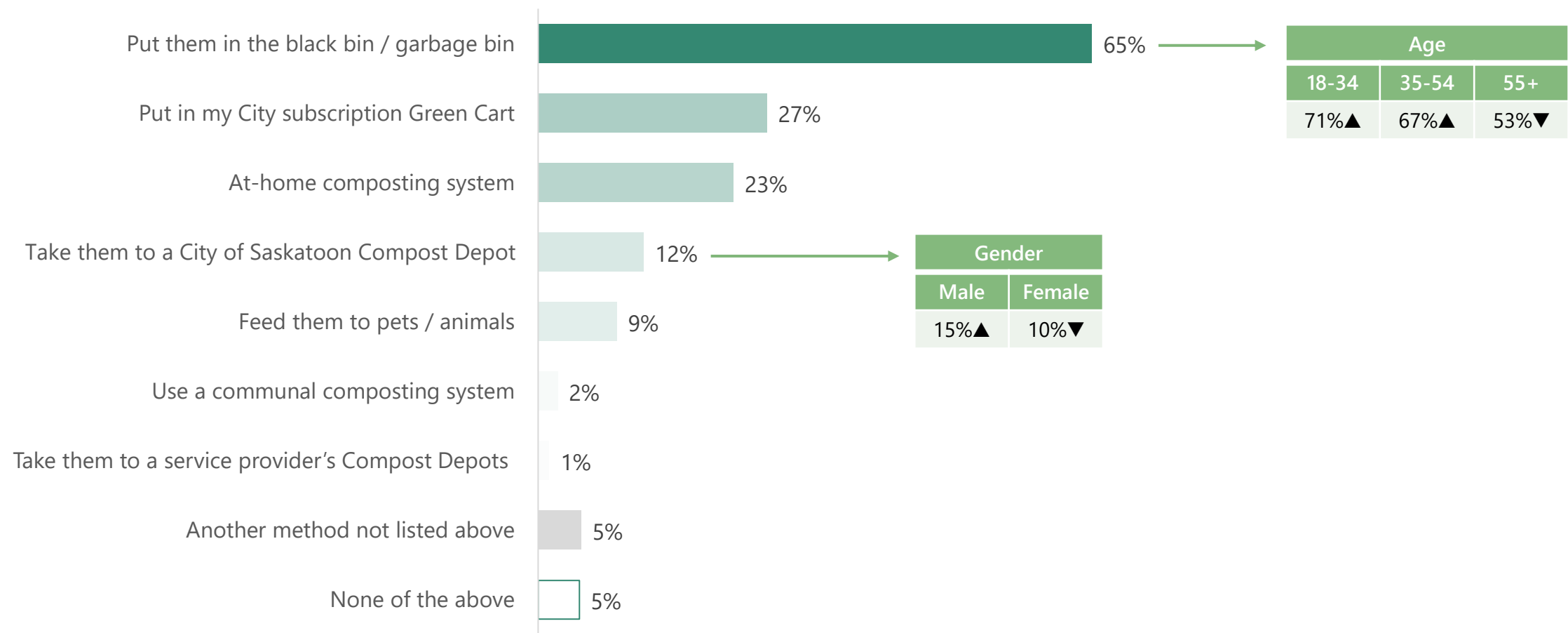
Consistent with 2019, roughly half of residents claim they do not compost food waste. Around one in ten reports composting all or nearly all food waste. Communal recycling bin users are more likely to report not composting food waste.



Q18. Broadly speaking, what proportion of your household's food waste do you compost (through any means)? Base: All respondents, 2017: n=1006, 2019: n=1,005, 2021: n=998.

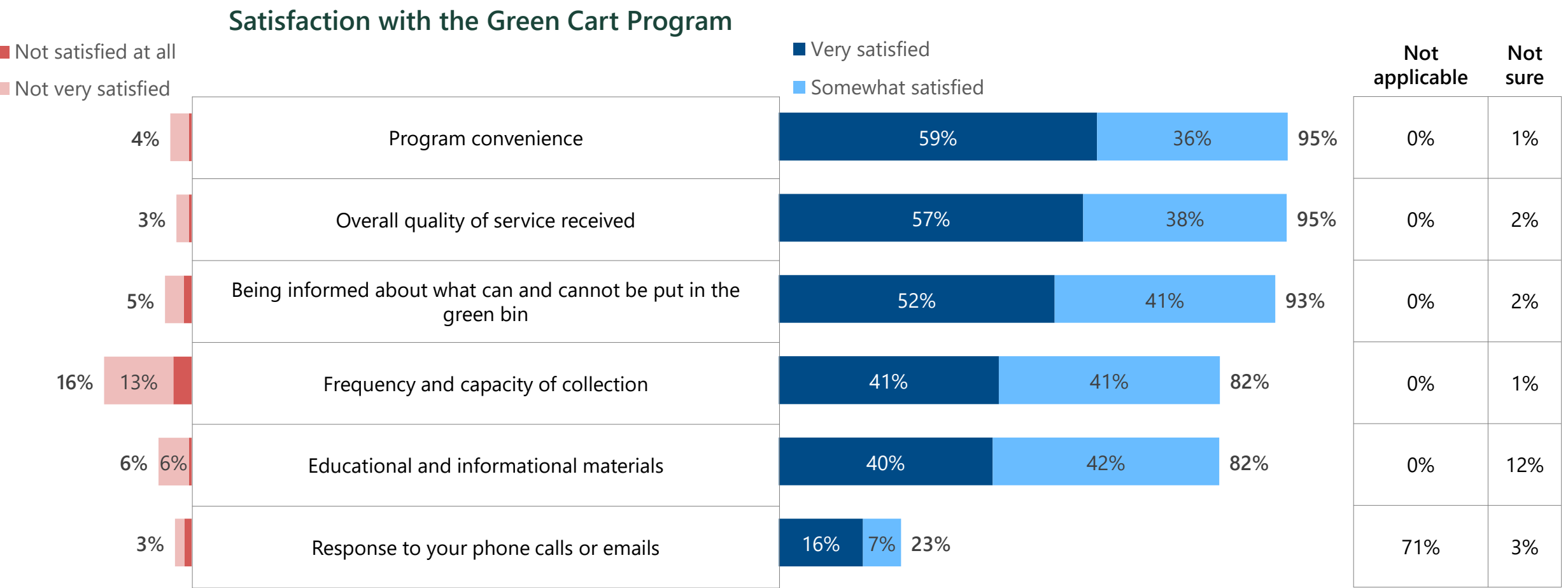
Most residents put kitchen scraps or yard waste in black/garbage bins. Roughly three in ten put organic waste in City subscription green carts.

Household Methods for Disposing of Kitchen Scraps or Yard Waste



Q18.2. How does your household dispose of kitchen scraps or yard waste (vegetable peels, leftover food, grass clippings, branches)? Please select all that apply. Base: All respondents excluding 'not applicable', n=771-998.

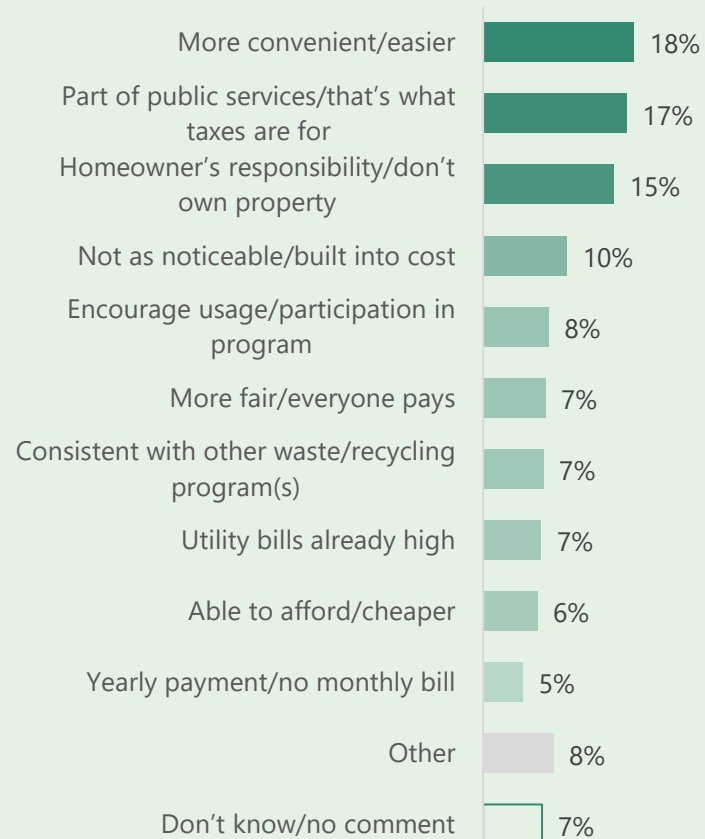
Green Cart Program satisfaction is high, particularly for convenience, quality and information about what can or cannot be put in the bin.



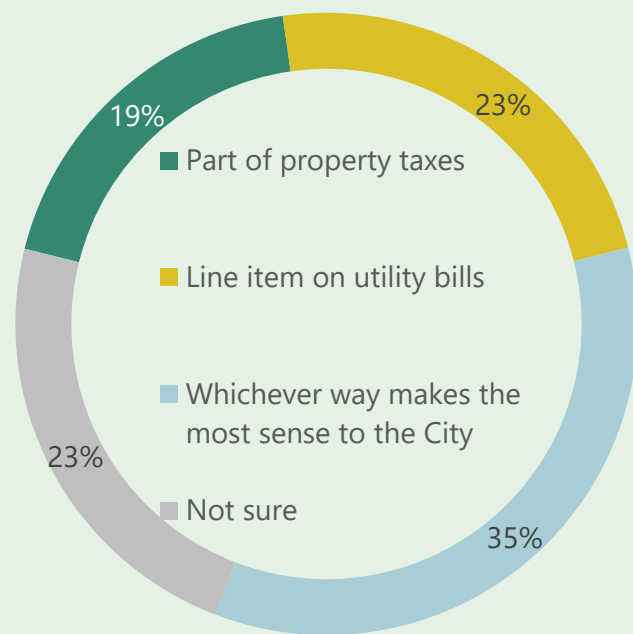
Q18.3 How satisfied are you with the following aspects of the green program? Base: respondents who selected "Put in my City subscription Green Cart" Q18., n=209.

One in three residents does not have a preference on how the city-wide organics collection program is funded. Half of those who choose “part of property taxes” funding explain that this method is more convenient/easier, part of public services or homeowner’s responsibility. Half of those who choose “Line item on utility bills” funding do so because they can see/track costs with this method.

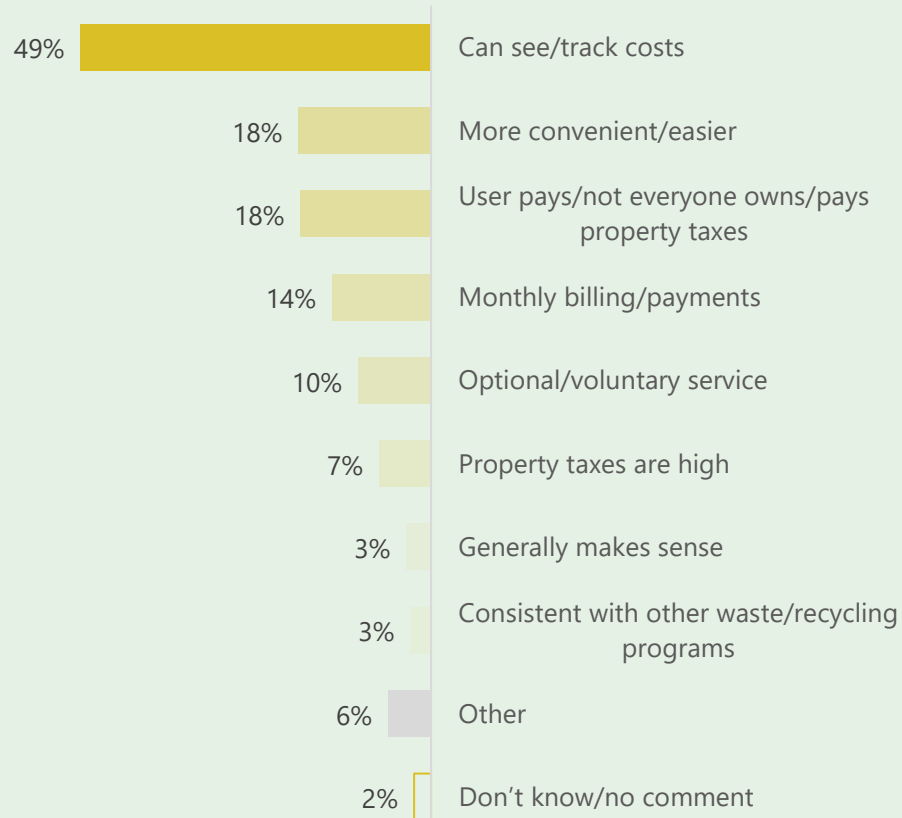
Reasons for Choosing “Part of Property Taxes”



Funding to Cover a City-Wide Organics Collection Program



Reasons for Choosing “Line Item on Utility Bills”

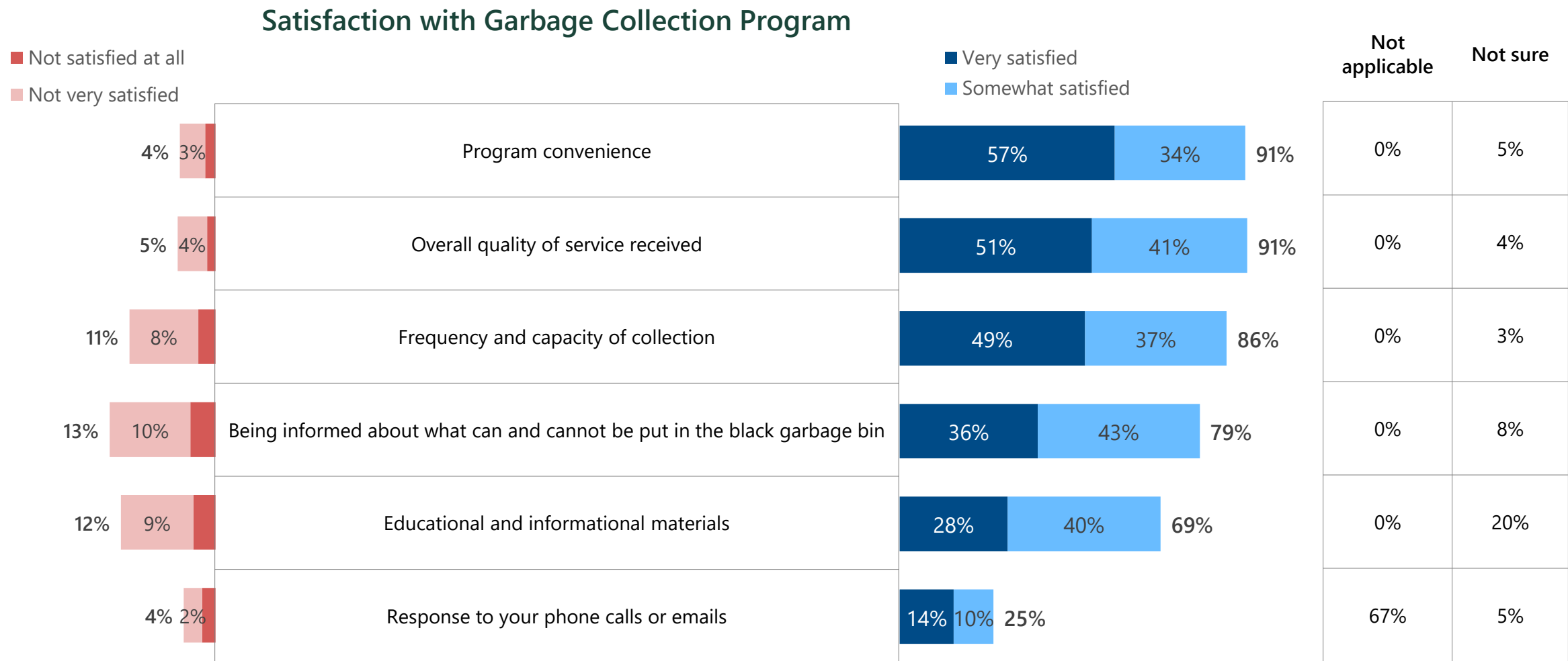


Q18.4. The costs to cover a city-wide organics collection program can be funded through either property taxes (like garbage collection) or a line item appearing on utility bills (like recycling collection). The program cost remains the same regardless of which method is used. Which approach would you prefer the City take for billing residents for a city-wide organics collection program? Base: all respondents, n=998.

Q18.5a and Q18.5b: Why do you prefer having the cost for a city-wide organics collection program funded through [a. property taxes /b. a line item on utility bills]? Base: respondents who chose to answer: “property taxes”: n=185; “a line item on utility bills”: n=232.

Garbage

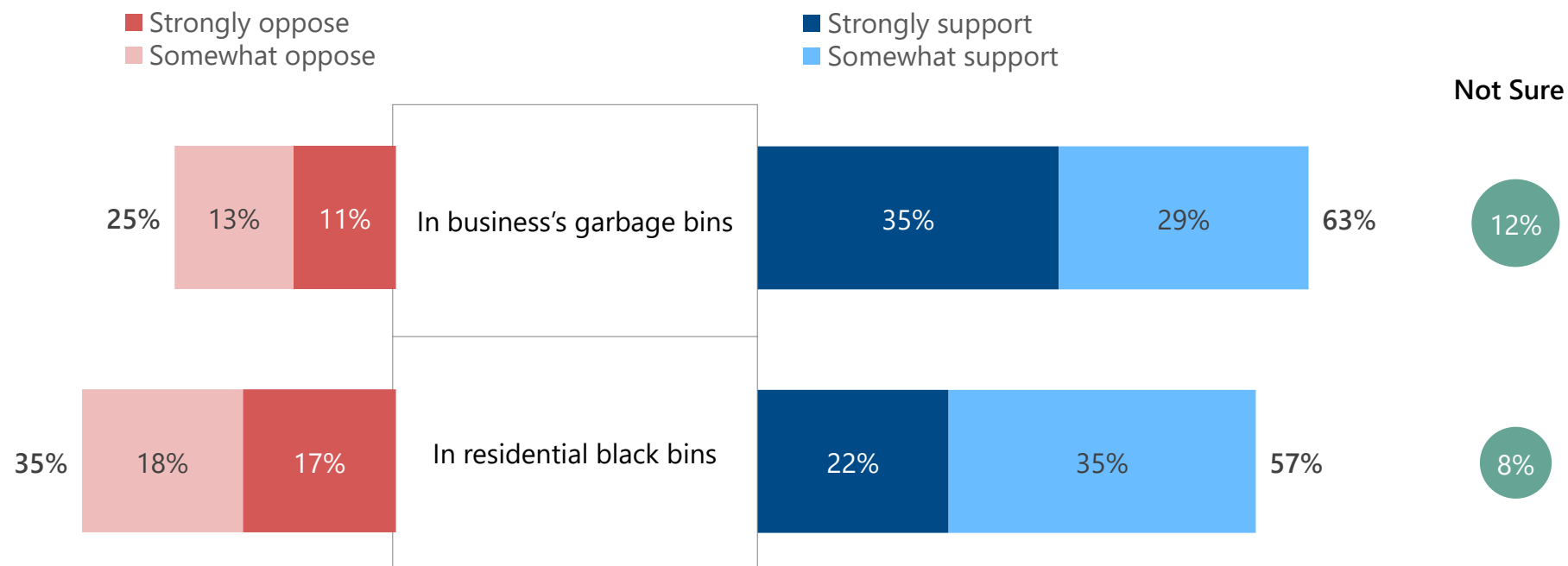
Most residents report high satisfaction with the Garbage Collection Program’s convenience and overall quality of service received. However, fewer residents are very satisfied with the educational and informational materials.



Q18.5 How satisfied are you with the following aspects of the garbage collection program (i.e the black bin)? Base: all respondents, n=998.

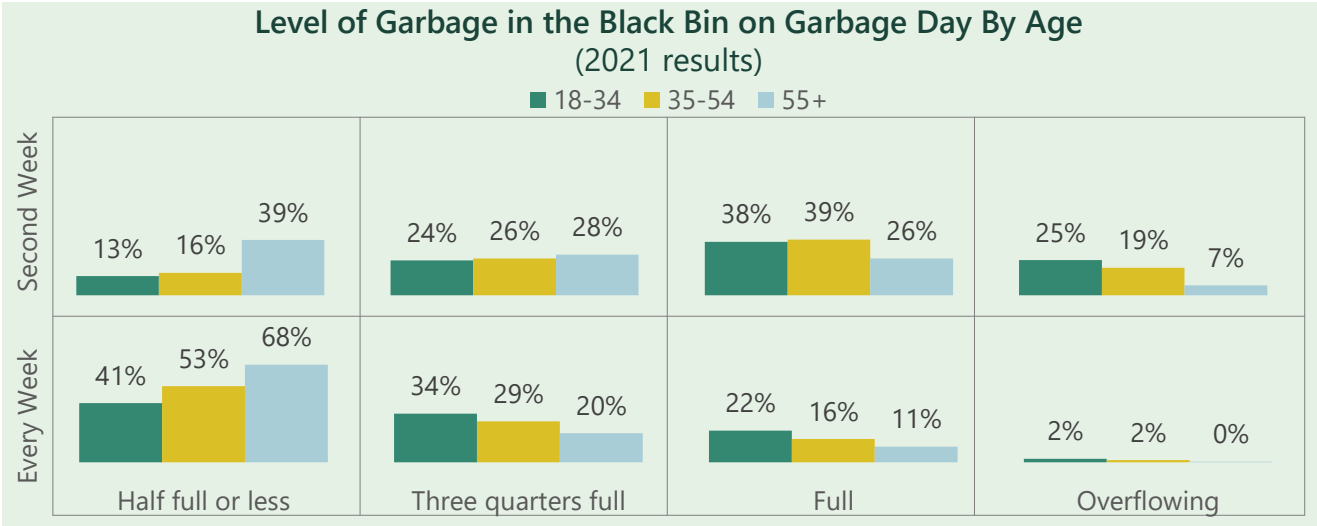
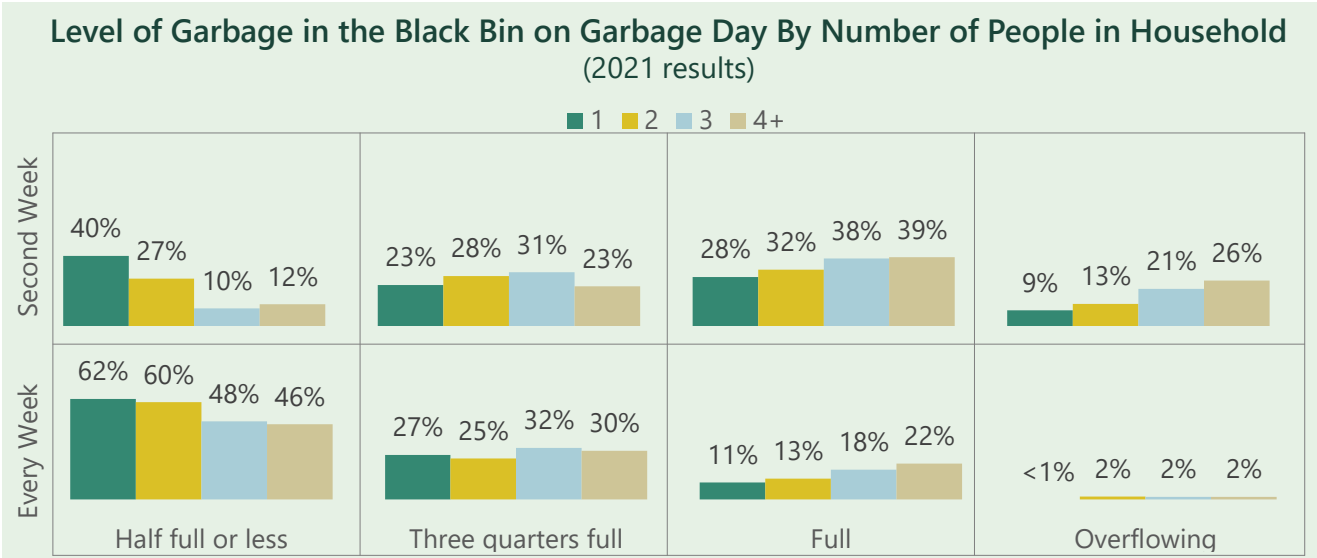
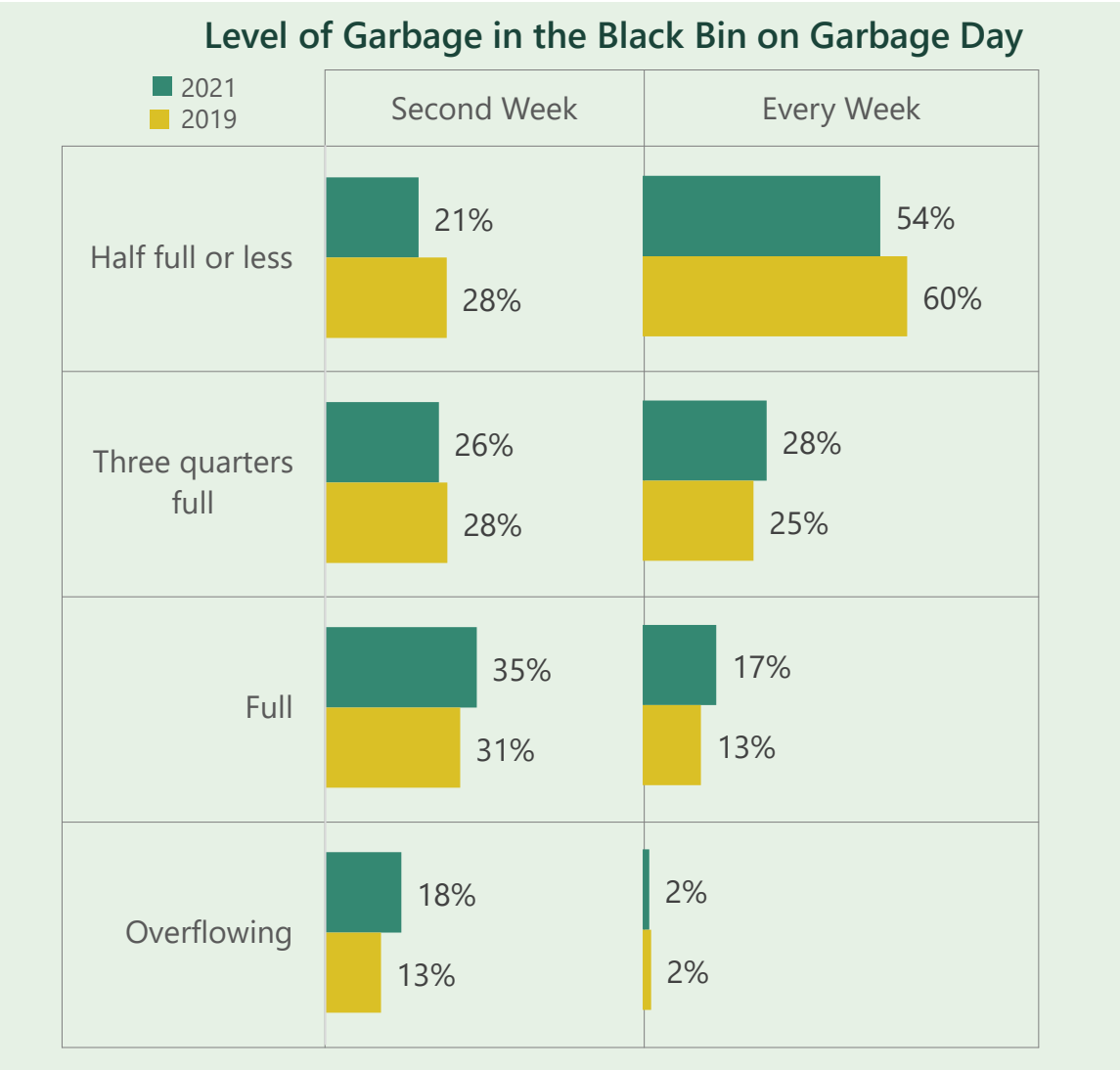
A slim majority support banning recyclables and organics from garbage bins, both for businesses and residents.

Support for Banning Recyclables and Organics in Bins



Q18.6 A 2019 study shows that approximately 10% of garbage sent to the landfill is recyclable and 40% is organic. These items could have been diverted. Would you support the City of Saskatoon banning recyclables and organics (such as those accepted in your blue or green bin) from being allowed...Base: all respondents, n=998.

Survey results suggest residents are generating more waste. Fewer residents report their black bin is half full or less on garbage day when it is every week and second week, and more report their black bin is overflowing when the garbage day is every second week. Larger households report higher levels of garbage in their black bins on garbage day. Older residents report lower levels of garbage in their garbage can on garbage day.

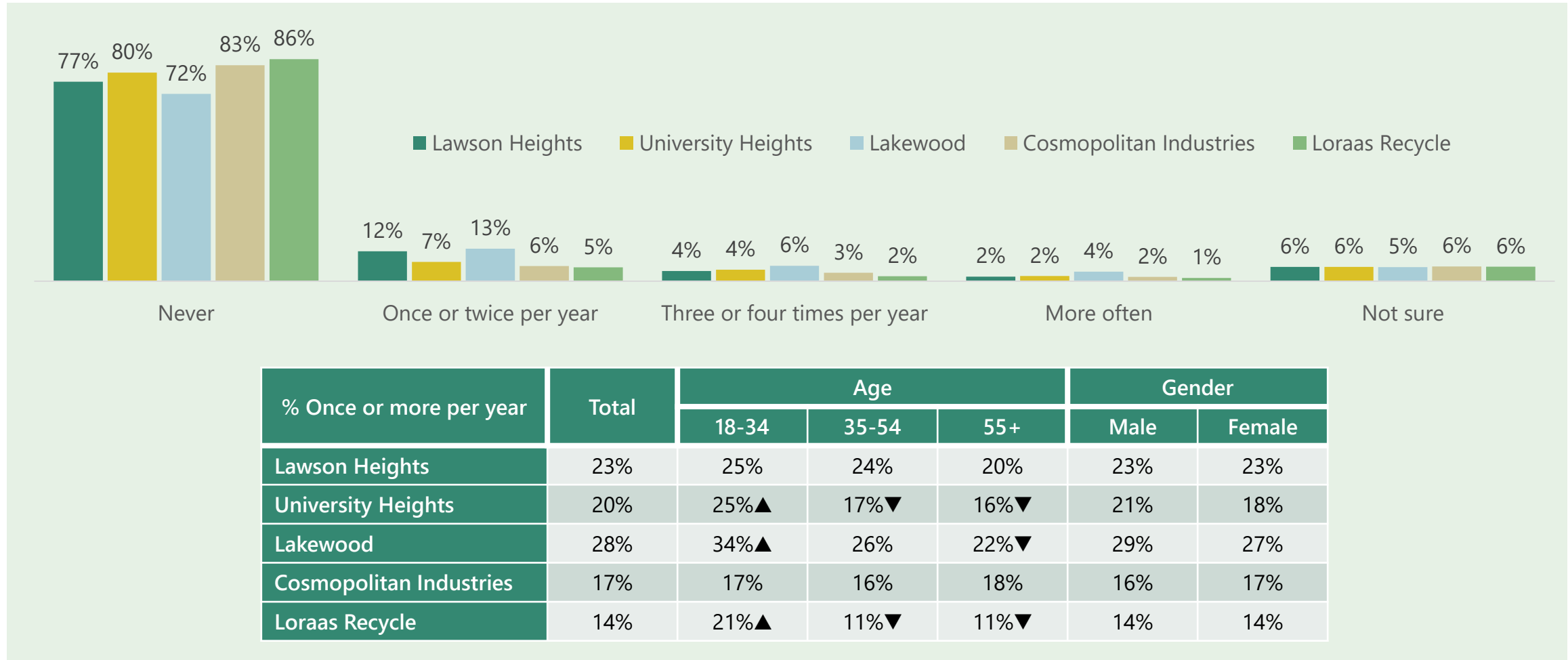


Q21. Generally speaking, how full is your black cart when you put it out on garbage day when...Base: respondents who did not select "Multi-Unit recycling bin" in Q7, 2019: n=775; 2021: n=771.

Public Recycling Depots

Most residents do not use the City's recycling depots. Those who use them once/twice per year most often go to Lakewood and Lawson Heights recycling depots.

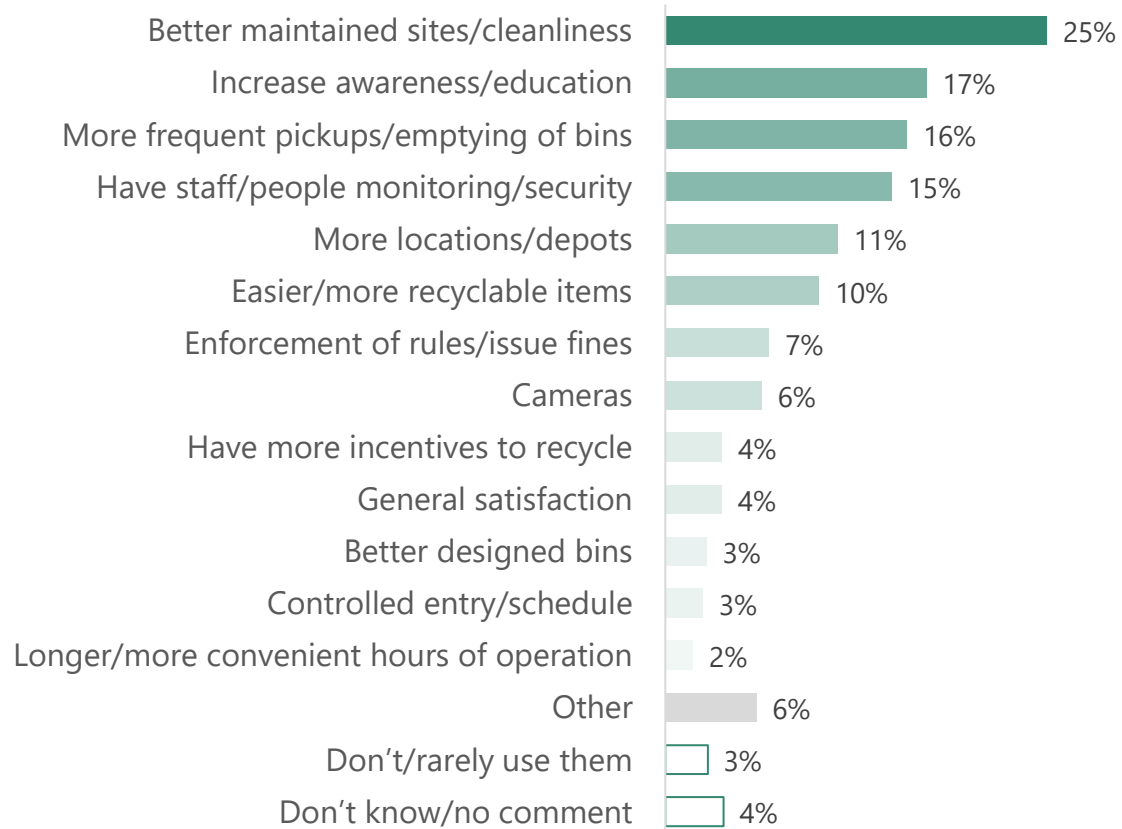
Frequency of Use of City of Saskatoon Recycling Depots



Q23. How often does someone from your household drop items off at each of the following City of Saskatoon recycle depots or private waste collectors? Base: all respondents, n=998.

Better maintenance/cleanliness, increased awareness/education, more frequent pickups/emptying of bins and more security are the main suggestions for improving public recycling depots.

Suggestions to Improve Public Recycling Depots



Keeping them clean - cameras to deter abuse of the bins and area.

Lock them at night, put cameras on them, more frequent pick-ups, more frequent cleanups.

Education on what can or cannot be recycled. Education on benefits of recycling and detailed information on the recycling process.

The few times that I've been there this year, the bins were overflowing. So maybe more frequent pick-ups?

Cleanliness, security, more and easier locations/accessibility.

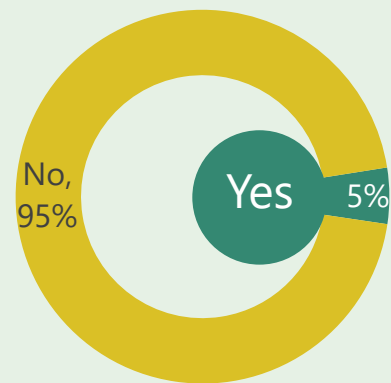
Introduce an incentive, maybe yearly bill reduction.

Q23.1 What, if anything, could be done to improve the public recycling depots? Base: respondents who chose to answer, n=459.

Most residents do not have mobility limitations or health conditions that prevent them from recycling. Older residents are more likely to use public recycle depots because of a mobility limitation or health condition.

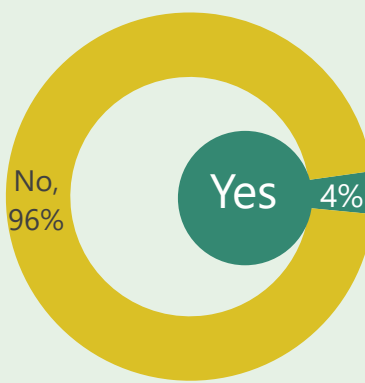
Physical or Health Condition Affecting Recycling

Have any mobility limitations that prevent you from physically rolling your waste cart on your collection day?



	Age		
	18-34	35-54	55+
Yes	7%▲	1%▼	8%▲

Use any of the public recycle depots because of a mobility disability or health condition?

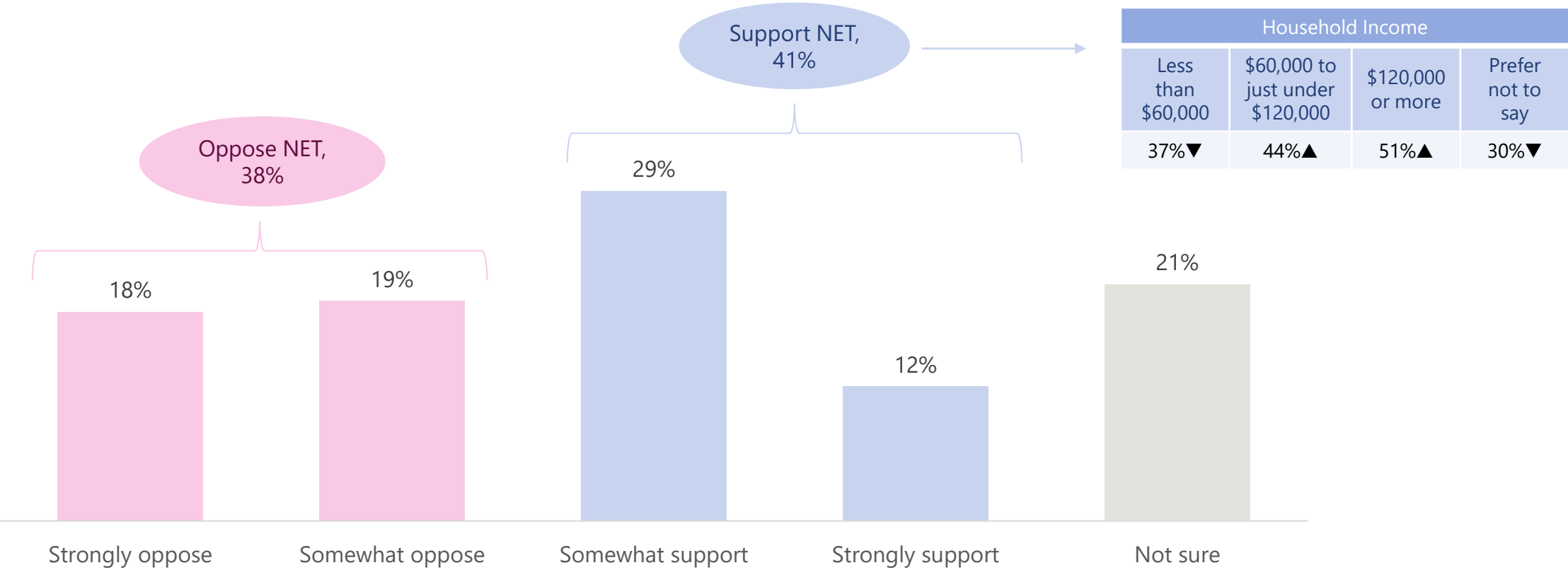


	Age		
	18-34	35-54	55+
Yes	5%	1%▼	7%▲

Q23.2 Does anyone in your household: Have any mobility limitations that prevent you from physically rolling your waste cart on your collection day? Use any of the public recycle depots because of a mobility disability or health condition? Base: respondents who used Lawson Heights, University Heights or Lakewood depots more often than "never", n=348-423.

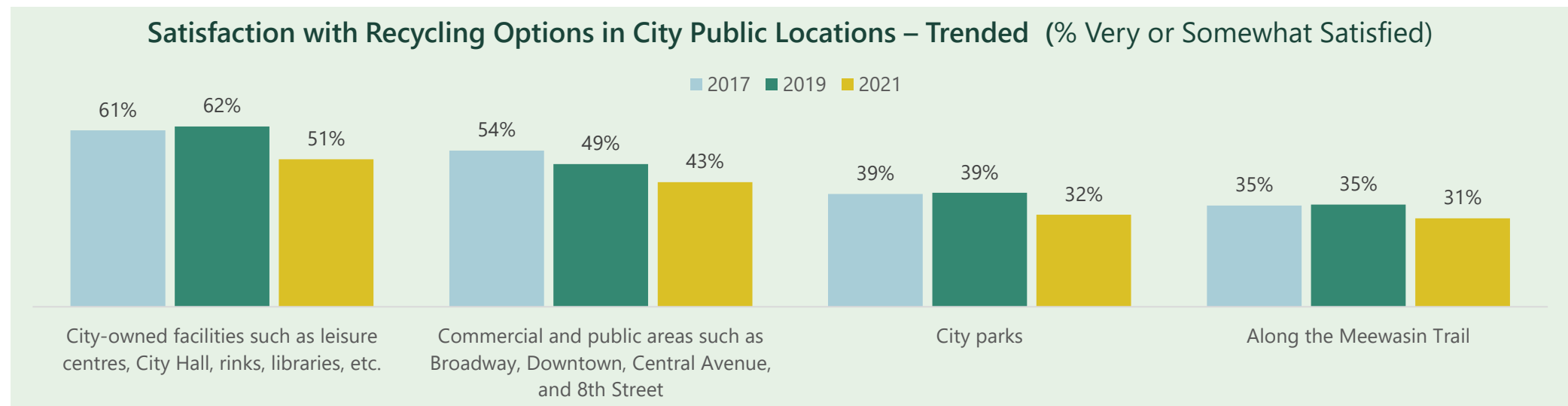
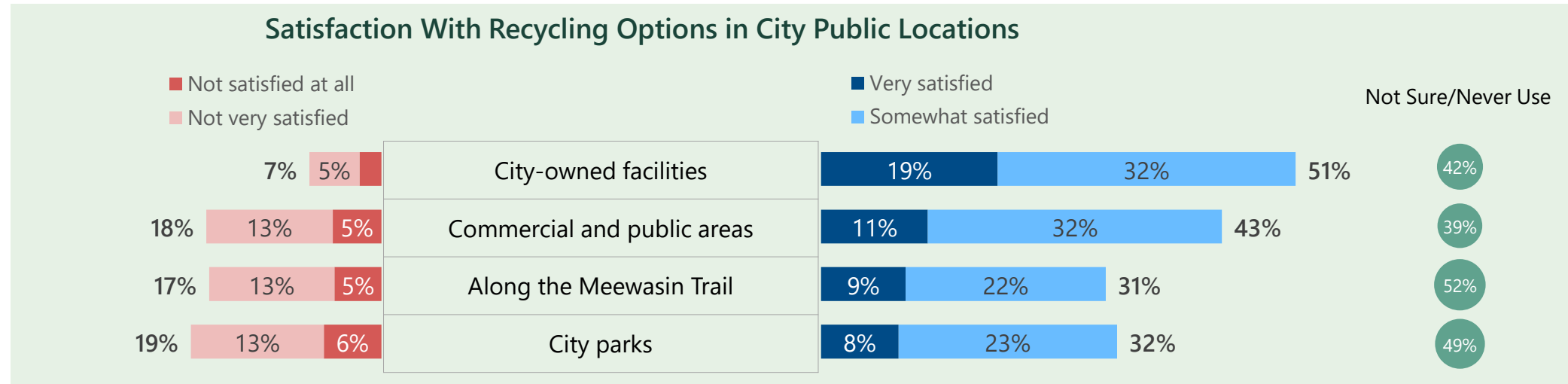
Residents are divided regarding support for closing all the City’s recycling depots after the Recovery Park opening in 2023.

Support for Closing All the City Operated Recycling Depots After the Recovery Park Opening in 2023



Q23.3 A 2019 survey indicates that 73% of Saskatoon residents have never used the public recycling depots or only use them once to twice per year. To assist with waste recovery efforts, the City is currently constructing Recovery Park; a one-stop designated recovery area for end-of-life waste and recyclables not accepted in current residential system. With Recovery Park opening in 2023, and keeping the Loraas Recycle and Cosmopolitan Industries recycling depots open, would you support or oppose closing all the City operated recycling depots (Lawson Heights, University Heights and Lakewood)? Base: all respondents, n=998.

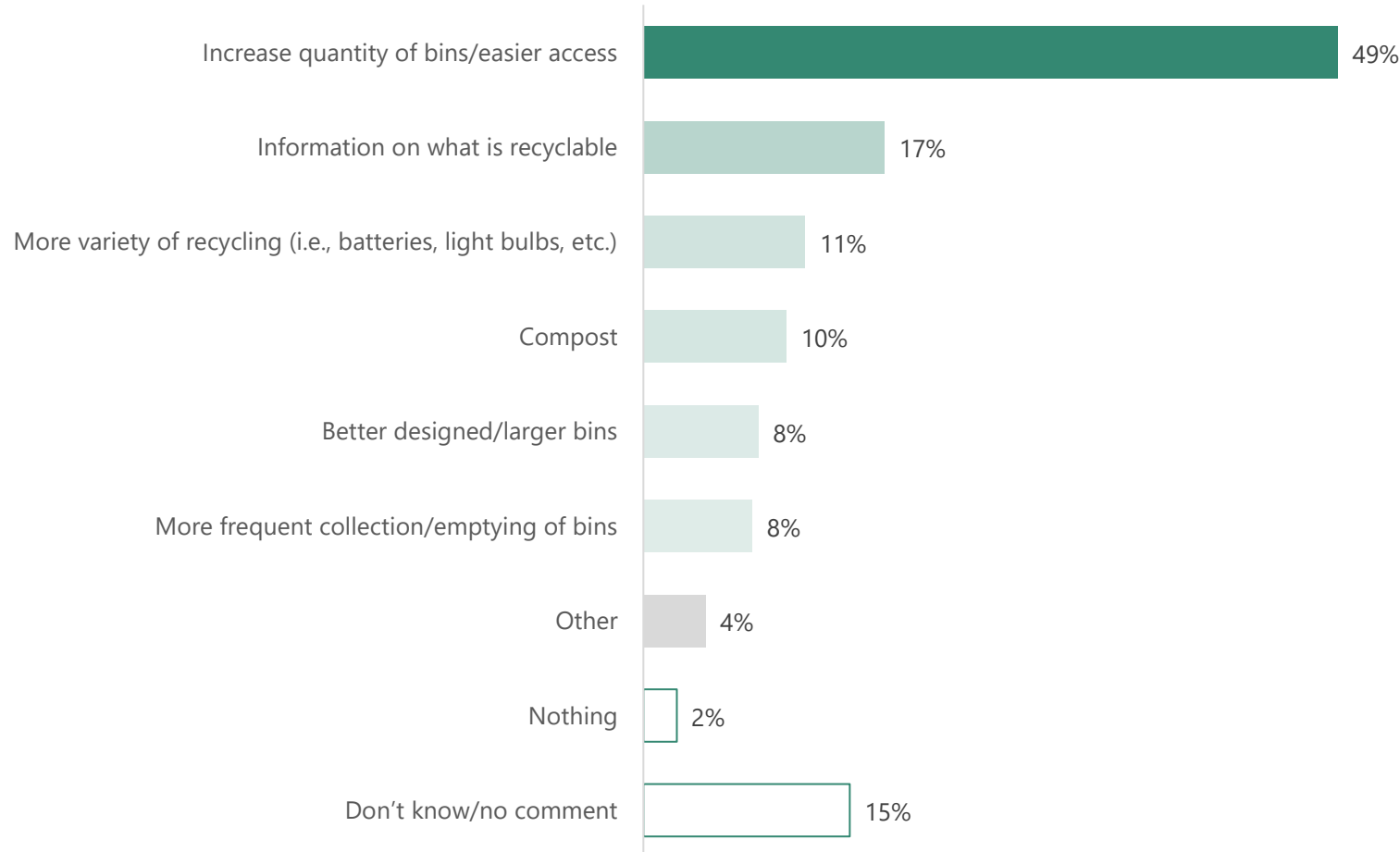
Most residents are satisfied with recycling options at City-owned facilities. However, satisfaction levels have declined since 2019. In addition, more than four in ten residents are not sure or have never used the recycling options in City-owned facilities. This may be due to the people not visiting the facilities during the pandemic.



Q27. How satisfied are you with recycling options in each of the following locations? Base: all respondents, n=998.

Larger recycling containers and better access to such containers are the most common suggestions to improve waste and recycling in public locations.

What Residents Would Like to See in Public Locations for Waste & Recycling



2021 Comments

A way to contact the city if the bins are overflowing or need a clean-up. An app where you can snap a picture of the bins and their location.

More recycling options. In city parks, there are many garbage cans but no recycle bins.

More properly labelled recycle bins with easy access and closer distances between each bin.

Accessible, educational information about what goes where and WHY.

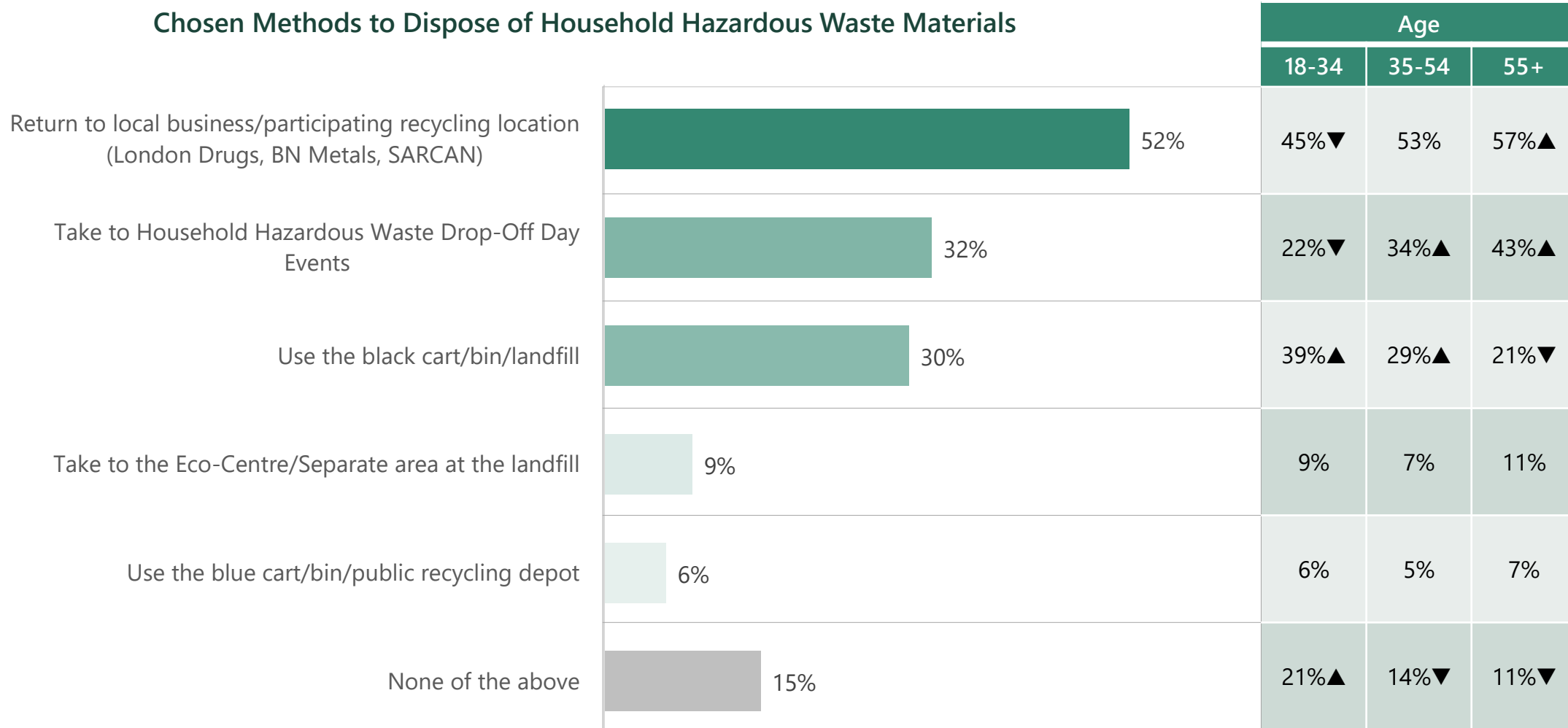
City-wide compost bins for food waste (mandate businesses to use compostable take-out containers), more recycling bins.

Q28. What else would you like to see in public locations for waste and recycling? Base: respondents who are not very or not at all satisfied to one or more items in Q27, 2021: n=266.

Household Hazardous Waste

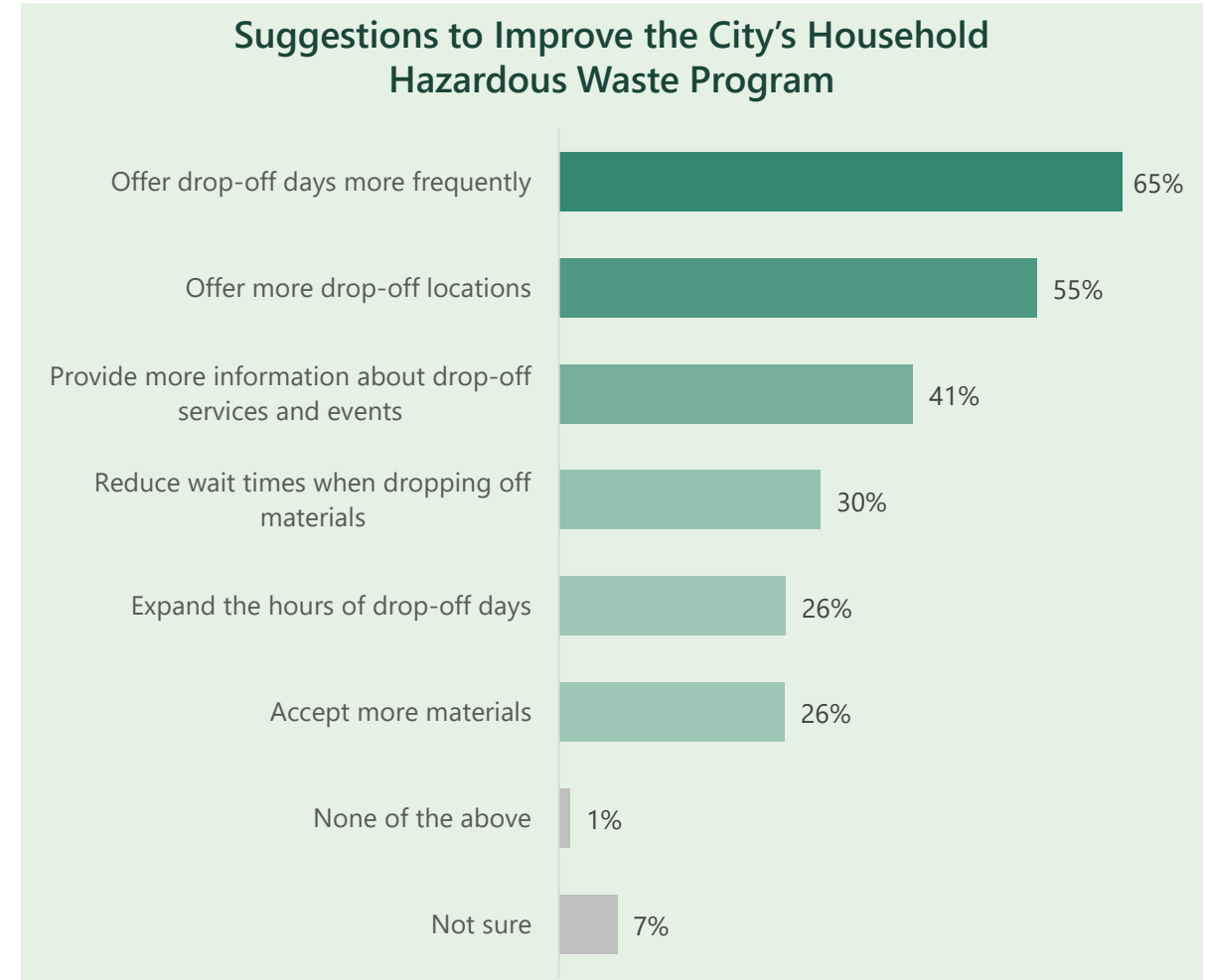
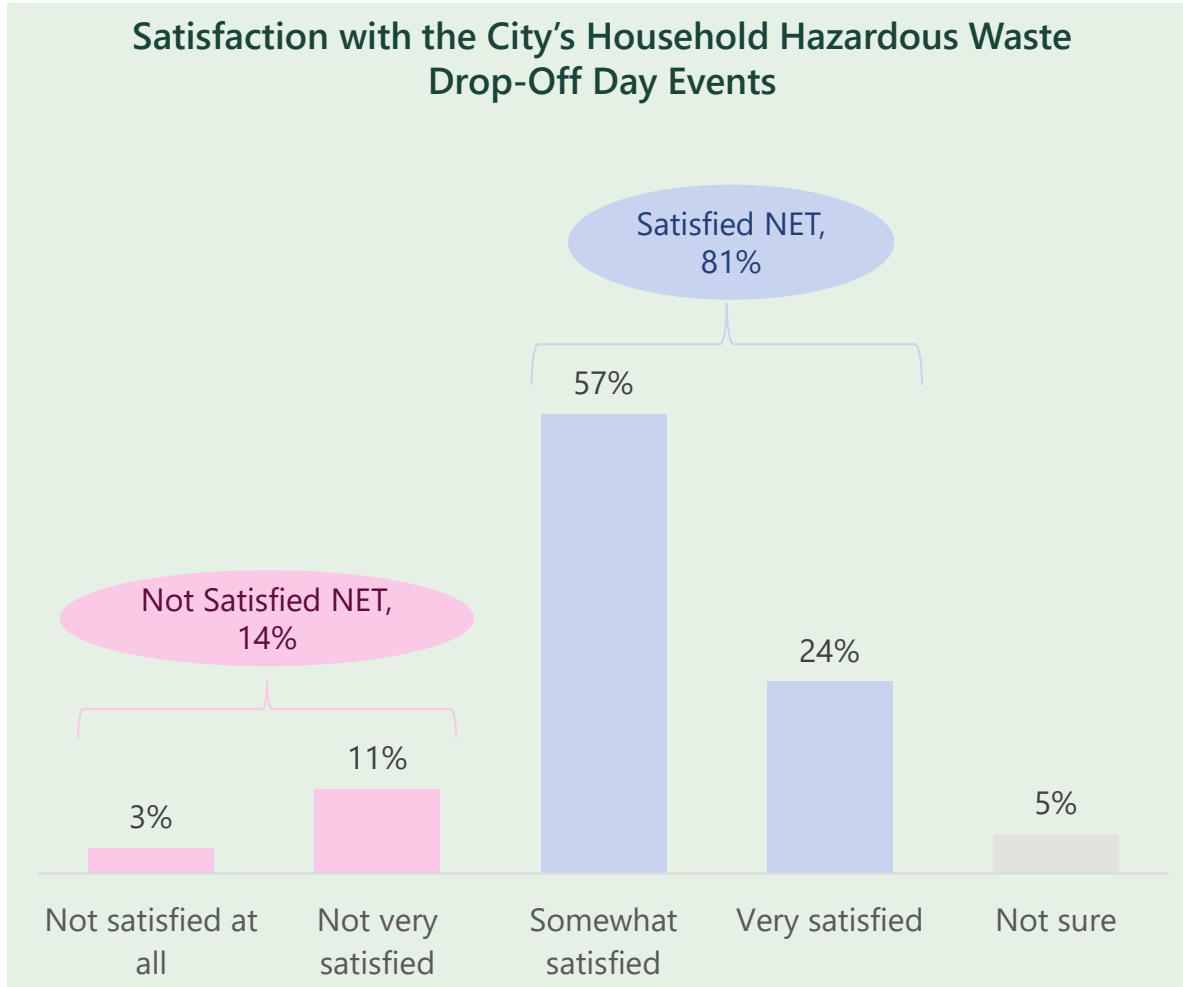
Household hazardous waste materials are most commonly returned to businesses, especially by older residents.

Chosen Methods to Dispose of Household Hazardous Waste Materials



Q28.1 Do you use any of the following to dispose of your household hazardous waste materials, such as batteries, paint, used oil, lightbulbs, household cleaning aerosols? Please select all that apply. Base: all respondents, n=998.

Satisfaction is high among those who have used the City's Household Hazardous Waste Drop-Off Day Events. The most common suggestions for further improvement are increasing the drop-off days frequency and number of locations.

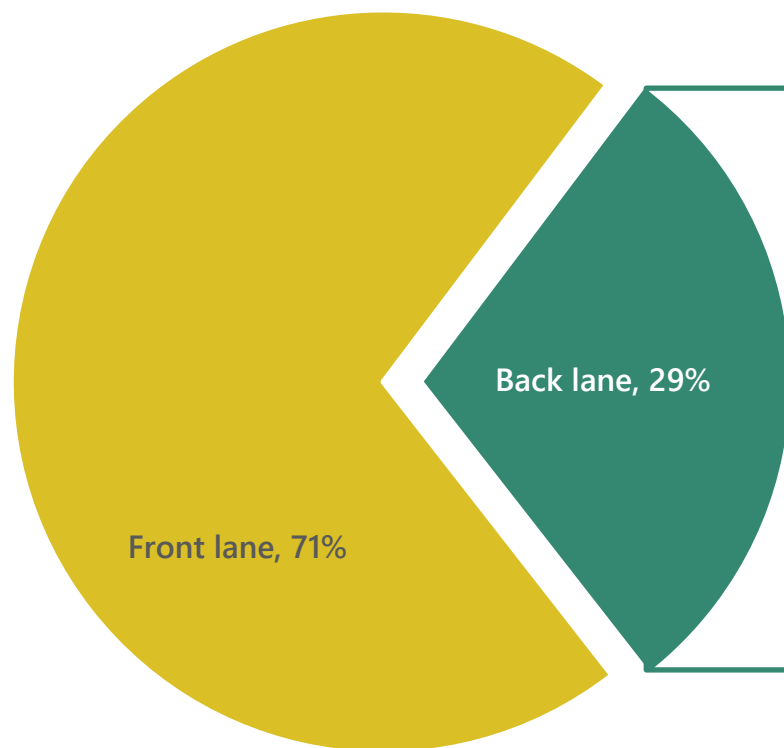


28.2 How satisfied are you with the City's Household Hazardous Waste Drop-Off Day events? Base: respondents who selected "Take to Household Hazardous Waste Drop-Off Day Events" in q28.1, n=332.
 28.3 What, if anything, can be done to improve the City's Household Hazardous Waste program? Base: respondents who selected "Take to Household Hazardous Waste Drop-Off Day Events" in q28.1, n=332.

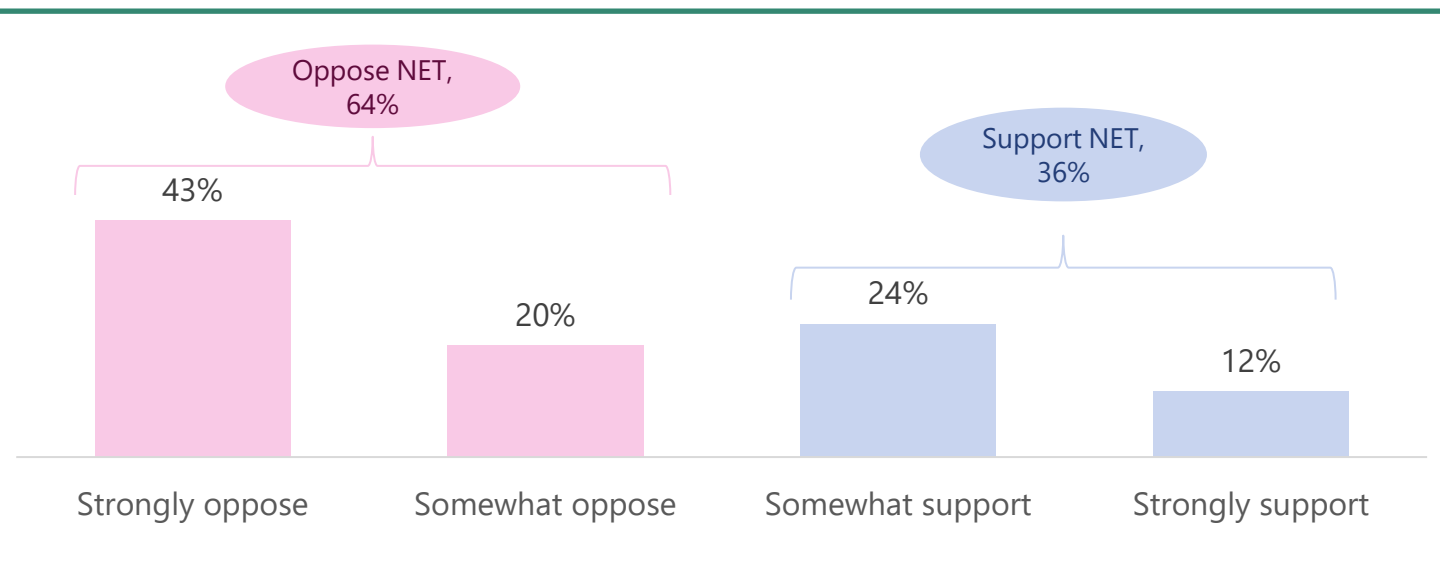
Back Lane Collection of Waste Bins & Special Collection Programs

Three in ten residents place garbage and recycling carts in the back lane for collection. Among those, most oppose the City moving towards front curb garbage collection.

Local Where Garbage and Recycling Carts are Placed for Collection



Support for the City Moving Towards Front Curb Garbage Collection

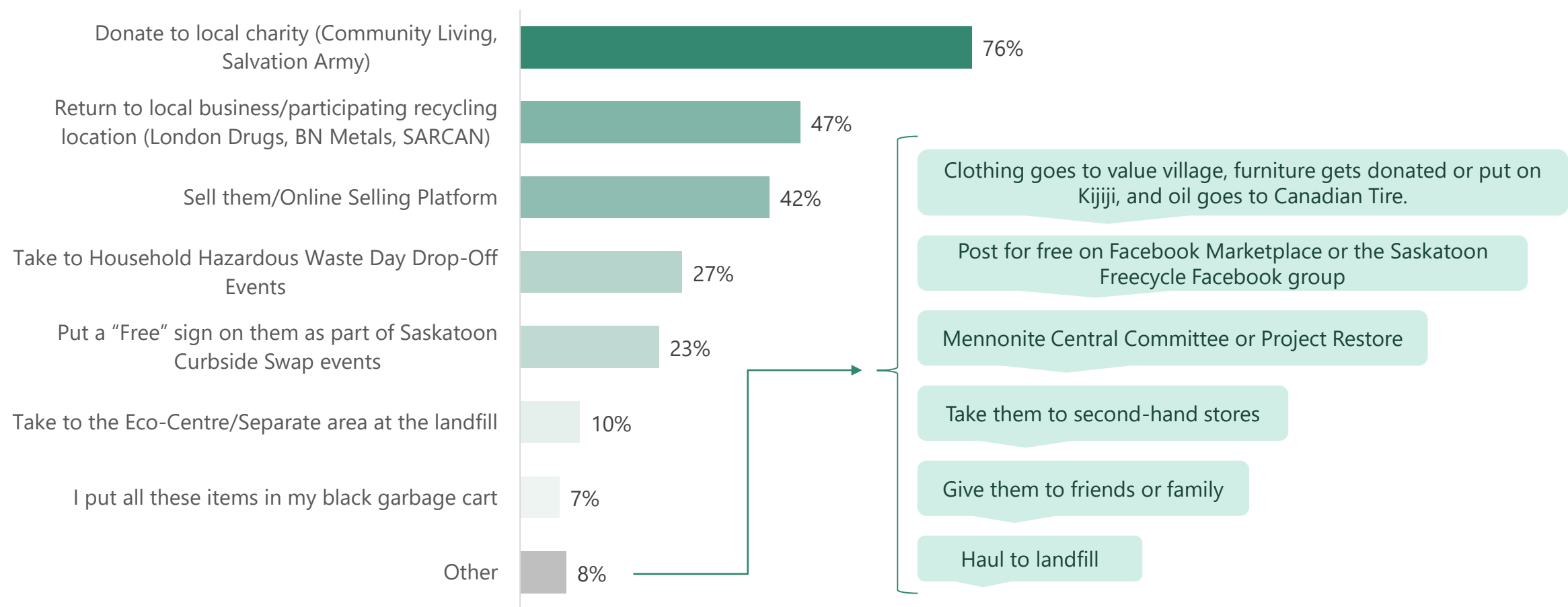


28.4 Please select where you place your garbage and recycling carts for collection (excluding green bins for organic materials). Base: respondents who did not select "communal recycling bin" in Q7, n=771.

28.5 Back lane collections of waste bins increase collection fees, involve safety concerns and can lead to illegal dumping issues. With this in mind, do you support or oppose the City moving towards front curb garbage collection for all households? Base: respondents who selected "Back lane collection" in Q28.4, n=220.

Local charity donation is the most used method mentioned by residents for disposing of items such as clothing, used furniture, used automotive oil and medication.

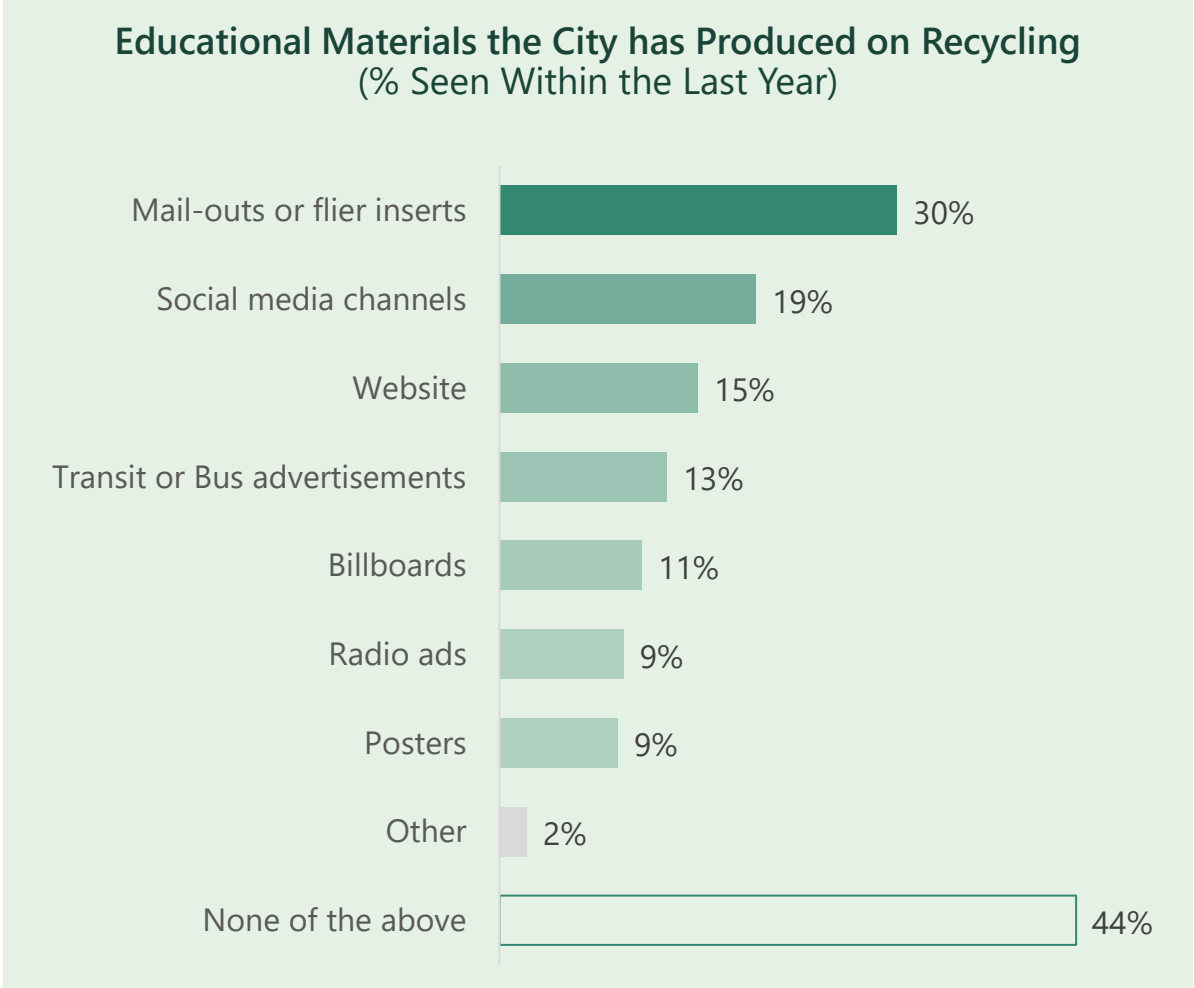
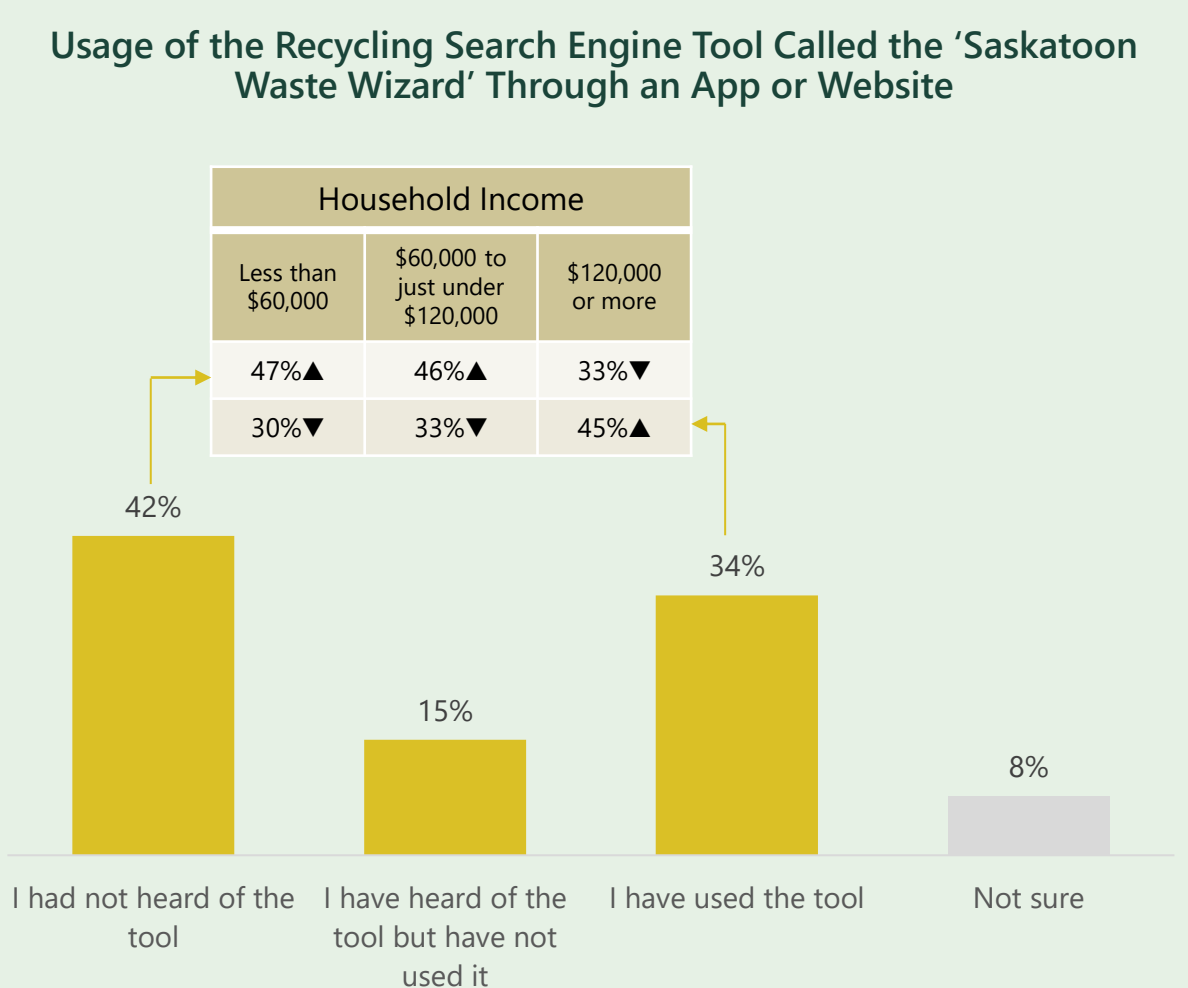
Special Collection Programs or Other Strategies Used for Items Such as Clothing, Used Furniture, Used Automotive Oil, and Medication



28.7 Items such as clothing, used furniture, used automotive oil, and medication cannot be recycled using the [residential blue cart/multi-unit recycling bin] program. Which of the following special collection programs or other strategies do you use for these types of waste?
 Base: all respondent, n=998.

Communication

Roughly one in three residents has used the Saskatoon Waste Wizard tool through an app or website, especially those with higher household income levels. Three in ten residents report seeing mail-out or flier inserts educational materials on recycling produced by the City.



28.8 Have you heard of or used the waste collection reminder and recycling search engine tool called the 'Saskatoon Waste Wizard' through an app or website? Base: all respondent, n=998.

28.9 Have you seen any of the following educational materials the City has produced on recycling within the last year? Base: all respondent, n=998.