



SINGLE USE ITEM STRATEGY

WORKSHOP CONSULTATION SUMMARY
October 28, 2016



CONTENTS

Overview	1
Workshop Summary	2
What We Heard	3
■ Themes	3
■ Vision	4
■ Single Use Items	5
Workshop Participants	7

OVERVIEW

In 2010, the Greenest City Action Plan identified several priority action items in support of the City's Zero Waste goal, including a commitment to explore new requirements that would target commonly disposed and difficult to recycle materials. The City is developing a Single Use Item Strategy that will explore opportunities to address the distribution, use and recycling of commonly disposed items designed for single use, such as disposable hot and cold beverage cups, plastic and paper carry bags, and expanded polystyrene (EPS) and other take-out food containers.



WORKSHOP SUMMARY

Residents, businesses, non-profit organizations and other levels of government were invited to a workshop to provide expertise and input on single use item waste. The input received from this workshop will be used alongside technical research and further stakeholder consultation and public engagement to inform the development of a Single Use Item Strategy.

Date: October 28, 2016

Participants: 67

Topics: Single use item waste related to expanded polystyrene (EPS) and other take-out food containers, hot and cold beverage cups, paper and plastic bags.

The Single Use Item workshop was hosted as part of the broader Zero Waste 2040 Strategy workshop series. To view the Zero Waste 2040 workshop consultation summary, visit vancouver.ca/zerowaste.

Purpose

The purpose of the Single Use Item workshop was to:

- Inform participants of planning to reduce single use items waste
- Establish a shared understanding of the current state of single use item waste
- Develop a high level vision for reducing single use item waste
- Identify potential approaches and actions to achieve a reduction in single use item waste
- Identify the challenges and brainstorm solutions
- Invite participants to take a role in future initiatives that will help Vancouver become a zero waste community

Approach

The workshop was designed around a “now, wow, how” planning framework blended with systems thinking methods. The approach and activities in the workshop focused on:

1. Systems Mapping: What is the current state of single use item waste generated in Vancouver?
2. Visioning: What could Vancouver look like with zero waste from single use items?
3. Action Planning: What approaches, City and/or community led, can we take to reduce waste from single use items?
4. Challenges & Solutions: What are the main challenges and solutions associated with the key approaches to achieving a reduction in single use item waste?

INSIDE LOOK: SYSTEMS MAPPING

To spark discussion and thinking about reducing and eliminating single use item waste from landfill and incinerator, workshop participants drew a system map of key single use items: carry bags (paper and plastic), take-out containers (EPS and other) and beverage cups (hot and cold cups). The system map included the life cycle of the item, from cradle to cradle, including the sources of solid waste, the players in the system and levers for change. This activity allowed participants to better understand the current state of single use item waste before visioning and planning for a zero waste future.



WHAT WE HEARD



At the Single Use Item Workshop, we heard healthy debate and discussion on many topics. Participants discussed the current state of single use item waste, a vision of what Vancouver could look like as a community with zero waste from single use items, brainstormed City and community-led approaches to reducing and eliminating waste from a given single use item, developed action plans for how to proceed over the short term and identified the “most important and effective” approaches. Participants were then asked to analyze key approaches identified by the City and other participants, by identifying possible challenges and recommending related solutions. Overall, six themes emerged from participant ideas, comments and input.

1. TAKE A COLLABORATIVE SYSTEMS-WIDE APPROACH

Reducing single use item waste, similar to achieving zero waste, is complex. It involves change through multiple layers of stakeholders, across organizational boundaries, and is beyond the ability of any one organization to effectively address it by themselves. Addressing waste from single use items requires total systems change, and collaboration between players acting locally and effecting change globally. Participants told us that achieving zero waste from single use items needs a collaborative approach, engaging with and building on the capacity of businesses and organizations to collectively address and solve the production, use and disposal of disposable items designed for single use.

2. FOSTER A ZERO WASTE CULTURE

Vancouver is defined by its residents and their diversity, values, norms, lifestyles and ability to adapt, look forward, and be involved in shaping the city. Participants recognized the importance of cultural values, norms and lifestyles as both barriers to and opportunities for reducing and eliminating single use item waste. Participants told us that becoming a zero waste community will need communities to be more considerate of their impacts and shift away from disposable consumerism to a “lighter footprint” culture.

3. TRANSITION TO A STRONG CIRCULAR ECONOMY

Transitioning to the circular economy may be one of the biggest opportunities for re-shaping how we organize production and consumption and reduce or eliminate single use item waste. The circular economy represents a new way of looking at the relationships between policy, markets, people and resources. Participants identified the need for local circular economy opportunities to address single use items, including treating single use item waste as a resource. The importance of enabling processes that design items to have longer lifespans, to be reusable and recyclable, to be kept at their highest utility, and to consider social equity, affordability, accessibility and convenience in the development and distribution of circular items and affiliated services was also identified.

4. FOSTER INNOVATION

Zero waste is a philosophy, visionary goal and also an innovation. Participants recognized the need to foster disruptive innovations as a means and an end to enabling unconventional solutions to addressing single use items, including innovative policies, models, services, infrastructure, and technology. Participants told us to support innovation that makes avoiding, conserving and recovering single use items easy and convenient.

5. SUPPORT INFRASTRUCTURE & TECHNOLOGY

Participants recognized the need for public and private infrastructure and technology to support government, institutions and businesses in reducing and eliminating single use item waste and for members of the public to be able to access that infrastructure and technology.

6. DEVELOP SUPPORTIVE AND ENABLING POLICY & REGULATION

Governments have an important role to play in the shift towards zero waste. Participants expressed the need for government policy and regulation to be streamlined and harmonized across governments, to support the transition to zero waste and local circular economies, and to balance the protection of the environment while enhancing human health and safety.



VISION

Participants were asked to envision what Vancouver could look like with zero waste from single use items. Participants provided over 40 ideas, visions and aspirations that were Vancouver specific or broader. Examples of feedback gathered throughout the visioning exercise are below.

- City-wide programs and services support the reduction of single use item waste
- People are empowered to shop differently, to consume and waste less and use reusable materials
- The public and business community are engaged and empowered to be part of product sharing
- Free, accessible and simple zero waste options replace "single use items"
- Renewable, recyclable or biodegradable materials are used in consecutive lifecycles by manufacturers
- When necessary, single use items are only composed of valuable recyclable or compostable material
- A sharing economy exists for food/drink cups and carry items with involvement from the whole city
- The Province expands Extended Producer Responsibility programs to all single use items with proper incentives to foster sustainable behavior change
- Local policies require industry players to account for their solid waste impact
- Provincial, regional and local policies enable all products to be reusable/repackaged, traced and returned to the company at the end of its life
- Local policies eliminate polystyrene and low-grade plastics
- Transparent messaging on composition of single use products and single use item waste is publicly available
- Single use items are clearly marked with the reuse (if possible) and recycling stream in which they belong
- Consumers understand how and where to dispose/recycle an item and the implications of that decision

CURRENT STATE OF SINGLE USE ITEM WASTE IN VANCOUVER

Single use, disposable items, such as hot and cold beverage cups, paper and plastic carry bags, and take-out food packaging are commonplace in our fast-paced, on-the-go society. With the launch of the RecycleBC (formerly Multi-Material BC) residential recycling program on May 19, 2014, Vancouver's recycling program expanded to include a few of these single use disposable items. Disposable coffee cups can be recycled through the residential collection program, while plastic bags and expanded polystyrene packaging can be recycled at depots. Some retailers have also developed take-back programs for some single use items. Nevertheless, outside of the home a significant amount of these recyclable materials are disposed as garbage or end up as litter.

Coffee Cup Waste:

An estimated 2.6 million coffee cups (polycoat paper cups) are disposed as garbage each week in Vancouver. The pie chart to the right represents the amount of coffee cup waste from single family homes, multi-family homes and industry.

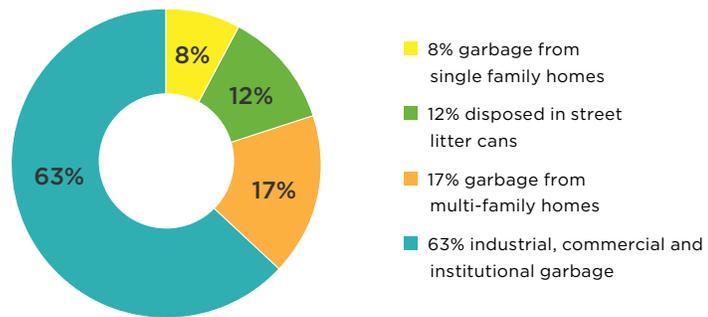


Figure 1: coffee cup waste divided by source of disposal.

Plastic Bag Waste:

It's estimated that over 2 million plastic shopping bags are disposed in the garbage each week in Vancouver. The pie chart to the right represents the amount of plastic bag waste from single family homes, multi-family homes and industry.

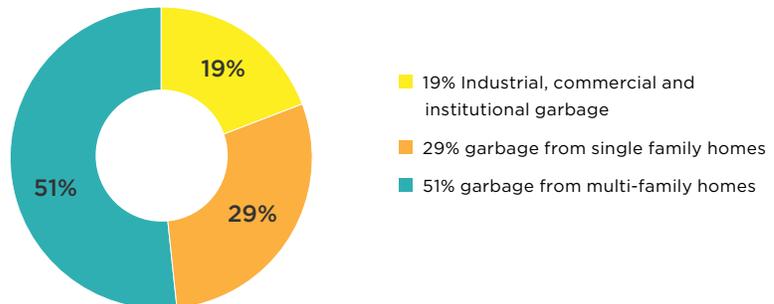


Figure 2: plastic bag waste divided by source of disposal. Numbers may not add to 100% due to rounding.

Litter from Single Use Items:

Waste from single use items can have a significant impact on our city and the surrounding marine environment as litter. In Vancouver, 44 per cent of large litter is single use items. The pie chart to the right shows what percentage of different single use items appear as litter on Vancouver streets.

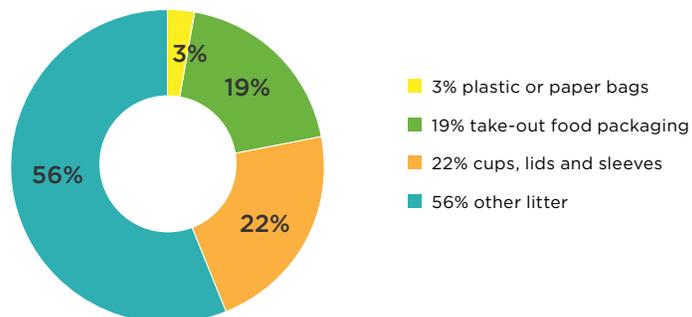


Figure 3: breakdown of litter from single-use items.

CURRENT COMMUNITY INITIATIVES TO REDUCE SINGLE USE ITEM WASTE

Many initiatives are currently underway to reduce single use item waste in Vancouver. A few examples are:

- Plastic bag and polystyrene foam recycling through RecycleBC at the City of Vancouver depot, other private depots, and some retailers
- “A Plastic Ocean” documentary about plastics in the ocean
- Joint business/academic research on compostable materials between UBC and Biodegradable Solutions
- UBC Food Service Ware Procurement Guidelines
- Additional fees for single-use containers at some restaurants, coffee shops
- Fees for shopping bags at some retailers/grocers
- Some restaurants, businesses and institutions are choosing to not use EPS and/or disposable plastic containers
- Package-free grocery and personal products store

POTENTIAL APPROACHES TO REDUCE SINGLE USE ITEM WASTE

The following approaches were identified by participants and the City as potential ways to reduce and ultimately eliminate single use item waste:

- Disposal bans
- Distribution bans
- Bans on non-recyclable materials in single use items
- Financial incentives/disincentives
- Reusable dishware for retailers with in-store seating
- Corporate/consumer social marketing and education
- Corporate education and training
- In-store take-back recycling programs
- Recycled content and or/recyclability
- Deposit program, voluntary or required
- Improved item labeling and recycling instructions
- City-wide reusable dishware sharing program
- Improved single use item collection and recycling services for Industry, Commercial and Institutional sector

KEY CHALLENGES & OPPORTUNITIES

Challenges

Participants identified a number of challenges associated with the implementation of potential approaches. These challenges highlight areas that need to be considered for successful implementation of actions. Despite the wide range of approaches analyzed by the groups, there was consistency with the challenges identified; the only exception being the three challenges almost exclusively related to educational approaches.

- The system is very complex with many different factors that need to be identified and considered
- Resistance from public and industry
- Enforcement costs and effectiveness
- High costs for program delivery
- Feasibility of alternative products and systems
- Larger scale factors make local action difficult (e.g. Provincial, Federal, and international levels)
- Lack of awareness / low profile issue
- Confusion
- Higher level of effort required / people and businesses are used to just disposing of things
- Education Specific Challenges:
 - Lack of consistent, strong message
 - Scope is not clearly defined
 - Messaging has to meet diverse needs

Opportunities

Participants identified a number of solutions to the challenges listed above, again, to be considered for successful implementation of actions.

- Improve public and industry knowledge (education, labeling, certification)
- Staged approach with incentives
- Innovative program models
- Work with major players at various scales to ensure success
- Consistent training/educational materials
- Innovative program funding model
- Target wide audiences
- Be consistent and fair
- Involve players across the entire chain from producer to disposal
- Leadership

NEXT STEPS

In the year ahead, the City will continue to explore opportunities to reduce waste from items designed for single use, such as disposable hot and cold beverage cups, plastic and paper carry bags, and expanded polystyrene (EPS) and other take-out containers. The City plans to review lessons learned, best practices and opportunities from other municipalities around the world who have also looked at ways to effectively deal with single use, difficult to recycle items.

Though we can learn from other cities, creating an effective strategy to address single use item waste in Vancouver will require comprehensive input from local businesses, organizations, other levels of government and residents. To get involved with the City's Single Use Item Strategy stakeholder consultation or public engagement activities, visit vancouver.ca/zerowaste.

WORKSHOP PARTICIPANTS

Over 60 organizations and people participated in the Single Use Item Workshop. Here is a list of organizations who had a representative present at the workshop. There were also other members of the public in attendance.

500 Foods Corporation	Fuud	Recycle Smart Solutions
Adaptation to Climate Change Team (Act) SFU	heroX	Recycling Council of British Columbia
Ara Mental Health	Hua Foundation	Restaurants Canada
BC Bottle and Recycling Depot	Home on the Range Organics	Retail Council of Canada
BC Housing	Left Coast Naturals	RISE Kombucha
BC Place Stadium	London Drugs Ltd.	Self Employed
BSI Biodegradable Solutions	Lunapads International	Simon Fraser University
Buy Low Foods & Associated Grocers	Metro Vancouver	SPEC
Cascades Recovery Inc.	Mountain Equipment Co-Op	Tetra Tech
ChopSwap	Mount Pleasant Business Improvement Association	The Binnars Project
CleanStart	Recycle BC	The Handle Handle
Deloitte Canada	Nadatodo Communications Inc.	Tourism Vancouver
Emterra	Open Door Group	Union Gospel Mission
Encorp Pacific Canada	Panago Pizza	University of British Columbia
Ethical Bean	Plastic Oceans Foundation	University of British Columbia - Botanical Garden
Foam Only	Potluck Café Society	Vancouver Coastal Health
Fraser Health Authority	Product Care	



CREATING A SINGLE-USE ITEM REDUCTION STRATEGY

FOR DISPOSABLE CUPS, TAKE-OUT CONTAINERS AND SHOPPING BAGS

Consultation Paper | September 12, 2017



CONTENTS

Introduction	1
Why A Single-Use Item Reduction Strategy?	3
Current State of Single-Use Item Waste in Vancouver	4
About This Consultation Paper	5
The Collection System Today	6
What We've Learned So Far	7
Current Actions Underway	8
Our Tools: Regulatory and Non-Regulatory Support	10
What We're Considering: Emerging Directions	11
How to Submit Your Feedback	16
Appendix A: Summary of Non-Regulatory and Regulatory Approaches	A-1
Appendix B: Glossary	B-1

INTRODUCTION



Volunteers with the City's Keep Vancouver Spectacular Program join together to keep their community vibrant and clean by picking up litter at John Hendry Park.

Cities around the globe are taking action to address single-use item waste. On June 27, 2017, in support of our Greenest City Action Plan and Zero Waste goal, Vancouver City Council directed staff to launch a stakeholder consultation and public engagement program on options to reduce the amount of waste generated from single-use items, including:

- Disposable beverage cups
- Take-out containers
- Plastic and paper shopping bags

As staff develop a Single-Use Item Reduction Strategy, consultation on potential approaches and targets is crucial. Collective effort is needed to create a sustainable strategy that reduces waste from single-use items, works locally and could be adopted by other communities as we all work towards zero waste. Our intention is to spark a conversation on how the City of Vancouver and stakeholders can work together to tackle this problem. We can't do it alone.

The purpose of this consultation paper is to provide information and seek stakeholder feedback on potential approaches and targets under consideration for the City of Vancouver's Single-Use Item Reduction Strategy.

In this consultation paper you will find:

- A "current state" of single-use item waste in Vancouver;
- Background information on the current collection system;
- Key research findings, including local, national and international actions underway;
- A review of regulatory and non-regulatory tools within the City's ability to support;
- Potential approaches, and;
- Discussion of potential two, five and 10 year targets.

POTENTIAL APPROACHES

The potential approaches presented in this paper, shown in tables 1-3, are intended to prioritize “reduce and reuse” over “recycle and dispose,” as shown in the Zero Waste Hierarchy. This aligns with the City’s commitment to become a zero waste community by 2040.

THE ZERO WASTE HIERARCHY



* Recovering energy from organic materials such as food and, in the case of single-use items, compostable packaging.

TARGETS

Input received through this consultation paper, will inform the development of achievable and measurable two, five and 10-year targets to be included in the strategy. At this time, the City is seeking feedback on the proposed five-year targets included in this paper, as well as input from respondents to develop two-year and 10-year targets.

Two-Year Target(s):

To be determined through consultation

Five-Year Targets:

1. Reduce the amount of disposable cups and take-out containers to landfill/incinerator by 50%
2. Reduce the distribution of plastic and paper shopping bags by 70%

Ten-Year Target(s):

To be determined through consultation

YOUR TURN

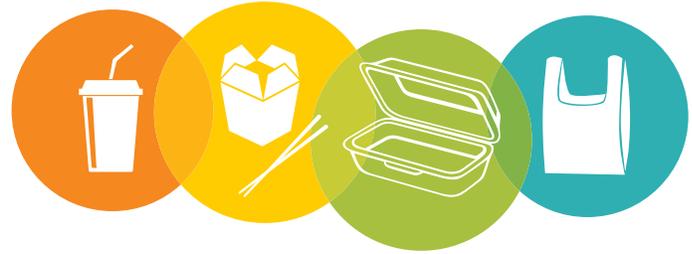
Comments and input are encouraged on all aspects of the consultation paper, particularly on the potential approaches and targets. As you read through this consultation paper, please consider the following questions:

- What action is your organization taking to reduce single-use items? What results have you achieved?
- Which approaches should be included in the strategy, and how should they be phased in?
- What opportunities do you see for collaboration with the City and other stakeholders?
- Are there any approaches you cannot support, and why?
- Are there any approaches we’ve missed?
- What approaches will make the most progress towards the targets?
- What are the barriers to adopting the potential approaches, and how can we work together to overcome them?
- What is your feedback on the proposed five-year targets and what suggestions do you have for two-year and ten-year targets?
- How can stakeholders and the City work together to share data and track performance?

Your input and ideas will be used to help develop a draft Single-Use Item Reduction Strategy that is expected to be presented to City Council in early 2018. **Comments will be received until Friday, December 15, 2017.**

WHY A SINGLE-USE ITEM REDUCTION STRATEGY?

Our Greenest City Action Plan includes a zero waste target to reduce waste disposed to landfill and incinerator by 50% from 2008 levels by 2020. While significant progress has been made towards this target, more work is needed. Addressing waste from single-use items continues to be an area of focus to help deal with litter and environmental challenges. This includes:



- **Disposable beverage cups**
- **Take-out food containers¹**
- **Plastic and paper shopping bags**

Our current single-use, throwaway culture has been decades in the making and has been driven by a number of factors, including: convenience, limited free time, food safety and security, and marketing and branding. Despite these factors, there is growing recognition that single-use items have a lasting impact on our environment, require a significant amount of resources for their production and create an immense amount of waste. In Vancouver alone, 2.6 million polycarbonate paper cups² and 2 million³ plastic shopping bags are thrown in the garbage each week.

Disposable cups and take-out containers make up about 50% (by volume) of all items collected in public waste bins and 41% of large litter⁴ items on Vancouver streets. Plastic bags make up 3% of shoreline litter and 2% of large street litter in Vancouver. Recycling opportunities for polystyrene foam cups and containers exist, but are limited. When littered, foam packaging can break up into small pieces that become widely dispersed by wind and water, ending up in waterways and the ocean.

Despite their convenience, these single-use items:

- **Cost Vancouver taxpayers about \$2.5 million per year to collect from public waste bins and to clean up as litter in our parks, streets and green spaces.**
- **Are not often reused or recycled**
- **Take up valuable space in our landfill**
- **Have a lasting impact on our environment long after their short use**
- **Require a significant amount of resources from our planet**

It's time to shift our thinking about waste, prioritize options that reduce and reuse, and take action to reduce single-use. We want to work with stakeholders and residents to create a made-in-Vancouver solution that dramatically reduces single-use items, supports convenient, affordable and accessible alternatives, and could be adopted by other communities as we all work towards zero waste.

¹ In this paper, "take-out food containers" includes all disposable dishware used by quick service food establishments (restaurants, cafeterias, food trucks) as well as disposable dishware by full service restaurants for take-out food. It includes all disposable containers, plates, bowls, wrappers, etc. that may be used on-site, carried away, or for delivery.

² Paper cups lined with a plastic coating on the inside for hot drinks like coffee, and also the outside for cold drinks like pop.

³ 63% of these plastic bags are reused for garbage and pet waste.

⁴ Large litter items are those that are greater than four square inches.

CURRENT STATE OF SINGLE-USE ITEM WASTE IN VANCOUVER

Single-use, disposable items, such as hot and cold beverage cups, paper and plastic carry bags, and take-out food packaging are commonplace in our fast-paced, on-the-go society. With the launch of the Recycle BC (formerly Multi-Material BC) residential recycling program on May 19, 2014, Vancouver’s recycling program expanded to include many of these single-use disposable items. Disposable coffee cups can be recycled through the residential collection program, while plastic bags and expanded polystyrene packaging can be recycled at depots. Some retailers have also developed take-back programs for some single-use items. Nevertheless, outside of the home a significant amount of these recyclable materials are disposed as garbage or end up as litter.

CUP WASTE

An estimated 2.6 million hot and cold paper beverage cups are disposed as garbage each week in Vancouver. The pie chart to the right represents the amount of paper cup waste from single family homes, multi-family homes, and the industrial, commercial and institutional sector.

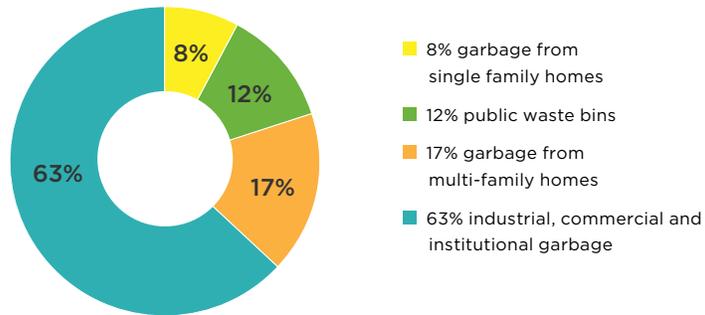


Figure 1: cup waste divided by source of disposal.

PLASTIC BAG WASTE

It’s estimated that over 2 million plastic shopping bags are disposed in the garbage each week in Vancouver.⁵ The pie chart to the right represents the amount of plastic bag waste from single family homes, multi-family homes, and the industrial, commercial and institutional sector.

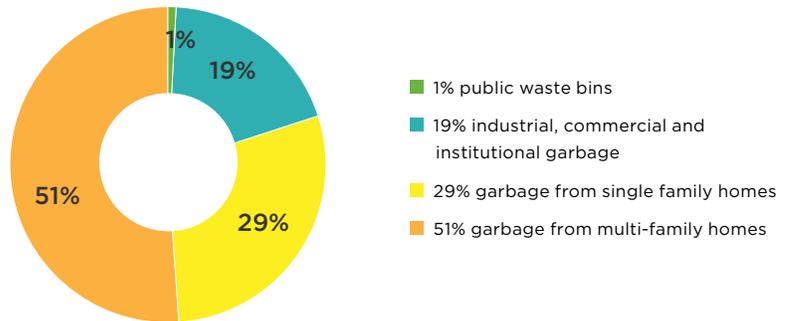


Figure 2: plastic bag waste divided by source of disposal.

LITTER FROM SINGLE-USE ITEMS

Waste from single-use items can have a significant impact on our city and the surrounding marine environment as litter. In Vancouver, 44% of large litter is comprised of these single-use items. The pie chart to the right shows what percentage of different single-use items appear as litter on Vancouver streets.

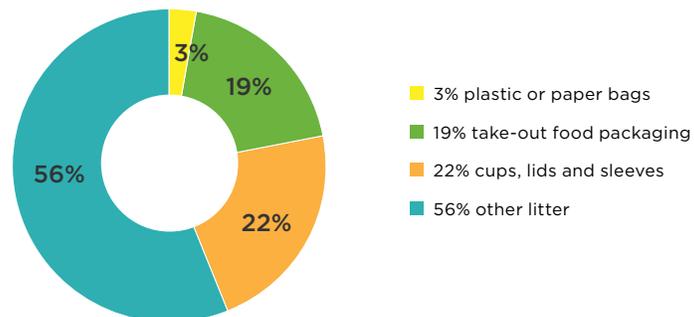


Figure 3: breakdown of litter from single-use items.

⁵ About 63% of plastic shopping bags in garbage were reused as garbage bags.

ABOUT THIS CONSULTATION PAPER

Any strategy to dramatically reduce plastic and paper shopping bags, disposable cups, and take-out food containers will affect almost all consumers and over 10,000 businesses and organizations in Vancouver. This includes almost every business, organization, and social service agency in Vancouver serving food or beverages in disposable foodware, and every business that gives out shopping bags. The recycling industry, and manufacturers and distributors of these products will also be affected.

Balancing convenience versus waste, and changing how single-use items are used, perceived, and managed pose significant challenges. Given the broad nature of the issues and the competing interests of stakeholders, it is critical for the City to consult on long term sustainable solutions.

This consultation paper has been designed for businesses, industry representatives, social service agencies, advocacy groups, local governments, and other government agencies that have an interest or role to play in reducing single-use items.

The aim of this consultation paper is to stimulate discussion around the issues and solutions. Your input will help to provide a better understanding of the challenges and opportunities we will all face and identify how the City can work together with stakeholders and residents to successfully reduce single-use item waste.

OUR PROCESS

This consultation paper is part of a stakeholder consultation process that will also include stakeholder meetings in September and October. These meetings will review information contained in this consultation paper.

Alongside stakeholder consultation, the City is engaging the public through the City's citizen advisory committees, schools, Pop-Up City Hall, community events, and a Talk Vancouver survey.

City staff expect to present a draft Single-Use Item Reduction Strategy to Council in early 2018.

HOW FEEDBACK WILL BE CONSIDERED

The results of the stakeholder consultation and the public engagement process will be used to formulate a draft Single-Use Item Reduction Strategy that is expected to be presented to Council in early 2018.

WE WANT TO HEAR FROM YOU

Your input and suggestions are important to us. Please submit your comments by **Friday, December 15, 2017** in one of the following ways:

- By Email: singleuse.consultationpaper@vancouver.ca
- Online comment form:
vancouver.fluidsurveys.com/surveys/covengage/single-use-item-reduction-consultation-paper/
- By Mail: City of Vancouver – Single-Use Item Reduction Strategy Consultation
453 West 12th Avenue, Vancouver, BC V5Y 1V4

CONSULTATION TIMELINE

Our process and anticipated milestones



THE COLLECTION SYSTEM TODAY

RESIDENTIAL

Recycling collection for Vancouver residents is provided by Recycle BC, a non-profit organization responsible for residential packaging and printed paper recycling in British Columbia. The program is funded by over 1,200 businesses, including retailers, manufacturers and restaurants.

Recycle BC provides recycling services for various types of packaging and paper including:

- Polycoat paper cups, plastic cups, take-out containers (plastic, metal, polycoated paper) and paper shopping bags in the curbside and multi-family recycling program
- Plastic shopping bags and foam cups and containers at 12 drop off locations provided by Recycle BC throughout Vancouver

BUSINESS, INSTITUTIONAL, AND NON-PROFIT

Some businesses voluntarily provide customer-facing recycling programs in-store for cups, containers and plastic shopping bags. Many organizations also provide recycling programs for employees. The extent of these programs, and their success, particularly customer-facing programs, is not well known.

ON-STREET RECYCLING AND LITTER COLLECTION

In August 2016, the City and Recycle BC launched an on-street recycling pilot project that includes 32 on-street locations in the West End, Second Beach in Stanley Park, and on Cambie at Broadway. In summer 2017, the City expanded on-street recycling with another 15 stations installed on Granville Street and at the Vancouver Art Gallery plaza.

The City has a robust street-cleaning and litter collection program, which includes street sweeping and flushing, abandoned waste collection, and daily emptying of approximately 3,000 litter cans. These efforts are supplemented by community clean-ups by about 23,000 Keep Vancouver Spectacular volunteers, and grants to non-profit organizations to provide micro-cleaning (manual litter collection) in high demand areas.



WHAT WE'VE LEARNED SO FAR

In February 2016, City Council directed staff to review and report back on regulatory options for addressing the distribution, use, and recycling of commonly used single-use items, such as shopping bags, disposable cups and take-out food containers. Staff conducted an extensive review of regulatory and non-regulatory options that have been undertaken in other areas, and held some initial consultations with stakeholders, beginning with a consultation session on single-use items as part of a Zero Waste 2040 workshop consultation series in October 2016.

KEY RESEARCH FINDINGS

- No single approach will result in the changes needed; a suite of options is required.
- Strong regulatory approaches may have unintended consequences or may not move the dial.
- There is confusion among food service establishments and consumers as to what type of packaging is recyclable and/or compostable.
- Some types of compostable packaging may not be compostable in local facilities.
- Food residue can interfere with recycling of single-use cups and containers.
- Single-use plastic bag bans can greatly reduce the number of thin plastic bags used but, unless there is a fee on alternative types of bags, may drive retailers and consumers to switch to paper bags or thicker plastic bags.
- Paper bags have been shown in several life cycle studies to have higher global warming potential and non-renewable energy and water use than plastic bags.
- Deposit-refund systems can achieve high recycling rates, reduce single-use items in public litter bins, and reduce litter from streets and beaches.
- Many existing quick service food businesses may have challenges in increasing the use of reusable dishware due to space restrictions.
- Education/social marketing and communications focused on how we change our behaviour will be a key part of successfully implementing any future strategies considered.

SINGLE-USE ITEM REDUCTION STRATEGY WORKSHOP

On October 28, 2016, the City hosted a workshop with residents, businesses, non-profit organizations and other levels of government to gather input on single-use foam food packaging, disposable cups, plastic and paper shopping bags, and take-out containers.

Six key themes emerged from the workshop:

1. Take a collaborative, systems-wide approach
2. Foster a zero waste culture
3. Transition to a strong circular economy
4. Foster innovation
5. Support infrastructure and technology
6. Develop supportive and enabling policy and regulation

These themes, along with feedback and research conducted to date, support a local call for a Single-Use Item Reduction Strategy and have informed staff in developing potential approaches to address single-use item waste in Vancouver.

To view the Single-Use Item Strategy Workshop Consultation Summary, please visit vancouver.ca/zerowaste.

CURRENT ACTIONS UNDERWAY

COMMUNITY ACTIONS

There are many programs and initiatives already in place or under development here in Vancouver that focus on reducing, reusing, and recovering single-use items for recycling. Examples include:

Disposable cups and take-out food containers

- Residents can drop off polystyrene foam cups and containers for recycling at Recycle BC depots and participating retailers such as London Drugs.
- Several food establishments have voluntarily phased out foam cups and take-out containers.
- Some food service establishments offer reusable dishware for eating in, charge fees for disposable dishware, or offer discounts for using a reusable alternative.
- The University of British Columbia and Simon Fraser University have introduced reusable take-out container options at some campus locations.
- Residents can recycle disposable cups and many types of take-out food containers through Recycle BC's curbside and multi-family residential recycling program.

Plastic and paper shopping bags

- Some retailers have chosen not to provide single-use bags. They provide reminder signage and verbal prompts for customers to use reusable bags or boxes.
- A number of retailers now charge for plastic and/or paper bags, and also sell reusable alternatives.
- Based on waste composition studies, about 63% of plastic shopping bags in the garbage have been reused as garbage bags. Residents also reuse plastic bags as lunch bags or general carry bags.
- Residents can recycle paper bags through Recycle BC's curbside and multi-family residential recycling program.
- Residents can line their kitchen food scraps containers with paper shopping bags for composting in the City's Green Bin program.
- Residents can drop off plastic bags at Recycle BC depots and participating retailers.

CITY ACTIONS

The City has a number of initiatives that support our zero waste goal, including:

- Expansion of on-street recycling in 2017.
- A review of internal practices and procurement policies to lead by example at City and Parks Board operated facilities.
- A pilot in partnership with Vancouver Coastal Health where restaurants and retailers can fill orders in reusable containers brought by customers, modelled after a program offered in New York City.
- A Keep Vancouver Spectacular program, which supports volunteer-led cleanups that help to clean up litter and divert recyclables from the landfill.
- Support for the Binners' Project "Coffee Cup Revolution" to demonstrate the effectiveness of deposits for coffee cups.



A local Vancouver business takes action to reduce bag waste by offering a Bag Share Program to patrons.

CURRENT ACTIONS UNDERWAY

CANADIAN AND INTERNATIONAL ACTIONS

Around the world, other governments and businesses are taking action to reduce the use and disposal of single-use items.

Disposable cups and take-out food containers

- Over 100 cities in the US — including Portland, Seattle and San Francisco — have banned the use of polystyrene foam containers by restaurants, food vendors, and in some cases grocers and other retailers.
- Reusable cup exchange programs are emerging in Germany and New York, and a company that operates in Portland and San Francisco has recently launched a container-share program called “Go-Box”.
- Several cities — such as Seattle, Minneapolis, San Francisco, Davis, and Washington, DC — require that take-out food packaging is compostable or recyclable.
- Seattle, San Francisco and Minneapolis have put requirements in place for mandatory in-store collection of recyclable and compostable disposable food containers.
- New York City revised its health code to allow customers to bring their own containers to approved quick service restaurants with operating procedures that prevent cross contamination and the spread of food-borne illnesses.

Plastic and paper shopping bags

- The City of Montreal has approved a single-use plastic shopping bag ban for 2018 and the City of Victoria is currently consulting stakeholders on options to reduce single-use plastic bag use.
- Plastic bag bans, and fees for the distribution of single-use shopping bags, are the two most common regulatory approaches to addressing bag use.
- Many jurisdictions — including Seattle, San Francisco, Los Angeles, Portland, Austin, Dublin, and England — have implemented plastic bag bans or fees on plastic and/or paper bags, or a combination of bag bans and fees, to limit their use.



Questions - Current Actions Underway

We are interested in learning more about best practices and local actions underway.

- a) What steps has your organization taken to reduce disposable beverage cups and take-out food containers made from polystyrene foam or other materials, and plastic and paper shopping bags?
- b) What results have you achieved?
- c) What inspired you to make the change?
- d) Are there any other best practices you'd like the City to know about?

OUR TOOLS: REGULATORY AND NON-REGULATORY SUPPORT

REGULATORY SUPPORT

Vancouver City Council has considerable legislative authority to support the reduction and increase recycling of single-use items. The Vancouver Charter authorizes City Council to regulate businesses through by-law and to establish and maintain a solid waste disposal system. This authority is sufficient to:

- Prohibit businesses from distributing single-use packaging like shopping bags, disposable cups and take-out containers.
- Require customer prompts prior to distributing single-use items (for example, businesses could be required to ask customers at the point of sale if their food and beverages are to stay or go, and only provide single-use items upon request).
- Prohibit single-use packaging from being disposed in the solid waste system.
- Vary business license fees by type of businesses and/or amount or type of single-use items generated.
- Require businesses to ensure their single-use packaging is recyclable or compostable.
- Require businesses/organizations to provide on-site recycling programs for customers.
- Require that specified single-use items (e.g. bags) be made of a specified amount of recycled content.

City Council does not currently have the clear legislative authority to require businesses to charge a fee, provide a discount, or require refundable deposits on single-use packaging. This authority lies with the provincial government. However, the City could seek this authority through a request to the provincial government for an amendment to the Vancouver Charter, or request that the Province of BC either exercise that authority on a provincial level or delegate it to regional governments.

NON-REGULATORY SUPPORT

The City can also provide non-regulatory support in the form of:

- Education programs, for example providing templates, tips, or sharing industry best practices.
- Partnering on behavior change programs.
- Business development. The Vancouver Economic Commission (VEC) works to support innovative, creative and sustainable business development in Vancouver.
- Exploring opportunities to remove barriers to using reusable items (e.g. working with Vancouver Coastal Health to potentially allow customers to bring their own reusable containers for take-out foods).



WHAT WE'RE CONSIDERING: EMERGING DIRECTIONS

POTENTIAL APPROACHES AND PHASING

Recognizing there is no one-size-fits-all approach, and that the economic and social realities of Vancouver are unique, the City aims to address how single-use items are distributed and managed from all angles. Affordability and accessibility for residents, businesses and other organizations will also need to be considered. Some nuance will be required in the strategy.

Table 1 on the following page shows potential approaches the City is considering for polystyrene foam, disposable cups, take-out containers, and plastic and paper shopping bags, subject to consultation and Council approval. The various potential approaches need to be considered in the context of opportunities, barriers, and unintended consequences.

The City's preference is to prioritize approaches in alignment with the zero waste hierarchy, shown below. The Single-Use Item Strategy will focus on the avoid, reduce, and reuse portions of the hierarchy.

The City may or may not include some or all of these options in the strategy. At this time we are seeking input from stakeholders to better understand the challenges, opportunities, and potential phasing of these options. We are also hoping to hear new ideas—above and beyond the options listed in the tables on the following pages - through the course of this stakeholder consultation process.



Questions - Potential Approaches and Phasing

We are interested in receiving comments on the potential approaches outlined in Tables 1, 2 and 3.

- a) Which approaches do you think will make the most progress in reducing single-use items?
- b) Which have significant barriers?
- c) How could the City and stakeholders work together to overcome any barriers?
- d) Which approaches should be included in the strategy, and how should they be phased in?
- e) Are there any approaches you cannot support, and why?
- f) What opportunities do you see for collaboration with the City and other stakeholders?
- g) Are there any approaches we've missed?

THE ZERO WASTE HIERARCHY



* Recovering energy from organic materials such as food and, in the case of single-use items, compostable packaging.

TABLE 1. DISPOSABLE CUPS - POTENTIAL APPROACHES

	SHORT TERM (within 5 years)	LONGER TERM (5+ years)
REDUCE/ REUSE	Polystyrene foam restrictions. Prohibit the use and sale of polystyrene foam cups at food service establishments and retailers.	Depending on results achieved in first 5 years, consider: <ul style="list-style-type: none"> • Use restrictions. Prohibit the use of all disposable cups at food service establishments. • Disposable cups provided only upon request (regulated). Require businesses to only provide disposable cups upon request.
	Fees on cups (voluntary or regulated). Work with businesses to adopt voluntary fees on single-use cups, or request and provide support for the Province to regulate fees at the provincial or municipal level.	
	Require reusable cups. Consider adopting requirements for food service establishments with customer seating to provide reusable cups for in-store use as an option for their customers.	
	Disposable cups provided only upon request (voluntary). Work with businesses to voluntarily provide reusable cups and provide single-use cups only upon request.	
	Education/behavior change programs. Collaborate with partners (e.g. businesses and other governments) to provide education and social marketing programs to increase the use of reusable cups in-store and travel mugs.	
	Cup exchange. Explore opportunities to encourage the development of a city-wide cup exchange program.	
	Proportional billing for City street-cleaning and litter collection. Explore the opportunity to recover some street cleaning/litter collection costs proportional to the number of cups distributed (e.g. through business licence fees or other mechanisms).	
RECYCLE/ COMPOST	Deposits. Request and show support for a province-wide deposit system for cups.	
	Extended Producer Responsibility. Request and show support for a provincial regulation requiring producers to be responsible for cups disposed at industrial, commercial, and institutional locations.	
	Recyclable/compostable cups. Require any disposable cups to be recyclable/ compostable in residential (curbside and multi-family) blue box or organics recycling programs.	
	Mandatory recycling. Require organizations that distribute single-use cups to provide recycling/composting receptacles at the point of entry/exit for their customers. Support this by providing education materials with best practices.	
	Disposal ban. Work with Metro Vancouver to consider banning the disposal of polycoat cups as garbage at City and regional disposal facilities.	
	Expand on-street recycling. In consultation with Recycle BC, continue expanding public space recycling options for the public.	
	Enhance compostability. Work with organizations like NZWC ⁶ and Metro Vancouver to develop policies that support innovation in the packaging and composting industries, reduce contamination in the compostable waste stream, improve labeling, and expand opportunities to compost certified compostable packaging locally.	

⁶NZWC - National Zero Waste Council

TABLE 2. TAKE-OUT CONTAINERS - POTENTIAL APPROACHES

	SHORT TERM (within 5 years)	LONGER TERM (5+ years)
REDUCE/ REUSE	Polystyrene foam restrictions. Prohibit the use and sale of polystyrene foam take-out containers at food service establishments and retailers.	Expand polystyrene foam restrictions. Consider prohibiting the use of foam meat and produce trays.
	Provide disposable take-out containers only upon request (voluntary). Encourage businesses to provide reusable containers for in-store use and provide disposables only on request.	Depending on results achieved in first 5 years for non-foam take-out containers, consider:
	“Bring Your Own Container” guidelines. Support Vancouver Coastal Health in developing a reusable container guideline (subject to proof of concept through successful pilot(s)), which would allow organizations to accept customers’ containers for take-out food.	<ul style="list-style-type: none"> • Fees. Work with businesses to adopt voluntary fees on single-use take-out containers or request and show support for regulated fees at provincial, regional or municipal level. Explore this once health guidelines allow restaurants to accept customers’ containers, and/or there is a strong network of reusables provided for in-store use.
	Reusable dishware. Explore opportunities to increase the provision and use of reusable dishware as an option for customers.	<ul style="list-style-type: none"> • Reusable dishware requirement. Require food service establishments with customer seating to provide reusable dishware as an option for customers.
	Container exchange. Explore opportunities to encourage the development of a city-wide reusable container exchange program.	<ul style="list-style-type: none"> • Disposable containers provided only upon request. Require businesses to only provide disposable containers on request.
	Education/behavior change programs. Collaborate with partners (e.g. businesses and other governments) to provide education/ social marketing programs to increase use of reusable take-out containers once more alternatives are in place.	
RECYCLE/ COMPOST	Proportional billing for City street-cleaning and litter collection. Explore the opportunity to recover some street cleaning/litter collection costs proportional to the number of disposable containers distributed (e.g. through business licence fees or other mechanisms).	
	Extended producer responsibility. Request and show support for a provincial regulation requiring producers to be responsible for all take-out containers disposed at industrial, commercial and institutional locations.	Disposal ban. Work with Metro Vancouver to explore banning food-soiled paper from disposal as garbage at City and regional disposal facilities.
	Recyclable/compostable containers. Require all take-out containers to be recyclable/compostable in residential (curbside and multi-family) blue box or organics recycling programs.	
	Mandatory recycling. Require organizations that distribute single-use containers to provide recycling/composting receptacles at the point of entry/exit for their customers. Support by providing education materials with best practices.	
	Expand on-street recycling. In consultation with Recycle BC, continue expanding public space recycling options for the public.	
Enhance Compostability. Work with organizations like the NZWC ⁷ and Metro Vancouver to develop local government policies that support innovation in the packaging and composting industries, reduce contamination in the compostable waste stream, improve labeling, and expand opportunities to compost certified compostable packaging locally.		

⁷NZWC – National Zero Waste Council

TABLE 3. PLASTIC AND PAPER BAGS - POTENTIAL APPROACHES

	SHORT TERM (within 5 years)	LONGER TERM (5+ years)
REDUCE/ REUSE	<p>Fees at point of sale (voluntary or regulated). Work with businesses to adopt voluntary fees on single-use paper and plastic shopping bags or request and show support for regulated fees at the provincial, regional, or municipal level.</p>	<p>Depending on results achieved in first 5 years, consider:</p> <ul style="list-style-type: none"> • Use restrictions. Prohibit the use of plastic shopping bags at retailers and food establishments. • Target other single-use bags. Consider adopting fees, education and behavior change programs aimed at reducing other single-use bags such as produce, bulk food, umbrella, and dry cleaning bags.
	<p>Shopping bags provided only upon request (voluntary or regulated). Work with businesses to voluntarily ask customers if they want a bag before distributing one, or consider adopting an “upon request” requirement where disposable shopping bags cannot be distributed unless a customer has first been asked if they want a bag.</p>	
	<p>Education/behavior change programs. Collaborate with partners (e.g. businesses and other governments) to provide education/ social marketing programs to increase the use of reusable shopping bags.</p>	
RECYCLE/ COMPOST	<p>Extended producer responsibility. Request and show support for a provincial regulation requiring producers to be responsible for plastic and paper shopping bag waste disposed at industrial, commercial and institutional locations.</p>	
	<p>Mandatory recycling. Require organizations to provide in-store customer-facing shopping bag recycling if they distribute single-use plastic or paper shopping bags.</p>	
	<p>Required minimum recycled content. Introduce a requirement for minimum recycled content in plastic and paper shopping bags.</p>	

TARGETS

An effective Single-Use Item Reduction Strategy will require targets to focus efforts, give a clear sense of where to aim, and provide benchmarks for tracking progress.

To be able to set SMART targets (specific, measurable, achievable, realistic, and time-bound) the City will need to work with stakeholders to share data, especially in cases where additional data is needed or access to data is currently not within the City's regulatory scope. We'd like to explore opportunities to work with stakeholders on sharing data in order to measure the success of the Single-Use Item Reduction Strategy.

Setting realistic targets should also take into consideration the maturity of existing programs, and the availability of alternatives. For example, successful programs for plastic bags have achieved high reduction rates, while disposable cups and take-out containers are much harder to address. We recognize that stakeholders have been working to reduce these items, and it would be helpful to know how much stakeholders have already reduced and what barriers need to be overcome to achieve further reduction.

Our Greenest City Action Plan (GCAP) sets an overall zero waste target of 50% less waste disposed in landfill and incinerators by 2020, based on 2008 levels. As of 2016, we have achieved a 27% decrease. In the absence of data, we propose to adopt similar targets for single-use items that tie in with our Greenest City target and achieve as much reduction as quickly as possible.

We would like to discuss potential targets directed at two years (to align with the GCAP 2020 milestone, assuming the final Strategy is adopted by Council in 2018), five years, and 10 years. For the purposes of discussion we are proposing the following as a starting point:

Within five years of Vancouver City Council adopting a Single-Use Item Reduction Strategy:

1. Reduce the amount of disposable cups and take-out containers to landfill/incinerator by 50%
2. Reduce the distribution of plastic and paper shopping bags by 70%

For cups and containers, the proposed target is mirrored after the 50% Greenest City reduction target, which focuses on reducing waste to landfill and incinerator. Our expectation is that this will occur through a variety of activities including improved recycling, reduction, and reuse.

For shopping bags, which have a more mature recycling infrastructure and well developed reusable alternatives, the proposed target is more aggressive and focusses on reduced distribution.



Questions - Potential Targets:

We are interested in receiving comments on possible targets.

- a) What is your feedback on the proposed **five-year targets**:
 - Reduce the amount of disposable cups and take-out containers to landfill/incinerator by 50%
 - Reduce the distribution of plastic and paper shopping bags by 70%
- b) What suggestions do you have for possible **two-year targets** for:
 - Disposable cups and take-out containers?
 - Plastic and paper shopping bags?
- c) What suggestions do you have for possible **ten-year targets** for:
 - Disposable cups and take-out containers?
 - Plastic and paper shopping bags?
- d) What actions would be required to achieve these targets?
- e) What do you see as barriers to achieving these targets, and how can the City work with stakeholders to overcome them?
- f) How can the City work with stakeholders to coordinate data sharing and track performance?

HOW TO SUBMIT YOUR FEEDBACK

YOUR INPUT AND SUGGESTIONS ARE IMPORTANT TO US.

Please submit your comments by **Friday, December 15, 2017** in one of the following ways:

- By Email: singleuse.consultationpaper@vancouver.ca
- By online comment form:
<http://vancouver.fluidsurveys.com/surveys/covengage/single-use-item-reduction-consultation-paper/>
- By Mail: City of Vancouver – Single-Use Item Reduction Strategy Consultation
453 West 12th Avenue, Vancouver, BC V5Y 1V4



CONFIDENTIALITY

All submissions and comments received on this paper will be treated confidentially by City staff and contractors. Submissions will be compiled and summarized, without specific attribution, in a consultation summary report that will be presented to Council and posted on the City's website along with the draft Single-Use Item Reduction Strategy. Please note, however, that comments you provide and information that identifies you as the source of those comments may be made publicly available if an Access to Information request is made under the Freedom of Information and Protection of Privacy Act.

If you have any questions about the collection or use of this information, please contact the Director, Access to Information and Privacy, City Clerk's Department, 3rd Floor, City Hall, 453 – West 12th Avenue, Vancouver V5Y 1V4 or by email: privacy@vancouver.ca.

ADDITIONAL CONSULTATION OPPORTUNITIES

Roundtable discussions

The City will host a series of roundtable discussions in the fall with interested stakeholders. These meetings will review the information contained in this consultation paper. If you are interested in participating in a meeting, please email the City at: singleuse.consultationpaper@vancouver.ca



Stay involved and informed

For updates on the Single-Use Item Reduction Strategy and consultation process, please send an email to: reducesingleuse@vancouver.ca to join our mailing list.

Questions?

If you have any questions or comments about this consultation paper, please email: singleuse.consultationpaper@vancouver.ca

Thank you for participating. We look forward to receiving your feedback.

APPENDIX A: SUMMARY OF NON-REGULATORY AND REGULATORY OPTIONS

APPROACH UNDER CONSIDERATION	DISPOSABLE CUPS	TAKE-OUT CONTAINERS	PLASTIC & PAPER BAGS
NON-REGULATORY SUPPORT & VOLUNTARY INITIATIVES			
Voluntary fees	•	•	•
Disposables distributed only upon request (voluntary)	•	•	•
Education/Behavior change	•	•	•
Encourage use of reusable dishware	•	•	
Cup and take-out container exchange programs	•	•	
Expand on-street recycling	•	•	
Enhance compostability	•	•	
REGULATORY SUPPORT			
City regulation			
Prohibit use and sale	•	• (foam)	• (plastic)
Disposables distributed only upon request (requirement)	•	•	•
Must be recyclable/compostable in curbside and multi-family programs	•	•	
Must contain recycled content			•
Mandatory recycling/ composting receptacles	•	•	•
Require reusable dishware	•	•	
City fees proportional to distribution of items	•	•	
Regional regulation (City request/support)			
Ban disposal as garbage (Metro Vancouver)	•	• (food soiled paper)	
Provincial regulation (City request/support)			
Fees	•	•	•
Deposits	•		
Extended producer responsibility at industrial, commercial, and institutional locations	•	•	•
Health guidelines to allow reusable containers		•	

APPENDIX B: GLOSSARY

Circular economy: An alternative to a traditional linear economy (make → use → dispose). The circular economy keeps resources in use for as long as possible, extracts the maximum value from them while in use, then recovers and regenerates products and materials at the end of their service life.

Deposit-refund: A deposit-refund system is a surcharge on a purchased product or package that is refunded when the product or package is returned.

Extended Producer Responsibility: A management system based on industry and consumers taking life-cycle responsibility for the products they produce and use. Referred to as “product stewardship” under the BC Recycling Regulation.

Food-soiled paper: Paper products and packaging that have been soiled with food. This includes but is not limited to paper napkins, plates, wrappers, take-out containers, cardboard pizza boxes, etc.

Greenest City Action Plan: A plan launched by the City of Vancouver in 2011 to meet environmental sustainability related targets in 10 goal areas, including achieving a target of reducing solid waste going to the landfill and incinerator by 50% by 2020 as compared to 2008 levels.

Polycoat cups and containers: Paper cups and containers that are coated with a polyethylene plastic lining on the inside, and sometimes the outside, which acts as a moisture barrier. Coffee cups are typically polycoat cups.

Quick service restaurant: A quick service restaurant, also known fast food restaurant, is a type of restaurant that typically serves fast food cuisine and has minimal table service.

Take-out containers: In this paper, “take-out food containers” includes all disposable dishware used by quick service food establishments (restaurants, cafeterias, food trucks) as well as disposable dishware by full service restaurants for takeout food. It includes all disposable containers, plates, bowls, wrappers, etc. that may be used on-site, carried away, or for delivery.

Zero Waste: As both a philosophy and a goal, aims to reduce and ultimately eliminate garbage.



SINGLE-USE ITEM REDUCTION STRATEGY

Phase 2 Consultation Summary Report: Feedback, Priorities and Ideas

2018

Table of Contents

Executive Summary.....	3
1.0 Introduction and Context	7
2.0 Phase Two Consultation and Engagement Approach	9
2.1 Engagement Approach	9
2.2 Participation	9
2.3 Engagement Opportunities	10
2.4 Promotion of Process.....	14
3.0 Results	15
3.1 Stakeholder Roundtables and Meetings	15
3.2 Public Engagement and Advisory Meetings	22
4.0 Opinion Research.....	31
5.0 Next Steps.....	32
Appendix A: Sessions & Organizations Involved.....	33
Appendix B: Talk Vancouver Charts Summary	36

Executive Summary

The City of Vancouver is developing a **Single-Use Item Reduction Strategy** to reduce waste from disposable hot and cold drink cups, plastic and paper shopping bags, plastic straws and utensils, and polystyrene foam and other take-out containers. This Single-Use Item Reduction Strategy is one of the early priorities under Zero Waste 2040, the City's roadmap to becoming a zero waste community by 2040.



To inform the development of the strategy, from June 2017 to February 2018, the City **heard ideas and feedback from over 6,000 stakeholders and members of the public** through a consultation and engagement process.

Feedback collected has helped:

- Better understand why Vancouverites and businesses use single-use items
- Test support for options to reduce the amount of single-use items being disposed of as garbage
- Raise awareness to City staff on key issues of concern and impacts from unintended consequences
- Inform the development of a Single-Use Item Reduction Strategy that is expected to be presented to Vancouver City Council on May 16, 2018



715

people came to the pop-up engagement space



145

people who came to the pop-up engagement space wrote pledges to reduce their use of single-use items

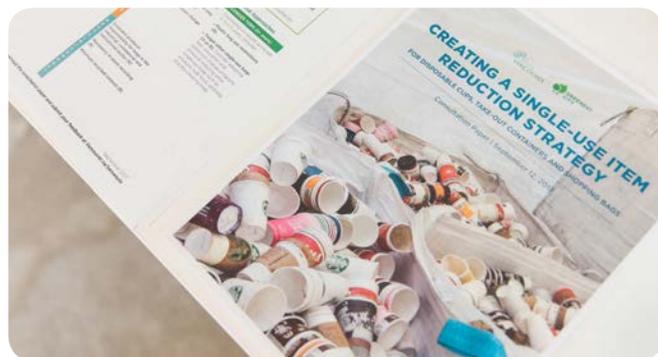


More engagement by the numbers

- 804 people participated through social media
- 258 stakeholders attended other meetings and events with City staff
- 168 people wrote through the City’s listserv
- 89 people participated through City’s citizen advisory committees
- 80 students participated through a display at the Vancouver School Board’s sustainability conference
- An additional 1,000 people shared their perspective through a public opinion survey

3163

people provided feedback through a Talk Vancouver survey



233

stakeholders attended in-person roundtable meetings

How input was used

Input received during this consultation and engagement process was considered, along with other technical information, in developing the Draft Single-Use Item Reduction Strategy. Phase 3 of the public and stakeholder consultation is taking place from March-April 2018 to inform the Single-Use Item Reduction Strategy which is expected to be presented to Council on May 16, 2018.



Overall Key Themes



The consultation uncovered the following key themes that guided the development of the draft strategy:

Education and Behaviour Change: Strong support was heard for a public education campaign for residents and business owners about the entire reduce, reuse, recycle and composting system. The need to shift norms in society to help support lasting behaviour change was frequently mentioned by participants. The education gap between large and small businesses was also a priority concern. Members of the public also indicated that education must include children and youth.

Even the Playing Field: A key theme that emerged was that the City needs to ensure the strategies to reduce single-use items do not unevenly benefit or hinder certain groups (e.g. small businesses, social service providers, persons with disabilities, homeless). Avoiding a one-size fits all approach to policy was viewed as important. More specifically, participants believed the City needs to consider different kinds of businesses when developing the strategy (e.g. restaurants, grocery stores, hardware stores, etc.) and include flexible policies and by-laws.

Support Business Community: The need for the City to support large and small businesses transitioning to waste reduction was important among stakeholders and the general public. Suggestions on how to achieve this included:

- financial support, such as grants for dishwashers
- education and training
- guidelines for best practices and assistance with reporting
- recognition and certification of businesses doing “zero waste work”
- pledges, points or tax credits via business licenses

Members of the public also highlighted that many local businesses in Vancouver are already working to reduce single-use items (e.g. implementing fees for bags, discounts for using reusable cups, and offering refills of containers). However, most indicated that more could be done by the City to recognize businesses taking leadership in waste reduction.

Convenience: Participants were supportive of actions that make it easier for them to be sustainable. For example, there was a high level of support for reusable dishware in coffee shops and cafes, container exchange programs, and clearly marked recycling/compostable on-street and in-store recycling systems. Many respondents in Talk Vancouver and at the pop-up engagement space indicated that the main reason they did not use reusable was because they forget to carry them with them or they did not plan their shopping trip in advance.



1.0 INTRODUCTION AND CONTEXT

Our current single-use, throwaway culture has been decades in the making and has been driven by a number of factors, including: convenience, limited free time, food safety and security, marketing and branding. Despite these factors, there is growing recognition that single-use items have a lasting impact on our environment, require a significant amount of resources for their production and create an immense amount of waste.

The City of Vancouver is developing a Single-Use Item Reduction Strategy to reduce waste from disposable hot and cold drink cups, plastic and paper shopping bags, plastic straws and utensils, and polystyrene foam and other take-out containers.

The City is in the process of developing a plan focused on transitioning Vancouver into a zero waste community by 2040. Development of a Single-Use Item Reduction Strategy is one of the early priorities in the Zero Waste 2040 plan.

Quick Facts:

- In Vancouver alone, 2.6 million polycarbonate paper cups and 2 million plastic shopping bags are thrown in the garbage each week.
- Disposable cups and take-out containers make up about 50% (by volume) of all items collected in public waste bins and 41% of large litter items on Vancouver streets.
- Plastic bags make up 3% of shoreline litter and 2% of large street litter in Vancouver.
- It costs the City \$2.5 million per year to collect these items from public litter bins and clean up from our streets, parks and green spaces.

1.1. Engagement Approach

Phase 1: Zero Waste 2040 workshop on Single-Use Items

Consultation for the Single-Use Item Reduction Strategy began on October 28, 2016, when the City hosted a workshop with residents, businesses, non-profit organizations, and other levels of government to gather input on single-use foam food packaging, disposable cups, plastic and paper shopping bags, and take-out containers.

The information gathered at this initial meeting supported a local call for a Single-Use Item Reduction Strategy and informed staff in developing potential approaches to address single-use item waste in Vancouver.

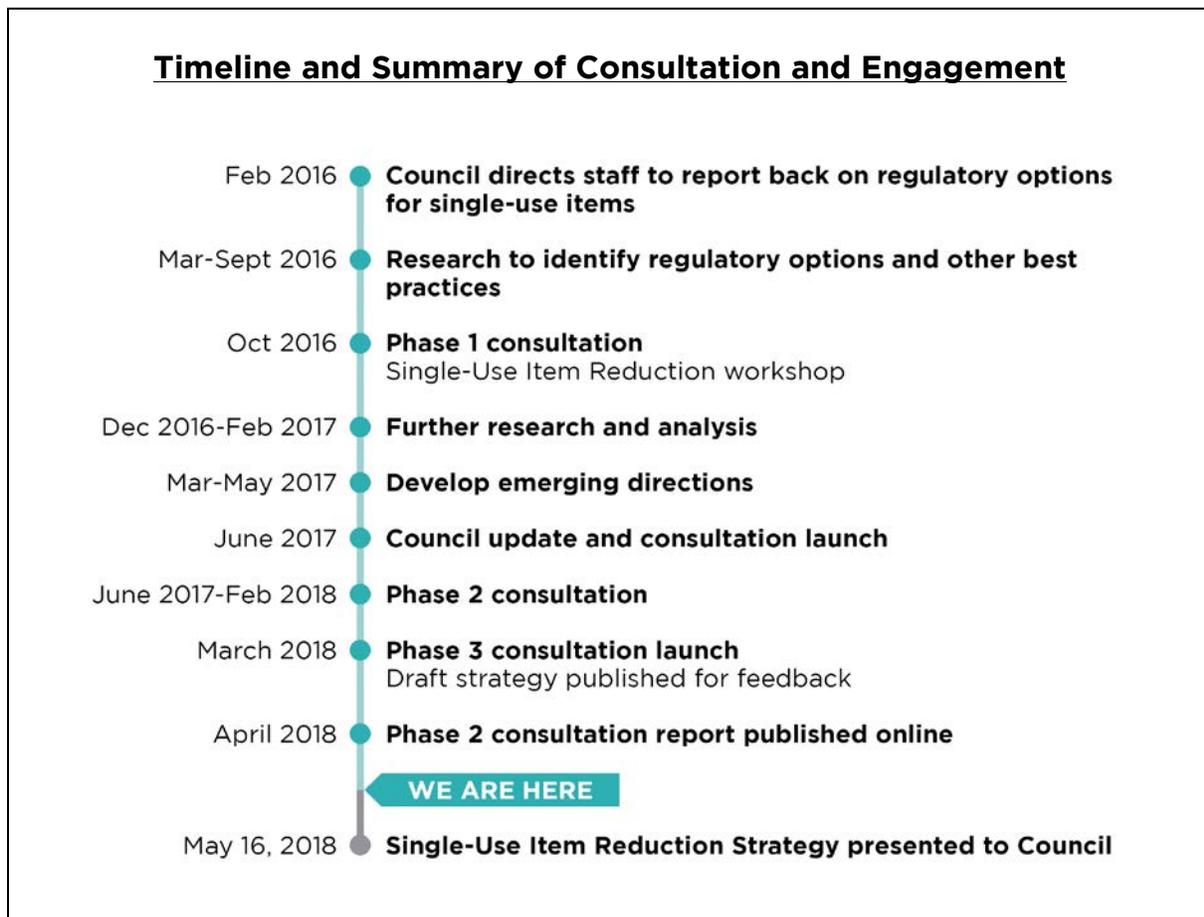
To view the Phase 1 Single-Use Item Strategy Workshop Consultation Summary, please visit vancouver.ca/zerowaste.

Phase 2: In-depth stakeholder consultation & public engagement

From June 2017 through February 2018, the City carried out a stakeholder consultation and public engagement process to connect with stakeholders and members of the public to better understand why single-use items are used, test support for various options under consideration and engage through in-person and online dialogue about the future of single-use items in Vancouver.

This summary report outlines the process and results from the Phase 2 stakeholder consultation and public engagement process. The results are being used to inform the development of the Single-Use Item Reduction Strategy, which is expected to be presented to Vancouver City Council for consideration in Spring 2018.

The overall timeline and summary of consultation and engagement is shown in the following figure.



2.0 PHASE 2 CONSULTATIONS AND ENGAGEMENT APPROACH

2.1. Engagement Approach

From June 2017 through February 2018, the City carried out a stakeholder consultation and public engagement process to connect with stakeholders and members of the public to better understand why single-use items are used, test support for various options under consideration and engage through in-person and online dialogue about the future of single-use items in Vancouver.

The approach first involved consultation with stakeholders such as businesses, industry representatives, non-profits and other government agencies. The process involved a consultation paper and in-person roundtable discussions to enable deep discussion on options, targets and priorities to be considered for the Single-Use Item Reduction Strategy. Second, public engagement was undertaken to educate and connect with the public on key issues and unintended consequences, solicit feedback and ideas on potential regulatory and non-regulatory options under consideration, and to gauge public sentiment.

2.2. Participation

The following table summarizes the stakeholder and public participation in this process.

STAKEHOLDER CONSULTATION	# Meetings / Days	# Participants
Roundtable Meetings	10	233
Consultation Paper - Written Responses	94	29
Other Stakeholder Meetings, Discussions, or Events	19	258
Subtotal	123	520

PUBLIC ENGAGEMENT		
CoV Citizen Advisory Committee Meetings	6	89
City Lab Pop-Up Engagement Space	12	715
Talk Vancouver Survey	22	3163
VSB Student Sustainability Conference		80
Listserv Emails		168
Social Media		804
Subtotal		5,019

OPINION RESEARCH		
Subtotal		1,000

TOTAL TOUCHPOINTS		6,539
--------------------------	--	--------------

The goal of 5000 touchpoints for this process was exceeded.

2.3. Engagement Opportunities

To hear from a wide variety of stakeholders and members of the public, the City designed an engagement process with a series of in-person and online opportunities to provide feedback. Specifically, the following engagement methods were utilized to gather input:

Stakeholder Engagement Process

Consultation Paper: September 12 - December 15, 2017

A consultation paper entitled, “Creating a Single-Use Item Reduction Strategy for Disposable Cups, Take-Out Containers and Shopping Bags” was released to outline potential approaches under consideration for the Single-Use Item Reduction Strategy. The paper included background information on the current state of waste and collection systems in Vancouver, key findings from previous consultation and research, and an overview of the options and targets under consideration. Readers were encouraged to provide feedback on the paper through an online comment form or via email to a City email address:

singleuse.consultationpaper@vancouver.ca.

The consultation paper was widely disseminated among stakeholder groups and member associations; it was published on the City’s website and was available in hard-copy at the pop-up engagement space and upon request.



Copy of the consultation paper

Roundtable Discussions: September 26 - November 24, 2017

To provide a forum for discussing the options presented in the consultation paper, ten facilitated roundtable meetings were held with stakeholders. Seven of the meetings were hosted by the City, and to focus the discussion, these meetings were generally themed into the following categories: 1) Food sector; 2) Retail industry; 3) Environmental organizations and academia; and 4) General Interest. The other three meetings were coordinated with support from Restaurants Canada, the Retail Council of Canada and Tourism Vancouver. Eight of the meetings were held in Vancouver, one in Toronto, and one in Montreal to coincide with the Conference on Canadian Stewardship and national meetings of retailers.

Each session was facilitated by an independent third-party facilitator. At each meeting, City staff presented an overview of options under consideration for the strategy, and captured participant comments and key themes using flipcharts and hand written notes. At all sessions, feedback forms were distributed and participants were given opportunities to share their opinions through written responses or face-to-face conversations with project staff. In total, 233 participants attended the meetings. Please see appendix A for the meeting schedule and list of participating organizations.

Key themes from these meetings are summarized in 2.0 Results section of this report.

Other Stakeholder Meetings & Events: June 13, 2017 - February 19, 2018

The City conducted a number of additional consultation activities with key stakeholders, which ranged in scale and format. These activities included additional stakeholder meetings, community events, conference calls, and inter-governmental collaborations and conferences.

Additional stakeholder meetings included:

- Coffee Cup Revolution - Binner's Project
- REAC Solid Waste Sub-Committee Meeting
- DTES Kitchen Table
- Vancouver Coastal Health
- City of Toronto
- City of Montreal
- City of Victoria
- Coast Waste Management Conference
- Canadian Institute of Public Health Inspectors
- Conference on Canadian Stewardship
- Vancouver School Board Student Sustainability Conference
- Centric Culinary Inc.
- Drop the Straw



Written Feedback

Stakeholders were encouraged to send written feedback in response to the consultation paper and stakeholder meetings. The commenting period commenced on September 12, 2017 and concluded on December 15, 2017. Throughout the process, the City received 16 written responses and 13 fluid survey responses.

Public Engagement Process

City of Vancouver Citizen Advisory Committee Meetings: August 18 - October 9, 2017

To gather input on the options under consideration for the Single-Use Item Reduction Strategy, City staff consulted with the following Council endorsed Citizen Advisory Committees:

- Children, Youth and Families Advisory Committee
- Persons with Disabilities Advisory Committee
- Food Policy Council
- Food Policy Council Sub-Committee Waste Working Group
- Seniors' Advisory Committee
- Cultural Communities Advisory Committee.

The meetings were an opportunity to provide key information and materials to committee members and provide them with an opportunity for feedback.

Pop-Up Engagement Space: November 25 - December 7, 2017

The City hosted a pop-up engagement space, located at Cambie and Broadway, which invited members of the public to learn about waste from single-use items and solicit feedback on the options under consideration for the strategy. Participants were encouraged to partake in educational activities, learn about initiatives within the Zero Waste and Resource Recovery

- **Art Display**

To highlight the amount of coffee cup waste produced in Vancouver every five minutes throughout the day, a large bag filled with empty coffee cups was put on display. The display offered a visual cue to remind participants that 2.6 million coffee cups get thrown into the garbage each week in Vancouver.

- **Comment Cards**

Feedback from participants was collected on double-sided comment cards that asked both open-ended and closed questions about the engagement space and the options being proposed as part of the strategy. Participants could also provide suggestions to the project team and sign up to be on the mailing list. In total, 174 comment cards were completed.



Coffee cup art display at the pop-up storefront space.

Talk Vancouver Survey - December 13, 2017 - January 4, 2018

To gather information from residents about how they use single-use items and their opinions about how to reduce them, the City released an online survey through the City of Vancouver's Talk Vancouver platform. The survey ran for 22 days from December 13 to January 4 and received more than 3,160 responses. Appendix B provides a full list of questions and results.

Public Opinion Research - December 15 - December 22, 2017

To gather baseline research on Vancouver residents' attitudes, values and behaviours related to single-use items, the City contracted NRG Group to execute a statistically valid, randomized public opinion survey. The key objectives of the survey were to understand attitudes and behaviours towards the reduction of single-use items and to measure the level of support for key emerging options.

2.4. Promotion of Process

Stakeholders and members of the public were notified about opportunities to participate in the consultation process, through the following channels:

- City of Vancouver website had 2,000 visits 1,500 unique visitors. 358 visitors came directly to the site by entering a URL, 680 came through social media channels and the remainder came from other city sites.
- According to Hootsuite Analytics, the following social media data was collected:

Reach Type	# of Posts	Likes/Reactions	Reach	Impression
Facebook	33	964	108,106	108,106
Twitter Organic	24	238	N/A	127,966
Instagram	10	2,304	N/A	N/A
LinkedIn	4	101	N/A	40,717
Facebook Paid Ad	2	728	87,429	237,517
Total	73	4,335	195,535	514,306

- Email notifications to 2,039 food-service establishments in Vancouver, 231 organizations that organize special events in Vancouver, all permitted street vendors (140), and other stakeholders through the project Listserv.
- Newspaper advertisements that ran in the following publications:
 - Vancouver Courier
 - Georgia Straight
 - Ming Pao
 - Sing Tao
- Emails with information about upcoming consultation opportunities and sample messaging and graphics for email, website and social media were also sent to stakeholder organizations, with requests that they distribute the information to their networks. Organizations that received these packages included Recycle BC, Restaurants Canada (who distributed the information to 30,000 Canada-wide members and a targeted list of chains), Retail Council of Canada (sent to 584 local members and 30,000 Canada-wide retail staff), Tourism Vancouver (distributed to about 4000 members), BC Restaurant and Food Services Association Building (distributed to 1500 members), Owners and Managers Association of BC (BOMA BC) and Vancouver BIAs.
- About 500 postcards with information about the upcoming consultation opportunities were also hand-delivered to potentially impacted businesses in non-BIA areas.

3.0 RESULTS

Analysis of Input

All feedback submitted was coded into categories, such as item-type (e.g. cups, bags, containers) and sentiment (e.g. 'support' and 'do not support'). For larger quantitative data sets, the use of Sparq3 and *NVivo Qualitative Data Analysis* software was utilized to manage and code the feedback into separate datasets. The results presented in this report reflect the general concerns, ideas and feedback heard from stakeholders and members of the public during the consultation period.

3.1. Stakeholder Roundtables and Other Meetings

Roundtable Discussions

Feedback collected from flip charts, placemats and open plenary conversations was compiled using *NVivo Qualitative Data Analysis* software by a third-party consultant, Lynda Gerty Consulting Group. The findings below reveal the overarching key themes that emerged across the sessions.

Education and Behaviour Change

'Education and behaviour change' was by far the most common theme to emerge across all stakeholder groups during the roundtable meetings. There was support for education targeted at both the public and businesses on reuse, reduction, recycling and composting. It was frequently suggested that education be done in partnership with aligned organizations like Recycle BC, BIAs and businesses. The education gap between large and small businesses was identified as a priority concern. The need to shift norms in society was frequently brought up, to help support lasting behaviour change.

The following suggestions on education were identified:

- Customer prompts at point-of-sale, as well as consistent, repetitive messaging, were identified as important tools for educating the public.
- Effective avenues for education include schools, local community spaces and tourist industry sites such as airlines.
- Suggestions for education channels included video, television, radio advertisements, social media, posters; making the public aware of sustainable alternatives through recognition of 'green' business; promoting sorting stations at events; and clarification on waste streams including what is accepted and what is not.
- It was also suggested that education activities should be designed to raise awareness of the social, economic and environmental consequences of reuse, reduction, recycling and composting.
- Overall, stakeholders' felt that leadership on education should be taken by the City, through the implementation of zero waste policies - leading by example via City Operations.

Systems Alignment

Systems alignment refers to 'getting everyone on the same page' by creating partnerships and collaborations and by moving towards greater standardisation of policies, strategies and regulations across industry and government bodies. The importance of building partnerships was stressed, with suggestions for collaboration between BIAs, Recycle BC, Metro Vancouver,

the Binner's Project and businesses (large and small). This would provide opportunities to share data and lessons learned, and to build on work that has already been done. It was suggested that by branding Vancouver as "waste free", the City could begin working to get everyone together under this goal. The importance of communicating and coordinating strategies and regulations across jurisdictions was stressed in order to harmonize across industry and government bodies.

Even the Playing Field

Evening the playing field refers to making sure that strategies/expectations for waste reduction do not unevenly benefit or hurt certain groups, in particular small businesses. Participants stressed the importance of distinguishing between the needs and capacities of large and small businesses, and they urged that a one-size fits all approach be avoided. In general, it was expressed that the onus for leadership in waste reduction should be placed on big businesses - although participants also noted the challenges with alignment across jurisdictions and the ability of small business to move more quickly and innovatively, and some examples of local small businesses innovators were provided. It was suggested that the City also consider the needs of different kinds of businesses, such as department stores, grocery stores and restaurants. The idea of having a flexible bylaw that allows organizations to design their own waste reduction strategy was brought up several times, and this idea received significant support. The importance of phased implementation of strategies, harmonization between districts, standards for design and consistent enforcement were all identified. Finally, it was brought up that the City must be careful of penalizing marginalized people or groups (such as the homeless) with fees or new regulations.

Clarity

Increasing clarity refers to informing people and organizations about the terminology, sorting, systems and materials involved in reuse, recycling and composting processes. Concerns were expressed that this overall lack of clarity regarding supply chain in terms of which recyclable or compostable packaging to procure, and confusion about 'where to put what' is leading to contamination in waste streams. Confusion was expressed over composting and it was suggested that better branding and certification be used. Many participants expressed the need for more visuals and colour coding, as well as printing standards directly onto single-use items like bags. The need for making this process easy and convenient as well as the need for clarifying misconceptions over waste streams was highlighted.

Support Business

The need for City support for large and particularly small businesses to transition to waste reduction was identified many times. There were many ways that participants suggested this could be achieved. Space is a major constraint for many small businesses, who may need infrastructure for recycling, dishwashers etc. Financial support and grants to ease this transition were identified as ways the City could support small business. Education and training support, guidelines for best practices and assistance with reporting were also identified. There is a desire for the City to support innovation by recognizing businesses leading the way in waste reduction. There are many ways that this could be achieved, including through certification, pledges, points, grants, sharing positive actions on social media, offering tax credits to participating businesses and by leveraging business licenses. The importance of avoiding duplication was also stressed so that businesses do not experience increased complexity.

New Ideas

The agenda for each roundtable session included a specific question that prompted participants to share other options and ideas they saw as possible and wanted the City to consider. In addition, new options and ideas often emerged organically, through the course of the discussion. The most commonly heard ideas are compiled below:



Top ten new options and ideas

1. Ban straws and utensils and other plastics
2. Certification for zero waste for business
3. Mandate that events are required to have a waste program and sorting staff
4. Cup and bag free lines, or jump the line with your own mug/bag
5. Flexible by-laws that allow businesses to design their own waste reduction plan
6. Pledge programs for business
7. Ban bottled water
8. Reusable bag exchange or bag share
9. Large recycling symbols on bags, standard colours and patterns for recognition
10. Grants to businesses to support transition (especially small businesses)



Noteworthy new options and ideas

Other new ideas beyond the “top 10” list include:

- Drop off points for reused bags and cups
- Public design contest for a “Vancouver Cup” by local artists
- Creative branding ideas (i.e. plastic bag monsters, ‘bag it forward’, #Mugshot Van take photo with reusable cup campaign)
- Reverse vending machine for plastic bottles
- Cup free ‘Zero waste day’
- Focus on new Canadians and visitors to Canada to educate
- Endorsement deals with Vancouver sports team
- Centralized drop off washing facilities like UBC program to overcome issues with space
- “Boomerang Bags” citizens make and contribute to system, builds sharing economy
- Generic bags without branding, consumers might be more likely to use
- Add price of cup to menu to show economic and ecological value
- Crowd source map to identify businesses that allow Bring Your Own Cup
- Contest between BIA’s for waste reduction

Feedback on Metrics

The agenda for each roundtable session also included time for City of Vancouver staff to share information about possible targets and measurements, as outlined in the consultation report. Participants were asked to provide their feedback and ideas, and comments were recorded by City of Vancouver staff on flip chart notes.

The following are common themes that emerged on the topic of targets and measurements:

- Decide on aspirational versus achievable targets
- Set clear timelines, long-term targets and interim goals
- Evidence-based targets: cost-benefit analysis, Life Cycle Analysis
- Consider targets by sector, or participation-based targets
- Invest in data tracking, create partnerships
- Consider targets for education
- Link targets to business licenses
- Targets need to account for growth over time

- At City level, important to have absolute reduction target
- Accountability is important: self-reporting, random checks
- Develop baselines
- Use common metrics and consistent terminology
- Lead by example: internal City targets
- Harmonization as much as possible nationally
- Look to what others have done

Other Stakeholder Meetings and Events

City staff attended 19 meetings with various stakeholders and community associations to discuss the options, barriers and opportunities in reducing the amount of single-use items in our waste-stream. The following list compiles the feedback received:

What We Heard	
Economic Hardship	<ul style="list-style-type: none"> • Businesses are concerned around affordability and whether there is appetite for consumers to pay more for recyclable and compostable items. • Some of the options presented have unintended costs that could affect businesses bottom line. For example, to encourage businesses to use reusable dishware means that more money will need to be spent on infrastructure, water usage and employee training on new operating procedures. Some businesses indicated that they have switched to reusable dishware, but the products go missing or require additional resources for cleaning and managing these items as they break often. • Concern around the recycling system and if businesses are paying more for compostable products but there is a lack of on-street and in-store receptacles to take these products, the efforts are cancelled out.
Poverty Reduction	<ul style="list-style-type: none"> • Create low barrier employment opportunities for binners and those seeking entry into the workforce to earn money from deposit programs, collecting over stock, or dishwashing. • Encourage solutions that give individuals agency to make their own food and use reusable items at home. It is wasteful to feed people through individual meals in food lines. • Reduce barriers to a zero waste lifestyle by establishing exchange programs “take a bag, leave a bag” and connecting with local organizations to offer donations (e.g. swag bags from conferences). • Set criteria for acceptability of dishware and bag donations and provide education on donation chain standards to organizations and businesses.
Food and Health Safety	<ul style="list-style-type: none"> • Concerns around cleanliness of reusable dishware, and exchange programs. How will products be sanitized and appropriately cleaned for those with limited access to dishwashing facilities? • Explore alternatives for those with physical impairments and health care needs to participate in reducing single-use items (e.g. design considerations). • Consider exemptions for those who need single-use items (e.g. straws), for dental needs and musculoskeletal challenges.
Phasing of Implementation	<ul style="list-style-type: none"> • Ensure appropriate time is allocated for organizations and businesses to adapt to any policies that restrict the use of single-use items. Give organizations and businesses ample time to use their materials, provide appropriate training, and avoid situations where social service agencies and other non-profits end up with a large amount of overstock items. • Provide information or guidelines on alternative products that are consistent with the City’s recycling system.
Regional Approach	<ul style="list-style-type: none"> • Support opportunities to connect and work with other governments at the municipal level, to address single-use items, as this is a shared responsibility. • Share data and consultation findings with Metro Vancouver and its members.



New ideas that emerged out of these meetings:

- Inventory of companies going out of business that need to sell their dishware and old stock. Connect these businesses with NGOs to facilitate a buying consortium.
- Swag bags could be donated to help support the idea of “take a bag, leave a bag”
- The City should help coordinate and set criteria around acceptability of dishware donations.
- The City should do outreach to volunteer and faith-based organizations to educate them to reduce waste when providing donations.
- “Certified Sellers” of products that meet City of Vancouver standards and could also apply to donations.
- Compostable and recyclable material workshops to provide and support education efforts.

Written Responses - Key Themes

In response to the consultation paper, “Creating a Single-Use Item Reduction Strategy: For Disposable Cups, Take-Out Containers and Shopping Bags”, the City received 29 written submissions from a variety of member associations, recycling advocates, local businesses and those working in the solid waste processing industry.

The submissions were first compiled and analyzed to check their degree of overall support or concern for options being considered for the strategy. Respondents were overall the most supportive of expanding recycling education and behaviour change programs, undertaking more stakeholder consultation such as through an industry-involved working group, and creating incentives or financial supports for businesses that are leading the way in adopting zero waste practices. The most contentious options (where there were many respondents indicating their preference both for or against the option) were deposits on cups, fees for bags at point of sale (voluntary or regulated), and voluntary options (as opposed to regulatory options).

The submissions were then subjected to a process of thematic analysis which grouped the responses into commonly discussed categories, which were further refined into key themes, as follows:

- **Streamlining Recycling System:** Respondents noted a disconnect between offering compostable and recyclable products and the availability of adequate receptacles on city streets, in parks and at transit stations. Concerns were also expressed around product confusion (between various standards of “biodegradable” and “compostable” products available) and enhancing compostability that aligns with local haulers and suppliers’ capacities in the region. Respondents commented on the need for language translations on all bins and materials to ensure consistency.
- **Equitable and Affordable:** Respondents commented on the importance of involving the binner population and encouraging low-barrier employment opportunities (e.g. cup collection, dishwashing). Respondents noted the need to promote the donation of reusable items to shelters and those experiencing financial hardship to reduce barriers to zero waste. Respondents also commented on the need for a level playing field among large and small businesses and supports to help with transition. Many respondents expressed concern to businesses’ ‘bottom-line’ and the need to balance new policy with pre-existing funding models and end-markets.

- **Public Education and Behaviour Change:** Respondents emphasized the importance of social media to market and connect with influencers, stakeholders and the public on consumer awareness, the costs associated with single-use items as well as alternative options. Some respondents indicated that funds to support this type of public education could be drawn from fees already paid by producers for consumer awareness and education. There was also strong support for elevating the conversation away from ‘recycling’ to “Avoid, Reduce and Reuse”, and educating and empowering both Vancouver residents and businesses about sustainable living and making reusable containers as well as dining-in fashionable.
- **Support for Businesses:** Respondents suggested that rather than impose regulation, the City should provide incentives for businesses that are already doing or planning to do this work. Respondents noted the importance of supporting existing businesses and organizations doing waste diversion work, such as sorting and educating, profiling zero waste businesses through marketing and offering supports to businesses that will need to reorganize workflow. Some respondents were supportive of the voluntary bag prompt and saw opportunities where the City could support this work through education and awareness.
- **Collaboration and Data Sharing:** Respondents expressed a desire to create a single-use packaging committee to have in-depth conversations on the options that can best accomplish the management of single-use items. Respondents voiced support for sharing data and working with the City on standardized reporting and providing businesses with case studies and qualitative research.

Written Feedback on Potential Targets

Feedback received on proposed targets and suggestions for how to reduce waste from disposable cups and containers and plastic and paper shopping bags within two and ten-year targets was varied and inconclusive, but there was a common theme that the City of Vancouver needs to take bold, transformative actions to reduce the amount of single-use items entering the landfill.

Some comments received:

“The City of Vancouver needs to be a world leader in this area - other cities have already made bold steps. Ignore nay-sayers and move forward with bans. Businesses will adapt, consumers will adapt”

“We need Vancouver to be a leader in this area. It is very clear where we need to be and we can no longer wait. Businesses and people can and will adapt to changes and the City needs to be firm and clear about the reasons and its primary goal to protect its people”

“We think the city should be bold, ambitious, determined and unwilling to settle for a non-zero waste solution”

There was also strong support for the City of Vancouver to facilitate a combined multi-criteria metrics approach that focuses on education, awareness and public support and reduced consumption because taking regulatory action alone will not achieve the desired effect of moving the dial towards zero waste. Lastly, there were suggestions around collaborating with businesses to collect information and root targets in evidence-based data.



From the written responses, the City also received the following new ideas:

- Include a consultation target - engage with at least 60% of the 10,000 businesses - work with the BIAs, Vancouver Board of Trade, VEC and Vancity.
- Explore opportunities to support bulk procurement to help small businesses bring costs down.
- Provide information to businesses about the long-term cost savings of transition to reusable dishware and dishwashing facilities.
- Establish an on-going pledge program from residents and businesses.
- Charge higher fees on cups lined with polyethylene - make the fees based on the material type.
- Produce a Retail Coffee Best Practices document that includes information about inside and outside litter, customer prompts; signage about bringing reusables, asking patrons whether they want dine-in dishware etc.
- Establish an industry led single-use packaging committee to offer strategic advice and coordination to support City efforts.

3.2. Public Engagement and Citizen Advisory

Pop-Up Engagement Space - Feedback

To collect feedback at the engagement space, comment cards asking the following questions were readily available:

1. What do you think of the options being considered for the Single-Use Item Reduction Strategy? What options do you like the most?
2. What options do you like the least?
3. Do you have any suggestions or other comments?

Comment cards completed by participants who visited the pop-up engagement space were compiled and analyzed, revealing several major themes.

Quantitative Responses

- Respondents were the most supportive of a ban on all polystyrene foam, and expanded education and behaviour change programs (regarding single-use cups, take-out containers, and bags), with strong support also for cup and container exchange programs, deposits on cups, expanded on-street recycling for all single-use items, and encouraging businesses to play an active role.
- Respondents were overall least supportive of voluntary measures (as opposed to regulatory measures), and a disposal ban on single-use cups. The most contentious options were fees on cups and bags (voluntary or regulated) with many responses for and against.

Qualitative Responses on the Strategy

Education and Behaviour Change: Respondents were most supportive of education and behaviour change efforts to reduce waste from plastic and paper shopping bags, disposable hot and cold drink cups and take-out containers. Some respondents indicated that this is a shared responsibility among businesses, residents and the City; however there was a greater emphasis on the role of government to provide education, especially among children and youth, to help transition away from single-use items and focus on avoid, reduce and reuse.

Below is a sample of comments from respondents:

“Increase education. Make people more aware of the costs of single-use item waste. More programs to teach youth as well”

“Making it completely voluntary on the parts of citizens and businesses won’t work. Like it or not, we need to be forced to some degree to achieve wholesale change. That being said, positive incentives, education and encouragement are always good to aid the cultural shift”.

“We need to share more information with the community. It’s all about educating the residents of Vancouver so the process goes quickly and smoother (transition).”

“I think the use of "one-time use" requires multiple approaches (bottom-up, top-down) and that it will take time for change to happen. It takes more than awareness for behaviour to change. So it also requires system change. People will complain but will also get over it.”

Encourage Business to Pay an Active Role: While respondents were generally supportive of options that affect consumer choice (e.g. fees on bags and cups), there was a lot of support for making businesses responsible for the waste material that they produce, both in-store and on-street. Respondents would like to see businesses show leadership by providing supports like in-store recycling, reusable dishware and are supportive of proportional billing for City street cleaning and litter collection.

A few comments from respondents:

“I prefer the "fees on use" and use restrictions; making businesses responsible for recycling waste they generate and require recycling.”

“I think a big impact would be reducing the use of single-use items for businesses (e.g. plastic packaging, meat trays, etc). Proportional billing sounds great!”

“Strongly think that the businesses should be responsible. They should spend a bit more on recycling. Do not pass the cost to the customer. Don't penalize the citizens.

Clarity: Respondents noted confusion around not only recycling choices (e.g. paper versus plastic), but also the recycling and composting system in general. Respondents requested a better understanding the differences between commercial and residential curbside recycling.

A few comments from respondents:

“Standardize the recycling material criteria across all residential and commercial buildings. People are confused about what’s recyclable - not the same in every residence and business.”

“Education/classification system needs to be very simple for people to understand and follow. People do not have the time to differentiate or learn. Businesses need to be the same as each other and same as curbside pickup. Has to be consistent and the signage needs to be clear.”

“Work with businesses to standardize recycling bins.”

Convenience: Respondents were supportive of things that make it easier and more accessible for them to be sustainable - there was high support for reusable dishware in coffee shops and cafes, container exchange programs, and clearly marked recycling/compostable on-street or in-store recycling. Some respondents also indicated a desire to be reminded to bring reusable bags and coffee cups or asked if they wanted them, as opposed to automatically being given one.

A few comments from respondents:

“I think it could be difficult for people if you take single-use containers and products from them, they need an alternative that suits their busy schedule and meets their needs.”

“I like the idea of businesses and a cup dishshare program. The number one reason I don't use my cup is because I forget it or I don't want to ask them to clean it. Pick-up/drop-off program would be great for people like me.”

“I think the Vessel program that is done in New York is amazing! We can have this program here between Tim Hortons, Starbucks, and Blenz. Moreover, people are usually into cool things. The cooler the mug is (and the idea) the more we will have people who use it.”

“Reusable take-out containers and drink containers that you can drop-off elsewhere (e.g. transit system) or bring back to a store to exchange with next meal/ or get a deposit back”

Regulation: Many respondents voiced that without mandatory regulation and enforcement, many businesses and residents would not participate in reducing their amount of single-use items. As a result, options that required regulatory authority such as charging fees on cups and bags received more support as it would affect behaviour change and sustainable action.

A few comments from respondents:

“Reduce/restrict and even banning single use items is the right direction. You'll likely have to force residents and businesses to comply some people won't like it, but we'll all adapt. Just do it :)”

“A suite of tools will need to be used but focus needs to be on bold steps relating to regulatory tools as opposed to voluntary-based programs. Financial disincentives and incredible public engagement/education.”

“Regulatory” will always be better (if possible), compared to “voluntary” because big corporations will always have a degree of “push-back.”

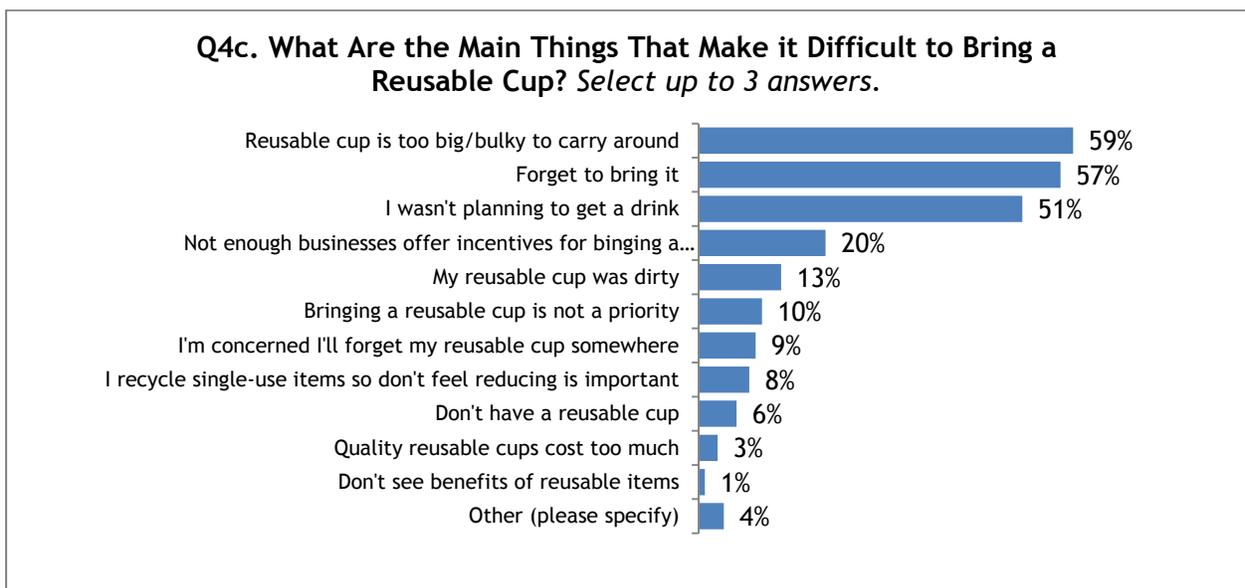
“Make “for here” options mandatory for certain sized restaurants or have reusable container program priority - especially in closed spaces like food centres (e.g. food courts, downtown).

Online Questionnaire

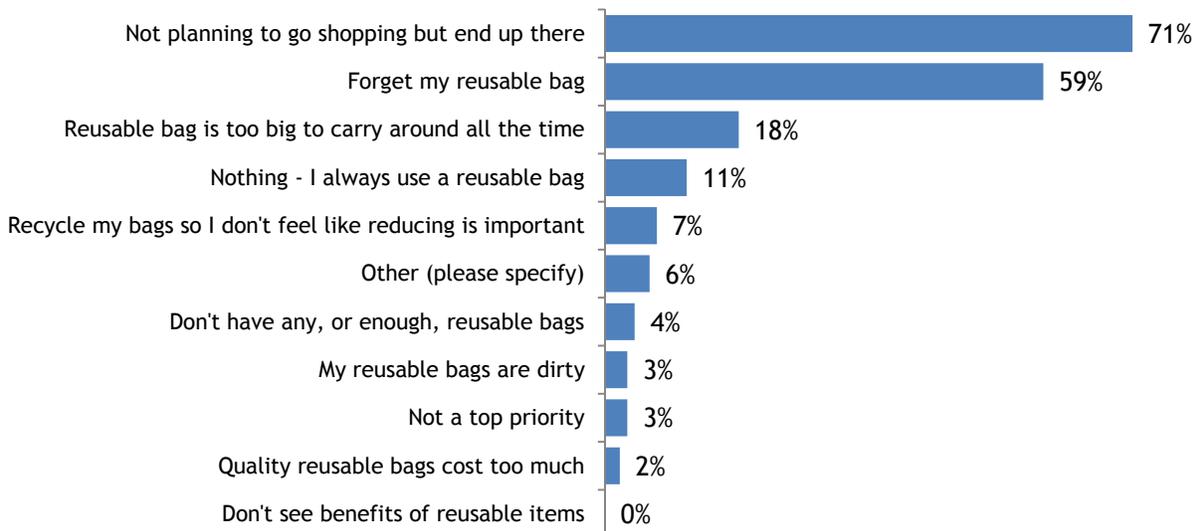
A questionnaire was posted on Talk Vancouver and was open for comment between December 13th - January 4th, 2018. In total, 3163 complete responses were received. The survey included a number of questions to help understand the behaviour of Vancouver residents towards their use and acceptance of single-use items (disposable hot and cold beverage cups, plastic and paper shopping bags and take-out containers), as well as their level of support for regulatory and non-regulatory options under consideration. Complete results can be found in Appendix B.

Some key findings are as follows:

Convenience: Many respondents indicated that the main reason they did not use a reusable cup and a reusable bag was because they forgot to bring it, hadn't planned on making a shopping trip or found those items to bulky to carry around.



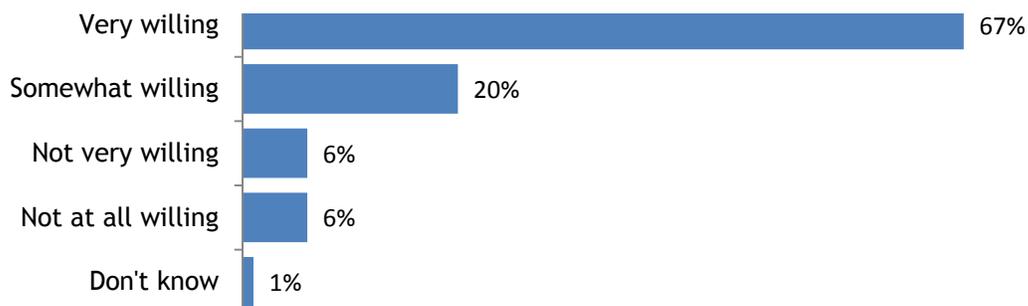
Q4. What are the main things that make it difficult to bring your own reusable bag?



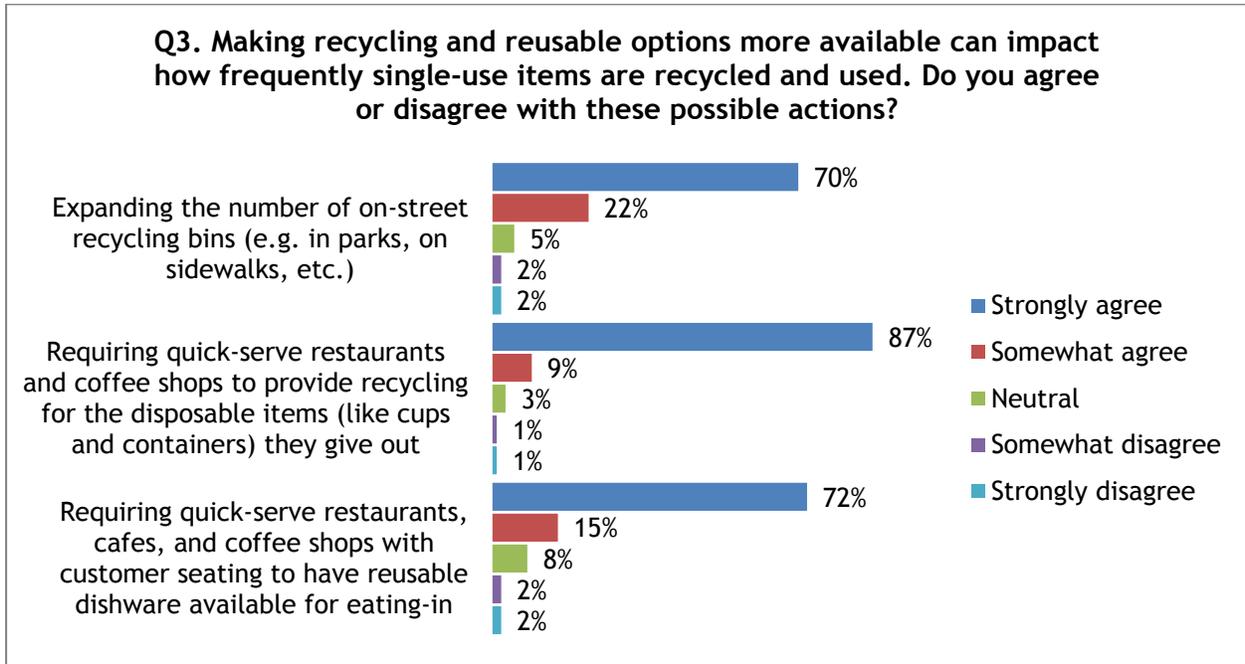
Willingness to Pay More: About 87% of Talk Vancouver respondents acknowledged that they would be willing to pay more (e.g. 5 cents), for single-use items that were reusable or that could be recycled within their residential curbside program or apartment building recycling program.

Q9. If a single-use item ban was in place, your local restaurant/coffee shop may need to switch from an inexpensive disposable item (e.g. polystyrene foam containers) to a slightly more expensive option that was reusable or could be recycled within curbside or apartment building recycling programs.

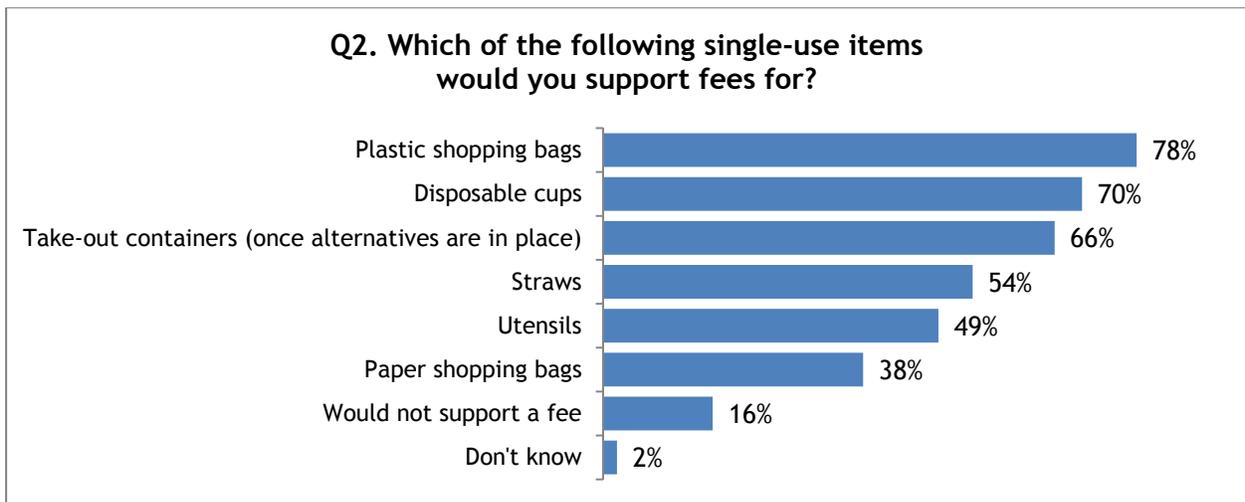
Would you be willing to pay slightly more in price because of this change (e.g. 5 cents)?



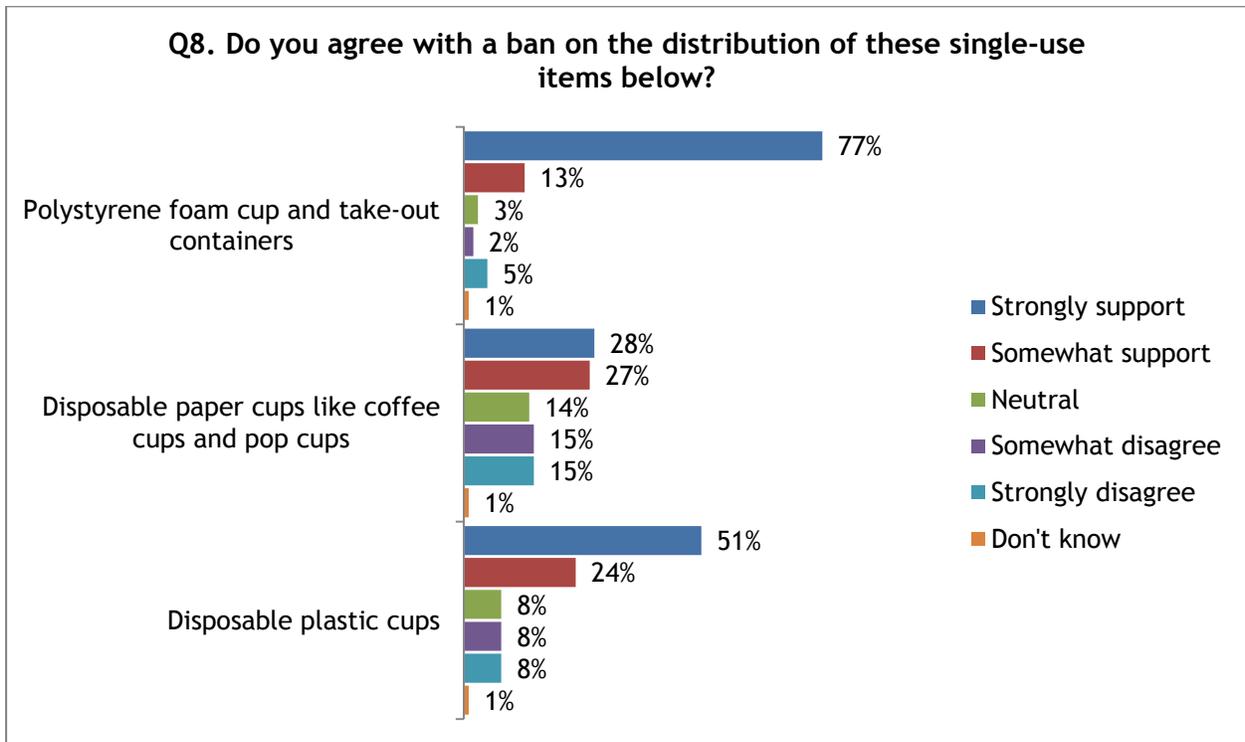
Support for Reusable and Recycling Options: 96% of respondents supported requiring quick-serve restaurants, cafes and coffee shops to provide recycling for the disposable items that they give out. They also supported requiring quick-serve restaurants, cafes and coffee shops with customer seating to have reusable dishware available for dining in (87%) and that the Vancouver needs additional on-street recycling bins in parks and on sidewalks (92%).



Support for Fees: When asked whether they could support fees for the following single-use items (select up to 3) a majority of respondents indicated that they would support fees for plastic shopping bags (78%); disposable cups (70%) and take-out containers (once reusable alternatives were in place) (66%). The slightly higher level of support for acceptability for fees on plastic bags may be because some stores in Vancouver already charge fees on plastic bags and customers have become accustomed to the practice.



Support for Bans: 90% of respondents supported a ban on the distribution of polystyrene foam cups and take-out containers and 75% of respondents supported a ban on disposable plastic cups. The idea of a ban on disposable paper coffee and pop cups received less support, with 55% of respondents in support of a ban on disposable paper cups.



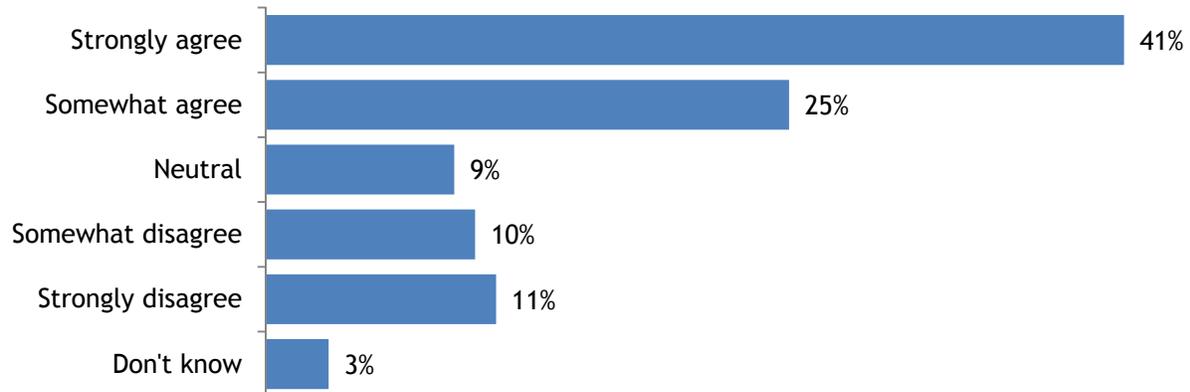
Support for Bans of Single-Use Plastic and Paper Bags: Since both single-use plastic bags and paper bags have environmental impacts due to their production, transportation, use and disposal, respondents were provided with the following information to make an informed decision:

Plastic bags can be particularly harmful as litter as they are easily transported by wind and can end up in the ocean. But, paper bags have a higher environmental impact than plastic bags in other ways, such as the amount of non-renewable energy and water used to make them and they have a higher potential to impact global warming.

When plastic bags are “banned” the bans usually only stop retailers from distributing thin (single-use) plastic bags, which are considered single-use. This often results in the unintended consequences like increasing the use of paper bags. Retailers can also work around the bans by switching to thicker “reusable” plastic bags, which often are not reused very many times by consumers. So while plastic bans reduce the number of thin plastic bags used, they may shift the problem to paper bags or thicker plastic bags.

With this information, 66% of survey respondents indicated support for a disposable plastic bag ban. 79% of respondents also indicated that they use their plastic bags as garbage bin liners at home.

Q7(i). With this information, do you agree or disagree with banning the distribution of disposable (thin) single-use plastic bags? Please select one response only.



The questionnaire also included three open-ended questions, the responses from which highlighted several key takeaways:

- Respondents who reported bringing their reusable cup regularly indicated this was due to: finding a cup they really liked and keeping it handy in their backpack or purse, keeping cups in multiple places such as at work or in their car, and staying to enjoy their drink in a reusable cup in the shop.
- Respondents who reported bringing their reusable bags regularly indicated this was due to: keeping compact bags with them in a backpack or purse, and keeping bags in their car.
- Respondents indicated many sources of motivation for using fewer single-use items, including: concern for the environment and pollution in waterways, striving to create less garbage, concern for litter, the prevalence of alternatives to single-use items, and discounts provided by businesses.

For complete results, please see Appendix B.

City of Vancouver Citizen Advisory Meetings

From August 18th to October 9th 2018, City staff attended and liaised with the following Citizen Advisory Meetings to review options under consideration to reduce single-use items and solicit feedback. Below is a summary of the comments received:

Who We Spoke To	What We Heard
Senior's Advisory Committee	<ul style="list-style-type: none"> • Consider options that make things easier for seniors to reduce single-use items like the proposed BYOC pilot and free zero waste drop-offs, which are favourable because they reduce food waste and help seniors save money. • Draw on “lessons learned” from other countries (e.g. Japan, Taiwan). • Offer more clarity around fees and where collected money would go. • Explore options to include straws into the project scope. • There is a need to provide education and awareness at cash registers.
Persons with Disabilities	<ul style="list-style-type: none"> • Strategy should be flexible and not one-sized fits all. Some options will be challenging for individuals to adopt (e.g. a ban on straws). • Dishware and reusable items must be designed for accessibility (e.g. firm, non-slip with good handles), for example glass and heavy ceramics are not ideal. • Ensure dignity in options.
Food Policy Council	<ul style="list-style-type: none"> • Concerns around increased costs to businesses if polystyrene foodware is banned. • The desire for more clarity around compostable plastics and collaboration with Composting Council of Canada. • Provide guidelines to help businesses with purchasing decisions.
Waste Working Group (sub-committee of Food Policy Council)	<ul style="list-style-type: none"> • Offer more clarification around what can and cannot be recycled and composted and how it can be broken down from a lifecycle perspective. • Provide transparency around fee options. • Connect with other organizations that are reducing their single-use items (e.g. Granville Island).
Children, Youth and Families	<ul style="list-style-type: none"> • Provide opportunities to engage and educate children and youth through behaviour change programs. • Make it easier for families to reduce their waste at curbside recycling or via local neighbourhood drop-offs. • Offer more clarity around health and sanitation for exchange programs and reusable alternatives.
Cultural Communities	<ul style="list-style-type: none"> • Consider the connection between convenience, affordability and freedom. • Acknowledge concerns around classism and applicability within different communities. • The City should disseminate social media information via non-English channels and through peer-to-peer mentorship with local service area providers. • Engage children and older generations in this process to make change.



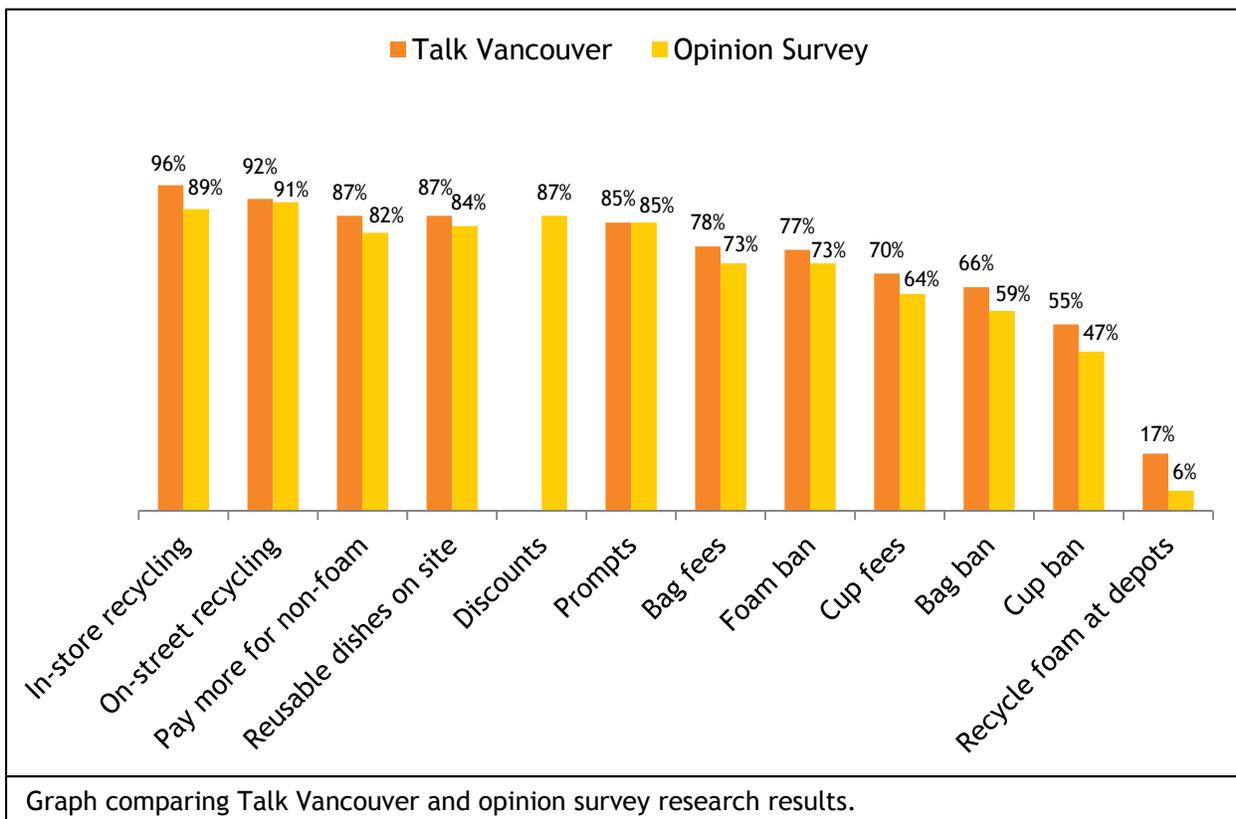
From the project email account, the City also received the following new ideas:

- A city-wide mug sharing system that involves a sophisticated network of coffee shops and reusable mugs.
- Explore opportunities to work with the Province to legislate a \$2 discount for bringing your own reusable takeout container to restaurants.
- Establish a coffee cup washing station to make it easier for people to easily rinse and sanitize their reusable mugs.
- Help businesses switch to using glass or stainless steel straws.
- Provide more information to businesses about the different types of options for reusable and compostable take-out containers and the price difference between each option.

4.0. OPINION RESEARCH

To gather baseline randomized and statistically significant data on Vancouver residents' attitudes, values and behaviours related to single-use items, an opinion survey was created by NRG Research Group in collaboration with the City of Vancouver. The opinion survey was administered through telephone interviews of 1000 residents between December 15th to December 22nd, 2017.

By engaging a random sample of Vancouver residents, the opinion survey conducted by NRG Research Group provides a statistically-valid snapshot of local views, values, and attitudes towards the reduction of single use items. Overall, the Talk Vancouver and Opinion Research results are very similar, as shown in the chart below.



5.0. ACKNOWLEDGEMENTS AND NEXT STEPS

The City would like to express our gratitude to all individuals who participated in this consultation process. We appreciate the time, energy, and feedback you provided to help us gain a deeper understanding of how single-use items are used in Vancouver, and your ideas and feedback on options to reduce them. Over the course of seven months: we spoke with people of all ages and abilities, we witnessed pledges from individuals inspired to take action and we had in-depth conversations with industry members who shared their expert knowledge of the waste management industry with us. Thanks to all of you and those who also submitted personal petitions, business research and data with us; this process is richer from your contributions.

Next Steps

All input received from this consultation summary report will be considered along with financial, legal and technical information for the development of a Single-Use Item Reduction Strategy for Vancouver City Council's consideration. As emerging policy develops, there will be additional opportunities for public and stakeholder input on the final strategy and during implementation phases.

APPENDIX A.

Session dates, locations, and invitees took place as follows:

Sector	Location	Date	Number of Participants
Food Sector	Toronto	September 26, 2017	9
Retail Sector	Montreal	September 27, 2017	15
Retail Sector	Vancouver	October 3, 2017	9
Food Sector	Vancouver	October 4, 2017	10
Food Sector	Vancouver	October 11, 2017	31
Environmental/Non-profit organizations	Vancouver	October 17, 2017	30
General Interest	Vancouver	October 23, 2017	17
Public General Interest	Vancouver	November 2, 2017	31
Retail Sector	Vancouver	November 8, 2017	30
Tourism Industry	Vancouver	November 23, 2017	39

Organizations that were part of the Single-Use Item Reduction Strategy - Phase 2 Consultation Process:

- 7-Eleven Canada
- A.E. Vancouver Private Tours & Charters Inc.
- ARC Restaurant - Fairmont Waterfront
- Aritzia
- A&W Food Services of Canada Inc.
- Azuza Inc.
- BC Place
- Binner's Project
- Belkhin House
- Bokoeco
- BOMA BC
- BRANDLIVE
- BSI Bio
- Cadillac Fairview
- Canadian Beverage Association
- Canadian Institute of Public Health Inspectors
- Canadian Plastics Industry Association
- Carnegie Centre
- Cartems Donuts
- Centric Culinary Café

- CCPA
- City of Port Coquitlam
- CKF Inc.
- COBS Bread
- Common Energy UBC
- Dart Canada
- Deep Cove Canoe and Kayak Centre
- Dillon Consulting Limited
- Drop the Straw
- Dyne-a-Pak
- Ecoinspire
- Eternal Abundance
- Evergreen
- Fairleigh Dickinson University
- Fairmont Waterfront
- FoamOnly
- Foodservice Packaging
- Fortis BC
- Fraser Academy
- Grandview Woodlands Food Connection
- Green Chair Recycling.
- Green Coast Coffee
- Hermes Canada Inc.
- JINYA Ramen Bar
- Kinpack
- Kissa Tanto Restaurant
- LOCO BC
- London Drugs
- Lululemon
- Lupii Cafe
- Malachite Management Inc.
- Metro Vancouver
- Museum of Anthropology
- Net Zero Waste Abbotsford
- Ocean Ambassadors
- Ocean Wise
- Olive and Ruby Cafe
- One Earth
- Pacific National Exhibition
- Patex Research
- Pathway Group
- Pharmasave Drugs (Pacific) ltd.
- Planted Food Network
- Potluck Café Society
- Powell River Regional District’s “Let’s Talk Trash Team”
- Provincial Health Services Authority

- Raincity
- RANA Inc.
- Recycle BC
- Recycling Alternative
- Recycling Council of BC
- Regional Engineers Advisory Committee - Solid Waste Sub-Committee
- Restaurants Canada
- Retail Council of Canada
- Salt Spring Coffee
- Science World British Columbia
- School of Community & Regional Planning, UBC
- Society Promoting Environmental Conservation (SPEC)
- Stand.earth
- Stojó Cups
- Suzuki Elders
- Tap and Barrel - Convention Centre
- The Naked Business
- The Soap Dispensary
- Tourism Vancouver
- Tractor Everyday Healthy Foods
- Trees Organic Coffee
- UBC
- UBC/JJ Bean Coffee Roasters
- University of BC
- University of British Columbia
- Urban Impact
- Vancouver Aquarium
- Vancouver Airport Authority
- Vancouver Aquarium an Ocean Wise Initiative
- Vancouver Convention Centre
- Vancouver Farmers Markets
- Vancouver Fraser Port Authority
- Vancouver Food Tour
- Vancouver Pride Society
- Vancouver Visitor TV
- Vera's Burger Shack
- Waste Control Services
- West Coast Management Association
- White Spot Ltd
- WISH
- Zero Waste Canada



Talk Vancouver Questionnaire Responses to Inform Single-Use Item Reduction Strategy

Summary Report
March 2018



The City of Vancouver is developing a new strategy to change the way Single-Use Items are distributed, used, and disposed of in the city. In order to develop this strategy, the City has sought public input through multiple events and surveys.

This report is a detailed summary of an online questionnaire that was posted on Talk Vancouver and open for comment from December 13th, 2017 to January 4th, 2018. In total, 3163 complete responses were received. The survey was divided into several categories and included questions on disposable hot and cold beverage cups, plastic and paper shopping bags, take-out containers, as well as several demographic questions. This report includes both the text of the questionnaire as well as the tabulated responses.

The questionnaire included four open-ended questions, the responses from which highlighted several key takeaways:

- Respondents who reported bringing their reusable cup regularly indicated this was due to: finding a cup they really liked and keeping it handy in their backpack or purse, keeping cups in multiple places such as at work or in their car, and staying to enjoy their drink in a reusable cup in the shop.
- Respondents who reported bringing their reusable bags regularly indicated this was due to: keeping compact bags with them in a backpack or purse, and keeping bags in their car.
- Respondents indicated many sources of motivation for using fewer single-use items, including: concern for the environment and pollution in waterways, striving to create less garbage, concern for litter, and discounts provided by businesses.



Detailed Questionnaire Results

Help Us Develop A Single-Use Item Reduction Strategy!



The City of Vancouver is developing a strategy on how to Reduce Single-Use Items and needs your input! The single-use items we are focusing on for this strategy include: disposable cups, plastic and paper shopping bags, polystyrene foam and other take-out containers (polystyrene foam is what people commonly called "Styrofoam").

Over the past several decades there has been an increasing trend towards items that are used once and then thrown away. It has been driven by a desire for increased convenience due to faster lifestyles, concerns around food safety and security, and opportunities for companies to brand their products.

But now, there is an increased focus on the impacts of the increased use of these disposable items. Some countries, communities and members of the public are starting to focus on how to reduce the use of these items.

Consider that every week in Vancouver, 2.6 million disposable cups and 2 million plastic bags are thrown in the garbage. Cups, bags and take-out containers also make up about 50% of all items collected in public waste bins, as well as a significant portion of litter on Vancouver streets. Despite their convenience, it costs Vancouver taxpayers \$2.5 million a year to collect these items from public waste bins and to clean up as litter.

Help Us Develop A Single-Use Item Reduction Strategy!



To help develop a strategy for Vancouver, we'd like to understand more about how these single-use items are used or impact your daily life, opportunities and barriers to shift towards more reusable alternatives, and to gauge the level of support for some of the options that could be considered.

Share your thoughts on these single-use items with us! Your feedback will help us develop a Single-use Item Reduction Strategy for consideration by City Council in 2018.

A final consultation report incorporating the outcomes of this survey will be made available on vancouver.ca/zerowaste. If you have any questions or comments please contact us at: reducesingleuse@vancouver.ca

Definition:

Single use items: disposable items designed for single use, which include: disposable cups, plastic and paper shopping bags, polystyrene foam and other take-out containers.

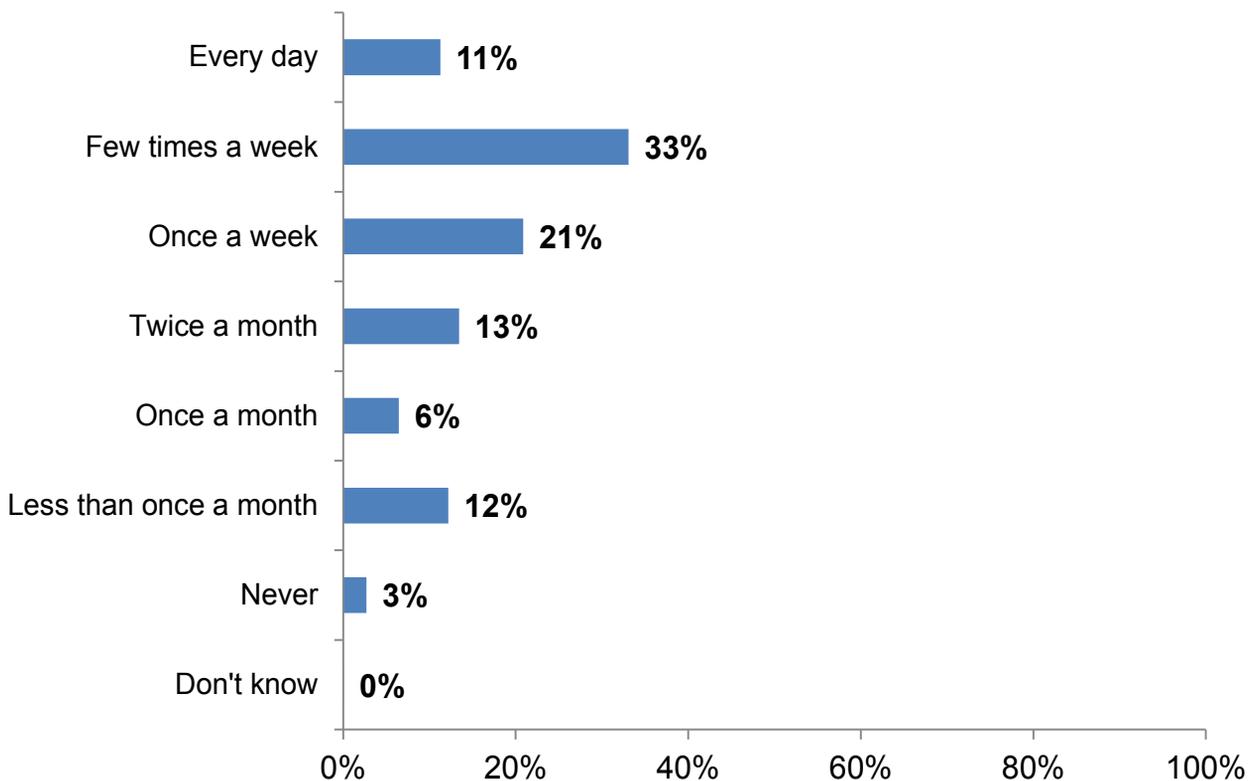
[Participants were then asked “Which single-use items would you like to share your thoughts on?”, and asked to select all that apply from: disposable cups, plastic and paper bags, take-out containers.]



1. How often do you buy a drink from a café, coffee shop or “quick-serve” restaurant?

“Quick-serve” restaurant: a restaurant that typically serves fast-food and has counter-service instead of table service.

Please select one response only.

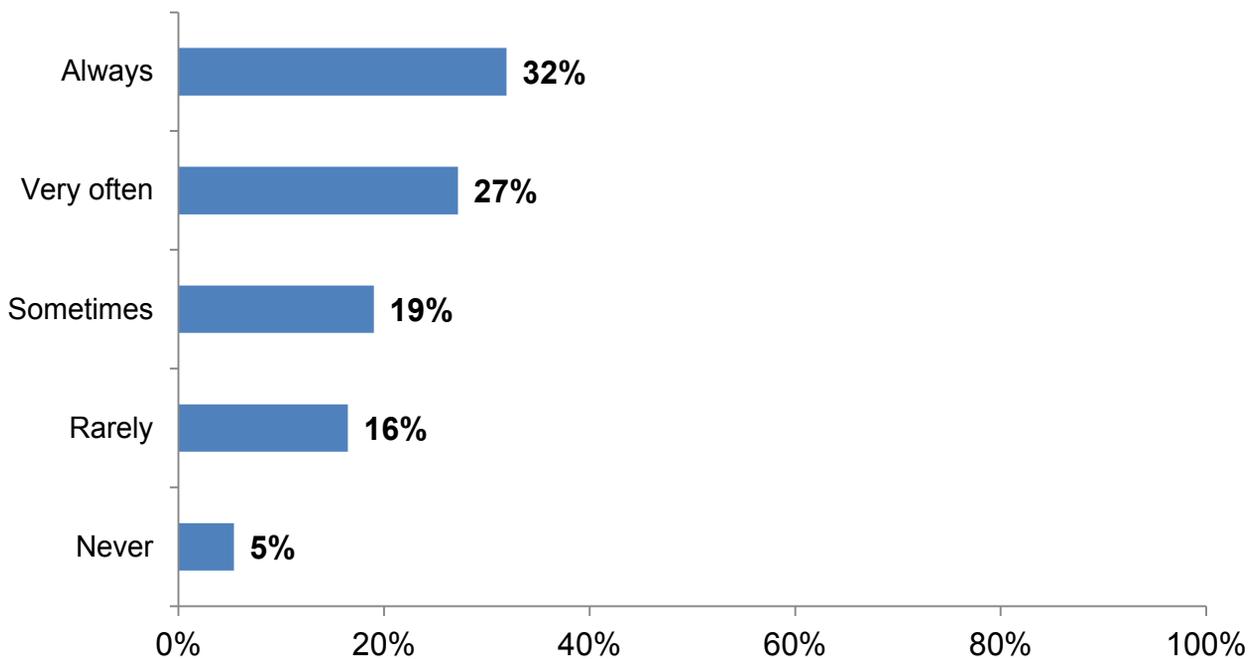




[If previously answered yes to purchasing drinks]

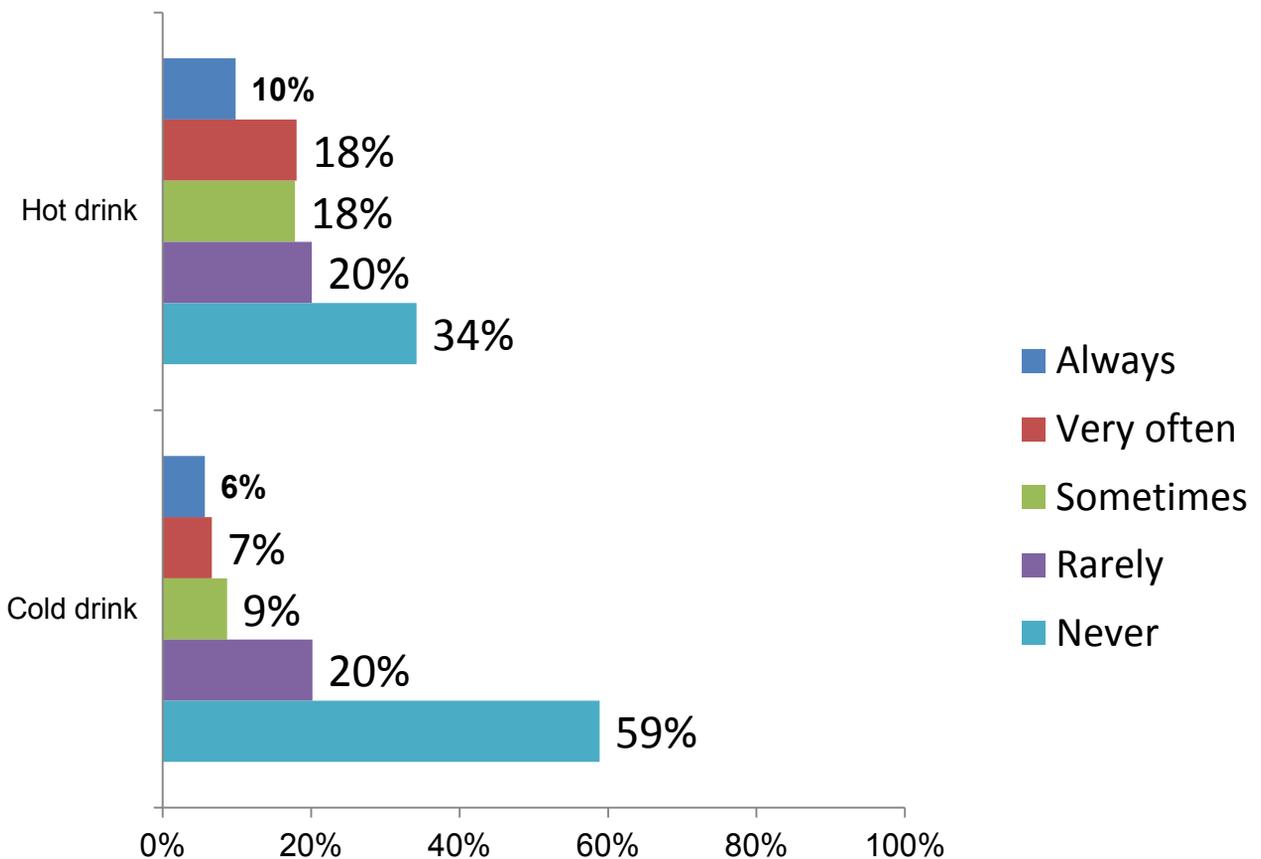
2a. And when you do, how often do you get it in a disposable cup?

Please select one response only.





2b. Do you bring your own reusable cup when you buy a... [hot drink/cold drink] ?





[If previously indicated bringing a reusable cup very often or always]

2c[i]. How do you manage to bring your reusable cup so regularly? What's working for you?

Please be as specific as possible.

This open-ended question received 1271 responses.

Analysis of the responses revealed several major themes, including:

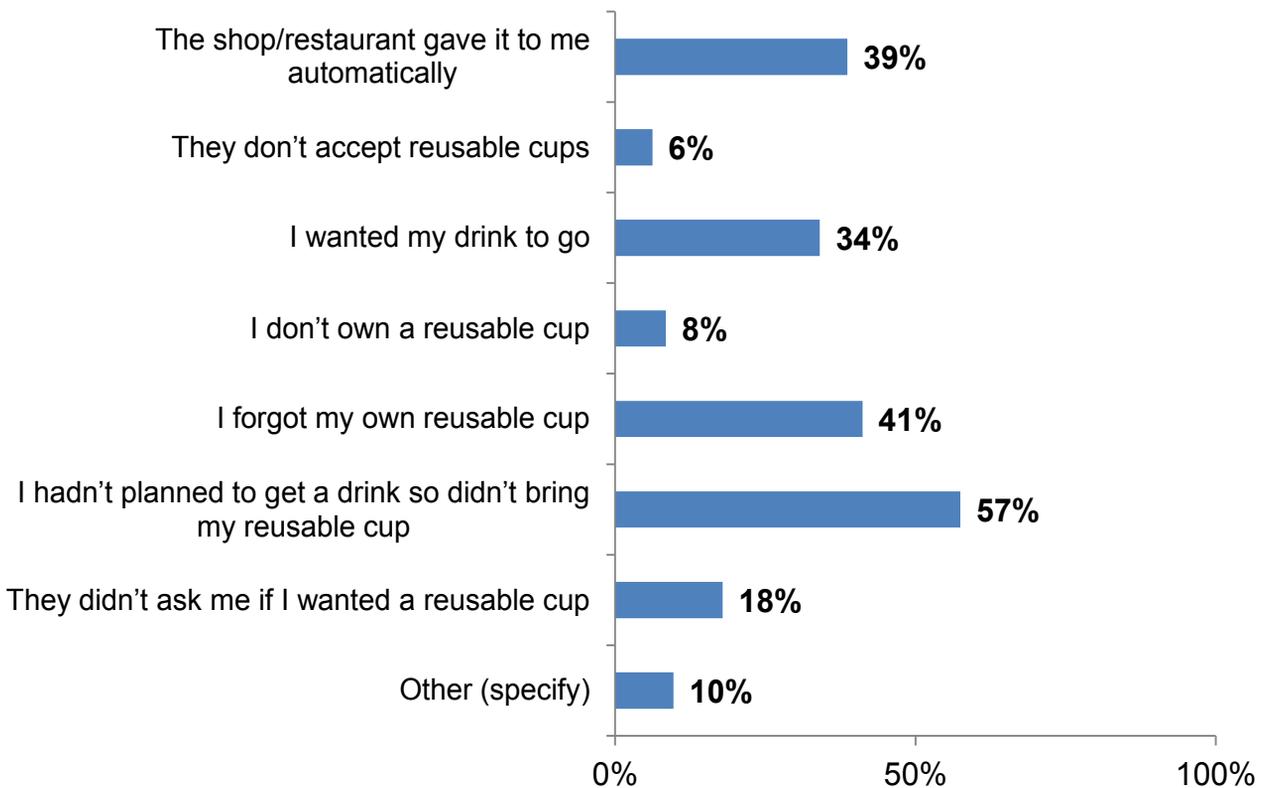
- **Finding a reusable travel mug that you really like, and always keeping it handy in a backpack or purse.**
- **Keeping a few reusable cups in different places, such as at work, in your car, and/or in your bicycle panier.**
- **Plan ahead, and keep your reusable cup in a visible place so you remember to take it.**
- **Make an effort to change your own behavior, and when you forget your travel mug, choose to stay and enjoy your drink in a reusable cup in the shop.**



[If previously indicated getting a disposable cup rarely or more]

2c[ii]. When you do get your drink in a disposable to-go cup it's usually because...

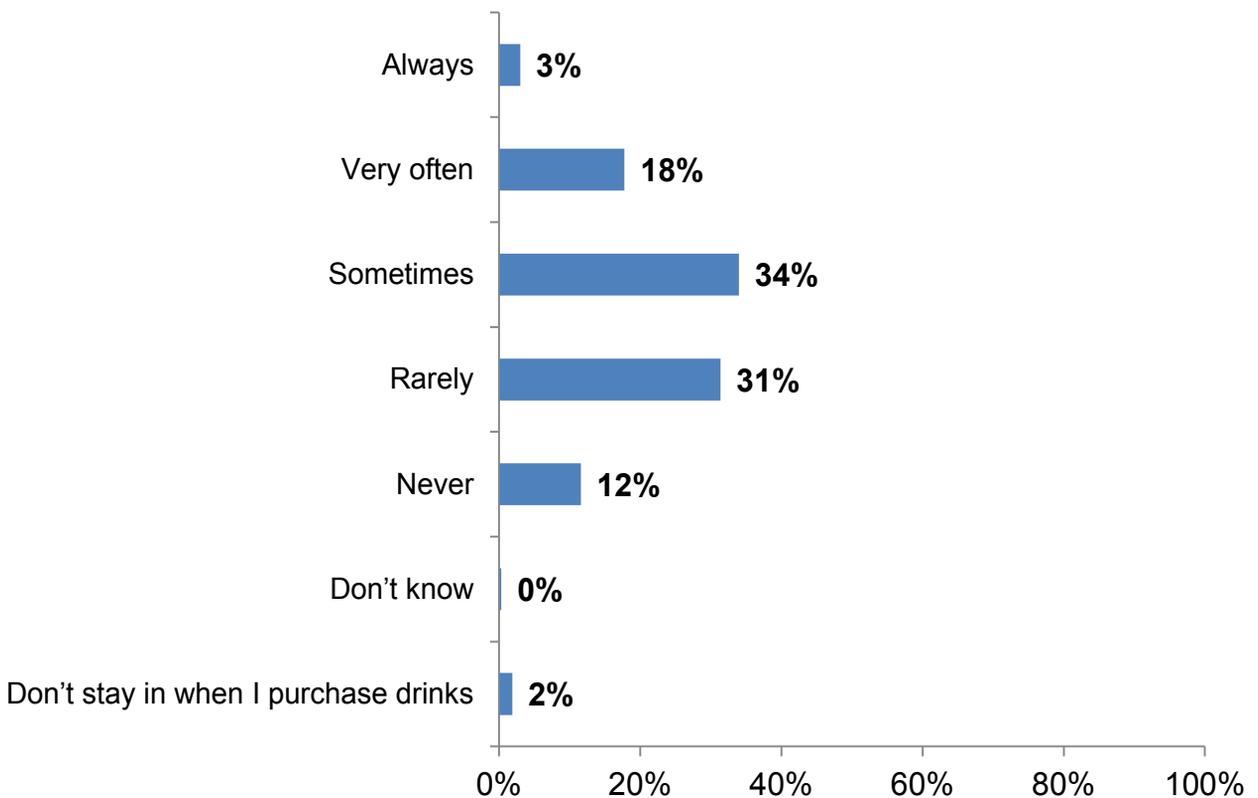
Select up to 3.





3. Are there times where you receive a disposable to-go cup for your drink but stay in to drink it? How often do you think that happens?

Please select one response only.

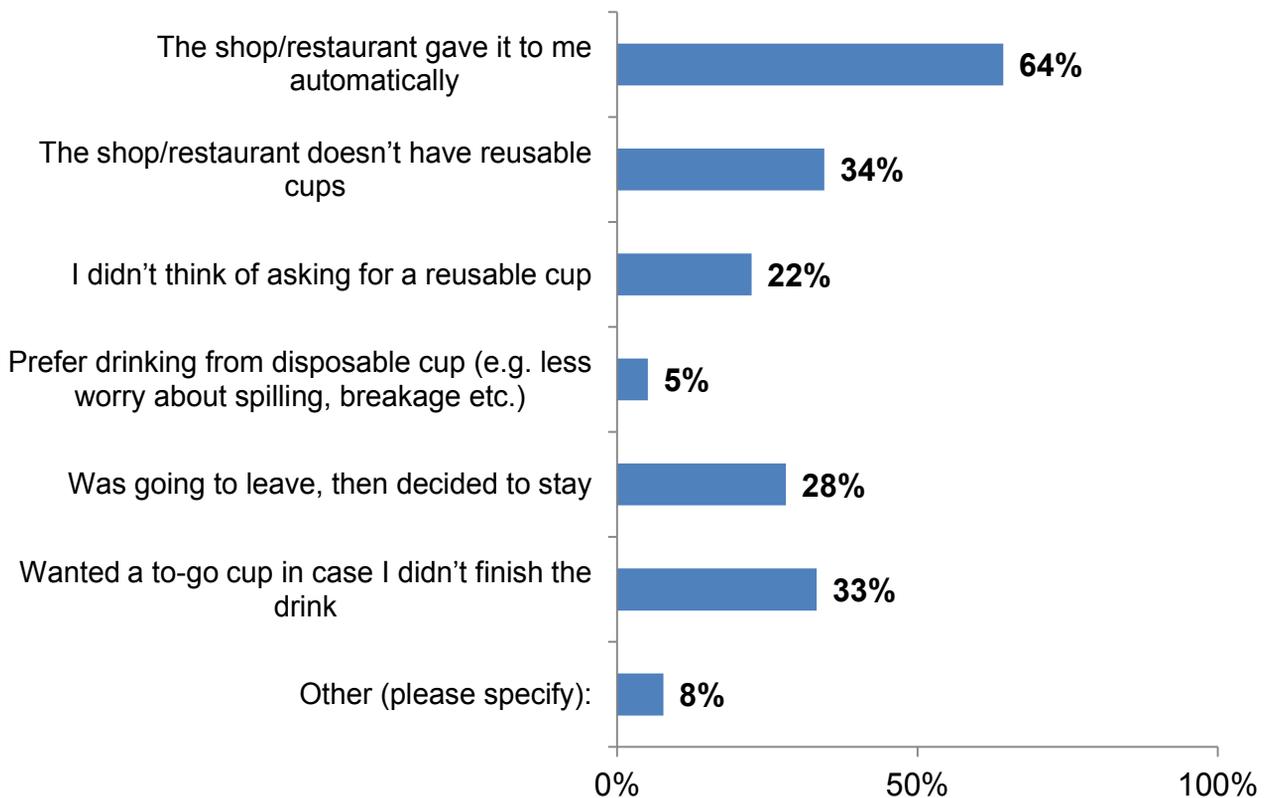




[If previously answered yes to receiving a disposable cup when staying in sometimes]

4a. Can you tell us why you've ended up with a disposable to-go when staying in the shop/restaurant?

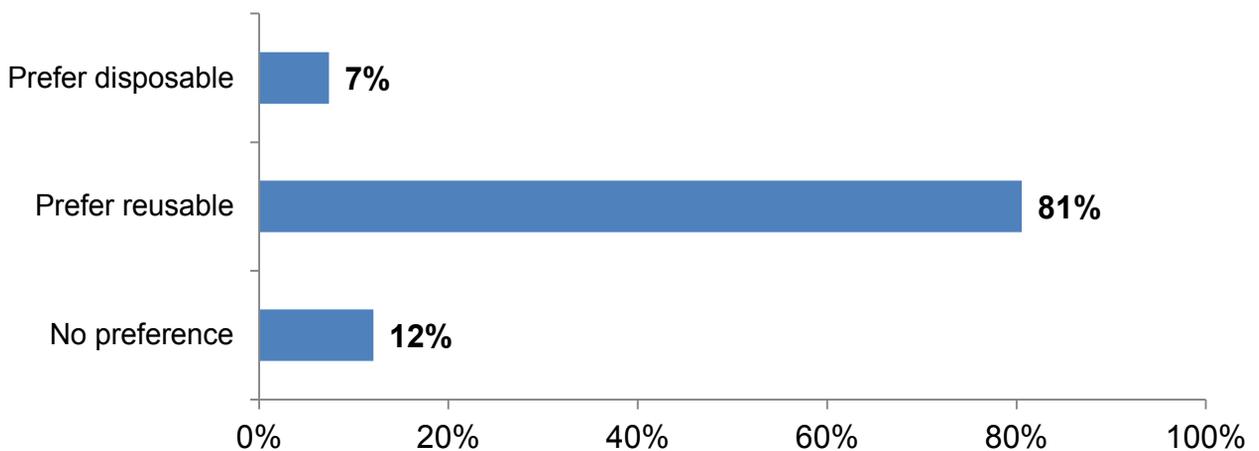
Select up to 3.





4b[i]. Do you prefer to use a disposable or reusable cup when staying in to have a drink?

Please select one response only.

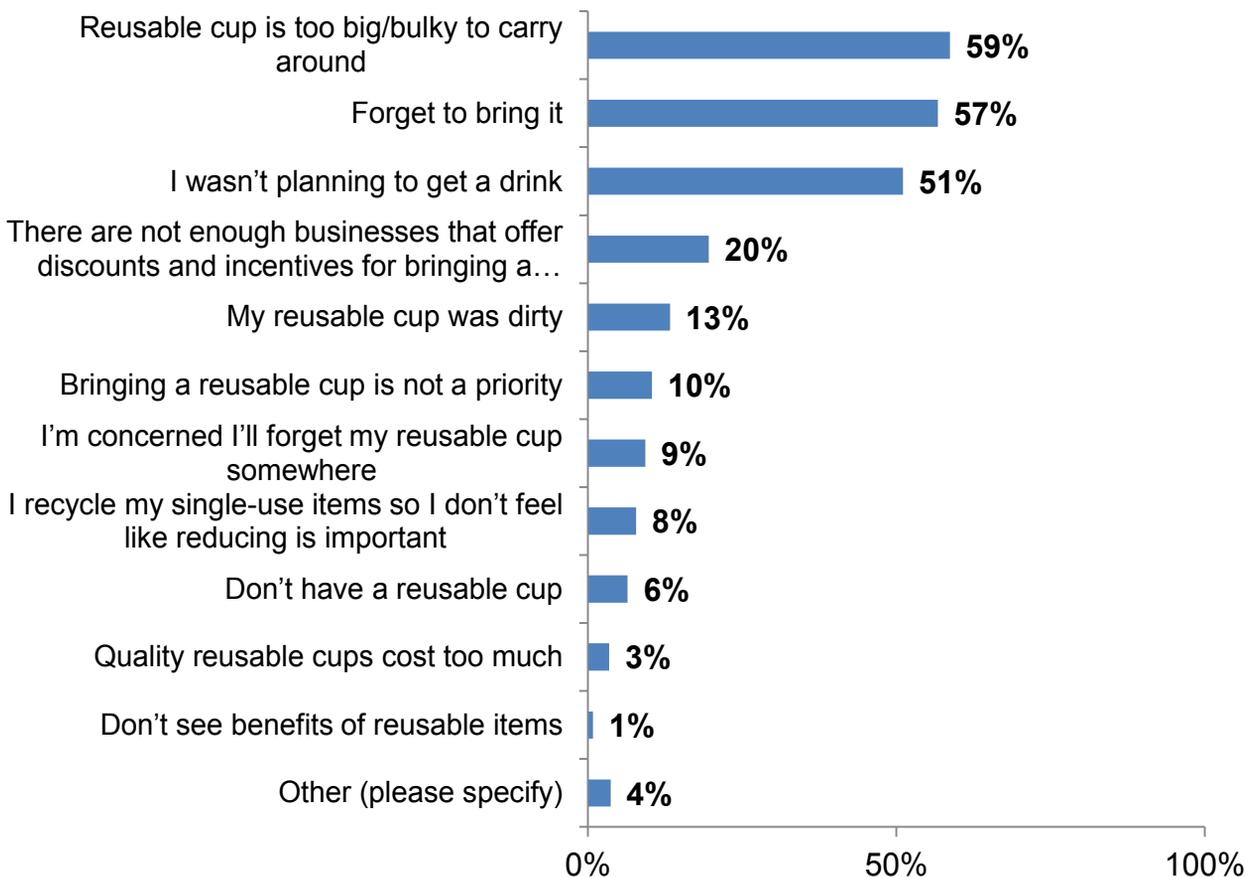




[If previously indicated preferring a disposable cup rarely or more]

4b[ii]. What are the *main* things that make it difficult to bring a reusable cup?

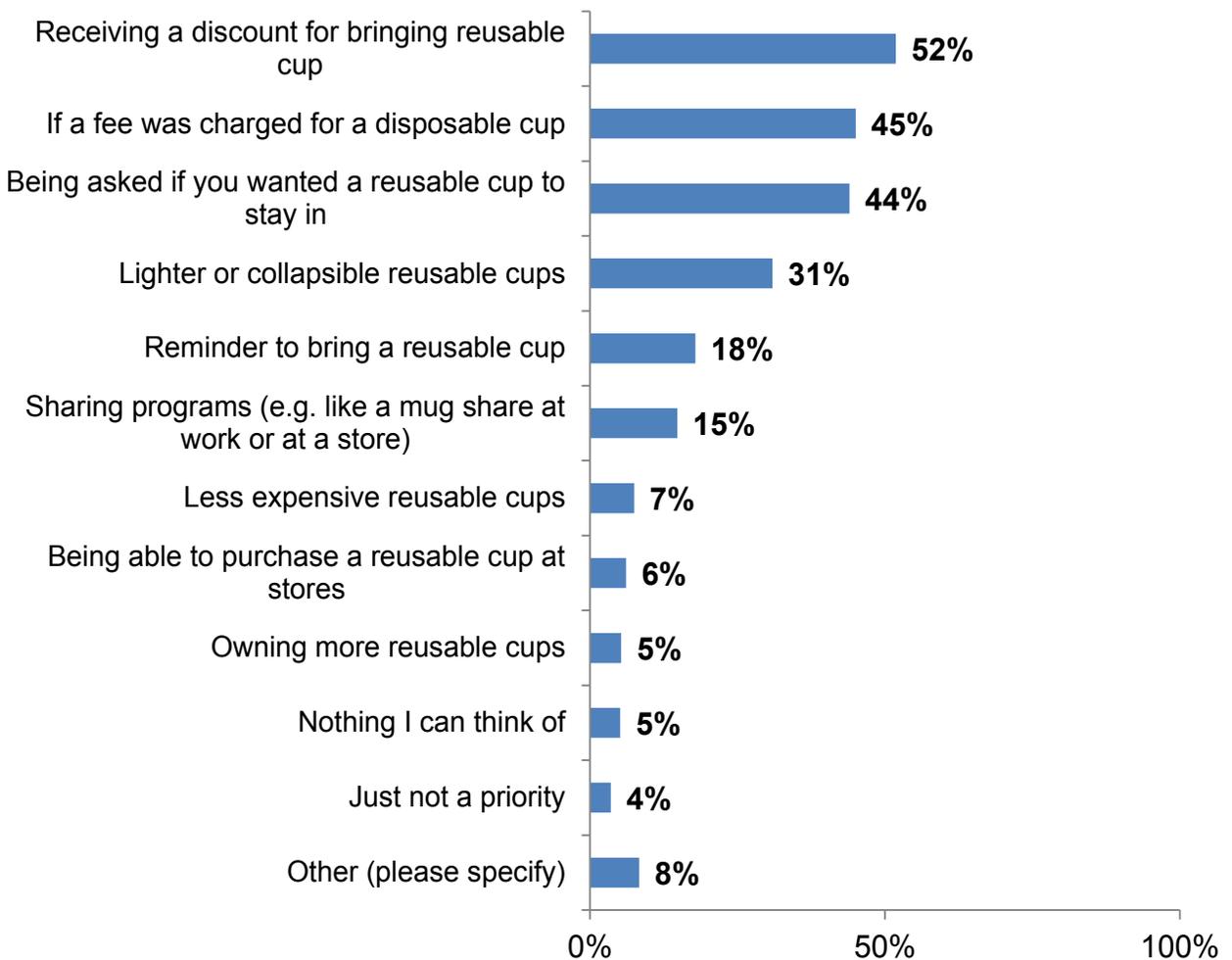
Select up to 3.





4b[iii]. What are the *key* things that would help you use a reusable cup more often?

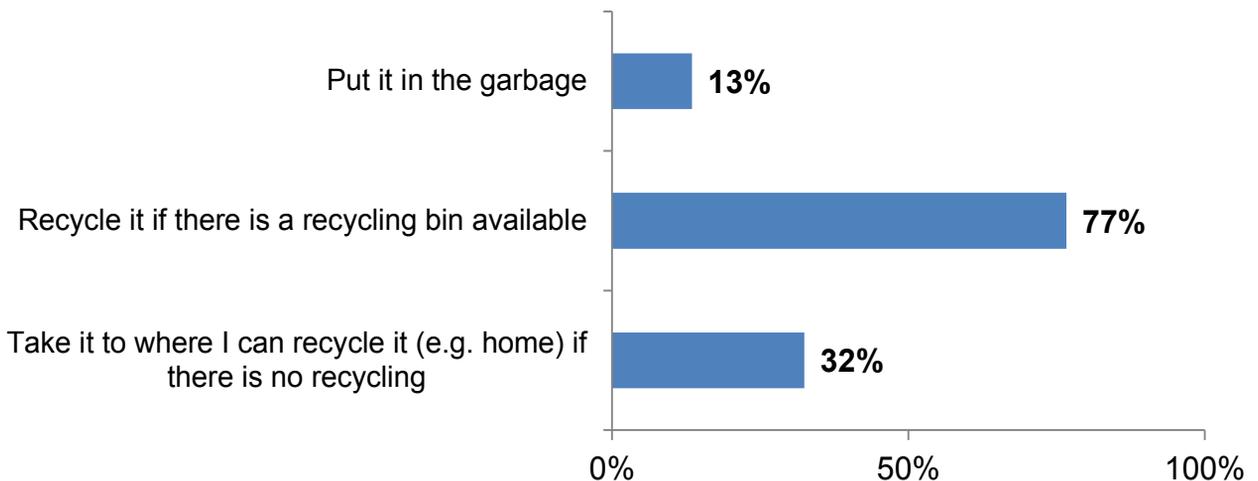
Select up to 3.





[If previously indicated preferring a disposable cup sometimes]

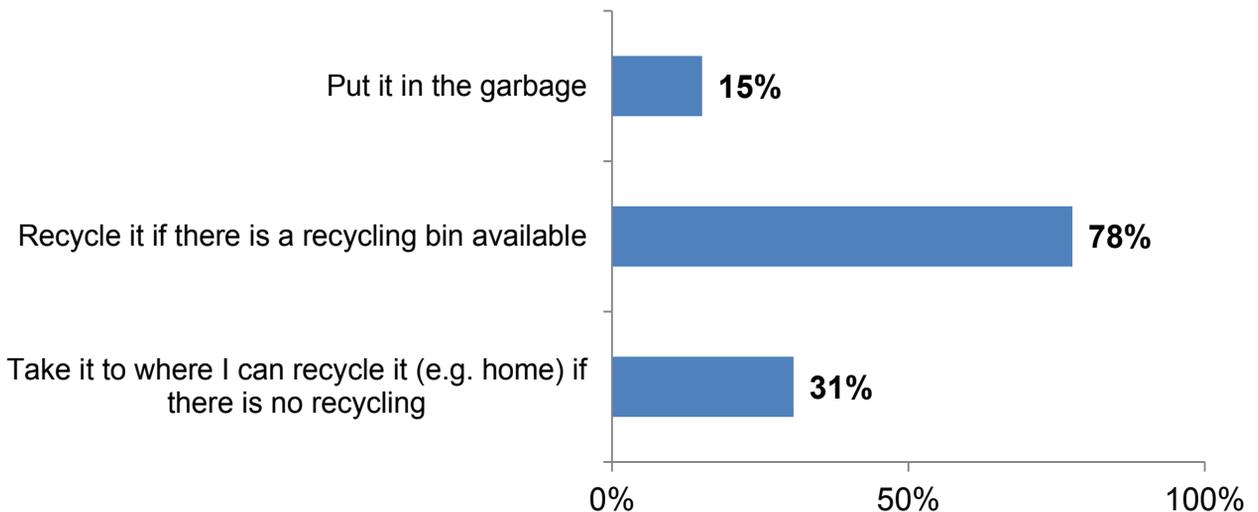
4c[i]. Now you've finished your drink... what do you normally do with your disposable plastic to-go cup?





[If previously indicated preferring a disposable cup sometimes]

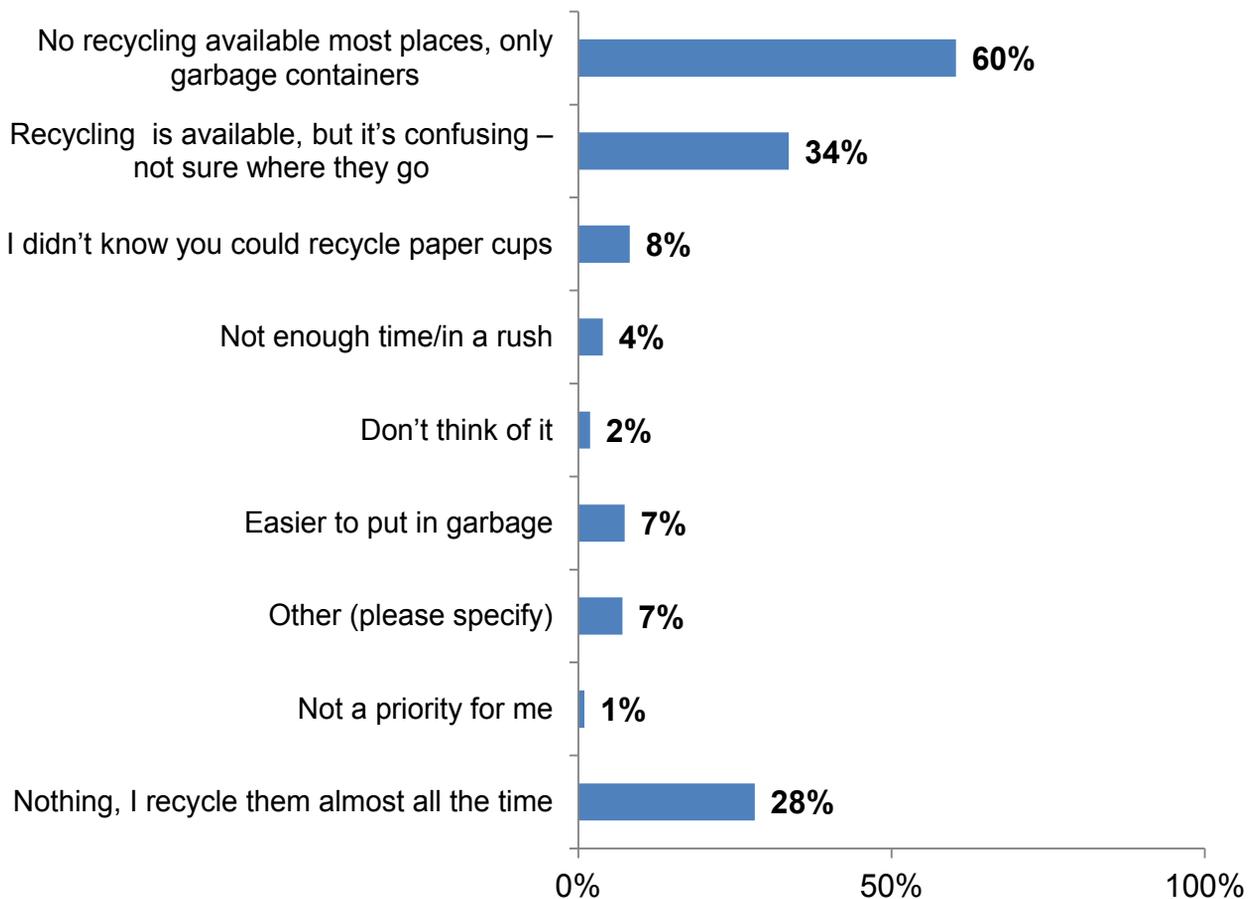
4c[ii]. Now you've finished your drink... what do you normally do with your disposable paper to-go cup?





4d. What makes it difficult to recycle your plastic or paper to-go cup?

Select up to 3.

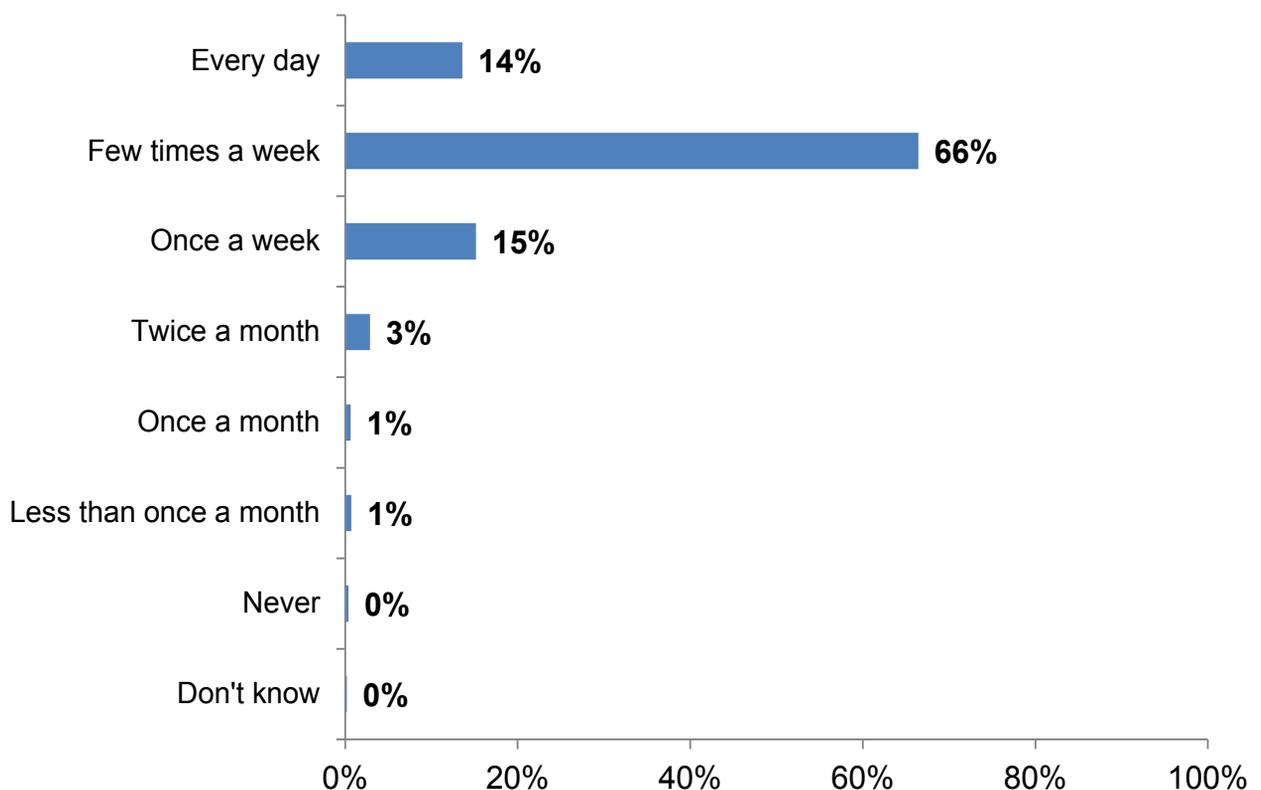


Tell Us About Your Habits – Plastic and Paper Bags



1. On average, how often do you shop at stores that offer paper or plastic bags for you to carry purchased items?

Please select one response only.



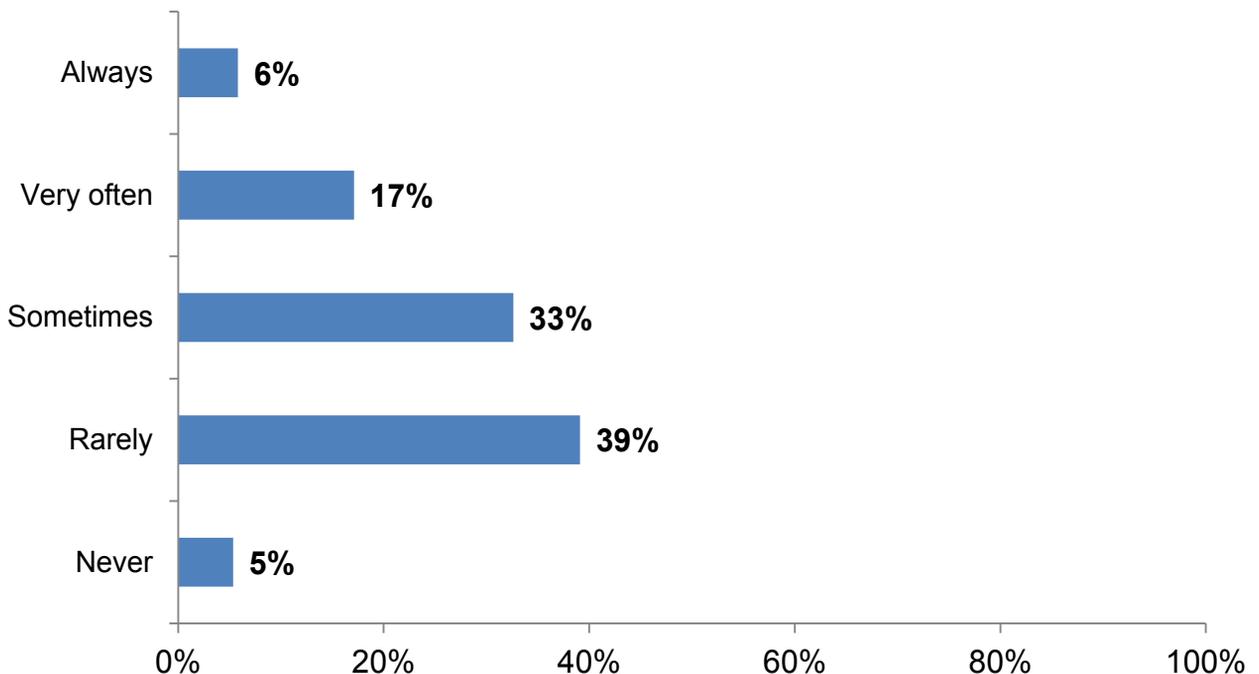
Tell Us About Your Habits – Plastic and Paper Bags



[If previously answered yes to shopping at stores that provide bags]

1a. And how often do you get and use a paper or plastic bag to carry items you've bought ?

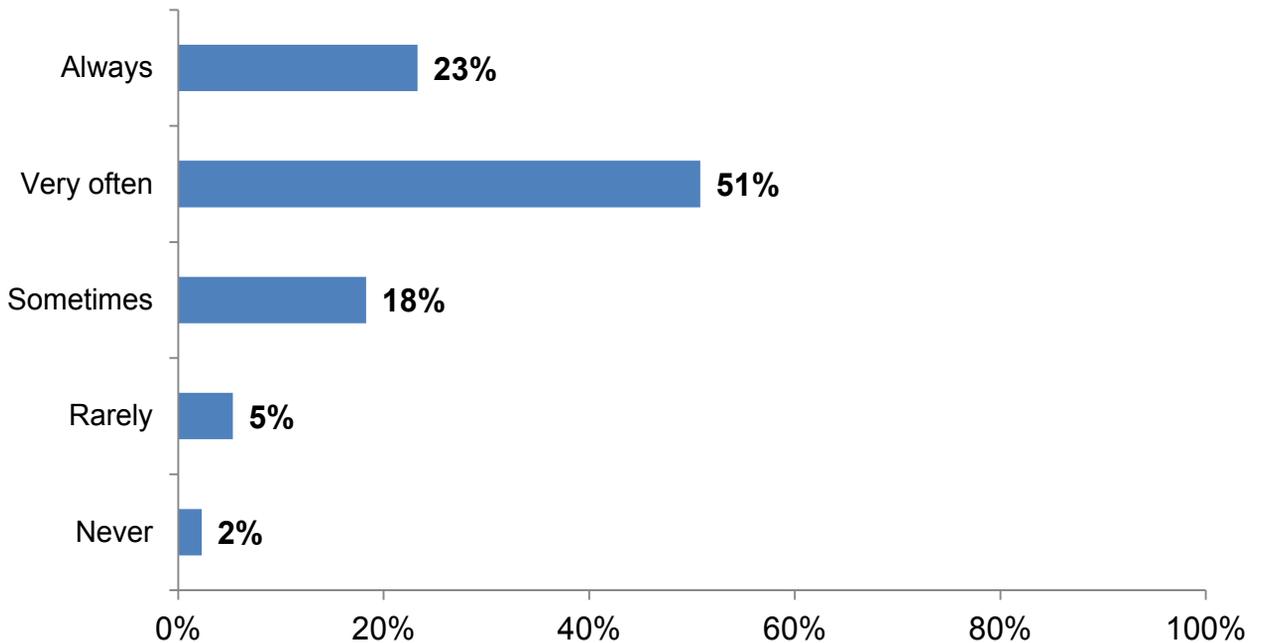
Please select one response only.





2. Do you bring a reusable bag when you're shopping? If you do, how often?

Please select one response only.

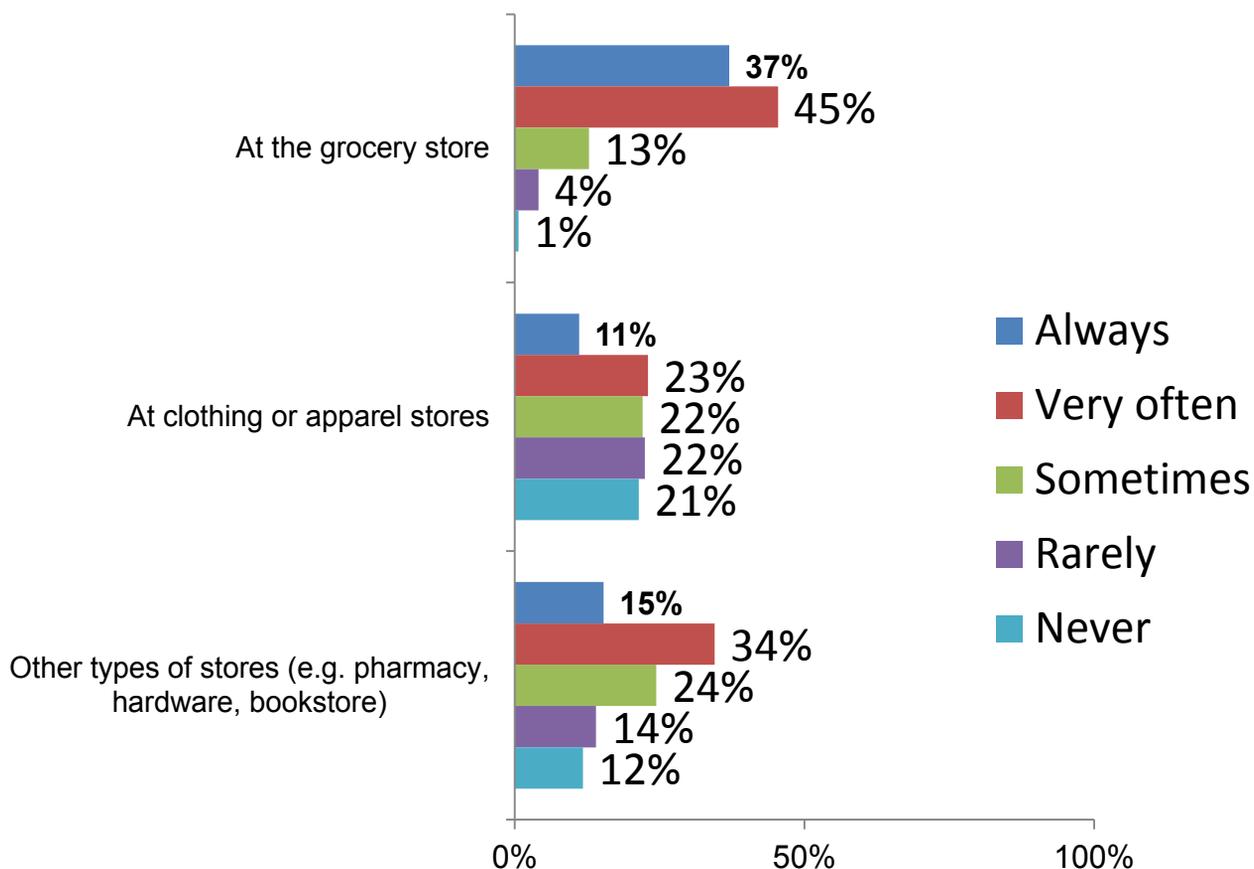


Tell Us About Your Habits – Plastic and Paper Bags



[If previously answered yes to bringing a reusable bag when shopping]

2a(i). Where do you normally use your reusable bags?





2a[ii]. How do you manage to bring your reusable bag so regularly? What’s working for you?

Please be as specific as possible.

This open-ended question received 2177 responses.

Analysis of the responses revealed several major themes, including:

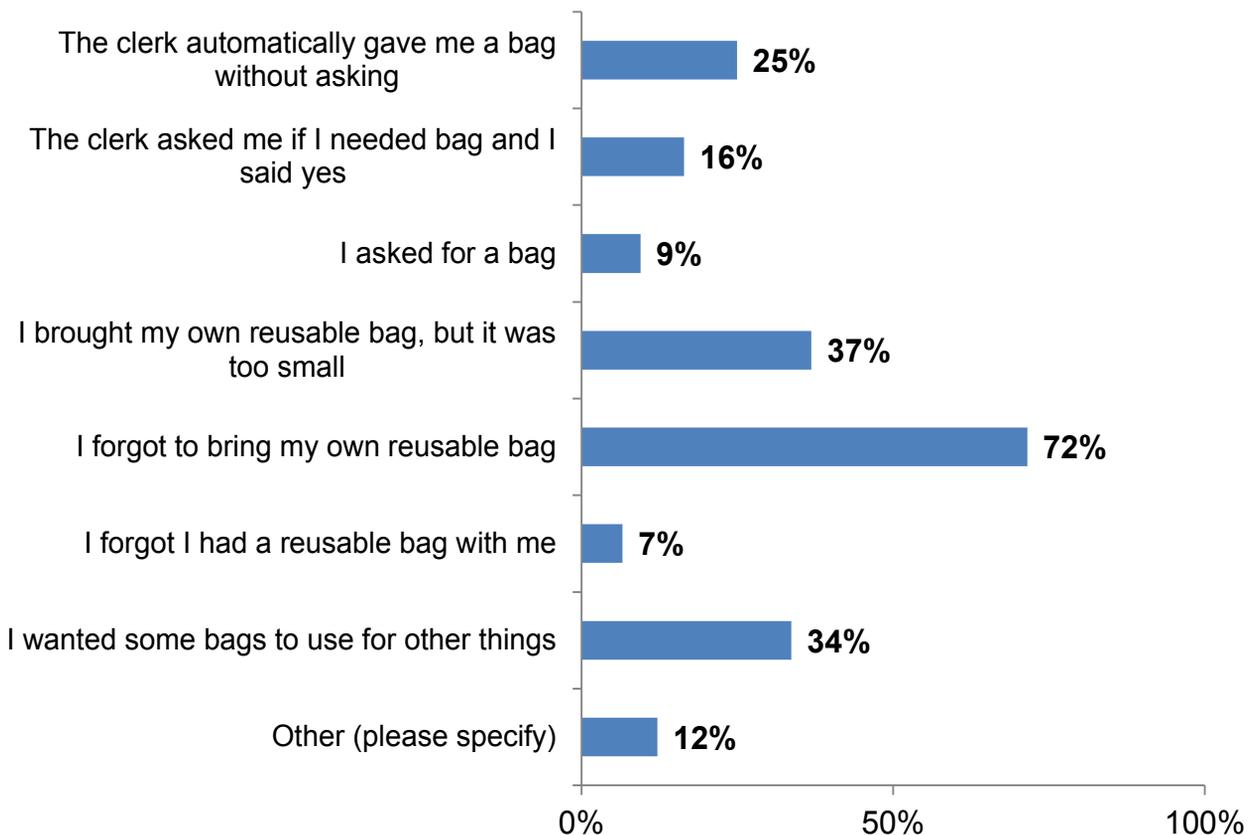
- **Always keeping one or more light and compact bags in a backpack or purse so they are handy for regular use, or using a backpack or purse to carry additional items instead of asking for a single-use bag.**
- **Keeping multiple bags handy in the car for shopping.**
- **Planning ahead, and keeping reusable bags near the door at home to help remember them.**
- **Making a conscious effort to develop a habit of bringing bags when shopping.**

Tell Us About Your Habits – Plastic and Paper Bags



3. When you get a paper or plastic bag it's usually because...

Select up to 3.

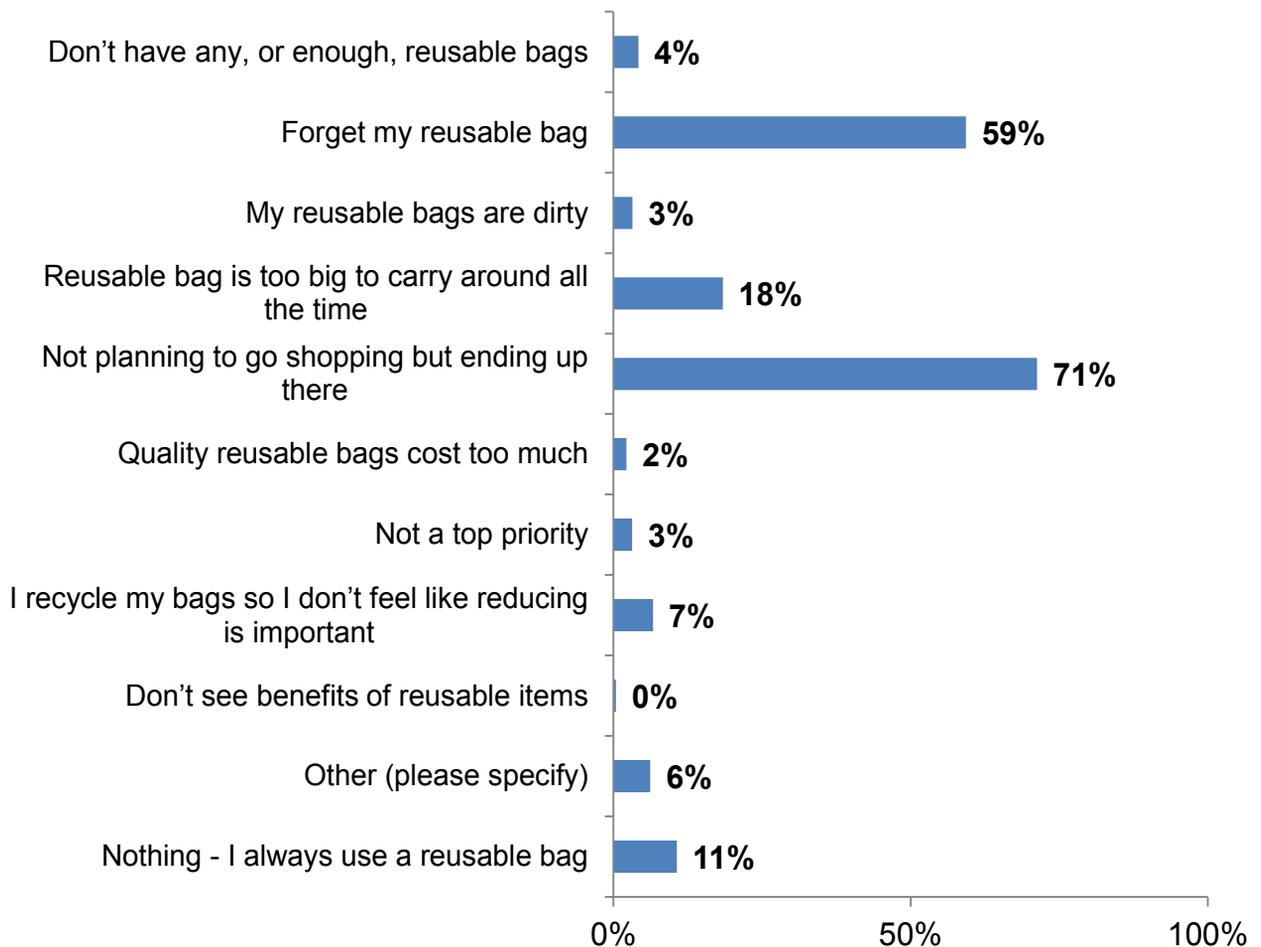


Tell Us About Your Habits – Plastic and Paper Bags



4. What are the *main* things that make it difficult to bring your own reusable bag?

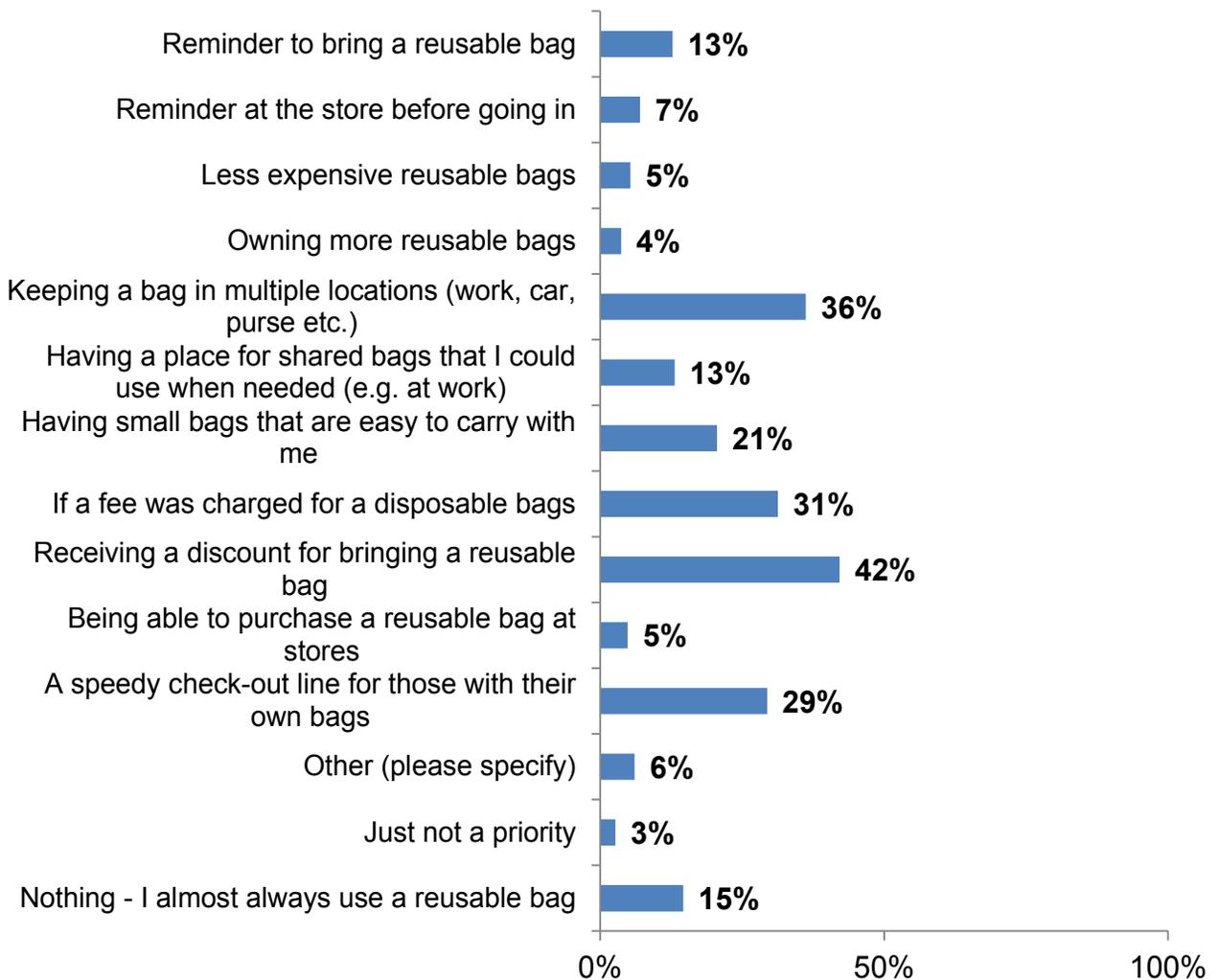
Select up to 3.





5. What are the *key* things that would help you use a reusable bag more often?

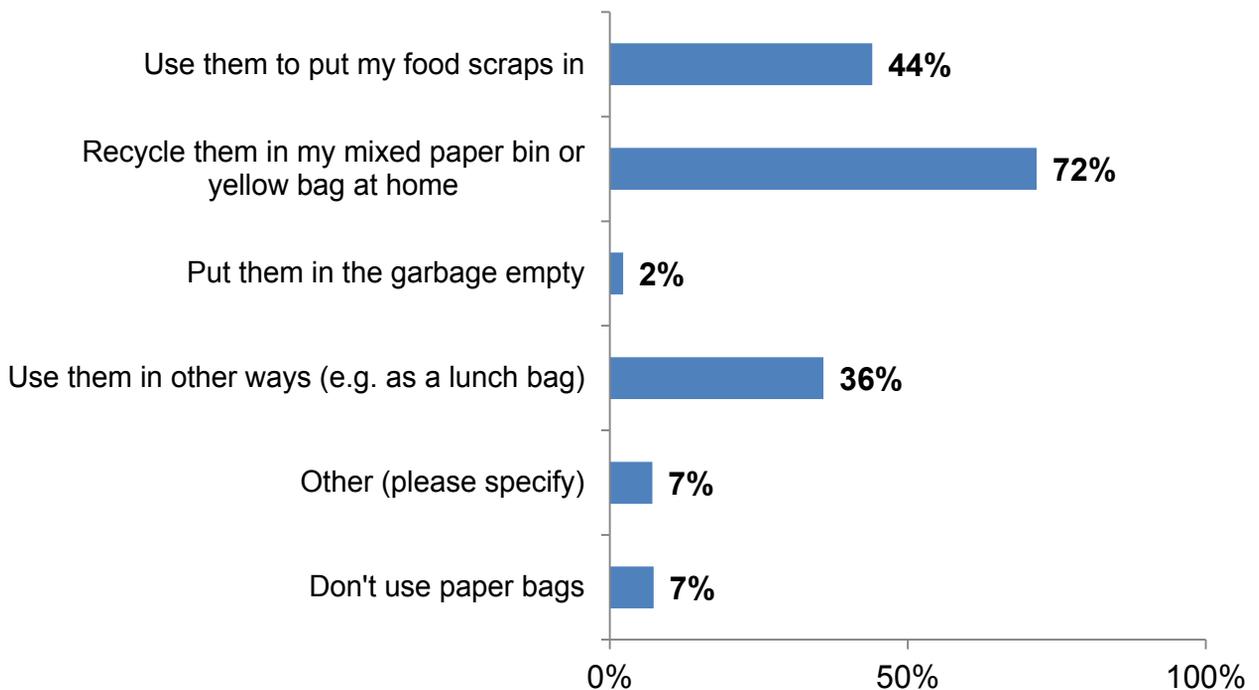
Select up to 3.





6. What do you usually do with your paper bags once you're finished carrying the items you bought?

Select up to 3.





7. What do you normally do with your plastic bags once you're finished carrying the items you bought?

Select up to 3.



Tell Us About Your Habits – Plastic and Paper Bags



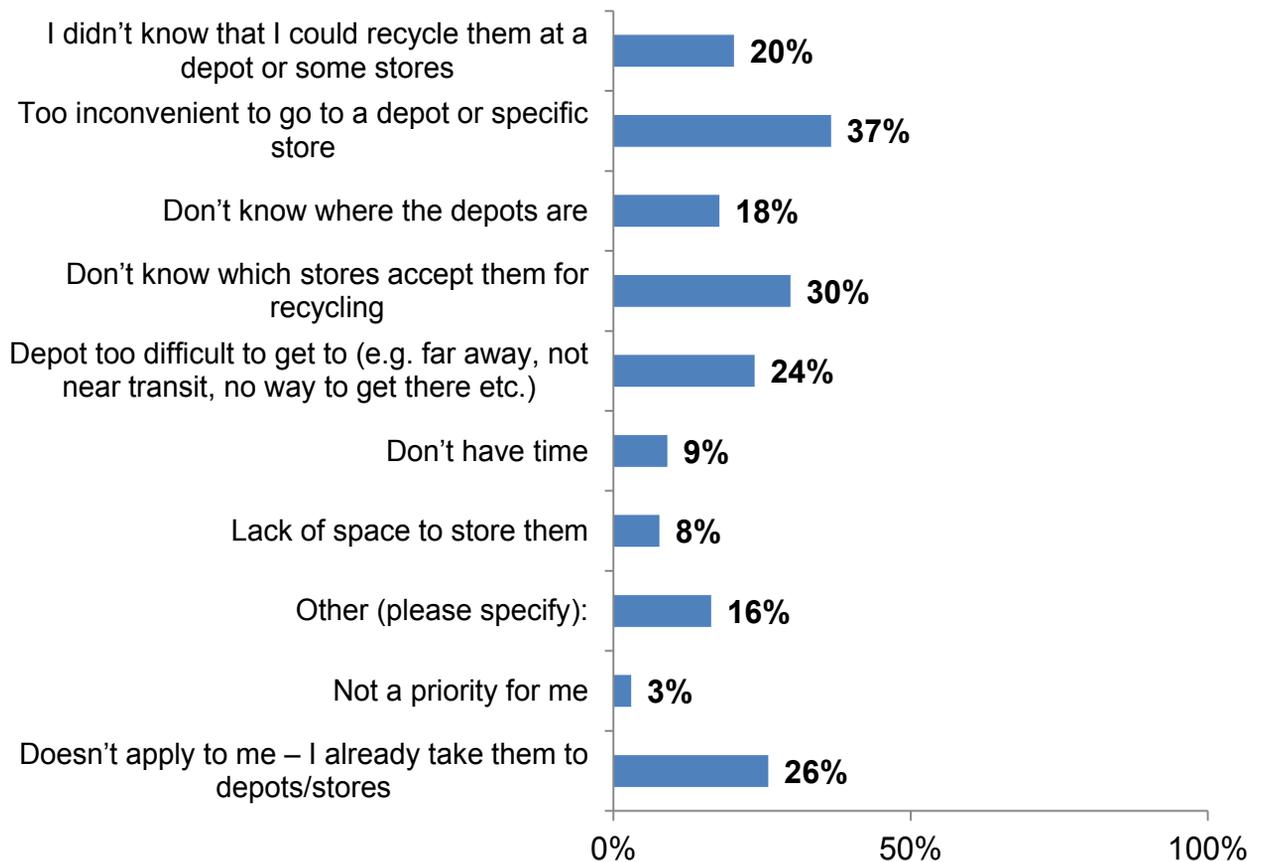
As you may know, plastic bags can be recycled at recycling depots or some stores, but not in residential curbside or apartment building recycling in Vancouver. Many people reuse plastic bags as garbage bags at home, and some plastic bags are also thrown away empty in the garage as well.

We understand there are things that make it more difficult for people to visit depots or stores to drop off their plastic bags for recycling.



8. If you sometimes dispose of empty plastic bags in the garbage instead of dropping them off for recycling, can you tell us the main reasons why?

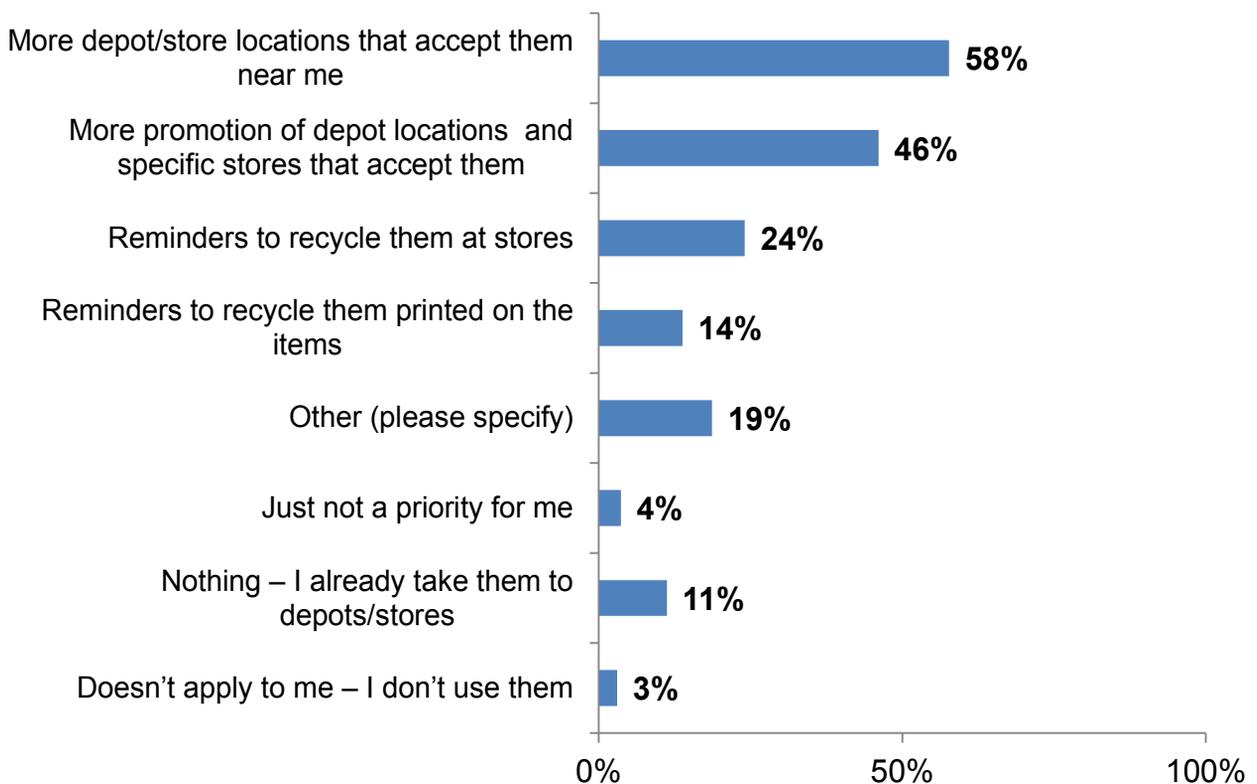
Select up to 3.





9. What are the key things that would make it easier for you to recycle your plastic bags at depots or specific stores for recycling?

Select up to 3.



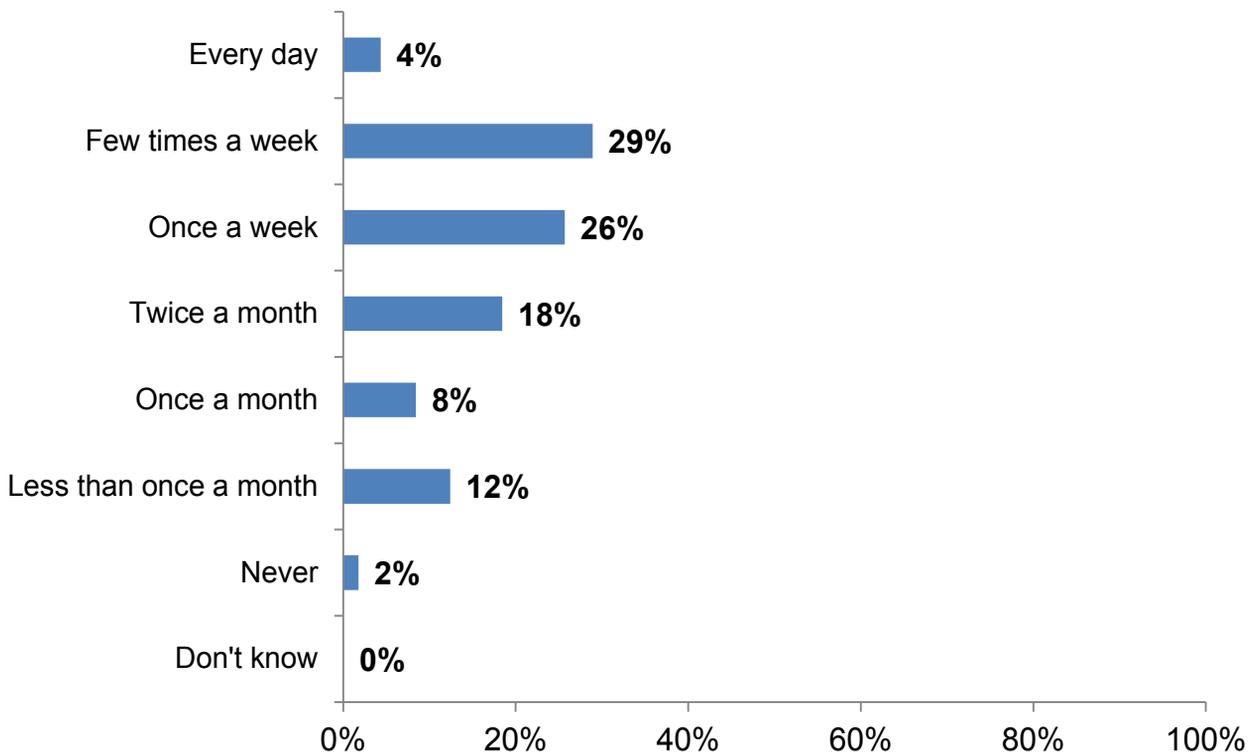
Tell Us About Your Habits – Disposable Containers



1. On average, how often do you purchase food from a café, coffee shop or “quick-serve” restaurant?

“Quick-serve” restaurant: a restaurant that typically serves fast-food and has counter-service instead of table service.

Please select one response only.

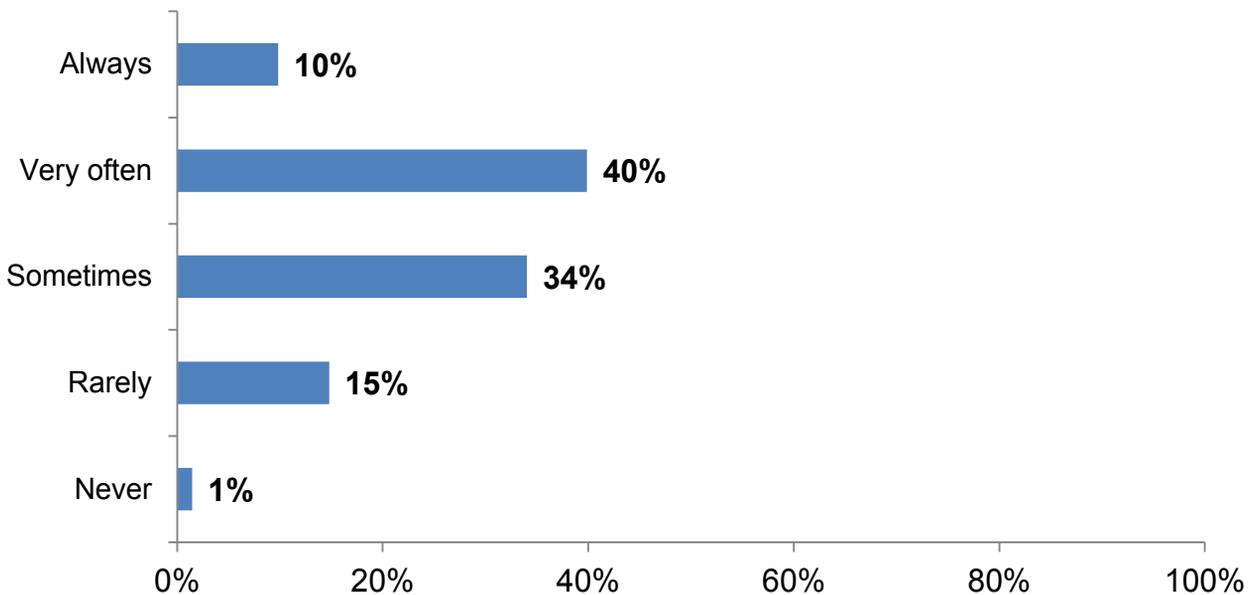


Tell Us About Your Habits – Disposable Containers



2. And when you order food from a café, coffee shop or quick-serve restaurant, how often do you want your food to-go?

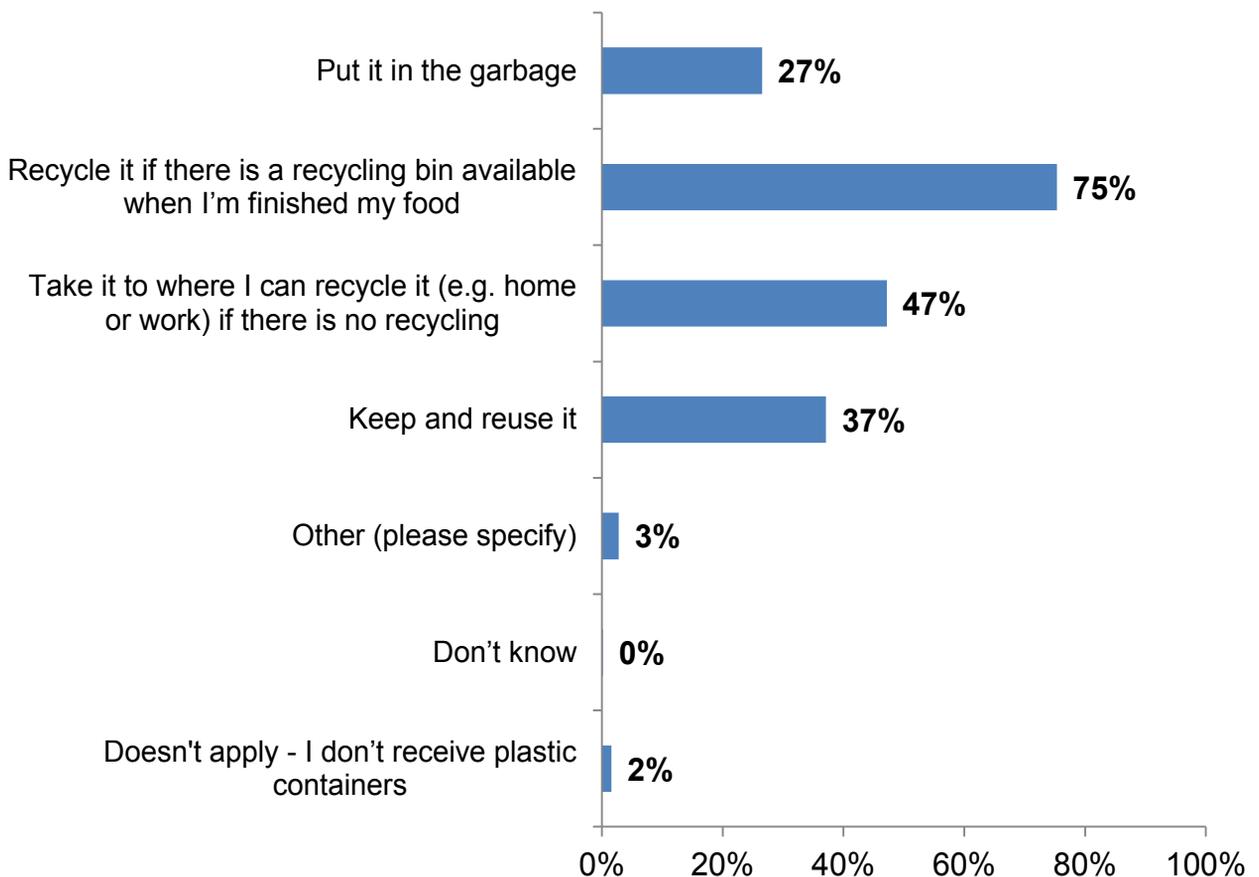
Please select one response only.





3. What do you usually do with your plastic take-out containers once you've finished your food?

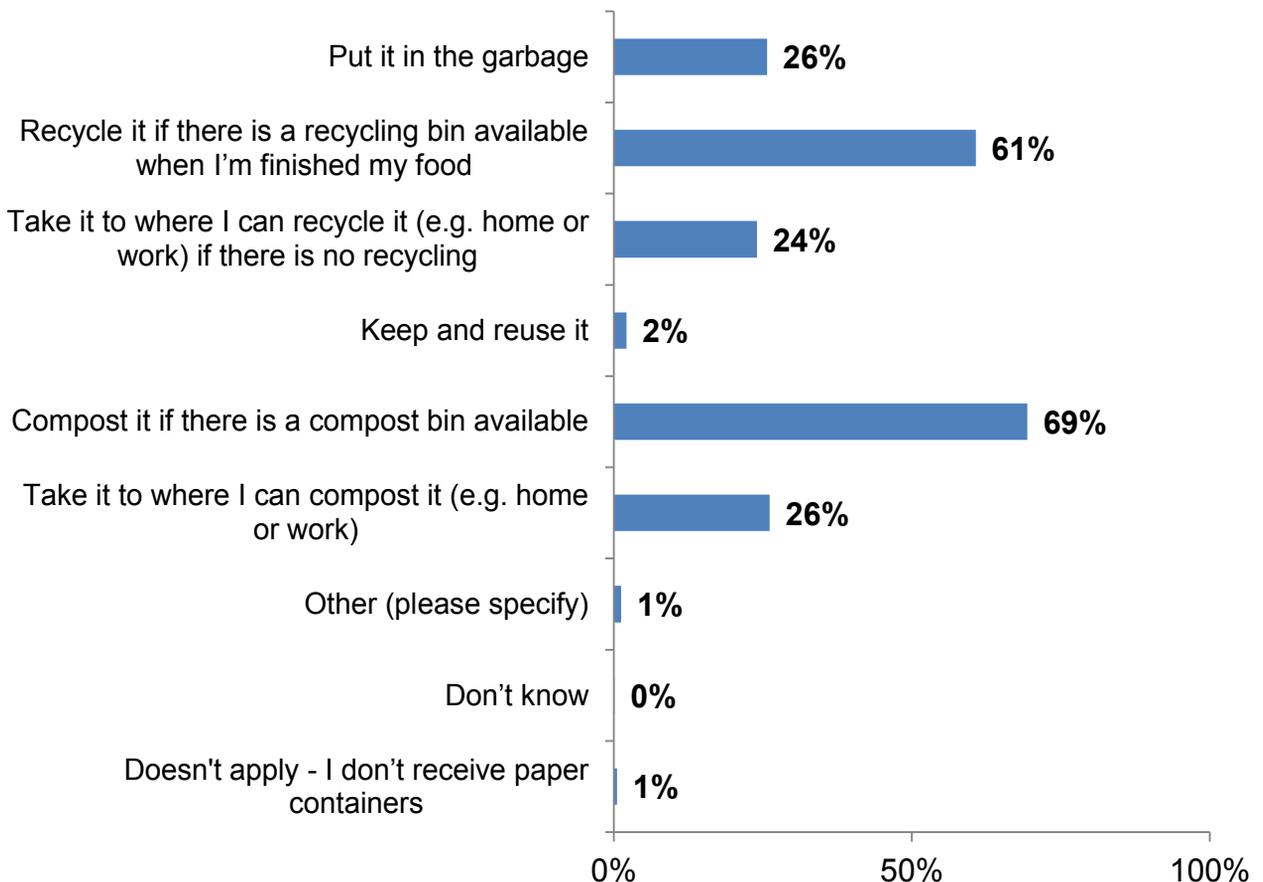
Select up to 3.





4. What do you usually do with your paper take-out containers once you've finished your food?

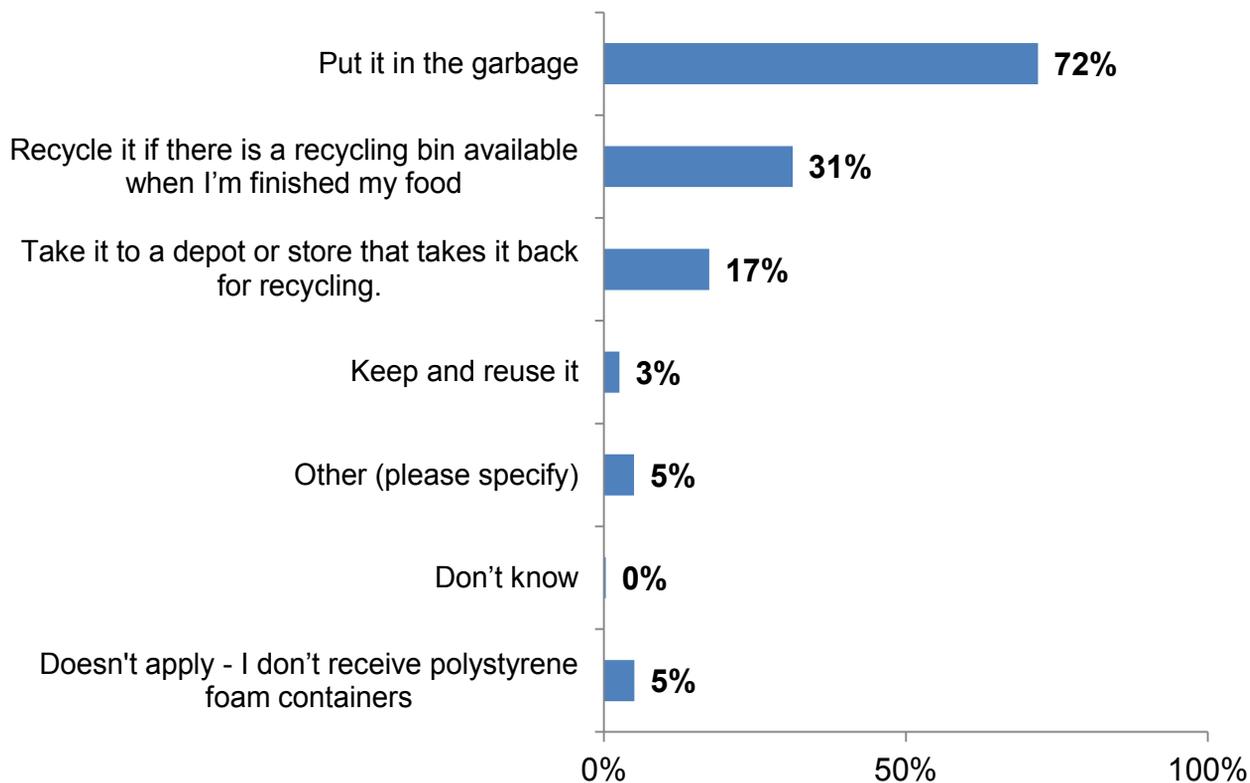
Select up to 3.





5. What do you usually do with your polystyrene foam take-out containers once you've finished your food (polystyrene foam is what people commonly call "Styrofoam")?

Select up to 3.



Tell Us About Your Habits – Disposable Containers



Did you know that clean plastic, aluminum and paper containers with a plastic lining can go in your mixed container recycling? Unlined paper containers can go in your Green Bin, but polystyrene foam needs to be taken to a depot or participating store for recycling.

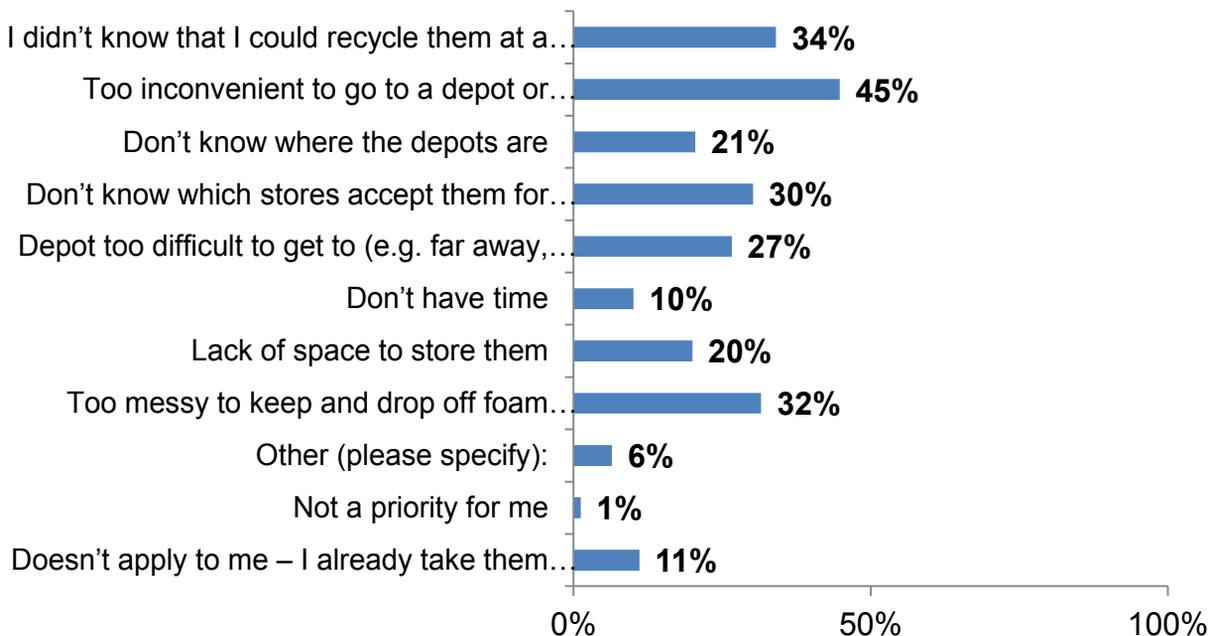
Tell Us About Your Habits – Disposable Containers (Part 2)



As you may know, polystyrene foam containers and cups can be recycled at recycling depots or some stores, but not in residential curbside or apartment building recycling in Vancouver. We understand there are things that make it more difficult for people to visit depots or stores to drop off their polystyrene foam containers and cups for recycling.

1. If you sometimes dispose of foam containers/cups in the garbage instead of dropping them off for recycling, can you tell us the main reasons why?

Select up to 3.

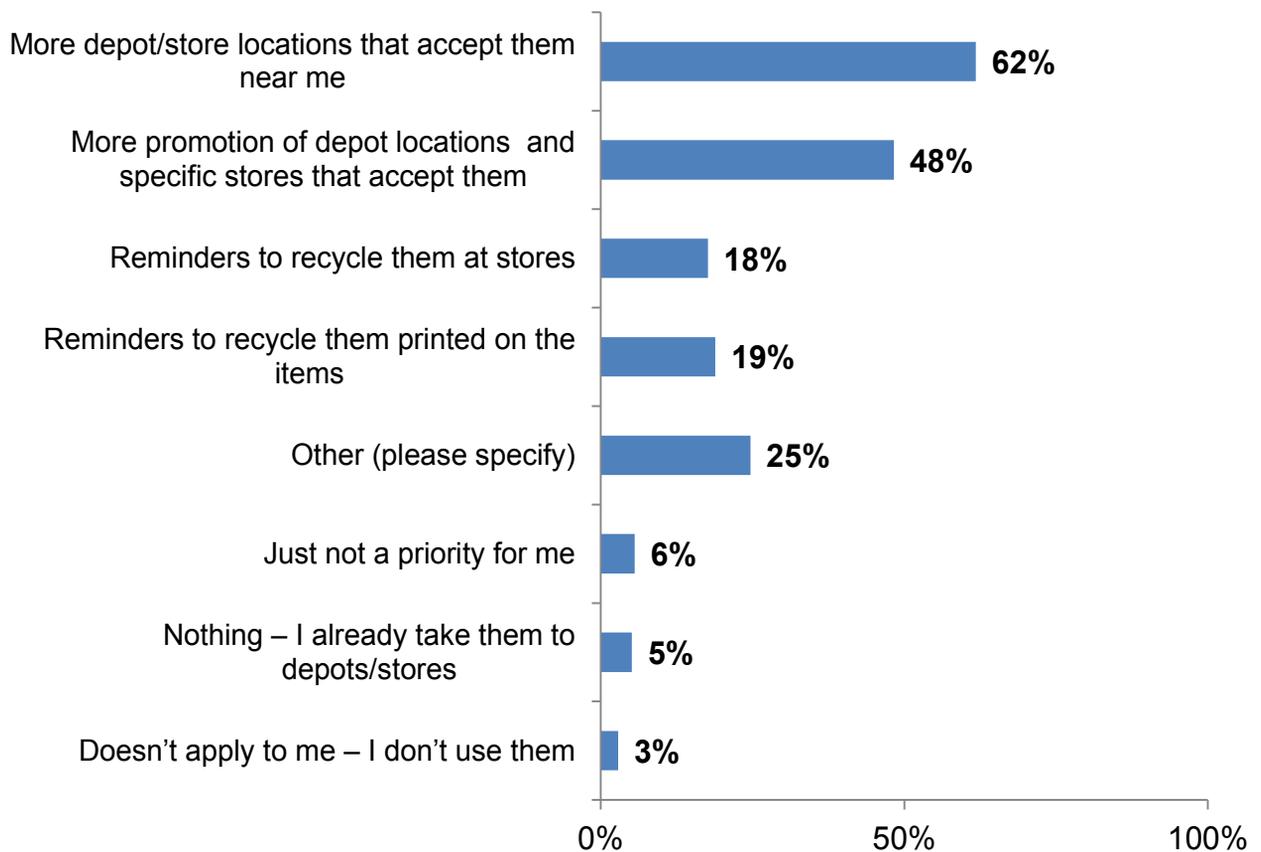


Tell Us About Your Habits – Disposable Containers (Part 2)



2. What are the key things that would make it easier for you to recycle your polystyrene foam containers and cups?

Select up to 3.



Options Being Considered To Address Single-Use Items



We want to hear your thoughts on options to reduce the use of disposable cups, bags and containers, as well as options to increase the recycling of them. Some options could be applied more broadly while others apply to specific types of single-use items.

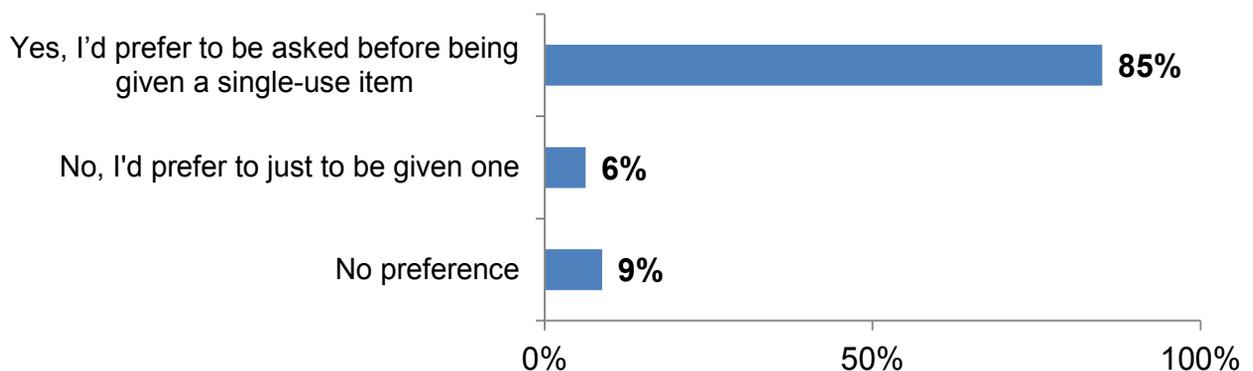
Disposables By Request: Asking a customer if they want a single-use item instead of defaulting to giving it out, could affect how often these items are used.

Options Being Considered To Address Single-Use Items



1[a]. Do you have any preference for whether you're asked if you want a single-use item before being given one (e.g. bag, to-go cup, take-out containers)? This practice could also be applied to other single-use items such as straws and plastic utensils.

Please select one response only.

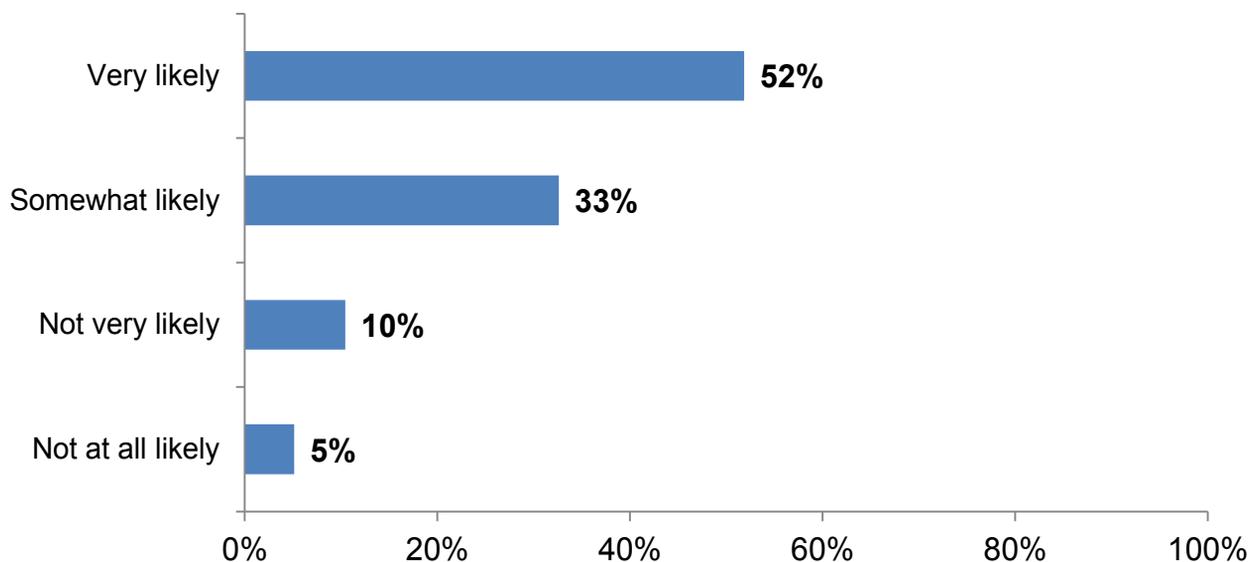


Options Being Considered To Address Single-Use Items



[1b.] If you were asked whether you wanted one of these items (instead of just being given one), would it have an impact? In other words, would it reduce how often you took them?

Please select one response only.



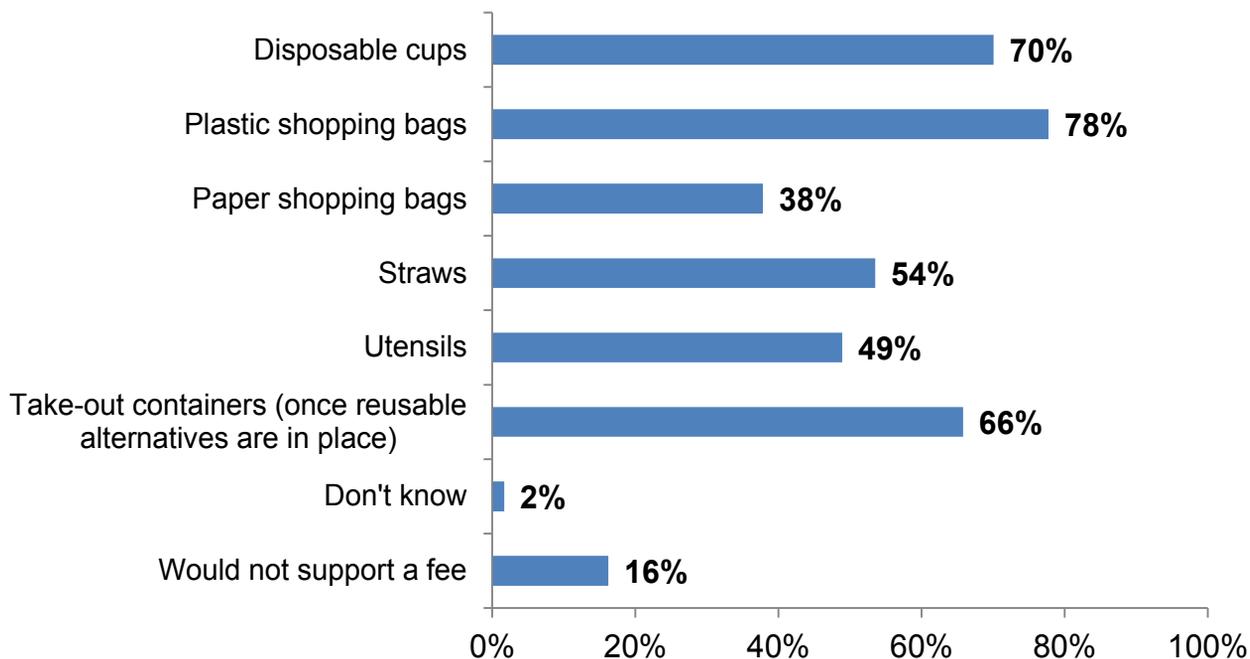
Options Being Considered To Address Single-Use Items



Fees for Single-Use Items: Fees for single-use items have been shown to reduce their use. Fees put a value on these items, and can motivate consumers to use reusable options instead, like bringing a reusable shopping bag. Fees can be avoided if you bring your own bag or cup.

2[i]. Which of the following single-use items would you support fees for?

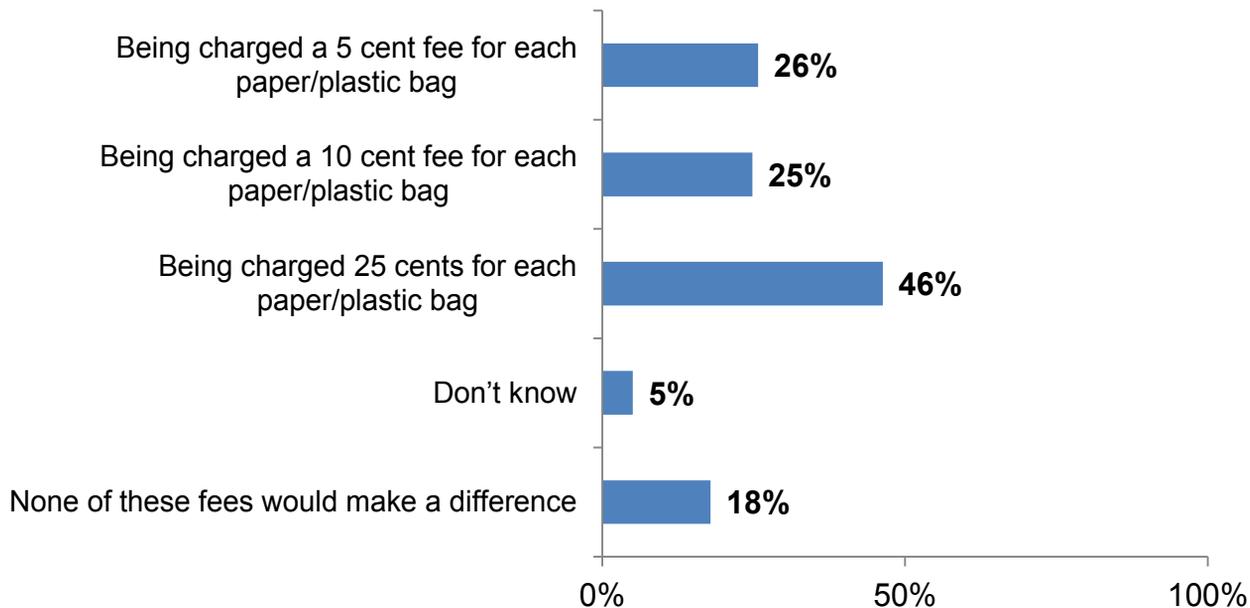
Please select all that apply.





2[ii]. For paper and plastic bags specifically, how much of a fee/charge on these bags would motivate you to bring a reusable bag?

Please select all that apply.

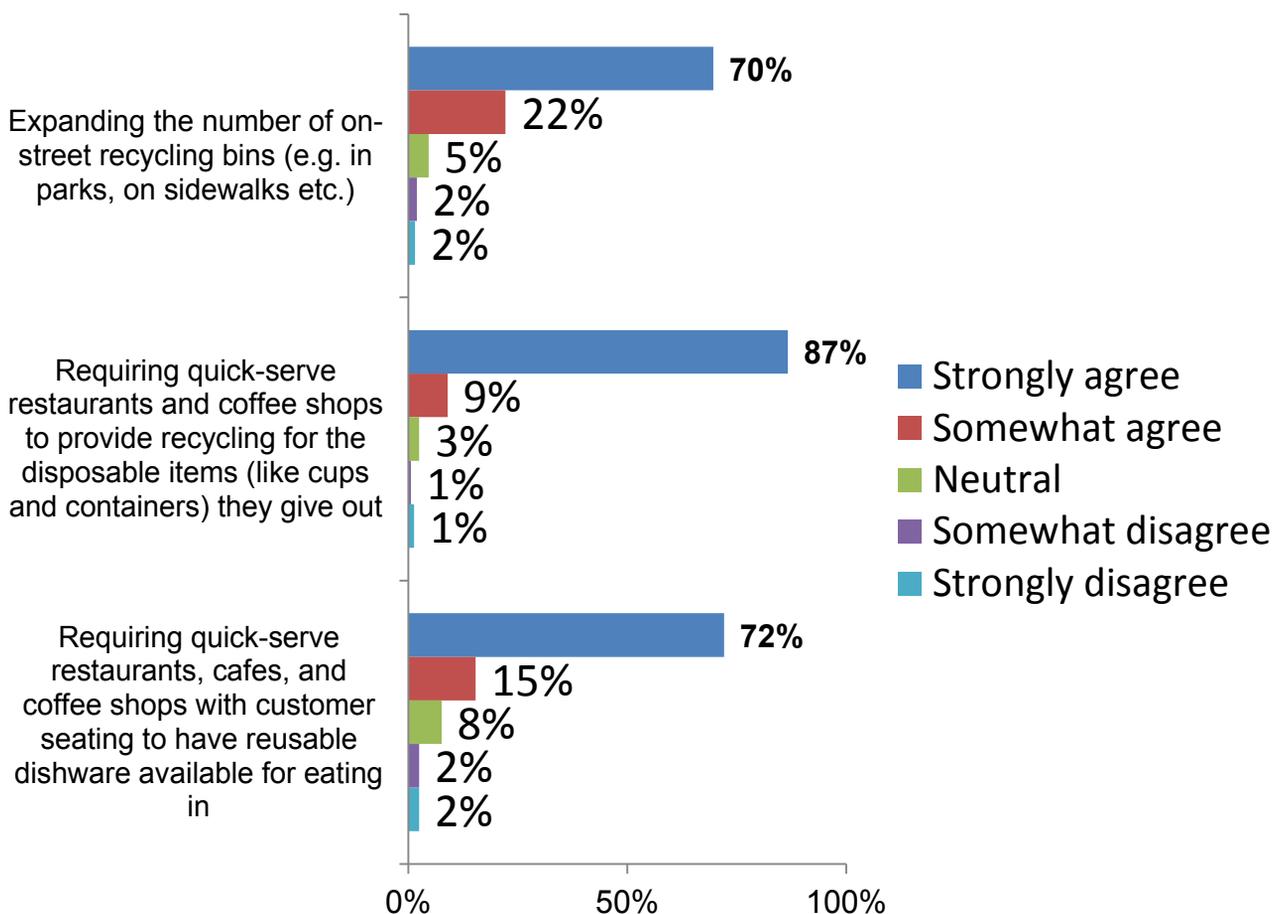


Options Being Considered To Address Single-Use Items



Availability of Reusable and Recycling Options for Single-Use Items: Making recycling and reusable options more available can impact how frequently single-use items are recycled and used.

3. Do you agree or disagree with these possible actions?



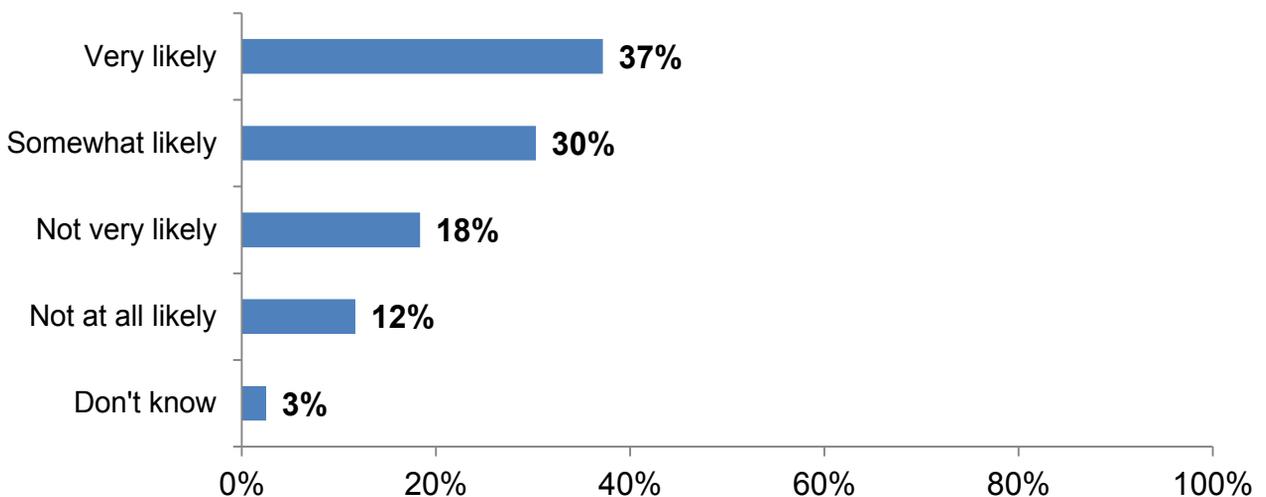
Options Being Considered To Address Single-Use Items



Public Health Guidelines for Reusable Containers: Using your own travel mug is quite common at coffee shops, but coffee shops are required to follow specific health guidelines when handling customer's cups to ensure that the food preparation areas are kept clean and the chances of food-borne illnesses is minimized. There are not yet similar guidelines which allow quick-serve restaurants to fill containers that customers bring with take-out food.

4. If health guidelines allowed businesses to do this (while still maintaining food safety), how likely are you to bring your own container for take-out food?

Please select one response only.



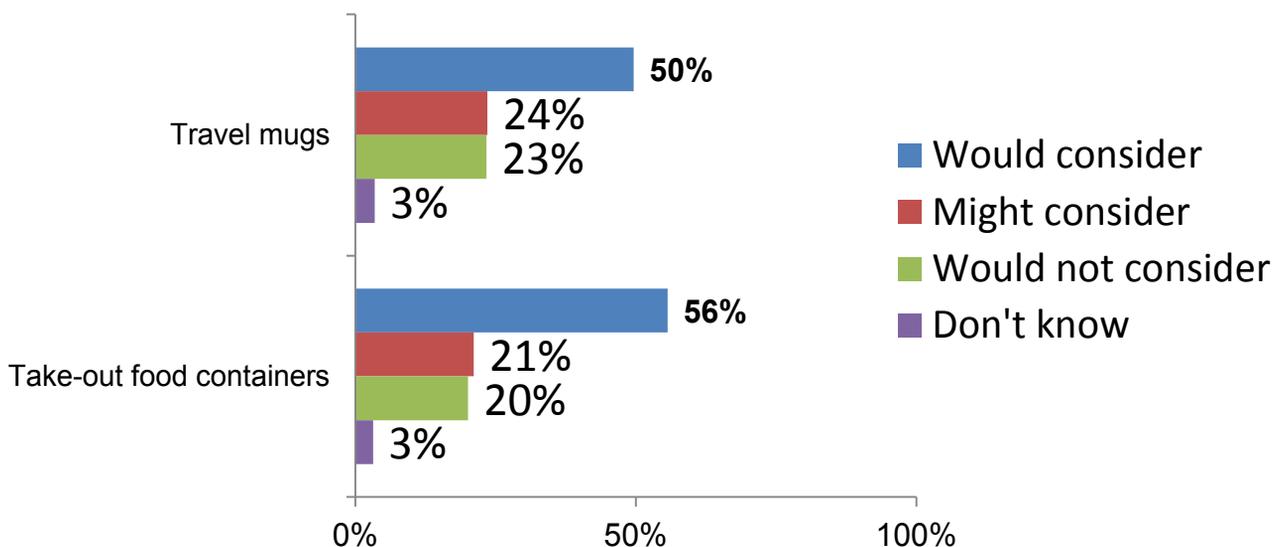
Options Being Considered To Address Single-Use Items



Reusable Sharing Program for Single-Use Cups and Containers: In some cities like Freiberg, Germany and Portland, Oregon, there are reusable cup and take-out container programs, similar to car-share or bike-share programs. Consumers can take reusable cups and containers from participating restaurants to-go and later return them to a network of participating restaurants or collection points across the City. The cups and containers are cleaned and sanitized after each use, just like other reusable dishes used in restaurants.

5. Would you consider using this option for...?

Please select one response for each item.



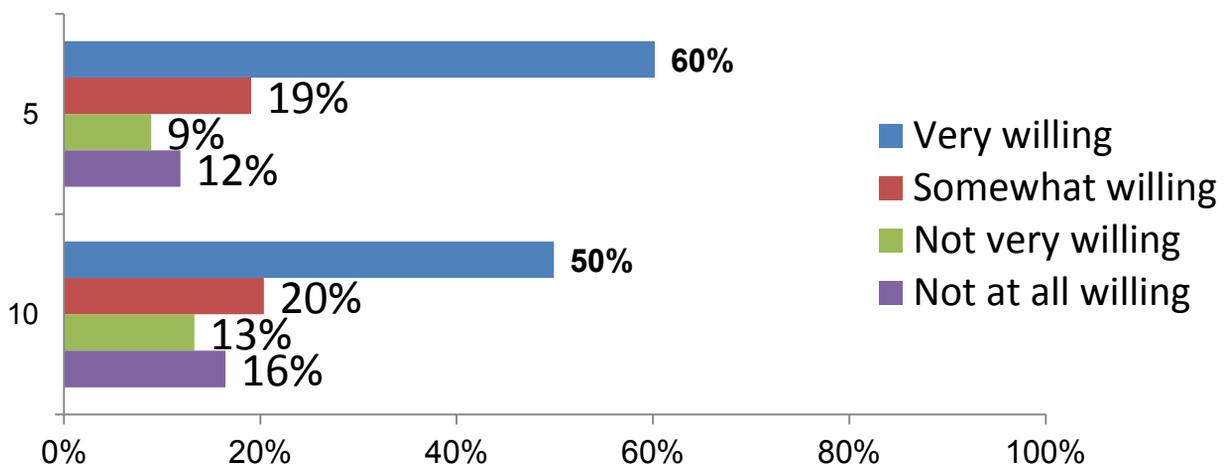
Options Being Considered To Address Single-Use Items



Deposit-refund System for Single-Use Cups: In BC, the deposit-refund system for beverage containers like pop cans, beer bottles, juice boxes, etc. ensure that over 75% of these containers are returned and recycled, and greatly reduces the amount of these items found as litter. As you may know, there's an automatic charge of 5 cents, 10 cents or 20 cents that's included in the purchase of these beverages, depending on the size. When the beverage containers are returned to refund depots you receive the money back. If a deposit were put on disposable cups, it would be refunded when the cup is returned to a depot.

6[i]. Would you be willing to pay a refundable 5-cent or 10-cent deposit on beverages served in disposable cups?

Please select one response for each item.

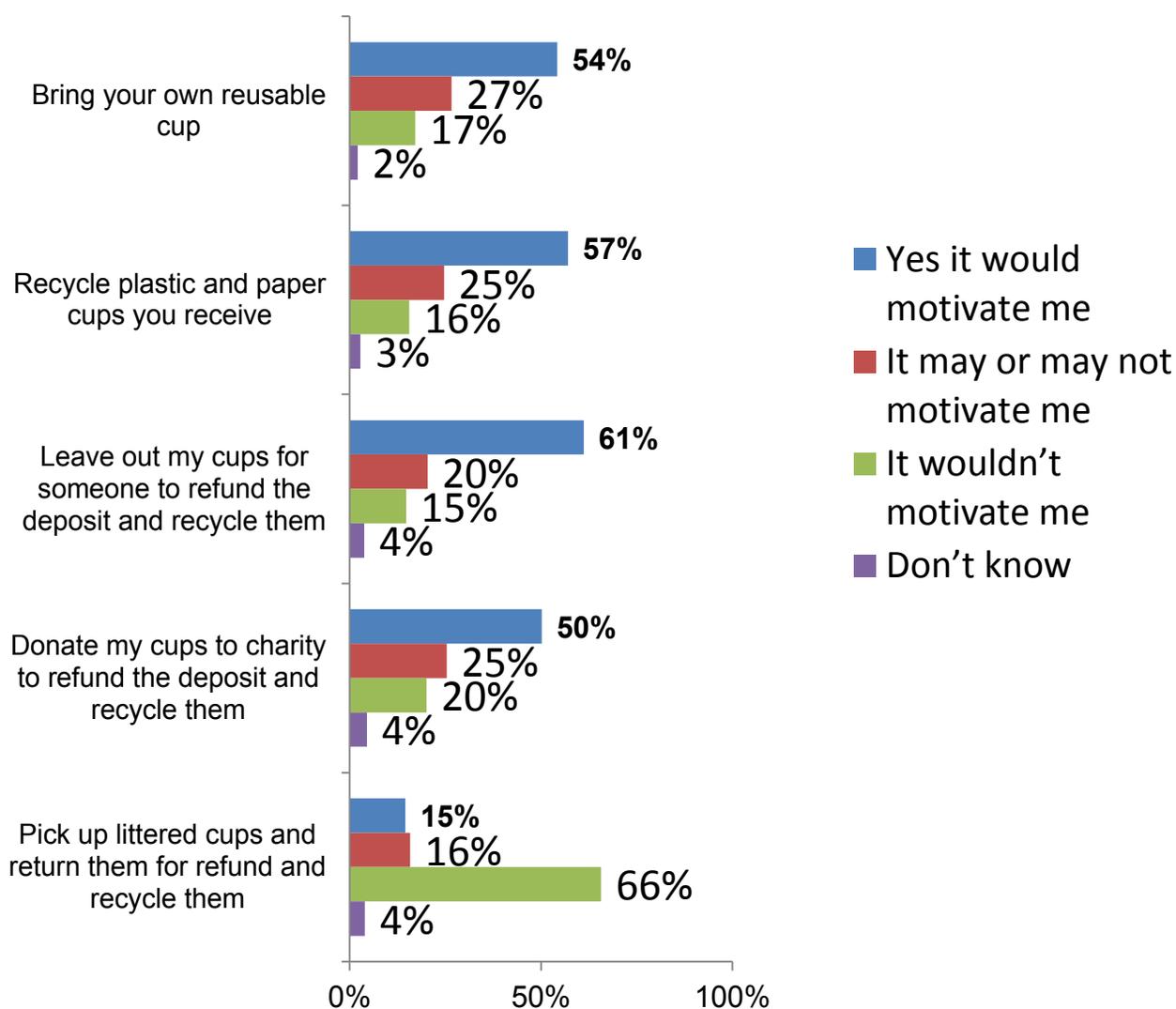


Options Being Considered To Address Single-Use Items



6[ii]. If such a system was in place, would it motivate you to...?

Please select one response for each item.



Options Being Considered To Address Single-Use Items



Ban of Single-Use Plastic and Paper Bags: Did you know that both single-use plastic and paper bags have environmental impacts due to their production, transportation, use and disposal?

Plastic bags can be particularly harmful as litter as they are easily transported by wind and can end up in the ocean. But, paper bags have a higher environmental impact than plastic bags in other ways, such as the amount of non-renewable energy and water used to make them and they have a higher potential to impact global warming.

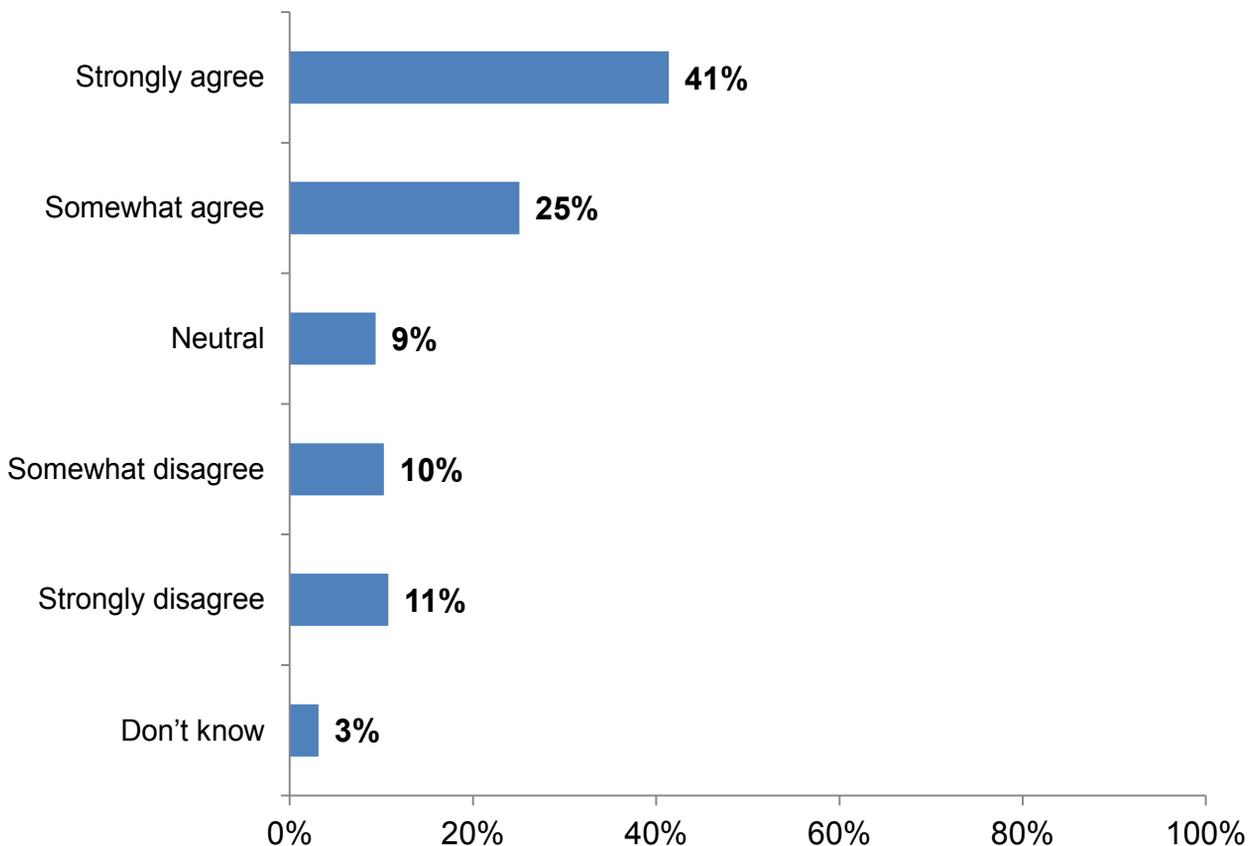
When plastic bags are “banned” the bans usually only stop retailers from distributing thin (single-use) plastic bags, which are considered single-use. This often results in the unintended consequences like increasing the use of paper bags. Retailers can also work around the bans by switching to thicker “reusable” plastic bags, which often are not reused very many times by consumers. So while plastic bans reduce the number of thin plastic bags used, they may shift the problem to paper bags or thicker plastic bags.

Options Being Considered To Address Single-Use Items



7[i]. With this information, do you agree or disagree with banning the distribution of disposable (thin) single-use plastic bags?

Please select one response only.



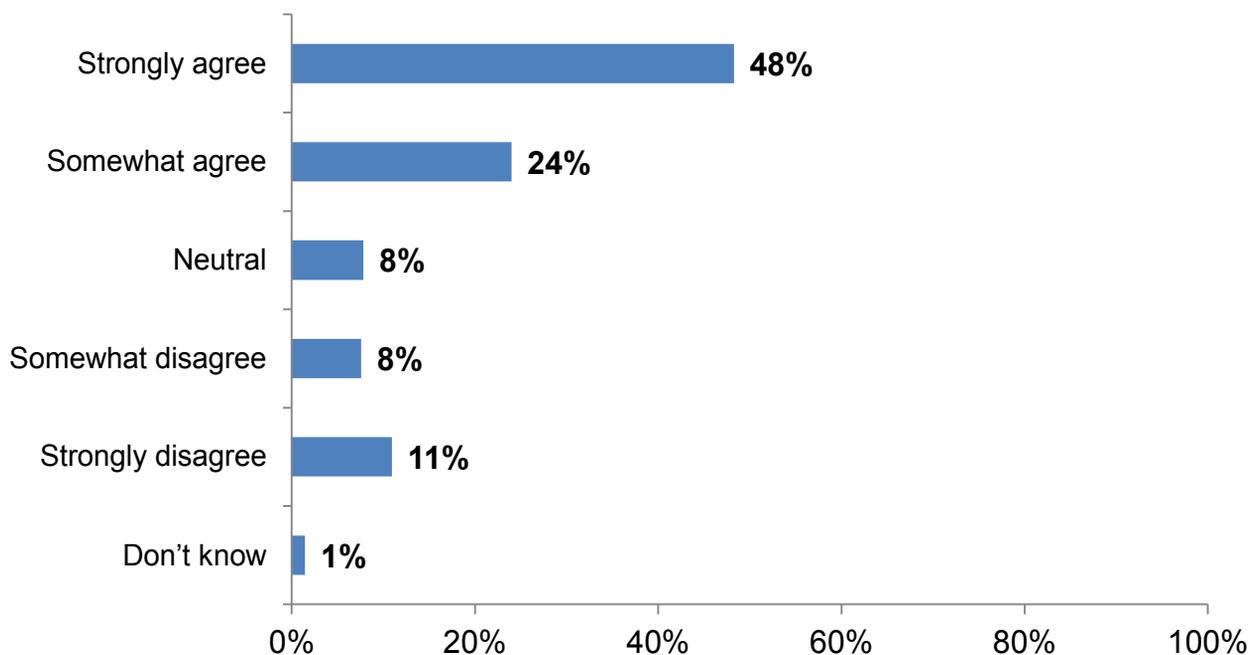
Options Being Considered To Address Single-Use Items



Typically, plastic bag bans are accompanied by a fee on paper bags so that consumers don't just switch from one type of bag to another – instead, a fee typically motivates consumers to reduce the amount of bags they take.

7[ii]. Would you agree or disagree with a fee on alternative bags such as paper (if a plastic bag ban was in place?)

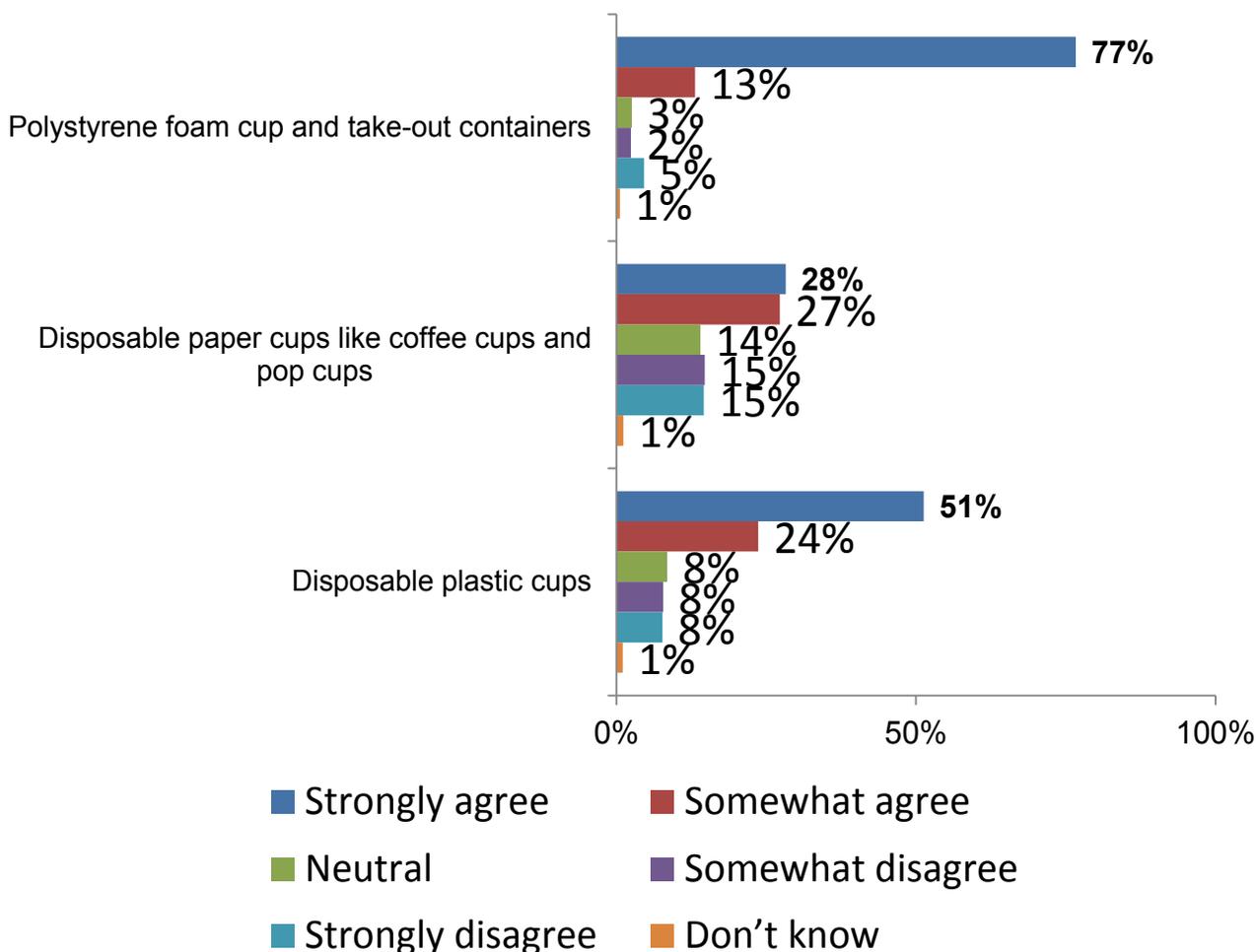
Please select one response only.





8. Do you agree or disagree with a ban on the distribution of these single-use items below?

Please indicate one response for each item.



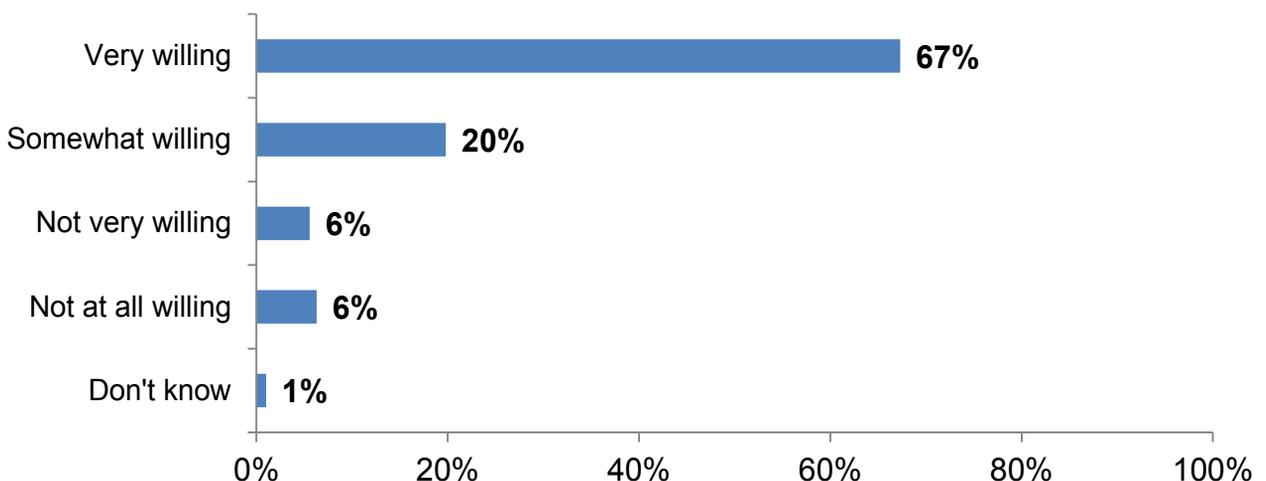
Options Being Considered To Address Single-Use Items



If a single-use item ban was in place, your local restaurant/coffee [shop] may need to switch from an inexpensive disposable item (e.g. polystyrene foam containers) to a slightly more expensive option that was reusable or could be recycled within curbside or apartment building recycling programs.

8a. Would you be willing to pay slightly more in price because of this change (e.g. 5 cents)?

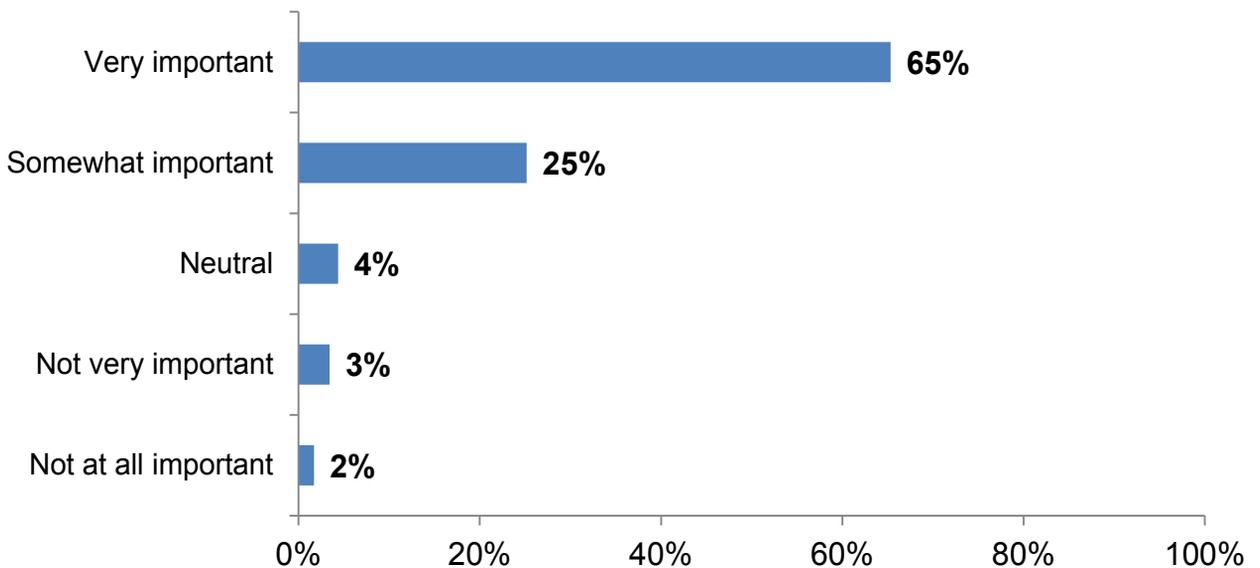
Please select one response only.





1[i]. For you personally, is it important to reduce how often you use single-use items (cups, bags, take-out containers)?

Please select one response only.





1[ii]. What motivates you to use fewer single-use items?

Please be as specific as possible.

This open-ended question received 2382 responses.

Analysis of the responses revealed several major themes, including:

- **Concern for environmental impacts:** carbon footprint, plastic pollution in waterways, wellbeing of future generations, and/or climate change.
- **Striving to create less garbage:** concern for garbage disposal limits and costs, concern for litter, concern for resource use to produce single-use items, and/or disapproval of waste production in general.
- **Prevalence of alternatives:** the ease of using user-friendly alternatives to single-use items, and/or making choices such as to stay in a cafe to consume a drink in a reusable cup.
- **Sense of personal responsibility:** feelings of guilt, peer pressure, personal agency, and accomplishment.
- **Voluntary measures by businesses:** discounts, fees, and other incentives.



1[iii]. Share with us how you're reducing and recycling when it comes to single-use items. We'd love to hear your stories.

Please be as specific as possible.

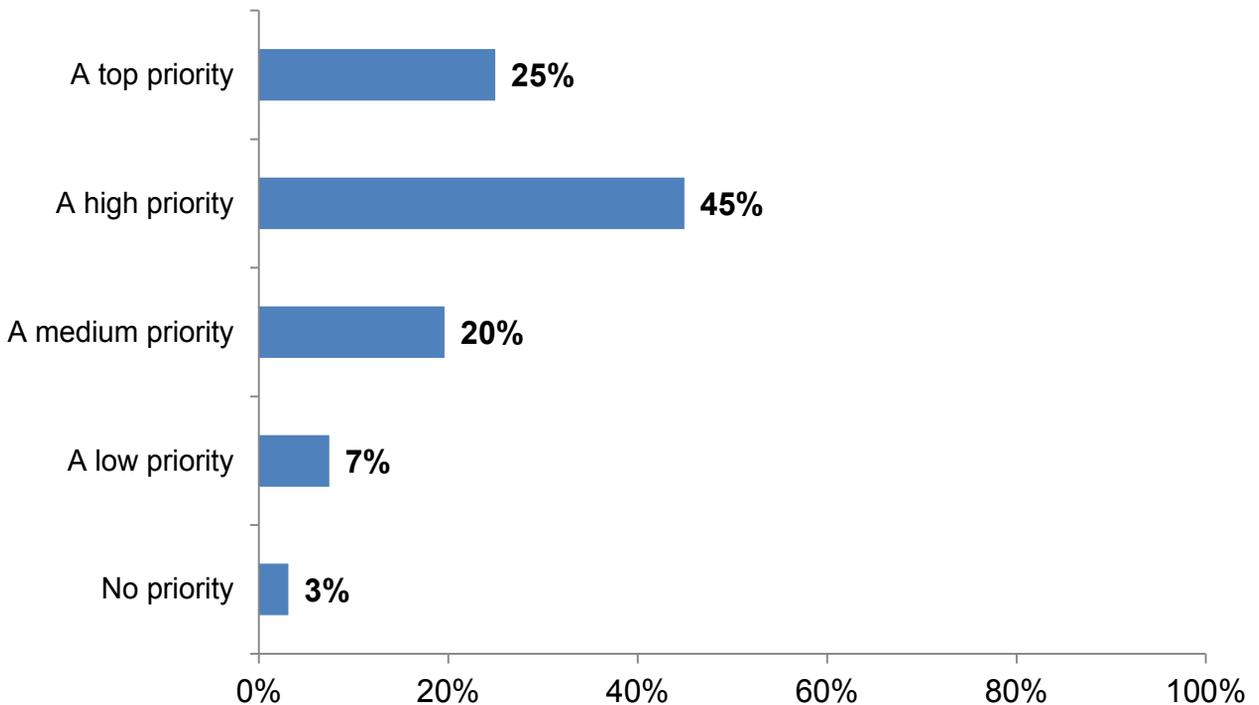
This open-ended question received 1524 responses.

The subject matter of the responses varied widely, and the analysis of the responses did not yield clear and cohesive themes for sake of reporting in this summary report.



1[iv]. How much of a priority do you think the City should place on creating a Single-Use Strategy for Vancouver?

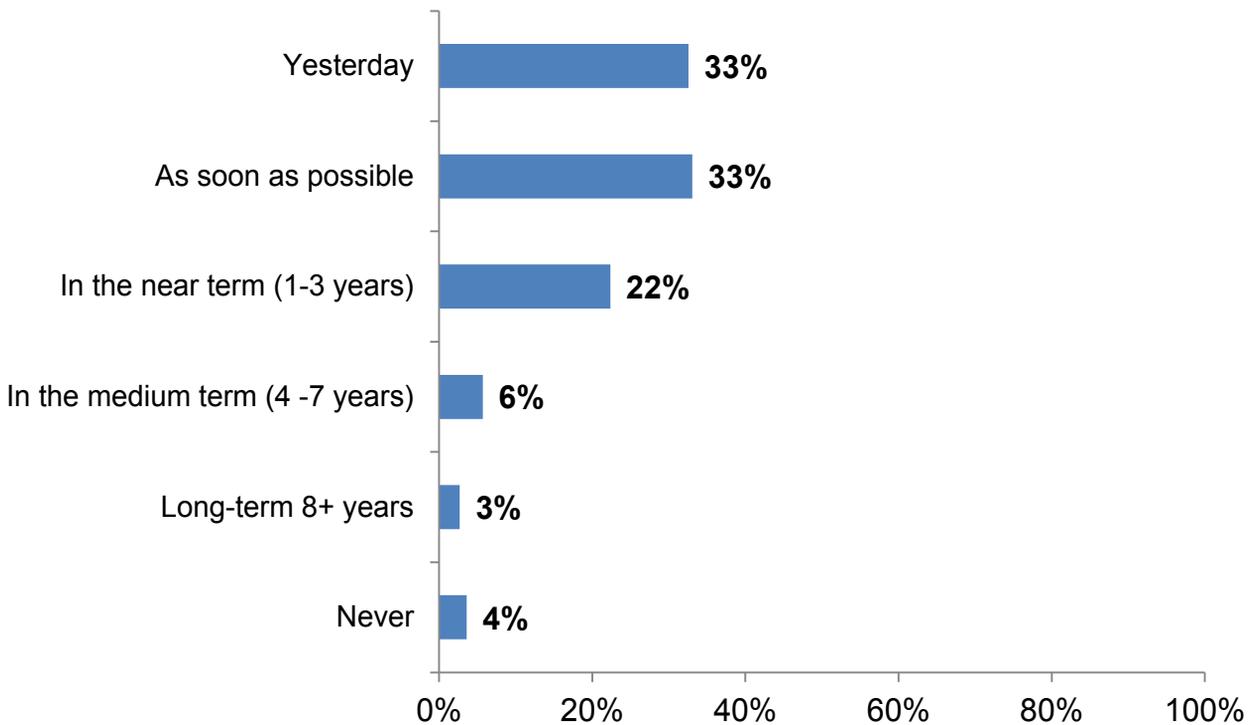
Please select one response only.





1[v]. In your opinion, when should the City take action to reduce single-use items?

Please select one response only.

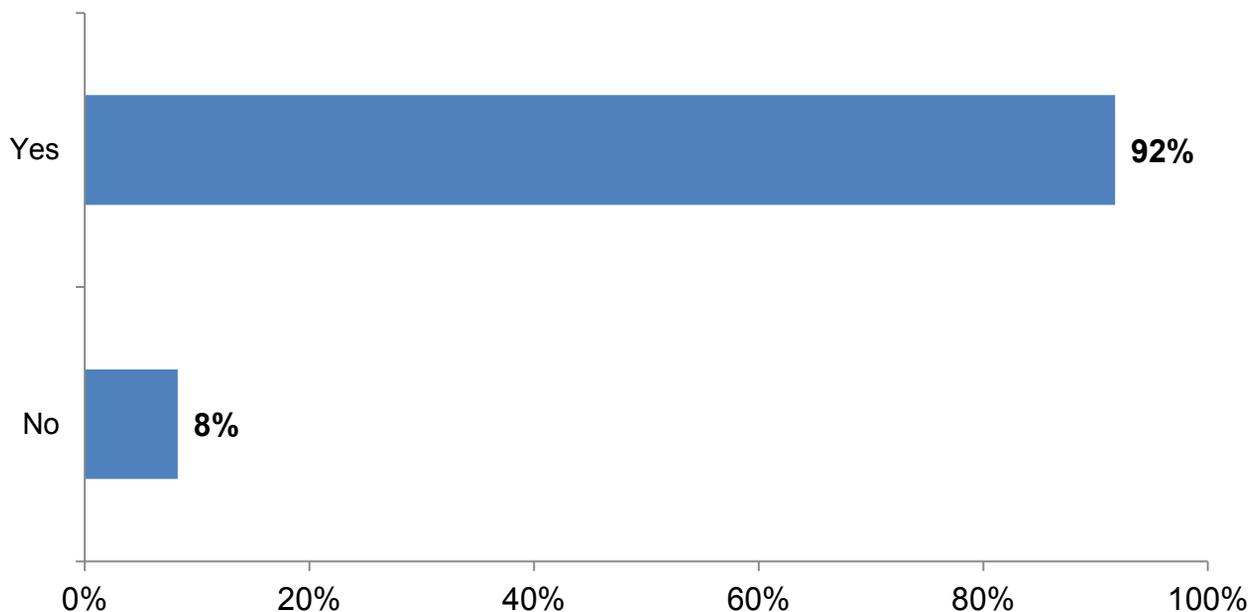




It's important to us that we hear from a diverse group of people and perspectives. The following questions help us determine how the feedback we receive represents the community.

[1.] Are you a resident of Vancouver?

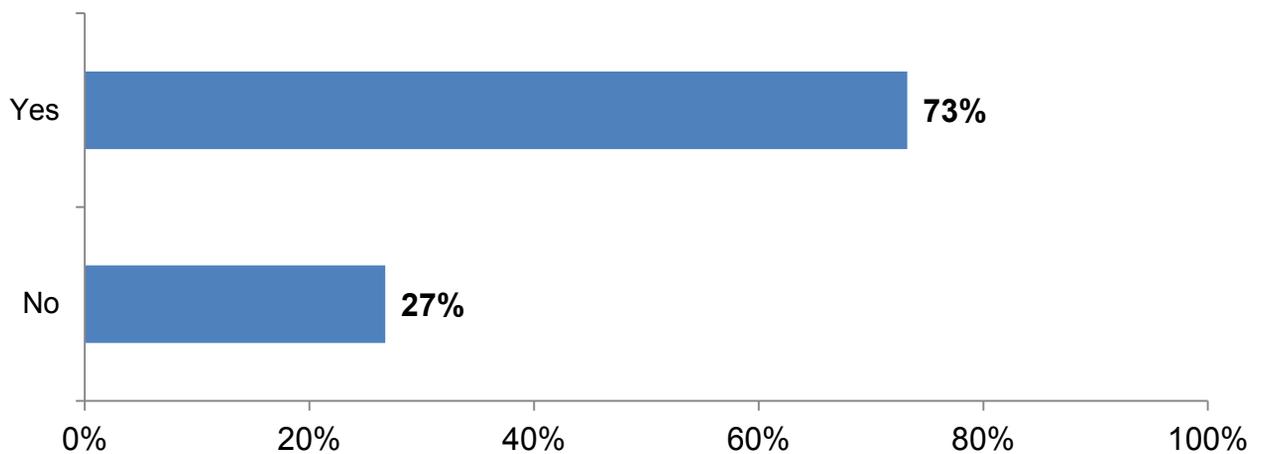
Please select one response only.





[2.] Do you work in Vancouver?

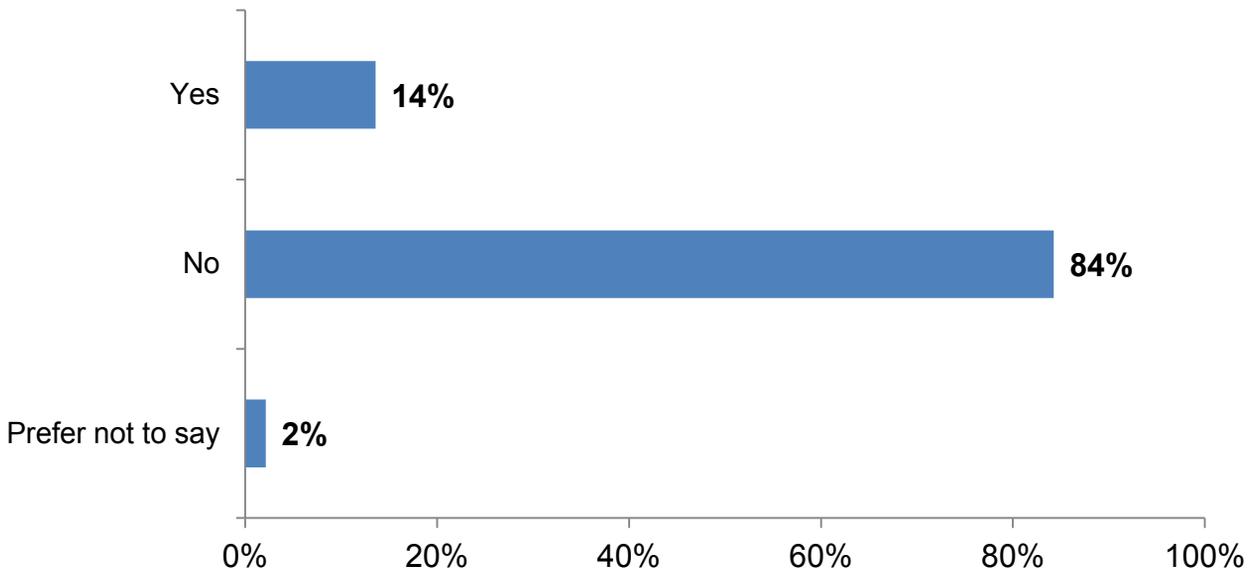
Please select one response only.





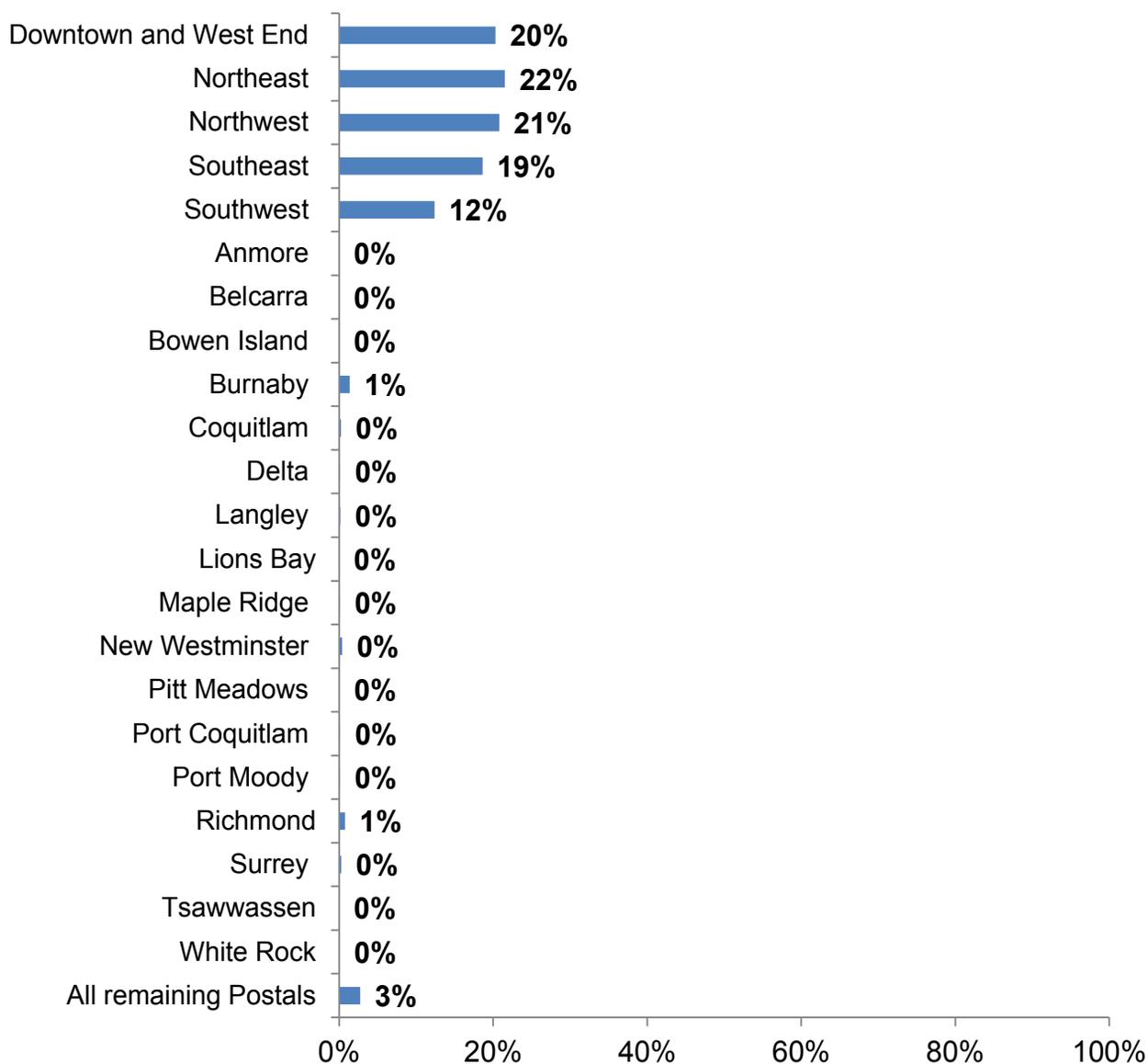
[3.] Are you the owner/operator of a business in the City of Vancouver?

Please select one response only.





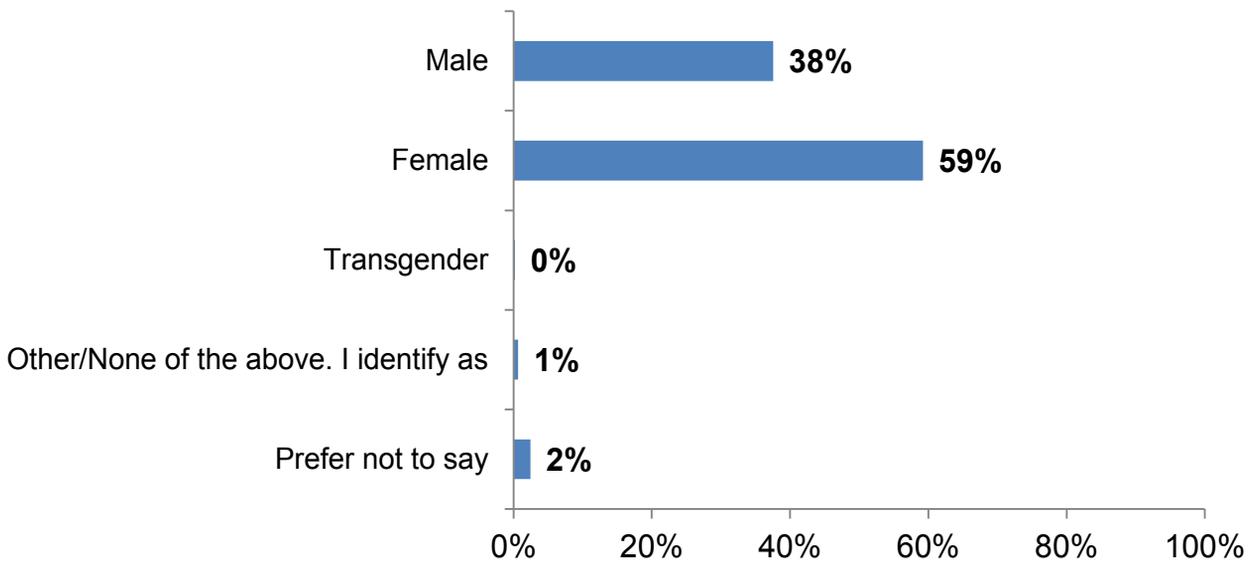
[4.] What is your home postal code?





[5.] Do you identify as...?

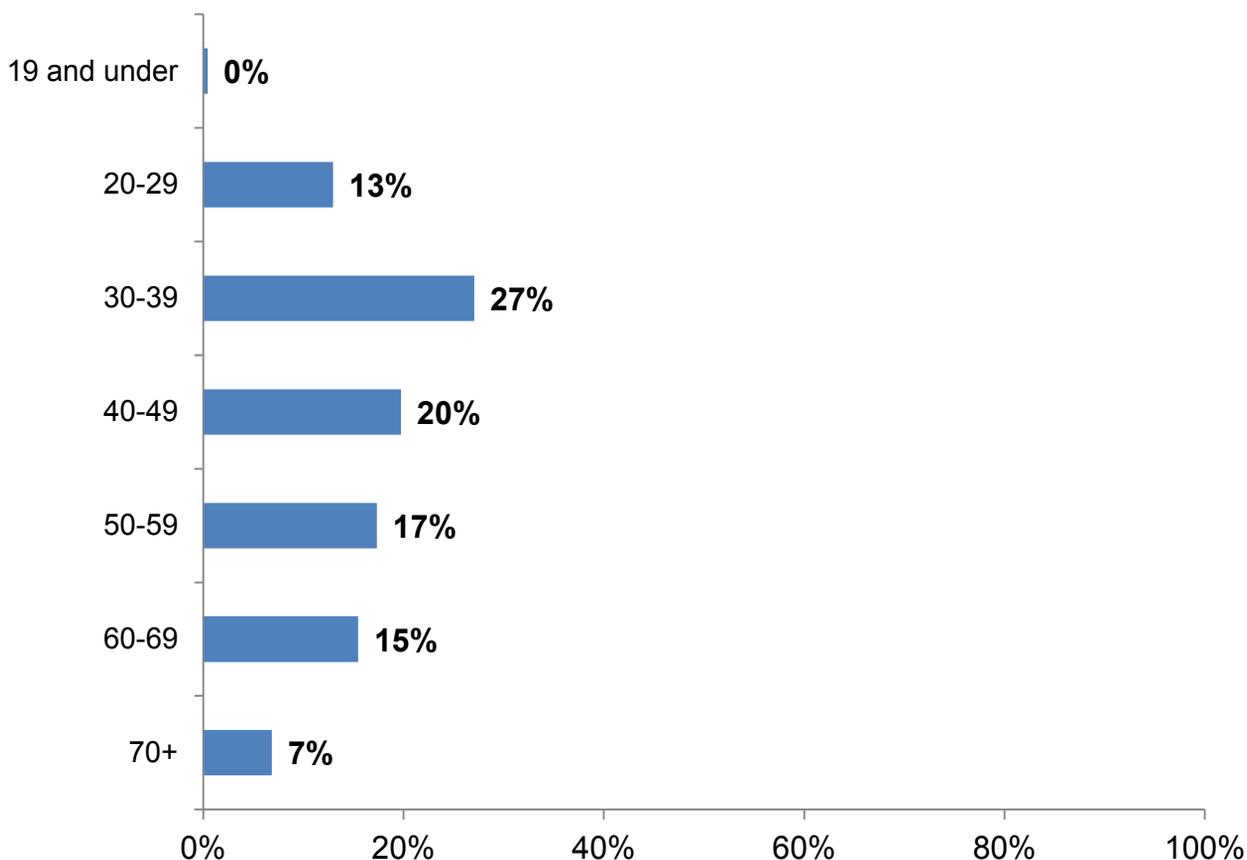
Please select one response only.





[6.] Which of the following age groups do you fall into?

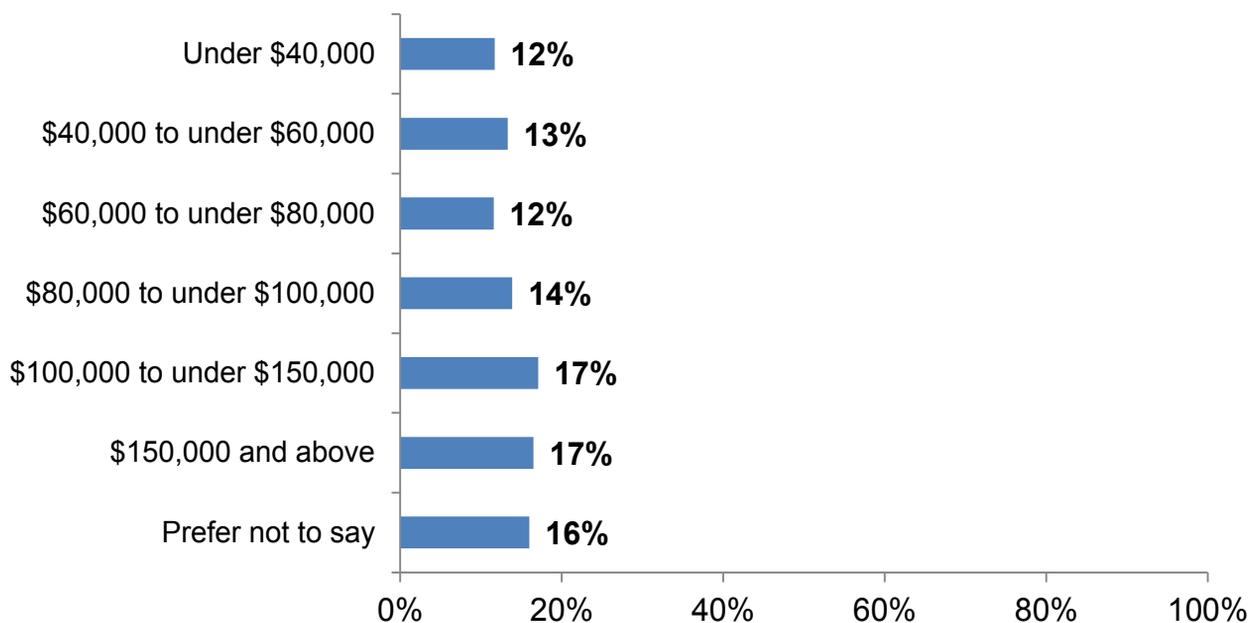
Please select one response only.





[7.] Which of the following categories best describes your total household income per year before taxes?

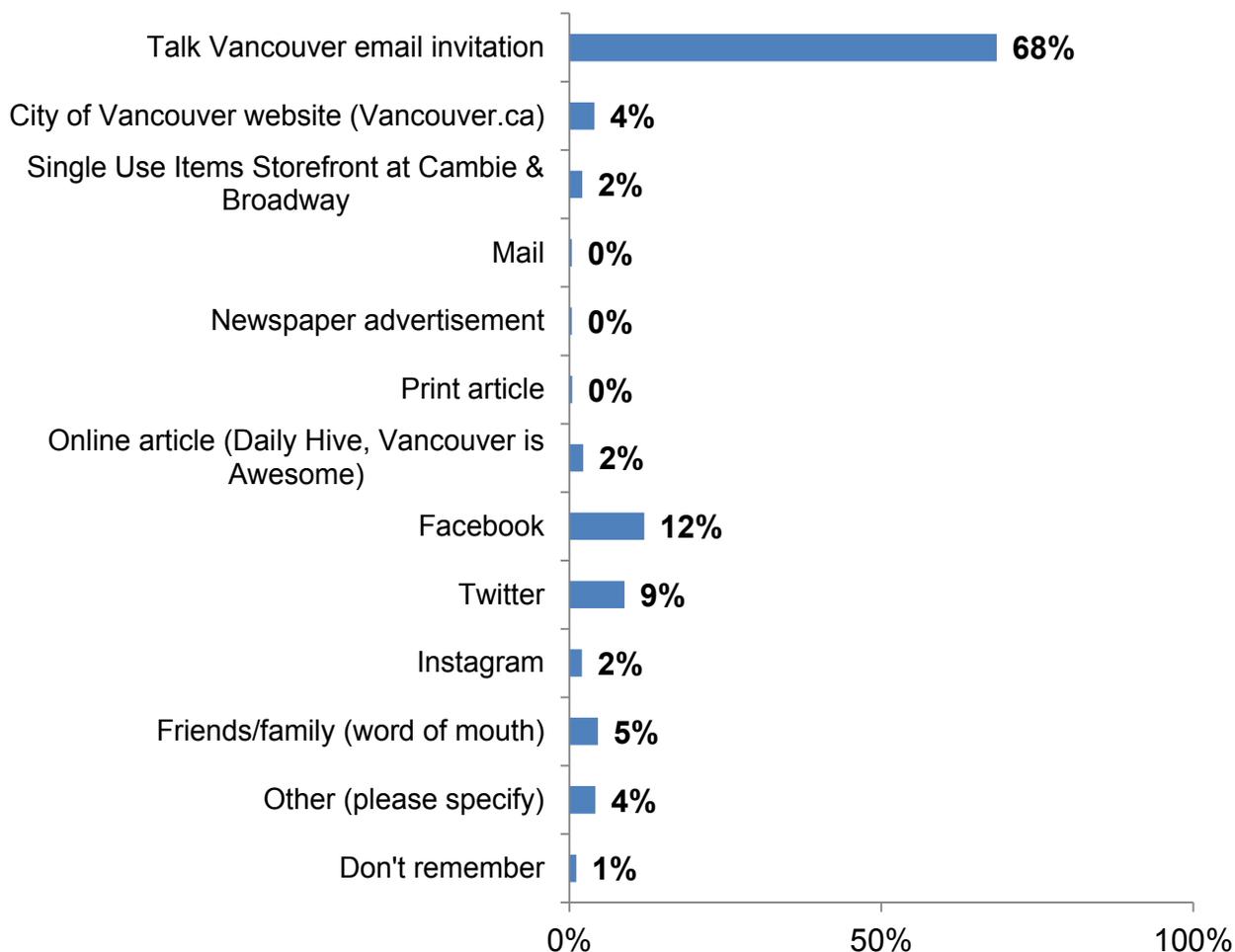
Please select one response only.





[8.] How Did You Hear About This Survey?

Please select all that apply.





SINGLE-USE ITEM REDUCTION STRATEGY

Phase 3 Consultation Summary Report: Priority Actions and Refined Options

2018

Executive Summary



The City of Vancouver is developing a Single-Use Item Reduction Strategy to reduce waste from disposable hot and cold drink cups, plastic and paper shopping bags, plastic straws and utensils, and polystyrene foam and other take-out containers. This strategy is one of the early priorities under Zero Waste 2040, the City's roadmap to becoming a zero waste community by 2040.

This report provides an overview of the comments, ideas and suggestions regarding the development of the City of Vancouver's Single-Use Item Reduction Strategy that were received in the Phase 3 consultations with stakeholders and members of the public between March and April 2018.

Feedback collected has:

- Authenticated consultation findings during the Phase 2 consultation process;
- Highlighted unintended consequences for small business and priority groups;
- Informed City staff on research gaps and language access needs; and
- Validated direction of the Single-Use Item Reduction Strategy in preparation for going to Vancouver City Council on May 16, 2018.



70 people attended a public open house

More engagement by the numbers:

- 1,065 people participated through social media
- 43 stakeholders attended meetings with City staff
- 7 written responses from industry
- 189 responses to the online comment form
- 30 in-depth interviews with small businesses



35 people who came to the public open house wrote pledges to reduce their use of single-use items

In total, 1,449 individuals took part in the phase 3 consultation

How input was used

Input received during Phase 3 was considered, along with other feedback from consultation, research and technical information, to develop the final Single-Use Item Reduction Strategy. The strategy is expected to be presented to Council on May 16, 2018.



Overall Key Themes

From this last phase of consultation, the feedback highlighted (and reinforced from previous consultation) the following key themes, which have supported City staff in making revisions to the final strategy:

Education and Behaviour Change

Across the three phases of consultation, the need for more public and business education and outreach was the most commonly supported action by both stakeholders and the public. City staff heard that there is a need to shift norms in society to help support lasting behaviour change and that education and outreach activities will build support, increase understanding of the issues around single-use item reduction and help enable the community to take action. Furthermore, the City received feedback from both the public and stakeholders around the importance of language access and social media to promote and connect with influencers, business owners and customers on consumer awareness, the costs associated with single-use items, and the need for everyone to use reusable items.

Reduce Burden to Small Business

There was strong support from small businesses for the City to work alongside businesses and community organizations to explore buy-back programs, financial grants, group purchasing and re-usable container programs. As many small businesses are concerned around the possible increases in operating costs and how proposed by-laws will have business ramifications, the City has a role to play in exploring and convening these types of activities. Businesses would also like to see the City jointly educate the public about their concerns to help maintain customer satisfaction.

Language and Cultural Accessibility

The need for the City to offer improved language-appropriate information and outreach for small businesses was important among stakeholders and the general public. As part of targeted small business engagement, the City heard that business owners requested more information in accessible languages about the reduction strategies, recyclable and compostable packaging, and how to source affordable alternatives. Since recent census (2016) reports that “visible minorities” represent more than half (51.6%) of Vancouver’s population, yet have very little interaction with the City, it was stressed that the City should continue to explore, customize and pilot methods for increasing language access and participation of these small ethnocultural businesses as a way to minimize unintended consequences and help build trust and local zero waste champions.

Support Business Community

A key theme that emerged from business owners and organizations was that the City needs to provide more information about life-cycle analysis, product selection and availability research and the results of other cities that have implemented similar



actions like bans on bags, discounts versus fees, customer prompts, fees on take-out containers etc. There was a desire for businesses to work together with the City to share data, monitor and engage in dialogue about zero waste certification, but also for evidence-based and informed decision-making. Lastly, there were concerns around ensuring an even playing field and whether standardized fees can be implemented to reduce competition.

The Time is Now

Another theme that emerged was a desire for the City to act quickly, especially in implementing actions like education and behaviour change and banning the use of single-use polystyrene foam cups and containers and straws. Members of the public were more vocal about encouraging the City to take leadership and wanted the City to be ambitious and aggressive in this strategy. However, this desire for action must be balanced with concerns expressed by industry representatives and small businesses that caution the negative impacts of a ban and expressed the need for more time to transition.



Table of Contents

Executive Summary	2
1.0 INTRODUCTION AND CONTEXT	6
2.0 PHASE 3 CONSULTATIONS AND ENGAGEMENT APPROACH	8
2.1. Engagement Approach	8
2.2. Participation.....	9
2.3. Engagement Opportunities	10
2.4. Promotion of Process.....	13
3.0 RESULTS.....	15
3.1. Stakeholder Consultation: Small Business Meetings, Online Feedback Forms and Written Response Letters	15
3.3. Public Engagement: Open House, Comment Forms, and Online Feedback Forms	20
4.0 ACKNOWLEDGEMENTS AND NEXT STEPS	23
APPENDIX A.....	24

1.0 INTRODUCTION AND CONTEXT

Over the last year, the City has worked with residents and businesses to create a made-in-Vancouver strategy for reducing the use of single-use items. Since 2016, the City has undergone three phases of consultation to gather feedback, ideas and suggestions from residents, businesses and organizations within Vancouver. Listed below is a description of the three phases of consultation:

Phase 1: Zero Waste 2040 workshop on Single-Use Items

Consultation for the draft Single-Use Item Reduction Strategy began on October 28, 2016, when the City hosted a workshop with residents, businesses, non-profit organizations, and other levels of government to gather input on single-use foam food packaging, disposable cups, plastic and paper shopping bags, and take-out containers. The information gathered and ideas generated at this initial meeting supported a local call for a Single-Use Item Reduction Strategy and informed staff in developing potential approaches to address single-use item waste in Vancouver. Key engagement strategies for Phase 1 included a full-day workshop, and a web page with information and key facts about single-use item waste in Vancouver and around the world. Over 65 people participated in the workshop.

To view the Phase 1 draft Single-Use Item Strategy Workshop consultation summary, visit: vancouver.ca/zerowaste

Phase 2: In-depth stakeholder consultation & public engagement

From June 2017 through February 2018, the City carried out an in-depth consultation and engagement process to connect with stakeholders and members of the public to better understand why single-use items are used, test support for various options under consideration and engage through in-person and online dialogue about the future of single-use items in Vancouver.

Key stakeholder consultation activities included a consultation paper that was available online and in print, 10 in-person roundtable discussions located in Toronto, Montreal and at various community centres in Vancouver, an online comment form, in-person meetings and a dedicated project email address.

Key public engagement activities included a pop-up engagement storefront at 511 West Broadway, online Talk Vancouver survey, a dedicated project email address, social media, a booth at the Vancouver School Board Student Sustainability Conference and attendance at the following five City of Vancouver's' Citizen Advisory Committee Meetings:

- Children, Youth and Families Advisory Committee
- Cultural Communities Advisory Committee
- Food Policy Council and Food Policy Council Sub-Committee Waste Working Group
- Persons with Disabilities Advisory Committee
- Seniors' Advisory Committee

To view the Phase 2 Single-Use Item Reduction Strategy Consultation Summary, please visit Vancouver.ca/zero_waste.

Phase 3: Reporting back to stakeholders and the public on the Draft Single-Use Item Reduction Strategy and gathering feedback on emerging priority actions

Following the commencement of the Phase 2 consultation process, the City reported back to stakeholders and the public, on the results of the consultations and sought feedback on the emerging priority actions outlined in the draft Single-Use Item Reduction Strategy. In addition, there was a specific focus during this phase of consultation to partner with local agencies to gather an initial understanding of culturally specific challenges and opportunities to reflect the diverse range of ethnocultural food businesses that would be affected by the draft strategy.

This summary report outlines the process and results from the Phase 3 stakeholder consultation and public engagement process. The results are being used to update and revise the development of the final Single-Use Item Reduction Strategy, planned for Vancouver City Council consideration on May 16th 2018.

The overall timeline and summary of consultation and engagement is shown in the following figure.



2.0 PHASE 3 CONSULTATIONS AND ENGAGEMENT APPROACH

2.1 Engagement Approach

In March and April 2018, the City reported back to stakeholders and the public on the results of Phase 2 consultation and sought feedback on the emerging priority actions outlined in the Draft Single-Use Item Reduction Strategy, which was published on March 29, 2018. During this third phase of consultation, the City made a targeted effort to reach out to smaller local businesses that had not participated during Phase 2 and would be affected by the emerging policy directions in the draft strategy. To do so, the City partnered with local agencies to gather an initial understanding of culturally-specific challenges and opportunities that reflect the diverse range of ethnocultural food businesses affected by the draft strategy.

Key stakeholder consultation activities included advanced information on the website, an online link to the draft strategy with an accompanying online comment form and two separate small-business oriented meetings held on April 11th at 511 W. Broadway. To ensure language accessibility, a dedicated feedback phone line was also provided with third-party translations in Mandarin, Cantonese, Punjabi and Vietnamese, as well as hand-delivered notification letters sent to restaurant owners in high traffic neighborhoods across the city. Key public engagement activities included emails to the project listserv with the web links to the draft strategy and accompanying online comment form, a dedicated project email address, social media and a public open house on April 10th at 511 W. Broadway.

2.2 Participation

The following table summarizes the stakeholder and public participation in this phase 3 consultation process.

STAKEHOLDER CONSULTATION	# Meetings / Days	# Participants
Small Business Meetings	2	43
Interviews with Small Ethno-Cultural Businesses with Translation Services Through Consultants	-	31
Other Stakeholder Meetings	3	22
Calls to 3-1-1 on Dedicated Phone Line with Translation Services Available	-	3
Formal Letters from Stakeholders	-	7
Subtotal	5	106

PUBLIC ENGAGEMENT		
Open House	1	70
Online Comment Form	-	189
Comments Received Through Emails		18
Social Media Interactions (Likes/Shares/Comments/Retweets)		1,065
Subtotal		1,342

TOTAL TOUCHPOINTS		1,448
--------------------------	--	--------------

2.3 Engagement Opportunities

To report back on emerging priority actions in the draft strategy and to get feedback on the refined scope, the City consulted with stakeholders, members of the public, and worked with local agencies to gather feedback from small businesses in Vancouver. Specifically, the following engagement methods were utilized to gather input:

Online Comment Form: March 29th - April 13th, 2018

To solicit feedback on the draft Single-Use Item Reduction Strategy, a digital copy was posted on the City of Vancouver's website on March 29th 2018 along with an online comment form designed for businesses and the public. The form asked stakeholders and members of the public for their general feedback and comments on the overall strategy and emerging priority action items. For business owners and organizations, the comment form asked some additional questions about how the proposed by-law amendments would affect them and how the City could offer support.

Public Open House: April 10th 6:00pm - 8:30pm

To learn more about single-use item waste in Vancouver and provide feedback on the actions proposed in the draft strategy, both residents and City of Vancouver's Citizen Advisory Committees were invited to attend a public open house at 511 West Broadway.

Activities at the Public Open House:

- **Zero Waste Business Directory: "Do They Reduce, Reuse, Recycle?"**
To identify a directory of zero waste practices, participants were asked to geographically mark on an engagement board, using coloured sticky dots, businesses in Vancouver that offered them a discount, charged fees or provided in-store recycling or dishware.
- **Engagement Boards**
Engagement boards were on display to present results from phase 2 consultation, emerging priority actions for reducing waste from disposable hot and cold drink cups, plastic and paper shopping bags, takeout food containers, including polystyrene foam and straws and utensils. The boards also highlighted litter data and interesting facts about single-use items.
- **Comment Cards**
Feedback from participants was collected on double-sided comment cards that asked both open-ended and closed questions about the engagement process and the options being proposed as part of the strategy. Participants could also provide suggestions to the project team and sign up to be on the mailing list. In total, 26 comment cards were completed.
- **Single-Use Item Reduction Pledges**
To inspire individual action, pledge cards were available to encourage participants to reduce their use of single-use items by committing to a reduction effort. Participants selected one of the four pledge cards available: 1) bags; 2) cups; 3) containers and 4) foam, and inscribed their pledge, along with their name. Once completed, all pledges were strung across the windows

of the pop-up space in a publicly accessible and high traffic area to encourage others to do their part in reducing waste from single-use items. 145 people wrote pledges to reduce their use of single-use items.

Small Business Meetings: April 11th 9:00am -10:30am / 6:00pm -8:30pm

To ensure that City staff heard from small businesses, a harder to reach group of stakeholders, two additional in-person consultation meetings were held at 511 West Broadway for owners of small businesses who distribute single-use items. The meetings were an opportunity to hear about the consultation process, learn more about the actions being proposed and to gather feedback on proposed by-law amendments.

To notify small businesses about the draft strategy, the online comment form and the in-person meetings, the following outreach tactics were used:

- **3rd Party Language Service Call Line**
In a partnership with 311 and a third party translation service, a dedicated phone line was set up to encourage businesses to call and provide their feedback on the draft strategy, as well as, register for the in-person consultation meetings. The phone line offered translation services in Mandarin, Cantonese, Punjabi and Vietnamese and when a call came through the caller would be greeted in a their preferred language and entered into a three way call with a translator and 311 agent to collect the feedback.
- **Notification Letters**
To notify small businesses about the draft strategy, the dedicated call line and upcoming consultation, a five page notification letter translated in English, simplified and traditional Chinese, Punjabi and Vietnamese was hand distributed to 486 businesses, located in the following neighbourhood districts:
 1. Chinatown (district)
 2. Commercial (Venables to Broadway)
 3. Davie Street (Beach to
 4. Denman (Davie to Robson)
 5. East Hastings (Victoria to Renfrew)
 6. Fraser Street (23rd to 28th)
 7. Fraser Street (43rd to 50th)
 8. Granville (62nd to 71st)
 9. Kingsway (19th to Knight)
 10. Kingsway (Rupert to Boundary)
 11. Kitsilano (Macdonald to Blenheim St)
 12. Kerrisdale (W. 41st avenue, Balsam st - Maple St)
 13. Main Street (10th - 30th)
 14. Robson St (Seymour to Hamilton)
 15. Victoria Drive (33rd - 44th)

Expanded Small Business Engagement: March 24 - April 13, 2018

Although extensive consultation occurred from June 2017 to February 2018, the ability to connect with small businesses was limited due to language accessibility, time commitments and the lack of business liaisons outside unincorporated BIA networks and member associations to support our work. To overcome this challenge and hear from those who were missed, the City partnered with the Hua Foundation and Masala

Consulting to conduct targeted ethnocultural small business engagement with a diverse range of restauranteurs in Vancouver. Both agencies undertook extensive consultation with small businesses and collected in-person feedback on the proposed actions for the draft Single-Use Item Reduction Strategy.

The Hua Foundation conducted 21 semi-structured interviews with predominately Chinese businesses, located in Chinatown and Crosstown neighbourhoods, whose operations focus primarily on food preparation and service (e.g. quick service restaurants, places that distribute disposable straws, cups and polystyrene take-out containers). The interviews consisted of a mixture of close and open-ended questions, and respondents had the option to participate with the interviewers in Mandarin or Cantonese.

A total of 21 businesses were interviewed:

1. Ba Le
2. Bali Thai
3. Bubble King
4. Canra Sri Lankan Plus
5. Charisma
6. Chinatown BBQ
7. Dollar Meats
8. Floata Seafood Restaurant
9. Gain Wah
10. Giant Panda Szechuan Cuisine
11. Jade Dynasty
12. Kent's Kitchen
13. Maxim Bakery & Cafe
14. Money BBQ
15. New Mitzie's
16. New Town Bakery
17. Rhinofish
18. Sun Fresh
19. V Taste
20. Wow Thai Food
21. Zhao Ma Bakery

Masala Consulting conducted 10 semi-structured interviews, in English, with restaurants whose operations include food preparation and delivery (e.g. quick-service restaurants, take-out containers, disposable cups etc). Restaurants were selected in consultation with City staff and focused on four areas in East Vancouver:

- Fraser St (23rd- 50th avenue)
- Kingsway and Main St to Knight St
- Victoria St (33rd- 44th Ave)
- Main St and Broadway (33rd Ave, 47th-53rd Ave)

A total of 10 businesses were interviewed:

1. El Caracol Mexican Café
2. Dosa Factory
3. Pabla's
4. Chutney Villa

5. Sal y Limon
6. Ba Le
7. Ms. Tiffin
8. All India
9. Chao Veggie Express
10. Hoang Yen

For a complete list of all businesses and organizations engaged, see appendix A. (page 24).

2.4 Promotion of Process

Stakeholders and members of the public were notified about opportunities to participate in the consultation process, through the following channels:

- Between March 29 and April 13, the City’s website had 2,357 visits from approximately 1,800 unique visitors. 464 visitors came directly to the site by entering a URL, 456 came through social media channels and the remainder came from other city sites. The Draft Single-Use Item Reduction Strategy was downloaded 527 times.
- The following social media data was collected:

Reach Type	# of Posts	Likes/Reactions	Views/Impressions
Weibo Organic	5	16	28,305
WeChat Advertorial	1	N/A	1,476
Facebook Organic	7	150	24,535
Twitter Organic	16	217	77,156
Instagram Organic	3	682	N/A
Weibo Paid Ad	5	15	23,371
Facebook Paid Ad	3	2,595	138,584
Total	40	3,675	293,427

- Email notifications were sent to 2,039 food-service establishments in Vancouver, and 764 stakeholders through the project Listserv.
- Newspaper advertisements that ran in the following publications:
 - The Voice (2)

- Ming Pao (2)
- Sing Tao (2)

- Emails with information about upcoming consultation opportunities and sample messaging and graphics for email, website and social media were also sent to stakeholder organizations, with requests that they distribute the information to their networks. Organizations that received these packages included Restaurants Canada, Retail Council of Canada, BC Restaurant and Food Services Association, Small Business BC, Thriving Vancouver, the Vancouver Economic Commission, and Vancouver BIAs.

- 542 engagement cards and letters with information about the upcoming consultation opportunities were also hand-delivered to potentially impacted restaurants. Interviews were conducted with 31 of these restaurants in simplified and traditional Chinese, Punjabi and Vietnamese to obtain feedback.

3.0 RESULTS

Analysis of Input

All feedback submitted was coded into categories, such as item-type (e.g. cups, bags, containers, foam, straws and utensils) using thematic analysis. For larger data sets, the use of NVivo Qualitative Data Analysis software was utilized to manage and code the feedback. The results presented in this report reflect the general concerns and feedback heard from stakeholders and members of the public during the consultation period.

3.1 Stakeholder Consultation: Small Business Meetings, Online Feedback Forms and Written Response Letters

Feedback from this section includes online comment forms, in-person comment cards, notes taken on flip charts at in-person stakeholder meetings and written response letters. The feedback was compiled and analyzed by a third-party consultant 27Shift and then summarized by City staff. In the original online comment form, respondents had the option of identifying as a 'resident'; 'business'; or 'other' and due to the small number of varied responses ascribed to the 'other' category these results have been considered as part of the 'resident' and 'business' responses.

General Feedback on the Draft Single-Use Item Reduction Strategy:

- **Support for Business Community:** Businesses are interested in the City taking actions to support them to reduce single-use items (e.g. through incentives and public education). Respondents would like to see a focus on public education, especially to support the reduction of single-use cups, straws and foam containers.
- **Support for Actions:** Strategies most likely to be supported by businesses include a foam ban, a take-out container sharing program, and a customer-prompt for straws. Businesses also support the use of single-use cups which are biodegradable, recyclable, or compostable.
- **Understanding Business Operations:** Respondents commented that the City needs to have a better understanding of the operational issues that restaurants and stores encounter with regards to dishwashing facilities, size configurations, procurement, training and hygiene considerations. It was also stressed that the City should have a plan for procurement contracts and how to support businesses with overstock.
- **Research:** Respondents who attended the in-person meetings and submitted formal written feedback indicated a desire for the City to conduct further research on product selection and life cycle analysis and make that information accessible as soon as possible. Respondents also wanted more research on the results of other cities reduction efforts (e.g. whether discounts are better than fees, if eliminating items had an impact, if customer prompts are effective).
- **Cost Implications:** Some respondents indicated that the strategy, as a whole, will impact their business, especially the proposed polystyrene foam and cup

actions. However, it was noted that some businesses will see little to no impact (including because some businesses have already adopted some of the recommended practices).

Feedback on Reduction Plan for Plastic and Paper Bags and Disposable Hot and Cold Drink Cups

This priority action responds to stakeholder feedback received during Phase 2 of consultation. City staff heard from numerous businesses that they wanted flexibility and fairness to create their own reduction plans for disposable cups and plastic and paper shopping bags as it would help large businesses with more than one location meet requirements across multiple jurisdictions, while ensuring an even the playing field by including all businesses. The proposed recommendation was generally well received from stakeholders during Phase 3 consultation; however, there were concerns around an unspecified fee and how businesses would determine a rate that was consistent with their competitors as well as customer satisfaction.

Below is a sample of comments from respondents:

“Without more focus on businesses to find reusable and truly more sustainable alternatives, companies will not prioritize reduction but rather focus on items being recyclable and finding alternative single-use items which do not address the root cause of the waste production problem.”

[We appreciate] “the approach of allowing each business the flexibility to determine how they can reduce single-use items in their particular business. However, what is missing is more information on the parameters of how this will work. For example, what measures will be used to determine reduction results? By the nature of their business some members will be more successful than others in reducing bag usage depending on their business model. It is important to maintain a level playing field but that may be difficult to accomplish as each business is different. Some members are concerned that no matter how successful they are in reaching their reduction targets, pressure will remain for the City to proceed with bag bans or fees as outlined in the report which our members oppose.”

Feedback on Banning Polystyrene Cups and Take-Out Containers

Businesses were generally supportive of a ban on polystyrene cups and take-out containers due to the widespread availability of alternatives and the inaccessibility of recycling options. However, not all stakeholders shared these views. City staff received opposing feedback from plastic industry representatives who advocated for improved collection and recycling processing of foam cups and containers to avoid a ban. Some restaurateurs, while understanding the environmental impacts, noted concerns around food safety and the increase in operating costs associated with purchasing non-foam cups and take-out containers. For some stakeholders, there was also an underlying belief that customers were not willing to pay additional money to help businesses recuperate the cost switching from foam alternative packaging.

Support for the Transition

Through the online comment form and in-person interviews we heard the following ideas for helping businesses transitions away from polystyrene foam materials:

- Provide lists of acceptable materials that are compliant with City by-laws
- Offer some cost analysis around the different alternatives

- Work with community organizations to establish bulk-buying
- Offer grants and incentives for small businesses
- Support customer awareness through a social media campaign

A few comments from respondents:

“Also the cost implication is something that cannot be ignored comparing to other possible alternative which could cost up to three times the price of the Styrofoam products. We are all for a better greener future but without a better cost effective alternative and without a change in the public habits, the sudden change would hurt lots of businesses and the consequently would affect the public.”

“Make sure you understand the cost of this on business. The cost of living in this city has become almost unbearable, and any additional costs will go to the consumer.”

“Before implementing a material ban on polystyrene cups and containers more information needs to be provided to small businesses in particular on cost effective alternatives that not only meet environmental goals, but also meet the sanitation and temperature holding qualities of polystyrene products. Members are also concerned that the price of alternative cups and containers (already several times more expensive than polystyrene foam) will further spike the price of these alternatives once polystyrene is banned.”

Feedback on Customer Prompts for Straws and Utensils

During Phase 3 of consultation, stakeholders were consulted more broadly on single-use straws and the potential for a customer prompt by-law that would require businesses to ask customers if they would like a straw. Out of all single-use items covered in the strategy, the reduction of straws was highly supported by stakeholder groups. In some instances, business owners reported that they had already begun to only provide straws when requested by customers. However, certain businesses that rely on a particular type of straw for their product (e.g. bubble tea shops) raised concerns about the impact on their business.

A few comments from respondents:

“We tend not to provide straws nor plastic utensils unless the customer asks for them and by doing so we reduce the use of such items to almost 70%.”

“Many full service restaurants are already training staff to ask guests if they would like a straw and would likely be comfortable having that mandated. Some are also testing reusable and paper straws. However, this can be more challenging for certain quick service businesses. Some quick serve businesses also provide self-serve drink options where they have little control over whether the customer uses a straw or not which must be considered. As per the report there would have to be some exceptions to the proposal.”

“Rather than requiring businesses to offer straws instead of giving them automatically, we propose that businesses provide signage noting that people requiring a straw will be a provided a reusable one for eating in or a sustainably-derived compostable one for taking out. This shifts the interaction from want to need and enables establishments to meet the needs of persons with disabilities while not incentivizing use of needless single-use plastics.”

3.2 Expanded Stakeholder Engagement - Ethnocultural Food and Beverage Industry Businesses

Key themes and feedback from this section was collected from qualitative interviews prepared by Hua Foundation and Masala Consulting.

Key Concerns Regarding the Draft Single-Use Item Reduction Strategy:

- **Language-Appropriate Information and Outreach:** Many small ethnocultural restaurants indicated the need for improved language-appropriate information and outreach. In particular, business owners requested more information about the reduction strategies, recyclable and compostable packaging, and how to source affordable alternatives. Since recent census (2016) reports that “visible minorities” represent more than half (51.6%) of Vancouver’s population, yet have very little interaction with the City, it was stressed that the City should continue to explore, customize and pilot methods for increasing language access and participation of these small ethnocultural businesses as a way to minimize unintended consequences and help build trust.
- **Support for Small Business:** Respondents indicated neutral to positive support for the strategy but emphasized the need for support from the City to help their transition from foam cups and take-out containers. Desired support from the City included collaboration with businesses and community organizations to explore buy-back programs, how to source affordable alternatives, financial grants; group purchasing and re-usable container programs. Small businesses stressed the need for information about the different prices of products in order to help with their transition and would like guidelines for best practices on product selection, training and assistance with reporting. There was also willingness, by some restaurateurs and small businesses to collaborate with the City to support a ‘zero waste certification’ program to recognize local businesses that are already zero waste champions or looking to help lead the cause.
- **Education and Awareness:** Many businesses indicated that they would like an innovative social media and education awareness campaign to be synchronized with any future recommendations and by-law changes to support restaurants through the transition of foam to recyclable and compostable products. There was also a desire for clearly established policies and materials to help educate customers about government policies and additional fees for single-use items. Small business owners were also very concerned around customer loyalty and would like the City to remind residents and visitors to bring their own reusable items and address concerns around perceived cleanliness and hygiene associated with reusable dishware and container exchange programs.
- **Cost:** Small businesses are concerned around the increases in operating costs associated with transitioning from polystyrene foam cups and take-out containers to recyclable and compostable alternatives. Some respondents feared that their business revenues could not continue to bear additional costs, especially if they were required to invest in a dishwasher that would require additional staff time for washing.

Feedback on Banning Polystyrene Cups and Take-Out Containers

Out of all the proposed priorities, the businesses who use polystyrene foam cups and take-out containers comment that it will affect their operations substantially. Many small businesses cited cost as the main reason, as purchasing foam cups and take-out containers is much cheaper than recyclable and compostable alternatives. For many of these business owners, their food requires the use of multiple containers, per order, so the impact is much greater. To support this transition, business owners would like to see the City aid in reducing barriers to cost and procurement.

Some comments received:

"It would affect us. We need better sourcing. Bulk buy purchasing is important. 3 times price for plastic, 5c for bio products."

"We offer customers two different curries, salad and roti or rice. Usually this is then 3 or 4 containers per order that is 5600 containers per month. We have to buy in bulk or ask the City to help us do this for other options. We would switch to plastic if there was a cheap eco-option we would use that. When we looked at eco-friendly containers it was 28 cents per containers, 10 cents for plastic. Styrofoam is much cheaper, especially since we're small business."

"I agree with the environmental concerns, but the City of Vancouver needs to consider the business ramifications."

Feedback on Reduction Plans for Plastic and Paper Bags

Small businesses expressed concerns around an even playing field and ensuring that a universal bag fee is established in food establishments. From a business owner's perspective, a set fee would reduce competition; encourage clarity and a sense of fairness amongst all affected businesses. It would also help businesses manage their reputation and customers' expectations.

Some comments received:

"It would affect us, but we would easily comply and charge for other options. If everyone is doing it and everyone knows, its okay as it will make it easier for us restaurants to transition."

"We are so used to seeing and using plastic bags. We need information on eco-distributors.."

"The City can go ahead and make bans but they also need to provide information to business for alternatives."

Feedback on Reduction Plans for Disposable Hot and Cold Beverage Cups

Many small businesses were supportive of having customers provide their own reusable mugs and beverage containers. It was noted by business owners that not many restaurants do take-out order for cups, but those that do, are concerned about asking their customers to pay extra as it is not common practice. In addition, businesses are concerned about sensitivities around charging those with accessibility needs.

One respondent commented:

“Very few of our orders have take-out cups. But it would affect us, we would need an alternative.”

Feedback on Customer Prompts for Straws and Utensils

For most of the businesses interviewed, the reduction of straws was the most easily accepted by business owners. Many were open to asking customers if they required straws and some respondents indicated that they are already doing so. Some businesses expressed concerns around managing customers who want straws and utensils for hygienic and accessibility reasons, and cited that certain businesses like Bubble Tea shops require straws for their product.

Some comments received:

“It shouldn’t be a problem. We prompt if customers request utensils.”

“Would be very easy to prompt customers. I remember the No Straw campaign when we went to Cancun at the bars - it was a great idea. We should do the same.”

3.3 Public Engagement: Open House, Comment Forms, and Online Feedback Forms

Feedback from this section was prepared by a third-party consultant *27 Shift*, using NVivo Qualitative Data Analysis software, and is based on the online comment form data, open house comment cards and flip chart notes.

General Feedback on the Draft Single-Use Item Reduction Strategy:

- **Take Immediate Action:** Respondents expressed that the City needs to move faster to demonstrate leadership through ambitious action towards reducing waste. Through the online comment forms and at the public open house, the public expressed strong support for a ban on single-use polystyrene foam and wanted to see it implemented quickly. There was also support for the City to be a municipal leader and to work with other levels of government on this initiative.
- **Encourage Reusables:** Respondents would like to see better communication from Recycle BC and the City to encourage residents and visitors to bring their own reusable items. It was mentioned that bringing your own reusable containers, mugs and bags is not only more affordable but it is making strides towards reducing waste.
- **Social Media:** The City received feedback from the public around the importance of providing public education, especially through social media to market and connect with influencers, business owners and residents around

waste, consumer awareness, the costs associated with single-use items, as well as, the need to bring your own reusable items.

Feedback on Reduction Plans for Plastic and Paper Bags

Residents expressed support for a ban on single-use bags (especially plastic bags) and/or a fee at point of sale (for paper or plastic). Many respondents who support a fee indicated an interest in a fee high enough (e.g. 25 cents - \$5), to support a behaviour change as opposed to other reasons for a fee like raising funds for related initiatives. Respondents had suggestions for City actions, including a focus on public education and increased recycling options.

A few comments from respondents:

"While I appreciate the steps that this plan lays out, they are not enough. The only solution is to ban all plastic and paper bags outright."

"Plastic bags to have a tax. Promote customers to use their own bag. Tax shopping bags."

"I'm fine paying a modest fee, but don't normally carry reusable bags with me."

Feedback on Banning Polystyrene Cups and Take-Out Containers

Of the proposed priority actions, respondents expressed the clearest support for a ban on single-use polystyrene foam cups and containers. Respondents described support for the ban because of the availability of alternatives, including biodegradable, recyclable, or compostable alternatives, or the ability for people to bring their own containers. Other reasons for supporting the ban include the environmental impact of polystyrene foam, and because recycling options for polystyrene foam are not understood or easily accessible.

A few comments from respondents:

"Work with businesses to develop cost-effective containers that are fully compostable."

"I am surprised to see them still being offered given the range of options now available."

"Stick to your guns and don't water this down. Make a big impact for our future!"

Feedback on Reduction Plans Disposable Hot and Cold Drink Cups

Respondents expressed support for the continued availability of single-use cups, as long as the cups are biodegradable, recyclable, or compostable; however there was also some support for a ban and an interest in people bringing their own cups. Respondents also expressed support for a high fee on single-use cups citing a range of from 25 cents to \$1. Respondents had a number of suggestions for businesses to be able to reduce use of single-use cups, including offering or prompting for non-single-use alternatives, including for when people stay to drink at the business. Respondents would also like the City to focus on public education.

A few comments from respondents:

"I support banning single use cups, unless they can be composted or easily recycled."

"BYOC - bring your own cup. It's not hard, it's just too easy to get cups right now."

"Encourage actual change by having a significant increase in price for a paper cup."

Feedback on Take-Out Containers

Respondents expressed support for continued use of single-use takeout containers, as long as the containers are biodegradable, recyclable, or compostable. Respondents are interested in reusable alternatives, whether from home or as part of a sharing program. There is more interest for a fee than a ban.

A few comments from respondents:

"Similar to cup exchanges, new enterprises for take-out containers can be supported, e.g. a service that provides take-out containers to restaurants and picks them up to be cleaned."

"All take out containers should be biodegradable or at the very least, recyclable in the container bins. Again, I would be happy to pay slightly more to see this happens."

"Encourage the use of whatever containers are easiest and best to recycle."

Feedback on Customer Prompts for Straws and Utensils

Respondents expressed support for continued use of single-use straws and utensils, as long as they are biodegradable, recyclable, or compostable. Respondents also expressed support for a ban on these items, especially plastic straws. Reduction strategies frequently suggested include only offering these items when asked for, offering reusable alternatives (e.g. when eating in), or encouraging people to bring their own.

A few comments from respondents:

"Straws - unless used for accessibility reasons, plastic straws should never be given."

"Give a price discount for not using utensils, or charge a fee for using plastic utensils."

"Ideally, just like with coffee cups and straws, we all adapt to returning to using only metal utensils that are not thrown away."

4.0 ACKNOWLEDGEMENTS AND NEXT STEPS

We all have a role to play in helping to shape a made-in-Vancouver solution that reduces waste from single-use items, enables innovation and drives further waste reduction progress, and the City would like to extend thanks to all who have participated in this consultation process. Over the last two months, the City has heard from 1,449 residents and stakeholders who have passionately shared their ideas and suggestions on how to move the dial in achieving zero waste in Vancouver.

We can't get there alone and we need your continued support.

Next Steps:

The strategy is expected to be presented to Council on May 16, 2018.

Following the results of that presentation, City staff will continue to consult with small businesses, stakeholders and members of the public on the recommendations and any potential by-law amendments.

In the meantime, we encourage residents, business owners and organizations to do their part in reducing single-use item waste and become a zero waste champion.

APPENDIX A.

The following is a list of the businesses and organizations that were directly engaged through the consultation process before it closed on April 13th 2018:

- All India
- Ba Le Sandwich Shop
- Ba-Le Deli & Bakery
- Bali Thai
- BC Bottle & Recycling Depot Association
- Binner's Project
- Boteco Brasil
- BSIbio Packaging Solutions
- Bubble King
- Canadian Beverage Association
- Canadian Plastics Industry Association
- Cartems Donuts
- Canra Sri Lankan Plus
- Charisma
- Chao Veggie Express
- Chinatown BBQ
- Chutney Villa
- CKF Inc.
- Commercial Street Cafe
- Dart Container Corporation
- Dollar Meats
- Dosa factory
- Downtown Vancouver BIA
- The Drive Coffee Bar
- EcoGuardian
- Eddie's Hang-Up Display Ltd.
- Eight ½ Restaurant
- El Caracol Mexican Café
- Fisheries and Oceans Canada
- Floata Seafood Restaurant
- Gain Wah
- G.E.N Trading Ltd
- Giant Panda Szechuan Cuisine
- Greenpeace Canada
- Helder Ventures
- Hoang Yen
- Jade Dynasty
- JJ Bean
- J Rush Agency
- Kent's Kitchen
- Laughing Bean Coffee
- Leverage Lab
- London Drugs
- Lululemon
- Marquis Wines

- Maxim Bakery & Café
- Money BBQ
- Ms Tiffin
- New Mitzie's
- New Town Bakery
- Nusa Coffee
- Pabla's
- Pride Enterprises Ltd.
- Provence Restaurant
- Restaurants Canada
- Retail Council of Canada
- Rhinofish
- Sal y Limon
- Sun Fresh
- Vancouver Civic Theatres
- V Taste
- Wow Thai Food
- Zero Waste Canada
- Zero Waste Vancouver Meetup
- Zhao Ma Bakery
- 49th Parallel Coffee Roasters