



## **APPENDIX I-2**

# SINGLE-USE ITEMS REDUCTION STRATEGY BY-LAWS: REPORT BACK ON BUSINESS STAKEHOLDER CONSULTATION

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Presented to: City of Vancouver

Date: November 7, 2019

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## About hua foundation

Hua foundation is a youth driven non-profit organization based in Vancouver, British Columbia, on the traditional, ancestral, and unceded territories of the xwməkwəyəm (Musqueam), Skwxú7mesh (Squamish), and Səlilwətaʔ/Selilwitulh (Tseil-Waututh) First Nations. Our mission is to empower youth in the Asian diaspora to fully participate in advancing social change through exploring our racialized identities and building resilience in communities.

This consultation report works off of our knowledge and networks established through the Choi Project, which aims to advance the role of culture in food security efforts by promoting food and cultural literacy, education, and community engagement. Through our work, we hope to build capacity and support spaces of learning that centre marginalized histories, voices, and lived experiences.

For more information, please visit hua foundation's website: [huafoundation.org](http://huafoundation.org)

This consultation was completed by hua foundation team members Amelia Huang, Daphne Tse, Kathy Thai, Kevin Huang, and Mimi Nguyen.

## Acknowledgements

Thank you to the City of Vancouver's Reduce Single-Use team for their collaboration on this project and guidance throughout the consultation process.

## EXECUTIVE SUMMARY

Recognizing that many East and Southeast Asian businesses will be affected by upcoming single-use item by-laws, the City of Vancouver contracted the Hua Foundation to carry out a targeted stakeholder engagement process with multi-cultural stakeholders, with language support in Traditional Chinese, Simplified Chinese, Mandarin, Cantonese, and Vietnamese, based on stakeholders' preferences.

The primary purpose of this consultation was to inform stakeholders of the by-law requirements and implementation plans including possible exemptions and phasing for Council approval, and gain pragmatic insights into implementation planning (acceptability, timing, resources) that will improve implementation success.

Potentially impacted stakeholders were invited to participate in a 15-60 minute in-person interview with a series of closed and open-ended questions. The engagement and consultation was completed between February 4, 2019 and March 15, 2019.

Ultimately, 211 stakeholders were invited, 77 business stakeholders participated in the engagement.

Key findings were as follows:

For the by-law proposed for foam cups and foam take-out containers:

- While the usage of foam exists in every type of food-based establishment within our segment of stakeholders, food court vendors have the highest dependence on foam-based products (containers, cups and serving plates).
- The use of foam is widely attributed to its cost-effectiveness, however, foam containers also have several properties that accommodate the food vendors' needs including: temperature retention, diversity of sizes and shapes, low permeability, rigidity, ability to be easily modified and general availability.
- Main challenges of the foam ban include, but are not limited to: uncertainty around availability and acceptability of alternatives, rising operating costs from switching to more expensive alternatives, and finally diminished customer experience that results from higher menu prices.
- A significant portion (63%) of business stakeholders expressed that they would switch to rigid plastic containers as the next best option in price and property of material. Other materials (such as fibre-based containers) did not provide the same utility and were cited as far more expensive.
- Nearly half (47%) of businesses stated that they would not be ready for a June 1st, 2019 deadline for a foam ban. Of those unprepared to meet the deadline, significant portions were Limited Service Food Establishments. Businesses cited the factors of understanding and

sourcing alternatives, as well as depleting existing stocks in time as the main reasons for needing more time.

For the by-law proposed for plastic straws:

- The usage of plastic straws exists in every type of food-based establishment within our segment of stakeholders, however Bubble Tea establishments, as a group, have the highest dependence on plastic straws.
- A slight majority of the stakeholders found the proposed by-law for the plastic straw ban generally acceptable (at 56.7%), while some were neutral (at 20%) and the remainder (23.3%) found it generally not acceptable. There were more clear distinctions between business types who found it acceptable. Restaurant license holders were the most accepting (at 64.3%), whereas Limited Service Food Establishment license holders and Bubble Tea stakeholders found the proposed by-law requirements slightly less acceptable.
- Acceptability of the proposed plastic straw by-law was strongly correlated to: the dependence of businesses on plastic straws, access to information and availability of alternatives, the environmental awareness of stakeholders and the proposal to give additional time to comply to non-Restaurant license holders.
- Main challenges of the plastic straw ban include, but are not limited to: uncertainty around availability and acceptability of alternative materials (especially given the inclusion of compostable plastic straws in the proposed ban), knowing when and how to provide bendable plastic straws by request for accessibility, perceptions around health and hygiene, intra-urban competition, the public's level of environmental awareness and customer's personal preferences.
- Nearly half (43.5%) of business stakeholders expressed that they would seek to replace plastic straws with an alternative material, another 17.4% would seek to reduce their use of single-use straws altogether, and 30.4% of respondents would use both replace/reduce as strategies to comply with a plastic straw ban. A small fraction (8.7%) remains unsure due to a lack of information about alternatives to inform a decision. Businesses with a high dependence on single-use plastic straws, such as Bubble Tea stakeholders, were more likely to adopt a replacement strategy, or a mix of both.
- Stakeholders also shared several other approaches for the City to consider, including: hygiene and sanitation guidelines for reusable straws, public awareness campaign, straw discounts/fees/deposits, describe the by-law as 'by-request' instead of a 'ban', gradual phasing out process, and encouraging businesses to sell or carry reusable straws.
- While only a small proportion (28.6%) of our respondents have tried or considered alternative products or strategies, none have been successful at switching away entirely from single-use plastic straws.

- More than half (56.7%) of businesses stated that they would not be ready for a June 1st, 2019 deadline for a plastic straw ban. Those unprepared to meet the deadline were almost entirely represented by Limited Service Food Establishment license holders, including Bubble Tea stakeholders. Again, the main factor was attributed to the lack of feasible alternatives for straw-dependent businesses. However, the vast majority (at 93.3%) of stakeholders were far more confident in complying with a plastic straw ban in 2022 - when more alternatives should be available in the market.

For the by-law proposed for shopping bags:

- For both Approach A and Approach B, Option ii (charge a fee) was the preferred option for a majority of stakeholders (69.8% and 90.2% for plastic, 72.7% and 88.9% for paper respectively).
- Stakeholders found Option iii of Approach A (customized plan) difficult on a conceptual and technical level, in addition to the time needed to develop the plan, which they might not have. There were also concerns around the amount of time and resources needed to track the usage of single-use shopping bags.
- There was a preference by 57.1% of respondents for the City to set the minimum fee so it is uniform across the City. The fee set by the City was perceived to be more 'fair' than businesses setting their own. Stakeholders also expressed how it would decrease negative customer perceptions if customers knew that it was a requirement put in place by the City.
- The proposed 15-cent fee for plastic bags was more accepted than the proposed 25-cent fee. When prompted on what 'should be' the minimum fee for plastic bags, the average of responses was 14-cents, with a median of 10-cents. For paper, the average fee was higher at 19-cents, and a median of 15-cents. Several stakeholders suggested that the City start with a lower fee and gradually work to higher fees while building up public awareness as one way to phase in the changes.
- A large majority of stakeholders (85.7%) are willing to report to the City on the weight and number of shopping bags they use. However, the majority of businesses (78.6%) need to devise ways to track these numbers as they currently do not track the number and weight of shopping bags they distribute each year.
- In terms of reporting the number and weight of disposable cups used per year, a significant majority of businesses (90.9%) expressed how reporting this number during the business license renewal process would be acceptable.
- For timing of the by-laws, 43.6% and 48.8% felt that they were able to comply immediately with either Approach A or Approach B, respectively. For those who needed more time, the average was 2.53 months for Approach A and 2.35 months for Approach B. Whether businesses could comply immediately or at a later date, there was a strong caveat that there be advanced notification and education before the effective date to inform the public and

their customers of these upcoming changes.

- In terms of a shopping bag ban, 16.0% of respondents felt that a plastic shopping bag ban in 2 years would severely impact their business negatively while 56.0% of expressed they would be impacted but it is tolerable. When prompted on a 5-year timeline for a plastic shopping bag ban as compared to a 2-year timeline, 63.2% of respondents preferred the longer timeline. It was expressed that the longer timeline would allow for public awareness and customers to adjust their habits such as bringing their reusable bags or finding other ways to reduce bag use. It was clear that time needed for customer behavior change was a main factor for many stakeholders.

For the by-law proposed for disposable cups:

- Currently, many businesses rely on disposable cups for a variety of reasons, including the nature of business (take-out, quick-serve), primary product offering (drinks), to limited space to store and clean reusable cups. For these reasons 100% of respondents chose a fee over not using disposable cups, let alone a ban on disposable cups. 80.0% of respondents expressed how a ban would severely impact them negatively as a business.
- For both Approach A and Approach B, Option ii (charge a fee) was the preferred option for the majority of stakeholders (76.2% and 100%, respectively).
- There was a preference by 55.6% of respondents for the City to set the minimum fee so it is uniform across the City. The fee set by the City was perceived to be more 'fair' than businesses setting their own fee. Stakeholders also expressed how it would decrease negative customer perceptions if customers knew that it was a requirement put in place by the City.
- The fee that was expressed as acceptable was 25-cents. When prompted on what 'should be' the minimum fee, the average of responses was 22-cents, with a median of 25-cents. 55.0% of stakeholders felt that the 25-cent fee was acceptable. Respondents expressed how this 25-cent fee was a fair balance between pushing consumers to change their behavior and a fee that their customers would accept for using disposable cups.
- Stakeholders found Option iii of Approach A (customized plan) complicated and required more time on their end to develop. There were also concerns around the amount of time and resources needed to track the usage of cups.
- A large majority of stakeholders (87.0%) are willing to report to the City on the weight and number of disposable cups they use. However, the majority of businesses (73.9%) need to devise ways to track these numbers as they currently do not track the number and weight of cups they distribute each year.
- In terms of reporting the number and weight of disposable cups used per year, 87.0% of businesses expressed how reporting this number during the business license renewal process

would be acceptable.

- For timing of the by-laws, 46.7% felt that they were able to comply immediately with either Approach A or Approach B (same percentage for both Approaches). For those who needed more time, the average was 2.88 and 2.78 months for Approach A and Approach B, respectively. Whether businesses could comply immediately or at a later date, there was a strong caveat that there be advanced notification and education before the effective date to inform the public and their customers of these upcoming changes.
- While businesses overall were accepting of customers who brings their own cup, businesses felt that if health authorities provided clear official guidelines and requirements for this practice, it would give them and others who currently do not accept customers' reusable cups the license to allow more customers to use their own cups.

For the by-law proposed for single-use utensils:

- The proposed by-law for single-use utensils was, on average, well accepted. It received the highest level of acceptance across the various proposed by-laws to reduce single-use items.
- The “by-request only” aspect of the by-law has several implications for business stakeholders. Nearly all the businesses engaged already use reusable utensils for dine-in and only distribute single-use utensils for their take-out/delivery orders. For these businesses, it was expressed that the key compliance step would be to train staff to cease the automatic distribution of single-use utensils as well as ensuring that staff ask customers if they require single-use utensils for their take-out/delivery orders. However, for businesses that rely on single-use utensils, such as food court vendors and businesses that vend primarily through take-out/delivery, the additional step of asking if customers require utensils was seen as an inconvenience. These businesses are also restricted in their ability to adopt reusable utensils due to their mode of vending and lack of space for storage and sanitation equipment for reusable utensils.
- The “no self-serve station” aspect of the proposed by-law received an average of neutral acceptance - there was an even split of opinions. Food court operators and those who have invested in custom and branded self-serve stations found this proposal to be unacceptable. Their response was in combination with the proposal of only providing single-use utensils “by request” - it was seen as inconvenient and causing more work for both the business and their customers.
- With the recent proliferation of food delivery businesses, there is a need to work with these platforms to ensure that the “by request only” aspect of providing single-use utensils is reflected in the order form.
- In order to reduce distribution and usage of single-use utensils, behaviour change from the public and customers will be essential as for some businesses and vending types, adoption of reusable utensils is not currently feasible. Behavioural changes include the normalization and

habituation of customers bringing their own utensils and shifting the expectation that single-use utensils will automatically be supplied with every take-out/delivery order. The proposed by-request by-law would be a step towards this change. Public education and consumer awareness will also help alleviate the main concern that many business stakeholders have around seemingly providing bad customer service by asking the question and removing self-serve stations.

- The proposed by-laws were seemingly ready to be immediately implemented by interviewees. However, it is highly recommended that consumer education and public education efforts are conducted in advance of the by-law coming into effect. General public awareness of these changes would alleviate the leading concern that businesses have around perceptions of their customer service. Lead-time would also provide businesses the time to train their staff and make adjustments to their operations.

Table summarizing the overall acceptance of each single-use item and its proposed reduction strategies

Proposed Single-use Item By-law	Plastic Straws	Shopping Bags		Disposable Cups		Single-use Utensils	
		Approach A	Approach B	Approach A	Approach B	By-request only	No self-serve stations
ACCEPTABILITY	Overall (n=30)	Overall (n=55)	Overall (n=55)	Overall (n=23)	Overall (n=23)	Overall Numbers (n=29)	Overall (n=13)
Acceptable (5)	16.7%	12.7%	32.7%	0.0%	26.1%	51.7%	38.5%
Somewhat Acceptable (4)	40.0%	20.0%	29.1%	34.8%	34.8%	24.1%	7.7%
Neutral (3)	20.0%	34.5%	25.5%	34.8%	17.4%	0.0%	15.4%
Somewhat Unacceptable (2)	13.3%	20.0%	9.1%	8.7%	13.0%	6.9%	0.0%
Unacceptable (1)	10.0%	12.7%	3.6%	21.7%	8.7%	17.2%	38.5%

This consultation report outlines several recommendations on how the City of Vancouver can best support ethnocultural businesses based on the key findings outlined in this report.

It also explores potential future opportunities in areas of education for both the public and businesses.

Although there are significant barriers for small East and Southeast Asian businesses in adopting these changes, there is a tone of neutral to positive support for the proposed single-use item by-laws.



We foresee that the degree of support may change based on whether or not the aforementioned barriers are appropriately addressed before the by-laws come into effect.

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# 1. WHY WE ENGAGED

## 1.1 BACKGROUND AND CONTEXT

On June 5, 2018, Vancouver City Council adopted a Single-Use Item Reduction Strategy to reduce the use of plastic and paper shopping bags, polystyrene foam take-out containers and foam cups, plastic straws, plastic and paper shopping bags, disposable cups, single-use utensils, and take-out containers.

The City completed three phases of consultation to develop the Single-Use Item Reduction Strategy:

- Phase 1: October 2016 - A Single-Use Item workshop as one of five Zero Waste 2040 workshops
- Phase 2: Jun 2017-Feb 2018 - Stakeholder consultation and public engagement on potential options to include in a Draft Single-Use Item Reduction Strategy
- Phase 3: late March-mid April 2018 – Public and stakeholder feedback on the Draft Single-Use Item Reduction Strategy.

Since Council adopted the strategy, staff have been developing proposed by-law changes and implementation details for Council's consideration. The by-law changes are identified in the strategy as follows:

1. A ban on foam cups and foam take-out containers, effective June 1, 2019
2. A ban on plastic straws, with exemptions for accessibility and health care needs, effective June 1, 2019
3. Requirements for single-use utensils to be given out only upon request
4. Reduction plans for single-use cups
5. Reduction plans for plastic and paper shopping bags
6. Requirements for compostable single-use Items to be tested and approved at local compost facilities
7. Requirements for paper-based single-use items to contain 40% recycled content

The City initiated a fourth phase of stakeholder engagement to inform the details of these by-laws and contracted the Hua Foundation to consult businesses in Vancouver's Chinese, East and Southeast Asian business community.

Recent census (2016) findings show that visible minorities now represent more than half (at 51.6%) of Vancouver's population. As the city is increasingly becoming culturally diversified, the imperative to engage with local-serving 'ethnic' businesses on the by-laws the City of Vancouver is developing in support of the Single-Use Item Reduction Strategy is key to the success of the strategy.

The Chinese community in Vancouver represents not only a significant portion of the population but also of its businesses - both long-standing and new. However, despite the considerable presence of Chinese businesses, particularly food service establishments, they remain underrepresented in public engagement processes. We also recognize that the challenges of adopting the priority actions,

outlined in the draft SUI Strategy is compounded for local Chinese businesses with factors such as limited access to information in Chinese, suitable procurement sources, purchasing power, and limited history of engaging and working with City and external stakeholders.

## **1.2 PURPOSE OF THIS REPORT**

As part of the process to develop and enact the single-use item by-laws, the City engaged the Hua Foundation to undertake a targeted stakeholder engagement process with Chinese, East and Southeast Asian stakeholders that aimed to achieve the following objectives:

### **1.2.1 Primary Objectives**

- To inform the by-law requirements and implementation plans including possible exemptions and phasing for Council approval
- To gain pragmatic insights into implementation planning (phasing, timing, resources) that will improve implementation success

### **1.2.2 Secondary Objectives**

- To mobilize strategic networks needed for implementation of the by-laws ensuring a diverse group of people and influencers
- To enhance our knowledge of the complexity of implementing these bylaws, and to learn about the environmental, economic, cultural, and social impacts of the by-laws
- To raise awareness and educate the stakeholders on issues relating to compostable items, and to ensure that stakeholders understand the City's intentions and process
- To provide a range of stakeholders with a diversity of unique cultural and community needs with genuine opportunities to share their knowledge and concerns, and to feel heard
- To provide a summary on the role of Bubble Tea as a cultural tradition for many residents and visitors to Vancouver

## 2. WHO WE ENGAGED WITH

### 2.1 STAKEHOLDER MAPPING

This phase of engagement was targeted to stakeholders with license types that will be required to comply with the single-use item by-laws and focused on identifying considerations and strategies for successful implementation of the by-laws.

A license issued by the City of Vancouver is required in order to carry on any business, trade, profession or other occupation in Vancouver. For example, this includes commercial, industrial, home-based and out-of-town businesses (e.g. business conducted within Vancouver with the business office located outside Vancouver), as well as non-profit organizations such as community associations and non-profit housing. The City's License By-Law (No. 4450) defines the types of licenses available.

Table 2-1 summarizes the license types held by respondents in this engagement.

[Table 2-1] License types held by stakeholders

<b>License Type</b>	<b>Definition*</b>
Limited Service Food Establishment	Any premises where food that is not prepackaged is prepared and served, where no more than sixteen seats of any kind, including chairs, stools and seats or benches, whether inside or outside, are provided for customers consuming food purchased in the establishment, and does not include the sale of alcoholic drinks to customers for consumption on the premises.
Restaurant	Use of premises for the primary purpose of selling and serving prepared food to the public, where the premises include at least 17 indoor or outdoor seats for customers consuming food purchased on the premises, and can include liquor service. Can also include customer participation such as karaoke, dancing or open microphone performing.
Retail Dealer - Food	Any person who carries on the business of selling commodities including foodstuffs directly to the public but does not include a Retail Dealer - Grocery or a Retail Dealer - Market Outlet.

\*Note that definitions are taken from the City of Vancouver's License By-law (No. 4450), but in some cases have been modified or paraphrased to simplify the language.

At the beginning of the process, the Hua Foundation undertook a stakeholder mapping exercise within these license types. Through this mapping, and based on the consultation components identified in the City of Vancouver's August 2018 Request for Proposals (RFP), we identified stakeholder categories that sometimes corresponded to a license type, but in some cases were broken

down into noteworthy sub-categories to capture important findings from by-law to by-law. These categories, which were further split into Chinese, East Asian, and Southeast Asian, are as follows:

- Restaurants
- Limited food service establishments:
  - Food court businesses
- Retailer dealer – food
  - Fresh food retail dealers
- Bubble Tea (BBT) cafes/stores

For each of these stakeholder groups, we designed a classification system to ensure an even representation and diverse cross-section of food service establishments we engaged. For example, Bubble Tea operations can differ between independent owners and chains, with various supply chains, purchasing power, Mandarin or Cantonese speaking, or as a long-established restaurant or new cafe (e.g. branded products). All these impact their ability to adequately engage with the City, and their ability to adapt and adhere to the proposed by-laws.

Considerations include, but are not limited to:

- Type of Enterprise (e.g. independent/corporate chains or franchises)
- Type of Establishment (e.g. full service restaurant/Food Court)
- Meal Type (e.g. drinks/meals/baked goods/grocery)
- Food Service Representation Goal (whether majority of business consists of Dine-in/ or Take-out sales)
- Geographic Neighbourhood
- Languages Used (inclusive of dialect differences)

Targets for invitations and responses, with considerations for maximized representation using our business classification/differentiation system, are shown in TABLE 2-2. In this table, invitation goal refers to the estimated number of stakeholders that would be contacted, while target responses refer to the estimated number of stakeholders that would respond and participate in an interview with the Hua Foundation.



[Table 2-2] Target stakeholder outreach and responses

TYPE	Language Groups	Invitation Goal	Response Goal	Enterprise Representation Goal		Food Service Representation Goal	
				Independents*	Chains/ Franchises	Takeout primary	Dine-in primary
Bubble tea Cafes/Stores		25	15	~50%	~50%	~80%	~20%
Food Service Establishments	Chinese (Cantonese and Mandarin)	120	40		Independents*: ~70% Chains/Franchises: ~30%		Takeout primary: ~40% Dine-in primary: ~60%
	Southeast Asian & East Asian (other)**	55	20		Independents*: ~70% Chains/Franchises: ~30%		Takeout primary: ~40% Dine-in primary: ~60%
<b>Total Targets</b>		<b>200 invitations</b>	<b>75 responses</b>				

\*Independents can include small (single storefront) and medium (several storefronts but centrally owned/operated).

\*\*Southeast Asian: represented by mainly Vietnamese, Cambodian, Thai, Malaysian, Singaporean and Filipino establishments. East Asian stakeholders (aside from Chinese) are represented by Japanese and Korean establishments.

Non-profits such as food-service charities or places of worship were not in scope. Ethnic third-party delivery platforms were also out of scope, as the consultation only targeted food vendors that will be required to comply with the by-law.

In total, the Hua Foundation sent 211 invitations and engaged 77 stakeholders representing various East and Southeast Asian food businesses.

Table 2-3 shows the number of stakeholders engaged by week. As anticipated, we experienced a slower uptake of interviews during Week 1 (Feb 4-10) due to the Lunar New Year, but gained traction as outreach efforts and public awareness about the proposed by-laws increased.

[Table 2-3] Weekly response rate

Week/Date	Chinese	Southeast Asian & other East Asian	Bubble Tea	Totals
1 (Feb 4-10)	2	8	2	12
2 (Feb 11-17)	1	10	4	15
3 (Feb 18-24)	11	1	6	18
4 (Feb 25- Mar 3)	7	0	1	8
5 (Mar 4 - Mar 10)	15	4	3	22
6 (Mar 10 - Mar 15)	1	0	1	2
<b>TOTALS</b>	<b>37</b>	<b>23</b>	<b>17</b>	<b>77</b>

In addition to considering the typology of food service establishments, we also took neighbourhood spread into consideration. The geographic spread in Table 2-4 represents the areas with a higher density of East Asian and Southeast Asian food establishments in the City of Vancouver, and also represents the order and priority areas of our consultation efforts.

The rationale for this is that areas closer to the top of the list contain more businesses that, in our understanding, are more vulnerable to the impacts of the proposed by-laws. The measure of vulnerability involves a combination of several factors:

- access to language appropriate resources
- purchasing power
- internal capacity
- dependence level on single-use items
- probable exposure to sustainability literature or norms
- customer demographic

[Table 2-4] Geographic spread

NEIGHBOURHOOD	STREETS	NUMBER OF STAKEHOLDERS
Chinatown	Keefer, East Georgia, Pender (including International Village)	21
Renfrew-Collingwood	Kingsway, Joyce	13
Kensington-Cedar Cottage	Kingsway	9
Hastings Sunrise	East Hastings	6
West End	Robson	6
Fraser	Fraser	6
Fairview	West Broadway	4
Cambie Village	Cambie	3
Mount Pleasant	Main	3
Victoria	Victoria	3
(Other)		3
<b>TOTAL</b>		<b>77</b>

## 2.2 STAKEHOLDER LIST

An initial stakeholder list was built based on the results of stakeholder mapping. The list was then maintained and updated throughout the process as we tracked participation by type of stakeholder, and filled participation gaps.

Table 2-5 shows the categories and number of stakeholder typologies that participated in this engagement.

[Table 2-5] Participating stakeholder typology by license type

LICENSE TYPE	ACTUAL NUMBERS
Restaurant	40
Limited Service Food Establishment <ul style="list-style-type: none"><li>• 10 of which were Bubble Tea</li><li>• 5 of which were Food Court</li></ul>	22
Food Retail <ul style="list-style-type: none"><li>• 7 of which were Fresh Food Retail</li></ul>	10
<b>TOTAL</b>	<b>77</b>

Appendix 1 provides the list of stakeholders who participated in this engagement.

### 3. HOW WE INVITED STAKEHOLDERS

Hua Foundation used a number of communication methods to reach stakeholders and invite them to participate in the engagement. Table 3-1 describes each of those promotional tactics and its purpose and desired audience.

[Table 3-1] Descriptions of the purpose and intended audiences of each promotional tactic

Promotional Tactic	Language Support	Purpose/Audience
Postcard	Chinese (Cantonese and Mandarin), Vietnamese	Postcards were handed out or dropped off during targeted business outreach to solicit interviews. The postcards contained information at-a-glance and project contact info. Postcards were bilingual in these formats: Traditional Chinese-English and Vietnamese-English
In-person outreach	Chinese (Cantonese and Mandarin), Vietnamese	To solicit interviews
Follow-up	Chinese (Cantonese and Mandarin), Vietnamese	Re-visit to solicit interviews if manager or owner was not around or was busy during first visit.
Slide deck		<ul style="list-style-type: none"> <li>- Provide overview of single-use item reduction strategy and by-laws</li> <li>- Support stakeholder interviews through visualization of Approaches A and B for cups and bags</li> </ul>

See Appendix 2 for Postcards

See Appendix 4 for Slide deck

## 4. WHAT WE ENGAGED ON

Hua Foundation engaged stakeholders on these primary by-law requirements, in this order of priority:

- A ban on foam cups and foam containers
- A ban on plastic and compostable plastic straws
- Reduction plans for plastic and paper shopping bags
- Reduction plans for disposable cups
- A by-request requirement for single-use utensils

Of secondary importance, Hua Foundation also engaged stakeholders by-law requirements for:

- Minimum 40% post-consumer recycled content in paper single-use Items
- Requirements for compostable plastics to be tested and approved at local commercial compost facilities

For all proposed by-law requirements, stakeholders were invited to provide feedback on the following topics:

- Issues and opportunities for businesses relating to the by-laws
- Acceptability and timing of the by-laws
- Ways to support implementation, including City of Vancouver supports
- Specific wording of the by-laws
- Requirements to ensure accessibility

Appendix 3 provides Hua Foundation's interview questionnaire, which are summarized in Table 4-1 below.

### BUBBLE TEA-SPECIFIC

Bubble tea businesses were consulted on:

- Feasibility of providing reusable dine-in options for cups and straws
- Opportunities for a "made-in-Vancouver"/local solution for straws
- Other ways to serve the drink

### OTHER CONSIDERATIONS/WRAPPING UP

To wrap up the interviews, stakeholders were consulted on:

- Timing of by-laws, simultaneous or staggered
- Order of by-law implementation
- Food delivery businesses relations
- Bring-Your-Own-Cup and –Container
- How to stay in touch about SUI reduction strategy

[Table 4-1] List, in order of priority and interview process, of single-use items (SUIs) and their proposed by-laws and major consulting objective for each

<b>FOAM</b> [Section 2 in Questionnaire]		
BY-LAW APPROVED IN PRINCIPLE BY COUNCIL: Ban all foam cups and foam containers beginning June 1, 2019.		
DEFINITION: Prepared food cannot be given out in a foam cup/container.		
Distribution of Users	Dependence	Changes to Operation
Timing	Acceptability	Supports Needed

<b>STRAWS</b> [Section 3 in Questionnaire]			
PROPOSED BY-LAW: Ban plastic straws (fossil fuel derived, oxo-degradable, biodegradable AND compostable).			
<ul style="list-style-type: none"> <li>● At first – Applies to Restaurant license holders only (Class 1 and Class 2)</li> <li>● In 3 years – Applies to all other license holders that serve food.</li> <li>● Bendy plastic straws must be stocked and provided upon request [refer to accessibility content].</li> </ul>			
Timing	Acceptability		Supports Needed

<b>BAGS</b> [Section 4 & 4a in Questionnaire]			
PROPOSED BY-LAW: Reduction plan of SUI carrying bags.			
DEFINITION: Single-use plastic bags and paper bags.			
APPROACH A (Approved in principle by Council in June 2018)			
OR			
APPROACH B (Potential Alternative)			
Timing	Acceptability		Supports Needed

<b>CUPS</b> [Section 5 in Questionnaire]			
PROPOSED BY-LAW: Reduction plan of SUI cups.			
DEFINITION: Single-use plastic cup: petroleum or compostable plastic, and paper cups (like coffee cups or soda cups)			

APPROACH A (Approved in principle by Council) APPROACH B (Potential Alternative)			
Timing	Acceptability		Supports Needed

<b>UTENSILS</b> [Section 6 in Questionnaire]		
PROPOSED BY-LAW: By-request only (in order to reduce use). No single-use utensils at self-serve stations.		
DEFINITION: Utensils = spoons, forks, knives, chopsticks, and stirrers. This applies to single-use items of all materials - plastic, compostable plastic, and natural materials (such as bamboo and wood).		
Acceptability	Timing	Supports Needed

<b>COMPOSTABLE PRODUCTS</b> [Section 7 in Questionnaire]		
STAFF'S PROPOSED RECOMMENDATION TO COUNCIL:		
<ul style="list-style-type: none"> <li>• The City will monitor new developments regarding compostable plastics and compost technology and report back to Council in 2021 on ways to regulate compostable single-use items.</li> </ul>		
DEFINITION: Applicable to ALL products including: containers, cups*, utensils*, bags*. *Individual sections for these. Straws – compostable plastic proposed to be banned alongside disposable plastic straws.		
		Supports Needed

Copy of interview questions in Appendix 3



## 5. HOW WE ENGAGED STAKEHOLDERS

### 5.1 METHODOLOGY

Our one-on-one engagement approach reflects our experience with many Chinese and other Asian businesses who do not actively participate in trade, sector, or neighbourhood business associations, nor are they often represented in public engagement processes. With the exception of Chinatown, organized business networks are largely non-existent and the ones that do exist also seldom engage with mainstream public engagement. For where associations do exist, social and cultural norms limit the openness needed to solicit frank and rich feedback in a large group setting. For example, one business owner may not be willing to share their business phasing plan in the presence of potential competitors. For these reasons, we had two main pathways to access our stakeholders:

a. Previous consultations/relationships

Several of our proposed stakeholders have previously been engaged during PHASE 3 of the consultation process for the Single-Use Item Reduction Strategy, and were revisited for this round of consultation on the by-laws.

We not only benefited from their prior awareness of the Strategy, but also facilitated a positive impression towards future engagement with the City - particularly during implementation. Team members who engaged with businesses in previous consultations revisited the establishments for this project.

b. Cold calling/drop-ins

The majority of our stakeholders continue to conduct most of their communication through in-person or phone. Only a small proportion of them are active on social media and email (the exceptions are typically larger establishments such as banquet restaurants and chains/franchises). As such, many of our new stakeholders identified through our mapping process were visited in person and invited to an interview at their convenience.

Understanding how they prefer to receive information and communicate is key to providing future information around the SUI Reduction by-laws.

c. Contacting industry associations.

Through in-person and text correspondence with two of their directors, we reached out to the BC Asian Restaurant and Café Association to inform them of the engagement process and offer for the Hua Foundation and City staff to provide a presentation about the consultation. Although these presentations did not occur, we engaged directly with several of their members as individual businesses.

### 5.2 HOW WE COMMUNICATED WITH STAKEHOLDERS DURING THE INTERVIEWS

Due to asymmetric access of language appropriate information, we also took extra care to provide the necessary background and context for the proposed by-laws with our stakeholders (assisted by by-

laws slide deck), as it was assumed that the likelihood of them having prior knowledge around the complex issues in sustainable waste management and material diversion is low.

The questionnaire layout and interviews were organized to accommodate high-priority sets of questions in case stakeholders were limited in time - which we refer to as ‘question decks’. The interviews were conducted in pairs to ensure that information was consistently recorded and translated.

## CONDUCTING THE INTERVIEWS

[Table 5-1] Distribution of interview responses by license type and question deck

Stakeholder Category* (n=77)	FOAM	STRAW S	BAGS	CUPS	UTEN SILS	COMPOS TABLE ITEMS	BUBBLE TEA
Restaurant n=40	35	14	35	8	20	1	2
Limited Service Food Establishment n=11	6	4	10	5	4	1	5
Bubble Tea (all Limited Service Food Establishment =11	0	11	3	9	0	0	9
Food Court (all Limited Service Food Establishment) n=5	5	0	0	0	4	1	0
Retail (all Retail Dealer – Food licenses) n=3	1	1	3	1	0	0	0
Fresh Food Retail (all Retail Dealer – Food licenses) n=7	2	0	7	0	1	0	0
<b>TOTAL</b>	<b>49</b>	<b>30</b>	<b>58</b>	<b>23</b>	<b>29</b>	<b>3</b>	<b>16</b>

\*For a description of these stakeholder categories, refer to the beginning of Section 6

Interviews with business stakeholders lasted from 15 minutes to an hour, with an average of 35 minutes.

Although most businesses answered the interview questions, a few struggled to understand why some questions were necessary (e.g. asking about impacts of a bag or cups ban in 2 or 5 years did not make sense to them because they could not “tell the future”).

Time was a significant limitation with our stakeholders - a significant majority of stakeholders was active in the daily operation of their businesses leaving them limited time to participate in interviews.

Data sets that were harder to collect with our segment:

- Specific measure of dependence due to perception of dependence being highly subjective in some cases.
- Option iii (submit a customized plan) of Approach A for both BAGS and CUPS due to limited time during the interview for the stakeholder to think through an idea to provide us.
- 40% Recycled Content due to limited number of stakeholders using this type of material.
- Compostable Single-Use Items due to limited number of stakeholders using this type of item.

## 6. WHAT WE HEARD

To discuss the findings of our interviews, Section 6 will follow the structure of our interviews, divided into sub-sections for each proposed by-law and other question decks (compostable single-use items, bubble tea, etc.). As much as possible, this report has identified key themes and presented the results by business license or service type to better assist with differentiating strategies, unless there is a specific need or gaps that should be addressed.

Section 2.1 presents the business license types that were represented in the engagement process. Businesses' primary service type was categorized as one of the following:

- Dine-in – Businesses in this category primarily serve meals to customers dining on-site, though take-out food service may also be available.
- Take-out – Businesses in this category primarily serve meals to customers who are taking them “to-go” or getting food delivered.

Businesses' service type was determined based on a question in the interview asking the percentage of sales being for “dine-in” as compared to for “take-out”/”to-go”.

Our content analysis and the results in the following sections reflect what business stakeholders were willing and able to explicitly reveal and share with our team. Stakeholders' responses were analyzed according to noteworthy categories of stakeholders that use each single-use item (i.e. based on trends within the responses or similarities between stakeholders such as their license type, service type or another aspect of their business). In some cases, stakeholder categories were too small for the results to be statistically significant. While only a handful of respondents may have expressed a particular perspective, we have included these findings to give an indication of the variety of perspectives and the different types of considerations and supports that may be needed.

Additional reflections on the engagement process that were not directly part of the interview:

- Some participants shared that aspects of interview questions were confusing, or seemed to be over-complicating matters. (Particularly around bag and cup reduction targets)
- The ‘plastic straw ban’ emerged as one of the top by-laws that stakeholders from all business types had heard about prior to the engagement invitation. The foam ban was also well known amongst stakeholders.
- A point of some concern is that businesses are mistakenly interpreting the ‘foam ban’ as a requirement to use compostable alternatives
- Many of our business stakeholders, especially the small independent businesses, perceive themselves as having to react to the demands and needs of their customers. Stakeholders expressed that the changes needed to comply with the proposed by-laws will require the willingness of customers themselves to adjust their behaviours and habits.

- Stakeholders found the bags and cups section a bit cumbersome due to complex nature of the reduction plan approach that needed to be described to participants as a first step. Our interview teams tried to accommodate where possible, however this led to some restructuring and lower numbers of responses to some questions. For example: less time was spent discussing the pros and cons of Approach A and B (particularly for bags) in order to focus on respondents; feedback on their preferred Approach.

By the time interviews reached the 'cups' section - many stakeholders needed to return to work. Therefore, the number of respondents for later sections is fewer than in earlier sections.

## **6.1 FOAM CUPS, SERVEWARE AND TAKE-OUT CONTAINERS**

49 stakeholders responded to some or all engagement questions about the proposed by-law requirements for foam cups, foam serveware, and foam take-out containers. Their responses were analyzed according to the following categories of stakeholders:

- Restaurant license holders (35 respondents)
- Limited Service Food Establishment license holders (excluding Food-court) (6 respondents)
- Food-court (5 respondents): businesses with premises located within a food-court. These respondents all held Limited Service Food Establishment licenses.
- Other (3 respondents): includes green grocers, BBQ meat shops and other food retailers. These businesses all held Retail Dealer - Food licenses.

### 6.1.1 Current Use

Table 6.1.1 summarizes the number of respondents who indicated they currently use cups, containers, or serving plates/bowls made from polystyrene foam.

[Table 6.1-1] Distribution of foam users<sup>1</sup>

FOAM	CONTAINERS		CUPS		SERVEWARE (PLATES/ BOWLS)	DO NOT USE Foam
	Dine-in	Take-out/ Delivery	Dine-in	Take-Out/ Delivery	Dine-in	
Restaurant (40 total)	1	33	0	6	1	7
Limited Service Food Establishment (22 total)	0	9	1	0	1	13
Food-court (5 total)	2	4	2	2	3	0
Other (10 total)	0	3	0	1	0	7

*What kinds of trends emerge based on type of business/food service and dine-in versus take-out?*

100% of food-court businesses we interviewed used one or more type of foam item.

We found that 81% of *Restaurant* license holders interviewed used foam containers, primarily for leftovers as well as delivery/takeout. Only one *Restaurant* license holder used foam as serveware; this business functions primarily as a take-out business and their main clientele were described as low-income residents in the Chinatown/Downtown Eastside neighbourhood.

Aside from food-court businesses, who all held *Limited Service Food Establishment* license holders, we did not find any patterns of usages for foam in the remaining *Limited Service Food Establishment* license holders. This is likely due to this license type having a wide range of vending styles and offerings.

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<sup>1</sup> Note: All respondents indicated which single-use items they use, but did not necessarily answer subsequent questions about every

Table 6.1-2 shows respondents’ overall dependence on foam cups, serveware, and foam take-out containers, across each stakeholder category. ‘Dependence’ in this context is measured partially by the reliance of the business model on the single-use item in question (“can it be served or consumed without said item?”) The stakeholders were asked to rate the dependence on plastic straws as being not at all (1), somewhat (3) and completely dependent (5).

[Table 6.1-2] Average dependence of foam  
(1 = Not at all/ 3 = somewhat/ 5 = completely)

FOAM	CONTAINERS		CUPS		SERVEWARE (PLATES/BOWLS)
	Dine-in/ “on-site”	Take-out/ Delivery	Dine-in/ “on-site”	Take-Out/ Delivery	Dine-in
Restaurant	3	5	0	1	3
Limited Service Food Establishment	3	5	1	3	3
Food-court	5	5	5	5	5
Other	1	5	0	0	0

*What are some significant findings about how/why foam is currently used?*

Food-court businesses were highly dependent on foam containers, cups and serveware (plates, bowls, other). Contributing factors included:

- The quick service nature of being located in a food-court
- Lack of space for the equipment for washing and sanitizing reusable serveware
- Lack of space to store reusable serveware
- Lack of space to stockpile single-use containers prevents these stakeholders from accessing wholesale prices for alternatives,
- No system in place to have reusable serveware returned

Respondents described the reasons why they use, or are dependent on foam products. While foam products are well known for their cost-effectiveness, our business stakeholders shared with us several other utilities that this particular material retains.

1. Insulation ability
  - a. Foam has ability for both heat and cold retention. This is particularly key for serving raw fish (e.g. sushi, poke, ceviche).
  - b. Also to protect customers from being ‘burnt’ by hot products. This is in comparison to plastic and paper products, which both conducts more heat.

2. More sizes and shape variation available than other materials
  - a. With so many variations of foam containers available on the market, this allowed for compartmentalization of different foods for delivery and takeout.
  - b. When switching to new materials, business stakeholders will have to adjust portion sizes to fit these new containers.
3. Liquid-proof and low permeability
  - a. Oil, water, moisture does not soak through foam.
4. Rigidity of material
  - a. Allows for stacking, both when empty as well as when filled. This was important for delivery/take-out orders as it prevented food from being crushed. The ability to stack containers was pointed out as being key for properly packaging delivery orders.
5. Foam can be modified easily
  - a. Business stakeholders cited how it was important to cut holes in their delivery/take-out containers to release some heat and steam to prevent food from becoming soggy.
6. Habituation
  - a. Foam is what the business stakeholders have been using for a long time.
  - b. Buying foam from the same supplier as a long standing business relationship.

### 6.1.2 Considerations for the Proposed By-Law

*What are the main challenges the foam ban would create (or is creating already)?*

1. UNCERTAINTY around alternatives and where to procure these options arose as the top challenge for stakeholders.

Nearly a third of respondents to the question “What would you need to comply with the proposed by-law for foam products?” (see Section 7) wanted more information on what are acceptable alternatives. In particular, respondents expressed uncertainty around which materials were allowed because a list of suggested alternatives to foam wasn’t included in the Single-use Item Reduction Strategy. Some business stakeholders also expressed that they do not know how to find suppliers that would carry acceptable replacements.

We also heard that suppliers are already soliciting businesses with alternative products and giving the impression that businesses are required to switch to more expensive compostable products. As this is incorrect, it will be important to provide accurate information about by-law requirements and suggested alternatives to foam to food vendors and suppliers through outreach and education materials.



2. COSTS - *What are the impacts on cost and affordability for businesses?*

95% of respondents cited increased costs of alternatives to foam as an issue that would impact their business. Costs for alternative materials were frequently cited as 3-4 times more expensive as foam. These estimates came from only those who have already started looking into alternatives.

Costs to a business also include staff time to find, source, and test the suitability of potential alternatives. Consideration for how the suitability of a replacement is based on factors such as size and the material's ability to hold liquids.

These costs were commonly cited as being passed off to the customer. For business stakeholders who primarily serve low-income neighbourhoods or certain segments of the population (such as seniors), there were expressions of concern on how to maintain affordability.

3. CUSTOMER EXPERIENCE - *How could these changes affect customer experience?*

Table 6.1-3 shows the range of issues that stakeholders anticipate that the foam ban would create for their customers' experience.

[Table 6.1-3] Customer experience of foam ban

How will these changes affect your customer's experience?		
KEY IMPACTS <i>Answers not mutually exclusive</i>	Actual Numbers (n = 24)	%
Price Increase	10	41.7%
Unsure	6	25.0%
Portioning/Appearance of Food	4	16.7%
Not much change	5	20.8%

41.7% of foam users anticipate a price increase in their menu to cover the costs that arise from switching to more expensive materials. However, this decision to increase prices is not made lightly as businesses can concurrently anticipate a potential loss in customers. This is particularly true of smaller price-competitive businesses, such as food-court vendors or those that typically serve low-income communities.

The portioning and appearance of food rose as an unexpected impact on the customer experience for several stakeholders (particularly within the Vietnamese segment). The shape and size of foam

containers allow for Vietnamese meals to be presented in the layout that is traditionally consumed. Of particular interest are meals that have several individual components. Foam containers with partitions are suitable for this presentation. Otherwise several containers (made of plastic, for example) will be required to replace one partitioned container.

A portion of stakeholders remain unsure about the impacts of the foam ban on customers as they have yet to determine which alternative materials to pursue or have not had the capacity or time to evaluate this transition process in its entirety.

A few stakeholders anticipated little change or impact on the experience of their customers. Those that anticipate little-to-no impact on customer experience were also stakeholders who felt ready for a June 1st deadline and depended on foam to a much lesser extent.

### 6.1.3 Potential strategies for compliance

Table 6.1-4 summarizes stakeholders’ preferred alternative materials to foam.

[Table 6.1-4] Alternatives to foam

<b>What are potential alternatives that you will pursue?</b>		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=32)	%
Paper	4	12.5%
Plastic	20	62.5%
Unsure	10	34.4%

*What are the potential alternatives that stakeholders would use?*

Our results did not show any indication from business stakeholders that they would consider foregoing single-use containers - especially for leftovers and takeout - completely. Rather, with the proposed by-law banning foam, they are shifting to other materials. However, 28% of respondents wanted the City of Vancouver to help with educational and outreach efforts to encourage customers to bring their own containers as one way to reduce usage of single-use containers.

One significant barrier to more business stakeholders accepting customers bringing their own container are liability and health concerns around using customer’s containers. While business stakeholders were very welcoming of customers packing leftovers and food into their own containers after it has been served, there is hesitation around and serving food directly in customer containers. Working with health authorities, particularly Vancouver Coastal Health, to clearly define their

requirements around using customer containers will help reduce these concerns and allow for increased usage of reusable containers overall.

As for alternatives, our data shows that a majority of business stakeholders (63%) will be switching to plastic. Plastic, compared to paper, meets many of the functional benefits that foam has such as rigidity of container and not absorbing moisture/liquids.

Roughly a third of respondents for this question on alternatives answered “Unsure”. This aligns with the answers given to the question “What would you need to comply?”, (see Section 7) where roughly a third of respondents needed more information on alternatives. In addition to providing guidance on what alternative materials are compliant, there is the opportunity during the months between when a by-law is enacted and when it comes into effect to work with business stakeholders to switch to materials with lower environmental impact and change operations to reduce reliance on single-use containers. There is also the opportunity to work with suppliers to raise awareness about by-law requirements and suggested alternatives to foam.

### 6.1.4 Timing

Respondents were asked if they could be ready to phase out foam cups, serveware, and foam take-out containers by June 1, 2019. Table 6.1-5 shows the results for each stakeholder category.

[Table 6.1-5] Readiness to phase out foam by **June 1, 2019**

Would you be ready to phase out the use of foam by June 1, 2019?			
	Overall (n=49)	Restaurant (n=34)	Limited Service Food Establishment (n=10)
YES	53.1%	58.8%	40.0%
NO	46.9%	41.2%	60.0%

PHASING OUT OF FOAM by June 1st, 2019: the general response is not a clear indication of whether or not stakeholders will be ready by the date approved by Council on June 5, 2018. Those who felt they were unprepared were mainly represented by food court vendors and other Limited Service Food Establishments as they use a significantly higher volume of foam containers than Restaurant license holders. This might be a particularly useful distinction for the City as they move forward to consider the implementation of the ban. Among those that felt unprepared for a June 1, 2019 start date, several key factors were at play, presented in Table 6.1-6.

#### KEY REASONS for not being able to comply with a June 1, 2019 Foam Ban:

Over the course of our stakeholder engagement, several trends emerged from the interviews:

- I. Accessing ALTERNATIVES was a particular concern with a majority of the stakeholders. This concept of ‘access’ can be understood in several ways:
  - access to information about acceptable (‘City-approved’) alternatives
  - access to affordable alternatives
  - access to sources/suppliers to procure alternatives
  - access to time to source alternatives (to be aware and able to step away from storefront and other critical operations of the business)
  
- II. Numerous stakeholders required more time to deplete EXISTING STOCK of foam materials. There are two main groups among these stakeholders, one being those who have purchased foam materials at a wholesale volume and therefore wholesale price to reduce their costs. This group is requesting that more time be given, as the time required to ship larger volumes (import) can be unpredictable and long. The other group of stakeholders is struggling with depleting stock because their usage rate of foam products is lower and it will take a long time to use up the stock they have left.

III. One particular stakeholder stated that PUBLIC SUPPORT and demand for alternative materials would encourage the business to feel more comfortable with phasing out foam.

Table 6.1-6 summarizes the number of respondents that cited each of these reasons.

[Table 6.1-6] Key barriers preventing businesses from phasing out foam by **June 1, 2019**

<i>(Would you be ready to phase out the use of foam by June 1, 2019?)</i> IF NO - why not? [Probes: changing supply chain, staff training, signage, other]		
KEY REASONS <i>Answers not mutually exclusive</i>	Actual Numbers (n=26)	%
Alternatives needed	18	68.2%
Time needed to deplete foam stock	11	45.5%
Public Support/Awareness	1	4.5%

*How much time would businesses need to be ready to comply with a foam ban?*

Finally, stakeholders were asked how much time they would need to be ready to comply with the proposed foam ban. Table 6.1-7 presents the range of responses.

[Table 6.1-7] Time needed to phase out foam

How much time would you need to be ready if Council were to adopt the by-law? (n=46)			
Average of Months (n=32)	2.2 months	32	69.6%
Immediately		3	7.5%
Unknown/Not Certain		11	23.9%

**TIME NEEDED TO BE READY:**

Unknown due to unknown timeline for one or more of the following activities:

1. Find alternatives
2. Use up current foam stock
3. City's education campaign to influence public understanding/acceptance of change

Transition time, from those who provided a numerical figure, was on average 2.2 months. The longest time period provided was 6 months. Reasons for this time included using up existing foam

stock and allowing enough time for the general public to become aware of the upcoming changes. Business stakeholders stressed the importance of an education and public awareness campaign before the by-law effective date.

Those who have not started looking up alternatives, or only became aware of these proposed by-laws through this consultation process, are unsure of how much time they would need.

### 6.1.6 Conclusions

KEY TAKEAWAYS from business stakeholder engagement on the City's by-law around foam:

- While the usage of foam exists in every type of food-based establishment within our segment of stakeholders, food court vendors have the highest dependence on foam-based products (containers, cups and serving plates).
- The use of foam is widely attributed to its cost-effectiveness, however, foam containers also have several properties that accommodate the food vendors' needs including: temperature retention, diversity of sizes and shapes, low permeability, rigidity, ability to be easily modified and general availability.
- Main challenges of the foam ban include, but are not limited to: uncertainty around availability and acceptability of alternatives, rising operating costs from switching to more expensive alternatives, and finally diminished customer experience that results from higher menu prices.
- A significant portion (63%) of business stakeholders expressed that they would switch to rigid plastic containers as the next best option in price and property of material. Other materials (such as fibre-based containers) did not provide the same utility and were cited as far more expensive.
- Nearly half (47%) of businesses stated that they would not be ready for a June 1st, 2019 deadline for a foam ban. Of those unprepared to meet the deadline, significant portions were Limited Service Food Establishments. Businesses cited the factors of understanding and sourcing alternatives, as well as depleting existing stocks in time as the main reasons for needing more time.

Based on these findings, we recommend that the City of Vancouver take the following actions for the proposed foam ban by-law:

- Provide a minimum of a three-month lead up time between enactment and effective date of this by-law.
- Lead a public awareness and educational campaigns in advance of the effective date to address the main concerns stakeholders have expressed about transitioning out of foam. A

public awareness campaign would alleviate customer service impacts, whereas an educational campaign targeting stakeholders and suppliers would provide clarity on acceptable alternatives. For both of these campaigns, adequate time would be needed for this knowledge to become saturated within the public and business networks, and for changes to occur. If there is a delay in implementing the effective public awareness and educational campaigns, it is recommended that the effective date timeline be adjusted to accommodate these actions' timelines. Allowing enough time for the public to become aware of upcoming changes, along with allowing businesses enough time to source suitable alternatives is one of the meaningful ways we can support stakeholders' transition out of foam.

- Implement culturally appropriate strategies for the educational and public awareness campaigns such as translations and language specific outreach, and tap into cultural communication channels for both a public awareness campaign and the distribution of educational tools to ensure effective outreach to ethnocultural communities.
- Work with health authorities to clarify food safety guidelines and requirements around customers bringing their own containers.
- Provide clarity around compliant alternative materials to help businesses make a more informed decision on alternatives, and to help suppliers adjust their products accordingly.

## 6.2 PLASTIC STRAWS

30 stakeholders responded to some or all engagement questions about the proposed by-law requirements for plastic straws. Their responses were analyzed according to the following categories of stakeholders:

- Restaurant license holders (14 respondents)
- Bubble Tea (11 respondents): businesses that are primarily bubble tea shops. These respondents all held Limited Service Food Establishment licenses.
- Limited Service Food Establishment license holders (other than Bubble Tea) (4 respondents)
- Retail Dealer – Food license holders (1 respondent): This business primarily sells foodstuffs, but also sells drinks, including bubble tea.

Each category is further subdivided by primary service type: Dine-in/“on-site” or Take-out/Delivery.



### 6.2.1 Current Use

Table 6.2-1 summarizes the number of respondents who indicated they currently use plastic straws or compostable plastic straws. Respondents also made the distinction between regular- and wide-width straws due to the unique need for wide-width straws for bubble tea drinks.

[Table 6.2-1] Distribution of plastic straw users<sup>2</sup>

	REGULAR-width plastic straws		WIDE-width plastic straws		REGULAR-width compostable plastic straws	DO NOT USE straws
	Dine-in/ "on-site"	Take-out/ Delivery	Dine-in/ "on-site"	Take-Out/ Delivery	Take-Out/ Delivery	
Restaurant (40 total)	12	19	2	5	0	21
Limited Service Food Establishment (16 total)	3	8	0	6	1	7
Bubble Tea (11 total)	4	10	4	11	0	0
Retail Dealer – Food (n=10)	1	1	1	1	0	9

<sup>2</sup> Note: All respondents indicated which single-use items they use, but did not necessarily answer subsequent questions about every type of single-use item they use. Therefore, the number of stakeholders shown in this table does not correspond to the number of stakeholders that answered some or all engagement questions about straws.

Table 6.2-2 shows respondents’ overall dependence on plastic or compostable plastic straws, across each stakeholder category. ‘Dependence’ in this context is measured partially by the reliance of the business model on the single-use item in question (“can it be served or consumed without said item?”) The stakeholders were asked to rate the dependence on plastic straws as being not at all (1), somewhat (3) and completely dependent (5).

[Table 6.2-2] Average dependence on plastic straws  
 DEPENDENCE (1 = Not at all/ 3 = somewhat/ 5 = completely)

How dependent is your business on plastic straws or compostable plastic straws?				
	REGULAR-width		WIDE-width	
	Dine-in	Take-Out/ Delivery	Dine-in	Take-Out/ Delivery
Restaurant License Holders (n=14)	1.2	3.0	4.3	4.7
Limited Service Food Establishment License Holders (n=4)	2.3	4.5	4.5	4.5
Bubble Tea (n=11)	2.6	2.8	4.7	4.9
Retail Dealer - Food License Holder (n=1)	2.0	4.0	5.0	5.0

*What does the DEPENDENCE on plastic straws across stakeholder categories reveal?*

Respondents described the reasons why they use, or are dependent on plastic straws. These descriptions together with the data summarized in Table 6.2-1 and 6.2-2 reveal the following:

- A majority of RESTAURANT license holders within our segment do not rely on the use of straws for beverage service.

Their food and beverage business model does not emphasize, to the extent of Westernized establishments, the sale of beverages. For example, they do not have as much infrastructure dedicated to dispensing beverages (such as soda fountains or extensive bar infrastructure).

Most businesses provide plastic straws for cans of soda or iced beverages, which can be consumed without a straw - although there are some personal preferences at play (see Section 6.2.3).

While a majority of the Restaurant License stakeholders can feasibly operate without plastic straws, Limited Service Food Establishments and Bubble Tea businesses have less options to

reduce plastic straws, especially given the higher volumes of take-out and use of wide-width straws for specialty beverages (like bubble tea and smoothies). This shows that there could be reduction in the use of regular-width plastic straws for dine-in, whereas replacements are needed for take-out and also for wide-width straws. Additionally to give a sense of scale: the volume of plastic straws used by Restaurant License business stakeholders can vary between 10-100/day, whereas Bubble Tea stakeholders, for instance, can represent over a hundred on any given day.

- Of the three stakeholder categories in this section, RESTAURANT license holders depended the least on plastic straws
- BUBBLE TEA stakeholders emerged as the group most dependent on plastic straws as a part of their business model. Of the stakeholders our team engaged, Bubble Tea businesses expressed the most concern about the proposed plastic straw by-law.

### 6.2.2 Acceptability of the Proposed Plastic Straw By-law

Table 6.2-3 shows how respondents in each stakeholder category rated the acceptability of the proposed by-law for plastic straws.

[Table 6.2-3] Distribution of acceptability of proposed straw by-law by business type

<b>How acceptable is the proposed by-law to ban plastic and compostable plastic straws for your business?</b>					
ACCEPTABILITY	Overall (n=30)	Restaurant (n=14)	Limited Service Food Establishment (n=4)	Bubble Tea (n=11)	Retail Dealer – Food (n =1)
Acceptable (5)	16.7%	21.4%	25.0%	9.1%	0%
Somewhat Acceptable (4)	40.0%	42.9%	25.0%	36.4%	100%
Neutral (3)	20.0%	7.1%	50.0%	27.3%	0%
Somewhat Unacceptable (2)	13.3%	21.4%	0%	9.1%	0%
Unacceptable (1)	10.0%	7.1%	0%	18.2%	0%

*What was the LEVEL of ACCEPTABILITY for the proposed plastic straw by-law in each stakeholder category? Why?*

Respondents described the reasons why the proposed by-law was acceptable or not. These descriptions together with the data summarized in Table 6.2-3 reveal the following:

- RESTAURANT and LIMITED SERVICE FOOD ESTABLISHMENT license holders (excluding BUBBLE TEA) indicated that the plastic straw ban was only slightly acceptable with average acceptability of 3.5 on a 5 point scale). While some businesses felt it might be a bit inconvenient for customers (who preferred to use plastic straws as a personal preference), their business model did not depend on providing access to plastic straws and it would ultimately be a cost-savings.
- BUBBLE TEA businesses were the least accepting of all the business types regarding the proposed straw ban with an acceptability scale score of 3.1 on a 5 point scale, translating to a neutral response.
- However, the overall level of acceptability across all business license groups was 3.4 on the 5 point scale and this can be attributed mostly to the proposal to give non-Restaurant license holders, which includes all Bubble Tea respondents, more time to comply. Many stakeholders in this group felt that given the current trend and demand for plastic-free materials, feasible alternatives should become available over the next three years, and the public will be more aware, enabling them to comply with the proposed by-law without negative impact on their business.

Table 6.2-4 summarizes the key reasons why stakeholders described the proposed by-law as acceptable or not.

[Table 6.2-4] Key reasons for acceptability of proposed straw by-law

Why?		
KEY REASONS <i>Answers not mutually exclusive</i>	Actual Numbers (n=30)	%
[Unacceptable Reason] No feasible alternatives available/known	6	20.0%
[Unacceptable Reason] Business Model – Plastic straws <b>are</b> crucial for product(s)	4	13.3%
[Acceptable Reason] Business Model – Plastic straws <b>are not</b> crucial for product(s)	10	33.3%
[Acceptable Reason] Environmental Considerations	4	13.3%
[Acceptable Reason] Three-Year Buffer gives enough time to find alternatives (for non-Restaurant license holders)	3	10.0%
Other / no specific reason provided but will be able to comply	6	20.0%

As demonstrated by Table 6.2-4, the KEY FACTORS for the acceptability of the proposed plastic straw by-law include:

- Dependence of business on plastic straws. As previously discussed in Section 6.2.1, different business models depended on plastic straws to varying degrees. Around 59% of stakeholders who found the proposed by-law *acceptable* or *somewhat acceptable* were businesses that did **not** find straws crucial. Conversely, 43% of stakeholders who rated the proposed by-law *unacceptable* or *somewhat unacceptable* were businesses that **do** find straws crucial to their business model. Accordingly, the acceptability of the proposed by-law for plastic straws had an inverse correlation with the business' dependence on plastic straws to serve their product.
- Access to information and availability of alternatives. The uncertainty around alternatives was the second most influential factor on the acceptability of the proposed straw by-law. Several businesses felt that the proposed straw by-law left them with very few options, and this was particularly compounding for stakeholders with a higher dependency on plastic straws.
- Environmental awareness amongst the stakeholders. A few businesses, including two from the Bubble Tea category, who expressed a high dependency on plastic straws, stated that they would

be more willing to accept a plastic straw ban given their concerns around the environmental impacts of single-use plastics. These businesses also noticed that customers were increasingly environmentally conscious and saw a rise in the number of reusable cups and containers brought into the store.

- Additional time for non-Restaurant license holders. The proposed phasing by license type for the plastic straw by-law was a significant contributing factor to its acceptability. Although only a few respondents explicitly stated this as the reason for finding the by-law acceptable, many stakeholders, who were initially greatly concerned about a plastic straw ban, expressed relief that options for giving more time to some business types were being explored.

[Table 6.2-5] Key reasons for acceptability of proposed plastic straw by-law by stakeholder category

Why do you find the proposed by-law for plastic straws acceptable or unacceptable?				
KEY REASONS <i>Answers not mutually exclusive.</i>	Overall (n=30)	Restaurant (n=14)	Limited Service Food Establishment (n=4)	Bubble Tea (n=11)
[Unacceptable Reason] No feasible alternatives available/known	20.0%	14.3%	25.0%	27.3%
[Unacceptable Reason] Business Model - Straws <b>are</b> crucial for product(s)	13.3%	0%	0%	36.4%
[Acceptable Reason] Business Model - Straws <b>are not</b> crucial for product(s)	33.3%	57.1%	25.0%	0%
[Acceptable Reason] Environmental Considerations	13.3%	0%	25.0%	27.3%
[Acceptable Reason] Three-Year Buffer gives enough time to find alternatives (i.e. for non-Restaurant license holders)	10.0%	0%	25.0%	18.2%
Other / no specific reason provided but will be able to comply	20.0%	28.6%	25.0%	9.1%

### 6.2.3 Considerations for the Proposed By-Law

This section describes common themes identified through the consultation that could be addressed in the final by-law details, an education and awareness campaign, or another action when implementing a by-law for plastic straws.

#### *Use of Compostable Plastic Straws*

During the interviews - almost all stakeholders were surprised by the inclusion of compostable and biodegradable plastic straws in the proposed straw by-law and expressed the most confusion and frustration towards this part of the proposed by-law. While most understood the rationale for this inclusion, when it was explained by the interviewer, several stakeholders were skeptical because they observed compostable plastic accepted in other jurisdictions. Many stakeholders were not aware of any feasible alternatives to plastic and compostable plastic straws, particularly many Bubble Tea businesses, and felt the proposed by-law left them no choice and would greatly impact their business.

While some stakeholders had previously never heard of compostable plastic, those that were aware had initially anticipated switching to this alternative when a plastic straw ban was first announced. Paper straws were considered a feasible alternative by a few stakeholders, mainly those that served generic beverages like soda. Bubble Tea businesses, however, indicated that the material was incompatible with their product for reasons:

- Paper straws lacked the durability to withstand prolonged use and exposure in icy drinks and disintegrate (potential for choking hazard as bubble tea beverages require more suction to consume)
- The potential sogginess of the paper straw could obstruct toppings - especially the stickier toppings
- The current market lacks wide-width alternatives in paper straws

Of the stakeholders already aware of compostable or biodegradable plastic straws, quite a few of them had already been solicited by suppliers with samples of compostable plastic straws. Our team heard that some suppliers are recommending compostable plastic straws to businesses as an acceptable substitute for complying with a plastic straw ban. It's possible that suppliers are acting on incomplete information; however, this could result in businesses making an unsuitable and costly purchase.

#### *What are the stakeholder impacts of banning compostable plastic straws?*

As discussed in Section 6.2.2, the acceptability of the proposed by-law strongly correlated with the stakeholder's level of dependence on plastic straws and availability of feasible alternatives. Restaurant license holders who have little dependency on plastic straws indicated that they will either completely discontinue the use of straws (plastic or otherwise) or switch to paper straws. These stakeholders indicated that both these compliance strategies would have minimal impact on their overall business operation and customer experience. A few of these stakeholders would also consider reusable options, but are unsure of its impacts, such as customer reception, procedure to adequately

clean reusable straws, and safety concerns around using straws made of materials, such as glass, that might shatter or break easily during use.

The inclusion of compostable plastic straws in a plastic straw ban has the most impact on stakeholders who depend on plastic straws to serve their product/beverage and use a large amount of straws on a daily basis. These stakeholders are mainly Bubble Tea and beverage-based Limited Service Food Establishments. For this segment, discontinuing the use of plastic straws altogether was considered inconceivable and these stakeholders indicated that switching to paper straws would have considerable impact on cost and customer experience.

#### *Customer perceptions of health and hygiene*

Several stakeholders expressed that the customer's perceptions around health and hygiene affect the use of straws. More specifically, some individuals prefer to use single-use straws because they feel it reduces exposure to pathogens. In a few instances, stakeholders stated that plastic straws were mainly used for soda cans because customers were wary of the can's drinking surface and the business did not have cups to provide for each can. Some stakeholders were also concerned that customers would hesitate to use or adopt reusable straws due to concerns about hygiene.

#### *Regional harmonization*

Several stakeholders expressed concern about how a plastic straw ban would affect their business' competitiveness. These respondents stated that they struggle to compete with businesses in other municipalities surrounding Vancouver due to the cost of property taxes, and were concerned that a plastic straw ban would be an additional challenge. For example, they were concerned that the proposed by-law for plastic straws might deter customers from patronising Vancouver-based businesses, particularly beverage-based businesses (like Bubble Tea). These stakeholders indicated that a regional approach would make a plastic straw ban not only more effective, but also more fair. In instances where single-use plastic straws are integral to the business model, the increased costs of using alternatives could more easily be passed onto customers.

#### *Public environmental awareness*

Stakeholders also felt that higher public awareness about the environmental impact of single-use items would vastly increase the likelihood for businesses to comply with the proposed by-law, while simultaneously lowering potential negative impacts on their business. Some stakeholders also commented on changes that they have noticed in consumer behaviour in certain neighbourhoods of the City, particularly those that have higher concentrations of environmentally conscious residents. Other stakeholders emphasized the need for extensive public education around proper recycling and waste diversion.

#### *Environmental impacts of substitutes*

Several stakeholders also expressed that the City should educate the public about the environmental impacts of substitutes to plastic straws. For example, the environmental footprint of switching to paper straws and over-accumulating reusable straws, much like the case of paper bags and reusable bags.



*Customer experience*

Businesses also expressed concern about being able to provide a good customer experience. Customers’ personal preference and other considerations play a factor, such as: using a straw to avoid lipstick smudging, dislike for the taste/texture of paper straws, drinking beverages directly may be uncomfortable (temperature sensitivity), some sense of annoyance when customers forget to bring a reusable straw, and visitors/tourists to Vancouver who might be unaware or unprepared.

**6.2.4 Straws for Accessibility**

The requirement for businesses to provide bendable plastic straws for accessibility was readily accepted by most stakeholders. When asked what businesses needed to do to be able to provide bendable plastic straws, a significant majority (95.5%) replied that they only needed to purchase the straws (Table 6.2-6). Additionally, almost all of the stakeholders who responded that all they needed was to purchase the bendable plastic straw would also be ready ‘immediately’ (Table 6.2-7).

[Table 6.2-6] Actions needed to provide bendable plastic straws

<b>What would you need to do in order to provide bendable plastic straws for customers (by request only)? (To improve accessibility).</b>		
ACTIONS	Actual Numbers (n=22)	%
<i>Answers not mutually exclusive</i>		
Purchase “bendy straws”	21	95.5%
No action / already have “bendy straws”	1	4.5%
Staff Training	3	13.6%

[Table 6.2-7] Time needed to provide bendable plastic straws

<b>How much time would you need to be ready to provide bendable plastic straws? (n=16)</b>	
Time Needed	%
Immediately (No time needed)	100%

There were, however, two concerns that arose among a few stakeholders. Firstly - it was unclear to stakeholders to whom they were allowed to give bendable plastic straws (hence the ‘Staff Training’ action). They noted that the need for a bendable plastic straw is obvious for some persons with disabilities and other populations (such as young children) but other individuals’ disability may be less obvious, and their privacy should be respected. As a result, businesses would be compelled to

provide bendable plastic straws to anyone who asked, unless the City provided an appropriate script or process to be used to identify who needs a plastic straw for accessibility. One stakeholder commented that this requirement makes the plastic straw ban a ‘by-request’ by-law in practice - which can result in confusion or misuse.

Secondly, several Bubble Tea stakeholders were concerned that they would be unable to source bendable plastic straws in a wider-width, and therefore there might not be able to provide bendable plastic straw options for bubble tea. Our team informed them that the intent of the proposed by-law is only to require that regular-width straws be available by-request. This point of information should be made clear in the final by-law and/or an awareness and education campaign.

### 6.2.5 Potential Strategies for Compliance

*What are the potential strategies that stakeholders would use to comply with the straw ban?*

Stakeholders indicated that they would comply with the proposed by-law for plastic straws using the following strategies:

- **Replace.** Switch to an acceptable substitute for plastic straws
- **Reduce.** Not give out plastic straws (other than requirements for bendable plastic straws)
- **Both.** Not give out straws for the majority of drinks, but give out an acceptable substitute for certain types of drinks

Table 6.2-8 summarizes stakeholders’ preferred compliance strategies.

[Table 6.2-8] Distribution of stakeholders pursuing reduction or replacement

How would you comply with the proposed by-law for plastic straws?				
<i>Answers not mutually exclusive</i>	Overall Numbers (n= 23)	Restaurant Class 1 & 2 (n=10)	Limited Food (n=3)	BBT Primary (n=10)
Replace	43.5%	10.0%	66.7%	70.0%
Reduce	17.4%	40.0%	0%	0%
Both	30.4%	40.0%	33.3%	20.0%
Unsure	8.7%	10.0%	0.0%	10.0%

Table 6.2-8 shows that:

- Nearly half of business stakeholders (43.5%) would seek to REPLACE plastic straws with an alternative material (when it can be sourced). The majority of Limited Service Food

Establishment license holders and Bubble Tea stakeholders preferred this compliance strategy.

- The results also showed that 17.4% of stakeholders would seek to REDUCE their use of plastic straws to comply; they would seek to discontinue the use of straws (plastic or otherwise) entirely.
- There were also a third (30.4%) of stakeholders who indicated that replacement and reduction were MUTUALLY INCLUSIVE strategies and expressed that they would prefer to pursue both strategies for complying. Their first step would involve seeking a feasible straw alternative, followed by encouraging customers to adopt reusables. From our observations, the stakeholders who currently intend to only seek replacement as a compliance strategy would, in due time given public awareness, also see a reduction in single-use straws overall.

We also asked businesses stakeholders to share OTHER APPROACHES to reducing straws that they would consider or suggest. While most stakeholders did not have any further comments, some suggested the following ideas:

- Develop guidelines to educate the public on hygiene and sanitation of reusable straws to further empower individuals to use reusable straws.
- Conduct a public awareness campaign that places equal onus on consumers to change their behaviour.
- Encourage businesses to offer ‘Straw Discounts’ when customers bring in a reusable straw.
- Describe the by-law requirements for plastic straws as a by-request by-law instead of a ban because it is felt to be more reflective of how they by-law will work in practice given the proposed requirements for bendable plastic straws, and less confusing.
- Implement ‘Straw fees’ to discourage excessive use of plastic straws, and encourage reusable straws.
- Phase out the use of plastic straws by implementing three steps (by-request, fees, discounts) to gradually reach the point of a complete ban.
- Encourage stakeholders (particularly larger Bubble Tea chains) to consider branding and selling their own reusable straws.
- Encourage businesses who are interested in switching to reusable straws to make reusable straws available for customers to “borrow” or implement a ‘straw deposit’.

*What changes would stakeholders need to make to operations?*

Table 6.2-9 presents the most common operational changes and other actions that stakeholders described they would need to take to comply with the by-law for plastic straws.

[Table 6.2-9] Key actions needed to comply with plastic straw ban

<b>What actions do you need to take to comply with the by-law for plastic straws?</b>		
KEY ACTIONS <i>Answers not mutually exclusive</i>	Actual Numbers (n=20)	%
Find Feasible Alternatives	3	15%
Change Supply Chain	8	40%
Notify/Inform Customers	8	40%
Staff Training	9	45%

Most stakeholders, as shown in Table 6.2-8 under "Replace" and "Both" compliance strategies, amounted to 73.9% of stakeholders expressing how they would need to source and procure feasible alternatives as an action to comply with the proposed by-law. To do this, small and independent owner-operated businesses described needing to find time to learn about or consider alternatives, as well as find an appropriate source if their current suppliers are unable to supply the appropriate alternatives. Franchise-based stakeholders advised that they will be required to consult with their corporate headquarters on alternatives, particularly when plastic straws are a branded item.

Stakeholders felt that notifying customers and building awareness (through signage or verbal communication) will be needed to accomplish a few things. Firstly, to shift the “blame” away from businesses (especially if it means increased menu prices or fees), and encouraging customers to bring their own reusable straw. For business stakeholders with a larger staff base, training would be a necessary action, particularly if the business intends to notify customers and implement other complementary strategies (such as discounts for bringing in your own reusable straw). Other businesses who are considering in-house reusable straws indicated that they will need to train staff on proper cleaning/sanitation and that this would result in an overall increase in labour.

*What were the experiences of stakeholders who considered/tried alternatives?*

Table 6.2-9 shows the portion of stakeholders that have previously tried substitutes to plastic straws and other strategies for reducing the use of plastic straws.

[Table 6.2-9] Distribution of stakeholders who tried/considered alternatives

Have you tried or considered alternative products or strategies to reduce/replace plastic straws? (n=21)	
Yes	28.6%
No	71.4%

While the proportion of stakeholders (28.6%) who have considered/tried alternatives were higher than expected, none of them have been able to completely transition away from single-use plastic straws for various reasons, as follows:

- **Reusable Straws for Sale.** One stakeholder has recently begun selling reusable stainless steel straws, but the vast majority of their customers still ask for a single-use plastic straw.
- **Reusable Straws for Bubble Tea.** Another stakeholder is trying to reduce plastic straw use by encouraging customers to bring reusable straws, but found the straws are often too blunt to pierce the shrink-wrap lid (this is more particular to Bubble Tea stakeholders).
- **Biodegradable Plastic Straws.** Another has imported a large shipment biodegradable plastic straws, but was informed by our team that the proposed plastic straw ban included compostable and biodegradable plastics.
- **Cost of Paper Straws.** The fourth stakeholder found that paper straws were 50% more expensive than plastic ones, and felt it would be easier to justify the cost once a plastic straw ban comes into effect.
- **Customer Experience with Paper Straws.** Finally the last stakeholder also attempted to use paper straws but found the quality poor for icy beverages and was concerned about them being a potential choking hazard.

## 6.2.6 Timing

*Would businesses be ready for a June 1st, 2019 plastic straw ban?*

Respondents were asked if they could be ready to comply with the proposed by-law for plastic straws by June 1, 2019. Table 6.2-10 shows the results for each stakeholder category.

[Table 6.2-10] Readiness for plastic straw ban by June 1st, 2019

	Overall	Overall (n=30)		Restaurant (n=14)		Limited Service Food Establishment (n=4)	Bubble Tea (n=11)	Retail Dealer - Food (n=1)
	All service types	DINE-IN	TAKE-OUT	DINE-IN	TAKE-OUT	TAKE-OUT	TAKE-OUT	TAKE-OUT
Yes	43.3%	76.9%	17.6%	76.9%	100.0%	50.0%	0.0%	0.0%
No	56.7%	23.1%	82.4%	23.1%	0.0%	50.0%	100.0%	100.0%

Note: A 'dine-in' column was not measured for Limited Service Food Establishments or Bubble tea as none of them were considered primarily dine-in.

There is a distinct difference between those who felt they could and could not meet a June 1, 2019 deadline. The overall results are divided. 43.3% of respondents are able to comply by June 1, 2019. 56.7% of respondents indicated they would not be ready by this date.

A majority of Restaurant license holders (11 out of 14) were confident that they could meet the June 1, 2019 timeline. Two out of four Limited Food Service license holders also indicated that they could be ready to comply by June 1, 2019.

100% of Bubble Tea stakeholders stated that they would not be able to comply with the proposed by-law requirements for plastic straws by June 1, 2019.

*What were the KEY REASONS stakeholders felt unready to comply by June 1, 2019?*

Respondents who indicated they would not ready to comply by June 1, 2019 gave several reasons for needing more time, as follows:

- **Feasible alternatives.** 16 out of 17 respondents that would not be ready to comply with the proposed plastic straw by-law by June 1, 2019 stated that identifying feasible alternatives was the biggest barrier. In particular, the inclusion of compostable plastic straws in the proposed ban was confusing to many stakeholders and straw-dependent businesses expressed uncertainty about finding alternatives that are compatible with municipal facilities.

- **Franchise requirements.** Franchisees explained that they need time to communicate with their franchise headquarters for direction and supply of alternatives (assuming that a feasible alternative can be found), as well as extra time to make bulk purchasing orders from overseas.
- **Public awareness.** Several stakeholders felt that extra time was needed to notify customers and generate awareness around the by-law requirements, and encourage customers to adopt reusable straws. As previously discussed, public awareness will be a key factor for businesses to comply with a plastic straw ban.
- **Existing stock.** Some respondents also described needing time to use up their existing stock of plastic straws.

Table 6.2-11 summarizes the number of respondents that cited each of these reasons.

[Table 6.2-11] Reasons why businesses are not ready for **June 1st, 2019**

If you are be ready to comply with the proposed by-law requirements for plastic straws by June 1, 2019, please explain why.		
KEY REASONS <i>Answers not mutually exclusive</i>	Actual Numbers (n=17)	%
Feasible alternatives needed	16	94.1%
Franchise requirements	1	5.9%
Public awareness	2	11.8%
Time needed to deplete plastic straw stock	1	5.9%

*Would businesses be ready for a plastic straw ban in 2022?*

Stakeholders were consulted on a by-law for plastic straws that proposed a start date in 3 years (2022) for businesses other than Restaurant license holders. Table 6.2-12 shows the readiness to comply by 2022 for each stakeholder category.

[Table 6.2-12] Readiness for plastic straw ban by 2022

	<b>Overall</b>	<b>Overall</b> (n=30)		<b>Restaurant</b> (n=14)		<b>Limited Service Food Establishments</b> (n=4)	<b>Bubble Tea</b> (n=11)	<b>Retail Dealer - Food</b> (n=1)
	All service types	DINE-IN	TAKE-OUT	DINE-IN	TAKE-OUT	TAKE-OUT	TAKE-OUT	TAKE-OUT
Yes	93.3%	92.3%	94.1%	92.3%	100.0%	100.0%	90.9%	100.0%
No	6.7%	7.7%	5.9%	7.7%	0.0%	0.0%	9.1%	0.0%

Note: A 'dine-in' column was not measured for Limited Service Food Establishments or Bubble tea as none of them were considered primarily dine-in.

While 56.7% of stakeholders said they would not be able to comply with a June 1st, 2019 timeline, especially given the inclusion of compostable and biodegradable plastic straws, 93.3% of stakeholders indicated that they would be ready to comply with a plastic straw ban in 2022.

As discussed in Section 6.2.2, the proposed phasing for the plastic straw by-law, which would give certain license holders additional time to comply with the by-law requirements, was a key reason why some stakeholders found the by-law to be acceptable, especially Bubble Tea respondents. Stakeholders found the additional transition time for non-Restaurant license holders to be appropriate and fair. Although the majority of stakeholders have confidence that the market will yield solutions by this point, many stakeholders' readiness to comply by 2022 is still contingent upon the availability of feasible alternatives. The two stakeholders that responded "no" when asked if they could be ready to comply in 2022 explained that they were not confident that feasible alternatives would become available, even in 3 years' time, given the current uncertainty in the market for alternatives.



*How much time would businesses need to be ready to comply with a plastic straw ban?*

Finally, stakeholders were asked how much time they would need to be ready to comply with the proposed by-law requirements for plastic straws. Table 6.2-13 presents the range of responses by stakeholder category.

[Table 6.2-13] Time needed by stakeholders to comply with a plastic straw ban

	Overall	Overall (n=30)		Restaurant (n=14)		Limited Service Food Establishment (n=4)	Bubble Tea (n=11)	Retail Dealer - Food (n=1)
	All service types	DINE-IN	TAKE-OUT	DINE-IN	TAKE-OUT	TAKE-OUT	TAKE-OUT	TAKE-OUT
Unsure	23.3%	0.0%	41.2%	0.0%	0.0%	25.0%	54.5%	0.0%
Immediately/ within one month	30.0%	53.8%	11.8%	53.8%	100.0%	0.0%	9.1%	0.0%
Within 6 months	20.0%	23.1%	17.6%	23.1%	0.0%	50.0%	9.1%	0.0%
Within one year/12 months	6.7%	0.0%	11.8%	0.0%	0.0%	25.0%	0.0%	100.0%
More than one year	10.0%	7.7%	11.8%	7.7%	0.0%	0.0%	18.2%	0.0%
3 years (2022)	10.0%	15.4%	5.9%	15.4%	0.0%	0.0%	9.1%	0.0%

Note: A 'dine-in' column was not measured for Limited Service Food Establishments or Bubble tea as none of them were considered primarily dine-in.

Overall, while 23.3% of stakeholders expressed how they are unsure of timeline needed for compliance, due to the reasons expressed in Table 6.2-11, half (50.0%) of stakeholders expressed that they would be able to comply within 6 months.

However, the time needed to comply differs across business license types. Most Restaurant license holders (76.9% for dine-in, 100% for take-out) are able to comply within 6 months. A large portion of Limited Service Food Establishment stakeholders require a little more time with 75% expressing ability to comply within 12 months. Due to the lack of feasible alternatives, just over half (54.5%) of Bubble Tea stakeholders were not able to provide a compliance timeline. The remaining Bubble Tea stakeholders had responses that spread between immediately to needing 3 years (by 2022).

Further supporting results found in Table 6.2-10, Readiness for Plastic Straw Ban by June 1st, 2019, providing different timing to different license types is recommended.

Respondents were asked what types of support the City can provide to help them with their compliance with the plastic straw ban. Table 6.2-14 shows the results for each stakeholder category.

[Table 6.2-14] Supports needed for plastic straw ban

What support would you need from the City to be ready?				
<i>Answers not mutually exclusive</i>	Overall (n=19)	Restaurant (n=6)	Limited Service Food Establishment (n=3)	Bubble Tea (n=10)
Public Education Tools - %	89.5%	83.3%	100%	90.0%
Translated Materials - %	26.3%	33.3%	33.3%	20.0%
Public Awareness Campaign - %	47.4%	33.3%	66.7%	50.0%
Guidelines and Technical Information - %	31.6%	16.7%	0.0%	50.0%

Business stakeholders from the plastic straws segment requested several approaches and tools to support their transition, including: public education tools, public awareness campaigns, translated materials and official guidelines from the City of Vancouver.

There was a strong request (89.5%) for public education tools such as materials and resources that can be used by the stakeholders to inform their customers of the changes. In addition, 47.4% of respondents also felt that a public awareness campaign, taking place beyond their business, would be helpful in raising the awareness of customers and the general public on the upcoming by-laws. With our engagement focus on East and Southeast Asian businesses, there were 26.3% of respondents requesting that materials be translated for the public educational tools, but also be considered for the public awareness campaigns.

While the awareness of the proposed plastic straw ban was the highest across single-use items, there was a noticeably low level of detailed knowledge (e.g. about compostable plastic and which materials would be a feasible alternative). Through our discussions with stakeholders, we found that there are many business stakeholders who rely, or feel they could, on suppliers for this technical specific information. This was exemplified by several stakeholders' comments on how the City should work directly with suppliers:

1. "Educational materials are good but City should also work with suppliers."

2. “Suppliers need to have the technical details and knowledge as they are currently offering products that store is unsure if is allowed.”

### 6.2.8 Conclusions

KEY TAKEAWAYS from business stakeholder engagement on the City’s proposed by-law for plastic straws:

- The usage of plastic straws exists in every type of food-based establishment within our segment of stakeholders, however Bubble Tea establishments, as a group, have the highest dependence on plastic straws.
- A slight majority of the stakeholders found the proposed by-law for the plastic straw ban generally acceptable (at 56.7%), while some were neutral (at 20%) and the remainder (23.3%) found it generally not acceptable. There were more clear distinctions between business types who found it acceptable. Restaurant license holders were the most accepting (at 64.3%), whereas Limited Service Food Establishment license holders and Bubble Tea stakeholders found the proposed by-law requirements slightly less acceptable.
- Acceptability of the proposed plastic straw by-law was strongly correlated to: the dependence of businesses on plastic straws, access to information and availability of alternatives, the environmental awareness of stakeholders and the proposal to give additional time to comply to non-Restaurant license holders.
- Main challenges of the plastic straw ban include, but are not limited to: uncertainty around availability and acceptability of alternative materials (especially given the inclusion of compostable plastic straws in the proposed ban), knowing when and how to provide bendable plastic straws by request for accessibility, perceptions around health and hygiene, intra-urban competition, the public’s level of environmental awareness and customer’s personal preferences.
- Nearly half (43.5%) of business stakeholders expressed that they would seek to replace plastic straws with an alternative material, another 17.4% would seek to reduce their use of single-use straws altogether, and 30.4% of respondents would use both replace/reduce as strategies to comply with a plastic straw ban. A small fraction (8.7%) remains unsure due to a lack of information about alternatives to inform a decision. Businesses with a high dependence on single-use plastic straws, such as Bubble Tea stakeholders, were more likely to adopt a replacement strategy, or a mix of both.
- Stakeholders also shared several other approaches for the City to consider, including: hygiene and sanitation guidelines for reusable straws, public awareness campaign, straw discounts/fees/deposits, describe the by-law as ‘by-request’ instead of a ‘ban’, gradual phasing out process, and encouraging businesses to sell or carry reusable straws.

- While only a small proportion (28.6%) of our respondents have tried or considered alternative products or strategies, none have been successful at switching away entirely from single-use plastic straws.
- More than half (56.7%) of businesses stated that they would not be ready for a June 1st, 2019 deadline for a plastic straw ban. Those unprepared to meet the deadline were almost entirely represented by Limited Service Food Establishment license holders, including Bubble Tea stakeholders. Again, the main factor was attributed to the lack of feasible alternatives for straw-dependent businesses. However, the vast majority (at 93.3%) of stakeholders were far more confident in complying with a plastic straw ban in 2022 - when more alternatives should be available in the market.

## 6.3 SHOPPING BAGS

58 stakeholders responded to some or all engagement questions about the proposed by-law requirements for shopping bags. Their responses were analyzed according to the following categories of stakeholders:

- Restaurant license holders (35 respondents)
- Limited Service Food Establishment license holders (13 respondents)
- Fresh Food Retail (7 respondents): greengrocers, bakeries, butchers and seafood shops. These respondents held Retail Dealer – Food licenses.
- Retail (3 respondents): dried food products, tea. These respondents held Retail Dealer – Food Licenses.

### 6.3.1 Current Use

Table 6.3.1 summarizes the number of respondents who indicated they currently use plastic, paper and/or reusable shopping bags.

[Table 6.3-1] Distribution of shopping bag users<sup>3</sup>

	Plastic	Paper	Reusable	DO NOT USE Shopping Bags
Restaurant (40 total)	35	10	0	2
Limited Service Food Establishment (27 total)	24	3	1	2
Fresh Food Retail (7 total)	7	0	0	0
Retail (3 total)	2	2	0	0

<sup>3</sup> Note: All respondents indicated which single-use items they use, but did not necessarily answer subsequent questions about every type of single-use item they use. Therefore, the number of stakeholders shown in this table does not correspond to the number of stakeholders that answered some or all engagement questions about shopping bags.

Table 6.3-2 shows respondents' overall dependence on each type of shopping bag, across each stakeholder category.

[Table 6.3-2] Average DEPENDENCE on shopping bags  
(1 = Not at all/ 3 = somewhat/ 5 = completely)

Shopping Bags	Plastic		Paper		Reusable
	Dine-In	Take-Out/Delivery	Dine-in	Take-Out/Delivery	
Restaurant (35 total)	3	5	1	1	1
Limited Service Food Establishment (13 total)	3	5	1	1	1
Fresh Food Retail (7 total)	NA	5*	NA	1*	1
Retail (3 total)	NA	3	NA	1	1

\*In the instance of Fresh Food Retail businesses, 'take-out/delivery' denotes the intention to consume product off-site.

*What does the DEPENDENCE on single-use shopping bags among different business types reveal?*

Based on results in Table 6.3-1 and 6.3-2:

- Food vendors (including Restaurant license holders, Limited Service Food Establishment license holders and Fresh Food Retail businesses) have the highest dependence on plastic shopping bags when it comes to take-out/delivery scenarios. This is particularly the case for establishments who depend on higher volumes of take-out/delivery orders to generate revenue - such as businesses with little to no seating capacity or low-foot traffic.
- During 'dine-in' scenarios Restaurant and Limited Service Food Establishment license holders have lesser dependence on plastic bags - mainly for leftovers with numerous containers or liquids.
- Fresh Food Retail businesses have a high level of dependence on plastic shopping bags because of customer habit and expectation of receiving a shopping bag to carry their purchases; however, this trend is starting to shift as it becomes more common for customers to bring their own reusable bags. For other types of food retail such as tea and dried products shops, it was expressed how bags were used as part of branding and aesthetic for gifting purposes.

### 6.3.2 Acceptability of Approach A and B for Bags

Table 6.3-3 shows how respondents in each stakeholder category rated the acceptability of Approach A for the proposed by-law for shopping bags.

[Table 6.3-3] Distribution of acceptability of proposed bag by-law [Approach A]

How acceptable is the proposed by-law for reduction of bags, Approach A?					
ACCEPTABILITY	Overall (n=55)	Restaurant (n=33)	Limited Service Food Establishment (n=12)	Fresh Food Retail (n=7)	Retail (n=3)
Acceptable (5)	12.7%	12.1%	16.7%	14.3%	0.0%
Somewhat Acceptable (4)	20.0%	21.2%	16.7%	28.6%	0.0%
Neutral (3)	34.5%	36.4%	33.3%	42.9%	0.0%
Somewhat Unacceptable (2)	20.0%	24.2%	8.3%	0.0%	66.7%
Unacceptable (1)	12.7%	6.1%	25.0%	14.3%	33.3%

Average = 3.0 (neutral) | Median = 3.0 (neutral)

Table 6.3-4 shows how respondents in each stakeholder category rated the acceptability of Approach B for the proposed by-law for shopping bags.

[Table 6.3-4] Distribution of acceptability of proposed bag by-Law [**Approach B**]

How acceptable is the proposed by-law for reduction of bags, Approach B?					
ACCEPTABILITY	Overall (n=55)	Restaurant (n=33)	Limited Service Food Establishment (n=12)	Fresh Food Retail (n=7)	Retail (n=3)
Acceptable (5)	32.7%	30.3%	41.7%	42.9%	0.0%
Somewhat Acceptable (4)	29.1%	33.3%	16.7%	28.6%	33.3%
Neutral (3)	25.5%	30.3%	25.0%	14.3%	0.0%
Somewhat Unacceptable (2)	9.1%	6.1%	8.3%	14.3%	33.3%
Unacceptable (1)	3.6%	0.0%	8.3%	0.0%	33.3%

Average score = 3.8 | Median score = 4.0 (somewhat acceptable)

*What was the LEVEL of ACCEPTABILITY for proposed bag by-law [Approach A and B] in each stakeholder category?*

Overall results in Table 6.3-3 show that stakeholders were generally neutral about Approach A. Of the different stakeholder categories:

- Fresh Food Retail businesses emerged as the most generally accepting of Approach A (42.9% of respondents in this category found it Acceptable or Somewhat Acceptable)
- All three Retail stakeholders emerged as most unaccepting (100% of stakeholders in this category found Approach A either Unacceptable or Somewhat Unacceptable)
- The distribution between Restaurant and Limited Service Food Establishment license holders from Acceptable to Unacceptable reflect a diversity of perceptions and barriers that will be discussed in Section 6.3.3

Overall results in Table 6.3-4 show that stakeholders were generally accepting of Approach B, as level of acceptability increased for each stakeholder category. Of the different stakeholder categories:

- Fresh Food Retail businesses remained as the most generally accepting (71.5% of respondents in this category found it either Acceptable or Somewhat Acceptable)
- Retail remains as the most generally unaccepting (66.6% of respondents in this category found it either Unacceptable or Somewhat Unacceptable)



- Restaurant and Limited Service Food Establishment license holders were also noticeably more accepting of Approach B (63.6% and 58.4% respectively)

Table 6.3-5 shows how the acceptability of Approach A compares to Approach B.

[Table 6.3-5] Acceptability of Approach A vs Approach B

Difference in level of acceptability between Approach A and Approach B (n=55)	
Approach A was more acceptable than Approach B	3.6%
Same level of acceptability	40.0%
Approach B was more acceptable than Approach A	56.4%

Average difference = 0.8 (from 3.0 for A to 3.8 to B) | Median difference = 1.0 (from 3.0 for A to 4.0 for B)

*How did acceptability of Approach A compare to Approach B? Why?*

Table 6.3-5 shows a substantial increase (of 56.4%) in acceptability from Approach A to B. There were, however, a few stakeholders who felt Approach B is less acceptable.

Table 6.3-6 summarizes the key reasons why stakeholders felt that Approach B was more acceptable than Approach A.

[Table 6.3-6] Key Reasons for acceptability of **Approach B** for bags

When asked the acceptability of Approach B, and why?		
KEY REASONS <i>Answers not mutually exclusive.</i>	Actual Numbers (n=33)	%
B is more straightforward/reasonable/fair	19	57.6%
Business dependent on single-use shopping bags and having more time with Approach B to reach reduction target, which seems more feasible	8	24.2%
No preference	1	3.0%

KEY REASONS (from results in Table 6.3-6, stakeholders used Approach A to frame comparison)

- The perception of ‘fairness’, came up as a significant reason (57.6% of respondents) for the higher acceptance of Approach B. Interestingly, ‘fairness’ can be interpreted as both mediating competition (by setting a minimum universal fee) and making reduction requirements as straightforward to implement as possible .

- Business stakeholders had negative reactions to the short 3-year timeline for the 80% reduction target in Approach A. Comparatively, stakeholders found Approach B, which has a longer 5-year timeline for meeting the reduction target, more acceptable.
- Several stakeholders felt that those dependent on single-use shopping bags would need extra time to meet reduction targets.

Table 6.3-7 summarizes the pros and cons of Approach A and B, as described by stakeholders.

[Table 6.3-7] Pros for Approach A and B

<b>What are the pros and cons of APPROACH A and APPROACH B?</b>		
	Actual Numbers (n=28)	%
<i>Answers not mutually exclusive</i>		
A is more flexible with options for businesses	3	10.7%
B does not have an immediate reporting requirement (described as “to be determined” during consultation compared to yearly, starting next year, in Approach A)	3	10.7%
B is more defined and easier to follow	15	53.6%
B is more fair because the minimum fee is set by the City	16	57.1%

*How did stakeholders perceive the advantages of Approach A and B?*

Time was limited for stakeholders to discuss the pros and cons of both Approach A and B, therefore the approach was restructured to ask them to share what they felt were the highlights/advantages (shown in Table 6.3-7) of each option in comparison:

Top advantages of Approach A:

- Approach A seemed to provide stakeholders with more ‘choice’ and flexibility. Those reluctant to charge fees (more discussed in Section 6.3.3) and unable to discontinue single-use bags, found it more helpful.

Top advantages of Approach B:

- Approach B was straightforward to follow for many (53.6%), and Approach A was described as too confusing with too many options.
- Approach B felt more fair for many (57.1%), in that it puts the onus on the City to determine the minimum fee; stakeholders felt that customers will place less blame on the business, knowing that it is requirement put in place by the City.
- Approach B does not automatically have reporting requirements for weight/number of bags used.

- A few stakeholders expressed that Approach B would be more effective at reaching reduction targets due to uniformity of options that businesses can take to reduce usage of shopping bags of either not using or a fee set by the City. These stakeholders commented on how Approach A would not pressure businesses to reduce usage and businesses would only do the bare minimum to meet targets.

Table 6.3-8 summarizes the potential impacts of the proposed shopping bag by-law on customer experience, as described by stakeholders.

[Table 6.3-8] Potential impacts on customer experience

<b>How will the by-law to reduce bags (either Approach A or B) affect your customer's experience?</b>		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=24)	%
Inconvenience	20	83.3%
Unsure	3	12.5%
Costs passed onto customer	6	25.0%

*What are the potential impacts of Approach A and B on customer experience?*

The potential impacts on customers of Approach A and B (Table 6.3.8) have been considered in conjunction, as a vast majority of business stakeholders discussed the impacts with Option ii (charging a fee) in mind.

- A vast majority (at 83.3%) of stakeholders feel that a shopping bag fee would be inconvenient for when people want to buy things and forget their bags, or buy more than they planned for and did not bring enough bags, or when they order take-out with numerous items.
- Fees could be perceived as poor customer service/hospitality - particularly when customers spend a considerable amount of money at the establishment.
- Several stakeholders indicated that the costs/fees passed onto customers, will impact seniors, those with fixed incomes, and low-income people more. Several stakeholders would feel particularly bad about charging seniors who might easily forget their reusable bags.
- Discussions with several business stakeholders also emphasized the complexity of a shopping bag fee (or bag reduction overall) given the rise of delivery services (more discussed in Section 6.9.2).

### 6.3.3 Considerations for Bag By-Law Approaches

The following section considers several aspects of the proposed by-laws (both Approach A and B) for single-use and reusable shopping bags:

- Stakeholders' preference for options in Approach A (Option i, ii, iii) and in particular the feasibility of Option iii.
- Stakeholders' preference for options in Approach B (Option i, ii)
- The general rationale and reasons for preferred options in Approach A and B.
- Acceptability of suggested minimum fees for shopping bags, and stakeholder's rationale
- Acceptability and feasibility of tracking and reporting requirements
- Acceptability of 80% Reduction Targets with 2-year and 5-year timelines
- Impacts of a ban on plastic shopping bags for business stakeholders
- Current usage of recycled paper content amongst stakeholders

## Reduction Plan - Approach A

Table 6.3-9 shows which reduction plan (Option i, ii or iii) respondents would choose from Approach A options.

[Table 6.3-9] Preferred options for PLASTIC and PAPER shopping bags [Approach A]

APPROACH A: What option (i, ii, iii) would you be likely to choose?					
	Overall	Restaurant (n=32)	Limited Service Food Establis hment (n=12)	Fresh Food Retail (n=6)	Retail (n=3)
<b>PLASTIC (n=53)</b>					
Option i - Don't Use	13.2%	18.2%	0.0%	0.0%	33.3%
Option ii - Charge a fee (set by business)	69.8%	63.6%	75.0%	83.3%	66.7%
Option iii - Submit a Customized Plan	7.5%	6.1%	8.3%	16.7%	0.0%
Unsure/ no opinion /other	9.4%	12.1%	16.7%	0.0%	0.0%
<b>PAPER* (n=11)</b>					
Option i - Don't Use	0.0%	-	-	-	-
Option ii - Charge a fee (set by business)	72.7%	-	-	-	-
Option iii - Submit a Customized Plan	9.1%	-	-	-	-
Unsure/ no opinion /other	18.2%	-	-	-	-

\*Not split amongst business types due to low response

*Which options did business stakeholders prefer for Approach A?*

- Option ii (Charge a fee) emerged as the top preference amongst all types of stakeholders for both plastic (at 69.8%) as well as paper (at 72.7%).
- Option i (Don't use) was second most preferred for plastic bags by Restaurant license holders and Retail businesses

- Option iii (submitting a Customized Plan) was second most preferred for plastic bags by Food Retail and Limited Service Food Establishments - reiterating their dependence on single-use bags.
- Option iii (submitting a Customized Plan) was second most preferred for paper bags. One possible rationale for this, explained by one stakeholder, is that the business would discontinue the use of plastic bags and switch entirely to paper bags.
- Finally, several businesses remained uncertain with some stating that they would require extra time and information to consider their options, and a few others with no particular preference for any of the options.

*What were some of the actions that stakeholders would consider for **Option iii**?*

- Only a few stakeholders suggested potential actions for Option iii. Based on what they were able to share (Table 6.3.10), most stakeholders (4 of 6) would opt for a BYO-bag discount to reward behaviour change, rather than inconvenience or punish customers.
- One stakeholder stated that they would use a ‘by-request’ approach for Option iii, and several other businesses revealed in discussions that they were already implementing such an approach.

[Table 6.3-10] Actions considered for Option iii - Customized Plan [Approach A]

<b>If option iii (submit Customized Plan) for plastic bags, paper bags or both, what actions would you like to submit for consideration? (n=6)</b>	
BYO-Bag Discount	66.7%
By-Request Only	16.7%
Unsure	16.7%

*Will businesses be able to submit a form for Option iii? If no, why not?*

Table 6.3-11 shows that, while some stakeholders liked the idea of Option iii, most of them (81.8%) did not find it feasible to complete a form to satisfy the reporting requirements outlined in the proposed by-law. Internal capacity emerged as the central factor, including:

- Difficult (on a conceptual level) for smaller businesses with limited capacity to develop and write out their customized plan
- Added work onto businesses who felt they were already too busy
- Language barrier - many stakeholders were concerned they lacked the technical level of English required for this task

[Table 6.3-11] Feasibility of submitting written form for Option iii

<b>Is it feasible for your organization to provide the information for the written form described in the proposed by-law? (n=11)</b>		
Yes		18.2%
No		81.8%
<b>If NO, why not?*</b> (n=11) <i>Answers not mutually exclusive</i>		
Too much work	9	81.8%
Language barrier	3	27.3%
Capacity concerns	4	36.4%

\*Shows 11 responses, despite only 4-5 preferred this option, this originates from stakeholders' feedback on acceptability of Approach A.

*What other approaches to regulating Option iii did stakeholders suggest?*

Most stakeholders did not identify other approaches for regulating Option iii (customized reduction plans) in Approach A to ensure their effectiveness (see Table 6.3-12). Stakeholders were not certain of what would be an acceptable plan. Of those who provided answers, proposed solutions included public education of customers and charging a fee, which is already proposed as option ii under Approach A.

[Table 6.3-12] Other approaches for regulating Option iii

<b>Is there another approach for regulating Customized Plans (option iii) you would like the City to consider instead?</b>		
<i>Answers not mutually exclusive</i>	Actual numbers (n=9)	%
Unsure	3	33.3%
No	6	66.6%

Further results on question 6b, “*Is it feasible for your organization to provide the information for the written form described above? If no, why not?*” and 6c, “*How acceptable is the 80% reduction requirement for plastic and/or paper bags for Customized plans (option iii)?*” will be discussed in the section on ‘Acceptability of Reduction Goals/Targets’.



## Reduction Plan - Approach B

Table 6.3-13 shows which reduction plan (Option i or ii) respondents would choose from Approach B options.

[Table 6.3-13] Preferred options for PLASTIC and PAPER shopping bags [Approach B]

APPROACH B: What option (i, ii) would you be likely to choose?					
	Overall (n=51)	Restaurant (n=31)	Limited Service Food Establis hment (n=11)	Fresh Food Retail (n=6)	Retail (n=3)
<b>PLASTIC</b>					
Option i - Don't Use	9.8%	12.9%	0.0%	0.0%	33.3%
Option ii - Charge a fee (set by City)	90.2%	87.1%	100%	100%	66.7%
<b>PAPER</b>					
Option i - Don't Use	11.1%	16.7%	0.0%	0.0%	0.0%
Option ii - Charge a fee (set by City)	88.9%	83.3%	100%	0.0%	0.0%

*Which options did business stakeholders prefer for Approach B?*

- Option ii (Charge a fee) remained as the top preference amongst all types of stakeholders for both plastic (in Table 6.3.14 at 90.2%) as well as paper (at 88.9%).
- While several Restaurant license holders and Retail businesses would consider implementing Option i (Don't use), Food Retail businesses and Limited Service Food Establishment license holders entirely favoured Option ii. Again, this reflects their dependence on single-use plastic shopping bags.
- In this instance, all business stakeholders were able to easily state their preferences - which further reflects the straightforward nature of Approach B.

## Fees

Table 6.3-14 shows how acceptable stakeholders felt a 15 cents minimum fee for plastic and paper shopping bags would be.

[Table 6.3-14] Acceptance of 15-cents minimum fee for PLASTIC and PAPER

How acceptable is a minimum fee of 15 cents for plastic and paper shopping bags? (n=57)	
Acceptable (5)	14.0%
Somewhat Acceptable (4)	3.5%
Neutral (3)	21.1%
Somewhat Unacceptable (2)	31.6%
Unacceptable (1)	29.8%

Average score: 2.4 | Median score: 2.0

*How acceptable was the 15 cents fee for plastic and paper shopping bags proposed to business stakeholders?*

Results in Table 6.3.14 indicate that stakeholders were between ‘somewhat unacceptable’ to ‘neutral’ regarding a 15-cent minimum fee, although they have differing rationales:

- Some business stakeholders found the fee too high, especially given the current practice of 5-cent fees at many large food retailers, to which customers were more accustomed.
- Other business stakeholders expressed that if bag reduction was a serious concern, then this fee would not be high enough to deter usage and hence unacceptable.
- There were also a few stakeholders who felt that 15 was an awkward number to use.

Table 6.3-15 shows how acceptable stakeholders felt a 25 cents minimum fee for plastic and paper shopping bags would be. Table 6.3-16 shows how the acceptability of a 25 cent fee compares to a 15 cent fee.

[Table 6.3-15] Acceptance of **25-cents** minimum fee for PLASTIC and PAPER

<b>How acceptable is a minimum fee of 25 cents for plastic and paper shopping bags? (n=52)</b>	
Acceptable (5)	11.5%
Somewhat Acceptable (4)	7.7%
Neutral (3)	17.3%
Somewhat Unacceptable (2)	13.5%
Unacceptable (1)	50.0%

Average score: 2.2 | Median score: 1.5

[Table 6.3-16] Acceptability of 15-cents vs 25-cents minimum fee

<b>Difference in acceptability from 15 cent to 25 cent fee (n=53)</b>	
25 cents is more Acceptable	17.0%
No Change in Acceptability	37.7%
25 cents is less Acceptable	45.3%

Difference in average score: 0.2

*How does acceptability of 15-cent fee compare to 25-cent fee? Why?*

Results in Table 6.3-15 indicate that stakeholders found a 25-cent minimum fee closer to ‘somewhat unacceptable’ and Table 6.3-16 shows the difference:

- A few (17%) stakeholders found a 25-cent fee more acceptable than 15-cent fee, reflecting the rationale that if bag reduction was a serious concern, then a 15-cent fee would not be high enough to deter usage.
- On the other hand, 45.3% of stakeholders found 25 cents less acceptable - showing some price sensitivity.
- Surprisingly, there were no noticeable trends among the different business types.

Table 6.3-17 and Table 6.3-18 show the acceptability of a \$1 and \$2 minimum fee for reusable bags, respectively. Table 6.3-19 shows how the acceptability of a \$2 minimum fee compares to \$1.

[Table 6.3-17] Acceptance of a \$1 minimum fee for reusable shopping bag

How acceptable is a minimum fee of \$1 for reusable shopping bags? (n=38)	
Acceptable (5)	23.7%
Somewhat Acceptable (4)	23.7%
Neutral (3)	28.9%
Somewhat Unacceptable (2)	13.2%
Unacceptable (1)	10.5%

Average score: 3.4 | Median score: 3.0

[Table 6.3-18] Acceptance of a \$2 minimum fee for reusable shopping bag

How acceptable is a minimum fee of \$2 for reusable shopping bags? (n=25)	
Acceptable (5)	32.0%
Somewhat Acceptable (4)	52.0%
Neutral (3)	12.0%
Somewhat Unacceptable (2)	0.0%
Unacceptable (1)	4.0%

Average score: 4.1 | Median score: 4.0

[Table 6.3-19] Acceptability of \$1 vs \$2 minimum fee

Difference in acceptability from \$1 to \$2 (n=25)	
\$2 is more Acceptable	20.0%
No Change in Acceptability	68.0%
\$2 is less acceptable	12.0%

Difference in average score: 0.7

*How does acceptability of \$1 fee compare to \$2 fee? Why?*

Results in Table 6.3-17 indicate that stakeholders were between ‘somewhat acceptable’ to ‘neutral’ regarding a \$1 minimum fee, and in this instance, they also have differing rationales:

- As consumers themselves, stakeholders found \$1 entirely acceptable (i.e. the lower the price the better);
- However, other business stakeholders found the fee too low, especially given the average price of reusable bags normally exceeds \$1. It would be unlikely to cover the cost of the bags, especially ones of a durable material and quality. (Note: Although some stakeholders were conscious that this was a ‘minimum’, they felt that setting fees above the City’s minimum would seem questionable to customers).
- Other business stakeholders expressed that if bags were too cheap (in price and quality), then customers would stockpile them and it could still be wasteful.

Table 6.3-18 shows that stakeholders find the \$2 minimum fee ‘somewhat acceptable’. While it has potentially addressed some of the concerns that stakeholders had around a \$1 fee, several stakeholders found this less acceptable due to price increase.

[Table 6.3-20] Stakeholders’ preference for minimum fees

What do you think the minimum fee should be for each type of shopping bag?			
	Plastic (n=38)	Paper (n=18)	Reusable (n=11)
Average	\$0.14	\$0.19	\$2.00
Median	\$0.10	\$0.15	\$2.00

*What did stakeholders feel was an appropriate minimum fee for reusable bags?*

Results from Table 6.3-20 show stakeholders preferred a minimum fee of 10-15 cents for plastic bags, which reflects the level of acceptability discussed previously. Stakeholders also suggested 15-20 cents for paper bags and reusable bags to be \$2. **Several stakeholders emphasized that the City could start with a lower fee (such as 5 cents) and gradually work to higher fees while building up public awareness.**

## Reporting & Tracking

Table 6.3-21 shows stakeholder’s ability to report the number and weight of plastic and paper shopping bags they distribute annually.

[Table 6.3-21] Tracking stakeholder’s distribution of bags

Do you know the number and weight of bags (plastic and/or paper) you distribute each year? (n=56)		
Yes		21.4%
No		78.6%
If NO, what would you need to do to track bag distribution? (n=44)		
<i>Answers not mutually exclusive</i>		
New tracking system	24	54.5%
Start tracking through supplier invoices	18	40.9%
Staff training + task	4	9.1%
Unsure	5	11.4%

*Do business stakeholders track their distribution of bags? If not, what would they need to comply?*

Table 6.3-21 shows that a large majority (78.6%) of stakeholders do not currently know the number or weight of bags they used/distributed. Those that responded ‘yes’ were only able to estimate the number of bags, explaining that the weight of the bags was more complicated to track because they would need to either keep a scale on hand or require that the supplier provide the weight of the boxes.

For stakeholders who were not currently tracking their distribution:

- 54.5% of them would opt to estimate their usage by implementing a new tracking policy and system, which for the most part would involve tabulating the number of boxes used annually multiplied by the number of pieces per box.
- Another 40.9% of stakeholders would refer to their suppliers for the number of boxes ordered annually, and also multiply by the number of pieces per box.
- For those opting to charge a fee (Option ii), they could potentially trace their distribution by the bag fee collected over the year, however this assumes either well-kept records of fees, sophisticated software (like an electronic point of sale system that allows for bag fee to be a

separate line item that can be tabulated on demand), at the same time as ensuring that there is consistency in charging fees for every bag distributed (e.g. all staff comply).

[Table 6.3-22] Willing to report number/weight of shopping bags to the City

<b>Would you be willing to report # and weight of paper bags and/or plastic shopping bags used to the City annually? (n=56)</b>	
Yes	85.7%
No	14.3%

Results in Table 6.3-22 show a large majority (85.7%) of stakeholders were willing to report their annual distribution, however there were a few that were hesitant due to the amount of work tracking and reporting might add. We noted that several business stakeholders expressed that ‘willing’ is perhaps not the best way to describe this scenario; if the City enacts this by-law they have no choice but to follow.

[Table 6.3-23] Ease of reporting shopping bag distribution through license renewals

<b>The City is proposing to collect the data through the annual business license renewal process. Would that work for you? (n=55)</b>	
Yes	90.9%
No	9.1%

Results in Table 6.3-23 show a significant majority (90.9%) of stakeholders would find it acceptable to report their shopping bag distribution through the business license renewal process. The stakeholders who replied ‘no’ felt it would add to their workload (similar to the sentiment from previous question), which reflects more of their overall perspective on tracking and reporting shopping bag distribution.

## Acceptability of Reduction Goals/Targets

Table 6.3-24 shows how acceptable stakeholders found the proposed requirement to achieve 80% reduction in one year if they choose a customized reduction plan (Option iii).

[Table 6.3-24] Acceptability of 80% reduction requirement for Option iii [Approach A]

How acceptable is the 80% reduction requirement for plastic and/or paper bags for Customized plans (option iii)?* (n=38)	
Acceptable (5)	5.3%
Somewhat Acceptable (4)	2.6%
Neutral (3)	34.2%
Somewhat Unacceptable (2)	23.7%
Unacceptable (1)	34.2%

Average Score: 2.2 | Median Score: 2.0

\*This question was asked to stakeholders whether or not they preferred Option iii

*How acceptable is the 80% Reduction Requirement for Option iii to business stakeholders?*

Based on results from Table 6.3-24:

- Business stakeholders found the 80% proposed reduction requirement for Option iii generally unacceptable (average score of 2.2, with 57.9% responding negatively).
- Many stakeholders who felt ‘neutral’ (at 34.2%) about the reduction requirement expressed that they were either uncertain or felt that since they would not pursue Option iii – so the question was irrelevant to them.
- The few that did find the reduction requirement acceptable were more confident that they could meet the requirements because their dependency was lower than other businesses and had already adopted a mindset to reduce their distribution of shopping bags.



Table 6.3-25 summarizes the reasons why an 80% reduction requirement for Option iii was felt to be acceptable or not.

[Table 6.3-25] Key reasons for acceptability of 80% reduction requirement for Option iii

<b>Why? [Probe] Is it fair? Is it possible to reach 80% reduction after one year, and maintain the reduced distribution amount each year going forward?</b>		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=24)	%
Yes, it is fair.	1	4.2%
No, it is unrealistic.	17	70.8%
No, it is too customer reliant.	7	29.2%

*What were the key reasons for stakeholder’s level of acceptability?*

Based on results from Table 6.3-25:

- Nearly all business stakeholders felt a requirement to reach 80% reduction in one year was unfair.
- Respondents thought it was unfair for mainly two reasons, firstly they felt it was unrealistic (as in not feasible based on current state of usage). This is a particular issue for those dependent on plastic bags (many of whom are Limited Service Food Establishment license holders).
- Secondly, this action is too ‘customer reliant’ - in that stakeholders perceived customer demand and behaviour as the driving force behind consumption, and based on current patterns they would not reach the 80% reduction requirement.

With the question around maintaining reduction results achieved after one year having 71% negative responses, it appears that stakeholder are not confident they would be able to maintain this level of reduction over time.

Approach A included a proposal to ban plastic bags in two years if the weight of plastic shopping bags disposed in residential garbage and street litter cans does not decrease by 80%. Table 6.3-26 shows how acceptable stakeholders found a city-wide reduction target of 80% in two years.

[Table 6.3-26] Acceptability of 80% reduction target for plastic bags in **2 Years** (city-wide)

<b>Approach A - How acceptable is an 80% reduction target for plastic bags in 2 years? (n=43)</b>	
Acceptable (5)	7.0%
Somewhat Acceptable (4)	16.3%
Neutral (3)	30.2%
Somewhat Unacceptable (2)	18.6%
Unacceptable (1)	27.9%

Average Score: 2.7 | Median Score: 3.0

*How acceptable do business stakeholders find a city-wide 80% reduction target for plastic shopping bags in 2 years (that would otherwise trigger a ban on plastic shopping bags)?*

- Overall (from Table 6.3-26), a majority (76.7%) business stakeholders felt somewhere between neutral to unacceptable for a 2-year timeline for an 80% reduction.
- Stakeholders who found the proposed timeline unacceptable echoed again concerns around the feasibility of such a drastic reduction in a short time based on current patterns of consumption.
- Stakeholders further explained that if ‘reduction’ is based on waste from public garbage cans and household collections, then businesses are at the mercy of consumer behaviour. Businesses in the city may restrict distribution but customers can attain plastic bags from elsewhere (particularly outside of Vancouver) and dispose of them back in the city.
- Again - a third of stakeholders felt ‘neutral’ about the reduction target because they were either uncertain or felt that their dependence on plastic bags was low and a ban would not concern them.

Approach B included a proposal to ban plastic bags in five years if the weight of plastic shopping bags disposed in residential garbage and street litter cans does not decrease by 80%. Table 6.3-27 shows how acceptable stakeholders found a city-wide reduction target of 80% in five years.

[Table 6.3-27] Acceptability of 80% reduction target for plastic bags in 5 Years (city-wide)

<b>Approach B - How acceptable is an 80% reduction target for plastic bags in 5 years? (n=44)</b>	
Acceptable (5)	22.7%
Somewhat Acceptable (4)	11.4%
Neutral (3)	50.0%
Somewhat Unacceptable (2)	6.8%
Unacceptable (1)	9.1%

Average Score: 3.3 | Median Score: 3.0

*How acceptable do business stakeholders find a city-wide 80% reduction target for plastic shopping bags in 5 years (that would otherwise trigger a ban on plastic shopping bags)?*

- Overall (from Table 6.3-27), a majority (84.1%) business stakeholders felt somewhere between neutral to acceptable about a 5-year timeline for an 80% reduction.
- Half of the stakeholders expressed neutrality because they felt they could not predict consumer demand or behaviour in 5 years' time.
- The more 'accepting' stakeholders were more optimistic that public awareness and behaviour change in 5 years' time would either be enough to avert a ban, or at the least prepare them for a ban.
- A few stakeholders still felt it would be an inconvenience to some customers in 5 years' time.

Table 6.3-28 shows how the acceptability of a 5-year timeline for the 80% reduction requirement that could trigger a plastic bag ban compares to a 2-year timeline.

[Table 6.3-28] Comparison of acceptability of 2 year and 5 year reduction target timelines

<b>Approach A's 2 year timeline compared to Approach B's 5 year timeline (n=44)</b>	
5 years (B) is more acceptable than 2 years (A)	59.1%
Same	40.9%
2 years (A) is more acceptable than 5 years (B)	0.0%

A comparison of the two timelines (Table 6.3-28) shows that a 5-year timeline is overall more acceptable, however there still remains a significant portion of stakeholders who are uncertain about the changes to come.

## Plastic Shopping Bag Ban

Table 6.3-29 summarizes stakeholders' indication of how a plastic shopping bag ban might affect them if it was implemented in two years.

[Table 6.3-29] Impacts and implications of plastic shopping bag ban in **2 years (2021)**

If a ban on plastic shopping bags was imposed in 2 years (2021), how would this affect your business? (n=25)	
Heavily negatively affected.	16.0%
Relatively affected but tolerable.	56.0%
Unsure of impacts.	28.0%

*What are some potential impacts for business stakeholders of a plastic shopping bag ban in 2-years (2021)?*

Table 6.3-29 show that over half (56%) of the business stakeholders would experience moderate impacts, but could be tolerated. There were several factors that play a part in how businesses are ultimately impacted:

- The dependence of the business on plastic shopping bags plays is significant - particularly those that relied on take-out/delivery to generate revenue. Several businesses stated that they would consider switching to paper shopping bags but given the high volumes used, it would represent a cost burden.
- The cost of the paper shopping bags could be mediated, if businesses chose to levy a bag fee but some businesses may still feel wary about charging their customers fees without a universal minimum fee (as proposed in Approach B).
- Public awareness and behaviour change was also key for influencing the impact of a plastic shopping bag ban on businesses. Customers who are prepared and bring their own bags will help tremendously; otherwise customers may reduce their order or purchases.
- Therefore, many of the potential impacts of a plastic shopping bag ban could be mitigated by the City's initiatives in public education and strategy development.

Table 6.3-30 summarizes stakeholders' indication of how a plastic shopping bag ban might affect them if it was implemented in five years vs. two years.

[Table 6.3-30] Impacts and implications of plastic shopping bag ban in 5 years (2024)  
 [Approach B]

Approach B - If a ban on plastic shopping bags was imposed in 5 years (2024), how would this affect your business? (n=20)	
Heavily (answered the same for 2 and 5 years)	5.3%
Tolerable (answered the same for 2 and 5 years)	31.6%
Less negative impacts than in 2 years	63.2%

*How does a 5-year timeline compare to a 2-year timeline for business stakeholders?*

Table 6.3-30 shows that a majority (at 63.2%) of stakeholders expressed more support for a 5-year timeline for a plastic bag ban. Many stakeholders expressed that Approach B was preferable than A as, again, more time would be available for public awareness and customers to adjust their habits (bring reusable bags, or find other ways to reduced bags needed).

**Other Approaches and Exemptions**

<i>Q13: Are there other approaches to reducing the distribution of plastic and paper shopping bags you would like the City to consider?</i>
<i>Q14: Within either approach A or B - should any other bags be exempt from the by-law?</i>

Questions 13 and 14 did not yield many responses (due to time constraints and stakeholders not having further contributions), however there were some interesting points that arose:

**Other Potential Approaches**

- Stakeholder #1 asked whether the plastic shopping bag reduction targets would be phased, so it will not be an outright ban in 2 or 5 years - "Incremental percentage towards not using over a set time period and schedule."
- Stakeholder #2, again, suggested that the City [if enacting Approach B] consider a gradual fee increase from year to year, to allow people to adjust.
- Stakeholder #3 suggested that the City distribute free reusable shopping bags for people to use, that people can exchange (i.e. if it breaks or gets damaged).
- Stakeholder #4 echoed a similar approach to Stakeholder #3, but added that there should be a bag deposit for people to borrow shopping bags – similar to refundable milk bottles or beverage cans.

### Exemptions

- Once Food Retail stakeholders knew that produce bags are going to be exempt, they felt there might be unintended uses for produce bags as a way for customers to by-pass a bag fee or other reduction measures that the business might choose to implement (e.g. through a customized plan).
- Another potential opportunity for misuse is customers requesting larger shopping bags (i.e. those intended for large items that do not easily fit in a reusable bag) if they knew those were exempt from the proposed by-law. It was unclear whether the stakeholder was recommending that large bags not be exempted from the by-law, as proposed, or messaging around this exemption be made more clear.
- A few stakeholders therefore encourage that the City, in its public education and communications, try to convey the importance of reducing overall use of all types of plastic bags (not just plastic shopping bags).

### Recycled Paper Content

Table 6.3-31 shows how many stakeholders currently use single-use items with recycled paper content.

[Table 6.3-31] Number of stakeholders currently using products with recycled paper content

<b>Are you currently using single-use items with recycled paper content? (n=38)</b>	
Yes	13.2%
No	86.8%

Based on Table 6.3-31 only a handful of our business stakeholders currently use recycled paper content in their paper shopping bags along with small bags such as those for baked goods.

- Only one of the stakeholders could identify the percentage of recycled paper content, and two others could identify post-consumer recycled content in their bags.
- At this point, it is inconclusive whether or not recycled paper content is more costly than virgin paper products, however one stakeholder felt that the recycled paper content performed equally as well if not better than virgin paper.
- Finally - there is clearly extra information needed around the guidelines/standards around labelling the different materials. Some stakeholders automatically assume that brown kraft paper bags are recycled, but that too is inconclusive. This may, however, require more consultation with suppliers and manufacturers.

### 6.3.4 Potential Strategies for Compliance

Table 6.3-32 shows the actions that businesses described they would have to take in order to comply with the proposed by-law for shopping bags.

[Table 6.3-32] Actions required by business stakeholder to comply with shopping bag by-law

<b>What would you need to change about your operations to comply?</b>		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=29)	%
Customer Education	22	75.9%
Update POS*/Register systems and software	18	62.1%
Train Staff	17	58.6%
Finish stock/buy paper bags	3	10.3%
Communicate with Headquarters/Main Office	3	10.3%

\*POS = point of sale | Results for Approach A and B merged, as answers were the same.

*What will businesses need to do to be ready for the proposed bag by-law?*

The results from Table 6.3-32 mainly reflect the actions and changes needed to comply with Option ii (a bag fee) as that option emerged as the top preference for most businesses:

- For the majority (75.9%) of business stakeholders, notifying and educating their customers, either verbally, through signage or online communication, of the upcoming bag reduction by-laws and subsequently any business policy or fee changes was the most important action needed to comply.
- Another significant step for stakeholders is to adjust the POS system or cash register to include a ‘bag fee’ line item in the system – which can vary in complexity based on each stakeholder’s technological know-how or access to experts.
- Stakeholders would also need to implement extra staff training to inform them of new sale procedures, and appropriate messaging to inform customers.
- Other considerations include depleting existing stock (if they choose to discontinue using plastic bags), sourcing paper bags (if they choose to switch materials) and finally (for businesses accountable to a franchise or corporate office), reaching out to their corporate/franchise headquarters decision for further decisions.

### 6.3.5 Timing

Table 6.3-33 shows how long stakeholders would need to be ready to comply with Approach A.

[Table 6.3-33] Time needed to comply with **Approach A**

How long would you need to be ready for Approach A? (n=39)			
Immediately		17	43.6%
Unsure		5	12.8%
Average, in months (n=17)	2.53 months	17	43.6%

#### *How much time will businesses need to be ready for Approach A?*

Results from Table 6.3-33 show that 43.6% of business stakeholders would be ready to implement the proposed bag reduction by-law ‘immediately’ or ‘anytime’. This is assuming however, that the public was notified by the City ahead of time. Needing time to notify customers in advance was a similar rationale for many (as expressed by 15 out of the 17 when prompted ‘why’) of the other businesses who felt they needed some extra time (between 1-6 months, with an average of 2.53 months). A few stakeholders explained they needed extra time to develop Customized plans or communicate with their corporate headquarters.

Table 6.3-34 shows how long stakeholders would need to be ready to comply with Approach B.

[Table 6.3-34] Time needed to comply with **Approach B**

How long would you need to be ready for Approach B? (n=41)			
Immediately		20	48.8%
Unsure		4	9.8%
Average, in months (n=17)	2.35 months	17	41.5%

#### *How much time will businesses need to be ready for Approach B?*

Results from Table 6.3-34 shows a slight decrease (by 0.18 of a month) in the average time needed to comply with the proposed bag by-law Approach B. The rational and conditions necessary for businesses to meet these timelines differ only slightly from Approach A. Whereas in Approach A, several (4) businesses might implement Option iii (Customized Plan) and need more time to develop their plans, in the case of Approach B the choice is simplified.



### 6.3.6 Conclusions

KEY TAKEAWAYS from business stakeholder engagement on the City's proposed by-law for shopping bags:

- For both Approach A and Approach B, Option ii (charge a fee) was the preferred option for a majority of stakeholders (69.8% and 90.2% for plastic, 72.7% and 88.9% for paper respectively).
- Stakeholders found Option iii of Approach A (customized plan) difficult on a conceptual and technical level, in addition to the time needed to develop the plan, which they might not have. There were also concerns around the amount of time and resources needed to track the usage of single-use shopping bags.
- There was a preference by 57.1% of respondents for the City to set the minimum fee so it is uniform across the City. The fee set by the City was perceived to be more 'fair' than businesses setting their own. Stakeholders also expressed how it would decrease negative customer perceptions if customers knew that it was a requirement put in place by the City.
- The proposed 15-cent fee for plastic bags was more accepted than the proposed 25-cent fee. When prompted on what 'should be' the minimum fee for plastic bags, the average of responses was 14-cents, with a median of 10-cents. For paper, the average fee was higher at 19-cents, and a median of 15-cents. Several stakeholders suggested that the City start with a lower fee and gradually work to higher fees while building up public awareness as one way to phase in the changes.
- A large majority of stakeholders (85.7%) are willing to report to the City on the weight and number of shopping bags they use. However, the majority of businesses (78.6%) need to devise ways to track these numbers as they currently do not track the number and weight of shopping bags they distribute each year.
- In terms of reporting the number and weight of disposable cups used per year, a significant majority of businesses (90.9%) expressed how reporting this number during the business license renewal process would be acceptable.
- For timing of the by-laws, 43.6% and 48.8% felt that they were able to comply immediately with either Approach A or Approach B, respectively. For those who needed more time, the average was 2.53 months for Approach A and 2.35 months for Approach B. Whether businesses could comply immediately or at a later date, there was a strong caveat that there be advanced notification and education before the effective date to inform the public and their customers of these upcoming changes.
- In terms of a shopping bag ban, 16.0% of respondents felt that a plastic shopping bag ban in 2 years would severely impact their business negatively while 56.0% of expressed they would be impacted but it is tolerable. When prompted on a 5-year timeline for a plastic shopping

bag ban as compared to a 2-year timeline, 63.2% of respondents preferred the longer timeline. It was expressed that the longer timeline would allow for public awareness and customers to adjust their habits such as bringing their reusable bags or finding other ways to reduce bag use. It was clear that time needed for customer behavior change was a main factor for many stakeholders.

## 6.4 DISPOSABLE BEVERAGE CUPS

23 stakeholders responded to some or all engagement questions about the proposed by-law requirements for disposable cups. Their responses were analyzed according to the following categories of stakeholders:

- Restaurant license holders (8 respondents)
- Limited Service Food Establishment license holders (5 respondents)
- Retail (1 respondents). This business holds a Retail Dealer – Food or Limited Service Food Establishment license.
- Bubble Tea (9 respondents): businesses that primarily serve bubble tea. These respondents all held Limited Service Food Establishment licenses.

### 6.4.1 Current Use

Table 6.4-1 summarizes the number of respondents who indicated they currently use disposable cups.

[Table 6.4-1] Distribution of single-use disposable plastic and paper cups<sup>4</sup>

CUPS	PLASTIC		PAPER		OTHER*		DO NOT USE disposable cups
	Dine-in	Take-out/Delivery	Dine-in	Take-out/Delivery	Dine-in	Take-out/Delivery	
Restaurant (40 total)	2	10	1	5	0	1	24
Limited Service Food Establishment (11 total)	0	5	3	4	1	0	5
Retail (10 total)	0	1	0	1	0	0	9
Bubble Tea (11 total)	3	11	0	6	0	0	0

\*Compostable plastic and other non-paper type of fibre-based cups. Does not include foam cups. Refer to Section 6.1 for findings on foam cups.

<sup>4</sup> Note: All respondents indicated which single-use items they use, but did not necessarily answer subsequent questions about every type of single-use item they use. Therefore, the number of stakeholders shown in this table does not correspond to the number of stakeholders that answered some or all engagement questions about disposable cups.

Table 6.4-2 shows respondents' overall dependence on each type of disposable cup, across each stakeholder category.

[Table 6.4-2] Average DEPENDENCE on disposable cups  
DEPENDENCE (1 = Not at all/ 3 = somewhat/ 5 = completely)

CUPS (n=27)	PLASTIC		PAPER		OTHER*	
	Dine-in	Take-out/Delivery	Dine-in	Take-Out/Delivery	Dine-in	Take-Out/Delivery
Restaurant	2	5	1	5	0	5
Limited Service Food Establishment	5	5	5	5	5	0
Retail	1	5	0	5	0	0
Bubble Tea	5	5	0	5	0	0

\*Compostable plastic and other non-paper type of fibre-based cups. Does not include foam cups. Refer to Section 6.1.

*What does the DEPENDENCE on disposable cups among different business types reveal?*

Based on results in Table 6.4-1 and 6.4-2:

- Business stakeholders from all stakeholder categories have a high dependence on disposable cups when it comes to take-out/delivery scenarios. This is particularly the case for establishments who depend on higher volumes of take-out/delivery orders to generate revenue - such as businesses with little to no seating capacity.
- Restaurant license holders have significantly less dependence on disposable cup, during 'dine-in' scenarios, as a vast majority of them are equipped with reusable cupware and dishwashing facilities.
- On the other hand, Limited Service Food Establishment license holders, including Bubble Tea, are also highly dependent on disposable cups during 'dine-in' scenarios.

### 6.4.2 Acceptability of Approach A and B for Cups

Table 6.4-3 shows how respondents in each stakeholder category rated the acceptability of Approach A for the proposed by-law for disposable cups.

[Table 6.4-3] Distribution of acceptability of proposed disposable cup by-law [Approach A]

How acceptable is the proposed by-law for reduction of cups, Approach A?					
ACCEPTABILITY	Overall (n=23)	Restaurant (n=8)	Limited Service Food Establishment (n=5)	Retail (n=1)	Bubble Tea (n=9)
Acceptable (5)	0.0%	0.0%	0.0%	0.0%	0.0%
Somewhat Acceptable (4)	34.8%	37.5%	60.0%	0.0%	22.2%
Neutral (3)	34.8%	50.0%	20.0%	0.0%	33.3%
Somewhat Unacceptable (2)	8.7%	0.0%	0.0%	0.0%	22.2%
Unacceptable (1)	21.7%	12.5%	20.0%	100%	22.2%

Average score: 2.8 | Median score: 3.0

Overall results in Table 6.4-3 show that stakeholders were generally neutral about Approach A with an average score of 2.8. Of the different stakeholder categories:

- None of respondents found Approach A fully acceptable
- 87.5% of Restaurant license holders leaned towards Somewhat Acceptable and Neutral, with one respondent finding Approach A Unacceptable
- The majority (60%) of Limited Service Food Establishment license holders found Approach A Somewhat Acceptable with one stakeholder expressing that it was Unacceptable, along with the one Retail respondent
- None of the Bubble Tea stakeholders found Approach A Acceptable with the rest of the respondents somewhat evenly distributed amongst the remaining spectrum of acceptability

Table 6.4-4 shows how respondents in each stakeholder category rated the acceptability of Approach B for the proposed by-law for disposable cups.

[Table 6.4-4] Distribution of acceptability of proposed disposable cup by-law [**Approach B**]

<b>How acceptable is the proposed by-law for reduction of cups, Approach B?</b>					
ACCEPTABILITY	Overall (n=23)	Restaurant (n=8)	Limited Service Food Establish ment (n=5)	Retail (n=1)	Bubble Tea (n=9)
Acceptable (5)	26.1%	12.5%	60.0%	0.0%	22.2%
Somewhat Acceptable (4)	34.8%	37.5%	40.0%	0.0%	33.3%
Neutral (3)	17.4%	25.0%	0.0%	0.0%	22.2%
Somewhat Unacceptable (2)	13.0%	12.5%	0.0%	0.0%	22.2%
Unacceptable (1)	8.7%	12.5%	0.0%	100%	0.0%

Average score: 3.6 | Median score: 4.0

Overall results in Table 6.4-4 show that stakeholders were generally ‘somewhat accepting’ of Approach B, as level of acceptability increased for each stakeholder category, compared to Approach A. Of the different stakeholder categories:

- Limited Service Food Establishment license holders emerged as the most generally accepting (100% rated Approach B as acceptable or somewhat acceptable)
- Those finding Approach B ‘unacceptable’ were scattered across all stakeholder categories, except for Limited Service Food Establishment license holders and Bubble Tea.
- The diverse distribution amongst Restaurant and Bubble Tea stakeholders show a diversity of perceptions and barriers that will be discussed further along in this section.

Table 6.4-5 shows how the acceptability of Approach A compares to Approach B.

[Table 6.4-5] Acceptability of Approach A vs Approach B

Difference in level of acceptability between Approach A and Approach B (n=23)	
Approach A was more acceptable than Approach B	13.0%
Same level of acceptability	21.7%
Approach B was more acceptable than Approach A	65.2%

Average difference = 0.8 (from 2.8 for A to 3.6 to B) | Median difference = 1.0 (from 3.0 for A to 4.0 for B)

*How did acceptability of Approach A compare to Approach B? Why?*

Table 6.4-5 shows a 52.2% increase in acceptability from Approach A to B. However, 13.0% of respondents found Approach B to be less acceptable.

Table 6.4-6 summarizes what stakeholders found to be acceptable or unacceptable about Approach B.

[Table 6.4-6] Key reasons for acceptability of **Approach B** for Cups

When asked the acceptability of B, and why?		
KEY REASONS <i>Answers not mutually exclusive.</i>	Actual Numbers (n=18)	%
Business reliant on disposable cups	13	72.2%
Extra charge bad for business	2	11.1%
Preference for City to set minimum fee	1	5.6%
Approve idea of fee	2	11.1%

KEY REASONS (from results in Table 6.4-6, stakeholders used Approach A to frame comparison)

- A large portion of the respondents (72.2%) expressed that their business relies on disposable cups due to the 'take-out' nature of their main product offerings such as coffee, tea, bubble tea
- A few stakeholders felt that the fee strategy was acceptable, and one expressed how it would be preferable that the City set the minimum fee. However, two respondents expressed how the charge would be bad for their business

Table 6.4-7 summarizes the pros and cons of Approach A and B, as described by stakeholders.

[Table 6.4-7] Pros and Cons for Approach A and B

<b>What are the pros and cons of Approach A and Approach B?</b>		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=9)	%
A is more flexible with options for businesses	1	11.1%
B doesn't have an immediate reporting requirement	1	11.1%
B is more defined and easier to follow	7	77.8%
B is more fair because the minimum fee is set by the City	5	55.6%
B has a longer timeline for the reduction target	1	11.1%

*How did stakeholders perceive the advantages of Approach A and B?*

Time was limited for stakeholders to discuss the pros and cons of both Approach A and B, therefore the approach was restructured to ask them to share what they felt were the highlights/advantages (shown in Table 6.4-7) of each option in comparison:

Top advantages of Approach B:

- Approach B was straightforward to follow for many (77.8%), and Approach A was expressed as too confusing with too many options.
- Approach B felt to be more fair for many (55.6%), in that it puts the onus on the City to determine the minimum fee; stakeholders felt that customers will place less blame on the business, knowing that it is requirement put in place by the City.
- Approach B does not automatically have reporting requirements for weight/number of cups used.
- One stakeholder expressed that B had a longer timeline for reaching the reduction target, and thus was more realistic in their opinion



### 6.4.3 Considerations for Cups By-law Approaches

#### Reduction Plan - Approach A

Table 6.4-8 shows which reduction plan (Option i, ii or iii) respondents would choose from Approach A options.

[Table 6.4-8] Preferred options for disposable beverage cups [Approach A]

APPROACH A: What option (i, ii, iii) would you be likely to choose?					
Options	Overall (n=21)	Restaurant (n=6)	Limited Service Food Establishment (n=5)	Retail (n=1)	Bubble Tea (n=9)
Option i - Don't Use	0.0%	0.0%	0.0%	0.0%	0.0%
Option ii - Charge a fee (set by business)	76.2%	50.0%	100%	100%	77.8%
Option iii - submit a Customized Plan	23.8%	50.0%	0.0%	0.0%	22.2%

*Which options did business stakeholders prefer for Approach A?*

- Option ii (Charge a fee) emerged as the top preference overall at 76.2% and also amongst all types of stakeholders with only Restaurant license holders having equal number of respondents (50%) choosing Option iii (submitting a Customized Plan)
- Two Bubble Tea stakeholders expressed that they would choose Option iii (submitting a Customized Plan)
- None of the respondents chose Option i (Don't use)

*What were some of the actions that stakeholders would consider for Option iii?*

- Table 6.4-9 shows the actions that respondents were willing to take for their customized plan
- 40.0% of respondents said that they would utilize a BYO-Cup discount to reward behavior change, rather than inconvenience or punish customers
- 60.0% of respondents expressed interest in a deposit system of reusable cups that is either for their own store (e.g. franchise specific or neighbourhood or City wide) (e.g. cup share program)
- One stakeholders expressed both options as possibilities for their customized plan

- One respondent said that they were unsure of what actions would be in their customized plan

[Table 6.4-9] Actions considered for Option iii - Customized Plan [Approach A]

<b>If option iii (submit Customized Plan), what actions would you like to submit for consideration? (n=5)</b> <i>Answers not mutually exclusive</i>	
BYO-Cup Discount	40.0%
Deposit system for reusable cups (store specific or neighbourhood/City wide)	60.0%
Unsure	20.0%

*Will businesses be able to submit a form for Option iii? If no, why not?*

Table 6.3-10 shows that, while some stakeholders liked the idea of Option iii, a large portion (55.6%) did not find it feasible to complete a form to satisfy the reporting requirements outlined in the proposed by-law. Internal capacity emerged as the central factor, including:

- Difficult (on a conceptual level) for smaller businesses with limited capacity to develop and write out their customized plan
- Added work onto businesses who felt they were already too busy
- Language barrier - many stakeholders were concerned they lacked the technical level of English required for this task
- Challenges due to being a franchise such as having to seek approval to release this type of information

[Table 6.4-10] Feasibility of submitting written form for Option iii

<b>Approach A - option iii: is it feasible for your organization to provide the information for the written form described in the proposed by-law? If no, why not? (n=9)</b>		
Yes		11.1%
No		55.6%
Maybe		22.2%
Unsure		11.1%
<b>If No, why not?</b> <i>Answers not mutually exclusive</i>		
Too much work	4	44.4%
Language barrier	1	11.1%
Planning and franchise issues	2	22.2%

*What other approaches to regulating Option iii did stakeholders suggest?*

Stakeholders were asked to suggest other approaches for regulating Customized Plans (option iii) that the City should consider. Most stakeholders were unsure how to answer this question and did not give a response. Some stakeholders interpreted the question as an opportunity to suggest different approaches to managing disposable cups in Vancouver (i.e. other than the proposed by-

law), including:

- Bring-your-own-cup incentives and education. Some stakeholders mentioned that clarity on health authorities’ rules around this would help make it easier to offer this option to customers
- Cup Sharing Program - inclusive of collection, washing, storage, re-distribution
- City/region to increase their landfill capacity and ability to process biodegradable plastic

### Reduction Plan - Approach B

Table 6.4-11 shows which reduction plan (Option i or ii) respondents would choose from Approach B options.

[Table 6.4-11] - Preferred options for disposable beverage cups [Approach B]

APPROACH B: What option (i, ii) would you be likely to choose?					
Options	Overall (n=21)	Restaurant (n=6)	Limited Service Food Establishment (n=5)	Retail (n=1)	Bubble Tea (n=9)
Option i - Don't Use	0.0%	0.0%	0.0%	0.0%	0.0%
Option ii - Charge a fee (set by City)	100%	100%	100%	100%	100%

*Which options did business stakeholders prefer for Approach B?*

100% of respondents preferred Option ii (Charge a fee) over Option I (Don't use). This could be interpreted as how having disposable cups available are seen as essential to their business. This choice, however, doesn't preclude other reduction strategies.

### Effects on Customer Experience

In response to the question on how either Approach A or B would affect their customers' experience, there was limited data (n=6) with 100% of respondents mentioning that it would be of small 'inconvenience'. Points of inconvenience for customers include customers having to bring their own cup, having to pay the extra fee to enjoy product, and the fee decreasing their willingness to buy the drink.

Overall, the sentiment for the impacts on customer experience is that it is limited and shouldn't have too large of impacts.

**Fees**

Table 6.4-12 shows how acceptable stakeholders felt a 25 cents minimum fee for disposable cups would be.

[Table 6.4-12] Acceptance of 25-cents minimum fee for disposable cups

How acceptable is a minimum fee of 25 cents for disposable cups?					
	Overall (n=20)	Restaurant (n=6)	Limited Service Food Establishment (n=4)	Retail (n=1)	Bubble Tea (n=9)
Acceptable (5)	40.0%	33.3%	50.0%	0.0%	44.4%
Somewhat Acceptable (4)	15.0%	0.0%	25.0%	0.0%	22.2%
Neutral (3)	25.0%	66.7%	0.0%	0.0%	11.1%
Somewhat Unacceptable (2)	15.0%	0.0%	25.0%	100%	11.1%
Unacceptable (1)	5.0%	0.0%	0.0%	0.0%	11.1%

Average score: 3.7 | Median score: 4.0

*How acceptable was the 25 cents fee for disposable cups proposed to business stakeholders?*

Results in Table 6.4-12 indicate that stakeholders were between 'neutral' and 'somewhat acceptable' regarding a 25-cent minimum fee, although they have differing rationales:

- 55.0% overall (with 66.6% of Bubble Tea businesses, which is a segment that relies on usage of disposable cups) found the 25-cent fee to be Acceptable and Somewhat Acceptable
- A few stakeholders found the fee to be too high, citing how this fee is a 5% increase to the cost of buying the drink, which could influence sales
- A number of business stakeholders commented on how this fee more than covered the cost of the cup

Table 6.4-13 shows stakeholders' suggestions for what the minimum fee should be on disposable cups.

[Table 6.4-13] Stakeholders' preference for minimum fees

What should be minimum fees for disposable cups? (n=12)	
Average	\$0.22
Median	\$0.25

*What did stakeholders feel was an appropriate minimum fee for disposable cups?*

Most respondents provided the same 25-cent fee as proposed and commenting on how it was “fair” in terms of the fee being a reasonable cost to push for reusable options without it being cost prohibitive when people do need to use a disposable one. A few stakeholders felt that the 25-cent fee was too high and suggested 10-cents.

**Reporting & Tracking**

Table 6.4-14 shows stakeholder’s ability to report the number and weight of disposable cups they distribute annually.

[Table 6.4-14] Tracking stakeholder’s distribution of cups

Do you know the number and weight of disposable cups you distribute each year? (n=34)	
Yes	26.1%
No	73.9%
If NO, what would you need to do to track cup distribution? (n=20)	
Track sales*	30.0%
New tracking system**	15.0%
Through invoices of supplies coming in	40.0%
No reason provided	15.0%

\*Track sales = number of beverages sold, line item that specifies the cup fee

\*\*New tracking system = new operational procedures to track number of cups used

*Do business stakeholders track their distribution of cups? If not, what would they need to comply?*

Table 6.4-14 shows that a large majority (73.9%) of stakeholders do not currently know the number or weight of disposable cups they used/distributed. Those that responded ‘yes’ were only able to estimate the number of cups, explaining that the weight of the cups was more complicated to track because they would need to either keep a scale on hand or require that the supplier provide the weight of the boxes.

For stakeholders who were not currently tracking their distribution:

- 15.0% of respondents would opt to estimate their usage by implementing a new tracking policy and system, which for the most part would involve tabulating the number of boxes used annually multiplied by the number of pieces per box.
- Another 40.0% of stakeholders would refer to their suppliers for the number of boxes ordered annually, and also multiply by the number of pieces per box.
- For those opting to charge a fee (Option ii), they could potentially trace their distribution by the cup fee collected over the year or adding up the sales of the line-item for the cup fee; however, this assumes either well-kept records of fees, sophisticated software (like an electronic point of sale system that allows for the cup fee to be a separate line item that can be tabulated on demand), at the same time as ensuring that there is consistent charging fees for every cup distributed (e.g. all staff comply).

[Table 6.4-15] Willing to report number/weight of disposable cups to the City

<b>Would you be willing to report # and weight of disposable cups used to the City annually? (n=23)</b>	
Yes	87.0%
No	13.0%

Results in Table 6.4-15 show a large majority (87.0%) of stakeholders were willing to report their annual distribution, however there were a few that were hesitant due to the amount of work tracking and reporting might add. We noted that several business stakeholders expressed that ‘willing’ is perhaps not the best way to describe this scenario; if the City enacts this by-law they have no choice but to follow.

[Table 6.4-16] Ease of reporting disposable cup distribution through license renewals

<b>The City is proposing to collect the data through the annual business license renewal process. Would that work for you? (n=23)</b>	
Yes	87.0%
No*	13.0%

\*No = 3 responses. Same stakeholders as those who answered “No” to the willingness to report # and weight of disposable cups used.

Results in Table 6.4-16 show a large majority (87.0%) of stakeholders would find it acceptable to report their disposable cup distribution through the business license renewal process. The stakeholders who replied ‘no’ felt it would add to their workload (similar to the sentiment from previous question), which reflects more of their overall perspective on tracking and reporting shopping bag distribution. There was also a comment from one respondent on how they found that the City is being unreasonable for asking for all this information.

### Acceptability of Reduction Goals/Target

Table 6.4-16 shows how acceptable stakeholders found the proposed requirement to achieve 50% reduction in one year if they choose a customized reduction plan (Option iii).

[Table 6.4-16] Acceptability of 50% reduction requirement for Option iii **[Approach A]**

How acceptable is the 50% reduction requirement for disposable cups in Customized plans (option iii)? (n=17)*	
Acceptable	5.9%
Somewhat Acceptable	5.9%
Neutral	17.6%
Somewhat Unacceptable	17.6%
Unacceptable	52.9%

Average Score: 1.9 | Median Score: 1.0

\*This question was asked to stakeholders whether or not they preferred Option iii

*How acceptable is the 50% Reduction Requirement for Option iii to business stakeholders?*

Based on results from Table 6.4-16:

- Business stakeholders found the 50% proposed reduction requirement for Option iii generally unacceptable (average score of 1.9, with 70.5% responding negatively).
- The few that did find the reduction requirement acceptable were more confident that they could meet the requirements because their dependency was lower than other businesses and had already adopted a mindset to reduce their distribution of disposable cups.

Table 6.4-17 summarizes the reasons why a 50% reduction requirement for Option iii was felt to be acceptable or not.



[Table 6.4-17] Key reasons for acceptability of 50% reduction requirement for Option iii

Why? [Probe] Is it fair? Is it possible to reach 50% reduction after one year, and maintain the reduced distribution amount each year going forward?		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=12)	%
Yes, it is fair.	0	0.0%
No, it is unrealistic.	12	100%
No, it is too customer reliant.	2	15.7%
No, it is too hard to operate without disposable cups.	4	33.3%

*What were the key reasons for stakeholder’s level of acceptability?*

Based on results from Table 6.4-17:

- All business stakeholders felt a requirement to reach 50% reduction in one year was unfair.
- Respondents thought it was unfair for mainly two reasons, firstly they felt it was unrealistic (as in not feasible based on current state of usage). This is a particular issue for those dependent on disposable cups such as Bubble Tea shops and beverage primarily type of businesses.
- Secondly, this action is too ‘customer reliant’ - in that stakeholders perceived customer demand and behaviour as the driving force behind consumption, and based on current patterns they would not reach the 50% reduction requirement, especially when their product can only be served in cups and how many of these businesses rely on ‘take-out’ type service.

Approach A included a proposal to ban disposable cups in two years if the weight of disposable cups disposed in residential garbage and street litter cans does not decrease by 50%. Table 6.4-18 shows how acceptable stakeholders found a city-wide reduction target of 50% in two years.

[Table 6.4-18] Acceptability of 50% reduction target for disposable cups in **2 Years** (city-wide)

<b>Approach A - How acceptable is a 50% reduction target for disposable cups in 2 years?</b>					
	Actual Numbers (n=19)	Restaurant (n=5)	Limited Service Food Establishment (n=4)	Retail (n=1)	Bubble Tea (n=9)
Acceptable (5)	10.5%	40.0%	0.0%	0.0%	0.0%
Somewhat Acceptable (4)	15.8%	0.0%	50.0%	0.0%	11.1%
Neutral (3)	5.3%	0.0%	25.0%	0.0%	0.0%
Somewhat Unacceptable (2)	26.3%	40.0%	0.0%	0.0%	33.3%
Unacceptable (1)	42.1%	20.0%	25.0%	100%	55.6%

Average Score: 2.3 | Median Score: 2.0

*How acceptable do business stakeholders find a city-wide 50% reduction target for disposable cups in 2 years (that would trigger a ban on disposable cups if not met)?*

- Overall (from Table 6.4-18), a majority (73.7%) business stakeholders felt somewhere between neutral to unacceptable for a 2-year timeline for a 50% reduction.
- Stakeholders who found the proposed timeline unacceptable echoed again – similar to the one-year timeline for stakeholders that choose option iii - concerns around the feasibility of such a drastic reduction in a short time based on current patterns of consumption.
- Stakeholders further explained that if ‘reduction’ is based on waste from public garbage cans and household collections, then businesses are at the mercy of consumer behaviour. Businesses in the city may restrict distribution but customers can attain disposable cups from elsewhere (particularly outside of Vancouver) and dispose of them back in the city.
- The stakeholders (26.3% overall) who found this reduction target Acceptable or Somewhat Acceptable shared how they could achieve this 50% reduction target by shifting towards reusable cups for their establishments and encouraging customers to BYO-cups.

Approach B included a proposal to ban disposable cups in five years if the weight of disposable cups disposed in residential garbage and street litter cans does not decrease by 50%. Table 6.4-19 shows how acceptable stakeholders found a city-wide reduction target of 50% in five years.

[Table 6.4-19] Acceptability of 50% reduction target for disposable cups in 5 Years (city-wide)

Approach B - How acceptable is a 50% reduction target for disposable cups in 5 years?					
	Actual Numbers (n=19)	Restaurant (n=5)	Limited Service Food Establishment (n=4)	Retail (n=1)	Bubble Tea (n=9)
Acceptable (5)	26.3%	40.0%	50.0%	0.0%	11.1%
Somewhat Acceptable (4)	21.1%	20.0%	50.0%	0.0%	11.1%
Neutral (3)	15.8%	20.0%	0.0%	0.0%	22.2%
Somewhat Unacceptable (2)	21.1%	20.0%	0.0%	100%	22.2%
Unacceptable (1)	15.8%	0.0%	0.0%	0.0%	33.3%

Average Score: 3.2 | Median Score: 3.0

*How acceptable do business stakeholders find a city-wide 50% reduction target for disposable cups in 5 years (that would trigger a ban on disposable cups if not met)?*

- Overall (from Table 6.4-19), a majority (63.2%) of business stakeholders felt somewhere between neutral to acceptable about a 5-year timeline for a 50% reduction.
- Half of the stakeholders expressed neutrality because they felt they could not predict consumer demand or behaviour in 5 years' time.
- The more 'accepting' stakeholders were more optimistic that public awareness and behaviour change in 5 years' time would either be enough to avert a ban, or at the least prepare them for a ban.
- A few stakeholders still felt it would be an inconvenience to some customers in 5 years' time.

Table 6.4-20 shows how the acceptability of a 5-year timeline for the 50% reduction requirement that could trigger a disposable cup ban compares to a 2-year timeline.

[Table 6.4-20] Comparison of acceptability of 2 year and 5 year reduction target timelines

<b>Approach A's 2 year timeline compared to Approach B's 5 year timeline. (n=19)</b>		
5 years (B) is more acceptable than 2 years (A)	13	68.4%
Same	6	31.6%
2 years (A) is more acceptable than 5 years (B)	0	0.0%

A comparison of the two timelines (Table 6.4-20) shows that a 5-year timeline is more acceptable to the majority of stakeholders.

## Disposable Cup Ban

Table 6.4-21 summarizes stakeholders' indication of how a disposable cup ban might affect them if it was implemented in two years.

[Table 6.4-21] Impacts and implications of disposable cup ban in 2 years (2021) [Approach A]

<b>Approach A - If a ban on disposable cups was imposed in 2 years (2021), how would this affect your business? (n=15)</b>	
Heavily negatively affected.	80.0%
Relatively affected but tolerable.	20.0%
Unaffected.	0.0%
Unsure of impacts.	0.0%

*What are some potential impacts for business stakeholders of a disposable cup ban in 2-years (2021)?*

Table 6.4-21 show that over half (80.0%) of the business stakeholders would be heavily negatively affected by a disposable cup ban with the remainder of respondents saying that while there will be impacts, it is tolerable. There were several factors that play a part in how businesses are negatively impacted:

- The dependence of the business on disposable cups plays is significant - particularly those that relied on take-out/grab-and-go or quick serve as their primary method of selling their

product. Some businesses do not have the space to store nor the equipment to wash reusable cups.

- While most stakeholders welcome customers bringing their own cup, respondents mentioned how they still need cups that customers can take away
- There currently isn't a system in place for reusable cups that can replace disposable cup usage
- Public awareness and behavior change on the part of the customers would be key to having people bring their own cup or requesting dine-in reusable cups
- Therefore, many of the potential impacts of a disposable cup ban could be mitigated by the City's initiatives in public education and strategy development along with innovations in reusable cups systems (e.g. cup share program)

Table 6.4-22 summarizes stakeholders' indication of how a disposable cup ban might affect them if it was implemented in five years vs. two years.

[Table 6.4-22] Impacts and implications of disposable cup ban in 5 years (2024) [Approach B]

<b>Approach B - If a ban on disposable cups was imposed in 5 years (2024), how would this affect your business? (n=12)</b>		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=12)	%
Better than A (less of impact compared to 2 year ban)	6	50.0%
Uncertain, depends on future customers' habits	7	58.3%
Heavily (answered the same for 2 and 5 years)	2	16.7%

*How does a 5-year timeline compare to a 2-year timeline for business stakeholders?*

Table 6.4-22 shows that half of respondents thought the longer timeline of 5 years would be better than 2 years, noting how it would be less of an impact. The assumption is that with a longer timeline, there could be behavioural change on both the part of businesses and consumers. It was expressed, however, by 58.3% of respondents that they are uncertain of the impacts as cup usage is heavily reliant on customer habits (behaviour change).

## **Exemptions**

Stakeholders were asked if any disposable cups should be exempt from the by-law. Stakeholders did not identify any suggested exemptions. One business suggested that businesses that sell drinks as their primary source of revenue should be given longer timelines to comply with the by-law.

#### 6.4.4 Potential Strategies for Compliance

Table 6.4-23 shows the actions that businesses described they would have to take in order to comply with the proposed by-law for disposable cups.

[Table 6.4-23] Actions required by business stakeholders to comply with disposable cup by-law

<b>What would you need to change about your operations to comply?</b>		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=16)	%
Adjust Item Price	6	37.5%
Train Staff	6	37.5%
Customer Education & Notification	8	50.0%
Update/adjust POS* systems and software	8	50.0%

\*POS = point of sale

*What will businesses need to do to be ready for the proposed disposable cup by-law?*

The results from Table 6.4-23 reflect the actions and changes stakeholders need to take in order to comply with the disposable cup by-law. Answers provided were said to be applicable to both Approach A and B:

- 37.5% of stakeholders expressed how they would need to adjust their current item price for products that use cups. Currently, the cost of the cup is integrated as part of the overall cost of the drink, so stakeholders expressed that they will adjust their item costs accordingly (likely decrease) so they can separate the additional fee of the cup as a separate line item under this by-law.
- 50.0% expressed how they would need to update their point of sale system and software to include the new 'disposable cup' line item and its associated cost. Stakeholders will also take this opportunity to update their menu prices as previously mentioned.
- 37.5% mentioned how they will need to train staff to charge for the disposable cup fee and other processes such as allowing BYO-Cups.
- 50.0% of stakeholders said they would need to notify and educate customers on the changes and how customers can support the reduction in usage of disposable cups.

### 6.4.5 Timing

Table 6.4-24 shows how long stakeholders would need to be ready to comply with Approach A.

[Table 6.4-24] Time needed to comply with **Approach A**

How long would you need to be ready for Approach A? (n=15)			
Immediately		7	46.7%
Average, in months (n=8)	2.88 months	8	53.3%

*How much time will businesses need to be ready for Approach A?*

Results from Table 6.4-24 show that 46.7% of respondents said they would be able to adopt a reduction plan for disposable cups immediately; however, 40.0% of respondents explained that their timeline is also dependent on there being an adequate amount of time to inform and educate the public/customers beforehand.

We recommend that the time between the by-law’s “enactment date” and “effective date” be the duration of an education and public awareness campaign.

Table 6.4-25 shows how long stakeholders would need to be ready to comply with Approach B.

[Table 6.4-25] Time needed to comply with **Approach B**

How long would you need to be ready for Approach B? (n=15)			
Immediately		7	46.7%
Average, in months (n=8)	2.75 months	8	53.3%

*How much time will businesses need to be ready for Approach B?*

Results from Table 6.4-25 show that 46.7% of respondents said they would be able to adopt a reduction plan for disposable cups immediately; however, as with Approach A, 40.0% of respondents mentioned that an adequate amount of time to inform and education the public/customers is needed.

There is a slight decrease (0.13 months) in the average time needed to comply with Approach B for the proposed cup by-law. The rational and conditions necessary for businesses to meet these timelines differ only slightly from Approach A. This difference is attributed to the five businesses who chose Option iii (customized plan) and expressed that they would need more time to draft a plan.

## 6.4.7 Conclusions

KEY TAKEAWAYS from business stakeholder engagement on the City's proposed by-law for disposable cups:

- Currently, many businesses rely on disposable cups for a variety of reasons, including the nature of business (take-out, quick-serve), primary product offering (drinks), to limited space to store and clean reusable cups. For these reasons 100% of respondents chose a fee over not using disposable cups, let alone a ban on disposable cups. 80.0% of respondents expressed how a ban would severely impact them negatively as a business.
- For both Approach A and Approach B, Option ii (charge a fee) was the preferred option for the majority of stakeholders (76.2% and 100%, respectively).
- There was a preference by 55.6% of respondents for the City to set the minimum fee so it is uniform across the City. The fee set by the City was perceived to be more 'fair' than businesses setting their own fee. Stakeholders also expressed how it would decrease negative customer perceptions if customers knew that it was a requirement put in place by the City.
- The fee that was expressed as acceptable was 25-cents. When prompted on what 'should be' the minimum fee, the average of responses was 22-cents, with a median of 25-cents. 55.0% of stakeholders felt that the 25-cent fee was acceptable. Respondents expressed how this 25-cent fee was a fair balance between pushing consumers to change their behavior and a fee that their customers would accept for using disposable cups.
- Stakeholders found Option iii of Approach A (customized plan) complicated and required more time on their end to develop. There were also concerns around the amount of time and resources needed to track the usage of cups.
- A large majority of stakeholders (87.0%) are willing to report to the City on the weight and number of disposable cups they use. However, the majority of businesses (73.9%) need to devise ways to track these numbers as they currently do not track the number and weight of cups they distribute each year.
- In terms of reporting the number and weight of disposable cups used per year, 87.0% of businesses expressed how reporting this number during the business license renewal process would be acceptable.
- For timing of the by-laws, 46.7% felt that they were able to comply immediately with either Approach A or Approach B (same percentage for both Approaches). For those who needed more time, the average was 2.88 and 2.78 months for Approach A and Approach B, respectively. Whether businesses could comply immediately or at a later date, there was a strong caveat that there be advanced notification and education before the effective date to



inform the public and their customers of these upcoming changes.

- While businesses overall were accepting of customers who brings their own cup, businesses felt that if health authorities provided clear official guidelines and requirements for this practice, it would give them and others who currently do not accept customers' reusable cups the license to allow more customers to use their own cups.

## 6.5 UTENSILS

29 stakeholders responded to some or all engagement questions about the proposed by-law requirements for single-use utensils. Their responses were analyzed according to the following categories of stakeholders:

- Restaurant license holders (20 respondents)
- Limited Service Food Establishment license holders (4 respondents)
- Retail (1 respondents). This business holds a Retail Dealer – Food or Limited Service Food Establishment license.
- Food Court (4 respondents): businesses with premises located within a food court. These respondents all held Limited Service Food Establishment licenses.

### 6.5.1 Current use

Table 6.5-1 summarizes the number of respondents who indicated they currently use single-use utensils.

[Table 6.5-1] Distribution of single-use utensils<sup>5</sup>

Single-use Utensils	Wooden/ Bamboo Chopsticks		Plastic Forks/ Spoons/ Knives		Plastic Stirrers		Other (such as compostable plastic or fibre)		DO NOT USE
	Dine-in	Take-out/ Delivery	Dine-in	Take-out/ Delivery	Dine-in	Take-out/ Delivery	Dine-in	Take-out/ Delivery	
Restaurant (40 total)	3	29	1	32	0	0	0	0	8
Limited Service Food Establishment (22 total)	0	4	1	9	0	0	0	0	10
Retail (10 total)	0	1	0	0	0	0	0	0	9
Food Court (5 total)	2	4	2	4	1	1	0	0	1

<sup>5</sup> Note: All respondents indicated which single-use items they use, but did not necessarily answer subsequent questions about every type of single-use item they use. Therefore, the number of stakeholders shown in this table does not correspond to the number of stakeholders that answered some or all engagement questions about single-use utensils.

Table 6.5-2 shows respondents' overall dependence on each type of single-use utensil, across each stakeholder category.

[Table 6.5-2] Dependence of single-use utensils

DEPENDENCE (1 = Not at all/ 3 = somewhat/ 5 = completely)

Single-use Utensils	Wooden/ Bamboo Chopsticks		Plastic Forks/ Spoons/ Knives		Plastic Stirrers		Other (such as compostable plastic or fibre)	
	Dine-in	Take-out/ Delivery	Dine-in	Take-out/ Delivery	Dine-in	Take-out/ Delivery	Dine-in	Take-out/ Delivery
Restaurant (29 total)	1	5	1	5	NA	NA	NA	NA
Limited Service Food Establishment (9 total)	3	5	3	5	2	2	NA	NA
Retail (2 total)	NA	5	NA	5	NA	NA	NA	NA
Food Court (4 total)	5	5	5	5	2	2	NA	NA

What does the DEPENDENCE of single-use utensils amongst business types reveal?

Based on results in Table 6.5-1 and Table 6.5-2, the majority of single-use utensils are used for take-out and delivery. The majority of business stakeholders consider take-out and delivery as high dependency as most currently do not have consistent business operation systems in place to ask if customers need utensils for their takeout or delivery orders. Some respondents expressed that it would be better to provide customers with utensils as part of good customer service, in case the customers do not have utensils with them or have access to utensils. Food Court stakeholders have a high dependency on single-use utensils due their vending style, limited capacity for storage of reusable utensils, and space constraints that do not allow them to have a dishwasher/sanitation unit.

### 6.5.2 Level of acceptability

Table 6.5-3 shows how respondents in each stakeholder category rated the acceptability of the proposed by-law for single-use utensils.

[Table 6.5-3] Distribution of acceptability of proposed **by-request only** by-law for single-use utensils

How acceptable is the proposed by-request only by-law?					
ACCEPTABILITY	Overall Numbers (n=29)	Restaurant (n=20)	Limited Service Food Establishment (n=8)	Retail (n=1)	Food Court (n=4)
Acceptable (5)	51.7%	50.0%	50.0%	0.0%	0.0%
Somewhat Acceptable (4)	24.1%	35.0%	0.0%	0.0%	0.0%
Neutral (3)	0.0%	0.0%	0.0%	0.0%	0.0%
Somewhat Unacceptable (2)	6.9%	5.0%	12.5%	0.0%	25.0%
Unacceptable (1)	17.2%	10.0%	37.5%	100%	75.0%

Average score: 3.9 | Median score: 5.0

What was the LEVEL of ACCEPTABILITY for the proposed by-request by-law for single-use utensils?

Overall, the level of acceptability was high at (3.9/5.0). Opinions, however, were not unanimous or evenly spread - there were two distinct groupings of respondents: those who found the proposed by-law to be generally acceptable and those who did not. There weren't any respondents that were neutral.

The Retail respondent found the proposed bylaw unacceptable.

Food Court businesses all found the proposed by-law to be generally unacceptable.

In the Restaurant license holders category, there were three respondents, making up 15% of that category, who found the proposed by-law to be generally unacceptable. The other 85% found the proposed by-law to be acceptable or somewhat acceptable.

Table 6.5-4 summarizes the key reasons why stakeholders described the proposed by-law as acceptable or not.

[Table 6.5-4] Key reasons for acceptability of proposed utensil by-law

<b>Why do you find the proposed by-request by-law to be acceptable or unacceptable?</b> (n=29) <i>Answers not mutually exclusive</i>	
[Acceptable response] “By Request only” is doable	37.9%
[Acceptable response] Already providing single-use utensils “by request”	34.5%
[Acceptable response] Not giving out single-use utensils saves money	6.9%
[Unacceptable response] Costly to switch to reusable	3.4%
[Unacceptable response] Doesn’t have infrastructure/equipment in place	3.4%
[Unacceptable response] Inconvenient (staff, operations)	24.1%

37.9% of respondents found the “By Request only” aspect of the proposed by-law to be acceptable. Respondents expressed that they would implement this through training staff and working with delivery operators. As with the other proposed by-laws for single-use items, stakeholders stressed the importance of education and public awareness efforts. Stakeholders emphasized that these public and consumer based efforts would alleviate and reduce negative customer reactions to not automatically being provided single-use utensils.

34.5% of respondents shared that they are already providing single-use utensils “by request”. 6.9% expressed that not giving out single-use utensils will save them money.

For stakeholders who felt that the proposed by-law was generally unacceptable, reasons included how, as a business, they do not have the infrastructure and equipment in place to use reusable utensils. Even if it were possible, a few stakeholders expressed that a barrier was the cost of switching over to reusable utensils. The largest grouping of reasons that was not in favour of the proposed by-law was around inconvenience for staff and business operations. Health concerns around reusable utensils was only mentioned once.

Table 6.5-5 shows the acceptability of the proposed by-law requirement for “no self-serve stations” for single-use utensils.

[Table 6.5-5] Distribution of acceptability of proposed “no self-serve stations” for single-use utensils.

How acceptable is the “no self-serve stations” aspect of the proposed by-law?					
ACCEPTABILITY	Overall (n=13)	Restaurant (n=7)	Limited Service Food Establishment (n=6)	Retail (n=0)	Food Court (n=4)
Acceptable (5)	38.5%	28.6%	50.0%	NA	25.0%
Somewhat Acceptable (4)	7.7%	14.3%	0.0%	NA	0.0%
Neutral (3)	15.4%	28.6%	0.0%	NA	0.0%
Somewhat Unacceptable (2)	0.0%	0.0%	0.0%	NA	0.0%
Unacceptable (1)	38.5%	28.6%	50.0%	NA	75.0%

Average score: 3.1 | Median score: 3.0

Table 6.5-6 summarizes the key reasons why stakeholders described the proposed by-law as acceptable or not.

[Table 6.5-6] Key reasons for acceptability of Proposed “no self-serve stations” for single-use utensils

<b>Why do you find the “no self-serve station” proposal acceptable or unacceptable? (n=11)</b> <i>Answers not mutually exclusive</i>	
[Acceptable response] Removing self-serve station is doable	18.2%
[Acceptable response] Currently don't use self-serve stations	27.3%
[Acceptable response] Not giving out single-use utensils saves money	9.1%
[Unacceptable response] Business has invested in self-serve stations (equipment, design, etc.)	9.1%
[Unacceptable response] Inconvenient (staff, operations)	36.4%

The distribution of acceptability for the proposed “no self-serve station” by-law for single-use utensils showed a divided opinion with some respondents finding it neutral. The Restaurant category was more evenly distributed with the same portion of respondent finding it Acceptable, Neutral, or Unacceptable (28.6% of respondents for each level). Limited Service Food Establishment license holders were split between 50% acceptable and 50% unacceptable. The even distribution and split opinion is reflected in the average score of 3.1 that falls closely to “neutral” opinion. There were notably fewer responses for this question as there were fewer stakeholders who currently use self-serve stations.

The main reasons for the proposal being acceptable include it being an easy change to remove the self-serve station and how removing the self-serve station would reduce the usage of single-use utensils, thus saving money. Other positive responses were due to stakeholders not currently using a self-serve station.

Negative responses were primarily around the inconvenience that the proposed changes would cause to business operations. Reasons included extra work for staff, changes to workflow and operations. This is in addition to the ‘by-request only’ aspect of the proposed by-law, which will render the point of access for utensils to be solely on staff.

There was at least one stakeholder that had invested in custom and designed self-serve stations. The proposed by-law was expressed to be unacceptable as the stakeholder invested money in these stations that they would have to remove/throw out.



### 6.5.3 Considerations for by-law approaches

This section describes key considerations that should be taken into account for the proposed by-law for single-use utensils.

#### Use of Reusable Utensils

Table 6.5-7 shows the respondents' ability to switch to reusable utensils.

[Table 6.5-7] Adoptability of reusable utensils

Can you adopt reusable utensils? (n=27)	
Yes*	7.41%
Already using reusable utensils in store, single-use utensils only used for delivery/take-out	55.6%
No	33.3%
Unsure	3.7%

\*For "Yes", it is considered a switch by stakeholders who normally using single-use utensils in dine-in situations

55.6% of respondents already use reusable utensils in store and only rely on single-use utensils for delivery and take-outs.

100% of Food Court stakeholders engaged stated that it was not possible for them to switch over to reusable utensils.

Table 6.5-8 summarizes the reasons for stakeholders not being able to adopt reusable utensils.

[Table 6.5-8] Key reasons for not being able to adopt reusable utensils

Reasons for not being able to adopt reusable utensils (n=12)		
	Actual numbers (n=12)	%
<i>Answers not mutually exclusive</i>		
Not possible to have equipment and storage for reusable utensils	4	33.3%
Business relies on take-out/delivery	3	25.0%
Health concerns with reusable utensils	1	8.3%
Franchise headquarters considerations and decision	2	16.7%
Increased costs	5	41.7%

For the 33% of respondents who said that it was not possible to switch over to reusable utensils, reasons ranged from the cost of reusable utensils to physical and operational constraints:

- 41.7% expressed that there would be increased costs associated with adopting reusable utensils. Costs include purchasing reusable utensils, staff time costs associated with implementing reusable utensils at the store level (washing, storage).
- 33.3% of respondents to this question expressed that switching over to reusable utensils is not possible due to not having the equipment nor the storage capacity for reusable utensils. All of these respondents held Limited Service Food Establishment licenses, in particular Food Court businesses, who have limited space.
- 25.0% of respondents expressed that their business model relies on take-out/delivery. These businesses have limited or no space for dine-in, making reusable utensils difficult to implement.
- A few stakeholders expressed that switching over to reusable utensils will depend on the franchise headquarters' decision. As franchises, these stakeholders are not able to make that decision by themselves.
- There were also health and sanitation concerns expressed around reusable utensils.

While the majority of stakeholders engaged on this proposed by-law are already using reusable utensils, Food Court vendors and businesses that rely on take-out/delivery as their core business model are not able to switch to reusable utensils. Reducing single-use utensils for these stakeholders

would depend heavily on changes in consumer behaviour and the successful implementation of the ‘by request’ only aspect of the proposed by-law.

There is a small fraction of businesses that have the capacity and ability to switch over entirely to reusable utensils but have not yet done so for reasons such as investing in custom self-serve stations and health concerns around reusable utensils.

## Customer Experience

Table 6.5-9 summarizes how the proposed by-laws for single-use utensils would impact customer’s experience.

[Table 6.5-9] Potential impacts on customer experience

How will the changes affect your customer’s experience? (n=18)	
Inconvenience	72.2%
No change	27.8%

Impact on customer experience was mostly around the inconvenience of customers having to ask for utensils or being prompted by staff. It was also noted that the general public, overall, currently doesn’t have the habit of bringing their own utensils when dining out, which in several stakeholders’ opinion, is the behavioural change that is needed to realize the biggest reduction in usage of single-use utensils.

Some stakeholders mentioned that by not providing utensils automatically, it could be perceived as bad customer service. Stakeholders also worried about being perceived as providing poor customer service when customers are not automatically provided the proper utensils with their delivery and take-out orders. Education and awareness efforts, along with proper implementation of how to ask customers whether they need single-use utensils or not will help reduce the likelihood of this possible scenario.

Stakeholders who answered that there would be no significant change to customer experience were already using reusable utensils.

#### 6.5.4 Potential Strategies for Compliance

Table 6.5-10 shows the actions that businesses described they would have to take in order to comply with the proposed by-law for single-use utensils.

[Table 6.5-10] Actions required by business stakeholders to comply with utensils by-law

How would your operations need to change to comply with the utensils by-request bylaw?		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=16)	%
Increased Customer Awareness	9	56.3%
Staff training	10	62.5%
Operational Changes	3	18.8%
Nothing/No Change	3	18.8%
Remove self-serve station	1	6.3%

There are several key changes that would help stakeholders comply with the utensils by-request by-law:

- 56.3% of respondents felt that customer/consumer awareness will be important in the successful reduction in usage of single-use utensils. Consumer actions include, but are not limited to, bringing their own utensils when dining out (food court and take-out orders), using reusable utensils if taking food home to eat, and changing expectations to businesses only providing single-use utensils upon request.
- Staff training and education to change behaviour will also contribute to reduction efforts. 62.5% of respondents will work with staff to stop automatic distribution of single-use utensils and ensure that staff only provide them after asking customers whether they need it for their food.
- Franchises and stakeholders who work with delivery companies will require further operational changes such as seeking headquarter authorization and implemented changes to working with delivery companies to include an additional question on order forms or phone-in logistics to inquire if customers need single-use utensils.

- One respondent stated that they will need to remove self-serve stations in order to comply with the ‘no self-serve station’ part of the by-law.

### 6.5.5 Timing

Table 6.5-11 shows how long stakeholders would need to be ready to comply with the proposed by-law for single-use utensils.

[Table 6.5-11] Readiness to comply

<b>How long do you need to be ready for the utensils by-request by-law? (n=27)</b>			
Immediately		24	88.9%
Unsure		1	3.7%
Average, in months (n=2)	1.75 months	2	7.4%

From our findings, 88.9% of respondents felt that they would be able to implement this proposed by-law immediately. This can be compared to an average of 1.75 months that was provided by respondents that needed a longer timeline than “immediately”; however, only two respondents described needing additional time to comply.

While a majority of stakeholders expressed that they would be able to comply immediately, stakeholder across all license and business types expressed the importance of public awareness and consumer education around this by-law. Stakeholder responses for other questions also indicated that time is needed to train staff and work with delivery/take-out companies to ensure that there is a ‘by request only’ utensils question in the order forms.

### 6.5.6 Conclusions

**KEY TAKEAWAYS** from business stakeholder engagement on the City’s proposed by-law for single-use utensils:

- The proposed by-law for single-use utensils was, on average, well accepted. It received the highest level of acceptance across the various proposed by-laws to reduce single-use items.
- The “by-request only” aspect of the by-law has several implications for business stakeholders. Nearly all the businesses engaged already use reusable utensils for dine-in and only distribute single-use utensils for their take-out/delivery orders. For these businesses, it was expressed that the key compliance step would be to train staff to cease the automatic distribution of single-use utensils as well as ensuring that staff ask customers if they require single-use utensils for their take-out/delivery orders. However, for businesses that rely on single-use

utensils, such as food court vendors and businesses that vend primarily through take-out/delivery, the additional step of asking if customers require utensils was seen as an inconvenience. These businesses are also restricted in their ability to adopt reusable utensils due to their mode of vending and lack of space for storage and sanitation equipment for reusable utensils.

- The “no self-serve station” aspect of the proposed by-law received an average of neutral acceptance - there was an even split of opinions. Food court operators and those who have invested in custom and branded self-serve stations found this proposal to be unacceptable. Their response was in combination with the proposal of only providing single-use utensils “by request” - it was seen as inconvenient and causing more work for both the business and their customers.
- With the recent proliferation of food delivery businesses, there is a need to work with these platforms to ensure that the “by request only” aspect of providing single-use utensils is reflected in the order form.
- In order to reduce distribution and usage of single-use utensils, behaviour change from the public and customers will be essential as for some businesses and vending types, adoption of reusable utensils is not currently feasible. Behavioural changes include the normalization and habituation of customers bringing their own utensils and shifting the expectation that single-use utensils will automatically be supplied with every take-out/delivery order. The proposed by-request by-law would be a step towards this change. Public education and consumer awareness will also help alleviate the main concern that many business stakeholders have around seemingly providing bad customer service by asking the question and removing self-serve stations.
- The proposed by-laws were seemingly ready to be immediately implemented by interviewees. However, it is highly recommended that consumer education and public education efforts are conducted in advance of the by-law coming into effect. General public awareness of these changes would alleviate the leading concern that businesses have around perceptions of their customer service. Lead-time would also provide businesses the time to train their staff and make adjustments to their operations.

## 6.6 COMPOSTABLE SINGLE-USE ITEMS

### 6.6.1 Current use

Within our engagement, we have very few stakeholders that completed this section of the questionnaire on compostable single-use items. Thus, our findings are not robust enough to make a full analysis.

46 businesses indicated that they are currently using compostable single-use items, including wood or bamboo chopsticks, paper or compostable plastic straws, paper shopping bags, paper cups lined with compostable plastic, or compostable plastic cups. The following compostable single-use items were reported as being used (number of respondents indicated in brackets):

- Chopsticks made of wood or bamboo (38). 13.2% of stakeholders that use chopsticks used wood or bamboo chopsticks for dine-in in addition to take-out/delivery. The other 86.8% used wood or bamboo chopsticks for take-out/delivery only.
- Straws made of paper (1) or compostable plastic (1), both of which were regular-width as opposed to wide-width bubble tea straws.
- Paper shopping bags (15).
- Cups made of paper lined with compostable plastic (1) or compostable plastic (1)

### 6.6.2 Price Difference

All respondents expressed that compostable single-use items are more expensive than their non-compostable versions. However, the price difference varied widely, depending on item and compostable material. Stakeholders shared how containers could be a few cents to 25-cents more even if purchased in bulk. For straws, it was cited that paper straws would cost 10 times as much as regular plastic straws. Due to the wide range of products and pricing of these products, it is not possible to provide an average increase of cost for compostable single-use items compared to their non-compostable counterparts.

### 6.6.3 In-store organics collection

Of the businesses that responded to the question (3), "Do you have in-store collection for organics/green bin collection for compostable plastic single-use items?," 1 businesses had in-store organics collection and 2 did not.

Businesses were also asked if they knew where their organics hauler takes their waste. 1 respondent said that they knew where their organic waste is taken after collection while 2 did not.

## 6.7 RECYCLED CONTENT

### 6.7.1 Current use

6 businesses indicated that they are currently using single-use items with recycled paper content. The following single-use items used by respondents were reported as containing recycled paper content (number of respondents indicated in brackets):

- Paper shopping bags (5). The most common products stakeholders reported as containing recycled content were paper shopping bags. Of these stakeholders, only 1 stakeholder reported that their bags contained 40% recycled content and that it was post-consumer content. Others did not know the exact amount of recycled content.
- Paper straws (1). The respondent was not able to say what percentage of recycled paper content was used in their straws.

3 businesses reported that their products were made using post-consumer recycled content while 2 did not know whether their products used post-consumer recycled content, post-industrial recycled content, or both.

### 6.7.2 Price difference and availability

Within our consultations, there were only a few respondents who had knowledge of the cost and availability of products with recycled paper content, which limited our findings.

- 1 respondent reported seeing a price difference between paper with recycled content and virgin paper. They explained that products with recycled paper content are more expensive.
- Several respondents mentioned how they are not looking for recycled content specifically, but rather functionality, size, and price of shopping bags when making a decision on which bags to use.



## 6.8 BUBBLE TEA

Some of the proposed by-laws for single-use items (disposable cups and plastic straws) will impact a popular cultural activity in Vancouver: bubble tea. In order to understand how the proposed single-use item reduction strategy will impact bubble tea businesses and consumers of bubble tea, this section will highlight the challenges and opportunities that are unique to bubble tea and the businesses that serve the drink.

16 stakeholders responded to some or all engagement questions about bubble tea. Their responses were analyzed according to the following categories of stakeholders:

- Restaurant license holders (2 respondents): These businesses offer bubble tea as one of their menu items, though it is not their primary service offering.
- Limited Service Food Establishment license holders (5 respondents): These businesses offer bubble tea as one of their menu items, though it is not their primary service offering.
- Bubble Tea (9 respondents): Businesses that are primarily bubble tea shops. These respondents all held Limited Service Food Establishment licenses.

### 6.8.1 Bubble Tea Vendors in Vancouver

Table 6.8-1 shows the number of business stakeholders that serve bubble tea within consultations.

[Table 6.8-1] Business stakeholders that serve bubble tea by business license type.

License Type	# Respondents that serve bubble tea	# Respondents that DO NOT serve bubble tea
Restaurant	2	38
Limited Service Food Establishment	14	13
Retail Dealer - Food	1	9

In our consultation process, a category of business stakeholders designated as “Bubble Tea” was created to describe businesses that fit the following criteria:

1. Their main product offering is primarily bubble tea and other drinks
2. They are take-out/delivery focused with a limited number of dine-in seats.

This stakeholder category was created to reflect a grouping of businesses that would have similar opportunities and challenges when working to comply with proposed single-use item by-laws. Ten respondents meet these criteria, all of which held a “Limited Service Food Establishment” business license, with nine of these businesses answering this set of engagement questions specific to bubble tea.

Table 6.8-2 summarizes the percentage of bubble tea orders ordered for take-out as compared to for dine-in.

[Table 6.8-2] Percentage of stakeholders that take-out as their primarily method of sales for bubble tea.

How much of your bubble tea orders are take-out?	
Overall (n=16)	80.0%
Restaurant (n = 2)	70.0%
Limited Service Food Establishment (other than Bubble Tea) (n = 5)	81.4%
Bubble Tea (n = 9)	88.9%

Bubble tea, similar to drinks such as coffee, is heavily take-out based. We found an overall 80% take-out rate for bubble tea drinks from our interviews. With limited seating, equipment and space to utilize reusable cups and reusable straws, Limited Service Food Establishment license holders reported that 81.4% of bubble tea orders are take-out – 11.4% higher than the portion of take-out bubble tea orders from Restaurant license holders. Respondents in the Bubble Tea stakeholder category reported an 88.9% take-out rate for their bubble tea orders.

While there is a small portion of bubble tea customers that stay on site across all categories, few businesses use reusable cups and reusable straws for “dine-in” orders. Businesses, especially Limited Service Food Establishment license holders might not have the capacity to offer reusable cups and reusable straws. It was also shared that some customers prefer to have to-go cups, even when there are reusable cups available, as they might not finish their drink while in stores.

Table 6.8-3 summarizes the percentage of respondents that currently provide reusable straws and/or reusable cups for dine-in bubble tea orders and reasons for not being able to provide these reusable options.

[Table 6.8-3] Availability of reusable straws and reusable cups and key reasons for not being able to provide reusable dine-in options

<b>Do you provide reusable straws and/or reusable cups for dine-in bubble tea orders? (n=16)</b>		
Yes		18.8%
No		81.3%
<b>Reasons for not being able to provide reusable options (n=13):</b>		
No dishwashing or sanitizing infrastructure	6	46.2%
Added labour to provide reusable options	2	15.4%
No reason given	5	38.5%

As shown in Table 6.8-3, 81.3% of respondents currently do not provide reusable straws and/or reusable cups for dine-in bubble tea orders. Major barriers for providing reusable options include the lack of dishwashing/sanitation equipment (including the space in stores for such equipment) and the added labour associated with providing reusable options.

### 6.8.2 Opportunities and Challenges to Reduce Single-use Items for Bubble Tea

Bubble tea businesses are impacted by several of the proposed single-use item by-laws: plastic straws and disposable cups. Please refer to Sections 6.2 and 6.4 for specific consultation findings on plastic straws and disposable cups, respectively.

When prompted regarding initiatives towards reducing usage of single-use items, two stakeholders that sell bubble tea reported that they have started using reusable cups and reusable straws, while others have started accepting customers to bring-their-own-cup and straw. One respondent mentioned that they switched to biodegradable plastic cups and straws. There was a low number of respondents (n=3) for this question.

Table 6.8-4 asks respondents if they see an opportunity for a local solution or program to eliminate the usage of single-use plastic straws for bubble tea. Respondents were stakeholders who serve bubble tea and held either a Restaurant or Limited Service food Establishment license.

[Table 6.8-4] Opportunity for a local solution or program to eliminate the usage of single-use plastic straws for bubble tea

<b>Do you see any opportunities for a “made-in-Vancouver” (i.e. local) solution or program for eliminating the use of single-use plastic straws (including compostable plastic straws) for bubble tea? (n=14)</b>	
Yes	28.6%
No	71.4%

When prompted whether a “made-in-Vancouver” solution was possible for eliminating the use of single-use plastic straws, 28.6% of respondents responded with a positive response. Ideas included a cup sharing program and an incentive program that would help local solutions remain competitive with international suppliers’ pricing. Many of the respondents raised concerns around the cost of local solutions as their supply of cups and straws are currently a part of the global supply chain that has the economies of scale that pushes the production and purchasing cost to a few cents per item.

Table 6.8-5 shows how long stakeholders would need to change supply chain in order to comply with the proposed by-laws. Respondents were stakeholders who serve bubble tea and held either a Restaurant or Limited Service food Establishment license.

[Table 6.8-5] Time needed by stakeholders to change supply chain in order to comply with proposed by-laws

<b>How much lead time does your business need to change supply chain? (n=15)</b>			
Average, in months (n=6)	6.5 months	6	40.0%
Unsure / Need viable alternative		9	60.0%

In order to comply with the proposed single-use item by-laws, such as phasing out single-use plastic straws, 40% of businesses that serve bubble tea need, on average, 6.5 months to change supply chains. Answers ranged between 1 and 24 months. The other 60.0% of respondents cited that they were unsure how long they would need as currently there are not any viable suitable alternatives for straws.

Table 6.8-6 asks whether a business that serves bubble tea provided recycling for their cups.

[Table 6.8-6] Whether a business provided recycling for their cups by license type

<b>Do you provide recycling for your cups?</b>				
	Overall (n=16)	Restaurant (n=2)	Limited Food Service Establishment (n=5)	Bubble Tea (n=9)
Yes	18.8%	50.0%	40.0%	0.0%
No	81.3%	50.0%	60.0%	100%

The standard type of plastic cup that is used for bubble tea is made with recyclable number 5 plastic. Currently, 81.3% of businesses that sell bubble tea are not providing in-store recycling for their single-use cups. As such, stores currently do not have separate receptacles for garbage and cups.

Reasons for not providing recycling for cups include the extra labour that is needed to sort and rinse these cups, as well as the limited capacity of the property where the business is occupying in accepting large quantities of plastic recycling.

Table 6.8-7 shows the willingness by respondents to accept customers to use their own reusable cup for bubble tea. The table also shows the reasons why a business might not welcome a customer's own cup.

[Table 6.8-7] Acceptance and reasons for allowing customers to use their own cup

<b>What do you think of customers bringing in their own reusable cup for bubble tea? (n=15)</b>		
Welcome		80.0%
Not Welcome		6.7%
Possible		13.3%
<b>Reasons and barriers for using customers' reusable cups: <i>Answers not mutually exclusive</i></b>		
Logistical challenges	4	26.7%
Health and sanitation concerns	3	20.0%

80.0% of the businesses that we engaged that serve bubble tea were welcoming of customers bringing in their own cups while others were open to the possibility but are not actively accepting customers' own cups yet. There was only one respondent that did not allow customers to use their own cups.

These respondents mentioned that using customers' own cups was not possible in the case of online and phone orders for either pick-up or delivery. Using the customers' own cups would also cause logistical challenges such as operations flow, portioning of ingredients, and in some cases, how drinks are prepared. Stakeholders also raised concerns around the health and sanitation aspect of customers bringing their own cups. There were additional liability concerns around accidentally breaking customers' cups and limited ability to use techniques such as blow torching the top of the bubble tea to caramelize sugar foam.

Table 6.8-8 summarizes responses from respondents on whether there are other ways that bubble tea can be served, without a plastic straw. Respondents were stakeholders who serve bubble tea and held either a Restaurant or Limited Service food Establishment license.

[Table 6.8-8] Other ways to serve bubble tea without a plastic straw

Are there other ways to serve bubble tea drinks without a plastic straw? (n=15)	
Yes	0.0%
No	80.0%
Unsure	20.0%

When asked if there are any ways to serve bubble tea other than using plastic straws, 80.0% of respondents expressed that there was not any other way. The other 20.0% of respondents were unsure. One stakeholder suggested that customers could potentially use a long spoon to eat the pearls.

Table 6.8-9 summarizes responses from respondents on whether there are other types of containers that would be suitable for bubble tea. Respondents were stakeholders who serve bubble tea and held either a Restaurant or Limited Service food Establishment license.

[Table 6.8-9] Other types containers that would be suitable for bubble tea

<b>Do you have other types of containers that would be suitable for bubble tea?</b> (n=13)		
Yes		38.5%
No		53.8%
Unsure		7.7%
<b>Ideas proposed or other types of containers already in use:</b> <i>Answers not mutually exclusive</i>		
Reusable	4	30.8%
Cup Sharing	1	7.7%
Glass or paper cups	3	23.1%

To shift away from disposable cups (current cups on market are recyclable but currently not being directed to recycling at the store level as shown in Table 6.8-6), this question asked if there are other types of containers that would be suitable for serving bubble tea. Respondents that answered yes identified options such as glass or paper cups. There is also variation in shape such as a water bottle, milk bottle, or other customizations. There was also the suggestion to serve the drink in plastic bags, which is already used in Asia and at least one restaurant for a non-bubble tea drink in Vancouver. 30.8% of respondents referenced ‘reusable’ containers and one respondent provided the idea of a cup sharing program.

### 6.8.3 Conclusions

The biggest challenge for bubble tea businesses in complying with the proposed single-use item by-laws is the lack of a viable alternative for the wide-width straw that is needed to consume the drink. Through our interviews, stakeholders did not identify any ways to serve the drink without a straw. This finding reflects the fact that bubble tea drinks were originally intended to be consumed with a straw. However, stakeholders expressed an openness and willingness to shift over to reusable alternatives for both cups and straws.

The largest opportunity for reducing single-use item usage pertaining to bubble tea would be to shift towards reusable cups and reusable straws. While this is possible for Restaurant license holders, the majority of bubble tea businesses do not have the sanitation equipment nor storage space available to switch to reusable cups and reusable straws. With 80% of bubble tea orders being take-out, the quick-serve and take-out nature of the drink limits the amount of orders that businesses can serve as 'dine-in' with reusable cups and reusable straws. Stakeholder did not identify any viable alternatives to plastic straws, except reusable stainless steel or glass straws, which would not be suitable for take-out style vending unless these reusable straws are sold as part of the transaction. As for cups, ideas such as cup-sharing programs could be explored as one way to reduce disposable cup use.

In order to realize this shift towards reusable options, significant consumer behavioural changes are needed, especially around customers bringing their own cups and straws. The majority of businesses engaged were welcoming of customers using their own cups even while expressing concerns around logistical challenges and health/sanitation concerns. It is recommended that the City work with health authorities to understand the guidelines and requirements for businesses to allow customers to use their own containers, including cups.

Without a viable disposable alternative for single-use plastic straws, it was not possible for bubble tea businesses to provide a timeline they would need to switch over to comply with the proposed by-laws.



## 6.9 OVERALL

### 6.9.1 Implementation Schedule

#### Simultaneous or Staggered Start Dates

Stakeholders were asked if they preferred the by-laws to come into effect all at once, or be spaced out over time. Of the 59 businesses that responded to this question, 32 preferred simultaneous start dates compared to 27 that preferred staggered start dates.

Table 6.9-1 shows how preference for simultaneous vs. staggered start dates varied based on the stakeholder category.

[Table 6.9-1] Stakeholder preferences for Simultaneous or Staggered implementation of single-use by-laws

	<b>Overall (n=59)</b>	<b>Restaurant (n=31)</b>	<b>Limited Service Food Establish ment (n=12)</b>	<b>Retail (n=2)</b>	<b>Fresh Food Retail (n=4)</b>	<b>Bubble Tea (n=10)</b>
Simultaneous	54.2%	54.8%	66.7%	50.0%	50.0%	40.0%
Staggered Timing	45.8%	45.2%	33.3%	50.0%	50.0%	60.0%

Table 6.9-2 summarizes the advantages of a simultaneous vs. staggered approach.

[Table 6.9-2] Advantages of Simultaneous vs. Staggered start dates

Pros for each approach:	
<b>Simultaneous</b> (n=31) <i>Answers not mutually exclusive</i>	
Single effective date is preferred	61.3%
Changes all at once is easier	38.7%
<b>Staggered</b> (n=25) <i>Answers not mutually exclusive</i>	
More time between changes	52.0%
Staggered changes easier on customers and businesses	80.0%
Step-by-step changes preferred	40.0%

For those who preferred simultaneous start date, reasons revolved around how it would be easier to implement the changes all at once to comply with the proposed by-laws such as training staff and implementing other systems such as tracking item usage. It was also raised how the sense of urgency would motivate stakeholders and the simultaneous effective date would reduce confusion as to which effective dates are for which items.

For those who preferred staggered start dates, 80.0% of respondents felt that the staggered timing would lessen the impacts and make the transition easier for both customers and businesses. 52.0% expressed that more time between changes would be ideal

For both approaches, stakeholders indicated the importance of the City launching education and public awareness campaigns in advance of the effective date(s).

## Timing

Table 6.9-3 shows stakeholders' preference for the order in which the proposed by-laws come into effect.

[Table 6.9-3] Stakeholder preferences for the order of proposed by-law implementation

<b>Which by-laws should come into effect first vs. which by-laws do you need more time to prepare for? 1st to come into effect to 5th (last) to come into effect.</b> (n=33)					
	FOAM	STRAWS	BAGS	CUPS	UTENSILS
1st	11	4	11	1	9
2nd	5	8	6	5	12
3rd	6	5	6	10	2
4th	3	8	3	9	2
5th*	8	8	7	8	8
Weighted Average (with 1 <sup>st</sup> being 1, to 5 <sup>th</sup> being 5),	2.8	3.2	2.7	3.5	2.6

\*5th position was also given to non-responses for single-use items that respondents did not provide an answer for (due to stakeholders not using that single-use item, thus not impacting them). This assignment of position was done to negate the possibility that respondents would prefer that by-laws around items they do not use to be implemented earlier as it would not impact them, thus providing them with more time before implementation of by-laws for subsequent items that would impact them.

Using a weighted average, phasing in the following order is recommended: Utensils, Bags, Foam, Straws, and then Cups. It is notable that Utensils, Bags, and Foam were very close together in their weighted average score, with a margin of up to 0.2 difference between them. There were not any discernible differences between business license types in the preferred order provided.

### 6.9.2 Third-Party Food Delivery Platforms

30.3% of respondents (n=66) said that they use third-party food delivery services. Platforms provided included: UberEats, Skip the Dishes, Door Dash, Foodora, and Chinese language based delivery platforms such as Fan-Tuan, Kuai Son, Lao Si Ji. Concerns were raised around how to

adjust orders for usage of bags (if there will be a fee charge) as orders are being prepared, and how to work with these platforms on asking if utensils are required, and how to charge separate fees for cups. There is also the opportunity to work with these companies to act as an additional point for customers to become informed of these changes. It is recommended that the City reach out to these third-party delivery services as many business stakeholders lack the capacity to negotiate or advocate for changes with these delivery service providers on the type of changes required.

### 6.9.3 Bring Your Own Container /Cup

One of the cross-cutting themes across the proposed by-laws was the opportunity and challenges around switching to reusable cups and containers. Stakeholders were asked if they would welcome customers bringing their own cups/containers. Table 6.9-4 shows how acceptable businesses found it to be for customers to bring in their own container or cup.

[Table 6.9-4] Acceptability of customers bringing their own container or cup

<b>How do you feel about customers bringing their own containers and cups? (n=61)</b>	
Welcome	83.6%
Not welcome	9.8%
Unsure	6.6%

Stakeholders repeatedly described that they are concerned/uncertain about the health and sanitation requirements for filling orders in customers' reusable containers and cups. They also expressed concern that the logistics of filling customers' order in their own reusable cups and containers is at odds with current business practices, particularly in the case of orders placed for delivery, or ahead of time for immediate pick-up.

#### 6.9.4 Additional Consultation

Stakeholders were asked if they would like to see additional consultation before the proposed by-laws are presented to Council for approval (Table 6.9-5).

[Table 6.9-5] – Desire for additional consultations to inform by-laws

<b>Do you think there is a need for additional consultation sessions or a broader comment phase to provide input on the by-laws before Staff brings them forward to Council for adoption? (n=65)</b>	
Yes	35.4%
No	64.6%

Table 6.9-5 shows that 64.6% of stakeholders felt that overall there is no need for further consultation on the proposed by-laws. Stakeholders found the engagement helpful in that it clarified the proposed by-laws for them and allowed them to ask questions. For some stakeholders, it was the first time hearing about the Single-use Item Reduction Strategy.

Once consulted, the majority who said that no further consultation is needed because they felt that once the proposed by-laws are explained, they are pretty straight-forward.

During our consultations, it was identified how suppliers needs to be engaged as there was incorrect information being shared by suppliers around alternatives (e.g. compostable plastic straws). In response to us sharing the up-to-date details and information provided by the City, stakeholders expressed that there needs to be more outreach conducted to share information on what type of materials is allowed as alternatives, especially for straws. As new information becomes official, some stakeholders would like further consultations or other ways to receive this information so they can make informed business decisions.

### 6.9.5 Future Communications from the City

Table 6.9-6 to Table 6.9-8 describe stakeholders' interest and preference for receiving future communications from the City.

[Table 6.9-6] Interest and preference for follow up with the City

<b>Would you be interested in having follow up with the City, over time, on the transition process with the by-laws? This could be an opportunity to share success stories and areas that have been challenging. (n=63)</b>	
Yes	23.8%
No	76.2%

As a general observation - nearly all of the stakeholders who expressed interest in further follow-up by the City were more confident with communicating in English and were already actively finding solutions to reducing their single-use item usage. These businesses also had a dedicated person working on marketing and promotions, which is beyond their daily operations at the store.

For those who answered yes to further consultations, 66.7% preferred in-person, while 26.7% preferred letter mail, and the remaining stakeholders (6.7%) preferred social media engagement.

[Table 6.9-7] Updates from the City

Would you like updates from the City on Single-use item by-laws? (n=64)		
Yes		96.9%
No		3.1%
If YES, what is your preferred way of communication (n=57):		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=57)	%
In-Person	24	42.1%
Email	10	17.5%
Posted Letter	46	80.7%
City Website	2	3.5%
Social media	3	5.3%
Traditional media	2	3.5%

Nearly all stakeholders engaged (96.9%) would like to receive updates on the single-use item by-laws. Within our consultation segment, there was a strong preference for posted letters (80.7%), followed by in-person visits (42.1%), followed by email (17.5%). The remaining forms of communication – website, social media, and traditional media – while effective for getting the word out to the public, are not sent directly to the stakeholder.

[Table 6.9-8] Language preference of respondents

What is your preferred language for future communications from the City? (n=65)		
<i>Answers not mutually exclusive</i>	Actual Numbers (n=65)	%
English	46	70.8%
Chinese	32	49.2%
[Chinese dialect specific] - Mandarin	11	16.9%
[Chinese dialect specific] - Cantonese	10	15.4%
Vietnamese	13	20.0%
Korean	1	1.5%
Tagalog	1	1.5%
Japanese	2	3.1%

It should be noted that the results in Table 6.9-8 were only reflective of this consultation and its targeted ethnocultural community approach and how respondents were mostly managers and owners of businesses, which might not reflect the front-facing staff who might have different language competencies. It is also notable how some businesses are multi-lingual. Basing communications strategies on the most recent Vancouver demographics and census data is recommended.



## 7. SUPPORTS NEEDED

The type of SUPPORTS requested by stakeholders were very similar across by-laws. While there were some variations across business types, they can generally be categorized into the following types:

### **Public Education Tools**

This is classified as tools that can be provided to business stakeholders to inform their customers and the public about the single-use item bylaws. Physical communication materials include signage, posters, stickers and table tent cards. Digital communication materials also falls under this category, but very few stakeholders requested digital materials in our findings.

Public education and education tools was ranked the most commonly requested form of support at over 80% for the by-laws for foam, plastic straws, and disposable cups.

### **Translated Materials/Language Specific**

For educational and public awareness materials, stakeholders requested translated materials that are specific to their main clientele base. Due to our engagement being focused on Chinese languages and Vietnamese, our results for requests for translated materials are skewed towards these languages.

### **Public Awareness Campaign**

Under this category, we include media campaigns (print, TV, radio, ethnocultural media, online), public outreach, social media, and other forms that the City of Vancouver and other stakeholders can use to help raise general awareness about the single-use item by-laws. From our findings, it is preferred that these strategies be led City of Vancouver, or at least be in partnership with the City of Vancouver, so it will be seen as ‘official’ and credible.

Under this category, we also included the stakeholder’s request for education efforts around “Bring-your-own” campaigns and educational materials. This request would be inclusive of health authority updates, guidelines for both business stakeholders and customers, and messaging to encourage people to bring their own cups and containers.

Public awareness campaigns were ranked the most commonly requested form of support for by-laws for shopping bags and single-use utensils at over 75%. The difference between this and public education tools could indicate how there is already an established level of awareness that people can “bring-your-own” shopping bags and utensils. The same can be said for cups at 60%, which was the second most commonly requested form of support for cups.

### **Guidelines and More Information**

From our overall stakeholder engagement experience, we found that the overall knowledge around the details of the Single-Use Item Reduction Strategy is low, with the exception of the plastic straw ban, where there was high awareness but low level of detailed knowledge (e.g. compostable plastic). We found that there are many business stakeholders who rely (or feel they could rely) on suppliers for information.

Due to the low level of awareness around the Single-Use Item Reduction Strategy as a whole, including the proposed by-laws, business stakeholders are requesting more information so they can make informed decisions. This request includes, but is not limited to: final by-laws, list of compliant alternatives, technical information on compliant materials, health authority requirements around reusable items, and a list of suppliers.

While the City may not be able to provide for all these requests, we recommend that clear guidelines based off of the final by-laws and clarification of compliant materials be provided to businesses, inclusive of suppliers.

There was a noticeably higher response rate from stakeholders who would be impacted by the proposed plastic straw by-laws for more guidelines and information. This indicates that solutions to the proposed by-laws are not clear and that stakeholders require more information so they can find ways to comply with the plastic straw by-law.

## 8. CONCLUSION

The follow section describes the high-level findings across all single-use item by-laws we consulted on:

- Overall neutral to somewhat acceptable levels of acceptance for the proposed single-use item by-laws
- Lack of clarity around what materials are accepted in local recycling and composting programs is problematic for stakeholders as they seek out alternatives (e.g. confusion around compostable plastic). This could be attributed to the low level of awareness and knowledge around the specifics in municipal and regional recycling and composting regulations and capabilities.
- Stakeholders expressed a strong emphasis on needing adequate time to transition, especially between enactment and effective date of by-laws.
- Clear guidelines on by-laws and on acceptable alternatives is essential in supporting business compliance. Guidelines should include technical details that list acceptable and unacceptable materials under these by-laws.
- Public awareness and education are essential in supporting stakeholders' transition to reduce usage of single-use items. Heightened awareness of the by-laws enables customer behavioural change. Public awareness campaigns should include an effective date so consumers have the lead-time to make changes to their own routines. Stakeholders expressed how customer behavioural change is also needed to reach proposed reduction goals.
- There was a general preference to charge fees as opposed to not giving out single-use items. Stakeholders expressed that the City should set the minimum level of the fee. While there was some interest in submitting a customized reduction plan, stakeholders were unsure of the specific criteria required as well as concerns around how it would be additional work that they might not have time for.
- Health authority guidelines and requirements for businesses to allow customers to bring in their own containers and cups are highly desired as it would give license to stakeholders to be more forthcoming in accepting customers' own containers and cups.
- There was a split opinion on simultaneous and staggered timing for implementation of the single-use item by-laws. For either scenario, there was a strong expression that stakeholders would require adequate lead time for businesses to transition and customer awareness to take place.
- The majority of businesses were willing to report annual single-use item usage but the majority currently do not have systems to track the amounts and numbers used. The business license renewal process is an ideal time for reporting on these numbers.
- There are currently no viable market alternatives to single-use wide plastic straws used for bubble tea. Stakeholders expressed that there will likely be market solutions available over time but the industry would need clear guidelines on acceptable materials that would adhere to the City of Vancouver's bylaws.

- Stakeholders felt that having the same by-laws across the region and with other municipal jurisdictions would be more effective and fair.
- Multi-lingual educational and outreach materials are essential in supporting language communities (including businesses) in transitioning to adhere to the by-laws.
- Stakeholders expressed a high level of interest in staying updated on the development of these by-laws.

## APPENDIX

Appendix 1: List of stakeholders engaged

Appendix 2: Postcards

Appendix 3: Interview Questionnaire

Appendix 4: Slide Deck

## APPENDIX 1 – STAKEHOLDER LIST

A+A Market  
Angel Cafe  
AngelLove Bubble Tea  
Anh + Chi  
Benkei Ramen  
BK Market  
Boba Monster  
Bubble King  
Bubble World (Robson)  
Buns + Boba  
Cafe Xứ Huế  
Charisma Cafe & Dessert House  
Chatime  
Chinatown BBQ  
ChongQing Restaurant  
Coco  
Congee Noodle King  
Dragon Ball Tea House  
Dynasty Seafood Restaurant  
Floata Seafood Restaurant  
Flower & Horse in Spring  
Fortune Lamb Dining  
Fu Wei Mandarin Cuisine  
Gain Wah  
Garden Produce  
Giant Panda  
Good Choice Restaurant  
Great Two Supermarket  
Green Leaf Bubble Tea  
Hai Phuong  
Happy Farm Market  
Happy Lemon  
Hawker's Delight  
Honolulu Cafe  
Hot Cha Cafe Ltd.  
Jade Dynasty  
Joojak  
K Goods Produce  
Kam Wai Dim Sum  
Kawa Sushi  
Ken's Kitchen  
Kim Phụng  
Kingsway Deli  
Kuan Zhai Road  
Lian Hong Chin Bakery  
Liu Yi Shou  
Manpuku  
Maxim's Restaurant/Bakery  
Milk & Sugar  
Moi Cafe  
Nutra Trading Co.  
O Taho  
Phở Gà Mỹ Châu  
Phở Hòa  
Phở Thái Hòa  
Pine House Bread Cake  
Rhinofish Noodle Bar  
Royal Nepalese Momo Palace  
Ryo Japan  
Shanghai Lu  
Sun Fresh Bakery  
Sushi Den  
Thai Town  
Thailicious  
Thu Hiền Deli & Sandwich Shop  
Tin Lee Supermarket  
Tina Vietnamese Restaurant  
Top Cantonese Cuisine Restaurant  
Treasure Green Tea Company  
Tropika  
Trường Thành  
TTOB  
Van Dragon  
Veggie Bowl  
Wisconsin Ginseng Co. Ltd.  
Xing Fu Tang  
Yi Fang

## APPENDIX 2 – OUTREACH POSTCARD

English-Traditional Chinese postcards:

### PROPOSED BY-LAWS FOR SINGLE-USE ITEMS COULD CHANGE HOW YOU DO BUSINESS



#### The Single-Use Item Reduction Strategy includes Proposed By-laws to:

- Ban foam cups & containers
- Ban plastic straws with some exceptions for health care & access
- Reduce single-use utensils
- Reduce plastic & paper bags & disposable cups

**Your Turn:** Help shape the by-laws and implementation plans that staff will present to Council in spring 2019. Share with City staff how the proposed by-laws will impact your business and what support you will need.

#### Schedule an Interview Today:

✉ zerowaste@huafoundation.org  
☎ 604-868-2001

For more information, visit [vancouver.ca/zerowaste](http://vancouver.ca/zerowaste)



Hua Foundation is consulting stakeholders on behalf of the City of Vancouver.

### 新擬定的拋棄式產品法規很可能會改變您的營運方式



#### 「減少拋棄式物品使用率」的政策包含以下重點:

- 全面禁止使用泡沫塑料杯子和容器
- 全面禁止使用塑膠吸管, 不包含醫療器材
- 減少拋棄式餐具的使用率
- 減少使用塑膠袋、紙袋、及拋棄式杯子的使用率

**您的參予:** 誠摯邀請您參與相關法規的立法與實施計畫, 市府將於2019年春季提交擬議條例並由市議會表決, 請不吝與市府工作人員分享相關法規對貴單位的影響、或如何協助您做調整。

如需要更多資訊, 請查詢 [vancouver.ca/zerowaste](http://vancouver.ca/zerowaste)

#### 預約會談時間:

✉ zerowaste@huafoundation.org  
☎ 604-868-2001



Hua 基金會 即代表溫哥華市政府與相關單位會談。

English-Vietnamese postcards:

## PROPOSED BY-LAWS FOR SINGLE-USE ITEMS COULD CHANGE HOW YOU DO BUSINESS



### The Single-Use Item Reduction Strategy includes Proposed By-laws to:

- Ban foam cups & containers
- Ban plastic straws with some exceptions for health care & access
- Reduce single-use utensils
- Reduce plastic & paper bags & disposable cups

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## NHỮNG QUY CHẾ ĐƯỢC ĐỀ XUẤT CHO "RÁC THẢI SỬ-DỤNG-MỘT-LẦN" CÓ THỂ THAY ĐỔI CÁCH HOẠT ĐỘNG KINH DOANH CỦA BẠN



### Quy Chế này Đề Xuất Ra Những Chiến Lược Giảm “Rác Thải Sử-Dụng-Một-Lần” Như Sau:

- Cấm sử dụng ly và hộp đựng bằng xốp
- Cấm sử dụng ống hút nhựa ngoại trừ cho mục đích y tế
- Giảm sử dụng túi nhựa, bao túi giấy và ly
- Giảm sử dụng muỗng, đũa, nĩa, dao một lần

#### Bạn có thể làm gì?:

Giúp góp ý hình thành các điều luật và kế hoạch thực hiện dự kiến đưa ra vào mùa xuân 2019. Đồng thời chia sẻ với nhân viên ban thành phố về ảnh hưởng của các điều luật này đến doanh nghiệp của bạn, và bạn cần những hỗ trợ gì.

Hãy lên trang [vancouver.ca/zerowaste](http://vancouver.ca/zerowaste) để biết thêm thông tin

#### Hãy Đăng Ký Một Cuộc Hẹn Với Chúng Tôi:

✉ zerowaste@huafoundation.org  
☎ 604-868-2001



Hua Foundation là đại diện tư vấn các bên liên quan cho thành phố Vancouver.



## \* City of Vancouver's Single-Use Items (SUI) Reduction Strategy - Outreach Survey

DATE of SURVEY:

NAME of SURVEYOR(S):

TIME:

[PRE-INTERVIEW CONTEXT CONDUCTED?  ]

<p><b>Business Name:</b> _____ <b>Name of Contact:</b> _____</p> <ul style="list-style-type: none"> <li>• <b>Language Primarily used:</b> _____</li> <li>• <b>Type of business license:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ltd Service Food Establishment</li> <li><input type="checkbox"/> Restaurant (Class 1 or 2)</li> <li><input type="checkbox"/> Other: _____</li> </ul> </li> </ul>
<p><b>Type of Business</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Franchise (Corporate headquarters)</li> <li><input type="checkbox"/> Franchise operator</li> <li><input type="checkbox"/> Chain (Independent) If so, are there other locations in Metro Vancouver? _____</li> <li><input type="checkbox"/> Small (Independent)</li> </ul>
<p><b>Type of Food Service:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Restaurant</li> <li><input type="checkbox"/> Cafe/Dessert</li> <li><input type="checkbox"/> Food Court    <input type="checkbox"/> Deli    <input type="checkbox"/> BBQ Shop</li> <li><input type="checkbox"/> Other: _____</li> </ul>
<p><b>Dine-in vs. Take-out:</b></p> <p>Estimate:</p> <p style="padding-left: 20px;">Dine-in _____%</p> <p style="padding-left: 20px;">Take-out _____%</p>

### SECTION 1: General Data on SUI Usage

1. Have you heard of the Single-Use Items (SUI) Reduction Strategy?     YES     NO

a. If yes, how did you hear about the Strategy? (Check all that applies)

- In-Person
- Notification from the City of Van.
- Social Media (e.g. Twitter, Facebook)
- Media (e.g. newspaper, radio, tv)
- Word of Mouth
- Business Improvement Association

Other: \_\_\_\_\_

2. \* Have you taken any actions to reduce or eliminate the use of single-use items? YES NO
  - a. If YES, what did you do?
  - b. What was your motivation?

3. How much of your business relies on the following single-use items? (Check all that applies)

Do they use...? (check all that apply)	Usage and Dependence (See below for legend)	
	TAKE OUT/DELIVERY	DINE IN
<b>Styrofoam*</b> <input type="checkbox"/> cups <input type="checkbox"/> containers <input type="checkbox"/> serving plates/bowls Other:		
<b>Straws**</b> Regular-width <input type="checkbox"/> plastic <input type="checkbox"/> oxodegradable plastic <input type="checkbox"/> compostable plastic <input type="checkbox"/> Other: <i>(such as paper fiber)</i>  Wider-width (such as BBT) <input type="checkbox"/> plastic <input type="checkbox"/> oxodegradable plastic <input type="checkbox"/> compostable plastic <input type="checkbox"/> Other: <i>(such as paper fiber)</i>		
<b>Carrying Bags*</b> <input type="checkbox"/> Plastic Bags <input type="checkbox"/> Paper Bags <input type="checkbox"/> Reusable Bags <input type="checkbox"/> Other: <i>(such as oxo-degradable)</i>		
<b>Utensils*</b> <input type="checkbox"/> Wooden/Bamboo Chopsticks <input type="checkbox"/> plastic forks/spoons/knives <input type="checkbox"/> plastic stirrers <input type="checkbox"/> Other: _____ <i>(such as compostable plastic or fiber)</i>		
<b>Beverage Cups*</b> <input type="checkbox"/> Plastic Cups <input type="checkbox"/> Paper Cups <input type="checkbox"/> Other: <i>(such as compostable plastic or fiber)</i>		

LEGEND:

- (5) Completely, cannot be replaced by an alternative (100%)
- (4) Quite a bit (>50%)
- (3) About half (50%)
- (2) Not too much (<50%)
- (1) Not at All, can easily be replaced by an alternative (0%)

*\* In the interest of the business' time, we may consider only addressing the higher impact items for a type of business (e.g. - containers and carrying bags for sit-down restaurants, cups for coffee shops)*

## SECTION 2: FOAM

**BY-LAW APPROVED IN PRINCIPLE BY COUNCIL:** Ban all foam items beginning June 1, 2019.  
**DEFINITION:** “Prepared food cannot be given out in a foam cup/container.”

### QUESTIONS.

1. \*\*Would you be ready to phase out use of foam by **June 1, 2019**?  YES  NO
  - a. If **NO**, why not? [probes] changing supply chain, staff training, signage, other?
2. \*\*How much time would you need to be ready if Council were to adopt the by-law?
3. \*\* What issues would the foam ban create for you? [probes] *increased costs, inconvenience in work flow, customer experience?*

### ADDITIONAL QUESTIONS (low priority):

4. What would you need to comply?
  - a. How would your operations change to comply with the foam ban? (*probe: different supply chain, training staff*)
  - b. What support would you need from the City to be ready? (*educational materials, translation*)
5. Are there reasons for using foam beyond cost and ease of accessibility?
6. What are potential alternatives that you will pursue?
7. How will these changes affect your customer's experience?

**SECTION 3: PLASTIC STRAWS - GENERAL**

[ mins]

**PROPOSED BY-LAW:** Ban plastic straws (non-compostable, oxo-degradable AND compostable).

- At first - Applies to Restaurant license holders only (Class 1 and Class 2)
- In 3 years - Applies to all other license holders that serve food.
- Bendy plastic straws must be stocked and provided upon request [refer to accessibility content].

**Questions.**

1. \*\*What portion of customers who use straws stay on site?

1 - No customers <input type="checkbox"/>	2 - Around 25% <input type="checkbox"/>	3 -Half of customers <input type="checkbox"/>	4 - Around 75% of customers <input type="checkbox"/>	5 - All customers <input type="checkbox"/>
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2. \*\* How acceptable is the proposed by-law to ban plastic and compostable plastic straws for your business?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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a. Why?

3. \*\* Can you be ready to phase out plastic straws by June 1, 2019?  YES  NO

a. If No, why?

4. \*\* Can you ready to phase out plastic straws by 2022?

YES  NO

a. If No, why?

5. \*\*How much time would you need to be ready to phase out straws? Why?

[probe: how much lead time would your business/organization need to change supply chain?]

6. \*\* How would you plan to comply with the ban? Reduce use of straws or replace?

a. If reduce use, how would you change your business model/operations?

b. If replace, what alternatives would you use?

7. \* What do you need to comply?

a. How would you change your operations to comply with the ban on plastic straws? [probe: change supply chain, staff training, signage]

b. What support would you need from CoV to comply? (educational material, translation)

8. \*\* What would you need to do in order to provide “bendy straws” for customers (by request only)? (To improve accessibility). [Probe] Change supply chain, staff training, signage, etc.

a. \*\* How much time would you need to be ready to provide bendy straws? Why?

9. \*\* Are there other approaches to reducing straws you would like to consider?

10. \*Have you tried or considered alternative products or strategies to reduce/replace plastic straws?

YES NO

a. If YES [used or tried] - what did or didn't work well?

**ADDITIONAL QUESTIONS (med-low priority):**

11. \* How would this proposed by-law affect your customer's experience?

12. What other beverages/products require a straw for consumption? Or do you have other uses for straws? *(To identify any unanticipated need/use for straws)*

**SECTION 4A: Carrying BAGS (plastic, paper, & reusable) [ mins]**

<b>PROPOSED BY-LAW -- APPROACH A:</b> (Approved in principle by Council)	
<b>PLASTIC</b> Bags (both petroleum and compostable)	Choose from <u>three</u> options: i. Don't Use ii. Charge a fee (set by business) iii. Submit a Customized Plan  For <b>ALL</b> options: report number and weight of plastic bags distributed to City each year  * City-wide plastic bag ban, if the weight of empty plastic bags in residential garbage and public litter cans in Vancouver doesn't decrease 80% from 2018 amounts by <u>2021</u> (approx. 3 years)
<b>PAPER</b> bag	Choose from <u>three</u> options: i. Don't Use ii. Charge a fee (set by business) iii. Submit a Customized Plan.  For <b>ALL</b> : report number and weight of paper bags distributed to City each year
<b>REUSABLE</b> Bags	No restrictions. No reporting required.

1. How acceptable is **Approach A** to you? Why?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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2. \*\* Do you know number and weight of bags (plastic and/or paper) you distribute each year? YES NO

If **NO**, what would you need to do to track bag distribution? [*Probe: new inventory tracking system, staff training, extra staff resources, other*]

3. \*\* Would you be **willing** to report # and weight of paper bags and/or plastic bags used to CoV annually? YES NO

4. The City is proposing to collect the data through the annual business license renewal process. Would that work for you? YES NO  
 a. If NO, why not?

5. **APPROACH A:** What option (i, ii, iii) would you be likely to choose?

For plastic bags i  ii  iii

For paper bags i  ii  iii

a. If **option iii** (submit Customized Plan) for either plastic bags, paper bags or both, what actions would you like to submit for consideration? [*Probe: Provide discounts, implement customer loyalty program, other incentive programs.*]

6. To regulate the use of Customized Plans (option iii), the City is proposing the following:

If you choose option iii, you must complete a written form to submit the following information:

- Description of how you will reduce the distribution of plastic and/or paper bags
- Number and weight of plastic and/or paper bags you distributed in the year prior to implementing your customized plan (baseline amount)
- Description of how you calculated your baseline amount
- Description of how you will track the number and weight of plastic and/or paper bags you distribute

In addition, if you select **option iii**, the number and weight of plastic and/or paper bags you distribute each year must be 80% less than your baseline amount, or you could be subject to a fine up to \$1,000.

a. \*\* Is it feasible for your organization to provide the information for the written form described above? If no, why not?

b. \*\*How acceptable is the 80% reduction requirement for plastic and/or paper bags for Customized plans (option iii)?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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c. \*\*Why? [Probe] Is it fair? Is it possible to reach 80% reduction after one year, and maintain the reduced distribution amount each year going forward? What if business expands? Etc.

d. \*\*Is there another approach for regulating Customized Plans (option iii) you would like the City to consider instead?



**SECTION 4B - APPROACH B**

In addition to the reduction plan approach approved by Council, staff have developed a second amended reduction plan approach (Approach B) in light of new information that has emerged.

	<b>APPROACH B:</b> (potential alternative)
<b>PLASTIC</b> Bags (both petroleum and compostable)	Choose from <u>two</u> options: a. Don't Use b. Charge a fee - set by business, <u>minimum set by City</u> (15 or 25 cents)  Re-evaluate reporting feasibility in 2 years.  City-wide plastic bag ban if the weight of empty plastic bags in residential garbage and public litter cans in Vancouver doesn't decrease 80% below 2018 amounts by <u>2024</u> (approx. 5 years)
<b>PAPER</b> bag	Choose from <u>two</u> options: a. Don't Use b. Charge a fee - set by business, <u>minimum set by City</u> (15 or 25 cents)  Re-evaluate reporting feasibility in 2 years.
<b>REUSABLE</b> Bags	Charge a fee. - set by business, <u>minimum set by City</u> (\$1 or \$2) No reporting required.

1. \*\* How acceptable is **Approach B** to you? Why?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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2. What option (i or ii) would you be likely to choose?

For plastic bags     i  ii

For paper bags     i  ii

a. Why?

3. **Approach B** proposes a minimum fee on plastic, paper and reusable shopping bags.

a. \*\*How acceptable is a minimum fee of 15 cents for plastic and paper shopping bags?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
---	--	--------------------------------------	--	---

b. \*\*25 cents for plastic and paper shopping bags?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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c. \*\*How acceptable is a minimum fee of \$1 for reusable bags?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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\*\*\$2 for reusable bags?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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d. \*\*What do you think the minimum fee should be for each type of bag?

For plastic bags \_\_\_\_\_

For paper bags \_\_\_\_\_

For reusable bags \_\_\_\_\_

7. \*\*How long would you need to be ready for:

a. Approach A? Why?

b. Approach B? Why?

8. \*\*What would you need to change about your operations [*probe: different supply chain, training staff*] to comply with:

a. Approach A?

b. Approach B?

9. \*What support and resources from the City [*educational materials, or public awareness campaign*] would you need to comply with:

a. Approach A?

b. Approach B?

10. \*\* **Approach A** proposes to impose a ban on plastic bags if:

- The weight of empty plastic bags in residential garbage in Vancouver does not decrease 80% from 2018 amounts by 2021, and
- The weight of empty plastic bags in public litter cans in Vancouver does not decrease 80% from 2018 amounts by 2021.

a. \*\*If a ban on plastic bags was imposed in 2 years (2021), how would this affect your business?

b. \*\*How acceptable is an 80% reduction target for plastic bags in 2 years?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
---	--	--------------------------------------	--	---

11. **Approach B** proposes to impose a ban on plastic bags if:

- The weight of empty plastic bags in residential garbage in Vancouver does not decrease 80% from 2018 amounts by 2024.
- The weight of empty plastic bags in public litter cans in Vancouver does not decrease 80% from 2018 amounts by 2024.

1. \*\*If a ban on plastic bags was imposed in 5 years (2024), how would this affect your business?

2. \*\*How acceptable is an 80% reduction target for plastic bags in 5 years?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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12. \* What are the pros and cons of **APPROACH A** and **APPROACH B**?

a. How will the by-law to reduce bags (either Approach A or B) affect your customer's experience?

13. \*\* Are there other approaches to reducing the distribution of plastic and paper shopping bags you would like the City to consider?

14. \* Within either approach A or B - should any other bags be exempt from the by-law? [*refer to list of proposed exemptions for BAGS*]

**RECYCLED PAPER CONTENT: if business provides paper products (bags, cups)**

1. \*\* Are you currently using single-use items with recycled paper content? YES NO
- What single-use items?
  - What percent of recycled paper content?
  - Is it post-consumer or post-industrial content? [*they may not know*]

**Additional Questions:**

2. \* If you are currently using products with recycled paper content, what is the difference in price point from virgin paper?
3. Do you know any difference in how well products with recycled paper content work compared to products made of virgin paper?
4. % of recycled paper content is available for these single-use items?  
Bags: \_\_\_\_\_% or I don't know  
Cups: \_\_\_\_\_% or I don't know  
Containers: \_\_\_\_\_% or I don't know

**SECTION 5: CUPS (plastic & paper)**

[ mins]

**PROPOSED BY-LAW:** Reduction plan of SUI cups.

**DEFINITION:** Single-use plastic cup: petroleum or compostable plastic, and paper cups (like coffee cups or pop cups)

**Note:** Foam cups are banned. Refer to Foam Questionnaire.

**PROPOSED BY-LAW -- APPROACH A:**  
(Approved in principle by Council)

**CUPS**

Choose from three options:

- i. Don't Use
- ii. Charge a fee (set by business)
- iii. Submit a Customized Plan

For **ALL** options: report number and weight of disposable cups distributed to City each year.

\* City-wide disposable cup ban if the weight of disposable cups in residential garbage and public litter cans in Vancouver doesn't decrease 50% from 2018 amounts by **2021** (approx. 3 years)

**Questions.**

5. How acceptable is **Approach A** to you? Why?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
---	--	--------------------------------------	--	---

3. \*\* Do you know number and weight of disposable cups you distribute each year? YES NO

If **NO**, what would you need to do to track cup distribution? [*Probe: new inventory tracking system, staff training, extra staff resources, other*]

6. \*\* Would you be willing to report # and weight of disposable cups used to CoV annually?

YES NO

7. The City is proposing to collect the data through the annual business license renewal process. Would that work for you? YES NO

a. If NO, why not?

8. **APPROACH A:** What option (i, ii, iii) would you likely to choose? i  ii  iii

a. If **option iii** (submit Customized Plan), what actions would you like to submit for consideration? [*Probe: Provide discounts, implement customer loyalty program, other incentive programs.*]

9. To regulate the use of Customized Plans (option iii), the City is proposing the following:  
 If you choose **option iii**, you must complete a written form to submit the following information:
- Description of how you will reduce the distribution of disposable cups (both hot and cold drink cups)
  - Number of disposable cups (both hot and cold drink cups) you distributed in the year prior to implementing your Customized Plan (baseline amount)
  - Description of how you calculated your baseline amount
  - Description of how you will track the number and weight of disposable cups(both hot and cold drinks cups) you distribute

In addition, if you select **option iii**, the number and weight of disposable cups (both hot and cold drink cups) you distribute each year must be 50% less than your baseline amount, or you could be subject to a fine up to \$1,000.

- a. \*\* Is it feasible for your organization to provide the information for the written form described above? If no, why not?
- b. \*\*How acceptable is the 50% reduction requirement for disposable cups in Customized plans (option iii)?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
---	--	--------------------------------------	--	---

- c. \*\*Why? [Probe] Is it fair? Is it possible to reach 50% reduction after one year, and maintain the reduced distribution amount each year going forward? What if business expands? Etc.
- d. \*\* Is there another approach for regulating Customized Plans (option iii) you would like the City to consider instead?

In addition to the reduction plan approach approved by Council, staff have developed a second, amended reduction plan approach (Approach B) in light of new information that has emerged.

	<b>APPROACH B: (potential alternative)</b>
<b>CUPS</b>	<p>Choose from two options:</p> <ul style="list-style-type: none"> <li>i. Don't Use</li> <li>ii. Charge a fee - set by business, minimum set by City (25 cents)</li> </ul> <p>Re-evaluate reporting feasibility in 2 years.</p> <p>City-wide disposable cup ban if the weight of disposable cups in residential garbage and public litter cans in Vancouver doesn't decrease 50% from 2018 amounts by 2024.</p>

1. \* How acceptable is **Approach B** to you? Why?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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2. \*\* What option (i or ii) would you be likely to choose? i  ii   
 a. Why?

3. Approach B proposes a minimum fee on disposable cups.  
 a. \*\*How acceptable is a minimum fee of 25 cents?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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b. \*\*What do you think the minimum fee should be?

4. \*\*How long would you need to be ready for:  
 ii. Approach A?  
 iii. Approach B?

5. \*\*What would you need to change about your operations [*probe: different supply chain, training staff*] to comply with:  
 a. Approach A?  
 b. Approach B?

6. \*What support and resources from the City [*educational materials, or public awareness campaign*] would you need to comply with:  
 a. Approach A?  
 b. Approach B?

7. **\*\* Approach A** proposes to impose a ban on disposable cups if:
- The weight of disposable cups in residential garbage in Vancouver does not decrease 50% below 2018 amounts by 2021, and
  - The weight of disposable cups in public litter cans in Vancouver does not decrease 50% below 2018 amounts by 2021.

- a. **\*\*If a ban on disposable cups was imposed in 2 years (2021), how would this affect your business?**
- b. **\*\*How acceptable is an 50% reduction target for disposable cups in 2 years?**

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
---	--	--------------------------------------	--	---

8. **Approach B** proposes to impose a ban on disposable cups if:
- The weight of disposable cups in residential garbage in Vancouver does not decrease 50% below 2018 amounts by 2024, and
  - The weight of disposable cups in public litter cans in Vancouver does not decrease 50% below 2018 amounts by 2024.

3. **\*\*If a ban on disposable cups was imposed in 5 years (2024), how would this affect your business?**
4. **\*\*How acceptable is an 50% reduction target for disposable cups in 5 years?**

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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9. **\* What are the pros and cons of APPROACH A and APPROACH B?**
- a. How will the by-law to reduce disposable cups (either Approach A or B) affect your customer's experience?

15. **\*\* Are there other approaches to reducing the distribution of disposable cups you would like the City to consider?**

16. **\* Within either approach A or B - should any other uses for cups be exempt from the by-law? [refer to list of proposed exemptions for CUPS]**

**SECTION 6: UTENSILS**

[ mins]

**PROPOSED BY-LAW:** By-request only (in order to reduce use). NO single-use utensils at self serve stations.  
**DEFINITION:** Utensils = spoons, forks, knives, chopsticks, and stirrers. This applies to single-use items of all materials - plastic, compostable plastic, and natural materials (such as bamboo and wood).

1. \*\* How acceptable is the proposed by-law for your business? (Likert scale 1-5).

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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a. Why?

2. \*\* How long do you need to be ready for the utensils by-request by-law?

3. **[\*\*FOR self serve stations or automatic placement]:** *The by-law would require you to remove single-use utensils from any self-serve stations.*

a. How acceptable is removing single-use utensils from self-serve stations for your business?

1 - Unacceptable <input type="checkbox"/>	2 - Somewhat Unacceptable <input type="checkbox"/>	3 - Neutral <input type="checkbox"/>	4 - Somewhat Acceptable <input type="checkbox"/>	5 - Acceptable <input type="checkbox"/>
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b. Why?

i. \*\* Can you adopt reusable utensils? Why or why not? (e.g. - issues may include no dishwashing/sanitation, costs of reusables, etc.)

**ADDITIONAL QUESTIONS:**

4. \* What do you need to comply to the utensil by-request by-law?

a. How would your operations change to comply with the utensils by-request bylaw? [*probe: different supply chain, training staff*]

b. What types of support would you need from the City? [*education materials, translation*]

5. \* How will the changes affect your customer’s experience?



## SECTION 7: COMPOSTABLE SINGLE-USE ITEMS (OTHER THAN STRAWS) [ mins]

### STAFF'S PROPOSED RECOMMENDATION TO COUNCIL:

- The City will monitor new developments regarding compostable plastics and compost technology and report back to Council in 2021 on ways to regulate compostable single-use items

**DEFINITION:** Applicable to ALL products including: containers, cups\*, utensils\*, bags\*.

*\*Individual sections for these.*

*Straws - compostable plastic proposed to be banned alongside disposable plastic straws. Refer back to section on straw by-law.*

### QUESTIONS:

1. \*\* Are you currently using compostable single-use items? YES NO
  - a. If YES, for what items (*cups, containers, utensils, straws, bags*)?
    - i. With what type of material? (*compostable plastic, paper, wood, bamboo, other*)
  - b. If YES, why?
  - c. Or if NO, Why not?
2. \* In your experience, what are the differences compared to disposable plastic?
  - a. Price point?
  - b. Quality of use?
  - c. Other:\_\_\_\_\_
3. \* Do you have in-store organics/green bin collection for compostable plastic single-use items? If yes, where do they go? [probe] what hauler collects your organics, what composting facility do they go to?

I don't know

Description: \_\_\_\_\_

4. If you are using or have tried using compostable single-use items, what did or didn't work well?

## SECTION 8 - BBT RESTAURANT & CAFE SPECIFIC

[ mins]

### PROPOSED BY-LAWS of significance to BBT cafes:

#### **Ban plastic straws (on petroleum AND compostable).**

**DEFINITION:** Plastic Straw Ban - For businesses with “Restaurant Class 1 or Class 2” business license: plastic, oxo-degradable plastics, and compostable plastic straws cannot be provided, **except** bendy plastic straws must be provided by-request (bendy plastic straws are **not** allowed at self-serve stations).

For businesses with other type of business license: the straw ban will come into effect in 3 years (2022) but businesses must start providing bendy plastic straws by request starting from bylaw effective date (bendy plastic straws are **not** allowed at self-serve stations).

**Reduction of SUI cups.** Applicable to all food and drink establishments.

**DEFINITION:** Single-use plastic cup: petroleum or compostable, and paper cups (like coffee cups or pop cups)

**Note:** Foam cups are banned. Refer to Foam Questionnaire.

### SECTION A:

#### Questions.

1. \*\* Do you provide dine-in options for BBT straws and/ cups?
2. \*\* How much of your BBT orders are take-out? ,
3. \*\*Do you see any opportunities for a “made-in-Vancouver”/local solution or program for eliminating the use of single-use plastic straws (including compostable plastic straws) for BBT?
  - a. If yes, could you tell us more?
4. \*\* How much lead time does your business/non-profit need to change supply chain?

#### ADDITIONAL QUESTIONS:

5. When did your store open? Is it part of a family or corporate chain?
6. Is there a particular story to the history of this BBT store? YES NO
7. If applicable, what initiatives have you taken to reduce your SUI usage?
8. Do you provide recycling for your cups? YES NO
9. Do you provide composting for your cups (if they provide compostable cups)?
10. Are there other ways to serve the drink?

11. What do you think of customers bringing in their own reusable cup for bubble tea?

12. Do you have other types of containers that would be suitable for BBT?

**For further questions:**

SECTION 8B Straws: Refer to Section 3 on Straws

SECTION 8C Cups: Refer to Section 5 on Cups

# Proposed Single-Use Item By-laws for Consultation

hua foundation Interviews



# Purpose of Proposed By-laws

## Context

On June 5, 2018, Vancouver City Council adopted a Single-Use Item Reduction Strategy to reduce the use of plastic and paper shopping bags, polystyrene foam take-out containers and foam cups, disposable cups, take-out containers, straws and utensils.

Following Council's approval, staff have been working to develop a number of proposed by-law requirements and implementation plans in support of the strategy.

## Rationale for Single-Use Item Reduction By-laws

- Every week, 2.6 million disposable cups and 2 million plastic bags are thrown in the garbage in Vancouver
- Cups and take-out containers make up about 50% of all items collected in public waste bins and are a significant portion of litter on Vancouver streets
- It costs Vancouver taxpayers about \$2.5 million per year for the City to collect these items from public waste bins and to clean up when they become litter

# Purpose of Consultation

At this stage, no by-laws have been enacted by Council. City staff are looking for feedback on specific aspects of the proposed by-laws, which will inform the by-law recommendations presented to Council in spring 2019.

This phase of consultation is designed to reach a diverse set of stakeholders representing a broad spectrum of interests within a manageable sample size.

The intent is to allow stakeholders to dig deep into questions and provide in-depth responses about potential by-law details.

Part of the current consultation is to assess the need for additional sessions or broader comment phase.

**All by-law requirements proposed on these slides are pending Council approval.**

# Proposed Foam Restrictions

Food and drink cannot be served in foam cups or foam containers.

## Exemptions:

- Hospitals
- Healthcare offices
- Community care facilities
- Raw or uncooked food (unless intended to be eaten without further preparation, such as sushi)
- Containers of food packaged and sealed outside Vancouver

**Beginning June 1, 2019 (pending Council approval)**



# Proposed Plastic Straw Restrictions

- No license holder may distribute single-use plastic straws to any person, except for bendy plastic straws for use as an adaptive aid
- Applies to straws made from disposable plastic (e.g. polypropylene) and compostable plastic (e.g. PLA)
- To help improve accessibility in Vancouver, every license holder that serves food must keep bendy plastic straws in stock, and provide one when requested by a customer
- Bendy plastic straws must be made from disposable plastic
- Beginning June 1, 2019 (pending Council approval)

## Proposed phasing:

- At first - Applies to Restaurant license holder only
- In 3 years - Applies to all other license holders that serve food





# Why would bendy straws – made from disposable plastics – be required?

	Accessibility Criteria							Meets All Criteria
	No Choking Hazard	No Injury Risk	No Allergy Risk	Positionable	Doesn't Require Cleaning	Low Cost to Consumer	Safe at High Temperatures	
Bendy Disposable Plastic	Green	Green	Green	Green	Green	Green	Green	Green (✓)
Disposable Plastic	Green	Green	Green	Red	Green	Green	Green	Red (✗)
Compostable Plastic	Green	Green	Red	Red	Green	Green	Red	Red (✗)
Metal	Green	Red	Green	Red	Red	Red	Red	Red (✗)
Bamboo	Green	Red	Red	Red	Red	Red	Green	Red (✗)
Glass	Green	Red	Green	Red	Red	Red	Red	Red (✗)
Silicone	Green	Green	Red	Red	Red	Red	Green	Red (✗)
Acrylic	Green	Red	Green	Red	Red	Red	Red	Red (✗)
Paper	Red	Green	Green	Red	Green	Green	Red	Red (✗)
Pasta	Red	Red	Red	Red	Green	Green	Red	Red (✗)

Only bendy plastic straws meet all the accessibility needs shown in this table.



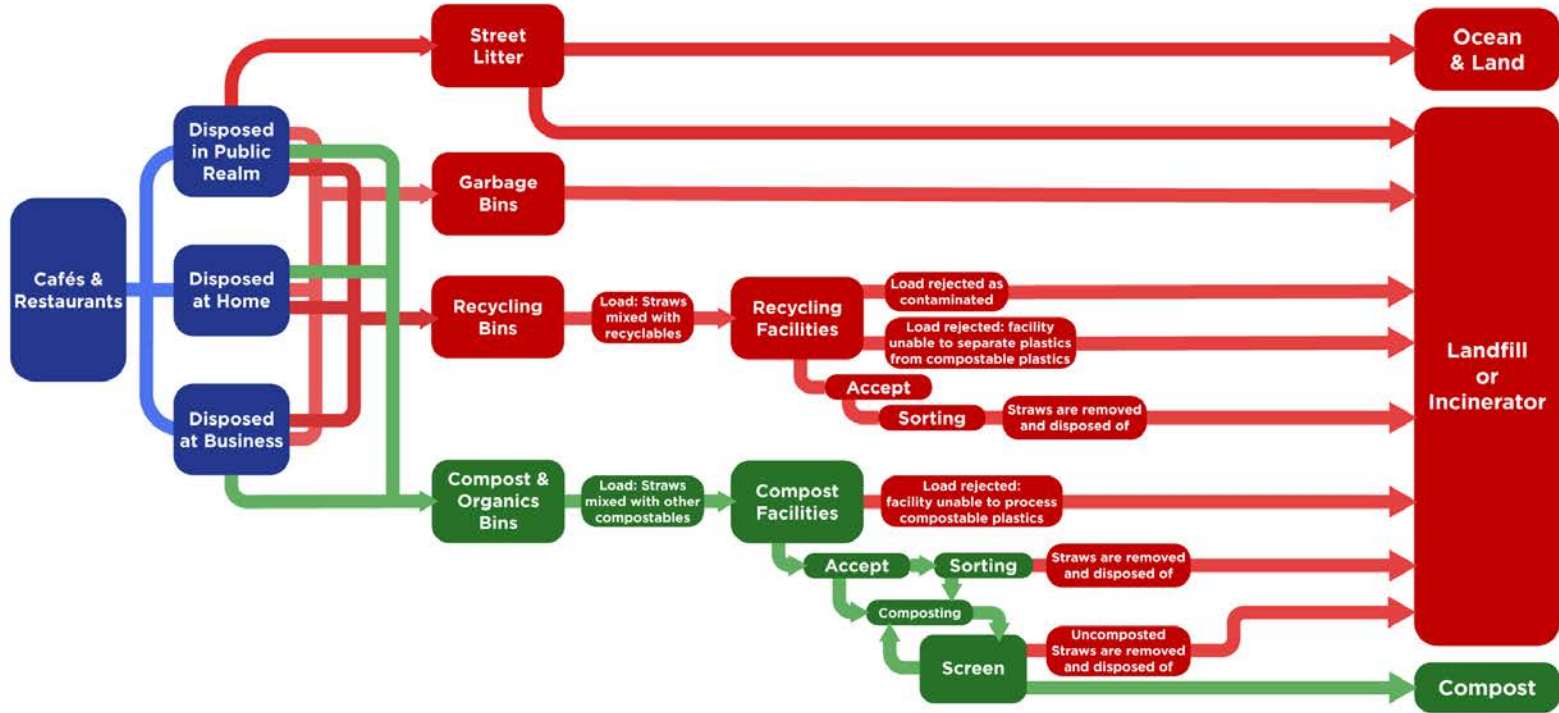
# Compostable Plastic Straws Included in Proposed By-Law

- Compostable plastic straws are not designed to break down on land or in water and can cause environmental harm when littered just like disposable plastic straws.
- Very few composting facilities that serve Vancouver accept compostable plastic and can successfully break it down.
- Compostable plastic straws that go to composting facilities that don't accept compostable plastic will get screened out and sent to landfill or incinerator.
- The City doesn't control what composting facility organics from businesses and most multi-family buildings go to, so there's no guarantee that compostable plastic straws will go to a facility that can compost them.






# Compostable Plastic Straws

The diagram below identifies different paths that compostable plastic straws – distributed from cafes and restaurants in Vancouver – may take, depending how they are disposed.



# Proposed Bag Reduction Plans – Approach A

Approved in principle by Council on June 5, 2018,  
except details of Customized Plan requirements and 2021 reduction targets

<p><b>Plastic Bags</b></p> 	<p>Choose from:</p> <ul style="list-style-type: none"><li>i) Don't give out</li><li>ii) Charge a fee – set by business</li><li>iii) Submit a Customized Plan</li></ul> <p>Report number and weight of plastic bags distributed to City each year</p> <p>City-wide plastic bag ban if the weight of empty plastic bags in residential garbage and public litter cans in Vancouver doesn't decrease 80% below 2018 amounts by 2021</p>
<p><b>Paper Bags</b></p> 	<p>Choose from:</p> <ul style="list-style-type: none"><li>i) Don't give out</li><li>ii) Charge a fee – set by business</li><li>iii) Submit a Customized Plan</li></ul> <p>Report number and weight of plastic bags distributed to City each year</p>
<p><b>Reusable Bags</b></p> 	<p>No Restrictions</p> <p>No reporting</p>



# Proposed Bag Reduction Plans – Approach A

## Option iii - Customized Plans

If your organization chooses option iii, you must submit a form to the City with the following:

- Description of how you will reduce the distribution of plastic and/or paper bags
- Number and weight of plastic and/or paper bags you distributed in the year prior to implementing your option iii plan (baseline amount)
- Description of how you calculated your baseline amount
- Description of how you will track the number and weight of plastic and/or paper bags you distribute

If you select option iii, the number and weight of plastic and/or paper bags you distribute each year must be 80% less than your baseline amount, or you could be subject to a fine up to \$1,000.



# Proposed Bag Reduction Plans – Approach B

## Plastic Bags



Choose from:

- i) Don't give out
- ii) Charge a fee – set by business; above a minimum set by City (15 or 25 cents)

Reporting requirement TBD in 2 years

City-wide plastic bag ban if the weight of empty plastic bags in residential garbage and public litter cans in Vancouver doesn't decrease 80% below 2018 amounts by 2024

## Paper Bags



Choose from:

- i) Don't give out
- ii) Charge a fee – set by business, above a minimum set by City (15 or 25 cents)

Reporting requirement TBD in 2 years

## Reusable Bags



Charge a fee – set by business; above a minimum set by City (\$1 or \$2)

NO reporting required

Beginning in 2019/20  
(Date TBD through consultation)



# Proposed Exemptions to Bag Reduction Plans

## Small Paper Bags:

Any bag made out of paper that is less than 15cm x 20cm when flat.

## Bags Used to:

- Package loose bulk items such as fruit, vegetables, nuts, grains or candy
- Package loose small hardware items such as nails and bolts
- Contain or wrap frozen foods, meat, poultry or fish, whether pre-packaged or not
- Wrap flowers or potted plants
- Protect prepared foods or bakery goods that are not pre-packaged
- Contain prescription drugs received from a pharmacy
- Transport live fish
- Protect linens, bedding or other similar large items that cannot easily fit in a reusable bag
- Protect newspapers or other printed material intended to be left at the person's residence or place of business
- Protect clothes after professional laundering or dry cleaning
- Package medical supplies and items used in the provision of health services
- Protect tires that cannot easily fit in a reusable bag

# Proposed Cup Reduction Plans – Approach A

Approved in principle by Council on June 5, 2018,  
except details of Customized Plan requirements and 2021 reduction targets

## Hot & Cold Cups



Choose from:

- i) Don't give out
- ii) Charge a fee – set by business
- iii) Submit a Customized Plan

Report number and weight of disposable cups  
distributed to City each year

Full disposable cup ban if the weight of disposable  
cups within residential garbage and public litter cans in  
Vancouver doesn't decrease 50% below 2018  
amounts by 2021

Beginning in 2019/20  
(Date TBD through consultation)





# Proposed Cup Reduction Plans – Approach A

## Option iii - Customized Plans

If your organization chooses option iii, you must submit a form to the City with the following:

- Description of how you will reduce the distribution of disposable cups
- Number and weight of disposable cups you distributed in the year prior to implementing your option iii plan (baseline amount)
- Description of how you calculated your baseline amount
- Description of how you will track the number and weight of disposable cups you distribute

If you select option iii, the number and weight of disposable cups you distribute each year must be 50% less than your baseline amount, or you could be subject to a fine up to \$1,000.



# Proposed Cup Reduction Plans – Approach B

## Hot & Cold Cups



Choose from:

- i) Don't give out
- ii) Charge a fee – set by business; above minimum set by City (25 cents)

Reporting requirement TBD in 2 years

City-wide disposable cup ban if the weight of disposable cups within residential garbage and public litter cans in Vancouver doesn't decrease 50% below 2018 amounts by 2024

Beginning in 2019/20  
(Date TBD through consultation)



# Proposed Exemptions to Cup Reduction Plans

Disposable cups used as:

- Take-out food containers (e.g. to serve food such as desserts, jello, soup, etc.)

Disposable cups used in:

- A hospital
- A healthcare office
- Any facility licensed as a community care facility under the Community Care and Assisted Living Act



# Proposed Utensils By-Request Requirements

- Only given out if requested by customer
- Includes single-use forks, spoons, knives, chopsticks, stirrers
- Applies to all materials (plastic, compostable plastic, bamboo, wood, etc.)
- May not be stocked at self-serve stations
- Beginning in 2019/2020 (date TBD through consultation)



# Proposed Exemptions for Straw and Utensil Restrictions

- Hospitals, health care offices and community care facilities
- Single-use utensils and straws packaged and sealed together with food or drink that has been packaged and sealed outside Vancouver (e.g. juice box straws)
- Packages of single-use utensils or single-use straws sold for personal use



# Enforcement

The City has several tools for enforcement.

To help organizations comply with the by-law changes, initial actions will focus on education, outreach and support.

Following these initial actions, organizations who do not make changes to comply with the by-laws will be subject to penalties and fines. For example, the recommendation for serving food or drink in a foam cup or foam container is a fine of \$250 per offense.

License holders that submit Customized Reduction Plans for bags or cups will be subject to a fine of up to \$1000 per year and may be required to amend their reduction plan if they:

- Do not achieve the required reduction amounts, and
- Do not make efforts to reduce distribution of these items.

# Proposed Action for Compostable Single-Use Items

## (other than straws)

The City will monitor new developments regarding compostable plastics and compost technology and report back to Council in 2021 on ways to regulate compostable single-use items.



# Proposed Action Regarding Recycled Content for Single-Use Items Made of Paper

The City will research further to determine:

- Availability of single-use items made from recycled paper
- Pros and cons of different sources of recycled paper

Potential to phase in requirements for recycled content in paper bags, paper cups and other paper single-use items.