

# **Single-Use and Takeaway Items Reduction Strategy Phase 2 Public Consultation Report**

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# 1.0 Executive Summary

This report details the activities and results from Phase 2 Consultation on the development of the City of Toronto's Single-Use and Takeaway Reduction Strategy ("Reduction Strategy") that took place between September 24 and December 10, 2019. During Phase 2 Consultation, members of the public and stakeholders were provided with opportunities to provide feedback on a list of potential single-use and takeaway items, proposed mandatory approaches to reduce the item, any considerations for exemptions and accommodations, proposed implementation timelines, and additional voluntary programs.

The proposed items and mandatory approaches presented for public consultation included:

Table 1: Proposed Items and approaches

Mandatory Approach	Item
<b>By-request / ask first bylaw</b> requiring confirmation from the customer if the item is wanted	Single-use eating utensils Single-use straws
<b>Fee bylaw</b> requiring businesses to charge customers a fee per item	Single-use plastic bags Single-use paper bags Single-use hot drink cups Single-use cold drink cups
<b>Ban bylaw</b> that would prohibit businesses from distributing and using the item	Expanded polystyrene (foam) food takeaway containers and cups

Stakeholder consultation activities included participation from 121 organizations through meetings, discussions, presentations and communications. Public consultation activities engaged more than 40,000 individuals through public meetings, community outreach, independent polling, telephone town halls, surveys, and communications campaigns.

## 1.1 Key Findings

### 1.1.1 Strong support

Both the online survey and independent polling demonstrated consistent support for reducing the items presented in consultations through the proposed mandatory approaches. For those participants who recommended a mandatory fee approach, the average recommended fee per item is between \$0.20 and \$0.39. In terms of priority, both straws and expanded polystyrene (foam) were identified as the highest priority items for a reduction strategy.

Table 2: Comparison of support between online survey and independent poll.

Mandatory Approach	Online Survey		Independent Poll	
By-Request/ Ask first: <b>Eating Utensils</b>	<b>93% support</b>		<b>75% support</b>	
Fee: <b>Hot Drink Cup</b>	<b>84% support</b>	<b>\$0.39/cup</b> (Average fee suggested)	<b>64% support</b>	<b>\$0.22/cup</b> (Average fee suggested)
Fee: <b>Cold Drink Cup</b>	<b>84% support.</b>	<b>\$0.39/cup</b> (Average fee suggested)	<b>63% support</b>	<b>\$0.22/cup</b> (Average fee suggested)

Mandatory Approach	Online Survey		Independent Poll	
Ban: <b>Expanded Polystyrene, (Foam) Food Takeaway Containers, Cups</b>	<b>95%</b> support		<b>76%</b> support	
Fee: <b>Plastic Bags</b>	<b>91%</b> support	<b>\$0.36/bag</b> (Average fee suggested)	<b>77%</b> support	<b>0.22/bag</b> (Average fee suggested)
Fee: <b>Paper Bags</b>	<b>64%</b> support	<b>\$0.25/bag</b> (Average fee suggested)	<b>53%</b> support	<b>0.20/bag</b> (Average fee suggested)
By-Request/ Ask First: <b>Straws</b>	<b>92%</b> support		<b>77%</b> support	
<b>Implementation Priority</b>	<u>Top 3 items</u> 1. expanded polystyrene (foam) 2. straws 3. eating utensils		<u>Top 3 items</u> 1. straws 2. expanded polystyrene (foam) 3. plastic bags	

### 1.1.2 The recommendations do not go far enough

A significant amount of participants expressed feelings that the proposed approaches would not be enough to reduce single-use and takeaway items, and that all-out bans, especially for plastic items such as bags, straws, cutlery, cups and takeout containers are more appropriate and necessary to achieve the City's reduction goals. These comments were shared amongst those who support and oppose the proposed mandatory approaches. This suggests that many participants who oppose the strategies would be supportive of stricter measures.

### 1.1.3 Compostable materials should be used as alternatives to plastic

A common theme that emerged through consultation was for the City to consider allowing compostable alternatives as a suitable replacement for conventional plastic single-use and takeaway items. It was clarified during consultation that the City of Toronto's Green Bin Organics program does not accept plastic products and packaging labelled as "compostable", as these items would be removed during the pre-processing stage at the City's organics processing facilities and disposed at the landfill. Some comments from our stakeholders suggest that there is not a general awareness of the operational challenges to compost compostable plastic, revealing that business establishments that provide such items are confused by the label the product is marketed with.

Results from independent polling found residents are confused on the proper disposal of products that are marketed as "compostable" with only one in five residents correctly placing these items in the garbage. Polling results indicated that 40% of residents incorrectly place "compostable" products in the Blue Bin and 35% place them in the Green Bin.

### 1.1.4 Black plastic takeout containers should be considered for reduction

Comments received through all consultation activities support the City in addressing black plastic takeout food containers. Independent polling results found two thirds (64%) of residents believe the City should include black plastic food containers in the Reduction Strategy, and 80% believe that they should be placed on the City's top two priorities for expanding the Reduction Strategy to include other materials.

### **1.1.5 Paper and fibre items should not be restricted**

Many participants considered paper-based single-use and takeaway items to be better for the environment and should not be restricted in the same way as non-paper items. According to independent polling, single-use paper bags received the lowest support with 44% of participants ranking single-use paper bags as the lowest priority item to be addressed through the Reduction Strategy.

### **1.1.6 Public education and training is required**

Stakeholders from a variety of sectors, and members of the public felt that there is a risk of tension between customers and front-counter staff if there is any confusion on the bylaw (as in, why is there a fee charge or why is this item banned from distribution). Suggestions to overcome this challenges include extensive public education and engagement campaigns, training for business establishments and staff, and standardized signage inside business establishments to help alleviate confusion and potential tension between customers and front-counter staff.

### **1.1.7 Accessibility needs must be considered**

There was a growing awareness that some of the proposed mandatory approaches could negatively affect those with accessibility needs, namely bendable plastic straws, pre-packaged prepared foods, and lids on hot beverage cups. Concerns around challenges associated with requirements for sanitized containers, high-cost of purchasing reusable alternatives, and transporting reusable items daily were also raised.

### **1.1.8 Equity needs regarding fees must be considered**

Some participants raised concerns that a fee bylaw may negatively impact persons with low-income and persons with disabilities. Independent polling results however, suggested that there is support for the proposed mandatory fee per item approach from persons of all income levels, with no significant differences between those with low-incomes and those with higher- incomes when participants were asked how much the fees should be.

### **1.1.9 There is low support for establishments retaining fees for items**

Consultation participants commonly asked who collects the fees from charging customers per single-use item, which staff responded that the establishment would keep the fees. Many participants do not support the establishment retaining the fee and would prefer if it was invested in an environmental fund or collected by the City.

### **1.1.10 Stakeholders are concerned about reusable containers and food safety**

Some stakeholders provided feedback that they believed that the City has a bylaw or policy that prohibits food establishments from accepting and serving food or beverages in reusable containers provided by customers. Stakeholders raised concerns about cleanliness and sanitization with respect to accepting customer supplied take out containers or bring-your-own container programs, and the potential implications for people with severe allergies, public health, and potential for cross-contamination. Toronto Public Health's position is that it has no role on any retailer's decision in this area. Some retailers ban the practice due to perceived liability from improperly sanitized containers being reused. Toronto Public Health recommends practices as per food premises regulations that prevent the contamination of food. Premises and people using their own containers must be aware of sections addressing spills and cross-contamination.

#### **1.1.11 Business owners are concerned about financial impacts**

Restaurant owners shared concerns about the financial burden that bylaws may have on smaller businesses, especially those who specialize in takeout food business models. Expanded polystyrene (foam) and black plastic takeout containers generally have a low cost and banning these two items and substituting them with higher cost items could cut into the already small profit margins of some food establishments. Establishments choosing to introduce the use of reusable items may also be financially burdened if required to install proper dishwashing stations. Stakeholders requested a phased-in implementation to adjust to any new bylaws that may be enacted and to allow time to use existing inventories of any takeout containers that may be prohibited from distribution in the future, and stated that consistent enforcement and monitoring of effectiveness is needed once the bylaws come into effect.

#### **1.1.12 There is strong support for voluntary approaches**

When asked what voluntary approaches the City should consider to support the Reduction Strategy, stakeholders and members of the public suggested many additional program ideas in which the City should consider modelling in their own facilities, such as:

- Incentives, tax breaks, free advertisements, or a "green business designation" for business efforts to reduce single-use items
- Deposit-return programs where reusable takeout food containers require a deposit
- Standard takeout containers that regulate takeout food portions and make it easier for food containers to be brought and reused by customers
- Dine-in programs that require restaurants and cafeterias with seating to offer washable plates and cutlery instead of single-use items

#### **1.1.13 Additional items to target for reduction**

In addition to black plastic, participants suggested additional items they would like to see addressed by the City including cigarette butts, single-use plastic water bottles, condiment packets, hot drink stir sticks, and other non-black coloured plastic takeout containers.

## 2.0 Overview

### 2.1 Consultation Summary

Phase 2 Consultation activities to solicit feedback on the City of Toronto's proposed Reduction Strategy took place between September 24 and December 10, 2019. The public and stakeholders were consulted to provide feedback on a list of potential single-use and takeaway items, proposed mandatory approaches to reduce the item, exemptions and accommodations, implementation timelines and considerations, and additional voluntary programs.

#### 2.1.1 Approaches proposed in Consultation

The items and mandatory approaches that were presented for public consultation included:

*Table 3: Proposed Items and approaches*

Mandatory Approach	Item
<b>By-request / ask first bylaw</b> requiring confirmation from the customer if the item is wanted	Single-use eating utensils Single-use straws
<b>Fee bylaw</b> requiring businesses to charge customers a fee per item	Single-use plastic bags Single-use paper bags Single-use hot drink cups Single-use cold drink cups
<b>Ban bylaw</b> that would prohibit businesses from distributing and using the item	Expanded polystyrene (foam) food takeaway containers and cups

#### 2.1.1 Stakeholder Consultation Activities

In addition to a comprehensive communication campaign, community outreach, and direct notifications, the City utilized a wide range of activities to involve residents and stakeholders in consultation.

*Table 4: Summary of stakeholder consultation activities*

Stakeholder Consultation Activities		
Consultation Activity	Date	Participation
Toronto Association of Business Improvement Areas	June, 2019	12
Open Comment Period: Email, phone, written	September - November 2019	17
Dedicated Stakeholder Meetings (all sectors)	September 27 & October 7, 2019	61
Presentation to Toronto Accessibility Advisory Council	June 21 & October 11, 2019	28
Presentation to Circular Economy Working Group	October 18, 2019	15
Public Consultation Activities		
Commenting: Email, phone, written	September - November 2019	78
Public Event	September 24, 2019	220
Webcast	September 24, 2019	700

Telephone Town Halls	October 10 and 24, 2019	11,303
Community Outreach	September - November 2019	6,224
Online Survey	September 24 - November 10, 2019	23,699
Independent Polling	November 2019	1,000
<b>Total Contacts</b>		<b>41,295</b>

## 2.2 Goals and Objectives

The following goals and objectives guided Phase 2 consultation activities:

1. Inform participants of plans to reduce single-use and takeaway items in Toronto;
2. Establish a shared understanding of the current state of single-use and takeaway items;
3. Solicit input on items, proposed mandatory approaches, and implementation timelines for reduction of single-use and takeaway items; and
4. Report back to the Infrastructure and Environment Committee and City Council on motions carried at [2019 IE5.9](#) and feedback received through the public consultation process.

## 3.0 Activities

This section describes Phase 2 Consultation activities to engage the public and stakeholders.

### 3.1 General Communications and Notification

The project team used a comprehensive communications strategy (September 9, 2019 – November 8, 2019) to inform and invite Toronto residents and stakeholders to participate in consultation activities.

Outreach included:

1. **Project website:** [toronto.ca/single-use](https://toronto.ca/single-use)
2. **News release** issued September 17, 2019
3. **Print advertisements**
  - Sol Portuguese
  - NOW Magazine
  - Star Metro
  - Ming Pao (Cantonese)
  - Iran Javan (Farsi)
  - Philippine Reporter
  - Senthamarai (Tamil)
  - El popular (Spanish)
  - Corriere Canadese (Italian)
  - Chinese Canadian Express (Mandarin)
  - Metroland community papers
4. **Transit posters** (30) in WheelTrans vehicles
5. **Online advertisements** (weeks of September 9 – November 10)
  - Weather Network
  - CP24
  - CTV News
  - Toronto.com
  - Blog TO
  - NOW
  - Toronto Life
  - Toronto Start
  - Narcity
  - BuzzFeed
  - Rogers Media

## 6. Social media (weeks of September 9 – November 10, paid and organic posts)

Table 5: Summary of social media reach

	Facebook / Instagram	Twitter	Instagram
<b>Number of Posts</b>	10	13	1 story
<b>Number of Impressions</b>	2,051,739	143,451	5,710
<b>Number of Link Clicks</b>	3,643	1,193	147
<b>Number of Shares</b>	469	N/A	N/A
<b>Number of Retweets</b>	N/A	144	N/A
<b>Number of Comments</b>	252	50	N/A
<b>Number of Reactions</b>	1532	N/A	N/A
<b>Number of Likes</b>	83	218	N/A

## 7. Newsletters

- Monday Morning News (weekly news sent to all City employees)
- Live Green News (sent to all subscribers to the Environment and Energy Division's mailing list)
- TransformTO (sent to all subscribers to the Environment and Energy's Division's climate action mailing list)
- City Update (quarterly newsletter issued to all City staff)
- Trash Talk (Councillor newsletter with information for constituents)

Consultation details were sent via email to additional networks via the following contacts lists:

- Waste Strategy email list (8,000+ individual contacts)
- Stakeholder list (350+ organizations)
- Toronto Residents and Ratepayers associations (140+ organizations)
- Additional City of Toronto contact lists
  - City Clerks, Election Services: Accessibility Stakeholders
  - Economic Development: Food & Beverage Sector, Live Green Perks, Toronto BIA Office
  - Toronto Accessibility Advisory Committee

## 3. 2 Community Outreach

The project team undertook community outreach to share information about Phase 2 activities and encourage participation in consultation. Staff reached over 6,000 contacts through participation in the meetings and networks described below:

Table 6: Summary of community outreach events

Date	Audience/Event	Type of Outreach	Contacts
September 13, 2019	Toronto Newcomer Office members	Email	290
September 15, 2019	Community Reduce and Reuse Program Network	Email	44

Date	Audience/Event	Type of Outreach	Contacts
September 19, 26, 2019	Youth Outreach Workers: North-West and South-West	Presentation	25
September 23, 2019	Seniors Forum	Email	545
October 8, 17, 24, 30, 2019	Public consultation meetings on TransformTO 2021-2023 Implementation Plan	Subject Matter Expert	275
October 15, 16, 17, 21, 2019	Toronto District School Board EcoSchools Annual Kick-off Sessions	Presentation	590
October 15, 2019	Live Green News subscribers	Newsletter	18,000
October 16, 2019	Green Neighbours 21 Meeting	Presentation	20
October 16, 17, 24, 2019	Neighbourhood Improvement Areas Local Planning Tables: Southeast Scarborough Regional, Rockcliffe-Smythe Local, Don Valley	Presentation	150
October 22, 2019	Councillor Bradford's Community Meeting	Presentation	25
October 29, 2019	Toronto Strong Neighbourhoods Strategy Resident Advisory Council Meeting	Emailed	1,285
October 1 – 4, 2019	Toronto Community Housing Buildings	Posters	750
October 9, 2019	Parks Forestry and Recreation Community Disability Steering Committee	Email	300
October 9, 2019	3Rs Ambassadors	Email	425
<b>Total</b>			<b>22,724</b>

### 3.3 Stakeholder Consultation

#### 3.3.1 Notification

More than 350 groups and associations were invited to participate in stakeholder meetings and consultation activities. Email invitations, individual letter requests, and follow up messages were sent two weeks in advance of meeting dates to organizations representing diverse interests related to:

- Advocacy
- Accessibility
- Business
- Education
- Environment
- Food Service & Delivery
- Institutions
- Manufacturing
- Packaging
- Property Management
- Restaurants
- Research
- Retail
- Social Services
- Waste Management and Processing

### 3.3.2 One Window Commenting

In addition to participation in meetings, stakeholders were invited to submit written comments. Email submissions were received from representatives of the organizations listed below. All comments were recorded, reviewed and considered as part the development of the proposed Reduction Strategy.

- Carton Council of Canada
- Dough Bake Shop
- Ecohesion
- Greenish Canada
- Kensington Market BIA
- Reego
- Restaurants Canada
- Retail Council of Canada
- Sierra Club of Canada
- Toronto Drop In Network
- Whirlpool Canada
- Zero Waste Hub
- Canadian Plastics Industry Association
- Ontario Restaurant Hotel and Motel Association
- Stop Plastics
- Sustainable Media
- Toronto Environmental Alliance

### 3.3.3 Stakeholder Meetings

A total of three (3) stakeholder meetings took place, described below:

*Table 7: Summary of stakeholder meetings*

Group	Date	Location	Participants
All sectors	September 27, 2019	Holland Bloorview Children's Hospital 150 Kilgour Rd, Toronto. M4G 1R8	23
All sectors	October 7, 2019	Metro Hall, 55 John Street. Toronto. M5V 3C6	38
Circular Economy Working Group	October 18, 2019	St. Paul's Bloor Street Church 227 Bloor St E, Toronto. M4W 1C8	15
Total Participation			76

All meetings followed the same agenda: a presentation from Solid Waste Management Services staff, followed by time for questions, and facilitated table discussions where feedback was documented. Participation was limited to one representative per organization, and additional guests could attend as observers.

#### 3.3.3.1 Facilitated discussion questions:

1. For each of the items/approaches being considered:
  - *What impacts do you anticipate as a result of this bylaw?*
  - *What is needed to ensure successful implementation of the bylaw?*
  - *What exemptions (if any) should be permitted?*
2. Implementation Timeline
  - *How do you think the bylaws should be prioritized for planning and implementation?*
3. Voluntary Programs
  - *How might the City and stakeholders work together to innovate and implement additional reuse and reduction programs to replace use of single-use items?*

Representatives from a range of sectors and organizations attended the meetings and are listed below:

511 Food Service	Greenish Canada
Alast Inc	Greenpeace Canada
Aramark	IATSE873 & Toronto Film Industry
Arc23	Little Portugal BIA
Association of Municipalities of Ontario	Margaret's Housing and Community Support Services
Balzac's Coffee	North York General Hospital
Bloor-Yorkville BIA	Ontario Restaurant Hotel and Motel Association
Cabbagetown BIA	Oxford Property
Cadillac Fairview (TDC)	Pathway Group
Canadian Federation of Independent Businesses	Quesada Burritos & Tacos
Canada Fibers Limited	Recipe Unlimited
Canadian Environmental Law Association	Reego
Canadian National Institute for the Blind	Remm Group
Canadian Plastics Industry Association	Restaurant Brands International
Canadian Stewardship Services Alliance	Restaurants Canada
Carton Council of Canada	Retail Council of Canada
Centre for Independent Living Toronto	Stop Plastics
Corso Italia BIA	TDSB EcoSchools
COSTI Immigrant Services	The Roots Collaborative
Davenport-Perth Community Health Centre	Toronto International Film Festival
Don't Mess with the Don	Tim Hortons
Dough Bakeshop	Toronto Entertainment District BIA
Dundas West Fest	Toronto Environmental Alliance
EcoCompass	Toronto Region and Conservation Authority /
Entertainment District BIA	Partners in Project Green
Environmental Defence	Uber Eats
Foodora	Walmart
Global Public	Wentworth Technologies
Good Shepherd Ministries	Women's Health in Women's Hands
Gordon Food Service	YMCA of Greater Toronto
Great Escape Book Store	
Greek Town on the Danforth BIA	

### **3.4 Toronto Accessibility Advisory Committee**

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The project team presented information to the Toronto Accessibility Advisory Council (TAAC) on June 21, 2019 to share the results of the Phase 1 Consultation and receive feedback on the approach to the Phase 2 Consultation.

Feedback on the approach to Phase 2 Consultation were then incorporated into the consultation activities, including holding joint stakeholder meetings (instead of by sector specific sessions). Holland Bloorview Children's Hospital was recommended to host a stakeholder meeting because it is an accessible venue that also houses support services. Because of this it has hosted meetings and events for other accessibility organizations, making it a familiar and convenient location.

On October 11, 2019 the project team presented Phase 2 Consultation information to the TAAC. Members of the TAAC were invited to provide comments at the meeting, via email, or by attending any of the stakeholder or public meetings.

## 3.5 Public Consultation

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### 3.5.1 One Window Commenting

A total of 78 email and phone submissions were received from members of the public and stakeholders. All comments were recorded, reviewed and considered as part the development of the proposed Reduction Strategy.

### 3.5.2 Public Event and Webcast

A public event was held on September 24, 2019, at Toronto City Hall, 100 Queen Street West, from 7:00 p.m. – 8:30 p.m. Prior to the event attendees had an opportunity to learn more about Solid Waste Management Services programs and the Phase 2 Consultation by viewing display panels and speaking with City staff.

Robyn Shyllit, Senior Public Consultation Coordinator, facilitated the event and opening remarks were provided by Matt Keliher, General Manager of Solid Waste Management Services. The presentation was delivered by Annette Synowiec, Interim Director, Policy Planning & Outreach, Solid Waste Management Services, and Charlotte Ueta, Manager, Solid Waste Policy & Planning, Solid Waste Management Services. The presentation was followed by an opportunity for attendees to ask questions via live microphone or written comment card. More than 100 questions/comments were received, including ~20 that were asked live at the event.

The event was attended by 220 people. It was also recorded and could be watched via live webcast. As of November 2019, more than 700 people had watched the live webcast, which continues to be available for viewing at [toronto.ca/single-use](https://toronto.ca/single-use).

### 3.5.3 Telephone/Web Town Halls

Two telephone/web town halls, which are similar to a large conference call with the option to view a short presentation through live streaming, were used to engage a high number of residents in an accessible format. Random sampling of publicly available phone numbers was used to call 50,000 Toronto-based landlines and cellphone numbers and invite people to participate in the town halls. People could also sign up to participate in a town hall via the project website at [toronto.ca/single-use](https://toronto.ca/single-use).

The town halls were delivered by an independent company. Each event started with a short presentation by Annette Synowiec, Interim Director, Policy Planning & Outreach, Solid Waste Management Services, and Charlotte Ueta, Manager, Solid Waste Policy & Planning, Solid Waste Management Services, followed by an opportunity for participants to ask questions and provide comments to the project team.

Questions and comments could be submitted via live phone call or typed online. All questions and comments, including those that did not have the opportunity to be responded to live, were recorded for review and consideration by the project team.

*Table 8: Summary of teletown hall events*

Session	Date	Time	Participants	Questions & Comments Received
1	October 10, 2019	7 p.m. - 8 p.m.	6,104	52
2	October 24, 2019	1 p.m. - 2 p.m.	5,199	59
Totals			11,303	111

A total of 11,303 people participated in the town halls, and the average participant remained on the phone for 12-16 minutes and online for 27-30 minutes. Approximately 400 individuals remained on the call for 40 minutes or more.

### **3.6 Independent Poll**

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A sample of 1,000 Toronto residents aged 16 or older was surveyed online via the Ipsos I-Say panel from November 26 to December 3, 2019. The I-Say panel is one of the largest online panels in Canada, with over 90,000 pre-recruited panelists nationwide who are fully opted into the panel and participate willingly in research. Quotas and weighting based on age, gender, and region, are employed to ensure that the sample's composition reflects the overall population according to census information.

The precision of online polls is measured using a credibility interval. In this case the results are considered accurate to within +/- 3.5 percentage points, 19 times out of 20, of what the results would have been had all City of Toronto residents aged 16 or older been surveyed.

>>> *Appendix E: Independent Poll Report*

### **3.7 Online Survey**

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The Phase 2 Consultation online survey was available from September 24 to November 11, 2019. A total of 23,700 responses were collected. The survey included relevant details and background information before each question, which could be answered using multiple choice responses and open comments. Additionally, optional demographic questions were included at the end of the survey.

The City engaged a third-party organization to analyze the survey data, including text analysis of open-ended comments. Prior to analyzing open and close-ended question feedback, the survey data was cleaned to remove data that did not contribute to overall analysis. The final cleaned data set used for analysis included 22,821 survey responses.

The following questions about the proposed items and approaches were asked in the survey.

1. Do you support a by-request/ask first bylaw to reduce single-use eating utensils in Toronto?
2. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use hot drink cup to promote reduction of its use?
3. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use cold drink cup to promote reduction of its use?
4. To what extent would you support or oppose a ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste in the City of Toronto?
5. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out plastic bag to promote reduction of its use?
6. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out paper bag to promote reduction of its use?
7. Do you support a by-request / ask first bylaw to reduce single-use straws in Toronto?

8. How do you think the bylaws should be prioritized for planning and implementation?
9. Are there other reasons when exemptions/accommodations should be considered?
10. In addition to the above, should the City of Toronto consider other voluntary approaches?

>>>Appendix D: Public Survey Report

## 4.0 Stakeholder Feedback Summary

This section describes the feedback received from stakeholder groups during consultation.

### 4.1 Toronto Accessibility Advisory Committee

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Members of the Toronto Accessibility Committee (TAAC) shared comments in advance of Phase 2 consultation and described that some single-use items are not a matter of convenience, but health and safety. Single-use or takeaway items that are most important for accessibility include:

- Bendable straws for eating and drinking
- Coffee cup lids for safety
- Medical, health, and sanitary items
- Packaging for prepared meals
- Water bottles for hydration

The TAAC asked that an equity lens be used to review policies and programs, and consideration be given to the impact of fees on persons with low-income and recommended that staff continue to consult with equity-seeking groups for implementation timelines and considerations.

TAAC members commented that there should be exemptions for persons with disabilities as there are barriers to using reusable items, noting that it can be cumbersome to carry, expensive, and items like glass containers can be dangerous if dropped. Additionally, at-home sanitization can be difficult without support and bring-your-own bag/container programs are not reliable for people with severe allergies and sanitization would need to be done professionally. Incentives was also suggested to encourage reduction of single-use and takeaway items, as well as making producers responsible for the packaging and products that they place into the market.

TAAC members also provided feedback public education and outreach and suggested that a list of acceptable reusable alternatives that can be used by persons with disabilities would be helpful since guidelines on items can be difficult to decipher.

### 4.2 Circular Economy Working Group

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The Circular Economy Working Group (CEWG) is made up of representatives from local businesses and community groups from various sectors across Toronto and supports the City in its journey towards becoming the first circular city in Ontario. The Circular Economy aims to reduce waste and maximize resources by moving away from the linear take-make-and-dispose approach to an innovative system that focuses on product longevity, renewability, reuse and repair. The City's Circular Economy and Innovation Unit was created as part of the recommendation from the Long Term Waste Management Strategy. The CEWG was invited to an in-person meeting to watch a presentation by SWMS staff and generate discussion in break-

out tables. Feedback provided by the CEWG followed the same format as other stakeholder meetings, and is summarized below by each proposed mandatory approach.

#### **4.2.1 By-Request / Ask First (Eating Utensils & Straws)**

##### **4.2.1.1 Impacts**

Generally, the by-request bylaw was regarded by the CEWG as effective in reducing waste. However, impacts include challenges with encouraging behaviour change and for business operations. Some consumers may become frustrated when they forget to request items and others may 'hoard' or ask for more than they need. Business costs may be reduced by distributing fewer single-use items, however, specific single-use items are critical to operations of vendors that sell bubble tea and ice cream, and alternatives must be in place before bylaws come into effect.

##### **4.2.1.2 Implementation Considerations**

The CEWG feel that communication and education are critical to successful implementation. An ad campaign to raise awareness should take place in advance of the enactment of a bylaw, and messaging should not bring negative attention to individuals that require single-use items for accessibility. Businesses also need to train staff to efficiently and sensitively communicate bylaws to customers, and the City should provide signage and other training tools to support communication. Messages in ad campaigns or any communication tactics should promote bringing or carrying reusable alternatives and highlight information or statistics around problematic waste to encourage behaviour change.

The CEWG also commented that charging a fee for items may be the most effective approach. Additionally, the reduction of certain items could be increased if multiple approaches were used simultaneously. For instance, an item can be subject to the by-request/ask first approach, and if a customer confirms that they want the item, then a fee can be charged for the item as a second approach.

##### **4.2.1.3 Exemptions**

CEWG members felt exemptions would make the bylaw hard to implement and should be limited if included at all with the only consideration made for single-use items needed by persons experiencing homelessness, persons with disabilities, and seniors.

#### **4.2.2 Fees (Cold/Hot Drink Cups & Plastic/Paper Bags)**

##### **4.2.2.1 Impacts**

Fees for cups and bags were seen as effective with a high-impact on small businesses. Fees can be an incentive for consumers to change behaviour, however do not effectively encourage businesses to change behaviour and allow them to make money by charging for items that were previously distributed at no cost.. Fees also impact consumer affordability and may encourage more purchases to occur outside of Toronto where a fee bylaw may not exist.

##### **4.2.2.2 Implementation Considerations**

The circular economy is about finding replacements and ways to use waste. Generally, discounts and deposit returns could be more effective than fee programs. North American takeout culture requires social change, with single-use hot drinks cups are more commonplace than bring-your-own. Plastic bags should be banned completely since reasonable alternatives exist, however the City must ensure that one bad item is not simply replaced by another that is

equally problematic. CEWG members also noted that consideration should be given to what thickness of plastic is considered disposable.

To be effective, fees need to be high enough to encourage behaviour change. The City must be transparent on where the collected fee goes and encourage businesses to invest fees in good causes that benefit residents. Businesses that are mandated to charge a fee should also be required to show the fee on the single-use item separate from the price of the product.

Viable alternatives are needed to improve consumer choice before bylaws are implemented, and the City could collaborate with food service companies and producers to come up with solutions. Communications should consider how to highlight successes in other. The bylaw could also create a branding opportunity for businesses, and opportunities for businesses to donate reusable products to community organizations or through Community Environment Days.

#### **4.2.2.3 Exemptions**

Exemptions are needed for items required for accessibility and health care. Consideration should be given to providing reusable alternatives to persons with low-income for free, or at low cost, to address potential negative social impacts.

### **4.2.3 Ban (Expanded Polystyrene (Foam) Food Takeaway Containers & Cups)**

#### **4.2.3.1 Impacts**

Bans on expanded polystyrene (foam) food takeaway containers and cups could create issues for fast food and takeout restaurants that have few tables and rely on foam for quick customer turnover. Foam is currently used to reduce food waste and preserve clearance produce in grocery stores. Heavy plastic alternatives may be used as a replacement material, and investments in foam products may decrease. The ban could result in more bring-your-own container programs, and there is a perception that bring-your-own container programs are unclean and concerns around potential instances of food poisoning.

#### **4.2.3.2 Implementation Considerations**

Viable alternatives for the single-use and takeaway items being targeted for reduction are needed before any bylaws are enacted along with provision of sufficient time to support the successful rollout of the bylaw for residents and businesses. Impacts to non-profit food delivery programs should be delayed until such alternatives are in place.

Communications should include a public awareness campaign to educate residents to bring reusable containers that are clean and sanitized. The City should also explore opportunities to promote Toronto businesses who comply as 'green leaders' and information should be provided to businesses to help establishments understand the costs of alternative materials and choosing substitutions to single-use and takeaway items.

CEWG members noted that enforcement is required to ensure compliance with any ban bylaw. As well, the City should consider targeting supply chains and producers to make it undesirable to purchase foam items. Lastly, CEWG members, like others consulted in Phase 2 Consultation recommended that the Reduction Strategy should be expanded to address black plastic via a ban bylaw.

### 4.2.3.3 Exemptions

Generally, no exemptions should be provided since there are many viable alternatives to foam takeout containers, unless required for health-related reasons.

### 4.2.4 Voluntary Programs

CEWG members provided several ideas for additional programs to help improve reduction of single-use and takeaway items, such as:

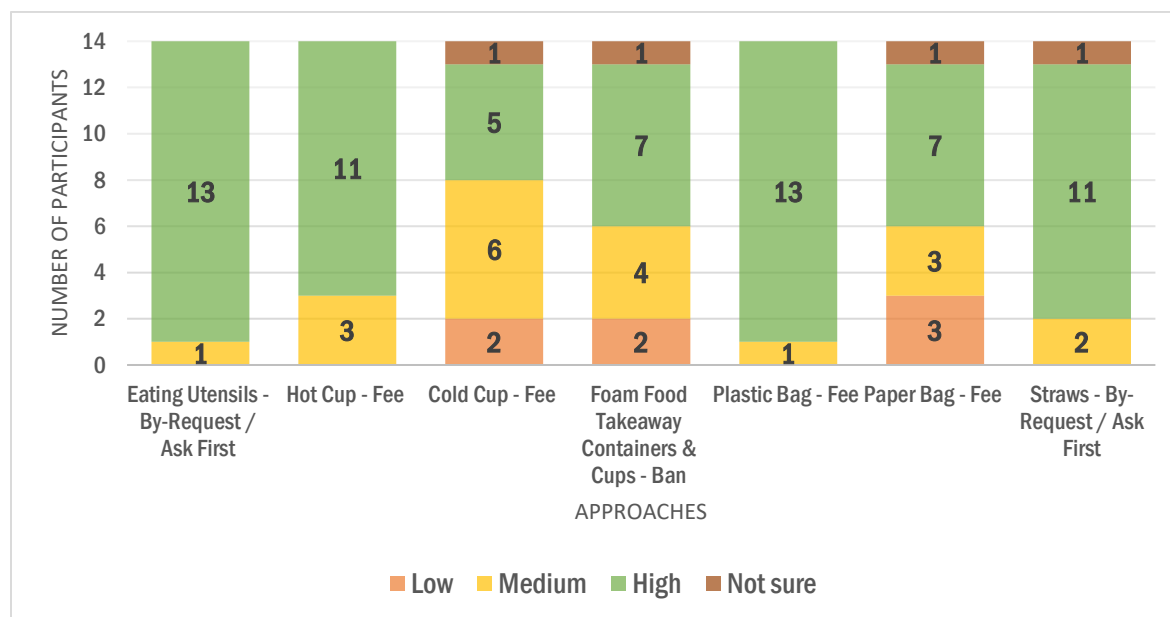
- Deposit-return programs, which CEWG members feel have been proven to be effective and could be developed for takeout containers
- Establish a working group specifically for hospital waste so that programs can become specialized for this environment where bylaws are not effective or appropriate
- Support bring-your-own container programs to encourage culture change
- Work with waste suppliers and companies to innovate new ways to transport food and drinks on the go
- Target large chains and brands to collaborate and pilot creative solutions in specific locations and have a bigger impact on the city
- Offer funding for pilots and partnerships to bring in people who have experience developing share and reuse programs and pilots in Toronto

### 4.2.5 Implementation Timing

CEWG members suggested that:

- Bylaws for eating utensils, hot drink cups, plastic bags, and straws were highest priority for implementation
- Bylaws for cold drink cups, foam, and paper bags had mixed levels of prioritization

Table 9 – CEWG prioritization of items and approaches



## 4.3 Stakeholders

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Comments expressed by stakeholders via in-person meetings and email submissions are summarized in this section.

### 4.3.1 General Comments – All Bylaws

#### **4.3.1.1 Need for a Robust and Multi-Lingual Communication Plan:**

Public education is critical to create awareness and participation among business establishments and consumers, and fix misconceptions around what is/is not acceptable in Blue Bin recycling and Green Bin organics program.

#### **4.3.1.2 Support Businesses and Front-Counter Staff:**

The bylaws will have big impacts on small and independent businesses including increased need for staff training, operational changes, and new product needs. Incentives, pilot projects, and funding could help small businesses improve waste reduction operations and support installation costs of new dishwashing equipment and associated facilities. Businesses could also be given a phase-in period and be provided with funding and support the switch to reusable alternatives.

#### **4.3.1.3 Impact to Equity-Seeking Groups:**

There was a concern from stakeholders that fees could impact persons with low-income. Equity sensitivity training should ensure communication and enforcement of bylaws does not bring negative attention to persons with disabilities or health conditions. To encourage equity, the City could consider distributing free or affordable high-quality reusable items at accessible locations.

#### **4.3.1.4 Harmonize:**

To reduce consumer confusion, stakeholders prefer policies to be implemented at the provincial and federal level to harmonize bylaws across jurisdictions and help improve business operations and logistics.

#### **4.3.1.5 Lead by Example:**

The City should pilot reusable container and bring-your-own container programs in City buildings, set requirements for special events and food services, and explore opportunities to increase recovery of waste at its own processing facilities.

#### **4.3.1.6 Measure Performance:**

Bylaws require clear metrics to measure performance and achieve waste reduction in Toronto. Businesses should be encouraged to report on waste generation and reduction programs which would allow the City to utilize the data to measure the impact of the Reduction Strategy, adapt policies to achieve a greater positive outcome, and identify potential future single-use and takeaway items for targeted reduction.

### 4.3.2 By-Request/Ask First (Straws & Eating Utensils)

#### **4.3.2.1 Impacts**

Some stakeholders felt that a by-request bylaw is an appropriate and effective mandatory approach to reduce use of eating utensils and straws. Others felt that the current proposed mandatory approach would not be enough to see a reduction of these items.

Special considerations could be required for single-use items used by school nutrition programs, home meal delivery, and nursing homes. Bring-your-own eating utensils options (e.g. cutlery)

may raise safety issues in venues and public places when people start to carry forks and knives in reusable eating utensil kits.

Many businesses already follow a by-request approach or could save additional money by distributing even fewer single-use and takeaway items. Retraining front-counter staff will be required, in addition to considerations for placement of items on counters and in online or mobile ordering systems. If items are kept behind the counter, business establishments would be required to store or place the items in a sanitary manner and in compliance with the *Health Protection and Promotion Act, 1990*.

As a result of the bylaw, stakeholders commented that substitutions with materials that are also not accepted in the City's waste reduction programs could occur.

#### **4.3.2.2 Implementation**

Stakeholders noted that for public health reasons, sanitation of reusable items is best done by a third party. Also raised as an important consideration is to maintain a small stock of single-use items that can be made available to persons with disabilities and others that may request the item, as it was noted that bring-your-own programs may not be feasible for some individuals.

For straws specifically, stakeholders expressed general support for the proposed mandatory approach if straws are made available for free for persons with disabilities and for health needs. As part of this, additional research should be funded on suitable barrier-free alternatives. The bylaw should not create additional trauma for persons with disabilities being forced to disclose why they need a straw, and disability advocates should be included in final phrasing of the draft bylaw.

#### **4.3.2.3 Exemptions**

Enforcement is needed to ensure compliance and some stakeholders felt no exemptions should be included in the bylaw. Others stated that children under 5 years of age be exempt in addition to instances when items are required for accessibility or sanitary reasons. Many venues and events could require exemptions including: in-store eateries, movie theatres, stadiums, school cafeterias, social service organizations, drive-throughs, airports, hospitals, bulk purchasing, and private functions.

### **4.3.3 Fees (Cold/Hot Drink Cups & Plastic/Paper Bags)**

#### **4.3.3.1 Impacts**

Most stakeholders support the fee bylaw since these items visibly contribute to litter. Stakeholders raised that many retailers already offer reusable alternatives however customer uptake may be limited.

Stakeholders also raised the following potential impacts that could be created by implementing fees on specific items:

#### **Beneficial Impacts**

- Additional revenue collected by businesses could help offset the cost of introducing waste-reduction initiatives
- Businesses donate funds to environmental causes
- Increase sale of reusable items, bottled beverages, and bags to line waste bins

- Branding opportunities for reusables to support customer loyalty

### Challenges

- Lower overall sales of products and/or goods in Toronto, increase sales outside the city where fee bylaws do not exist
- Increase waste from broken reusables and paper bags
- Customers expect businesses to cover the additional fees for the container by reducing the cost for food or drink
- Businesses will receive additional revenues without changing their behaviour as there isn't a mechanism to enforce revenues to be used towards waste-reduction initiatives

### Neutral Impacts

- Business requiring updates to point-of-sale systems, signage, and dishwashing facilities to be compliant with City bylaws

#### **4.3.3.2 Implementation**

Some stakeholders felt that implementation **timelines should be accelerated**, and others felt **more time is needed** to operationalize the new bylaw. Voluntary measures, viable alternatives, and reduced fees must be offered before the bylaw is enacted.

Stakeholders felt that **fees must be high enough** to encourage reduction and behaviour change, and that businesses could **use the collected fees to offset any costs** as a result of any new bylaws. Fees for paper bags could be lower than plastic bags, however stakeholders also commented that another possible approach is to **ban plastic bags** and charge a fee on paper bags.

Specifically, on beverage cups, non-recyclable cups were identified as an item to ban and a fee should be placed on wax-lined paper hot drink cups. As noted for other proposed mandatory approaches, stakeholders felt that **fees should be harmonized across jurisdictions** to reduce consumer confusion. It was also suggested that the bylaw could include requirements for bags and containers that are compatible with the bylaw (i.e. not banned, no fee or not restricted in its distribution) to **require a specific amount of recycled content**.

#### **4.3.3.3 Exemptions**

Some stakeholders stated that no exemptions should be considered unless required for accessibility or sanitary reasons. Others suggested exemptions for persons experiencing homelessness and locations like special events and large venues.

Retailers also requested exemptions for bags required by:

- Businesses where bags are used at low volume
- Dry cleaning
- Fragile and/or breakable items
- Frozen foods, meat, poultry, fish, flowers, potted plants
- Linens, tires and other items that cannot easily fit in a reusable bag
- Live fish
- Loose bulk and small hardware items

- Newspapers or material left at the customer's door
- Prepared foods or bakery goods
- Prescription drugs and/or over-the-counter medications
- Takeout restaurants

#### **4.3.4 Ban (Expanded Polystyrene (Foam) Food Takeaway Containers & Cups)**

##### **4.3.4.1 Impacts**

Feedback from stakeholders suggest that:

- while some support the ban, others feel the bylaw could have low effectiveness when businesses switch to a cheaper option and an equally 'bad' alternative
- incentives for innovation and extended producer responsibility could be more effective to reduce waste
- a ban could result in a decrease in the use of foam takeaway items, which could lead to a reduction of foam materials disposed of in landfill and as well as generation of micro-plastics in the environment
- operationally, some fast food businesses, takeout restaurants, and food trucks will need a viable alternative material and their costs may increase
- Producers and suppliers of containers will see a sales increase for non-foam products

##### **4.3.4.2 Implementation**

Feedback from stakeholders suggest that:

- a ban bylaw would be most effective if implemented at the provincial or federal level
- the bylaw should be implemented immediately, whereas some felt businesses need time to adjust
- the ban bylaw should not be implemented at this time, rather the City should consider placing a fee requirement on this item prior to moving towards a stronger policy tool such as a ban
- other single-use items including water bottles and black plastic to be included under the ban bylaw, as well as foam used in boxes, delivery packaging, and at grocery stores

##### **4.3.4.3 Exemptions**

Feedback from stakeholders suggest that:

- all restaurants should be exempt
- accessible meal delivery programs, persons with low-income, and hospitals should also be exempt

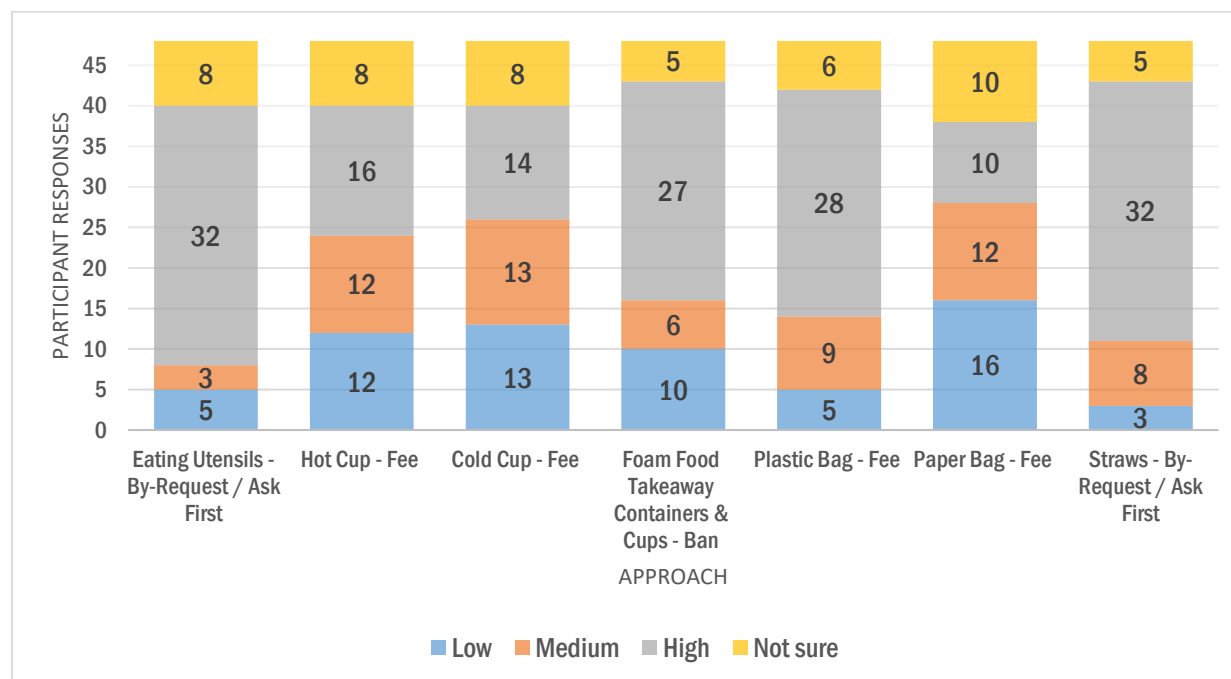
##### **4.3.5 Implementation Priorities**

A total of 48 stakeholders who participated at in-person meetings provided feedback on implementation timelines. They suggested that:

- By-request/ask first and ban bylaws, as well as fees on plastic bags, are highest priority for implementation
- Bylaws related to hot and cold drink cups, and paper bags had mixed levels of prioritization.

A few participants stated that they do not support implementation of any of the bylaws. Timelines should be consistent with provincial and federal rollout of regulations. Participants also stated that bylaws should be implemented immediately with 'quick wins' first to support greenhouse gas emission reduction targets.

Table 10 –Stakeholder timeline priority for implementing



## Additional Program Suggestions

Stakeholders shared ideas for additional items and programs to support reduction.

### 4.3.6 Additions to Proposed Bylaws

- Ban single-use plastic drink bottles (water, pop, juice), black plastic, and misleading labels on compostable items
- Charge a fee for all takeaway containers
- Extend the by-request bylaw to include napkins
- Introduce a measure to target cigarette butts

### 4.3.7 New Programs and Pilots

- Deposit-return programs for items like glass, plastic, and aluminum drink bottles for non-alcoholic beverages could be effective to have reusable items collected and then professionally cleaned before being returned to restaurants. This could also be done through reverse vending machines.
- Dine-in and washing stations: Reusable cutlery and dishware should be mandated for all dine-in establishments. Washing stations should be included at large events.
- Water refill stations should be widely expanded across the city

- Standard durable takeout containers would help ensure the cleanliness of containers used by food handlers and make it easier to know/charge for the sizes of customer-brought containers to fill.

#### **4.3.8 Support and Collaborations**

Collaborations could take place to associate brands with the circular economy and create a joint multi-sector movement. An innovation grant could fund small groups to support pilots and incubator programs to tackle the issues and develop acceptable alternatives. Social enterprise could support food delivery programs and create jobs in Neighbourhood Improvement Areas. Tax credits could be offered to green businesses and discount incentive programs could also be encouraged.

## **5.0 Public Consultation Feedback**

This section describes the feedback received from members of the public during consultation.

### **5.1 Public Event, Telephone/Web Town Hall, Email & Phone Correspondence**

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Feedback received from members of the public through in-person events, telephone/web town halls, email and phone correspondence are summarized in this section.

#### **5.1.1 Accessibility and Equity**

In consultation with People and Equity Division, the Reduction Strategy has been analysed for potential impacts on equity-seeking groups and vulnerable residents of Toronto. Equity and accessibility considerations have been included throughout the development of the public consultation process and proposed reduction measures.

Feedback received during Phase 2 consultation noted that persons with low-income, persons with disabilities, autoimmune diseases, or persons experiencing homelessness may require single-use and takeaway items for daily life, may not be able to afford the fees placed on items or to buy high-quality reusables. Additionally, it was raised that some individuals may encounter challenges with having enough storage space, cleaning, and transporting reusable items. It was also raised that the City should give consideration to how bylaws may impact school food and social service meal delivery programs.

#### **5.1.2 Approaches**

Many participants asked who collects the fees from charges placed on targeted single-use and takeaway items, which was clarified by staff that the collected fees would remain with the business. This resulted in further comments that a fee bylaw creates revenue for private businesses whereas customers are penalized rather than the producer of the single-use and takeaway item. This was illustrated by an example that was communicated to staff, where sale of plastic bags will increase when customers are required to purchase garbage and Green Bin receptacle liners. Without a way for the City to collect fees, the cost to consumers and Toronto residents will increase with no clear benefit to the city's environmental efforts. However, others noted that fees must be high enough to support behaviour change by both customers and businesses. Consultation participants felt that businesses should be encouraged to donate collected fees to environmental initiatives and require incentives to encourage additional reduction.

### **5.1.3 Barriers to using Reusables**

Participants feel that some food businesses that do not have dishwashing staff or facilities will face barriers if required to accept reusables, which would impact their operating costs. Others noted that some businesses do not allow customers to bring their own reusable items and some customer-brought containers do not fit under beverage dispensers.

### **5.1.4 Communication & Education**

Public feedback felt that public education and communication with diverse audiences is critical to ensuring single-use and takeaway items do not contribute to litter. Some commented that a larger culture change is needed to reduce the takeout culture. Staff received recommendations on how to raise awareness and promote a culture of reduction, by suggesting that an anti-plastics campaign should be as strong as anti-smoking campaigns.

Additional feedback felt that communications should be clear and simple, with an explanation on what is and is not recyclable, as well as highlighting the associated environmental impacts for all items. It was suggested that the City could generate awareness of the state of the end-market for Blue Bin materials to help businesses and consumers make better choices in choosing what materials to use/stock (e.g. accepted in the City's Blue Bin recycling program).

### **5.1.5 Implementation & Enforcement**

Members of the public felt that implementation timelines should be accelerated to improve environmental outcomes, while others felt that a phased approach should be taken to strengthen bylaws over time. Some participants noted that retailers do not keep high volumes of single-use items in stock and as a result should be incentivized to reduce waste and unnecessary single-use items and be charged fees for unnecessary packaging as soon as possible. Comments also indicated the City must ensure enforcement mechanisms are in place to ensure business compliance and that targeted single-use and takeaway items are not substituted with an alternative that is not recyclable in the City's Blue Bin system or cannot be otherwise diverted from becoming waste.

### **5.1.6 Leadership**

There was strong support for the City to show leadership as it relates to waste management and environmental issues. Suggestions include the City partnering with global leaders, universities, students, and technology companies to implement best practices in Toronto and create a streamlined process for new ideas that support reduction to be considered and supported. Consultation participants felt that the City must also limit single-use and takeaway items in its own facilities including cafeterias in civic centres, community centres, and other properties. Consideration should be given to reverting to a separate recycling collection of glass, paper, and tin, and opportunities to improve waste management facilities to process more materials should be explored.

### **5.1.7 Public Health**

Members of the public commented that single-use and takeaway items are safe and sanitary products that are easy to use. Whereas a "Bring-Your-Own" cup and container programs will require proper sanitization for public health reasons and for individuals with severe allergies, who also need to know the ingredients used in reusable containers.

### **5.1.8 Additional Programs & Items**

Participants provided many additional program ideas that could support reduction of single-use and takeaway items, including:

- Create container subscription and deposit-return programs for more single-use items
- Create 'green report cards' to identify businesses with good reduction practices
- Incentivize or require multi-residential properties to install proper waste collection
- Increase use of 100% biodegradable, edible, and plant-based cutlery and containers
- Increase water refill stations across the city
- Mandate use of real cutlery and dishes at eat-in restaurants, and dishwashing and clean up stations in food courts
- Standardize packaging for the food takeout industry and limit container types and colours
- Target businesses with private waste collection, hospitals, and those that offer food catering

The public shared their thoughts on additional items that could be targeted for reduction including: black plastics, plastic water bottles, all foam packaging, compostable items not accepted in the City's Green Bin (organics) program, cigarette butts and filters, chewing gum, receipts, lids, product samples, toiletries, bread tags, produce packaging, wet wipes, ear buds, and cotton tipped product.

## 5.2 Independent Poll

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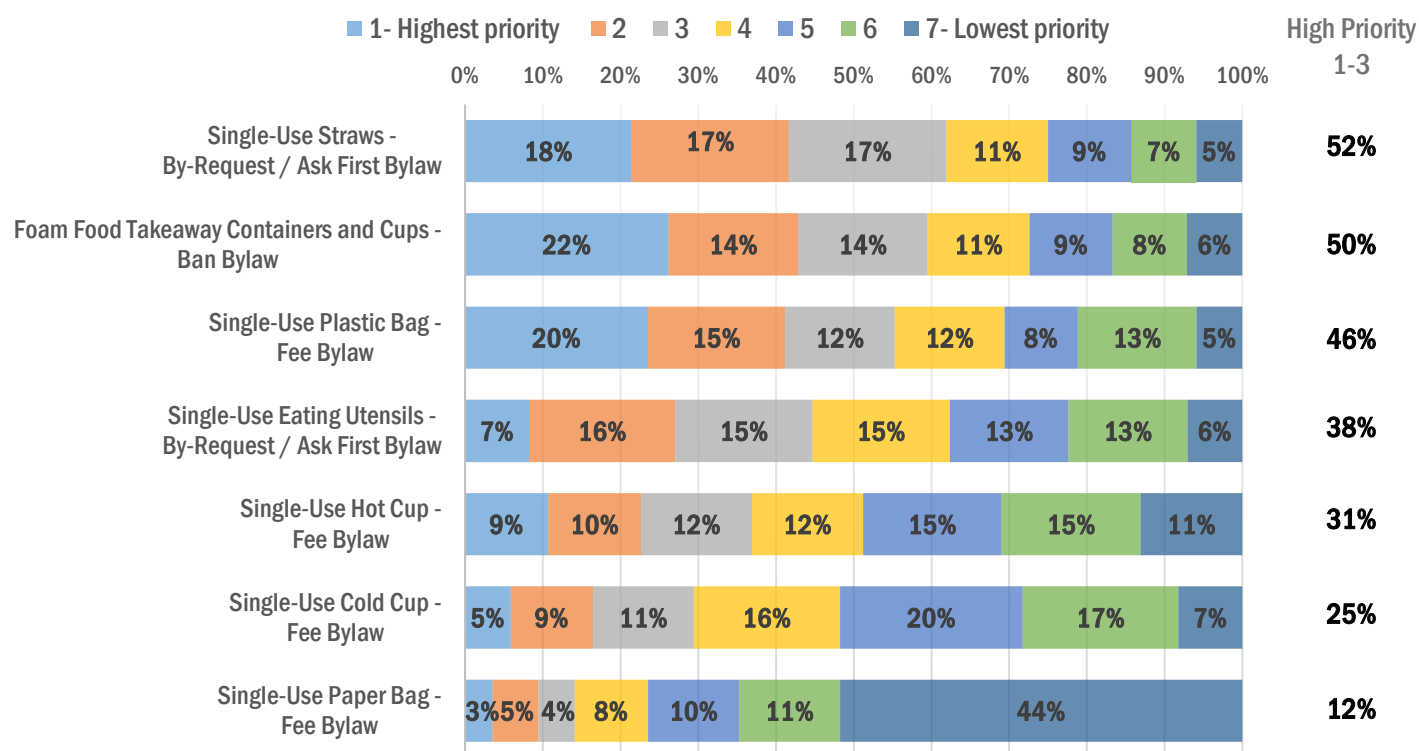
Solid Waste Management Services retained a third-party group to perform a statistically significant and representative survey of Toronto residents to seek feedback on the specific items being targeted as well as the proposed mandatory approaches to reduce usage.

Results from the independent polling found that:

- Three quarters of Toronto residents support the by-request/ask first bylaws for single-use eating utensils and straws, and a ban on foam food containers/cups.
- A fee per plastic bag had the most support (77%), hot drink (64%) and cold drink (63%) cups.
- A paper bag fee garnered the least support (53%).
- On average, residents would support a \$0.11 to \$0.17 fee per item, which would go up to \$0.20 to \$0.26 per item among those who support the implementation of a fee at all.
- The average fee supported is consistent among varying income groups and between those who do or do not experience limits to accessibility.
- Three quarters of residents cannot think of any other reason to allow single-use items in addition to the accessibility and privacy accommodations, and nearly 1 in 10 mention that the City should focus on reducing waste and effectively recycling these items.
- Two thirds of residents believe that an additional single-use or takeaway item that should be targeted by the City's Reduction Strategy is black plastic food containers.

When asked to rank the priority that the City should place on implementation of bylaws, half of residents mention single-use straws, foam food takeaway containers, and plastic bags as their top 3 priorities. Prioritization of bylaws does not vary by income and accessibility needs.

*Table 11 – Priority of bylaw from public polling*



>>>Appendix E: Complete Independent Poll Results

### 5.3 Online Survey

This section outlines results from an online survey that was open to the public and stakeholders for feedback on the specific items being targeted as well as the proposed mandatory approaches to reduce usage. Overall there was very high support of the approaches and, in addition, however, a common comment was that we aren't strong enough in our approaches a general theme of stronger measures, e.g. bans.

#### 5.3.1 By-Request/Ask First Bylaw for Single-Use Eating Utensils

A majority of survey participants (93%) support a by-request/ask first bylaw to reduce single-use eating utensils in Toronto. Some of the comment themes focused on pursuing the use of plastic alternatives such as biodegradable or recyclable utensils and encouraging customers to bring their own utensils through discounts.

#### 5.3.2 Single-Use Hot Drink Cup Fee

A total of 84% of survey participants support a fee per single-use hot drink cup. Nearly half of all supporters (48%) suggest the fee should be between \$0.25 and \$0.50. Some of the comment themes suggested that fees must be substantial enough to encourage a behaviour change, and that alternatives such as biodegradable and recyclable items should be considered. Additionally, some participants questioned who will collect the fee.

#### 5.3.3 Single-Use Cold Drink Cup Fee

A total of 84% of survey participants support a fee per single-use cold drink cup. Similar to hot drink cups, nearly half of participants believe the fee should be between \$0.25 and \$0.50.

Common themes that emerged were that recyclable cups should be mandatory, single-use cups should be banned altogether, and that the fees should be high enough to encourage a behaviour change.

#### **5.3.4 Ban on Expanded Polystyrene (Foam) Food Takeaway Containers and Cups**

A majority of survey takers (95%) support a ban on expanded polystyrene (foam) food takeaway containers and cups. Common themes among participants included the necessity of alternatives if expanded polystyrene is banned, the importance of encouraging the use of reusables, and that black plastic should be banned as well.

#### **5.3.5 Single-Use Plastic Bag Fee**

A total of 91% of survey participants support a fee per single-use plastic bag. The average fee amount mentioned is \$0.36. Similar to other items, common themes that emerged were support for a full ban on single-use plastic bags, making the fees high enough to encourage a behaviour change, and questioning who the fees will be collected by.

#### **5.3.6 Single-Use Paper Bag Fee**

A total of 64% of survey participants support a fee per single-use paper bag. Participants are evenly split on the fee amount – 50% want less than \$0.25, and 50% prefer a higher fee. Common themes included participants suggesting that paper to be a better alternative to plastic, and that they would still like to see reusable bags encouraged.

#### **5.3.7 By-Request/Ask First Bylaw for Single-Use Straws**

A majority of survey participants (92%) support a by-request/ask first bylaw to reduce single-use straws in Toronto. Many of the participants preferred that plastic straws be banned, and that establishments provide straws unnecessarily.

#### **5.3.8 Implementation Priority**

Participants placed highest priority on a bylaw to address expanded polystyrene (foam) products, followed by single-use straws. Participants ranked single-use paper bags as the lowest priority. Common themes from participants included that targeting plastic single-use items should be a priority, and that bans are a preferred approach. Participants also suggested that businesses rather than customers should pay the fees.

#### **5.3.9 Accommodations Beyond Privacy and Accessibility**

A total of 19% of survey participants commented when asked to describe additional exemptions/accommodations. Comment themes include that persons with disabilities, children, and those living in poverty may require certain exemptions, quick action to be required, and that there is a need to ensure accessibility is carefully considered.

#### **5.3.10 Other Voluntary Approaches**

A total of 29% of survey participants commented when asked to describe voluntary approaches. Comment themes include the need for recognition for business that adhere to greener practices, a preference to ban single-use plastics, and a need to incentivize reuse.

1. Do you support a by-request / ask first bylaw to reduce single-use eating utensils in Toronto?
2. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use hot drink cup to promote reduction of its use?
3. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use cold drink cup to promote reduction of its use?
4. To what extent would you support or oppose a ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste in the City of Toronto?
5. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out plastic bag to promote reduction of its use?
6. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out paper bag to promote reduction of its use?
7. Do you support a by-request / ask first bylaw to reduce single-use straws in Toronto?
8. How do you think the bylaws should be prioritized for planning and implementation?
9. Are there other reasons when exemptions/accommodations should be considered?
10. In addition to the above, should the City of Toronto consider other voluntary approaches?

### Phase 2: Approaches to Reduce Single-Use and Takeaway Items

The City of Toronto is seeking feedback on how to reduce specific single-use and takeaway items and needs your input.

#### Background

In 2018, the City of Toronto undertook consultations to identify opportunities to reduce the use of single-use and takeaway items in Toronto. This process included asking which items residents, businesses and other stakeholders were most interested in addressing and the preferred approaches to reduce these items or promote additional reuse. For more information on the results of Phase 1 consultation visit: [toronto.ca/single-use](https://toronto.ca/single-use)

#### About this survey

As part of Phase 2 consultation, this survey will focus on specific items and the proposed approach to reduce each of them in Toronto. This is not a vote. Please only submit the survey once. Results from the survey will be used to inform the Single-Use and Takeaway Item Reduction Strategy in addition to information received through stakeholder meetings, technical feasibility and policy considerations.

#### Implementation

Implementation of the approaches to reduce single-use and takeaway items is proposed to start in 2021. Additional single-use and takeaway items (not listed in this survey) will be considered in the future.

#### Accessibility & Exemptions

The City of Toronto recognizes that some single-use and takeaway items support accessibility and that programs and policies must be inclusive. Impacts to accessibility are being considered in all consultation activities and in examination of specific programs and policies. Any final bylaws will include accommodations that will not restrict use of single-use and takeaway items for accessibility, health, medical, and privacy needs.

**Have Your Say**

The survey will take about 10 minutes to complete. In order to analyze the feedback received, you will be asked some optional demographic questions. All survey responses are anonymous.

**Feedback will be accepted until November 4, 2019**

**More information:**

[toronto.ca/single-use](http://toronto.ca/single-use)

[wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)

416-392-3760

**\*1. Do you represent or work for any of the following groups or sectors?**

- ☐ City of Toronto Employee/Agency
- ☐ Employees/Agencies of other levels of government
- ☐ Food Services/Restaurant/Hospitality/Catering
- ☐ Food delivery
- ☐ Grocer
- ☐ Retailer
- ☐ Business Improvement Area
- ☐ Property management
- ☐ Manufacturer, producer, or distributor of a single-use or takeaway item
- ☐ Waste management company
- ☐ Environmental organization
- ☐ Research/Academia/Consulting
- ☐ Educational institution
- ☐ Advocacy
- ☐ Social service organization
- ☐ Health service provider
- ☐ Place of Worship
- ☐ Other, please specify
- ☐ None of the above

The City of Toronto is considering a by-request / ask first bylaw requiring that single-use eating utensils (e.g. fork, spoon, knife, chopstick) of any material (e.g. plastic, wood, compostable plastic) be distributed to a customer only upon request.

**Why single-use eating utensils were selected:**

- Utensils are a common litter item
- Operationally, they cannot be recycled effectively at the recycling facility
- Eating utensils are on the preliminary list of items to be targeted for reduction by the federal government

**Details of the proposed bylaw:**

- Customer would ask for a single-use eating utensil or the staff member would ask if the customer wants a single-use eating utensil
- Businesses could be restricted to keeping single-use eating utensils behind the counter or away from public access
- Delivery services could be required to include confirmation that single-use eating utensils are required for online and mobile food orders

**\*2. Do you support a by-request / ask first bylaw to reduce single-use eating utensils in Toronto?**

Strongly Support

- ☐ Somewhat Support
- ☐ Neither Support nor Oppose
- ☐ Somewhat Oppose
- ☐ Strongly Oppose
- ☐ Don't Know

**4. Comments**

### Single-Use Hot Drink Cups

The City of Toronto is considering a bylaw requiring businesses to charge customers a fee per single-use hot drink cup (e.g. used for coffee, tea).

#### Why single-use hot drink cups were selected:

- Single-use hot cups are a common litter item
- Some Toronto businesses already charge customers for single-use hot cups
- Operationally, they cannot be recycled in the City's current Blue Bin recycling system

#### Details of the proposed bylaw:

- Fee would apply at any business that distributes single-use hot drink cups
- Fee would apply to each single-use hot drink cup

**\*4. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use hot drink cup to promote reduction of its use?**

☐ \$0.50

☐ \$0.25

☒ \$0.10

☐ \$0.05

☐ No fee

☐ Not sure

☐ Other, please specify

### 5. Comments

### Single-Use Cold Drink Cups

The City of Toronto is considering a bylaw requiring businesses to charge customers a fee per single-use cold drink cup (e.g. used for pop, iced coffee, smoothies).

#### Why single-use cold drink cups were selected:

- Cold drink cups are a common litter item
- Operationally, some single-use cold cups cannot be recycled effectively in the City's current Blue Bin recycling system

#### Details of the proposed bylaw:

- Fee would apply at any business that distributes single-use cold drink cups
- Fee would apply to each single-use cold drink cup

**\*6. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use cold drink cup to promote reduction of its use?**

- ☐ \$0.50
- ☐ \$0.25
- ☐ \$0.10
- ☐ \$0.05
- ☐ No fee
- ☐ Not sure
- ☐ Other, please specify

### 7. Comments

## Expanded Polystyrene (Foam) Food Takeaway Containers and Cups

The City of Toronto is considering a bylaw that would ban businesses from distributing and using expanded polystyrene (foam) food takeaway containers and cups.

### Why foam food takeaway containers and cups were selected:

- There are readily available alternative containers designed for single use
- Operationally, foam is challenging to collect, process and market
- Foam food takeaway containers and cups are common litter items
- Other Canadian cities are implementing a ban on this item and the federal government has placed this item on a preliminary ban list

### Details of the proposed bylaw:

- The bylaw would ban the distribution and use of containers or cups composed in part or in whole of foam for food/beverage service and takeaway

**\*8. To what extent would you support or oppose a ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste in the City of Toronto?**

- ☐ Strongly Support
- ☐ Somewhat Support
- ☐ Neither Support nor Oppose
- ☒ Somewhat Oppose
- ☐ Strongly Oppose
- ☐ Don't Know

## 9. Comments

## Single-Use Plastic Bags

The City of Toronto is considering a bylaw requiring businesses to charge customers a fee per single-use plastic bag used to carry out items.

### Why single-use plastic bags were selected:

- Previous plastic bag fee resulted in a reduction of plastic bags found in all waste streams, as well as litter
- Plastic bags are a common litter item
- Many local businesses have continued to charge a fee despite the previous plastic bag fee bylaw being rescinded by City Council in 2012
- Many Canadian cities have variations of bylaws that restrict distribution of plastic bags

### Details of the proposed bylaw:

- Fee would apply at any business that distributes plastic bags to customers used to carry out items
- Fee would apply to each single-use plastic bag

**\*10. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out plastic bag to promote reduction of its use?**

☐ \$0.50

☐ \$0.25

☐ \$0.10

☐ \$0.05

☐ No fee

☐ Not sure

☐ Other, please specify

Comments

**11. Comments**

### Single-Use Paper Bags

The City of Toronto is considering a bylaw requiring businesses to charge customers a fee per single-use paper bag used to carry out items.

#### Why single-use paper bags were selected:

- Previous plastic bag fee resulted in a reduction of plastic bags found in all waste streams, as well as litter
- Paper bags are a common litter item

#### Details of the proposed bylaw:

- Fee would apply at any business that distributes paper bags to customers used to carry out items
- Fee would apply to each single-use paper bag

**\*12. What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out paper bag to promote reduction of its use?**

☐ \$0.50

☐ \$0.25

☒ \$0.10

☐ \$0.05

☐ No fee

☐ Not sure

☐ Other, please specify

Comments

**13. Comments**

## Single-Use Straws

The City of Toronto is considering a by-request / ask first bylaw requiring that single-use straws of any material (e.g. plastic, paper, compostable plastic) be distributed to a customer only upon request.

### Why single-use straws were selected:

- Straws are a very common litter item
- Operationally, they cannot be recycled effectively in the City's current Blue Bin recycling system
- Plastic straws are on the preliminary list of items to be targeted for reduction by the federal government

### Details of the proposed bylaw:

- Customer would ask for a single-use straw or the staff member would ask if the customer wants a single-use straw
- Businesses could be restricted to keeping single-use straws behind the counter or away from public access
- Delivery services could be required to include confirmation that single-use straws are requested for online and mobile orders
- The bylaw would ensure no adverse effects for individuals who request single-use straws for accessibility/health reasons

### \*14. Do you support a by-request / ask first bylaw to reduce single-use straws in Toronto?

- ☐ Strongly Support
- ☐ Somewhat Support
- ☐ Neither Support nor Oppose
- ☐ Somewhat Oppose
- ☐ Strongly Oppose
- ☒ Don't Know

Comments

### 15. Comments

## Implementation Timing

The City of Toronto will plan and implement the Single-Use and Takeaway Item Reduction Strategy over the next three years. Each bylaw will take 9-18 months to plan and implement, and some could happen at the same time.

### \*16. How do you think the bylaws should be prioritized for planning and implementation?

	1 High Priority	2 Medium Priority	3 Low Priority	4 Not Sure
Single-Use Eating Utensils - By-Request / Ask First Bylaw	<input type="radio"/> Single-Use Eating Utensils - By-Request / Ask First Bylaw - 1 High Priority	<input type="radio"/> Single-Use Eating Utensils - By-Request / Ask First Bylaw - 2 Medium Priority	<input type="radio"/> Single-Use Eating Utensils - By-Request / Ask First Bylaw - 3 Low Priority	<input type="radio"/> Single-Use Eating Utensils - By-Request / Ask First Bylaw - 4 Not Sure
Single-Use Hot Cup - Fee Bylaw	<input type="radio"/> Single-Use Hot Cup - Fee Bylaw - 1 High Priority	<input type="radio"/> Single-Use Hot Cup - Fee Bylaw - 2 Medium Priority	<input type="radio"/> Single-Use Hot Cup - Fee Bylaw - 3 Low Priority	<input type="radio"/> Single-Use Hot Cup - Fee Bylaw - 4 Not Sure
Single-Use Cold Cup - Fee Bylaw	<input type="radio"/> Single-Use Cold Cup - Fee Bylaw - 1 High Priority	<input type="radio"/> Single-Use Cold Cup - Fee Bylaw - 2 Medium Priority	<input type="radio"/> Single-Use Cold Cup - Fee Bylaw - 3 Low Priority	<input type="radio"/> Single-Use Cold Cup - Fee Bylaw - 4 Not Sure
Expanded Polystyrene (Foam) Food Takeaway Containers and Cups - Ban Bylaw	<input type="radio"/> Expanded Polystyrene (Foam) Food Takeaway Containers and Cups - Ban Bylaw - 1 High Priority	<input type="radio"/> Expanded Polystyrene (Foam) Food Takeaway Containers and Cups - Ban Bylaw - 2 Medium Priority	<input type="radio"/> Expanded Polystyrene (Foam) Food Takeaway Containers and Cups - Ban Bylaw - 3 Low Priority	<input type="radio"/> Expanded Polystyrene (Foam) Food Takeaway Containers and Cups - Ban Bylaw - 4 Not Sure
Single-Use Plastic Bag - Fee Bylaw	<input type="radio"/> Single-Use Plastic Bag - Fee Bylaw - 1 High Priority	<input type="radio"/> Single-Use Plastic Bag - Fee Bylaw - 2 Medium Priority	<input type="radio"/> Single-Use Plastic Bag - Fee Bylaw - 3 Low Priority	<input type="radio"/> Single-Use Plastic Bag - Fee Bylaw - 4 Not Sure
Single-Use Paper Bag - Fee Bylaw	<input type="radio"/> Single-Use Paper Bag - Fee Bylaw - 1 High Priority	<input type="radio"/> Single-Use Paper Bag - Fee Bylaw - 2 Medium Priority	<input type="radio"/> Single-Use Paper Bag - Fee Bylaw - 3 Low Priority	<input type="radio"/> Single-Use Paper Bag - Fee Bylaw - 4 Not Sure
Single-Use Straws - By-Request / Ask First Bylaw	<input type="radio"/> Single-Use Straws - By-Request / Ask First Bylaw - 1 High Priority	<input type="radio"/> Single-Use Straws - By-Request / Ask First Bylaw - 2 Medium Priority	<input type="radio"/> Single-Use Straws - By-Request / Ask First Bylaw - 3 Low Priority	<input type="radio"/> Single-Use Straws - By-Request / Ask First Bylaw - 4 Not Sure

17. Comments

## Exemptions

The bylaws will include accommodations to ensure single-use and takeaway items remain available for accessibility (e.g. straws) and privacy reasons (e.g. paper bags from pharmacy).

**\*18. Are there other reasons when exemptions/accommodations should be considered?**

- ☐ No
- ☐ Not Sure
- ☒ Yes, please describe

## Voluntary Approaches

In addition to the mandatory approaches described on previous pages and the City's ongoing programs to promote waste reduction (through programs like education campaigns, promotional materials and toolkits) the City of Toronto is proposing new voluntary programs that could:

- Showcase best practices through self-reporting and sharing of successes
- Encourage customers to bring their own reusable containers
- Support piloting reusable food container and cup programs, and reusable water bottle filling stations
- Support development of waste reduction pledge programs and recognition awards

**\*19. In addition to the above, should the City of Toronto consider other voluntary approaches?**

- ☐ No
- ☐ Not Sure
- ☐ Yes, please describe

### About You (Optional)

The City of Toronto collects demographic information to understand which populations are being reached.

This information can help compare results and understand potential impacts to different people. All questions are anonymous and optional.

#### 20. How did you hear about this survey?

- ☐ City of Toronto Waste Strategy email list
- ☐ City of Toronto website
- ☐ Newspaper ad
- ☐ Online ad
- ☐ Social media
- ☐ Friend/family/colleague
- ☐ A group I am a part of
- ☐ Ward Councillor
- ☐ Not Sure
- ☐ Other, please specify
- ☐ None of the above

#### 21. What is your age?

- ☐ Under 15 years
- ☐ 15-24 years
- ☐ 25-34 years
- ☐ 35-44 years
- ☐ 45-54 years
- ☐ 55-64 years
- ☐ 65-74 years
- ☐ 75-84 years
- ☐ 85-94 years
- ☐ 95 years and older

**22. What is your gender?**

- ☐ Man
- ☐ Woman
- ☐ Trans
- ☐ Non-binary
- ☐ Two-spirit (applicable only to those who identify as 'Indigenous')
- ☐ Other
- ☐ None of the above

**23. What is the highest level of education you have completed?**

- ☐ Less than high school
- ☐ High School
- ☐ Degree or diploma from a college or university
- ☐ Graduate or professional degree (examples: Master, PhD, MD or LLB)
- ☐ Other, please specify

24. What is your annual household income before taxes?

Select one...

25. What Toronto neighbourhood do you live in?

Select one...

# TELEPHONE TOWN HALLS REPORT

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*City of Toronto - Solid Waste Management  
November 25, 2019*

# INTRODUCTION

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- Telephone town halls are a mass-scale stakeholder engagement tool that enables an organization to reach out to and connect with thousands of people at a time.
- The system phones out to participants who join automatically after hearing a brief recorded message. For online audio users, a website with the audio stream (and presentation if applicable) is made available.
- Participants use their keypads to raise their hands to ask a question. After speaking with an operator, the participant's question may be introduced by the moderator. The participant's line is then unmuted, he or she asks the question and the speakers respond.
- Participants also use their keypads to respond to polling questions after they are read aloud by the moderator. Online audio users click on the appropriate response online.
- Once the session is over, phone participants can leave a voicemail.

# OVERVIEW

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- Two Telephone Town Halls were produced for the the City of Toronto, Solid Waste Management Services Division, to engage the public on Phase 2 consultation on the development of the City's Single-Use and Takeaway Items Reduction Strategy.
- Town Hall Dates:
  - Session 1 - 60 Minutes - Oct. 10, 2019 at 7pm
  - Session 2 - 60 Minutes - Oct. 24, 2019 at 1pm
- Event Sizes:
  - Random sampling of 50,000 phone numbers for each session from phone numbers procured by Converso.
  - Stakeholders were able to register for the sessions via an online sign-up page on the City of Toronto's website

# OVERVIEW

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- Both sessions were held at City Hall in Committee Room #5.
- Sessions were attended by:
  - Annette Synowiec, Interim Director, Policy, Planning and Outreach
  - Charlotte Ueta, Manager, Solid Waste Policy & Planning
  - Emily Marmoreo, Sr. Project Lead (Acting), Policy, Planning and Outreach
  - Daniel Boulos, Project Lead (Acting), Policy, Planning and Outreach
  - Robyn Shyllit, Senior Coordinator, Public Consultations Unit
  - Siobhan Ramsay, Senior Communications Coordinator, Strategic Communications
  - Katrusia Balan, Project Lead (Acting), Solid Waste Management Services
- Events were moderated Jodi Shanoff of Environics Research, who was sub-contracted by Converso.
- Converso's proprietary Sound Studio was used to ensure a simple set-up for the government and top-quality sound during the events.

# PHONE LISTS AND CALLING STRATEGY

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## Lists

- Phone lists were selected from publicly available sources. Both landline and mobile numbers were randomly selected with the goal of having residents with landlines and mobile phones participate in the session.
- Phone numbers from both 416 and 647 area codes were included in the lists. Final list sizes for Session 1 was 49,722, 129 of which were pre-registrations. Session 2 had 49,766 with 149 pre-registrations.

## Calling Strategy

- Converso selected random samplings of cell and landline numbers from the Toronto, as well as participants who registered online.
- Pre-Call Notices were issued 48-hours in advance of each session to notify participants of the upcoming event.

# EVENT ROLLOUT

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- The sessions began with an introduction from the moderator, which included an explanation of the procedure for the telephone town hall, the topic being discussed and the city representatives on the call, Annette Synowiec and Charlotte Ueta.
- City representatives then explained the topic and consultation to participants. Participant who were online were then shown a slide presentation via the online audio streaming page that accompanied the phone discussion.
- Participants were instructed to press Star 3 if they had a question or comment. The participants were then routed to an operator, who took down their question. Some participants were given the opportunity to ask their question live or have it read aloud on their behalf. City representatives would then provide a response. There were more questions than time permitted, so not all questions were asked during the session.
- Participants also were able to respond to 3 polling questions that were asked by the moderator. Participants used their keypads or online audio page to respond.
- At the end of the sessions, participants had the opportunity to leave a voicemail.

# COMBINED RESULTS

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# GLOSSARY

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- Q&A Cue – participants who pressed Star 3 to ask a question and were moved into the Question & Answer cue.
- Screened – participants from the Q&A cue who spoke with an operator.
- Online Qs – questions submitted by online participants via the event web audio feed.
- Total Qs – total number of questions asked on the session, both live by the participant and those read aloud by the moderator.
- Total Live – total number of live questions asked by participants.
- Voicemails – total number of voicemails left by participants at the end of each session.

# COMBINED RESULTS – OCT 2019 – OVERVIEW

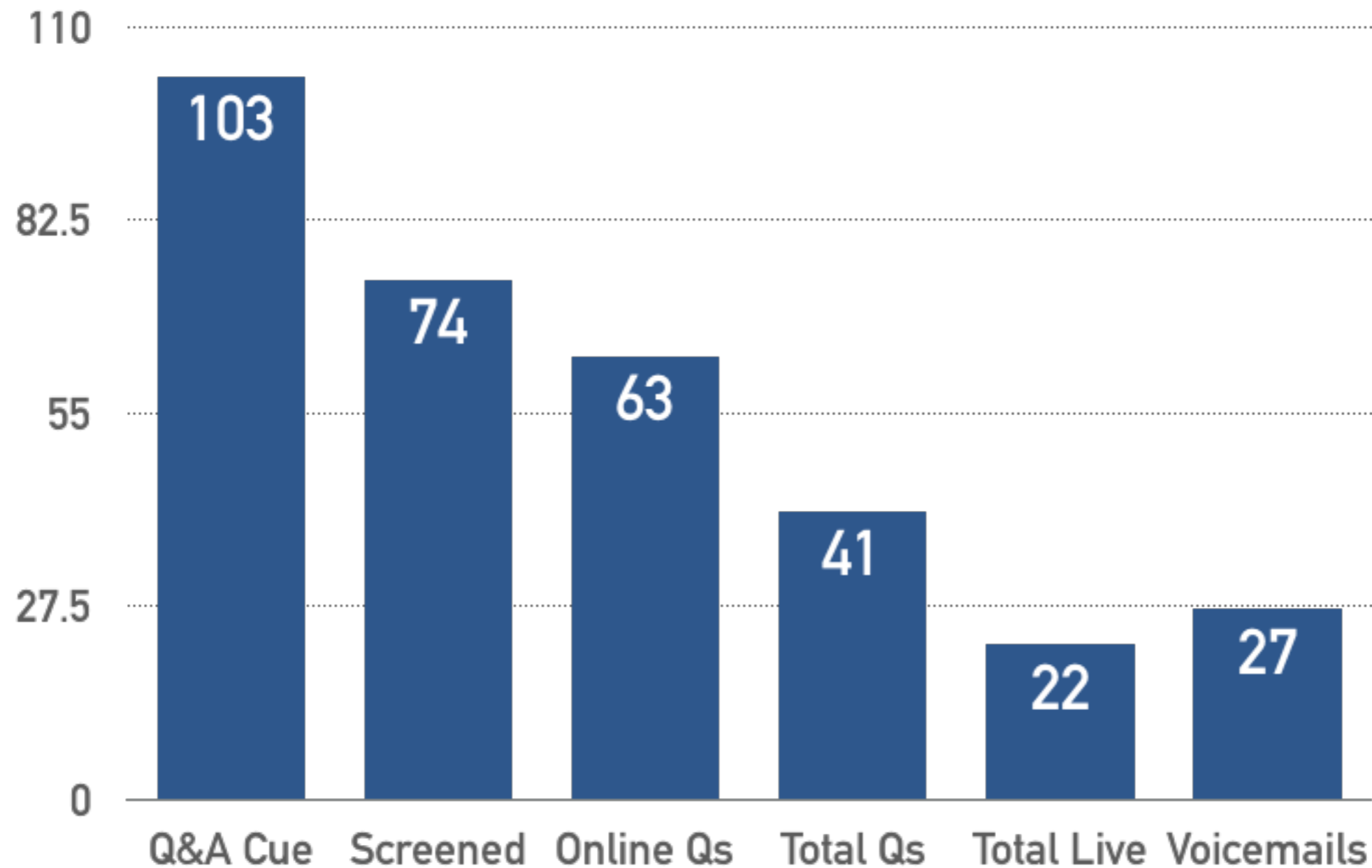
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Combined totals from the events:

- Total Participants: 11,303
- Total Live & Read Questions: 41
- Avg. Peak Attendees (at one time): 635
- Questions Screened: 74
- Total Online Questions Submitted: 63

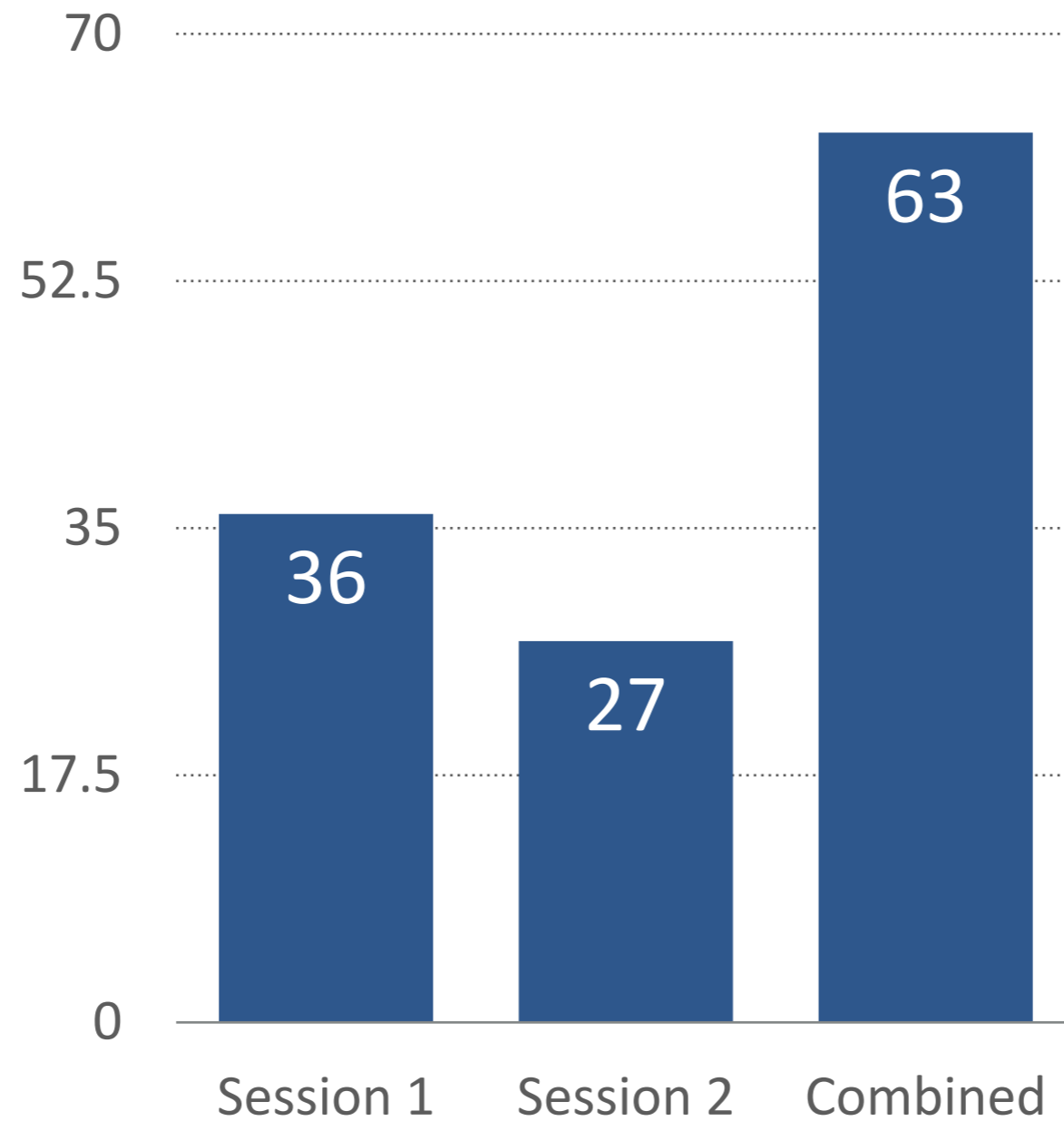
# COMBINED RESULTS – OCT 2019 – TOTAL QUESTIONS & VOICEMAILS

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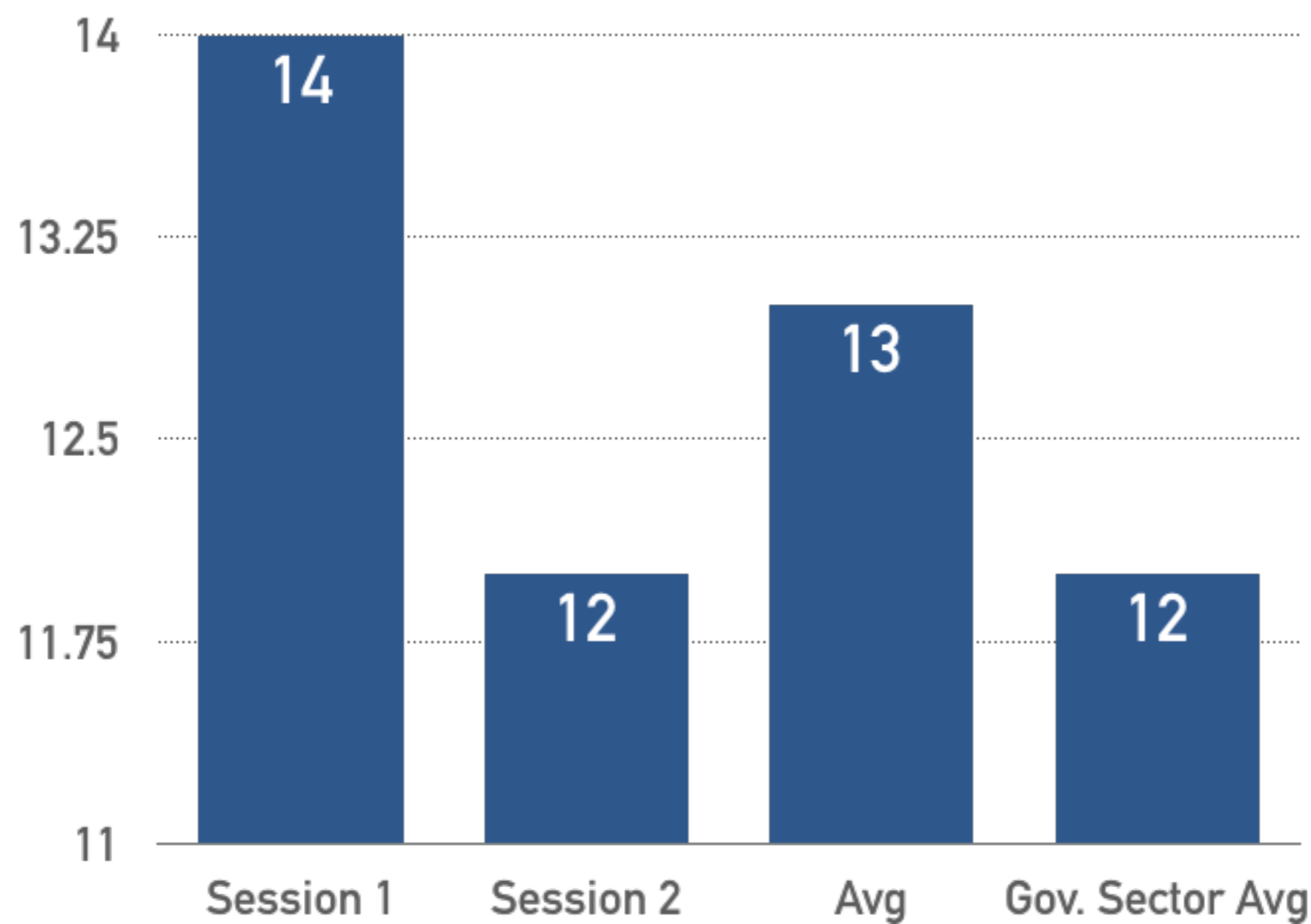


# COMBINED RESULTS – OCT 2019 – ONLINE QUESTIONS

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# COMBINED RESULTS – OCT 2019 – PARTICIPANT MIN AVG

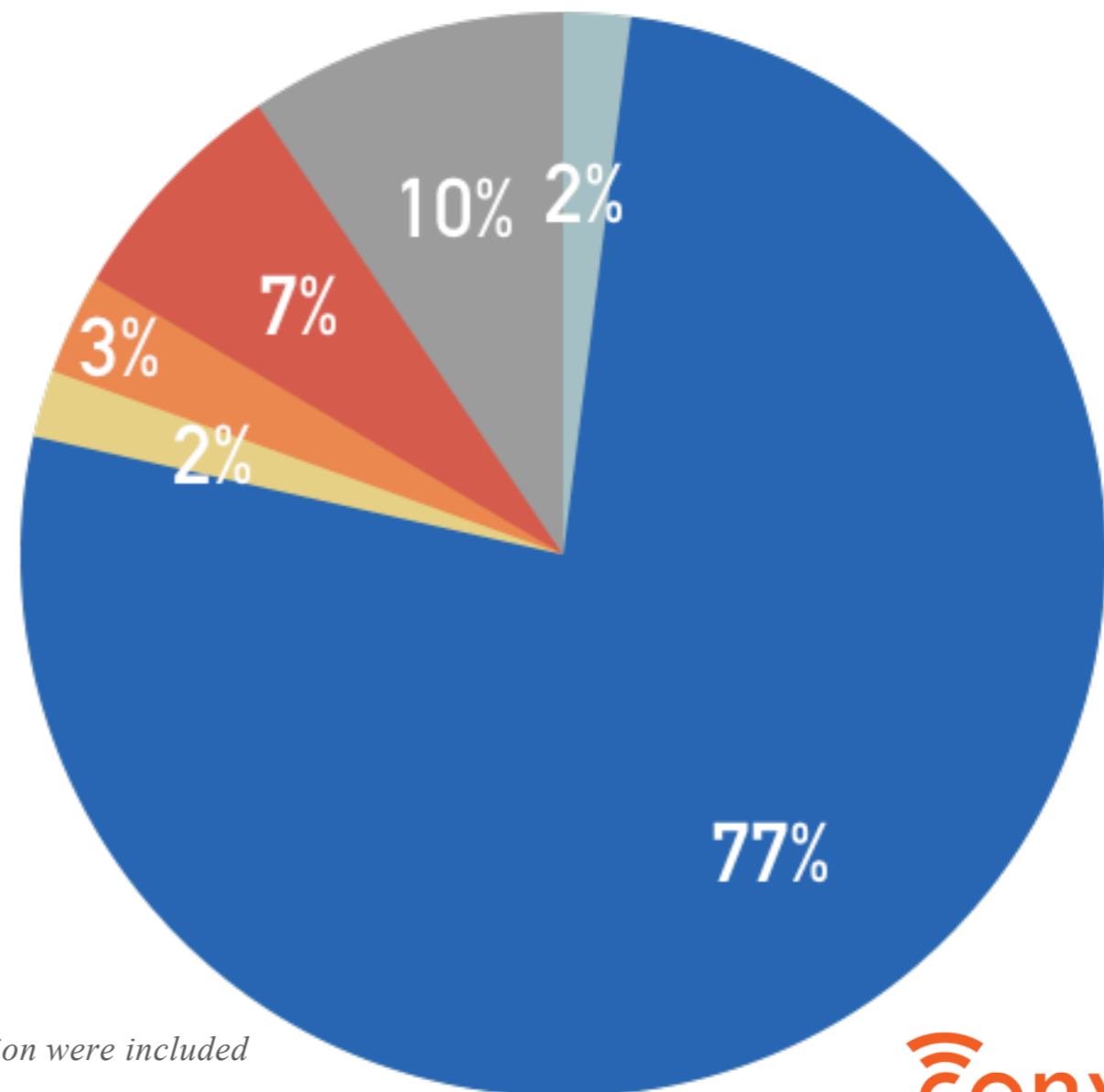


*City of Toronto Sessions average participation is  
1 min above public sector average*



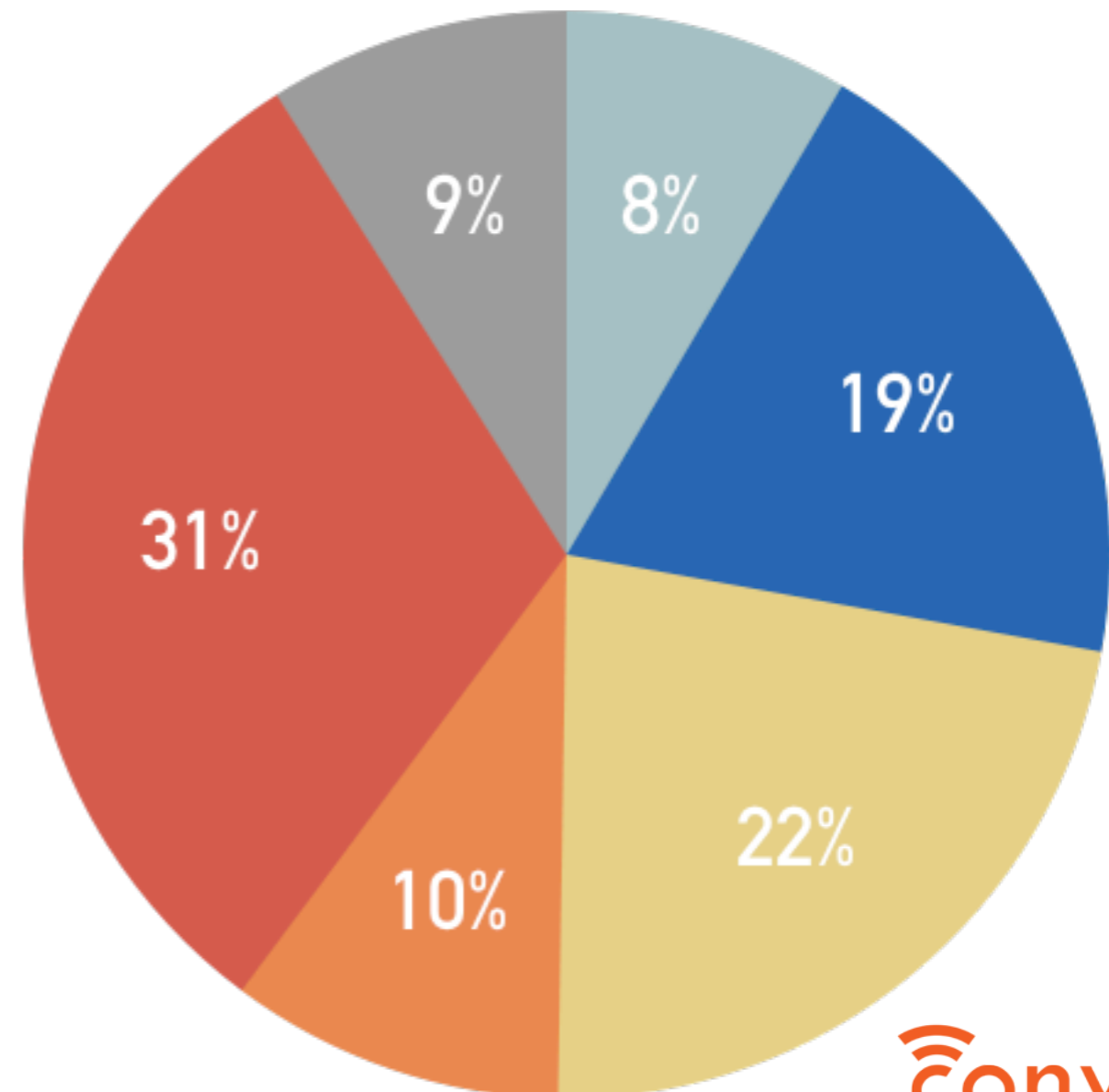
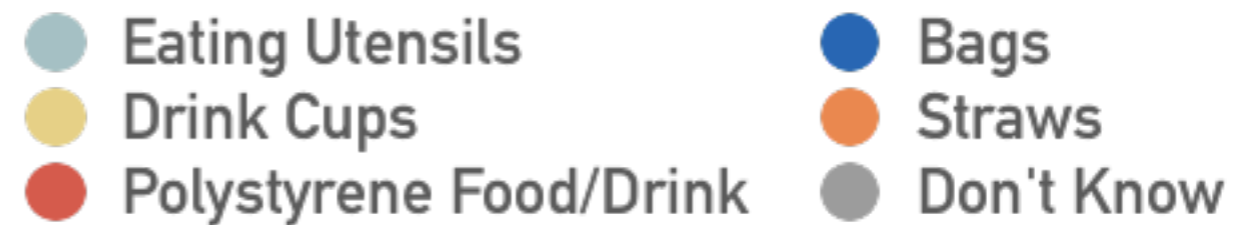
# RESULTS – OCT 2019 – POLLING QUESTIONS

- Poll Question 1:
  - Do you represent one of the following groups?
  - (n= 498)



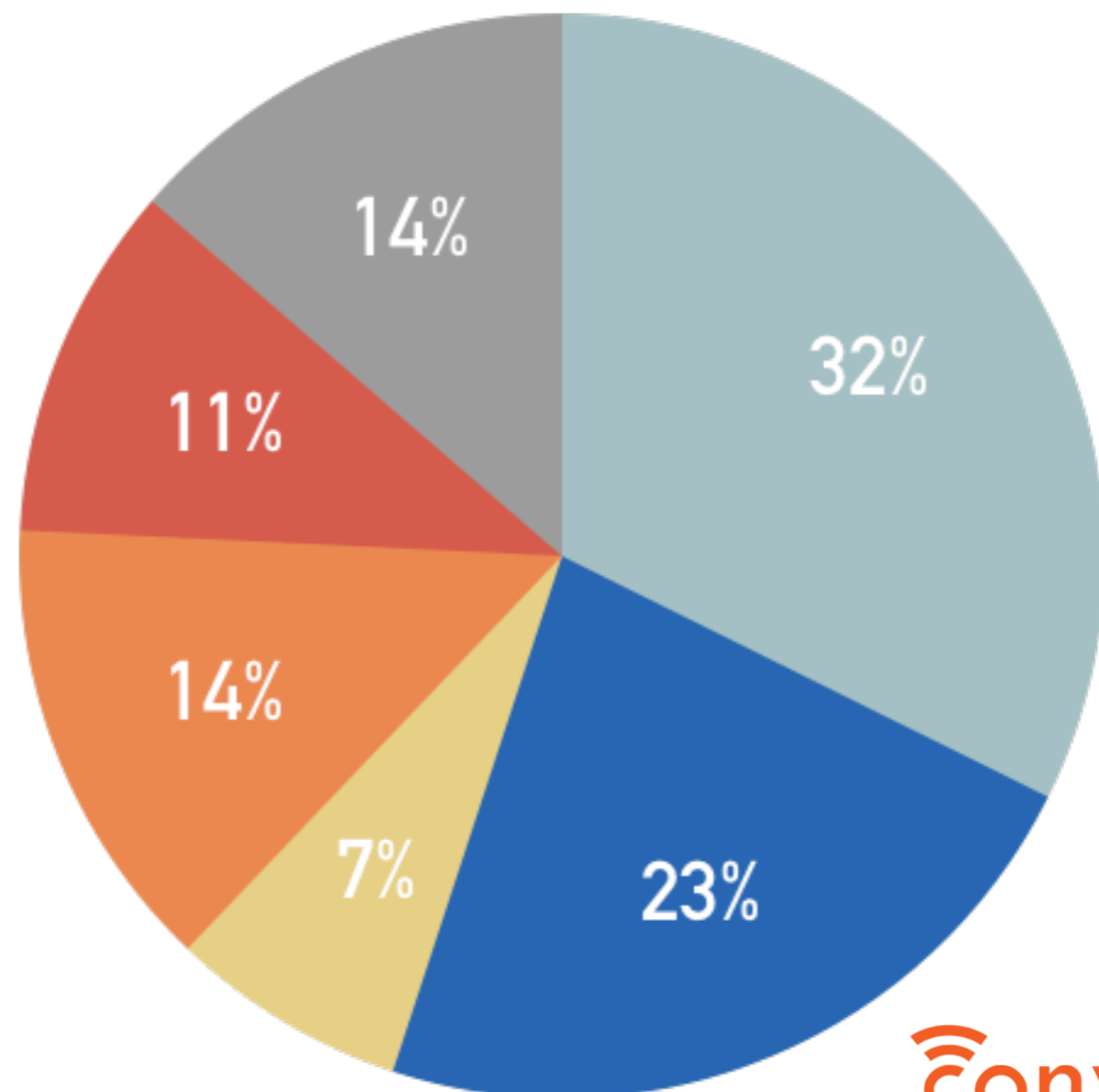
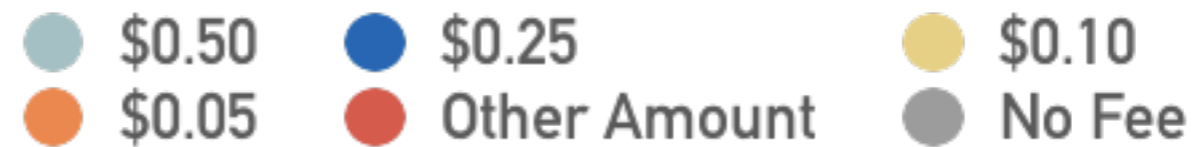
# RESULTS – OCT 2019 – POLLING QUESTIONS

- Poll Question 2:
  - Of the following single-use items, which do you think should be addressed first?
  - (n=414)



# RESULTS – OCT 2019 – POLLING QUESTIONS

- Poll Question 3:
  - What fee amount would encourage you to use an alternative to single-use drink cups and bags?
  - (n=221)



# SESSION 1

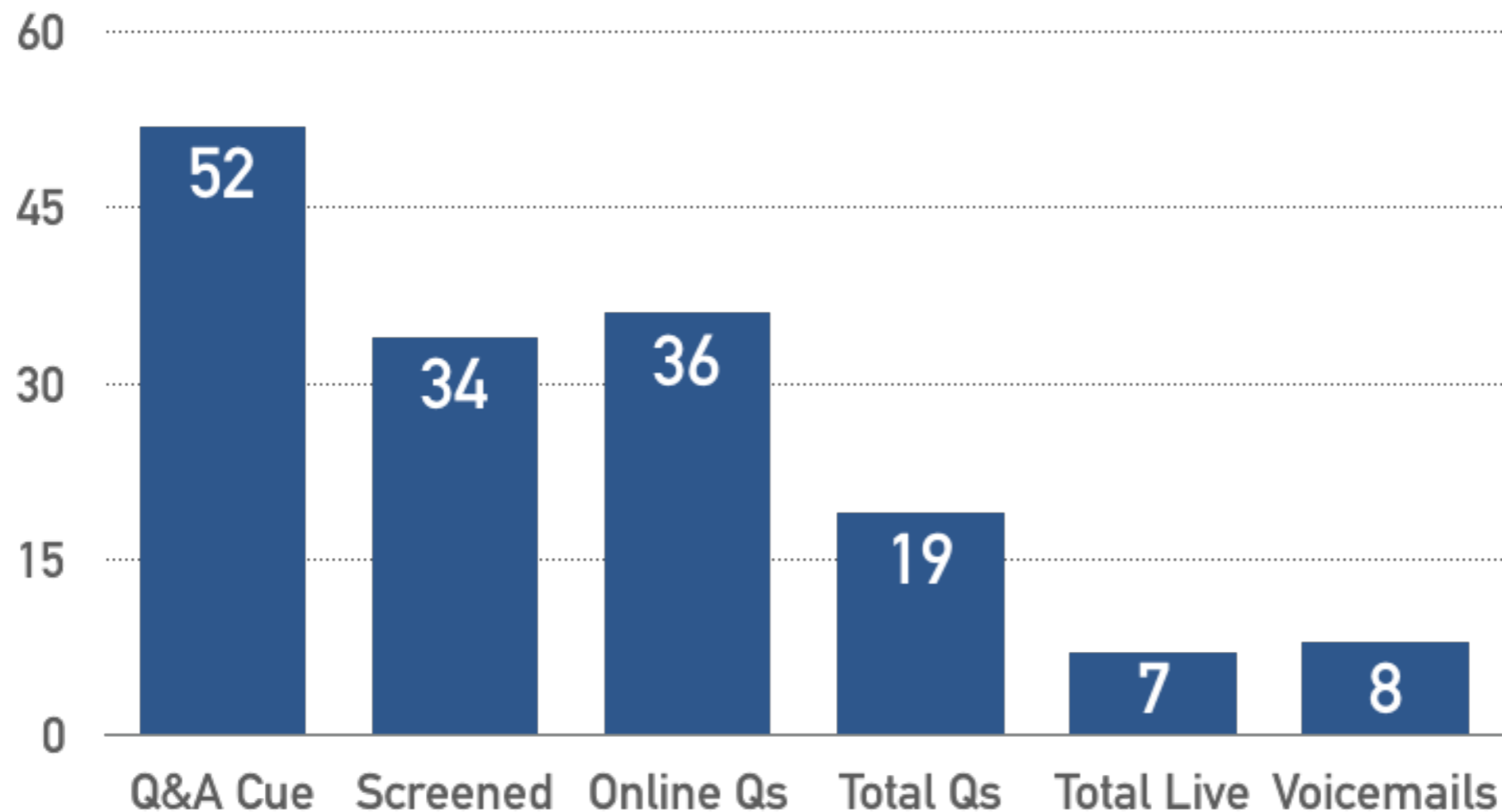
## OCT 10, 2019

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# RESULTS – SESSION 1 – OCT 2019

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- Total Participants - 6,104 (with 109 online)
- Peak Attendees: 675 (est. phone and online)
- Average Participant Remained on Phone for 14 min. and Online for 30 min.
- Question Totals:



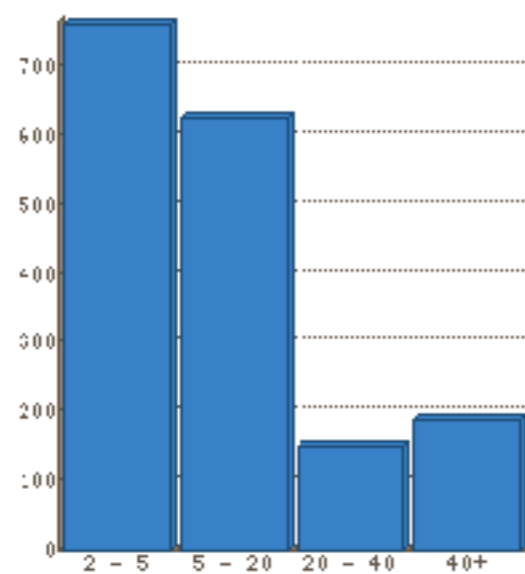
# RESULTS – SESSION 1 – OCT 2019

## Participant Minutes

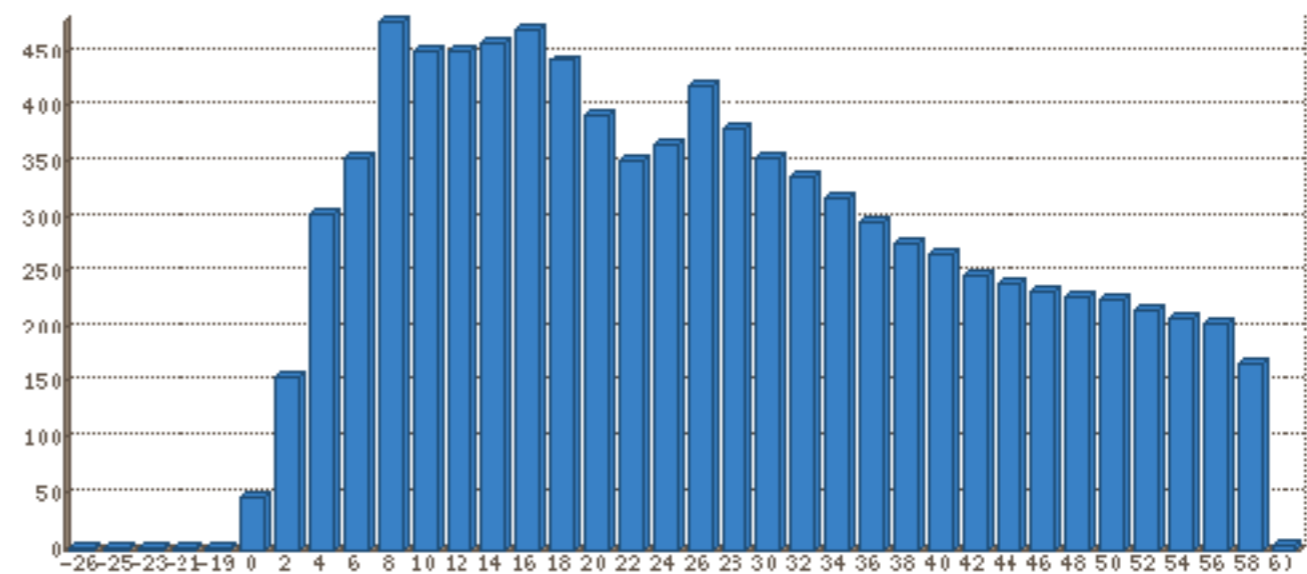
Minutes and Totals			
Access Live Length	Type	Total Minutes	Avg Minutes
60 minutes	Direct Connect	25,667 (1,221 Inbound)	14

Streaming Audio Minutes and Totals			
Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
109	3,252	29.83	36

# Callers Grouped By Duration



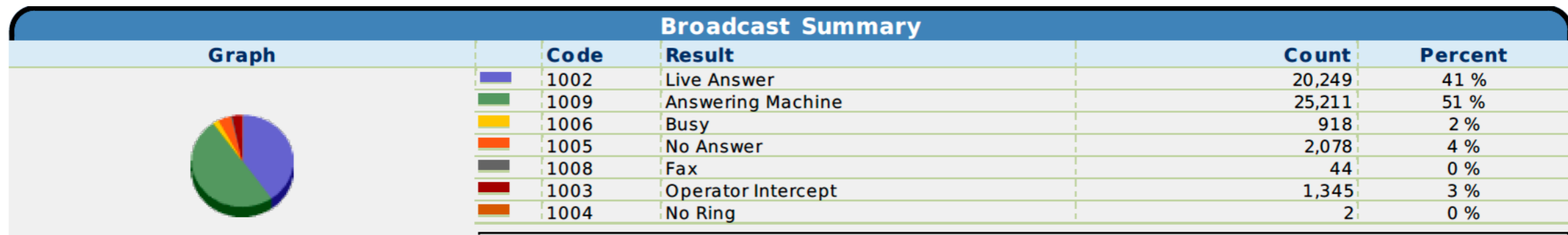
Callers On Each Minute



# RESULTS – SESSION 1 – OCT 2019

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- Dialing
  - 20,249 live answers
  - 25,211 voicemails
  - 1,345 Not in Service (sign of good quality list)



# SESSION 2

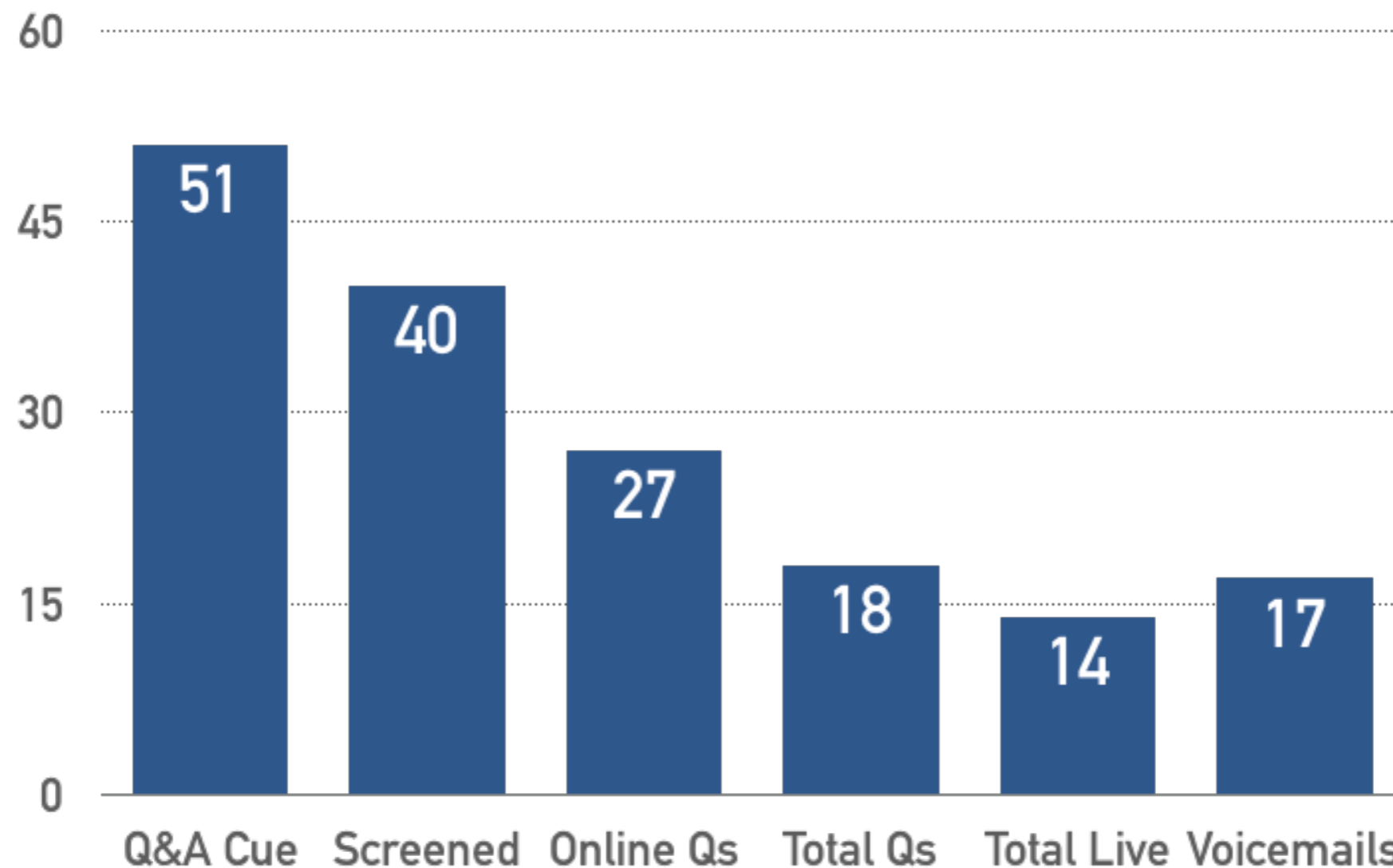
## OCT 24, 2019

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# RESULTS – SESSION 2 – OCT 2019

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- Total Participants - 5,199 (73 online)
- Peak Attendees: 680 (est. phone and online)
- Average Participant Remained on Phone for 16 min and Online for 27 min
- Question Totals:

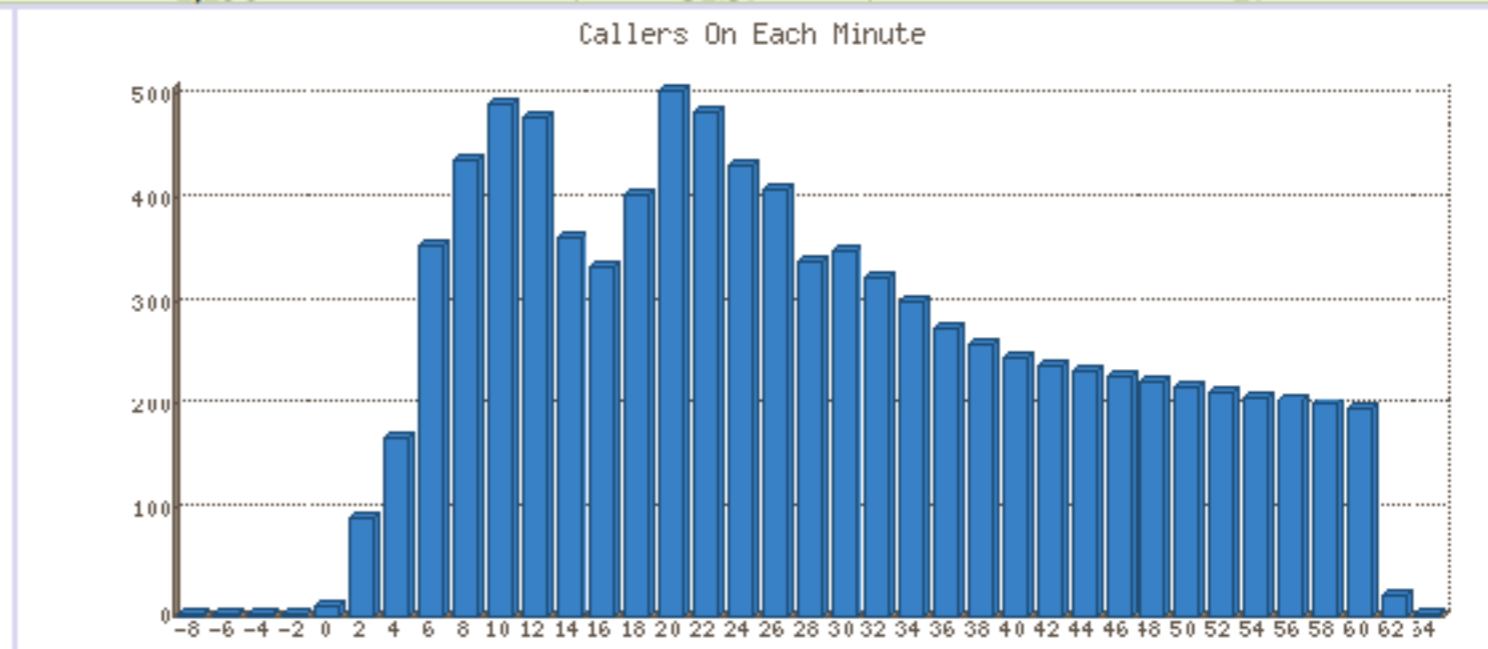
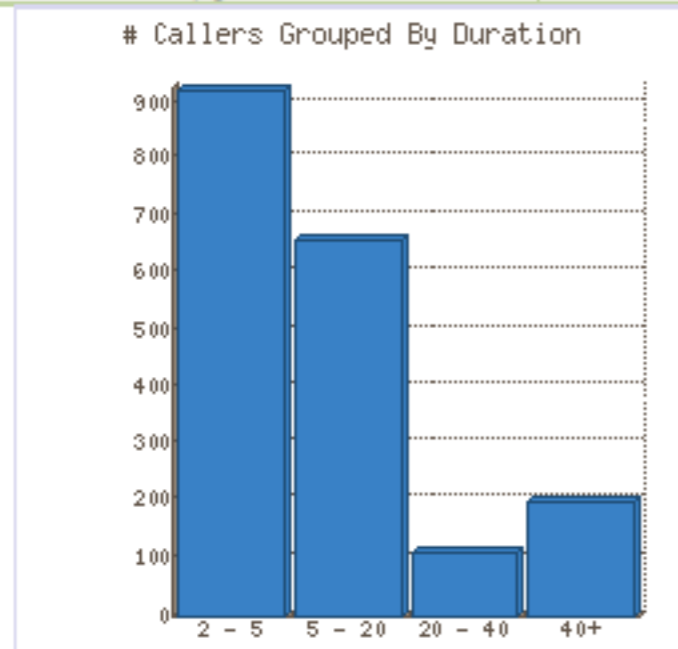


# RESULTS – SESSION 2 – OCT 2019

## ► Participant Minutes

Minutes and Totals			
Access Live Length	Type	Total Minutes	Avg Minutes
62 minutes	Direct Connect	24,810 (1,151 Inbound)	12

Streaming Audio Minutes and Totals			
Total Streaming Audio Users	Total Streaming Audio Minutes	Avg Minutes	Total Streaming Audio Questions
73	2,290	31.37	27



# RESULTS – SESSION 2 – OCT 2019

---

- Dialing
  - 16,861 live answers
  - 29,045 voicemails
  - 432 Not in Service (very high quality list)

Broadcast Summary				
Graph	Code	Result	Count	Percent
	1002	Live Answer	16,861	34 %
	1009	Answering Machine	29,045	58 %
	1006	Busy	2,704	5 %
	1005	No Answer	801	2 %
	1008	Fax	22	0 %
	1003	Operator Intercept	432	1 %
	1004	No Ring	12	0 %

# CONTACT

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# **SINGLE-USE AND TAKE AWAY ITEMS**

## **Phase 2 Public Opinion Survey**

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February 2021

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# SECTIONS

SECTION #	SECTION NAME
1	METHODOLOGY
2	EXECUTIVE SUMMARY
3	RESULTS OF BYLAWS AND FEES TO REDUCE USAGE
4	FEEDBACK ON REDUCTION STRATEGY
5	DISPOSAL OF COMPOSTABLE PRODUCTS
6	APPENDIX
7	DEMOGRAPHICS & ACCESSIBILITY

# METHODOLOGY

# 1

City of Toronto  
Single-use And Take Away Items  
Phase 2 Public Opinion Survey

# Methodology



## SUMMARY

- These are the findings of an Ipsos poll conducted on behalf of the City of Toronto [CoT].



## SAMPLE

- For this survey, a sample of n=1000 City of Toronto residents aged 16 or older was surveyed online via the Ipsos I-Say panel. The I-Say panel is one of the largest online panels in Canada, with over 90,000 pre-recruited panelists nationwide, who are fully opted into the panel and participate willingly in research.



## TIMING

- The poll took place from November 26th to December 3<sup>rd</sup>, 2019.



## QUOTAS AND WEIGHTING

- Quotas and weighting based on age, gender, and region, were employed to ensure that the sample's composition reflects the overall population according to census information.



## PRECISION

- The precision of online polls is measured using a credibility interval. In this case the results are considered accurate to within +/- 3.5 percentage points, 19 times out of 20, of what the results would have been had all City of Toronto residents aged 16 or older been surveyed. The credibility interval will be wider for subsets of the population.



## STATISTICALLY SIGNIFICANT DIFFERENCES

- Statistically significant differences between subgroups (such as between age categories: 16-34, 35-54, 55+) are denoted with letters (Each subgroup is denoted with a letter (e.g., A, B, C). If the letter "A" appears beside the response of a certain subgroup it means that the response of that subgroup is significantly higher than the response of the subgroup denoted with the letter "A.")
- Symbols have also been used such that if a response is highlighted in green, then that subgroup has a significantly higher response than the group with a response marked in red.



## ROUNDING

- Throughout the report totals may not add to 100% due to rounding or because the question is a multi-select question, where respondents were permitted to choose more than one response.

# EXECUTIVE SUMMARY

# 2

City of Toronto

Single-use And Take Away Items  
Phase 2 Public Opinion Survey

# Executive Summary

In 2018, the Toronto City Council directed Solid Waste Management Services to undertake consultations to develop a plan aimed at reducing single-use or takeaway items.

In Fall 2018, the City of Toronto launched the first phase of consultations to seek feedback from residents and stakeholders on what single-use and takeaway items they would like to reduce and what approaches they would prefer (mandatory v. voluntary, or combination thereof) to reduce these items.

The objective of Phase 2 of this consultation process was to focus on support for and feedback on those specific items and the proposed approach to reduce those specific items in Toronto that emerged out of input received in Phase 1.

This survey finds that three quarters of residents support:

- the ask first bylaws for single use eating utensils and straws
- the ban on foam containers/cups.

Though plastic bags are cited as the most frequently used single-use item, a fee per use of plastic bags gained the most support (77%), followed by hot drink (64%) and cold drink (63%) cups while a paper bag fee garnered the least support (53%). On average, residents would support an 11 to 17 cents fee per item. Looking at only those respondents who would support a fee (i.e., excluding those who would not support any fee), the average fees supported is 20 to 26 cents per item.


Though a fee per single use item is supported by a majority of respondents in low-income groups (<\$40K), support is still greatest among higher income groups. Additionally, support for fees is consistent between those who do or do not experience limits to accessibility.

# Executive Summary *... cont'd*

When asked to rank the priority that the City of Toronto should place on the implementation of by-laws, half of residents mention single-use straws, foam food takeaway containers, and single-use plastic bags in their top 3 priorities. Prioritization of by laws also does not vary by income and accessibility needs.

Two thirds of residents believe that an additional single-use or takeaway item that should be targeted by the City of Toronto's reduction strategy is black plastic food containers.

There is evidence of a lack of knowledge related to proper disposal of products labelled as compostable, as only one in five residents correctly dispose of compostable packaging/single-use items in the garbage bin and two-thirds were not previously aware that such items cannot be put in the Green Bin Organics program. While 6 in 10 cannot tell the difference between compostable and non-compostable products & packaging, 8 in 10 follow disposal instructions on the packaging, pointing to room for improvement in the instructions.

Image	SINGLE-USE AND TAKE AWAY ITEM	% HIGH PRIORITY (1-3)
	Single-Use Straws - By-Request / Ask First Bylaw	52%
	Foam Food Takeaway Containers & Cups - Ban Bylaw	50%
	Single-Use Plastic Bag - Fee Bylaw	46%
	Single-Use Eating Utensils - By-Request / Ask First Bylaw	38%
	Single-Use Hot Cup - Fee Bylaw	31%
	Single-Use Cold Cup - Fee Bylaw	25%
	Single-Use Paper Bag - Fee Bylaw	12%

# SUPPORT FOR BYLAWS AND FEES TO REDUCE USAGE

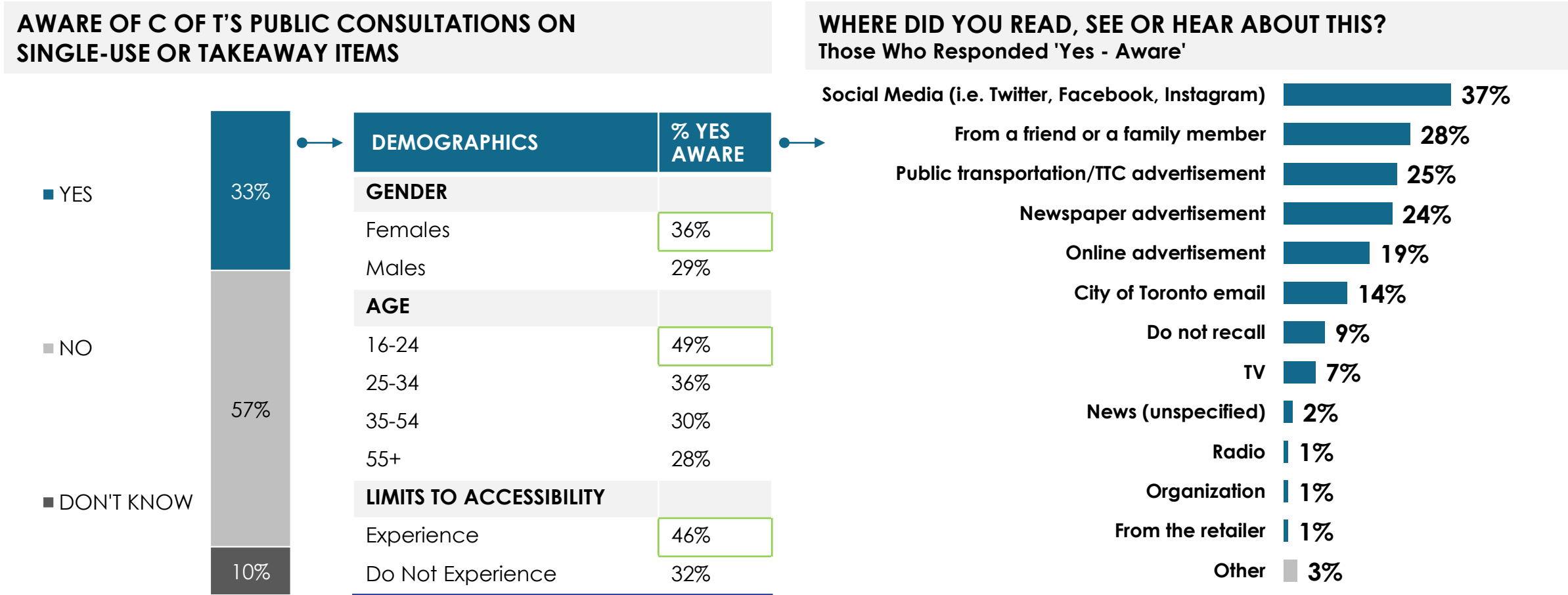
# 3

City of Toronto

Single-use And Take Away Items  
Phase 2 Public Opinion Survey

# Awareness of CoT's Public Consultations for Single-Use Items

A third of Toronto residents are aware of City of Toronto's Public Consultations regarding the use and distribution of single-use/takeaway items in the city. Females, those aged 16-24, and those facing limits to accessibility are most likely to have heard of the consultations. Of those who are aware, 4 in 10 heard about it on social media, while 3 in 10 heard about it from a friend or family member. A quarter had heard of it on public transportation/TTC ads while the source for another quarter residents was newspaper ads.



Q2. Have you recently seen, read, or heard anything about the City of Toronto's Public Consultation regarding the use and/or distribution of single-use or takeaway items in the City of Toronto? This can include disposable hot and cold beverage cups, single-use plastic and paper bags, or expanded polystyrene foam food containers, for example. Base: (n=1000)  
Q3. Where did you read, see, or hear about this? Base: Aware of City of Toronto's Public Consultations (n=320)

Demographics are listed in descending order (highest to lowest)

# Types Of Single-use And Takeaway Items Being Considered

**SINGLE-USE EATING UTENSILS**



**SINGLE-USE HOT DRINK CUPS**



**SINGLE-USE COLD DRINK CUPS**



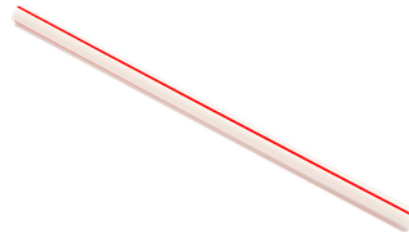
**SINGLE-USE PLASTIC BAGS**



**SINGLE-USE PAPER BAGS**



**SINGLE-USE STRAWS**

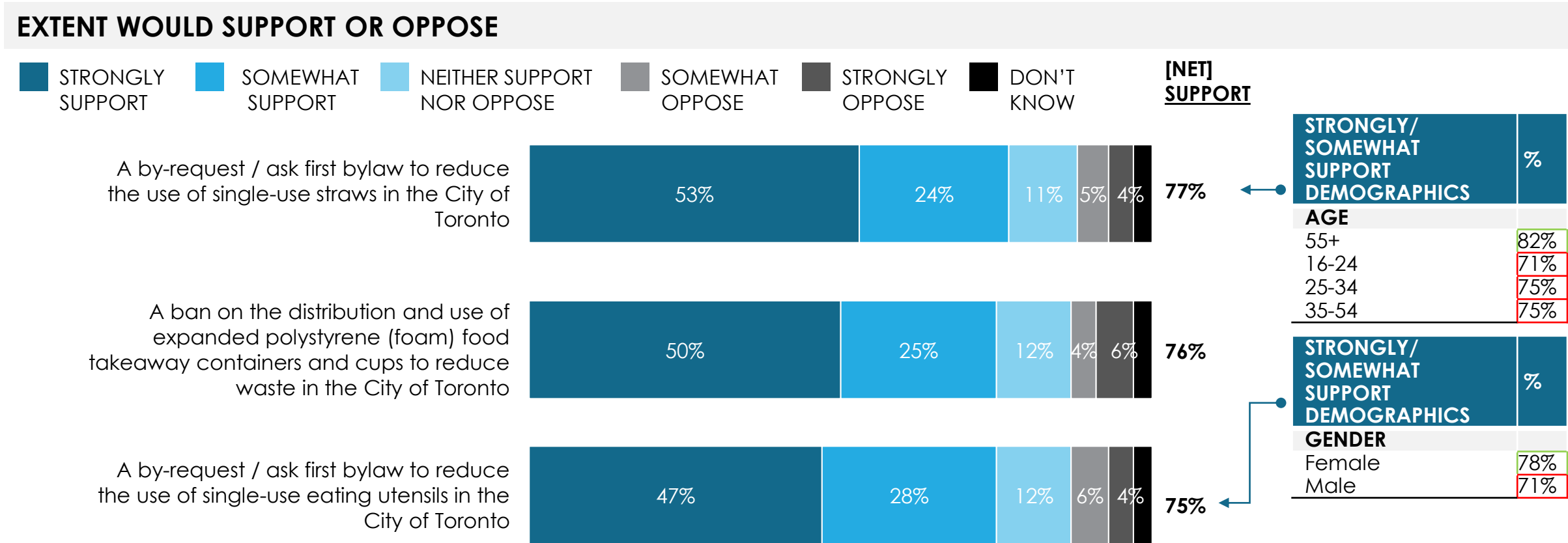


**EXPANDED POLYSTYRENE  
(foam) food takeaway containers & cups**



# Support for bylaws

Three-quarters of Toronto residents support ask first bylaws to reduce the use of single-use straws and eating utensils, as well as the ban on foam cups and containers.



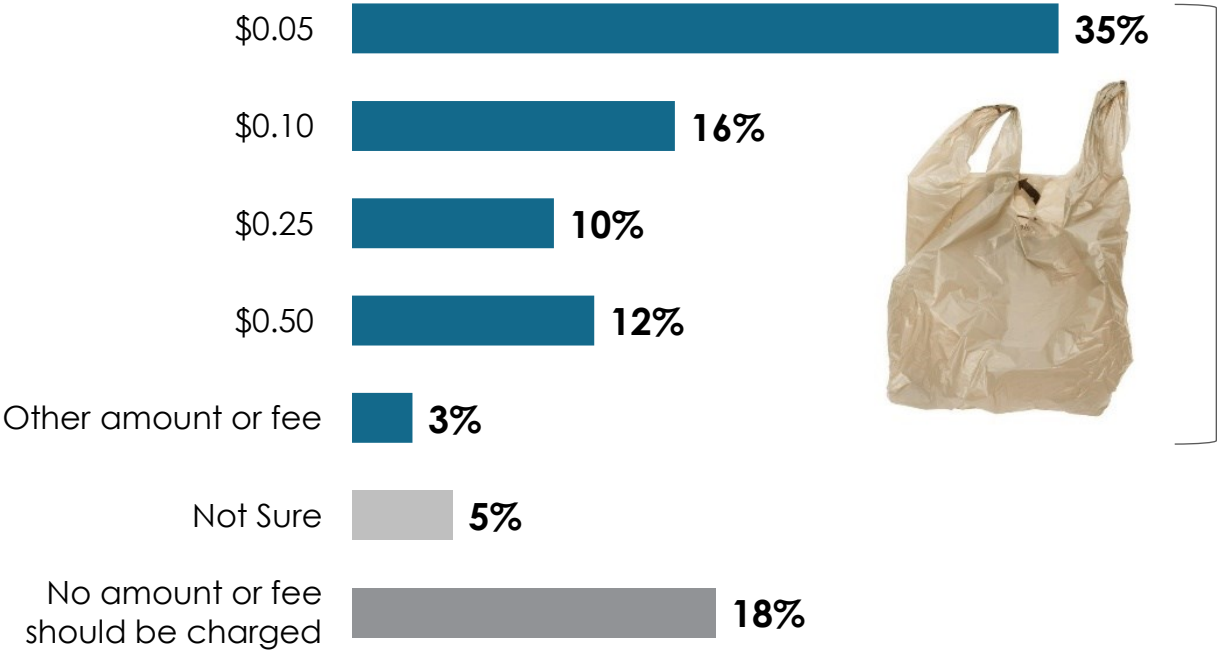
Demographics are listed in descending order (highest to lowest)

Data less than 4% not labelled

# Support for fee implementation: Plastic Bags

Three quarters of Toronto residents support a fee implementation strategy for reducing plastic bags by selecting one of the potential fee options. Nearly a third support a lower 5 cents fee. On average, residents would support a 17 cents fee, which goes up to 22 cents among those who support any fee. Those who are heavy users of single-use items are more likely to support a higher fee on average.

**What, if any, amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use plastic bag to promote reduction of its use?**



**[NET]  
SUPPORT FEE:  
77%**

MEAN FEE	Cents
(Including Zero)	0.17
(Excluding Zero)	0.22

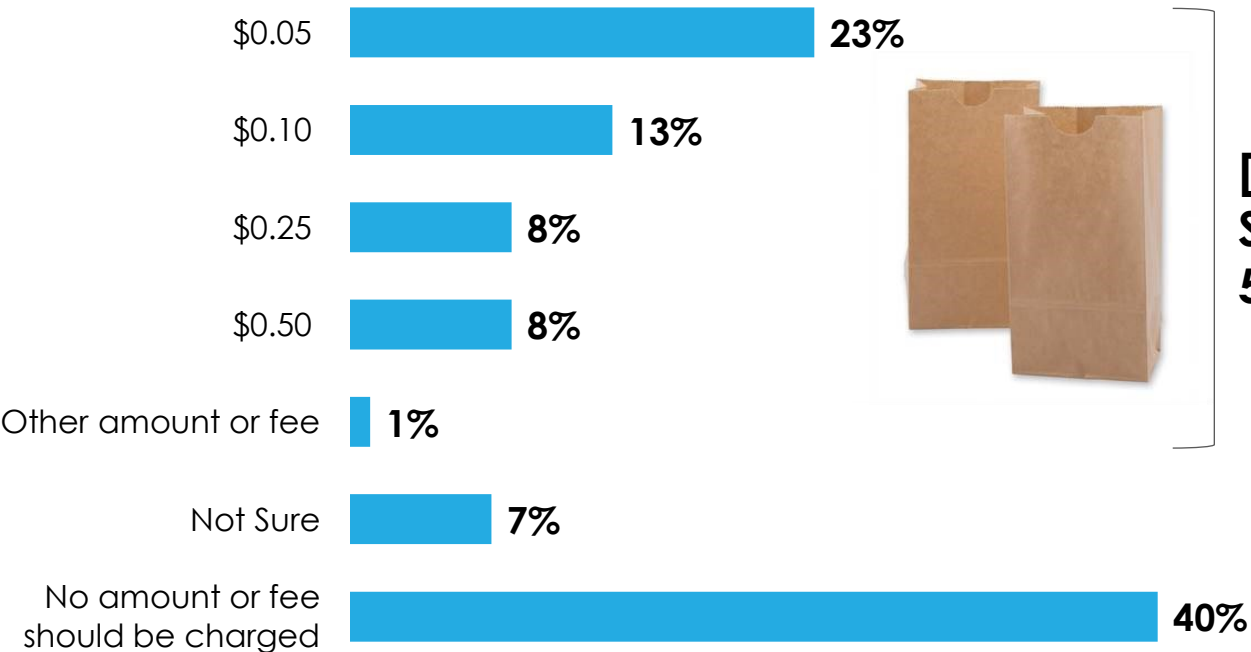
MEAN FEE (Including Zero)	Cents
SINGLE USE ITEMS USE	
Heavy	0.26
Moderate	0.14
Low	0.15

Q6. What, if any, amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use plastic bag to promote reduction of its use? If you do not support any amount, please say so. Base: (n=1000)  
Heavy users: Consume at least 5 out of 9 single-use items daily/weekly  
Low Users: Consume at least 5 out of 9 single-use items yearly or never  
Moderate Users: All other respondents

# Support for fee implementation: Paper Bags

Support for a fee per single-use paper bag is mixed among residents as half support one of the fee options, while another half of residents oppose a fee or are not sure. On average, Toronto residents would support an 11 cents fee. While, those in favor of a fee would support a 20 cents fee on average. Heavy users of paper bags support double the fee per use, compared to other users.

**What, if any, amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use paper bag to promote reduction of its use?**



MEAN FEE	Cents
(Including Zero)	0.12
(Excluding Zero)	0.20

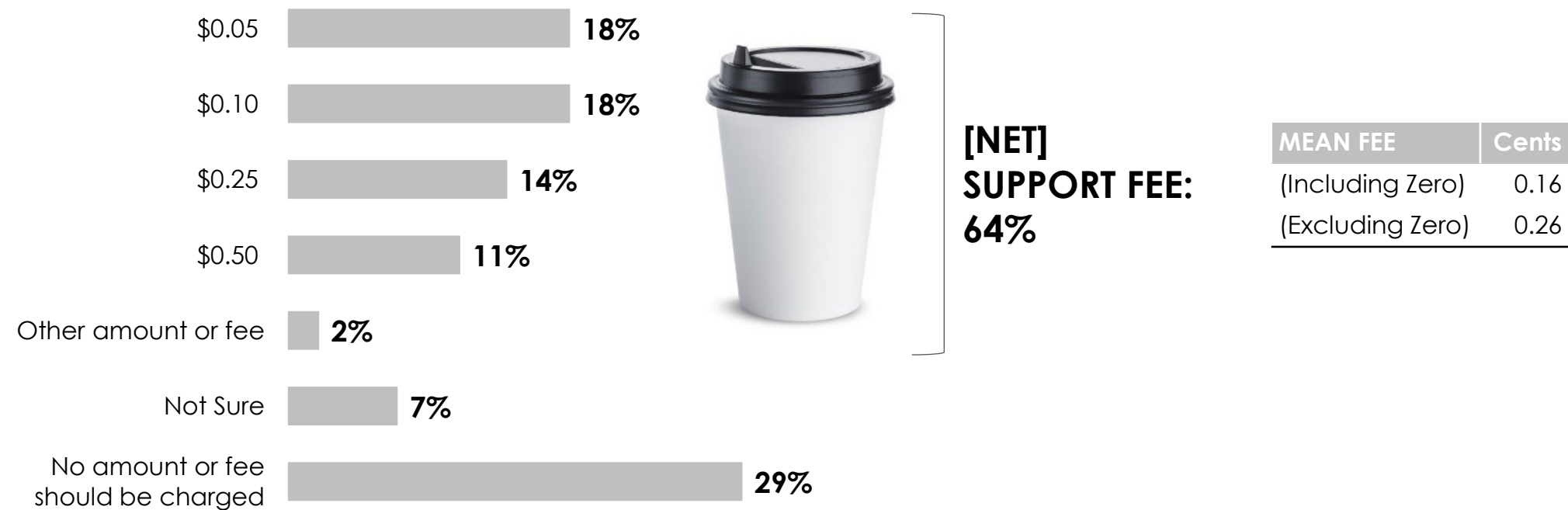
MEAN FEE	Cents
(Including Zero)	
SINGLE USE ITEMS USE	
Heavy	0.18
Moderate	0.09
Low	0.08

Q7. What, if any, amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use paper bags to promote reduction of its use? If you do not support any amount, please say so. Base: (n=1000)  
Heavy users: Consume at least 5 out of 9 single-use items daily/weekly  
Low Users: Consume at least 5 out of 9 single-use items yearly or never  
Moderate Users: All other respondents

# Support for fee implementation: Hot Drink Cups

Two-thirds of residents support a fee implementation for hot drink cups by selecting one of the fee alternatives, and would support a 16 cents fee on average. Taking into account only those who support a fee, the average rises to 26 cents. There are no differences in support for a fee amount based on frequency of usage.

**What, if any, amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use hot drink cup to promote reduction of its use?**

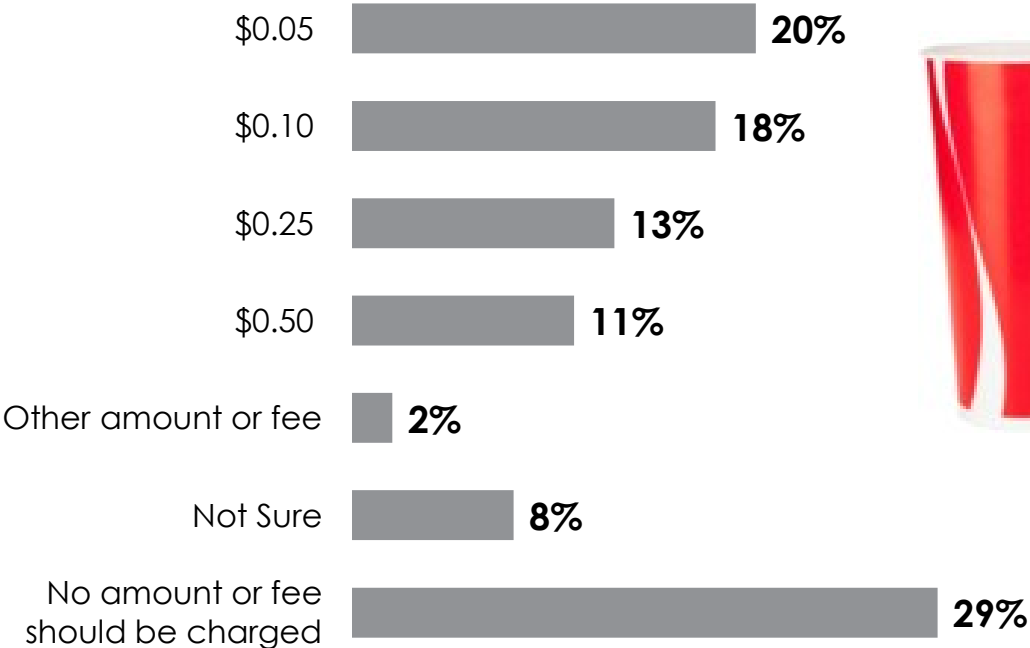


Q8. What, if any, amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use hot drink cup to promote reduction of its use?  
If you do not support any amount, please say so. Base: (n=1000)  
Heavy users: Consume at least 5 out of 9 single-use items daily/weekly  
Low Users: Consume at least 5 out of 9 single-use items yearly or never  
Moderate Users: All other respondents

# Support for fee implementation: Cold Drink Cups

Similar to hot drink cups, two thirds of residents would support fee implementation for cold drink cups by selecting one of the fee options. Also similar to hot drink cups, on average residents would support a fee of 14 cents, while the fee amount rises to 22 cents among those who show support for any fee amount. More frequent users of single-use items support higher fee per use.

**What, if any, amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use cold drink cup to promote reduction of its use?**



MEAN FEE	Cents
(Including Zero)	0.14
(Excluding Zero)	0.22

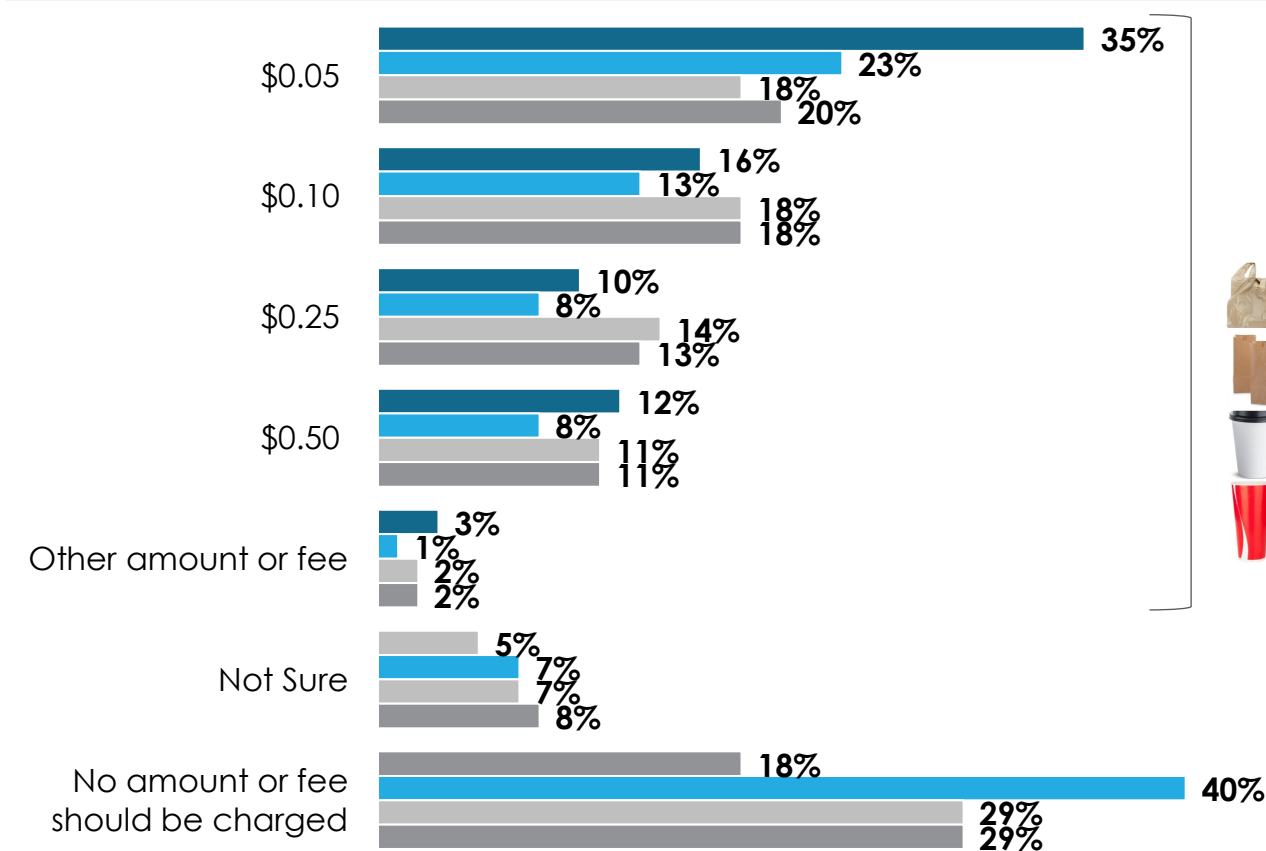
MEAN FEE (Including Zero)	Cents
SINGLE USE ITEMS USE	
Heavy	0.21
Moderate	0.12
Low	0.12

Q9. What, if any, amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use cold drink cup to promote reduction of its use?  
If you do not support any amount, please say so. Base: (n=1000)  
Heavy users: Consume at least 5 out of 9 single-use items daily/weekly  
Low Users: Consume at least 5 out of 9 single-use items yearly or never  
Moderate Users: All other respondents

# SUMMARY COMPARISON: Support for fee implementation

Three quarters of Toronto residents support a fee implementation strategy for reducing plastic bags by selecting one of the potential fee options. Nearly a third support a lower 5 cents fee. On average, residents would support a 17 cents fee, which goes up to 22 cents among those who support any fee. Those who are heavy users of single-use items are more likely to support a higher fee on average.

**What, if any, amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use...**



SINGLE-USE ITEM	[NET] SUPPORT FEE	MEAN (Including Zero)	MEAN (Excluding Zero)
PLASTIC BAG	77%	0.17	0.22
PAPER BAG	53%	0.11	0.20
HOT DRINK CUP	64%	0.16	0.26
COLD DRINK CUP	63%	0.14	0.22

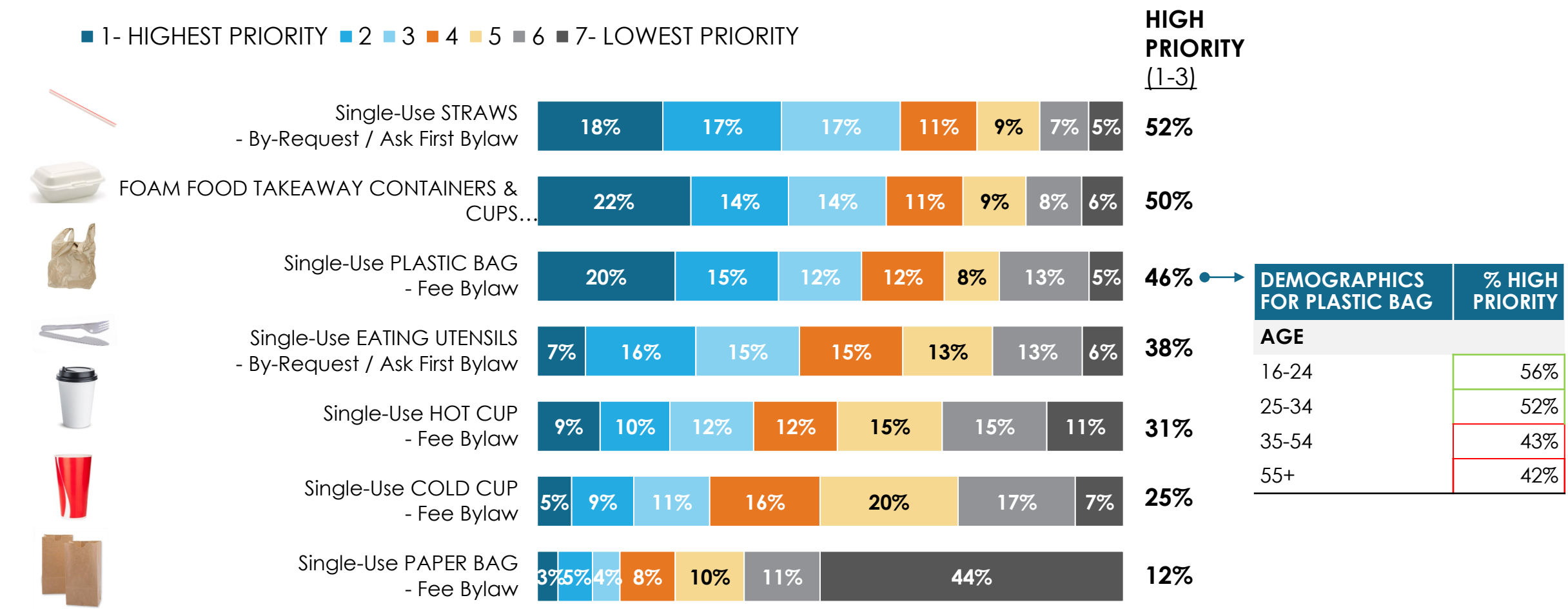
# Support for fee implementation, by Age

On average, those aged 16-24 support the highest fee per single-use plastic bag. Compared to older residents over the age of 55, younger residents support a higher fee on average for all single-use items.

AGE					
MEAN INCLUDING ZERO	TOTAL	16-24 (C)	25-34 (D)	35-54 (E)	55+ (F)
Base: All Respondents: n=	(1000)	(86)	(240)	(337)	(337)
SINGLE-USE ITEM					
PLASTIC BAG	0.17	0.28DEF	0.19	0.15	0.13
PAPER BAG	0.11	0.15F	0.16F	0.10F	0.06
HOT DRINK CUP	0.16	0.20F	0.17F	0.20	0.11
COLD DRINK CUP	0.14	0.19F	0.16F	0.14	0.11
MEAN EXCLUDING ZERO					
SINGLE-USE ITEM					
PLASTIC BAG	0.22	0.35DEF	0.23	0.20	0.18
PAPER BAG	0.20	0.21F	0.26	0.20	0.14
HOT DRINK CUP	0.26	0.27F	0.25F	0.33	0.19
COLD DRINK CUP	0.22	0.27F	0.25F	0.23	0.18

# Prioritization of bylaws

When asked to rank the priority of items for reduction, residents are most likely to mention single-use straws, foam food takeaway containers, and single-use plastic bags as the highest priority. Few residents identify paper bag reduction as a priority for the City.



Demographics are listed in descending order (highest to lowest)

None of these are a priority: 16%

# FEEDBACK ON REDUCTION STRATEGY

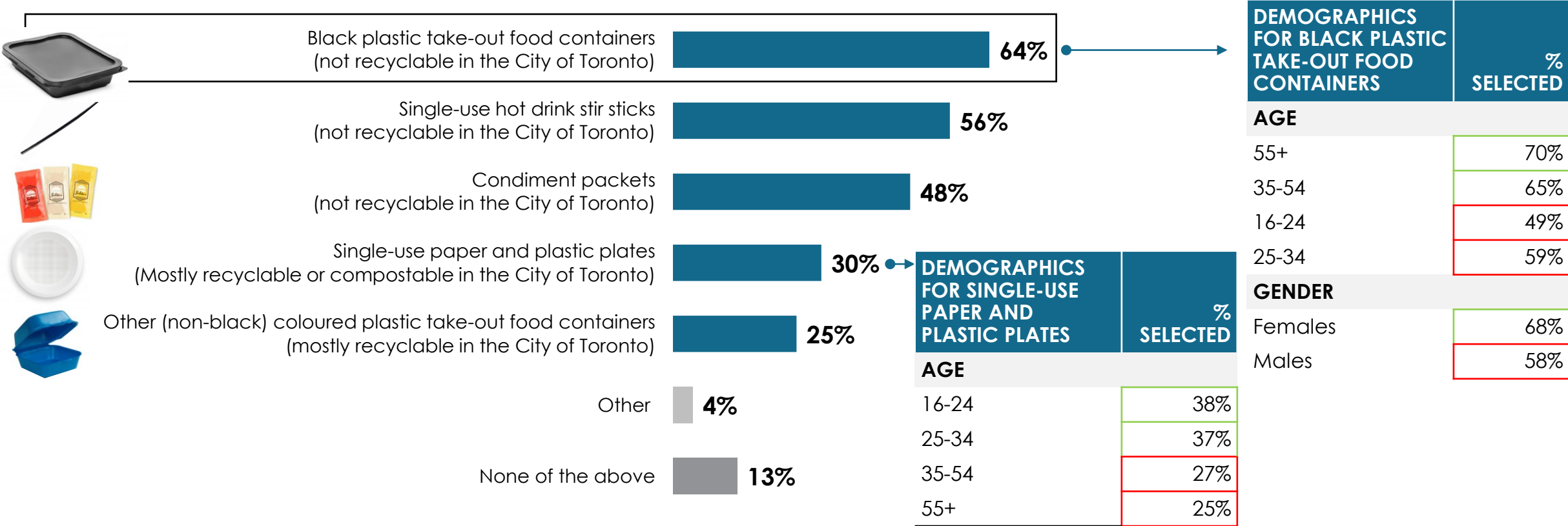
# 4

City of Toronto

Single-use And Take Away Items  
Phase 2 Public Opinion Survey

# Additional Items to Target in Reduction Strategy

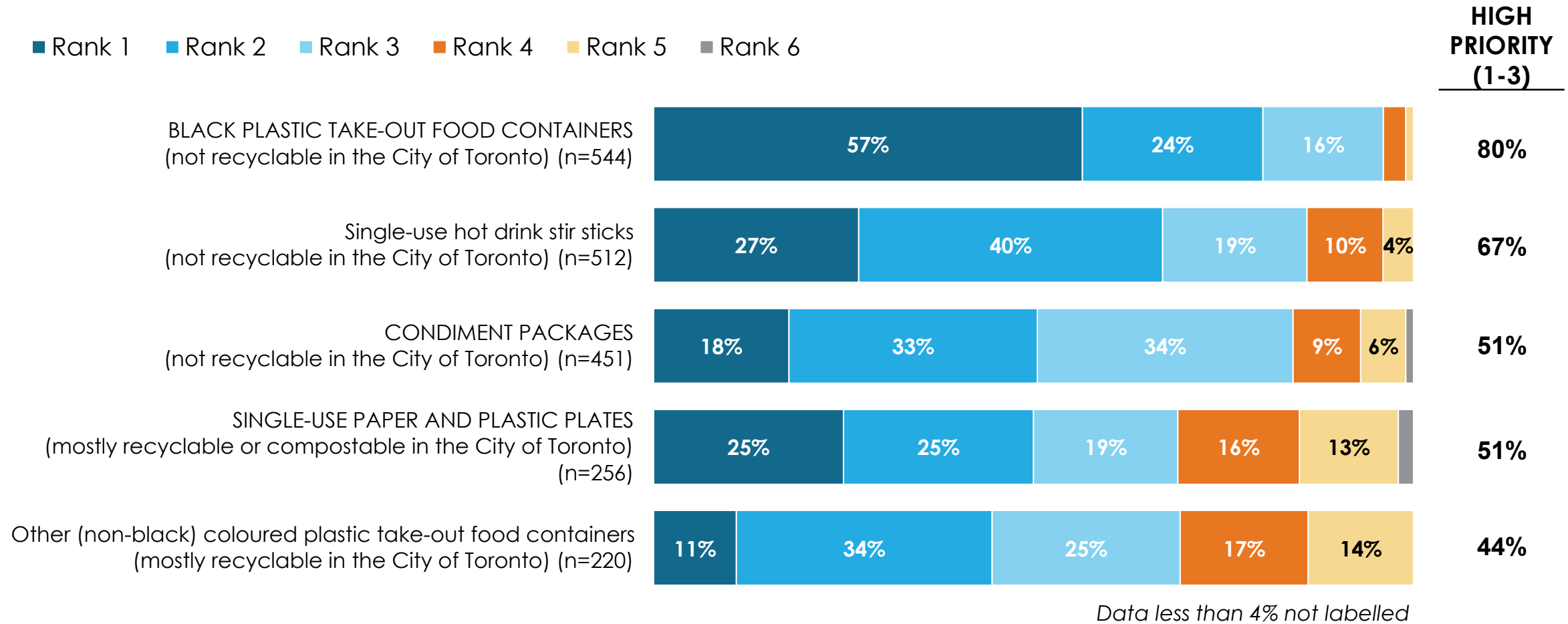
Two thirds of respondents think that an additional single-use or takeaway item that should be targeted by the City of Toronto's reduction strategy is black plastic food containers while 6 in 10 indicate that single-use hot drink stir sticks should be added to the list. Half suggest expanding to condiment packets.



Demographics are listed in descending order (highest to lowest)

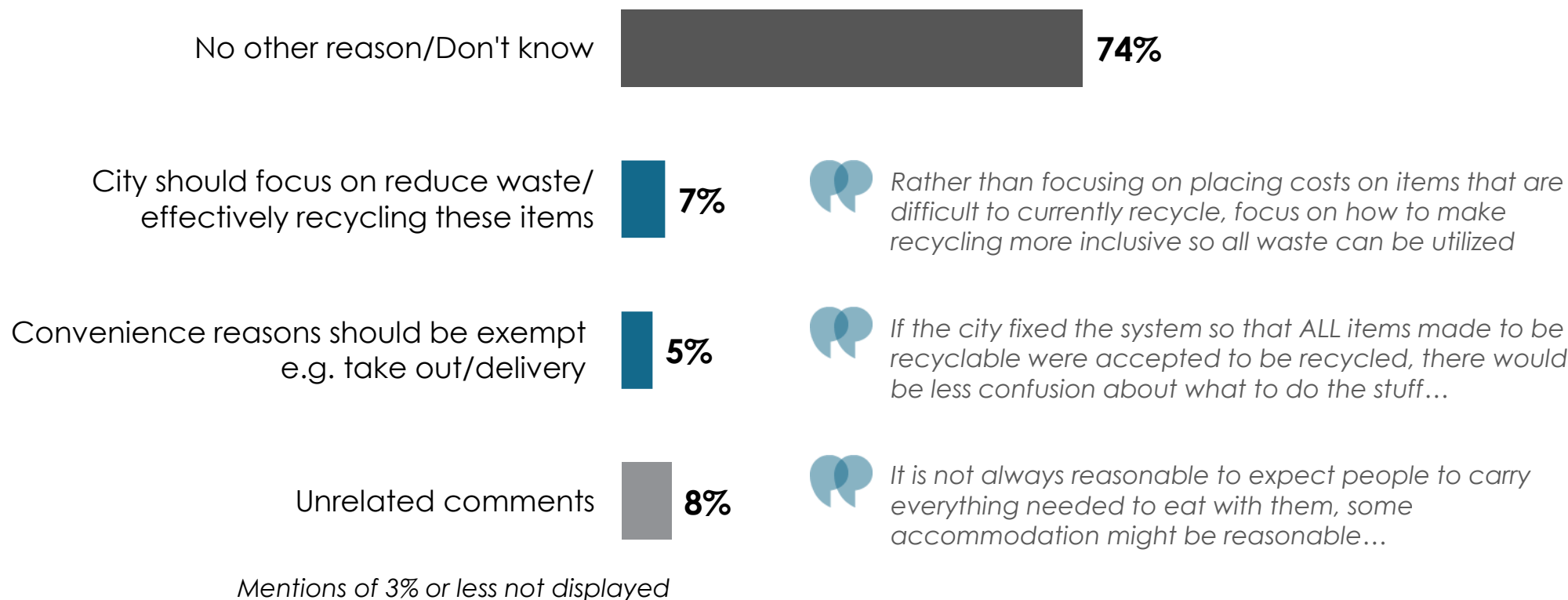
# Prioritization of Expansion of Reduction Strategy

Among residents who think the waste reduction strategy should also target black plastic containers, 8 in 10 believe City of Toronto should place it among its top 2 expansion priorities while 6 in 10 would like it prioritized first. Among those who think that an additional target should be single-use hot drink stir sticks, nearly two thirds think it should be among the top 2 expansion priorities.



# Potential Accommodations to Allow Single-Use Items

Three-quarters of residents cannot think of any other reason to allow single-use items in addition to the accessibility and privacy accommodations that the bylaws will already include. However, nearly 1 in 10 (n=74) residents mention that the city should itself focus on reducing waste and effectively recycling these items. Mentions of accommodations also include taking into account factors such as convenience and needing single use items for takeout/food delivery.



# Voluntary Approaches for Waste Reduction

Survey Respondents Were Provided With This Information:

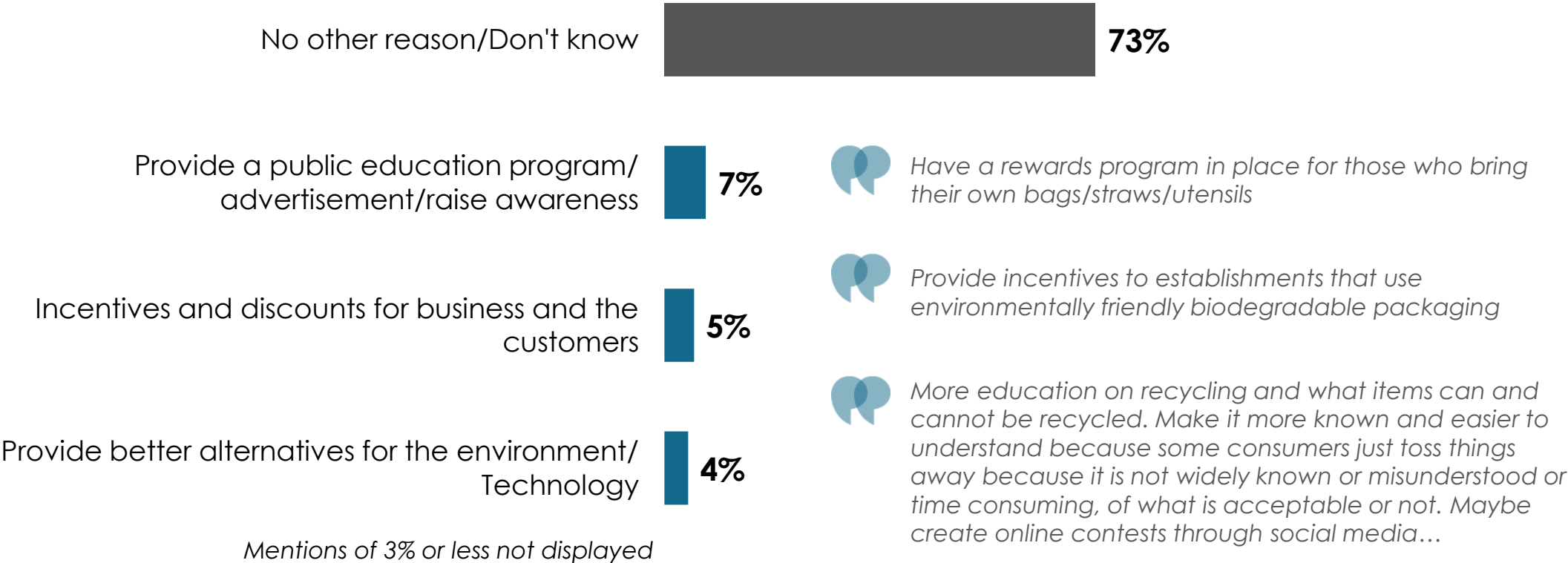
In addition to the mandatory approaches described on previous pages and the City's ongoing programs to promote waste reduction (through programs like education campaigns, promotional materials and toolkits) **the City of Toronto is considering new voluntary programs that could:**

- Showcase best practices through self-reporting and sharing of successes
- Encourage customers to bring their own reusable containers
- Support piloting reusable food container and cup programs, and reusable water bottle filling stations



# Additional Voluntary Approaches for Waste Reduction

Three-quarters of residents did not indicate any waste reduction approaches that the City of Toronto should take in addition to the ones currently being undertaken. 1 in 10 residents (n=71) suggest public education programs to raise awareness. Around 5% of residents (n=50) indicated that the city should consider incentives and discounts for businesses and customers.



# DISPOSAL OF COMPOSTABLE PRODUCTS

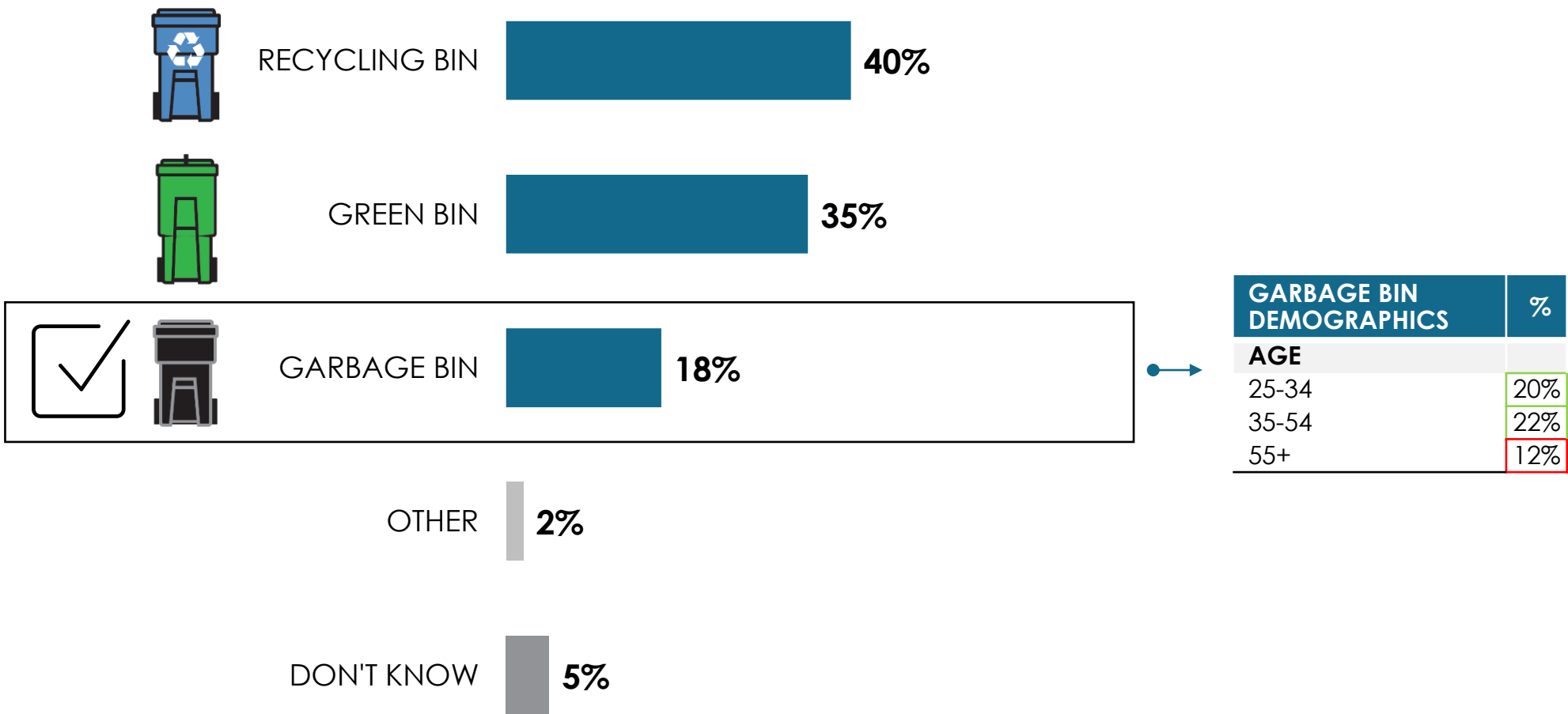
# 5

City of Toronto

Single-use And Take Away Items  
Phase 2 Public Opinion Survey

# Current behaviours on products labelled as "compostable"

Currently, only 1 in 5 residents correctly dispose compostable products such as packaging, bags, cups, and containers in the garbage bin, while a third dispose of them in the Green Bin and another 4 in 10 use the Blue Bin. Correct disposal in the garbage bin is less likely among those aged 55+ (vs. those aged 25-54). Overall, this points to an opportunity to build knowledge and awareness related to proper use of bins, particularly that such compostable products are not accepted by City of Toronto's Green Bin Organics Program.



# Knowledge of how to dispose compostable products

Survey Respondents Were Provided With This Information:

Single-use and takeaway items are often replaced with a compostable alternative. However, **compostable products** such as compostable packaging and compostable single-use and takeaway items **are not accepted in the City of Toronto's Green Bin Organics Program.**

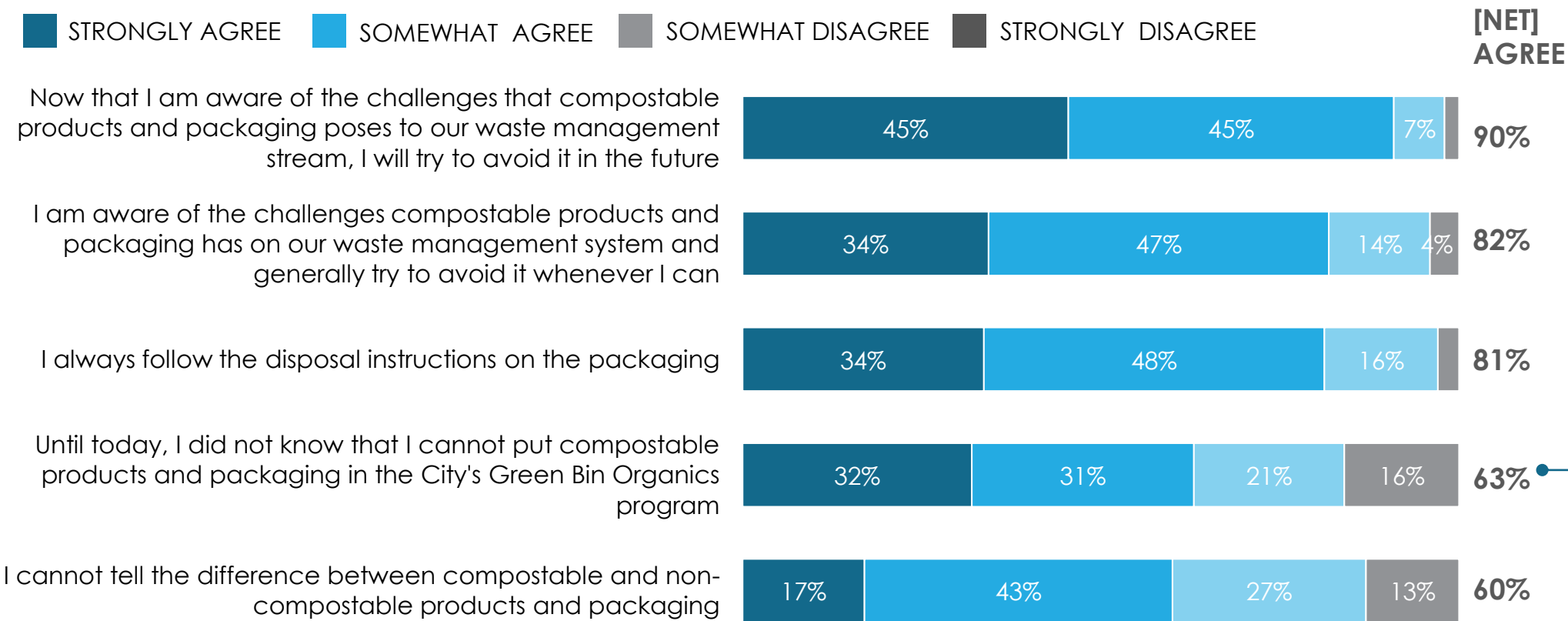
The organics processing facilities where the organic waste is sent to are primarily designed to manage food waste and some paper fibre products such as napkins and paper towels. Compostable products and packaging are removed during the processing stage and disposed of as garbage and landfilled.



# Attitudes Towards Compost Disposal

Two-thirds of residents did not previously know compostable products/packaging cannot be put in the Green Bin and this lack of knowledge is highest among males. After being made aware of the associated challenges, 9 in 10 residents will avoid these items in the future while 8 in 10 already avoid them. 8 in 10 residents indicate they always follow disposal instructions found on packaging and 6 in 10 cannot tell the difference between compostable and non-compostable products/packaging, indicating the problem may also lie in the instructions.

## EXTENT AGREE OR DISAGREE



[NET] AGREE DEMOGRAPHICS		%
GENDER		
Males		67%
Females		59%

Values less than 4% not labelled

# APPENDIX

# 6

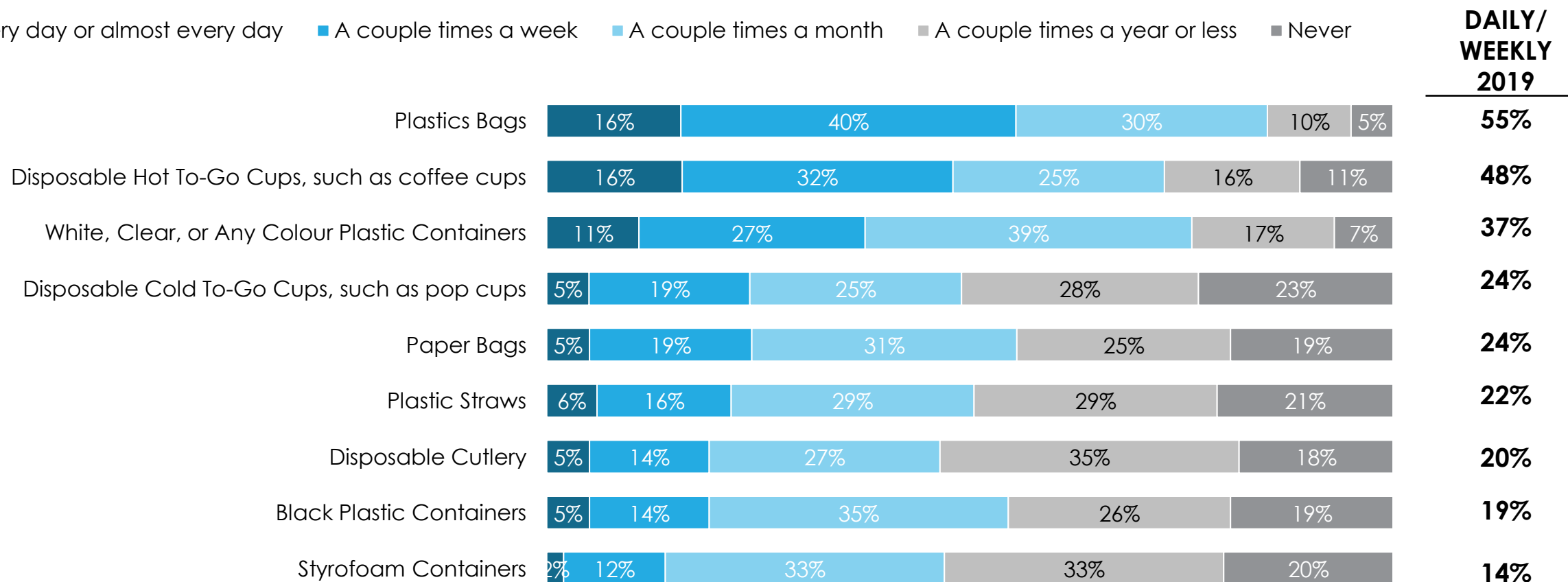
City of Toronto  
Single-use And Take Away Items  
Phase 2 Public Opinion Survey

# Usage of Single-Use Items

Plastic bags are the most used single-use items as more than half of Toronto residents use them at least weekly. Half of residents use disposable hot to-go cups just as frequently followed by 4 in 10 who use plastic containers. Roughly 2 in 10 use disposable cold to-go cups, paper bags, plastic straws, disposable cutlery, or black plastic containers on a daily/weekly basis while another 2 in 10 never use these items.

## FREQUENCY OF USE

■ Every day or almost every day ■ A couple times a week ■ A couple times a month ■ A couple times a year or less ■ Never



# Usage of Single-Use Items by Age and Gender

Males are more likely to use disposable hot to-go cups, paper bags, plastic straws, and disposable cutlery. Younger residents, are more likely to frequently use nearly all single-use items except plastic bags, for which usage does not vary by age .

		GENDER		AGE			
% Daily/Weekly	TOTAL	MALE (A)	FEMALE (B)	16-24 (C)	25-34 (D)	35-54 (E)	55+ (F)
Base: All Respondents: n=	(1000)	(476)	(524)	(86)	(240)	(337)	(337)
SINGLE-USE ITEM							
Plastics Bags	<b>55%</b>	57%	54%	53%	56%	57%	54%
Disposable Hot To-go Cups, Such As Coffee Cups	<b>48%</b>	52% <b>B</b>	44%	55% <b>F</b>	56% <b>F</b>	54% <b>F</b>	34%
White, Clear, Or Any Colour Plastic Containers	<b>37%</b>	35%	39%	46% <b>E</b>	46% <b>EF</b>	30%	35%
Disposable Cold To-go Cups, Such As Pop Cups	<b>24%</b>	27%	22%	44% <b>EF</b>	33% <b>EF</b>	24% <b>F</b>	11%
Paper Bags	<b>24%</b>	30% <b>B</b>	19%	30% <b>F</b>	29% <b>F</b>	24%	18%
Plastic Straws	<b>22%</b>	26% <b>B</b>	17%	32% <b>F</b>	28% <b>F</b>	23% <b>F</b>	11%
Disposable Cutlery	<b>20%</b>	24% <b>B</b>	16%	33% <b>EF</b>	26% <b>F</b>	21% <b>F</b>	10%
Black Plastic Containers	<b>19%</b>	21%	17%	21%	29% <b>EF</b>	17%	14%
Styrofoam Containers	<b>14%</b>	16%	12%	15%	19% <b>F</b>	15% <b>F</b>	10%

# Usage of Single-Use Items by Income

Higher income residents (\$60K+ vs. \$40-<\$60K) are more likely to use plastics straws frequently (daily/weekly).

		INCOME			
% Daily/Weekly	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
Base: All Respondents: n=	(1000)	(217)	(160)	(267)	(253)
SINGLE-USE ITEM					
Plastics Bags	<b>55%</b>	54%	53%	61%	56%
Disposable Hot To-go Cups, Such As Coffee Cups	<b>48%</b>	51%	50%	51%	49%
White, Clear, Or Any Colour Plastic Containers	<b>37%</b>	36%	40%	38%	34%
Disposable Cold To-go Cups, Such As Pop Cups	<b>24%</b>	26%	27%	29%	22%
Paper Bags	<b>24%</b>	24%	26%	26%	23%
Plastic Straws	<b>22%</b>	21%	15%	25% <b>L</b>	23% <b>L</b>
Disposable Cutlery	<b>20%</b>	20%	18%	22%	21%
Black Plastic Containers	<b>19%</b>	18%	21%	19%	21%
Styrofoam Containers	<b>14%</b>	10%	14%	16%	19% <b>K</b>

# Awareness of CoT's Public Consultations by Income

Awareness of City of Toronto's Public Consultations for single use items does not vary significantly by income.

		INCOME			
% Select	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
Base: All Respondents: n=	(1000)	(217)	(160)	(267)	(253)
Yes	<b>33%</b>	37%	31%	33%	35%
No	<b>57%</b>	51%	61%	58%	57%
Don't Know	<b>10%</b>	12%	8%	9%	7%

# Awareness Source of CoT's Public Consultations by Income

In terms of where residents saw or heard about City of Toronto's public consultations for single use items, there are no significant differences by income.

		INCOME			
% Select	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
Base: Aware of City of Toronto's Public Consultations	(320)	(79)	(48)	(86)	(88)
Social Media (i.e. Twitter, Facebook, Instagram)	<b>37%</b>	31%	43%	33%	47%
From a friend or a family member	<b>28%</b>	25%	28%	36%	28%
Public transportation/TTC advertisement	<b>25%</b>	21%	37%	28%	22%
Newspaper advertisement	<b>24%</b>	21%	31%	25%	23%
Online advertisement	<b>19%</b>	18%	25%	19%	20%
City of Toronto email	<b>14%</b>	8%	18%	22% K	14%
Do not recall	<b>9%</b>	15% LM	2%	3%	10%
TV	<b>7%</b>	11%L	-	9%L	5%

# Support for bylaws by Income

Higher income residents (\$60K+ vs <\$40K) show greater support for the bylaws to reduce the use of single-use straws and single-use eating utensils, as well as the ban on foam food takeaway containers and cups.

		INCOME			
% Strongly/Somewhat Support	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
Base: All Respondents	1000	(217)	(160)	(267)	(253)
A by-request / ask first bylaw to reduce the use of <i>single-use straws</i> in the City of Toronto	<b>77%</b>	68%	80% <b>K</b>	81% <b>K</b>	83% <b>K</b>
A ban on the distribution and use of <i>expanded polystyrene (foam) food takeaway containers and cups</i> to reduce waste in the City of Toronto	<b>76%</b>	70%	78%	81% <b>K</b>	79% <b>K</b>
A by-request / ask first bylaw to reduce the use of <i>single-use eating utensils</i> in the City of Toronto	<b>75%</b>	69%	75%	81% <b>K</b>	80% <b>K</b>

Q4. To what extent would you support or oppose a by-request / ask first bylaw to reduce the use of single-use eating utensils in the City of Toronto? Base: (n=1000)

Q5. To what extent would you support or oppose a by-request / ask first bylaw to reduce the use of single-use straws in the City of Toronto? Base: (n=1000)

Q10. To what extent would you support or oppose a ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste in the City of Toronto? Base: (n=1000)

# Overall Support for fee implementation by Age & Gender

Younger residents are more likely to support a fee per single use paper bag and single use hot drink cup, while males are more likely than females to support a fee per single use hot drink cup.

		GENDER		AGE			
% Net Support for Fee	TOTAL	MALE (A)	FEMALE (B)	16-24 (C)	25-34 (D)	35-54 (E)	55+ (F)
Base: All Respondents: n=	(1000)	(476)	(524)	(86)	(240)	(337)	(337)
SINGLE-USE ITEM							
Plastics Bags	77%	76%	78%	81%	81% <b>F</b>	77%	73%
Paper Bags	53%	55%	51%	71% <b>EF</b>	62% <b>EF</b>	52% <b>F</b>	42%
Hot Drink Cups	64%	67% <b>B</b>	61%	73% <b>EF</b>	68% <b>E</b>	60%	61%
Cold Drink Cups	63%	64%	62%	71%	66%	61%	60%

# Overall Support for fee implementation by Income & Region

Though a fee per single use item is supported by a majority of respondents in low income groups (<\$40K), support is greatest among higher income groups.

		INCOME			
% Net Support for Fee	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
Base: All Respondents	(1000)	(217)	(160)	(267)	(253)
Plastics Bags	<b>77%</b>	71%	81% <b>K</b>	82% <b>K</b>	83% <b>K</b>
Paper Bags	<b>53%</b>	50%	54%	55%	60% <b>K</b>
Hot Drink Cups	<b>64%</b>	59%	62%	70% <b>K</b>	72% <b>KL</b>
Cold Drink Cups	<b>63%</b>	59%	64%	66%	71% <b>K</b>

# Support for fee implementation by Income

The average amount of fee per use supported for each single-use item does not vary by income.

		INCOME			
Mean Including Zero	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
<i>Base: All Respondents</i>	(1000)	(217)	(160)	(267)	(253)
Plastics Bags	<b>0.17</b>	0.20	0.13	0.17	0.17
Paper Bags	<b>0.11</b>	0.11	0.08	0.11	0.13
Hot Drink Cups	<b>0.16</b>	0.23	0.12	0.16	0.17
Cold Drink Cups	<b>0.14</b>	0.17	0.13	0.13	0.13

		INCOME			
Mean Excluding Zero	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
<i>Base: All Respondents</i>	(1000)	(217)	(160)	(267)	(253)
Plastics Bags	<b>0.22</b>	0.28	0.17	0.21	0.21
Paper Bags	<b>0.20</b>	0.22	0.14	0.20	0.22
Hot Drink Cups	<b>0.26</b>	0.39	0.20	0.23	0.23
Cold Drink Cups	<b>0.22</b>	0.29	0.20	0.20	0.19

# Prioritization of bylaws by Income

Priority placed on each single-use item bylaw is consistent across income groups.

		INCOME			
% High Priority Rank (1-3)	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
<i>Base: All Respondents</i>	(1000)	(217)	(160)	(267)	(253)
Single-Use Straws - By-Request / Ask First Bylaw	<b>52%</b>	52%	52%	50%	56%
Foam Food Takeaway Containers and Cups - Ban Bylaw	<b>50%</b>	51%	53%	51%	50%
Single-Use Plastic Bag - Fee Bylaw	<b>46%</b>	42%	46%	51%	47%
Single-Use Eating Utensils - By-Request / Ask First Bylaw	<b>38%</b>	35%	43%	36%	40%
Single-Use Hot Cup - Fee Bylaw	<b>31%</b>	30%	28%	34%	32%
Single-Use Cold Cup -Fee Bylaw	<b>25%</b>	21%	23%	25%	26%
Single-Use Paper Bag - Fee Bylaw	<b>12%</b>	12%	14%	12%	10%

# Additional Items to Target in Reduction Strategy by Income

Higher income individuals (\$40K+ vs. <40K) are more likely to indicate that single use hot drink stir sticks should be an additional item that the City of Toronto should target as part of its reduction strategy.

		INCOME			
% Select	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
Base: All Respondents	(1000)	(217)	(160)	(267)	(253)
Black plastic take-out food containers (not recyclable in the City of Toronto)	<b>64%</b>	58%	64%	65%	67% <b>K</b>
Single-use hot drink stir sticks (not recyclable in the City of Toronto)	<b>56%</b>	48%	59% <b>K</b>	58% <b>K</b>	58% <b>K</b>
Condiment packets (not recyclable in the City of Toronto)	<b>48%</b>	46%	53%	48%	49%
Single-use paper and plastic plates (Mostly recyclable or compostable in the City of Toronto)	<b>30%</b>	33%	29%	30%	28%
Other (non-black) coloured plastic take-out food containers (mostly recyclable in the City of Toronto)	<b>25%</b>	27%	27%	23%	25%
None of the above	<b>13%</b>	14%	14%	10%	12%

# Prioritization of Expansion of Reduction Strategy by Income

Prioritization of reducing usage of the additional single-use items does not differ by income level.

		INCOME			
% High Priority Rank (1-2)	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
<i>Base: Respondents who chose given item and at least one other item to additionally target at Q14</i>	<i>Varies</i>	<i>Varies</i>	<i>Varies</i>	<i>Varies</i>	<i>Varies</i>
Black plastic take-out food containers (not recyclable in the City of Toronto)	<b>80%</b> (n=544)	75% (n=102)	73% (n=92)	82% (n=147)	83% (n=148)
Single-use hot drink stir sticks (not recyclable in the City of Toronto)	<b>67%</b> (n=512)	63% (n=94)	70% (n=86)	66% (n=141)	71% (n=138)
Condiment packets (not recyclable in the City of Toronto)	<b>51%</b> (n=451)	55% (n=86)	50% (n=80)	56% N (n=123)	43% (n=118)
Single-use paper and plastic plates (Mostly recyclable or compostable in the City of Toronto)	<b>51%</b> (n=256)	49% (n=65)	59% (n=38)	55% (n=66)	50% (n=62)
Other (non-black) coloured plastic take-out food containers (mostly recyclable in the City of Toronto)	<b>44%</b> (n=220)	41% (n=51)	56% (n=37)	40% (n=56)	42% (n=56)

# Behaviour on products labelled as "compostable" by Income

Disposal of products labelled as compostable is relatively consistent across income groups, though correct disposal in a garbage bin is directionally highest among those with lower income (<\$60K vs. \$60K+) .

		INCOME			
% Select	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
Base: All Respondents	(1000)	(217)	(160)	(267)	(253)
Recycling bin	<b>40%</b>	40%	35%	45%	38%
Green bin	<b>35%</b>	29%	36%	35%	39% <b>K</b>
Garbage bin	<b>18%</b>	21%	23% <b>M</b>	14%	18%
Other	<b>2%</b>	4%	2%	2%	1%
Do not know	<b>5%</b>	6%	5%	3%	3%

# Attitudes Towards Compost Disposal by Income

Those with higher income, particularly those with income of \$100K+ show the highest agreement that after being made aware of waste management challenges associated with compostable products, they will now avoid them in the future.

		INCOME			
% Strongly/Somewhat Agree	TOTAL	<\$40K (K)	\$40-<\$60K (L)	\$60-<\$100K (M)	\$100K+ (N)
Base: All Respondents	(1000)	(217)	(160)	(267)	(253)
Now that I am aware of the challenges that compostable products and packaging poses to our waste management stream, I will try to avoid it in the future	<b>90%</b>	87%	88%	89%	94% <b>KM</b>
I am aware of the challenges compostable products and packaging has on our waste management system and generally try to avoid it whenever I can	<b>82%</b>	84%	83%	82%	80%
I always follow the disposal instructions on the packaging	<b>81%</b>	78%	80%	83%	80%
Until today, I did not know that I cannot put compostable products and packaging in the City's Green Bin Organics program	<b>63%</b>	64%	57%	67% <b>L</b>	63%
I cannot tell the difference between compostable and non-compostable products and packaging	<b>60%</b>	61%	57%	60%	61%

# DEMOGRAPHICS & ACCESSIBILITY

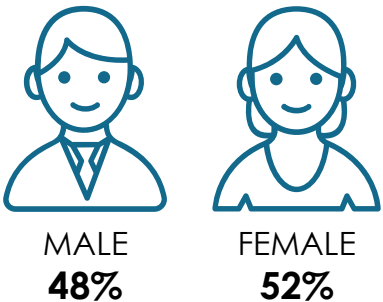
# 7

City of Toronto

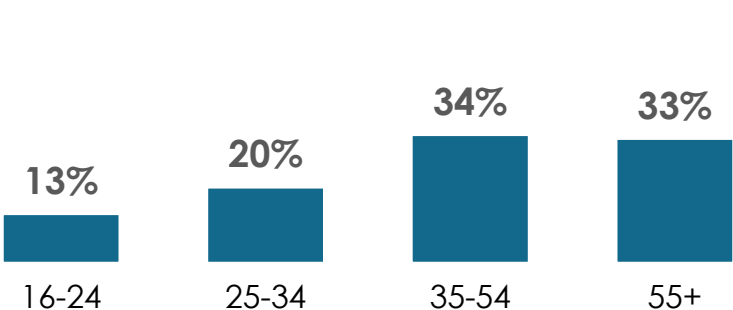
Single-use And Take Away Items  
Phase 2 Public Opinion Survey

# Demographics

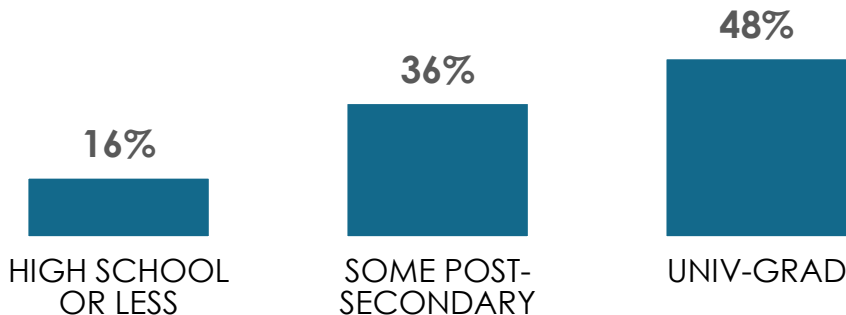
## GENDER



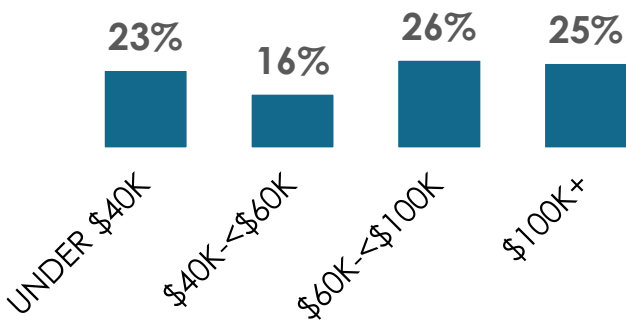
## AGE



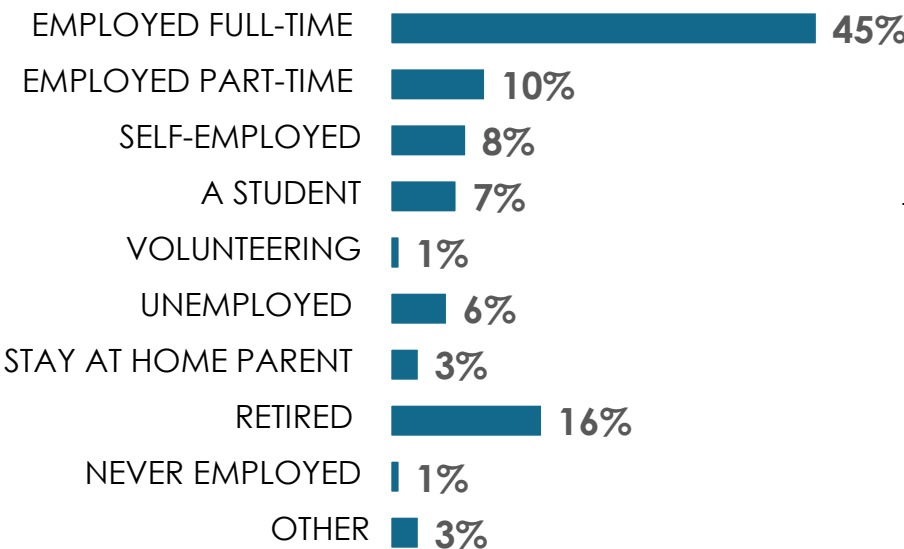
## EDUCATION



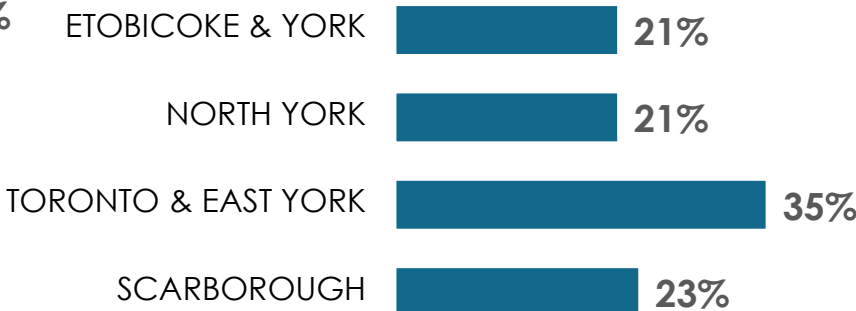
## HHLD INCOME (pre-tax)



## EMPLOYMENT STATUS

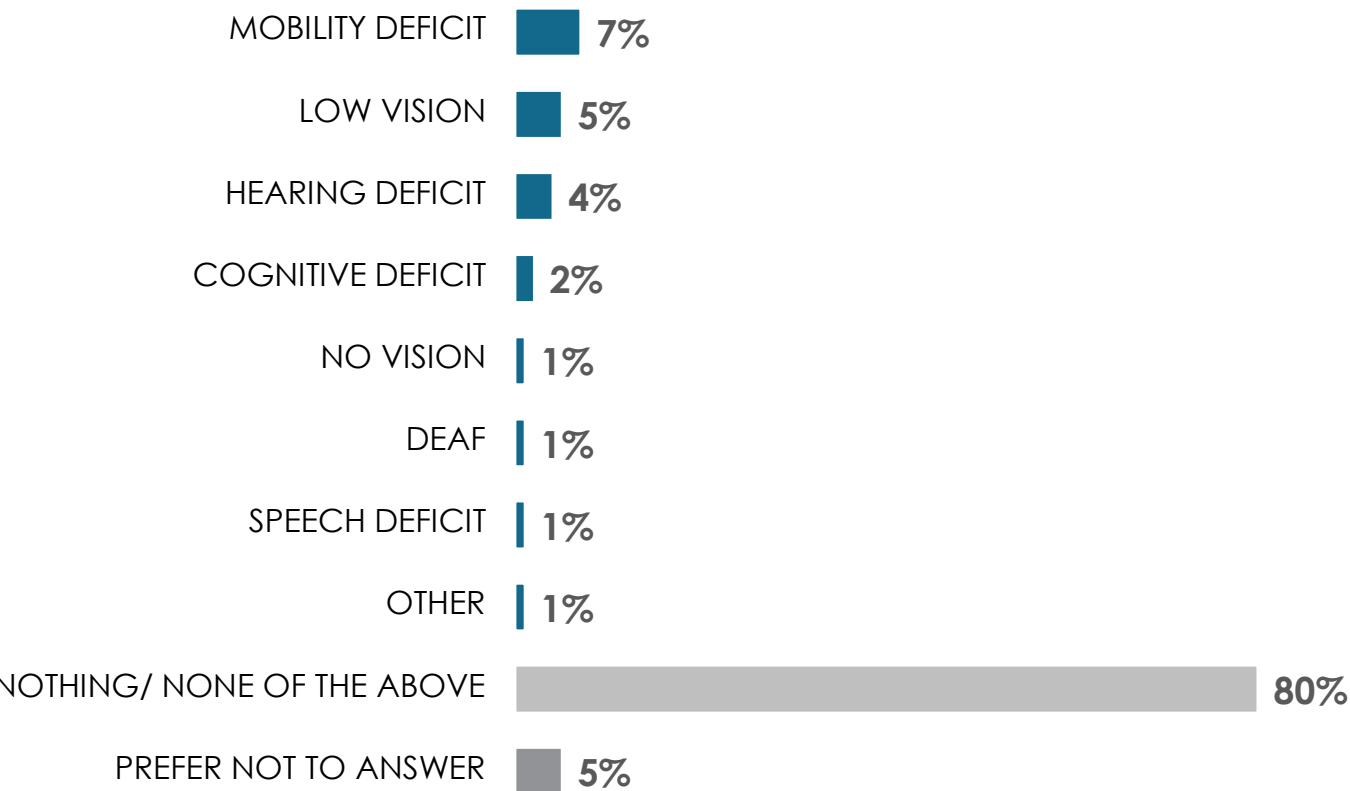


## REGION



# Limits to Accessibility

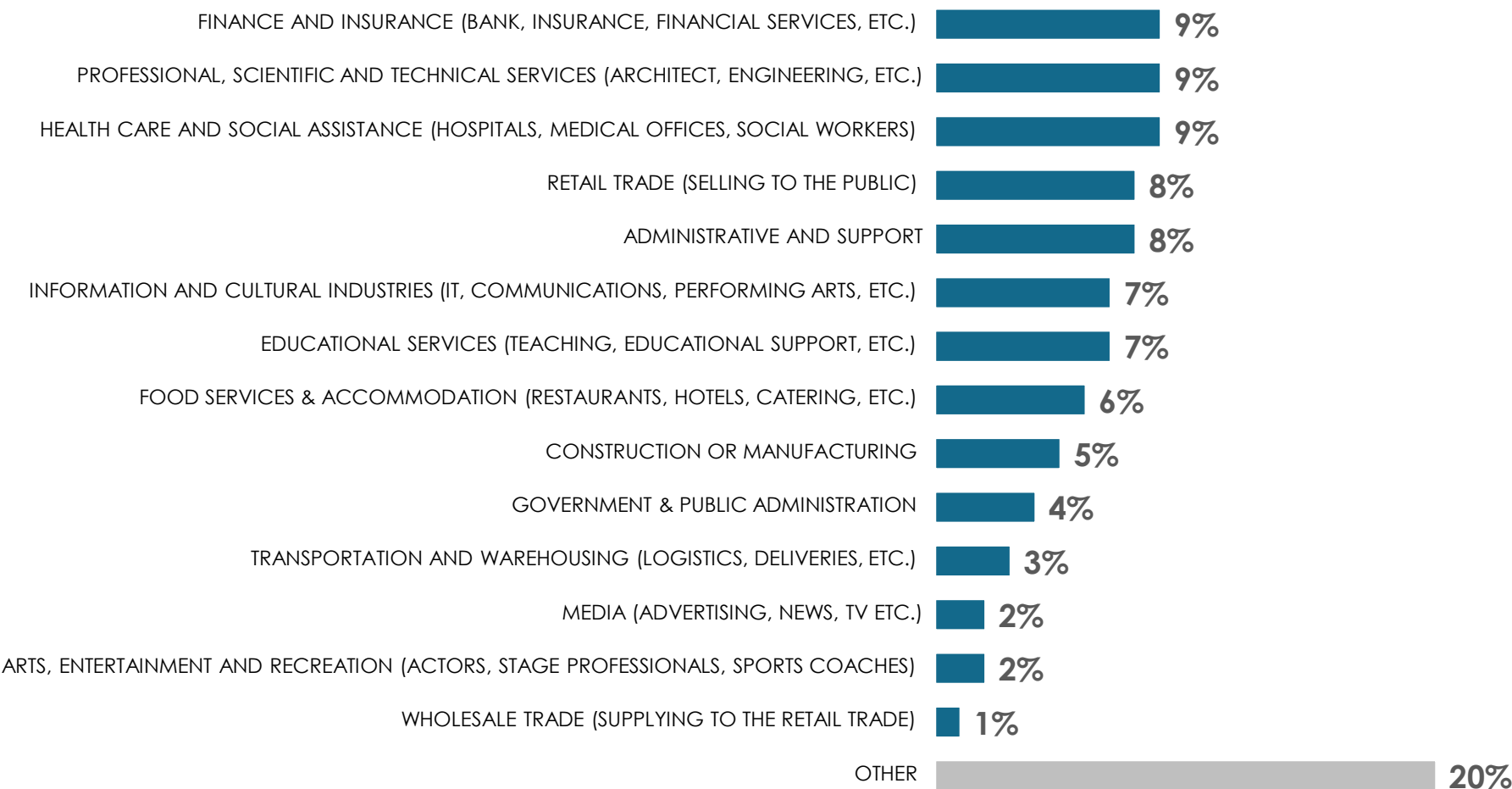
## LIMITS TO ACCESSIBILITY



Q20. People can experience conditions, deficits, or disabilities that can limit their accessibility. Do you experience any of the following conditions? Select all that apply.  
Base: (n=1000)

# Industry background

## INDUSTRY



# About Ipsos

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Ipsos is the third largest market research company in the world, present in 90 markets and employing more than 18,000 people.

Our research professionals, analysts and scientists have built unique multi-specialist capabilities that provide powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. Our 75 business solutions are based on primary data coming from our surveys, social media monitoring, and qualitative or observational techniques.

"Game Changers" – our tagline – summarises our ambition to help our 5,000 clients to navigate more easily our deeply changing world.

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# Game Changers

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In our world of rapid change, the need for reliable information to make confident decisions has never been greater.

At Ipsos we believe our clients need more than a data supplier, they need a partner who can produce accurate and relevant information and turn it into actionable truth.

This is why our passionately curious experts not only provide the most precise measurement, but shape it to provide True Understanding of Society, Markets and People.

To do this we use the best of science, technology and know-how and apply the principles of security, simplicity, speed and substance to everything we do.

So that our clients can act faster, smarter and bolder. Ultimately, success comes down to a simple truth:  
**You act better when you are sure.**

**BE  
SURE.  
ACT  
SMARTER.**



# THANK YOU.

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# Stage 2: Approaches to Reduce Single-Use and Takeaway Items in Toronto

## Analysis of Survey Results

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Final Report  
February 2020



**ENVIRONICS**  
RESEARCH

# Survey Methodology



IMAGE CREDIT:  
UNSPLASH

As part of Stage 2 of public consultations on the Policy to Reduce Single-Use and Takeaway Items in Toronto, the City hosted an online survey to obtain resident feedback.

The opt-in, English-language survey was available online between September 24<sup>th</sup> and November 11<sup>th</sup>, 2019.

A total of 23,700 responses were collected.

The City engaged Environics Research to analyze the survey data, including undertaking text analysis of open-ended comments.

The following report is a summary of results from both close-ended and open-ended questions.

# Overview of Data Preparation – Data Cleaning Processes

**Survey Data:** Prior to analyzing open and close-ended question feedback, the survey data was cleaned to remove data cases that did not contribute to overall analysis.

Criteria for cleaning data and case removal included:

- **Duplicates cases:** duplicates were removed if the demographic variables as well as other key identifiers such as IP address, browser, operating system, etc. in two or more cases were identical.
- **Null values:** Respondents who answered none of questions 2 to 19 were removed.

The final cleaned data set used for analysis included 22,821 survey responses.

**Verbatim Data:** Open-ended survey data was further cleaned using transformations to ensure optimal coding processes.

Transformations applied to this data include:

- The removal of pronouns
- Comments separated by sentence for analysis
- Lemmatization - shortening words back to their root form (for example, “caring” becomes “care”)
- Applied bigram for connecting common adjacent words, to allow coding as a single term (for example “single” and “use”, becomes “single use”)

Numerical free data noted in open-ended responses were coded manually.

# Overview of Data Preparation – Methodology

## Text Analytics

In addition to text analytics analysis, verbatim comments were reviewed to ensure analysis accuracy and provide a fulsome view of the input received from the public.

It is important to note that text analytics involves the use of automated algorithms to count and sort words used in responses. Text analytics techniques assist in identifying themes when analyzing a large volume of survey responses that are often unstructured due to the open-ended format of responses.

The text analytics application used for the purpose of this project was KH Coder (<http://khc.sourceforge.net/en/>). KH Coder is used for quantitative content analysis or text mining and provides various types of search and statistical analysis functions. The output from KH Coder assists in summarizing themes and displaying results as data visualizations.

# Text Analytics Using Co-occurrence Network Diagrams

The text analytics output used for this analysis includes data visualization of common themes, patterns and relationships between words, displayed as diagrams (co-occurrence networks). Since these co-occurrence network diagrams are not compatible with screen readers, they were excluded from this AODA report.

In the non-AODA report, these outputs are accompanied by verbatim comments that are indicative of the frequencies and patterns that are observed in the data. Environics researchers were responsible for the review of a sampling of verbatim responses for each survey question and the selection of comments to help contextualize consultation findings.

## How To Read Co-Occurrence Network Diagrams

In the non-AODA report, the co-occurrence network diagrams illustrate the relationship between the top words mentioned by participants for each question.

- The size of the word “nodes” or circles indicate frequency of use (larger nodes = more frequently used words).
- The lines connecting the nodes indicate the strength of the relationship between words (number of times which these words are used together in comments). Thicker lines suggest stronger relationships, while lighter or dotted lines indicate a weaker relationship.
- Nodes are grouped by colour to demonstrate frequent trends and themes in the comments.

# Key Findings

# Executive Summary

## Support For Proposed Bylaws

- Backing for all proposed bylaws is strong, with support for utensil, cup, straw, Expanded Polystyrene Foam and plastic bag bylaws at 84% or higher. A single-use paper bag fee is less strongly endorsed compared to other bylaws, receiving support from 64% of survey takers.
  - The lower level of support for a paper bag bylaw is driven by the belief that use of recyclable paper bags should be encouraged over plastic bags, rather than discouraged by charging a fee for their use.
- There is no consensus on the appropriate fee for single-use items, but participants most often choose \$0.50 for single-use hot drink cups (48%), cold drink cups (48%) and plastic bags (43%). The exception is paper bags where support is almost equally divided between fees of \$0.05, \$0.10, \$0.25 and \$0.50.

## Priority For Planning / Implementation

- According to survey participants, the priority for planning and implementation should be on a Expanded Polystyrene Foam (polystyrene) bylaw (79% high priority). Majorities also place a high priority on the other proposed bylaws, with the exception of paper bags (22% high priority).

Proposed Bylaw	Rated High Priority
Polystyrene	79%
Single-Use Straws	70%
Single-Use Eating Utensils	69%
Single-Use Plastic Bags	67%
Single-Use Hot Cups	64%
Single-Use Cold Cups	53%
Single-Use Paper Bag	22%

# Executive Summary

## Questions / Concerns About The Bylaws

- Opposition to the proposed bylaws often reflects the belief that they do not go far enough to reduce waste in the City of Toronto. A common theme in the survey comments is that single-use plastics “should be banned completely”.
- Another theme raised by both those supportive of and opposed to fees is whether they are an effective strategy to encourage meaningful behaviour change. Many would like to see incentives to reward positive behaviour, rather than fees to discourage negative behaviour. Additionally, some noted that retailers have already implemented fees for plastic bags and are skeptical as to how effective this measure has been.
- Some participants raised questions about fee structure collection and adherence. One sentiment some citizens share is that money collected should go to support environmental causes and not to businesses.
- Specific considerations were raised for certain items:
  - **Plastic Bags** Some citizens mention that they reuse plastic bags multiple times, and/or repurpose them as garbage bags, thereby prolonging their “lifespan”.
  - **Expanded Polystyrene Foam** Some survey takers wonder why a Expanded Polystyrene Foam ban is being considered, since they understand it to be a recyclable material. Concern is also expressed that banning Expanded Polystyrene Foam will lead to the use of a less desirable alternative – black plastic which, unlike Expanded Polystyrene Foam, is not at all recyclable.
  - **Straws and Utensils** There is concern around eliminating plastic straws and cutlery for those living with a disability and/or those who do not have access to re-usable products such as the homeless.

# Detailed Survey Results

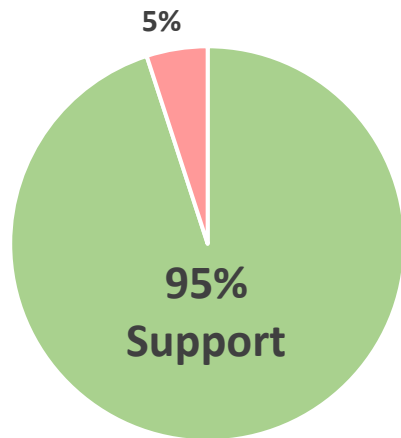


**ENVIRONICS**  
RESEARCH

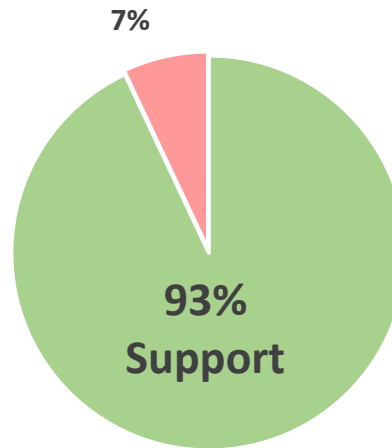
# Support For By-Requests/Ask First Bylaws And Bans

Strong majorities of survey participants express overall support for each of the by-requests/ask first bylaws and bans presented.

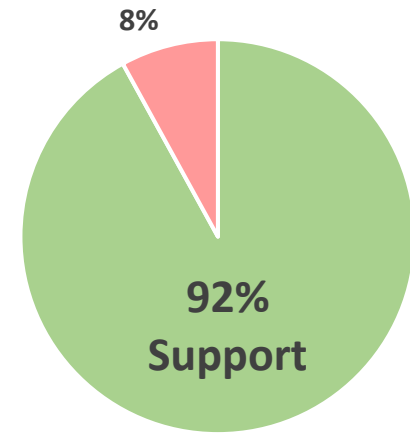
A ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste



A by-request / ask first bylaw to reduce single-use eating utensils



A by-request / ask first bylaw to reduce single-use straws



*Restrictions sorted in descending order of net support (strongly/somewhat)*

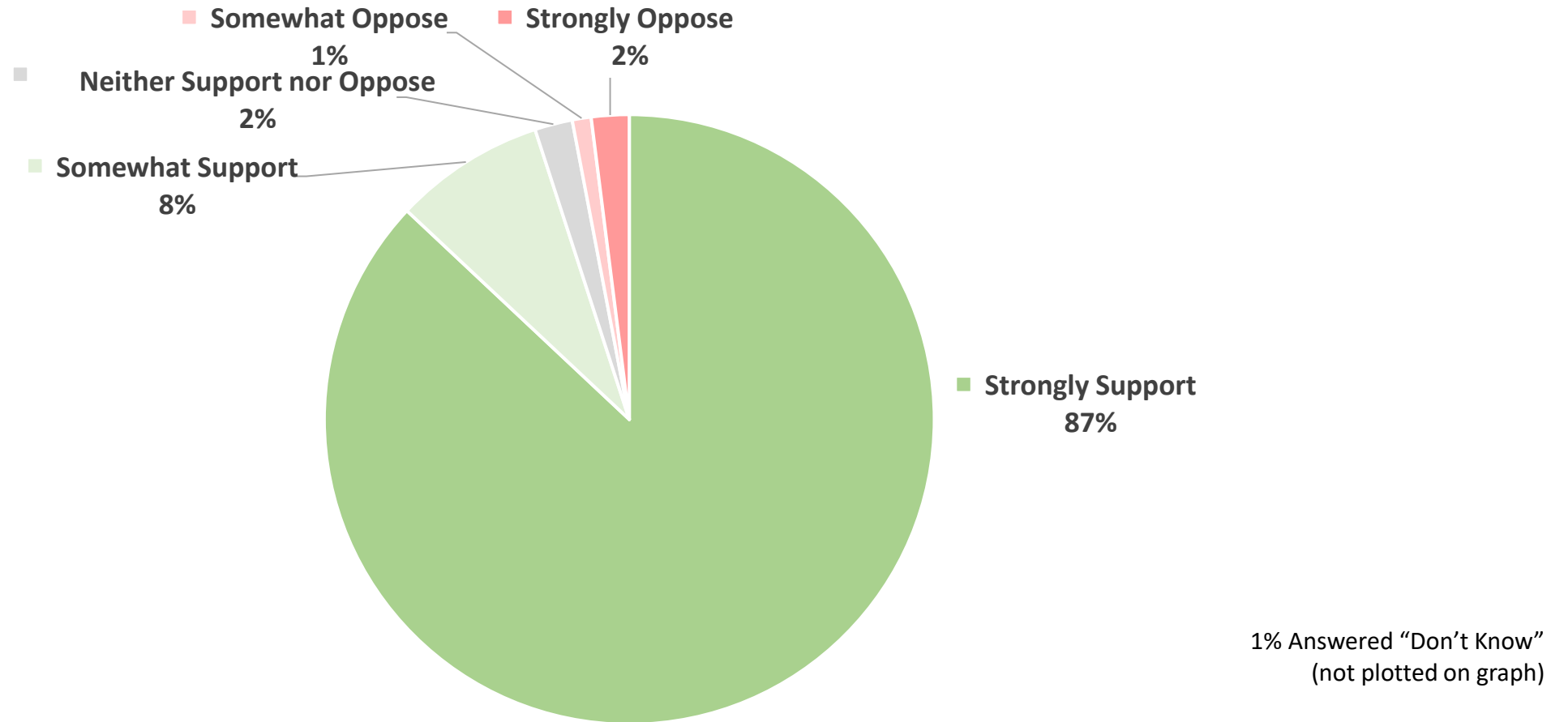
Q2: Do you support a by-request / ask first bylaw to reduce single-use eating utensils in Toronto? Base: n=22,821

Q8: To what extent would you support or oppose a ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste in the City of Toronto? Base: n=22,092

Q14: Do you support a by-request / ask first bylaw to reduce single-use straws in Toronto? Base: n=21,781

# Ban On Polystyrene Food Takeaway Containers And Cups

A majority of survey takers (95%) strongly or somewhat support a ban on polystyrene food takeaway containers and cups.



Base: n=22,092

Q8: To what extent would you support or oppose a ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste in the City of Toronto?

## Top Emergent Themes – Ban On Polystyrene

**95%** support a bylaw banning polystyrene food takeaway containers and cups.

The co-occurrence network diagram identifies the most common themes from open-ended comments regarding this proposed bylaw. Common themes include:

**1. Alternatives:** Support for this ban believes there are available alternatives to Expanded Polystyrene Foam.

- *“there are so many other materials that these containers can be made from, the fact that Expanded Polystyrene Foam is still acceptable is UNACCEPTABLE.”*
- *“There are so many sustainable container options other than foam. Consider using hemp fiber products”*
- *“Get rid of Expanded Polystyrene Foam! It is awful and there are so many other options.”*

**2. Encourage Reusables:** Some commenters talk about the importance of encouraging customers to bring their own reusable vessels.

- *“Why wouldn't we do this? Also, consumers should be able to bring their own Tupperware (food vendors can figure out ways to measure quantities no matter what container is being used.”*

**3. Black Plastic:** Some also support a ban on black plastic takeaway containers.

- *“I also would like to see a ban on single used takeaways that use black plastic, since this is not recyclable. Perhaps also consider a ban on production of these items?”*
- *“I would also support banning black plastic packaging since it is not accepted by Toronto's recycling program. Or use fees collected from the cup fees to invest in improved recycling capabilities”*

## OPPOSED

# Top Emergent Themes – Ban On Polystyrene

3% oppose a bylaw banning polystyrene food takeaway containers and cups.

Common themes include:

**1. Recycling:** Many commenters mention that foam is recyclable.

- *“They are recyclable in Toronto.”*
- *“We should not be banning recyclable options.”*
- *“Foam takeout containers are recyclable. Stop burdening businesses and let them respond to consumer demands themselves!!!”*
- *“Other cities can recycle these, why can't we?”*

**2. Black Plastic:** Some commenters are worried that businesses would replace foam takeaway containers with black plastic, which they know is not recyclable. Others mention paper options.

- *“What would you replace them with? Black plastic which is not recyclable at all.”*
- *“From what I recall, polystyrene containers are recyclable. I would instead ban black plastic or any non-compostable / non-recyclable containers.”*
- *“The evidence is on harm is not firm. Cardboard/paper containers use huge amounts of energy and weigh more, thus requiring more fuel to transport.”*

## Top Emergent Themes – Ban On Polystyrene

3% are undecided on a bylaw banning polystyrene food takeaway containers and cups.

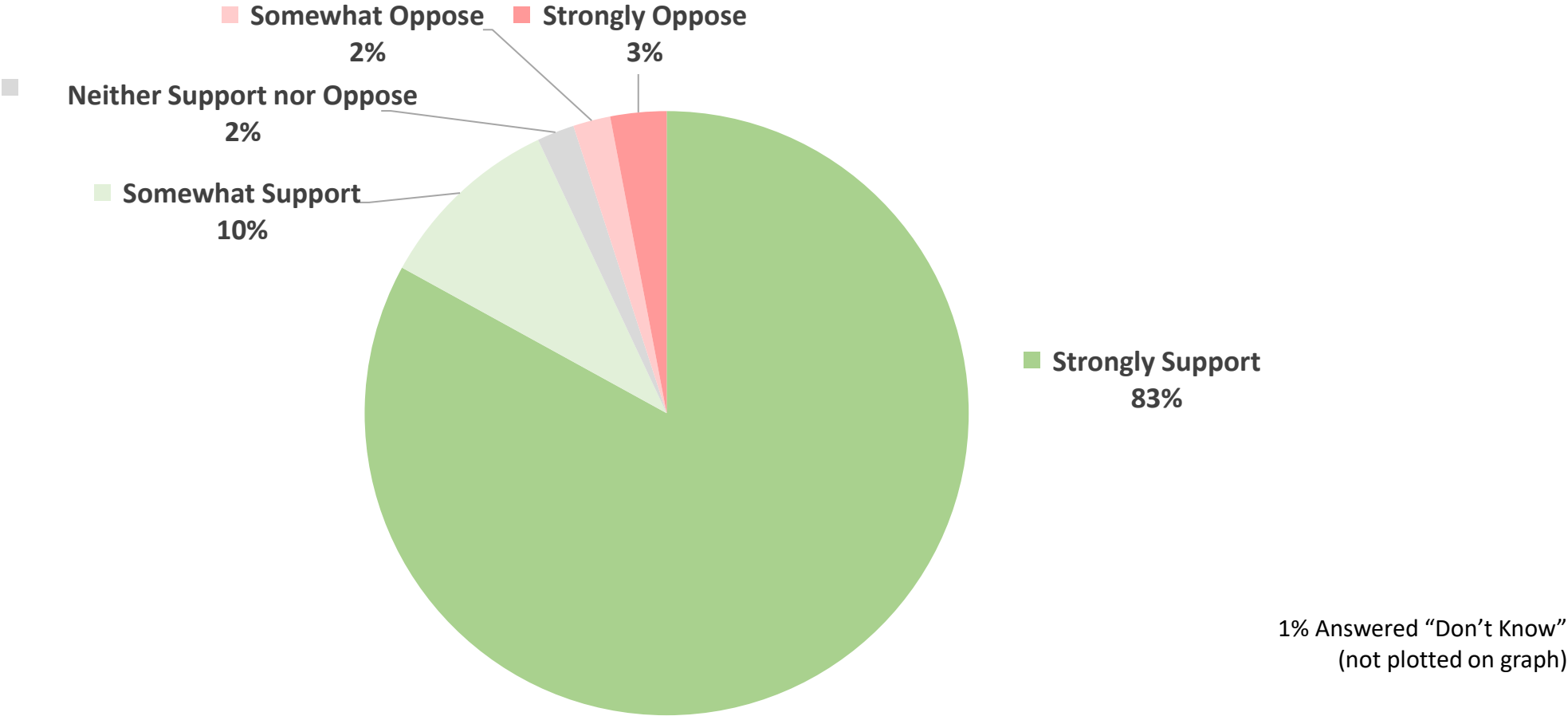
Common themes include:

**1. Prioritize Recycling:** Some undecideds wonder why a recyclable option is being considered for a ban.

- *“I thought foam WAS recyclable. If it is possible to recycle it, then I think we should keep foam as a takeout option. Something recyclable is better than all that black plastic from other containers.”*
- *“Expanded Polystyrene Foam is recyclable. At many restaurants Expanded Polystyrene Foam was replaced by black plastic containers, which are not recyclable.”*
- *“I thought the city already made these recyclable???”*
- *“Aren't these recyclable? Banning black plastic and other materials that are not part of the city's recycling plan should take precedence.”*
- *“I don't know what product produces the biggest carbon footprint. For example, does paper take more resources to produce than the foam plastic? I always thought that Expanded Polystyrene Foam was recyclable. I need more education on the pros and cons in the big picture.”*
- *“I'm worried about the amount of non-recyclable plastics that will be used in place of foam which seem more resource intensive to produce and obviously sit in a landfill for 1000 years.”*

# By-Request / Ask First Bylaw For Single-Use Eating Utensils

A majority of survey takers (93%) support a by-request/ask first bylaw to reduce single-use eating utensils in Toronto.



## Top Emergent Themes – Utensils

**93%** of survey respondents support a by-request/ask first bylaw to reduce single-use eating utensils in Toronto.

Common themes include:

- 1. Biodegradable/Recyclable Utensil Options Are Preferred:** Among those who support the bylaw, many commenters would prefer alternatives to plastic also be pursued.
  - *“Yes it should be by request AND all single use utensils should be recyclable or made from bio-degradable materials. Compostable or organic utensils are available and at reasonable cost now”*
  - *“Those provided should be made of a compostable alternative like bioplastic (PLA) or wood/cellulose. Plastic utensils must be banned.”*
- 2. Not Enough/Outright Ban:** Many believe that the bylaw is not rigorous enough to reduce waste; some support a ban of all single-use plastic utensils.
  - *“This is a half measure, and it’s not enough on its own. At the very least ban plastic utensils in favour of bio-degradable alternatives”*
  - *“Support yet feel like this is not enough. Why not an outright ban?”*
- 3. Bring-Your-Own Incentives:** Some believe that businesses should incentivize customers to bring their own utensils through discounts.
  - *“There should be some kind of cost savings to those who bring own Tupperware, utensils or coffee cup.”*
  - *“...encourage 'bring your own' rather than throw-away culture.”*

## Top Emergent Themes – Utensils

5% of survey respondents oppose a by-request/ask first bylaw to reduce single-use eating utensils in Toronto.

Common themes include:

**1. Not Effective Enough/Ban:** Many who oppose the bylaw do so because they think it is not a strong enough measure to enact meaningful change; some citizens would prefer an outright ban on single use items/plastics.

- *“I don't think it goes far enough. People will just continue to use single use utensils if they are available, even if they have to ask for them. I support a full ban on single use utensils.”*
- *“No, I support a by-law which demands single use plastics are banned completely.”*
- *“I support an outright ban on single use plastics.”*

**2. Mandatory Alternatives:** Some who oppose the bylaw would prefer that non-plastic (i.e., recyclable or biodegradable) options were mandatory, and/or that businesses were mandated or given an incentive to use reusable cutlery.

- *“Just make all businesses switch to recyclable single use utensils. They exist. No need for plastic any longer.”*
- *“Those not knowing about the bylaw would be annoyed. Why not incentivize using biodegradable cutlery, like bamboo, hemp etc.?”*
- *“I don't think people should have to request anything. I think shops should only offer reusable or compostable and biodegradable wares.”*

## Top Emergent Themes – Utensils

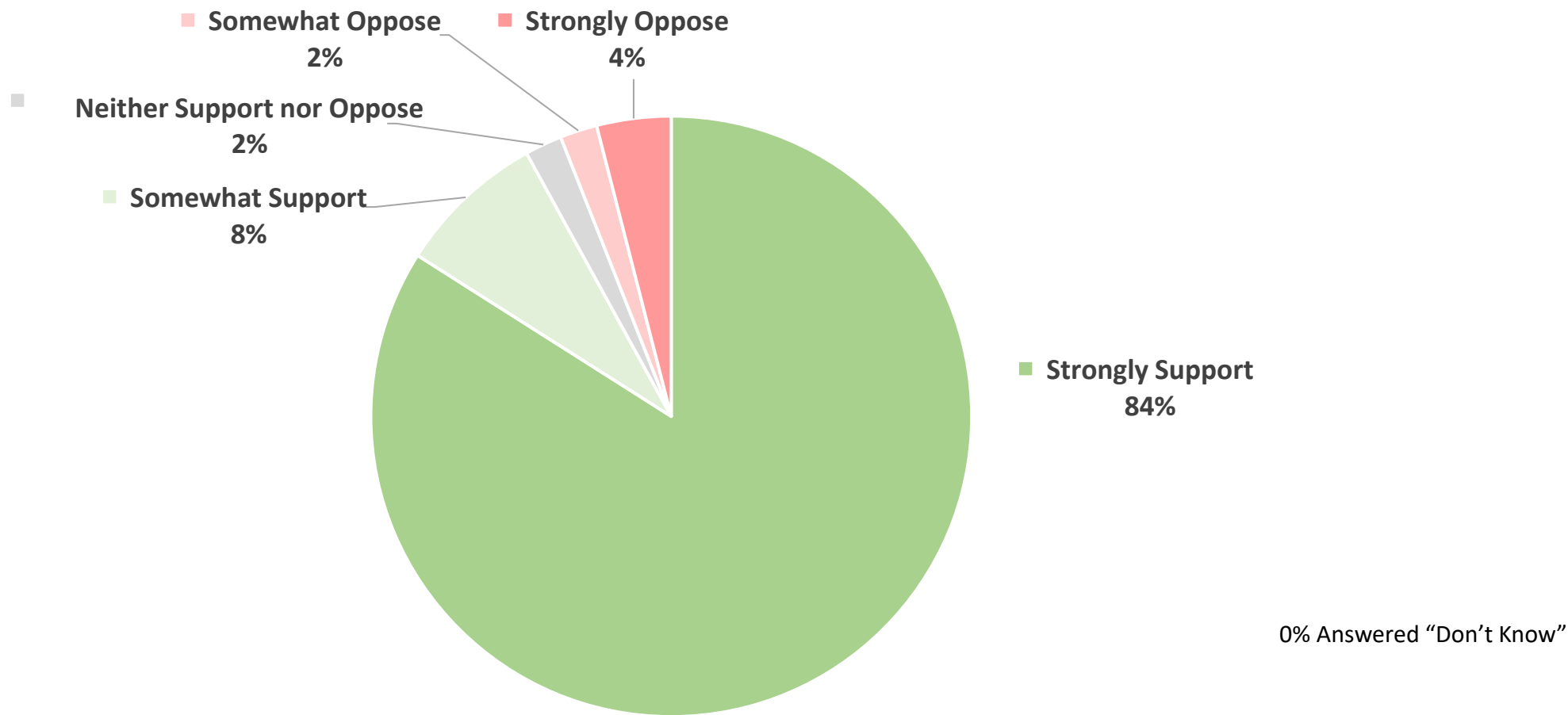
3% of survey respondents are undecided on a by-request / ask first bylaw to reduce single-use eating utensils in Toronto.

Common themes include:

1. **Faulty Approach:** Some feel that the best approach is one of encouraging the innovation/adoption of greener utensils and that this bylaw targets the wrong issue.
  - *“Most people need utensils. The issue is not 'banning access' but improving the materials that are used to create single use cutlery. This should be priority - creating bylaws that enforce using cutlery that can compost.”*
  - *“Compostable options are available and should be required”*
2. **Doubt In Practice:** Some wonder how this might be enforced and/or that the bylaw will not change public practice.
  - *“We already have the option of refusing eating utensils if we don't want them. Companies already have an incentive to reduce supply to reduce costs. A PR campaign could be better than a bylaw.”*
3. **Support Ban:** Some believe the easiest and most effective and practical method would be to ban plastic utensils.
  - *“This is not a strict enough proposal. Agreed, it is an improvement, but the timeline is too far out and does not suggest a call-to-action. I suggest a ban, with the exemption for accessibility reasons”*

# By-Request / Ask First Bylaw For Single-Use Straws

A majority of survey takers (92%) strongly or somewhat support a by-request/ask first bylaw to reduce single-use straws in Toronto.



## Top Emergent Themes – Single-Use Straws

**92%** support a bylaw requiring businesses to charge customers a fee per single-use straw.

Common themes include:

**1. Many Prefer Banning Plastic:** Much support believes that plastic straws be banned in favour of recyclable alternatives (paper).

- *“Only paper straws should be freely available. All plastic straws held behind counter.”*
- *“Just been all plastic straws. Switch to recyclable/paper ones”*
- *“Plastics straws should be banned. Paper straws should only be made available upon request.”*
- *“paper is an adequate alternative.”*

**1. Straws Are Wasteful:** Those who support the bylaw agree that straws are oftentimes unnecessary.

- *“I’ve been given straws many times at a restaurant for example and my drink comes with a straw when I don’t want one which creates a ton of unnecessary waste.”*
- *“This is a no brainer. Unless asked for, no one should be given a straw that will be immediate unnecessary garbage. This isn’t enough though. Plastic straws should also be banned in favor of compostable”*
- *“Straws are unnecessary on many occasions and drinks can be easily enjoyed without a straw.”*
- *“Plastic straws are completely unnecessary. I think we should go further than a ask first bylaw and get rid of plastic straws. There are options - paper straws/lids that can be used without a straw.”*

## Top Emergent Themes – Single-Use Straws

6% oppose a bylaw requiring businesses to charge customers a fee per single-use straw.

Common themes include:

**1. Prioritize Recyclable Options:** Some would prefer to see plastic replaced with paper.

- *“Restrictions on plastic straws yes (though available for those with disabilities requiring them) but allow paper straws to be convenient. To do otherwise invites opposition.”*
- *“We must end the use of plastic straws and force businesses to return to paper.”*

**2. Alternatives To Plastic:** Many mention exploring other viable alternatives.

- *“there are paper alternatives, business should provide those and stop use of plastic straws.”*
- *“There are alternatives to plastic on the market. These should be promoted.”*

**3. Ban Completely:** Some support a complete ban on plastic straws or even single-use straws altogether.

- *“Should be banned except for disability purposes”*
- *“Ban them altogether. Get with the program. No plastic allowed!”*
- *“Ban straws completely. Consumers should not be given a choice at this stage of the climate emergency. Straws are not a necessity for the majority of people. Ban straws completely.”*

## Top Emergent Themes – Single-Use Straws

2% are undecided on a bylaw requiring businesses to charge customers a fee per single-use straw.

Common themes include:

**1. Replace Plastic With Paper:** Some view paper straws as a preferred alternative to plastic.

- *“Ban plastic straws. Only allow recycled paper ones to be used”*
- *“Ban plastic straws. Return to paper ones or don’t offer any straw unless needed by a disabled person”*
- *“Would it not be more effective to ban plastic straws so that businesses must provide other options such as paper or compostable plastic? Reduce the plastic through banning instead of still offering?”*
- *“Support banning plastic. No need to ban paper”*

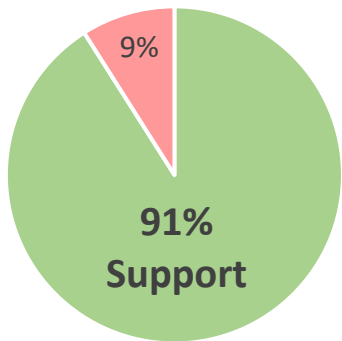
**2. Recyclable And Compostable Alternatives:** Some citizens consider compostable options a top priority.

- *“Get rid of plastic straws in favour of a compostable option as well as above option.”*
- *“Straws should only ever be made available if requested by the customer. And then they should only be made of paper or another compostable material.”*
- *“Make compostable straws mandatory.”*

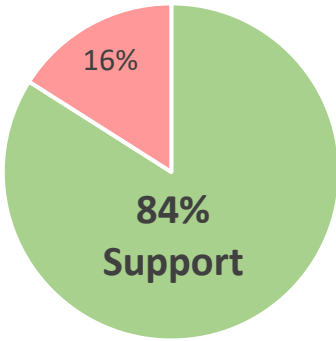
# Support For Fees On Single-Use Items

Nine in ten survey participants support a bylaw to require a fee for single-use carry-out plastic bags, and more than eight in ten support fees on single-use cold and hot drink cups. Fewer, although still a majority of six in ten, support a fee on paper bags.

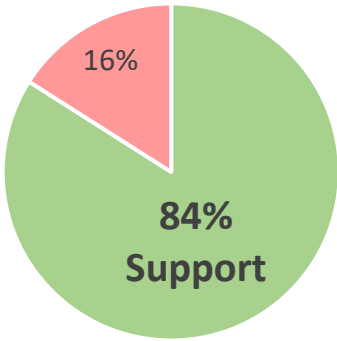
Single-use carry-out plastic bag



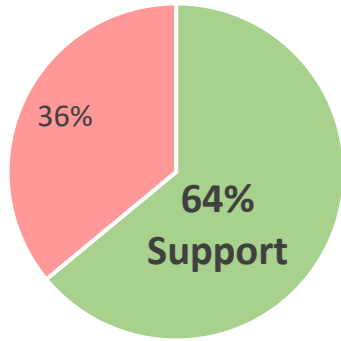
Single-use cold drink cup



Single-use hot drink cup



Single-use carry-out paper bag

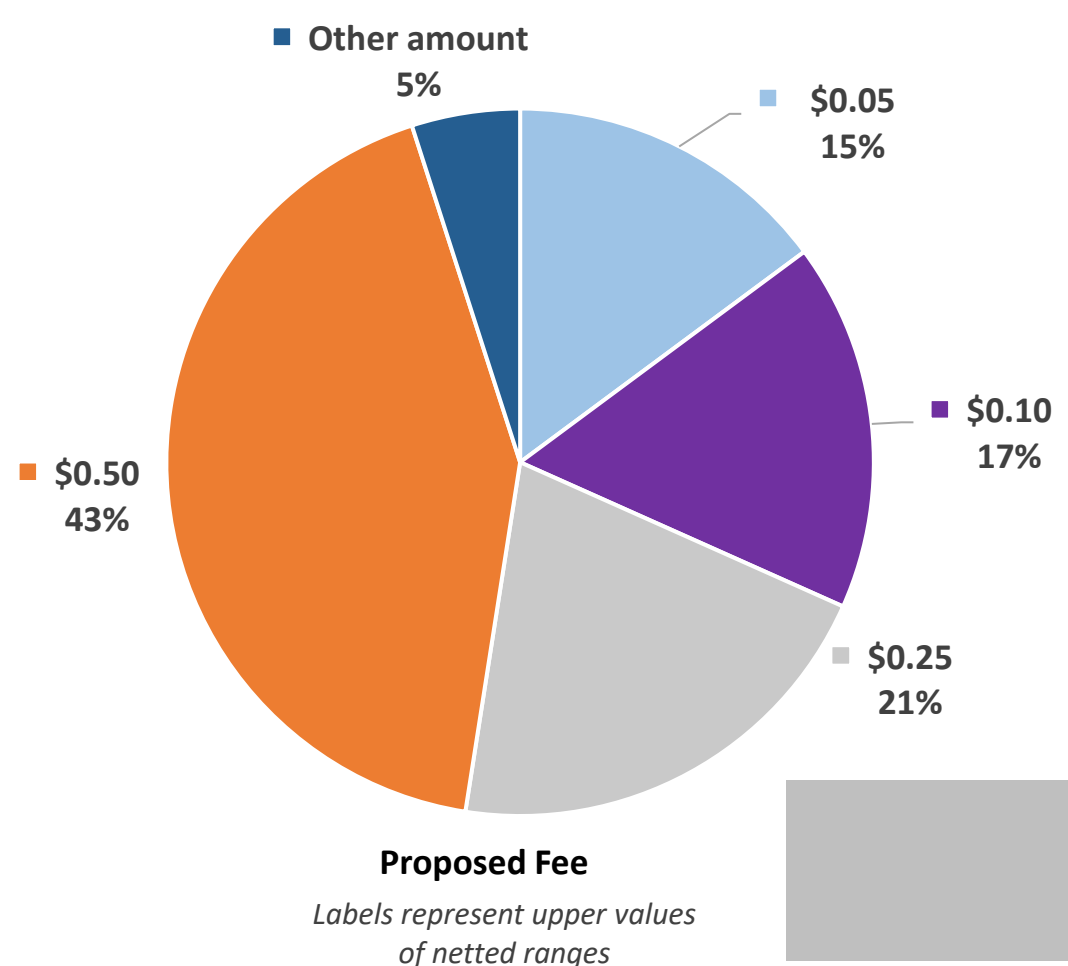
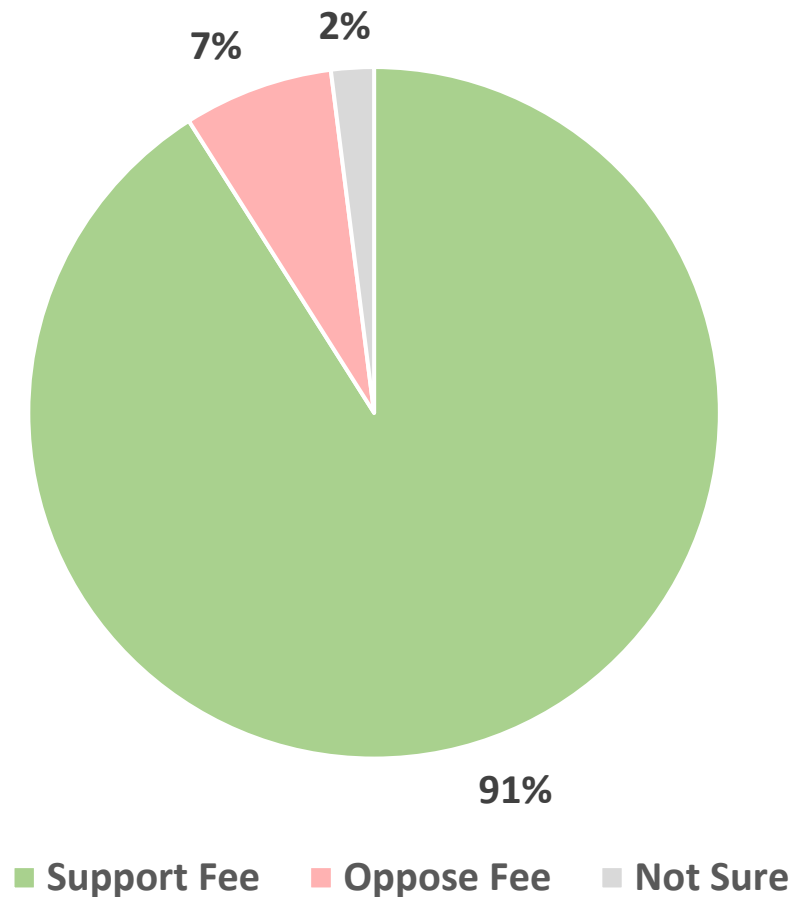


Support For Fee Levels				
Average	\$0.36	\$0.39	\$0.39	\$0.25
Median	\$0.25	\$0.50	\$0.50	\$0.50
Mode	\$0.50	\$0.50	\$0.50	\$0.50

What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use... to promote reduction of its use?  
Q4: Single-use hot drink cup; Base: n=21,488 // Q6: Single-use cold drink cup; Base: n=21,406 // Q10: Single-use carry-out plastic bag; Base: n=20,801 // Q12: Single-use carry-out paper bag; Base: n=21,426

# Single-Use Plastic Bag Fee

91% of survey respondents support a fee per single-use plastic bag. The average fee amount mentioned is \$0.36.



## Top Emergent Themes – Single-Use Plastic Bag Fee

**91%** support a bylaw requiring businesses to charge customers a fee per single-use plastic bag.

Common themes include:

**1. Support Of A Ban:** Many would like to see a full ban on single-use plastic bags.

- *“Ban them! Why are my tax dollars paying for the disposal and cleanup of plastic bags?”*
- *“We've been down this road, and some businesses charge this anyway for profit. Ban them!!”*

**2. “High Enough” Fee:** Some mention that a fee needs to be “high enough” to encourage change in behaviour.

- *“Over a decade ago, when I lived in France there was a one Euro charge for bags, and EVERYONE brought their own. If the price is high enough, the culture will change and that's a good thing.”*
- *“I believe plastic bags should not be available at all. If they are made available, the fee should be high enough to be a strong deterrent.”*
- *“The price needs to be high enough to be a significant deterrent.”*

**3. Fee Questions:** Some wonder who will collect the fees.

- *“Only if the fee is collected like a tax and goes to the city not the store”*
- *“Need provision in bylaw to mandate the fee collected should go towards environmental initiatives, posted on company's website, especially for large retailers.”*

**OPPOSED**

## Top Emergent Themes – Single-Use Plastic Bag Fee

7% oppose a bylaw requiring businesses to charge customers a fee per single-use plastic bag.

Common themes include:

**1. Reuse Plastic Bags:** Some report that they repurpose and reuse plastic bags.

- *“I re-use all plastic bags for disposal of household waste, so in essence they are not single use.”*
- *“Most single-use carry-out plastic bags go on to be used as garbage bags. Without carry-out plastic bags, people will just have to buy garbage pages, causing no environmental benefit.”*

**2. Business Profits:** Some opposed don't like the idea of businesses profiting from the policy.

- *“I HATE to see corporations making money in this way. The money should have flowed to the city. If it is not, then the fee should not be charged..”*
- *“Companies have to pay for it.”*
- *“All this does is put money into corporate hands.”*

**3. Customer Should Not Shoulder Cost:** Some mention that customers should not be made to pay this fee.

- *“Company should absorb fee not customer.”*
- *“Businesses must be charged for their single-use policies and not customers.”*

## Top Emergent Themes – Single-Use Plastic Bag Fee

2% are undecided on a bylaw requiring businesses to charge customers a fee per single-use plastic bag.

Common themes include:

**1. Prioritize Innovative Alternatives:** Some wonder what alternatives might be explored.

- *“The issue isn't charging to stop use - the issue is stopping use altogether and using alternatives.”*
- *“Certain types of stores should offer bags for free. Alternative material bags should be offered instead”*
- *“Unsure if fees are effective, a biodegradable alternative would be better”*

**2. Preference For Paper:** Some consider paper a better alternative to plastic.

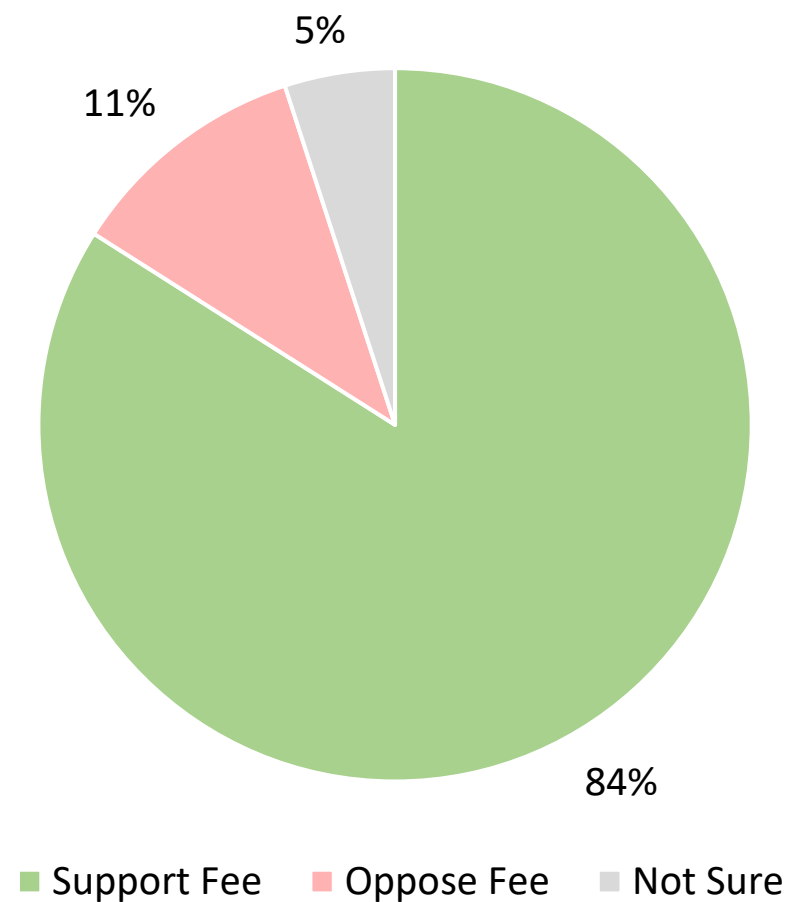
- *“I've read some research on how some alternatives (ie cloth bags) have different and equally not-ideal effects on the earth (sometimes worse). If that's not the case, then absolutely. Maybe paper bags?”*
- *“I would like to see less plastic all together. Use another ingredients to make the bags or offer paper bags when items needing to carry a few items.”*

**3. Fee Questions:** Some respondents wonder who collects the fees.

- *“I would only support if the fees were going to an environmental program. Not if the fees are going to end up in the pocket of the businesses.”*
- *“What happens to this money? Why not just switch it up and businesses provide paper bags and anyone requiring plastic could purchase. Where does my fee go? Where did the .5 cent fee go before?”*

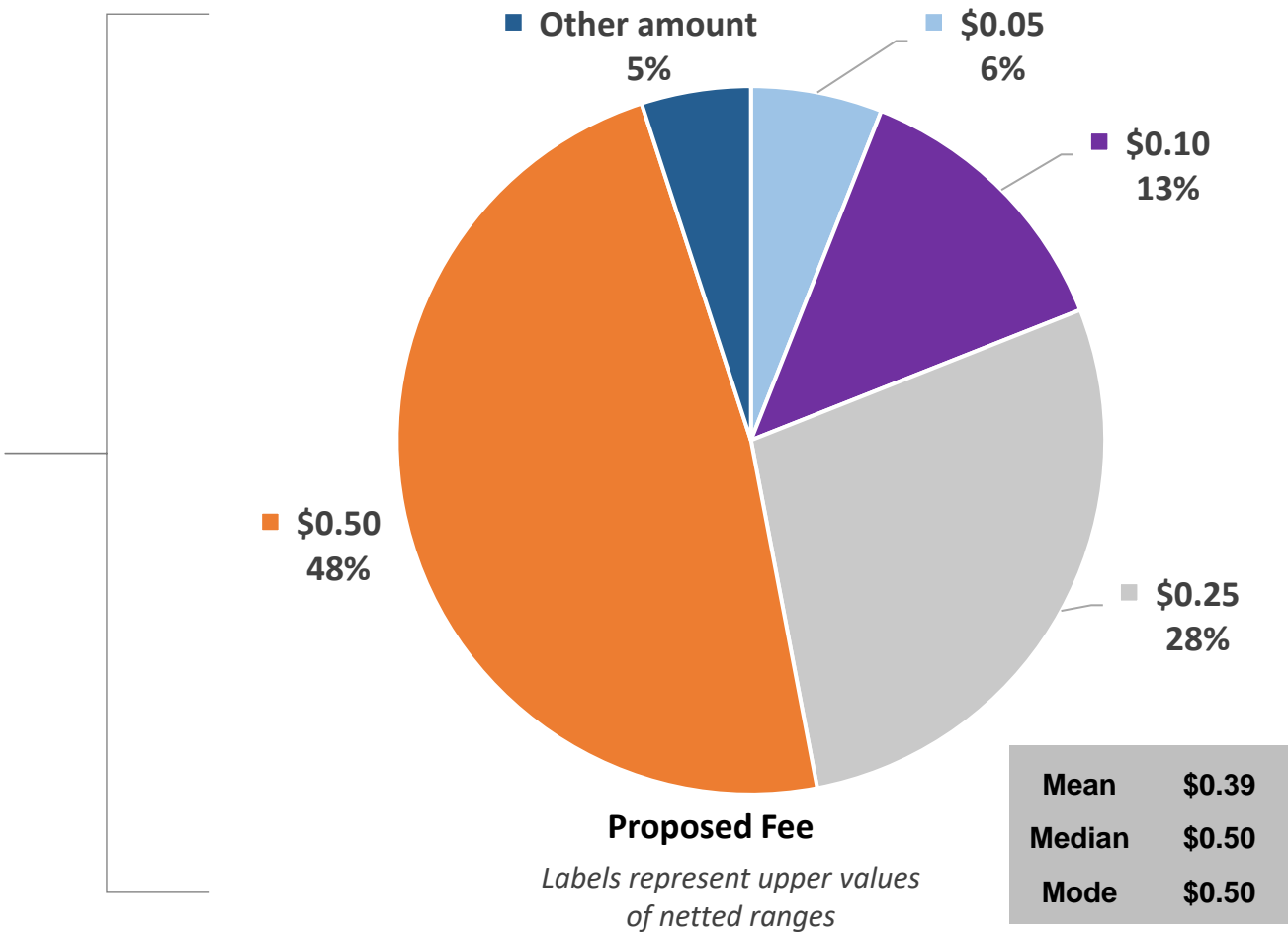
# Single-Use Hot Drink Cup Fee

84% of survey respondents support a fee per single-use hot drink cup. Nearly half of all support (48%) suggest the fee should be between \$0.25 - \$0.50.



Base: n=21,488

Q4: What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use hot drink cup to promote reduction of its use?



## Top Emergent Themes – Fee For Single-Use Hot Cups

**84%** support a bylaw requiring businesses to charge customers a fee per single-use hot drink cup.

Common themes include:

- 1. Fee Must Be Substantial:** Many feel that the single-use hot drink cup fee must be “high enough” to encourage citizens to adopt alternatives.
  - *“The fee needs to be high enough to actually discourage people. Right now we charge \$0.05 for plastic bags. That amount is so low that no one is discouraged to use it.”*
  - *“Price needs to be high enough to dissuade use.”*
- 2. Other Alternatives:** Some mentioned biodegradable, compostable, and recyclable alternatives.
  - *“Businesses should be forced to either offer incentives for customers who bring their own containers as well as provide containers that are recyclable and biodegradable.”*
  - *“Ensure all cups are paper and/or biodegradable. No more non-recyclable plastic or Expanded Polystyrene Foam.”*
- 3. Fee Collection:** Survey takers wonder who will collect the fee and what other initiatives might be funded as a result.
  - *“Where would the fee revenues go? They should support climate change initiatives it would be senseless to simply pay the business selling the cups.”*

**OPPOSED**

## Top Emergent Themes – Fee For Single-Use Hot Cups

**11%** oppose a bylaw requiring businesses to charge customers a fee per single-use hot drink cup.

Common themes include:

**1. Not Effective:** Some believe that a fee approach is not as effective as other mechanisms.

- *“Fees do not work because they just make the higher price the new norm. Better to present it as a discount if you bring your own cup.”*

**2. Consumers Should Not Be Penalized:** Some feel that instead of a “penalty” fee, a financial incentive (i.e. a “reward”) is a more positive nudge for customers. Others mention that businesses, not citizens, should shoulder this cost.

- *“This will not work. People will just pay the fee. You should reward them for bringing their own cup instead.”*
- *“We should be charging the producers/sellers who introduce the single use cup into the marketplace. Corporations, not consumers, should be the ones targeted.”*

**3. Focus On Sustainable Alternatives:** Some believe that the singular focus should be on implementing sustainable alternatives/approaches, rather than implementing a fee-based system.

- *“Don't agree. The companies choose their type of cups. Could use biodegradable. Customers should NOT pay extra. What we should do is be able to bring in our coffee mugs at EVERY chain”.*

## Top Emergent Themes – Fee For Single-Use Hot Cups

**5%** are undecided on a bylaw requiring businesses to charge customers a fee per single-use hot drink cup.

Common themes include:

**1. Questions On Alternatives:** Some wonder what alternatives would be made available to them and inquire about health and safety issues.

- *“Would the business have to offer an alternative - like a mug that they would take back and wash up?”*
- *“1) It is not very hygienic if everyone brings their own cups. 2) Unless the money is used to properly recycle these cups (difficult) or for the development of alternatives, there should be no charge.”*
- *“Can we use our own cups, and would that be sanitary for the employees to handle?”*

**2. Available Alternatives:** Some would prefer moving to a fully recyclable/compostable option.

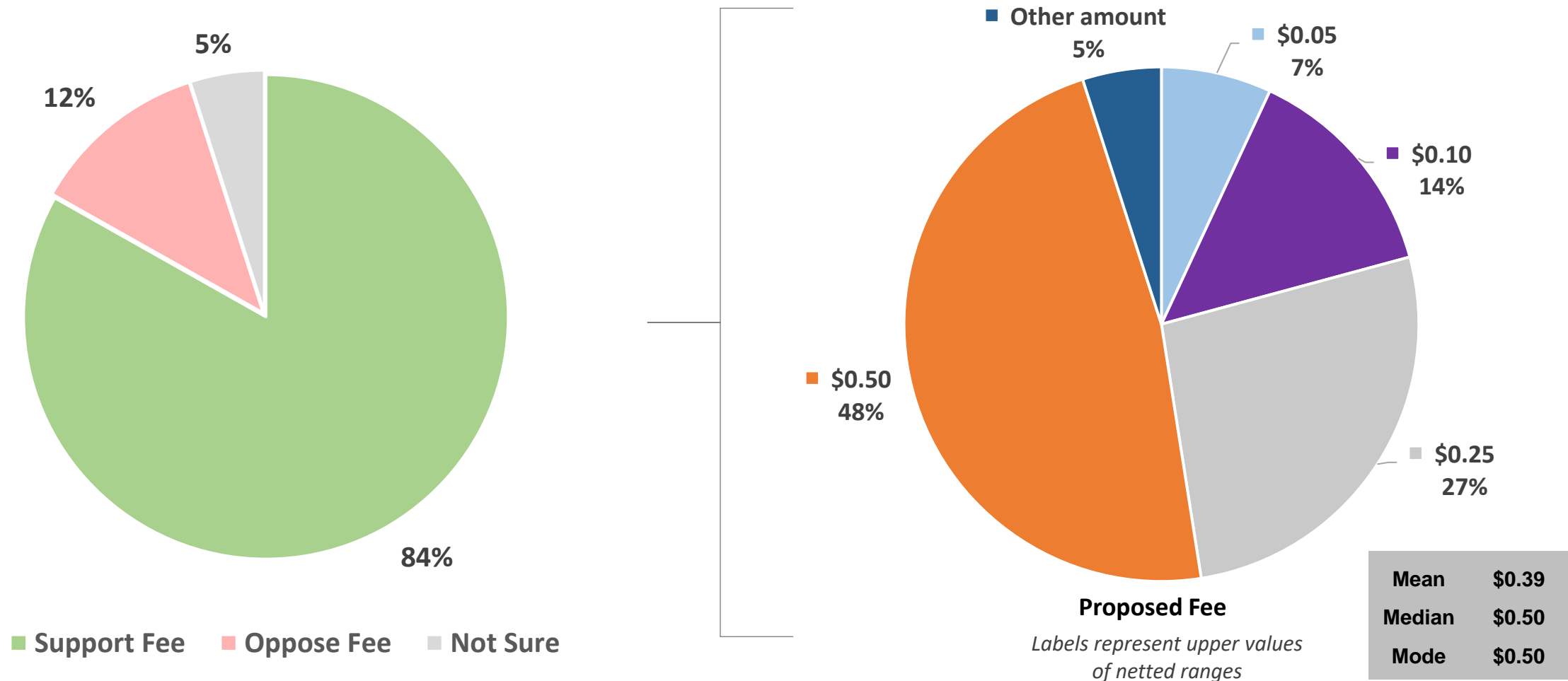
- *“I’d rather the cups be made to be recyclable”*

**3. Questions About Fee Collection:** Respondents wonder where this fee will go – the answer to this question may fuel their support or opposition.

- *“Where would this fee go? I would only support this if the money collected was used in a very transparent way to promote other initiatives to reduce single-use items. Take-out consumers need an alternative to any currently harmful products.”*

# Single-Use Hot Drink Cup Fee

84% of survey respondents support a fee per single-use cold drink cup. Similar to hot drink cups, nearly one half believe the fee should be between \$0.25 and \$0.50.



## Top Emergent Themes – Fee For Single-Use Cold Cups

**84%** support a bylaw requiring businesses to charge customers a fee per single-use cold drink cup.

Common themes include:

**1. Require Recyclables:** Some survey takers believe that recyclable alternatives should be made mandatory.

- *“Just make all businesses use 100% recyclable cups and lids. They might cost more but, in the end, people will pay, and the city will be able to recycle them.”*
- *“There needs to be an alternative. Let’s make something that is recyclable! Or find a way to recycle current cups!”*

**2. Ban Single Use:** Many respondents mention the banning of single use items.

- *“The city suggesting that they need to phase changes in slowly because this is what people want is absurd. We are in a crisis situation. If Paris can ban single use why can't Toronto?!”*

**3. “High Enough” Fee:** Similar to hot cups, many mention that the fee needs to be substantial to make citizens change.

- *“We need the fee to be high enough that [people] will bring their reusable mugs to coffee shops.”*
- *“The fee should be high enough to make people change their behaviour, but a provision should be in place for people who cannot afford a reusable mug, like homeless individuals”*

**OPPOSED**

## Top Emergent Themes – Fee For Single-Use Cold Cups

**12%** oppose a bylaw requiring businesses to charge customers a fee per single-use cold drink cup.

Common themes include:

**1. Seek Ways To Recycle:** Many opposed feel recycling innovations should be put in place.

- *“What other options are there at this time than a disposable cup? We need to offer an alternative first.”*
- *“This will not reduce the use. A proper recycling program is the solution.”*
- *“Same as coffee, financial incentives don't work. need a proper recycling solution. At source in terms of material or solution at the plant.”*

**2. Alternatives To Plastic:** Many inquire as to biodegradable and recyclable alternatives.

- *“The onus should not be on customers. Businesses can produce biodegradable or recyclable cups that can be effectively recycled in the City's Blue Bin system.”*

**3. Dislike Fees:** Some mention that businesses, not citizens, should shoulder this cost.

- *“Fees don't reduce waste. Look at the failed plastic bag policies around the world. Discounts work better than fees.”*
- *“Fees don't change behaviour. Economists can tell you this”*

## Top Emergent Themes – Fee For Single-Use Cold Cups

5% are undecided on a bylaw requiring businesses to charge customers a fee per single-use cold drink cup.

Common themes include:

**1. Prioritize Recycling:** Many undecideds have questions about recycling.

- *“Creation of cups that can be composted/recycled should be high priority.”*
- *“Why they cannot be recycled? What are they made of?”*

**2. Biodegradables:** Undecideds are interested in alternatives that are biodegradable.

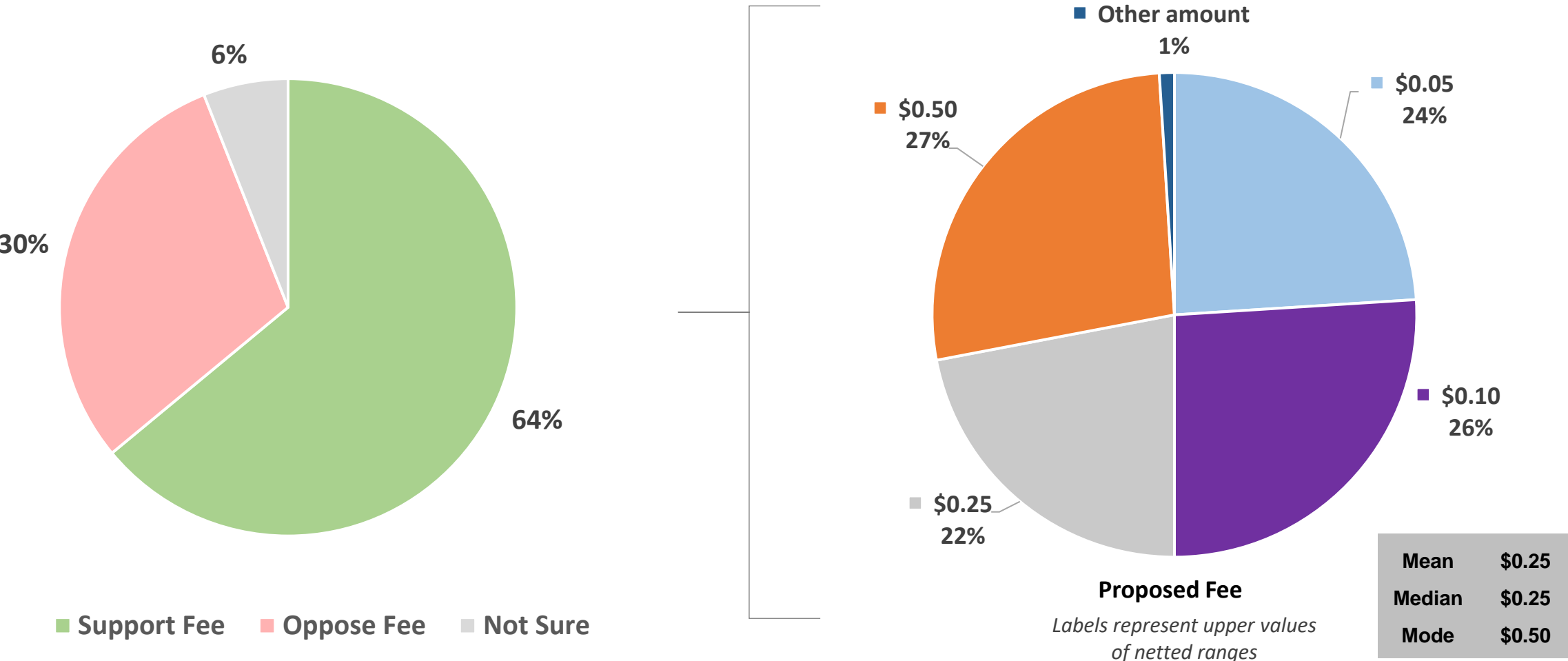
- *“Require the industry to produce recyclable or biodegradable cups.”*
- *“how about asking suppliers to make biodegradable cup get MaRS on it”*
- *“I don't think a fee will cause anyone to think of how they will dispose of the cup. Make the cup biodegradable.”*

**3. Fee Questions:** Many are looking for more information on proposed fees.

- *“Would the fees collected be used to invest in better recycling programs/processes?”*
- *“Again, what would the fees collected goes towards?”*

# Single-Use Paper Bag Fee

64% of survey respondents support a fee per single-use paper bag. Respondents are evenly split on the fee amount, 50% want less than \$0.25, while the other 50% prefer a higher fee.



## Top Emergent Themes – Single-Use Paper Bag Fee

**64%** support a bylaw requiring businesses to charge customers a fee per single-use paper bag.

Common themes include:

**1. Paper Is Preferred To Plastic:** Some citizens believe paper to be a better alternative to plastic bags.

- *“Since paper is renewable and recyclable, the fee should be lower than plastic. I cannot imagine the policy rationale to have the same restrictions on paper and plastic - plastic should be banned.”*
- *“Paper is a renewable resource. It’s recyclable. Should cost less than plastic bags.”*
- *“Since paper bags are created from renewable resources, are recyclable and reusable as bags, for crafts and perfect for ripening fruit, the lower fee vis plastic bags would make the a favourable option”*

**2. Reuse:** Those who support the fee would still like to see reusable bags encouraged.

- *“Reusable bags are the way to go but at least paper is more recyclable and even reusable. The plastic bags are usually so thin they ripe by the time you get home anyway.”*

**OPPOSED**

## Top Emergent Themes – Single-Use Paper Bag Fee

**30%** oppose a bylaw requiring businesses to charge customers a fee per single-use paper bag.

Common themes include:

**1. More Earth Friendly:** Those opposed feel paper bags are of lesser concern because they are recyclable/biodegradable.

- *“Aren't paper bags recyclable?”*
- *“Paper bags are recyclable so why would we be charged a fee. You should only be charged because of the single-use plastic”*
- *“Aren't paper bags a good option because they are paper and not plastic?”*
- *“Recyclable paper bags is one of the alternative ways to get rid of plastic bags. Don't put fees on them, make businesses use recyclable paper bags.”*

**2. Paper Is Better Than Plastic To Many:** Some feel a move from plastic to paper would represent progress.

- *“Paper is better than plastic. If a company wants/needs to offer take-home bags, I think plastic should be strongly discouraged through fees while paper is encouraged.”*
- *“Paper is vastly better than plastic. We should be encouraging it.”*

**3. Fees Are Not The Answer:** Some opposed feel fees go too far.

- *“Listen, these fees are just an excuse for tax. There's nothing wrong with paper bags.”*
- *“We should encourage people to use paper bag - fee would discourage it. Charge a fee for plastic not paper.”*

## Top Emergent Themes – Single-Use Paper Bag Fee

6% are undecided on a bylaw requiring businesses to charge customers a fee per single-use paper bag.

Common themes include:

**1. Paper Bags Are Recyclable:** Some undecideds are confused by fees being applied to a recyclable item.

- *“Are paper bags not recyclable? I thought they were a better alternative to plastic? If they’re not, then more education is needed about these!”*
- *“Can’t paper bags be recycled? What is a single use paper bag? Need clarification.”*

**2. Paper Over Plastic:** Many believe “paper is better than plastic”, as it they consider it to have a lesser environmental impact; some mention a fee may discourage the adoption of a better alternative to plastic.

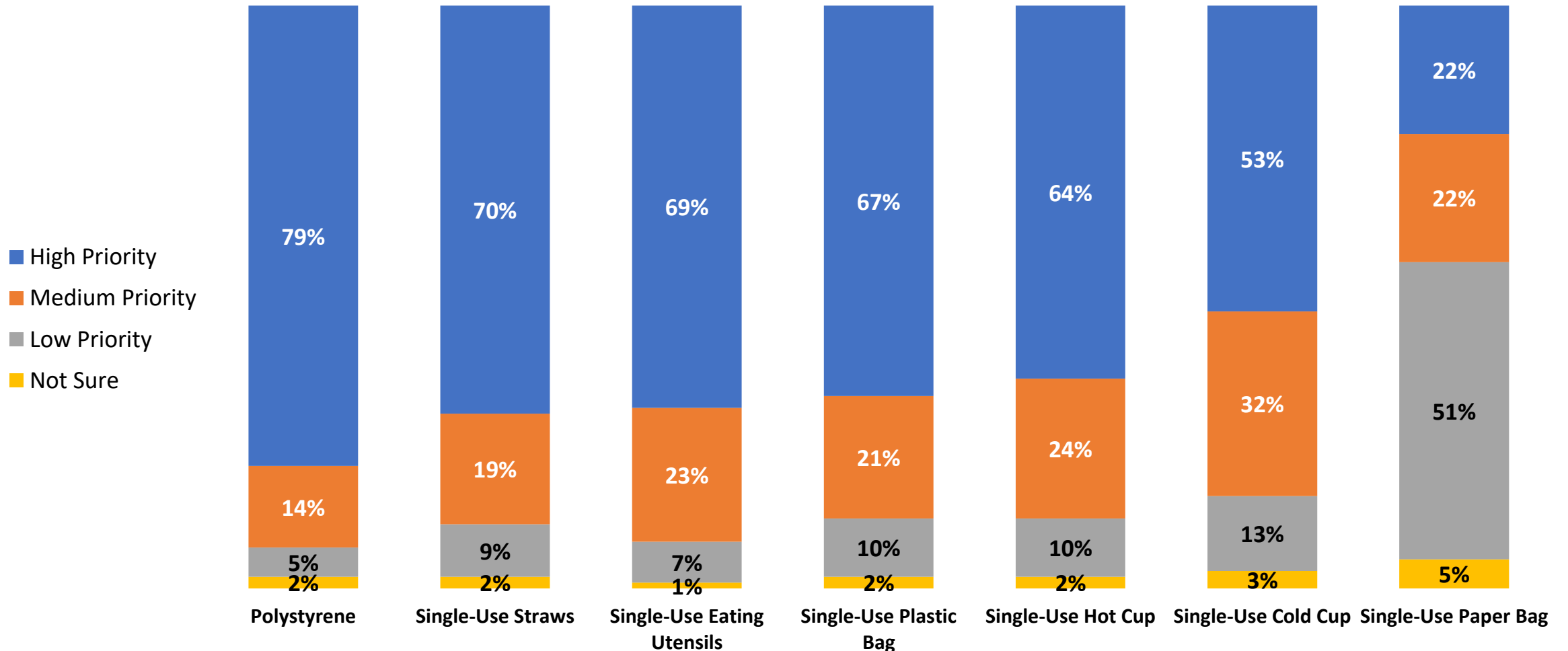
- *“Better than plastic but still has environmental impact.”*
- *“Isn't paper better than plastic? Why not encourage more paper? Wont a fee discourage paper?”*

**3. Fee Questions:** Undecideds need to have a bit more information about proposed fee structure to move forward.

- *“Have companies and consumers split the fee, and all the money goes towards finding sustainable solutions.”*
- *“Fees should be set based on the cost manage the waste.”*

# Bylaw Prioritization

Respondents prioritize the introduction of a bylaw to address polystyrene products, followed by single-use straws. Single-use paper bags are the material warranting the lowest priority, according to respondents.



Base: n=21,513

Q16: How do you think the bylaws should be prioritized for planning and implementation?

# Top Emergent Themes - Bylaw Prioritization

**79%** percent of survey takers believe Expanded Polystyrene Foam should be the top priority; many also mention plastic as a major concern.

Common themes include:

**1. Plastic Is Priority:** Many citizens feel that single-use plastics bylaw should be made high priority.

- *“Anything related to plastic waste is a high priority as we already have too much plastic waste in our environment”*
- *“Any items containing plastic should be a high priority.”*

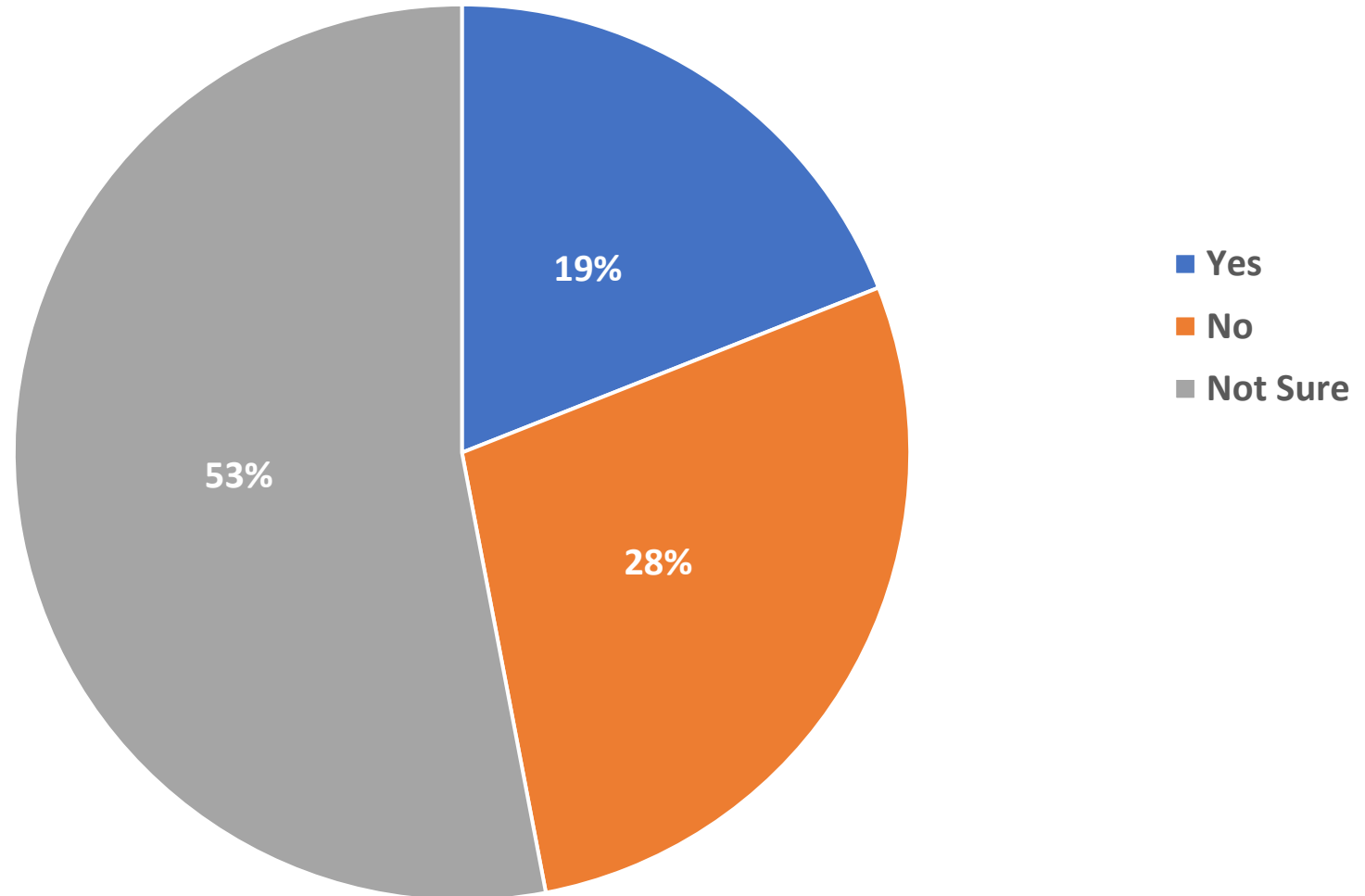
**2. Prefer A Ban:** Some would like to see foam replaced by recyclable and compostable options.

- *“Ban all single use plastics. Period.”*
- *“Ban. All. Single. Use. Plastics. Do NOT make it the consumer’s problem by asking THEM to pay the fees to make up for corporations mistakes.”*
- *“This survey is asking the wrong questions. Forget your fees for use and focus on ending the use of these items. Ban them, force change, there are alternatives.”*

**3. Dislike Fees:** Some mention that businesses, not citizens, should shoulder costs.

- *“I don’t think charging the consumer for anything is going to work. You need to charge the business!!!! They need to make better practices and offer the consumer alternatives to SUP.”*

## Accommodations Beyond Privacy And Accessibility



Base: n=21,476

Q18: Are there other reasons when exemptions/accommodations should be considered?

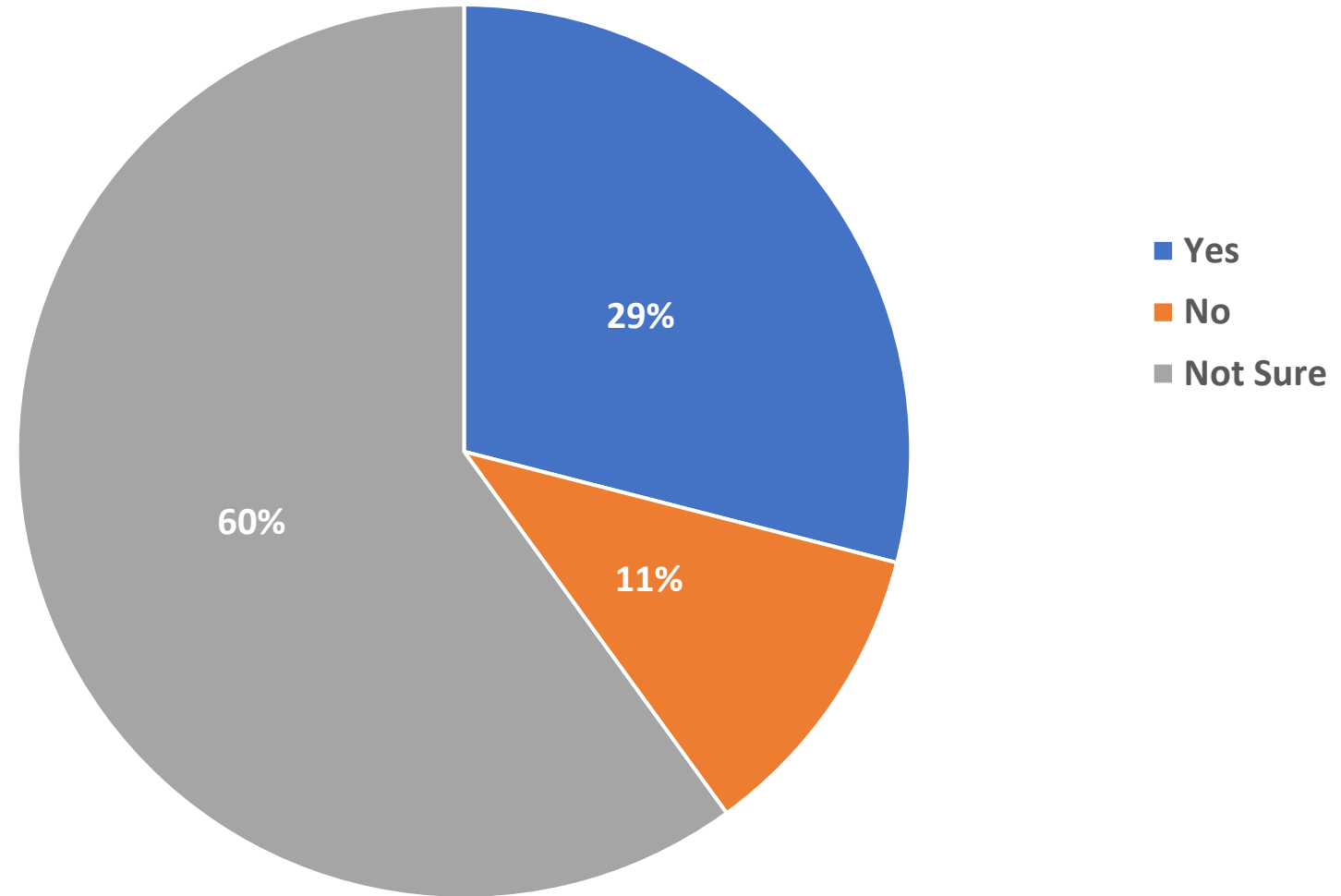
# Top Emergent – Exemptions / Accommodations

**19%** of survey respondents commented when asked to describe additional exemptions/accommodations.

Common themes include:

- 1. Marginalized Populations:** Survey takers note that those with disabilities, children, and those living in poverty may require certain exemptions.
  - *“Consider the needs of folks living in poverty or with disabilities in this process. Thanks!”*
  - *“Re: straws, the tricky part is people with disabilities or special needs who need plastic straws specifically so they can drink, and other straws don’t work for them. Beyond this issue I support a ban.”*
- 2. Expressions Of Urgency:** Many consider quick action to be required.
  - *“We do not have the luxury of being able to delay on this.”*
  - *“We don’t have enough time! We need to take steps ASAP!”*
  - *“We don't have time to waste. Let's get on it.”*
- 3. Accessibility:** There is a need to ensure accessibility is carefully considered.
  - *“Please hire an accessibility consultant to make sure these changes don’t end up costing homeless folks and folks with disabilities.”*
  - *“Straws need to ALWAYS be available by request and have accompanying signage for accessibility”*
  - *“Tax giant corporations and big companies, not the most vulnerable members of the community. Offer incentives to everyone but don't punish anyone. Accessibility is the priority. Justice for all.”*

## Other Voluntary Approaches



Base: n=21,402

Q19: In addition to the above, should the City of Toronto consider other voluntary approaches?

# Top Emergent Themes - Other Voluntary Approaches

29% of survey respondents commented when asked to describe voluntary approaches.

Common themes include:

**1. Opinions Vary:** Many approaches are mentioned.

- *“There should also be fees for people who do not sort garbage or otherwise lead to the contamination of recyclables.”*
- *“Education is a key component so voluntary approaches are great for this, as well as motivating. As long as it doesn't substitute for mandatory ones. Good research should be done in this too. Not all re-usable containers are equal to each other (each has pros and cons).”*

**2. Recognition:** Approaches that recognize business for adhering to greener practices are among ideas for voluntary approaches.

- *“Provide tax incentives to businesses who are meeting waste reduction pledges.”*
- *“Support small Toronto business who are already producing zero-waste products and initiatives”*

**3. Banning Single-use Plastic:** Some prefer a ban on single-use plastics.

- *“Don't simply charge a fee on single-use plastic items. That's not good enough. Ban them outright! Force businesses to switch to reusable and eco-friendly, recyclable alternatives, like paper and cardboard products.”*

**4. Incentivize Reuse:** Some mention financial incentives.

- *“To get the ball rolling faster an incentive like a \$0.05 discount (or some relevant amount) for bringing your own bag/cup/etc.”*

# Appendix

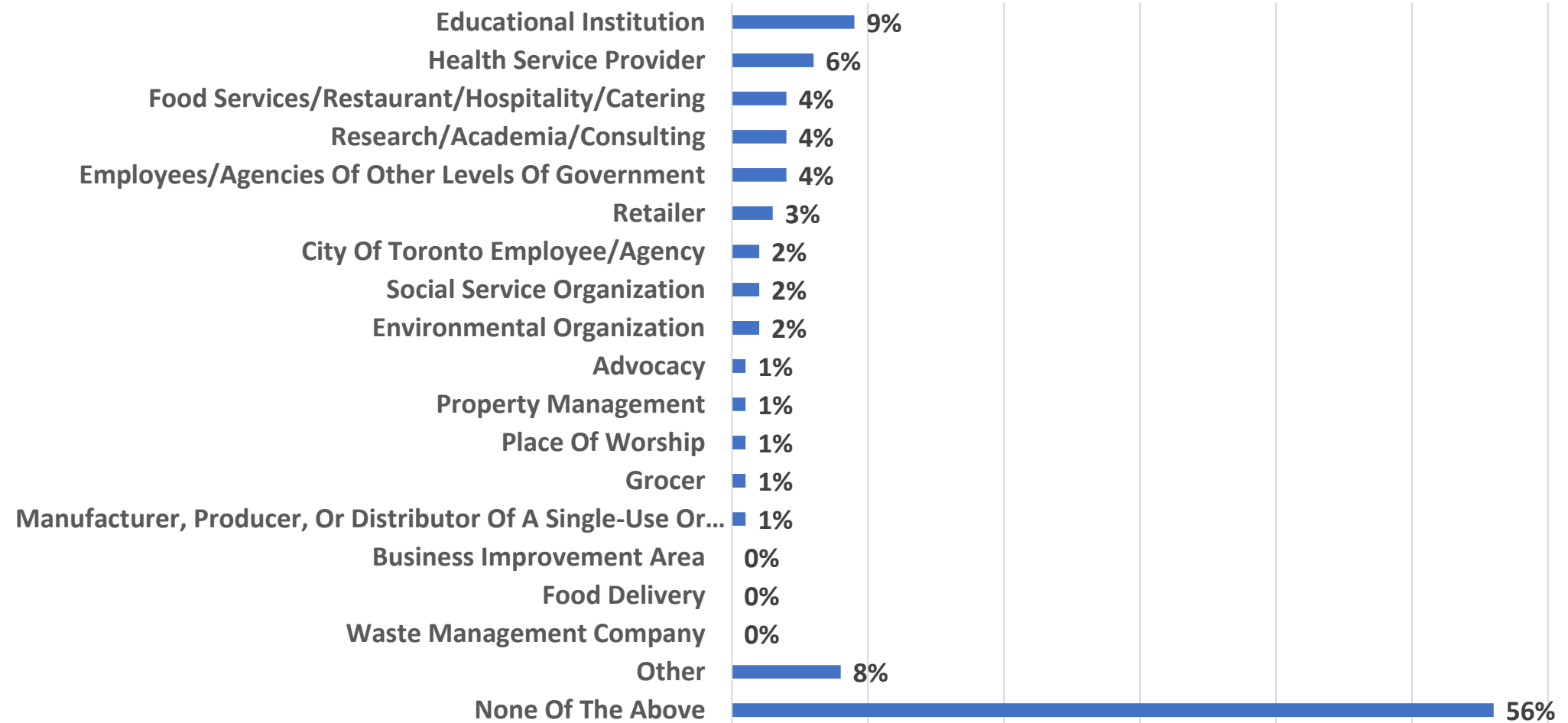
## SAMPLE DEMOGRAPHICS



**ENVIRONICS**  
RESEARCH

# Respondent Work Sector

Below is a breakdown of how each respondent represents the listed group or sector.

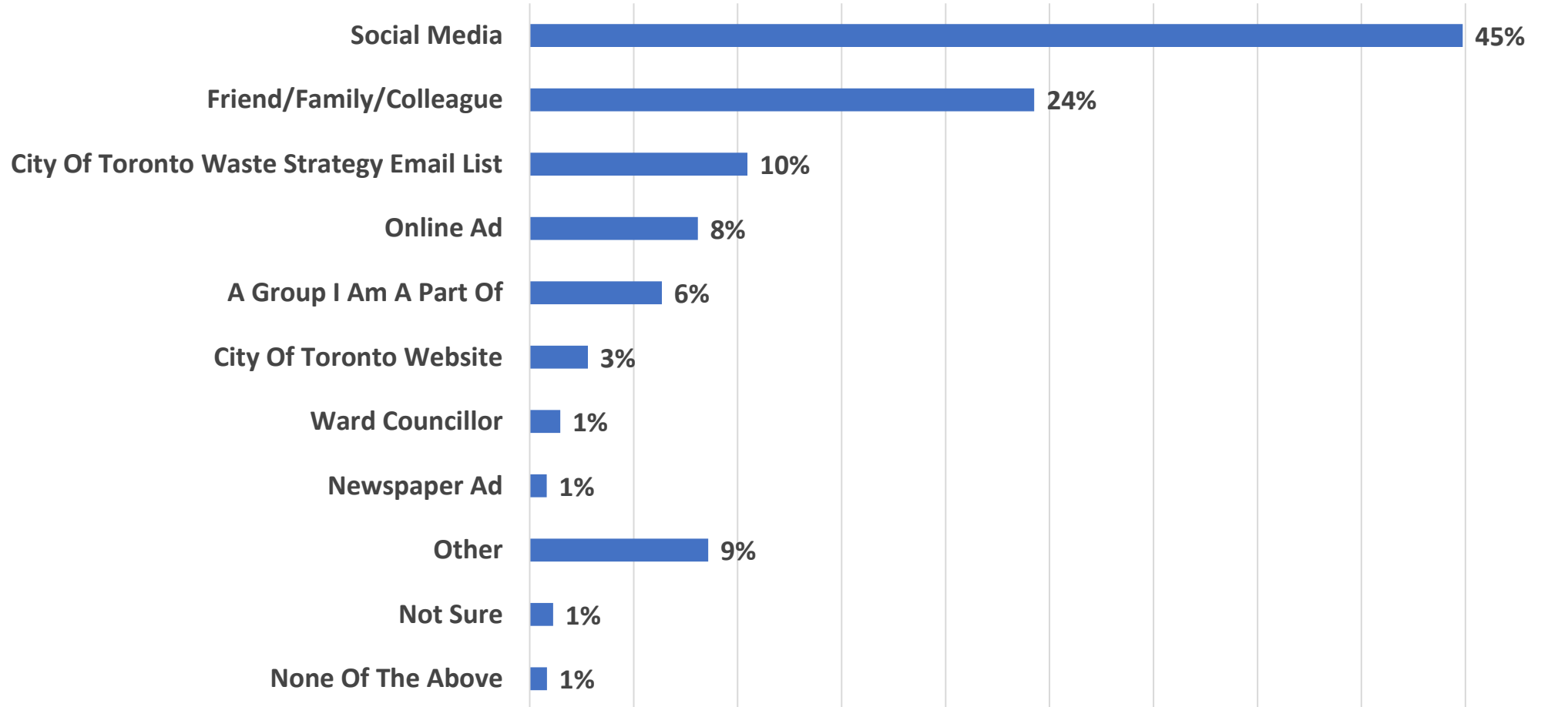


Base: n=22,821

Q1: Do you represent or work for any of the following groups or sectors?

# How The Respondent Learned Of Survey

Below is a breakdown of how each respondent heard of the survey.



Base: n=21,110

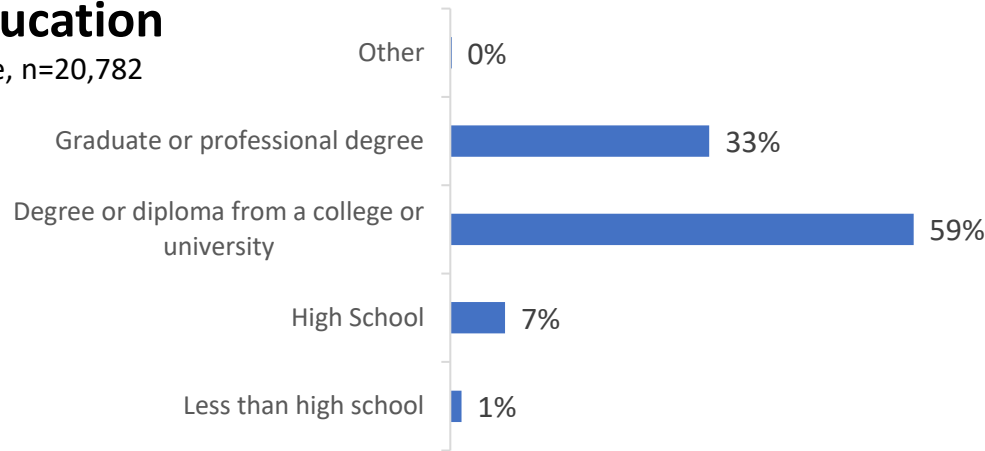
Q20: How did you hear about this survey?

# Respondent Demographics

Below is a breakdown of the education, household income, age and gender for each respondent.

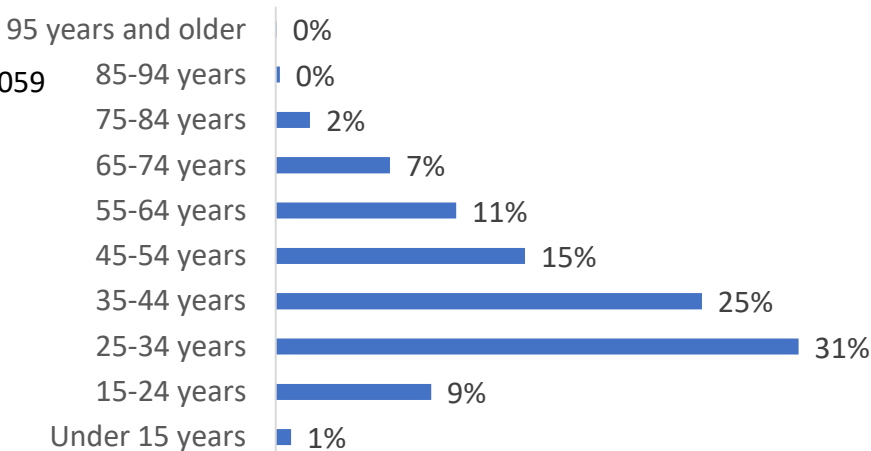
## Education

Base, n=20,782



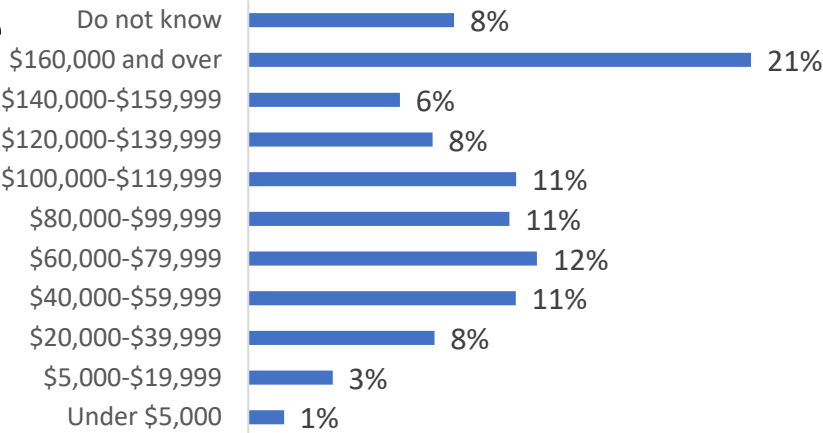
## Age

Base, n=21,059



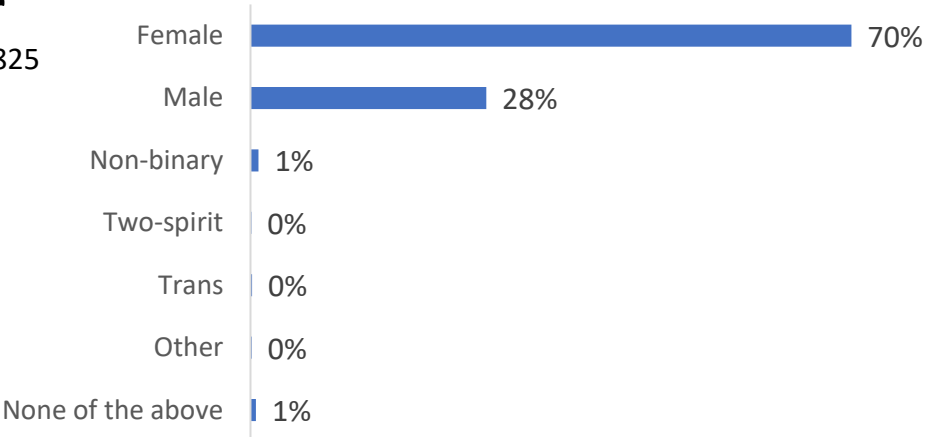
## HH Income

Base, n=19,662



## Gender

Base, n=20,825



# Appendix

## BAN OF POLYSTYRENE



**ENVIRONICS**  
RESEARCH

## SUPPORT

## Other Themes – Ban on Polystyrene

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Reusable, takeaway</b>	<p><i>"It's about time we ban these! They are making their way into our environment - especially obvious by the Don Valley. So sad.. There's solutions out there we can implement - e.g. reusable takeaway boxes"</i></p> <p><i>"Except reusable takeaway containers (heavy plastic), which we in our house re use and keep. Steps to move away from un reusables is ideal."</i></p>
<b>Know, do not</b>	<p><i>"just DO SOMETHING like telling people about the options before stomping on something they feel is useful now. Don't put the cart before the horse...although I know you will"</i></p> <p><i>"Most people don't know that they are now recyclable in Toronto (I believe) and most recycling bins won't let you stuff anything but bottles into them. Time for standard containers."</i></p>
<b>Even, why, not</b>	<p><i>"There is zero justifiable reason for these. Same goes for black plastic containers - why do these even still exist???"</i></p> <p><i>"Few countries have been Foam not sure why Canada hasn't yet"</i></p>
<b>Paper, use, cardboard</b>	<p><i>"Use paper or cardboard."</i></p> <p><i>"If places use containers, they should be looking at paper/cardboard options."</i></p>
<b>Way, find</b>	<p><i>"Find a way to stop popular take out food establishments who run their own economies within the GTA and get away with it. Yes make a ban but let's go after some of the biggest offenders."</i></p> <p><i>"City should work with restaurants to find a way to reuse food containers to reduce waste from a food and safety regulations perspective. If dishes can be reused at restaurants, why can't plastic containers?"</i></p>
<b>Allow, still, need, more</b>	<p><i>"These are also unsafe and banned in other countries especially for hot drinks but still allowed in Canada"</i></p> <p><i>"Need more info. Alternative is likely those black plastic containers which are already litter. Foam at least is lighter."</i></p>

Base: Support bylaw and chose to leave a comment n=3,161

Q9: Comments (To what extent would you support or oppose a ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste in the City of Toronto?)

## SUPPORT

## Other Themes – Ban on Polystyrene

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Bad, the environment</b>	<i>“Very bad for the environment. They all go into the garbage”</i> <i>“Yes!! Expanded Polystyrene Foam is bad for the environment and its also unhealthy for our food to touch Expanded Polystyrene Foam.”</i>
<b>Just, do</b>	<i>“Businesses can use other options. Give them time to work through their current stock of these items so they don't just go in the trash.”</i> <i>“Again, a banning is one thing. Ensuring options so vendors and customers are empowered to deal with said ban is just as important.”</i>
<b>Use, business</b>	<i>“Businesses should not be permitted to use this material at any point in time, whether it's taken away containers or packaging. There are many sustainable alternatives.”</i> <i>“In addition, until plastic recycling improves, no business should be allowed to use black plastic takeaway containers”</i>

# OPPOSED

## Other Themes – Ban on Polystyrene

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Restaurant, just	<p><i>“If you ban this item - it should be ban from all retailer/grocery chains from anyone purchasing not just restaurants. Level the playing field ban from all shelves not just restaurants - not fair.”</i></p> <p><i>“I would like to get rid of the foam but what is the replacement proposal. You can’t just shut down takeaway for restaurants that are serving hot foods without a counter proposal.”</i></p>
Plastic, single use	<p><i>“What else will some foods go in? Single use plastic?”</i></p> <p><i>“The city of Hamilton recycles this material. This should be considered here, as black plastic single use alternatives are difficult to recycle too.”</i></p>
Find, alternative	<p><i>“As long as we could find an appropriate alternative.”</i></p> <p><i>“Again, this affects those without access to plates/cutlery, etc. Focus on finding alternatives.”</i></p>
Less, cost	<i>“We have plenty of waste disposal space. There are no cost-efficient alternatives to these take out tray, otherwise private businesses would be using them. Cost efficient also means less carbon intensive.”</i>
Very, material, the city, recycle	<p><i>“Foam containers use very little materials to create. Other take out containers are solid plastic, requiring more petroleum products to make. Many paper containers are made from new fibers so we are essentially growing trees to go directly to waste (compost or not). Can coated paper be composted?”</i></p> <p><i>“Polystyrene foam is one of the easiest materials to recycle. Educate the public! This makes no sense”</i></p>
Government, business	<i>“Government should stay out of business”</i>
Seem, do not	<i>“What do you propose hot food be distributed in? Plastic which melts or cardboard which isn't insulated? Does not seem practical.”</i>
Consumer, not	<p><i>“Seriously. What else could be used. It is not up to consumer to figure it out. That is why our government makes big money. They should be looking at it. Not charge consumer.”</i></p> <p><i>“We should reduce, especially if polystyrene produces more harm to the environment. The gov’t and companies should not put the financial burden on consumers (own container is not always feasible).”</i></p>

Base: Oppose bylaw and chose to leave a comment n=168

Q9: Comments (To what extent would you support or oppose a ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste in the City of Toronto?)

OPPOSED

Other Themes – Ban on Polystyrene

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Have, waste, food	<i>“again, accessibility. This scope of bylaw is only band aid solutions to a much larger systemic issue. Come on - policy makers, do better. Focus on food security and not having so much food waste.”</i> <i>“How am I supposed to take leftovers home? Leads to food waste”</i>
Need to, more, more	<i>“Again. This discriminates against disabled people who may need to use such containers and need to consume takeaway more often due to limitations on cooking ability. Options are great, bans &amp; fees not”</i> <i>“More economical alternatives need to be provided.”</i>

# UNDECIDED

## Other Themes – Ban on Polystyrene

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Need to, alternative, what, replace, place, take	<p><i>“Need to consider alternatives. Is black plastic with clear lid easier to recycle? If not, Expanded Polystyrene Foam should be kept”</i></p> <p><i>“To replace takeaway containers, what would take its place? We could bring our own containers, but it'd be less standardized in terms of the food we get”</i></p>
More, plastic, product	<p><i>“Single use needs to be opposed, yes, but we need to holistically appraise the total carbon impact of single use products i.e. Polystyrene is a by-product of petroleum, while plastic is a direct product”</i></p> <p><i>“Presently, Expanded Polystyrene Foam is recycled in Toronto. I would only support this if businesses didn't replace with wax-lined paper or black plastic products”</i></p>
There, alternative, only, give	<p><i>“Would support ban if there was a good alternative. I can only think of black plastic food containers which are non recyclable in Toronto currently. Foam items are recyclable but require washing.”</i></p> <p><i>“I'm unsure about the cost to businesses to give other alternatives. Another option is to do things to encourage people to bring their own takeaway containers.”</i></p>
Other, material	<p><i>“Again, invest in research to make another material”</i></p> <p><i>“Convert to other suitable material.”</i></p>
Time, so	<p><i>“I reuse plastic containers from takeout all the time, so I would rather this be an operational change than an outright ban. However, black plastic for food containers need to be discontinued.”</i></p> <p><i>“give the business transition time so as not to have the customer absorb their costs to replace the containers”</i></p>

Base: Undecided about bylaw and chose to leave a comment n=151

Q9: Comments (To what extent would you support or oppose a ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste in the City of Toronto?)

## UNDECIDED

## Other Themes – Ban on Polystyrene

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Have, people, eat</b>	<i>"If people decide to get something to eat on the spur of the moment because they are delayed wherever they might be, for example, they might not have reusable containers with them. Problematic."</i> <i>"I'd prefer people take home their leftovers than have them thrown away. I prefer polystyrene containers to black plastic ones that can't be recycled."</i>
<b>Keep, also, cost, business, use, foam, that, currently, why, ban, solution, item, that can, recycle, in Toronto, polystyrene, do not</b>	<i>"Aren't said foam containers/cups recyclable? Foam also keeps the temp. of said food/drink item."</i> <i>"Since polystyrene foam is recycled here in Toronto, I don't understand why it is being considered to ban?"</i>
<b>How, do, waste, container, food, takeout, see, well, make, the city, bring_own, encourage, single use</b>	<i>"Serve items in edible forms.....like the Seinfeld episode that featured George Steinbrenner eating Mexican food every day.. in the container made of tacos that was eaten and there was zero waste!!!"</i> <i>"I don't like the idea of singling out a single material. I would prefer a strategy that encourages the reduction of single use containers regardless of what they are made out of."</i>
<b>Which, bad</b>	<i>"Fine line between food waste and foam container waste. Which is actually worse?"</i>

Base: Undecided about bylaw and chose to leave a comment n=151

Q9: Comments (To what extent would you support or oppose a ban on the distribution and use of expanded polystyrene (foam) food takeaway containers and cups to reduce waste in the City of Toronto?)

# Appendix

## UTENSILS

## Other Themes – Utensils

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Customer, ask</b>	<p><i>“Rather than ask if a customer wants utensils, they might ask if a customer NEEDS utensils. As a retailer who has greatly reduced the number of bags used, I know this word makes a big difference.”</i></p> <p><i>“There should be further enforcement so that the people serving don't automatically offer utensils or ask the customers if they want it. The customer should be the only ones to ask”</i></p>
<b>Would like, see</b>	<p><i>“I would like wood or compostable plastic to be mandatory”</i></p> <p><i>“I would like to see a system/business that would supply re-usable take-away eating utensils to restaurants etc. that could then be dropped off, washed and sterilized, and sent out again to be used.”</i></p>
<b>Plastic, straw, include, delivery, especially, order, takeout, when, get, food, eat, home, take</b>	<p><i>“I dislike getting 'extras' in a bag of food that I haven't asked for. Things like straws, extra napkins, ketchup and yea, utensils. I don't need them, especially if several are packed together.”</i></p> <p><i>“I have often received take-out or delivery that includes single-use utensils I didn't know about and certainly don't need. Wasteful, as I have utensils at home.”</i></p>
<b>Now, do, more</b>	<p><i>“Many places I order from already ask if I want utensils with home delivery. I say no every time and they still send them EVERY time. You need to do more”</i></p> <p><i>“This is a start. But more needs to be done. We need compostable utensils”</i></p>
<b>Also, support</b>	<p><i>“Would also support mandatory cost”</i></p> <p><i>“I would also support a full ban”</i></p>
<b>Only, allow, by request, request, bylaw</b>	<p><i>“Ideally this bylaw should be supplemented by banning plastic utensils, and only allow wood or compostable utensils to be provided upon request.”</i></p> <p><i>“I would even support a bylaw not allowing them at all”</i></p>
<b>Give, often</b>	<p><i>“Yes, often times I add a note on takeout apps to not give me plastic utensils or a plastic bag, but establishments are just so used to packing them it's really hit or miss.”</i></p> <p><i>“I am often given utensils with take out that I don't need, especially if I am taking food home.”</i></p>
<b>Carry, fork, spoon</b>	<p><i>“I started carrying a spoon and fork everywhere with me a year ago.”</i></p> <p><i>“People can carry a fork, pay for utensils as needed (must be over a dollar to be effective) or use biodegradable only”</i></p>

Base: Support bylaw and chose to leave a comment n=4,606

Q3: Comments (Do you support a by-request / ask first bylaw to reduce single-use eating utensils in Toronto?)

# OPPOSED

## Other Themes – Utensils

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Option, waste, do not, time</b>	<p><i>“Sometimes I get plastic utensils in a takeout bag where I will be taking the food home and that causes more waste. Asking first is a good idea.”</i></p> <p><i>“Sometimes in take out places they put utensils with the food when purchased, when customer eat in a place like home or office where reusable utensils, it becomes a waste.”</i></p>
<b>Recyclable, well</b>	<p><i>“When people are buying foods that need utensils they need 'something'! Better to make the utensil recyclable.”</i></p> <p><i>“Disabled people will be denied utensils if forced to ask, as individuals often police if someone is “disabled enough.” Better would be to have recyclable options out with plastic freely.”</i></p>
<b>Allow, recycle</b>	<p><i>“Figure out an operational change that allows them to be recycled effectively. Fix the problem, don't transfer it to me.”</i></p> <p><i>“There should be biodegradable eating utensils available instead of plastic. Non recyclable or non compostable options should not be allowed to be used anymore.”</i></p>
<b>Have, ask for</b>	<p><i>“People with disabilities may need these and we have to ask for everything as it is. I don't want to have to ask for yet another item every time I eat out somewhere.”</i></p> <p><i>“By request' is ableist. We shouldn't have to ask for these things if we need them to eat, and these utensils should not be hidden behind a counter.”</i></p>
<b>Change, take</b>	<p><i>“I think people should bring their own. Don't make it an option. This is a weak policy. I don't think you are taking this seriously if this is the change you're proposing.”</i></p> <p><i>“Not sure what by-request/ask first bylaw is but if it means more bureaucracy my answer is no. Let's move on this - there's a 'climate emergency'! What does it take for change to happen?”</i></p>
<b>Who, carry, fork, spoon</b>	<p><i>“Who carried utensils with them?”</i></p> <p><i>“Too much pressure to always have utensils, especially for men who often don't have bags with them to carry around utensils in”</i></p>
<b>Issue, see</b>	<p><i>“Don't see it being an issue. Yes understand it can be a waste, but a minor one.”</i></p>
<b>That, work</b>	<p><i>“That would be great if it works but I don't think it will. I just ordered takeout that said request the utensils you want to help reduce waste and they sent multiple sets anyways. They need to be phased out and regulated to use environmentally friendly alternatives. By request is not enough.”</i></p> <p><i>“I believe that work should be done to eliminate the single-use/non-recyclable utensils, not certain the ask before use will lower use of the single-use utensils. Should aim to have bio-degradable only”</i></p>

UNDECIDED

# Other Themes – Utensils

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Where, do	<i>“I don’t think it should be an option to ask for single use plastics except for medical disability where a straw is needed. This approach is incremental, we need transformation in a crisis.”</i> <i>“Where does it stop?”</i>
How, eat, food	<i>“how are you supposed to eat certain items that are messy, have gravy, or spaghetti like.”</i> <i>“How else are people supposed to eat food they order?”</i>
Choice, give	<i>“Opposed to restricted access. Give us a choice.”</i>
Straw, plastic, need	<i>“Many disabled people who need a straw also struggle with communication disorders.”</i>

# Appendix

## SINGLE-USE STRAWS



## SUPPORT

## Other Themes – Single-Use Straws

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Need, do not</b>	<i>“Paper straws are an option. Most adults do not need straws. They’re a luxury item for MOST adults” “I think straws should only be used for medical/ health/ accessibility reasons. We do not need straws in drinking cups/ boxes etc”</i>
<b>Want, actually</b>	<i>“Since the age of 12, I have never accepted a straw with a beverage. If people actually want a straw, they should bring their own reusable stainless steel or polycarbonate plastic straw.” “I actually want them banned”</i>
<b>People with, disability</b>	<i>“Though straws should be available for people with disabilities.” “paper straw alternatives offered as option (straws are valuable for people with disabilities). Dine-in restaurants encouraged to use reusable glass or metal straws.”</i>
<b>Even, do not</b>	<i>“I HATE when straws are just given. I don’t use them &amp; after they’ve been touched or pushed under the tab on a drink, they’ll go in the trash unused. I don’t even want a paper straw most of the time!” “I don’t understand why straws are even necessary.”</i>
<b>Get, then</b>	<i>“For take-out/online orders, I think if they get rid of the takeout cups all together then the straws are a non-issue. This will pose a challenge for slushy drinks, but I think people will adapt if they’re forced to carry their own straw.” “but also maybe just ban them all together, distribute metal straws”</i>
<b>Able to, access, some people, require</b>	<i>“Asking first is sensible because anyone requiring a straw due to a visible or invisible disability will still be able to access them. A better lid design might help avoid the need for straws. Customers who eat in store may not need a straw or a lid.” “the City should be sure that customers with accessibility needs are able to access straws if needed (and must be made aware that this is an option for them).”</i>
<b>For those, who, disabled</b>	<i>“There should be a non-verbal signal for those who may be challenged in asking (i.e. disabled individuals) but need them. We can’t let this interfere with accessibility.” “As severe allergy sufferer - strongly support as long as single-use items remain available and accessible for those who need them”</i>

## SUPPORT

# Other Themes – Single-Use Straws

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
People who, for accessibility, exception, health reason, reason	<p><i>"Many times I have been given a straw, even if I didn't want it! It will be important to ensure that people who need straws for accessibility purposes are not denied or penalized in any way."</i></p> <p><i>"Nobody should be given a straw. People who need them for accessibility and health reasons should bring their own when necessary. No restaurants or stores should distribute them."</i></p>
Own, buy, encourage	<p><i>"Honestly, there are biodegradable fake plastic straws made of food. Zero plastic please. Check Freshii if you need a sample of a good business. Encourage frequent straw users to buy their own aluminum or glass straws."</i></p> <p><i>"People and children who require single-use straws that bend for easier drinking should supply their own, just like you buy Kleenex or toilet paper. Many smart millennials are now purchasing re-usable stainless-steel straws."</i></p>
More, take	<p><i>"We can live without straws. Get rid of them. No one drinks from a straw at home. Make more recyclable lids that people can sip from for take out drinks"</i></p> <p><i>"I don't think keeping items behind the counter is a good idea. People should be trusted to take straws as needed. Why would they take more? This causes more work for the employees."</i></p>
Restaurant, reusable, carry	<p><i>"Ideally a reusable option would be carried by restaurants that meet the needs of persons with disabilities."</i></p> <p><i>"I carry my reusable straw to restaurants with me. Glad seeing a lot of places no longer automatically using straws."</i></p>
Necessary, really	<p><i>"In the long run, a charge can be put on single use straws as well. Think about it for a second, other than accessibility reasons, is straw a really necessary item to drink a liquid? No. I wouldn't oppose if they are banned except for accessibility."</i></p> <p><i>"no plastic straws should be offered or available at all. Straws aren't really necessary. If absolutely needed, paper straws should be an option"</i></p>
More, waste	<p><i>"But companies should not be able to redesign their cups to include more plastic (so that a straw isn't needed) as that doesn't help the plastic waste problem. Bars need to be included."</i></p> <p><i>"Straws are usually unnecessary. Paper ones could work too. Again, fine people who litter, and give people more places to put their waste."</i></p>
So, important, accessibility	<p><i>"Accessibility is so important. I also would want to know what the other options will be, that will replace these."</i></p> <p><i>"It is important to give exemption from cost and accessibility to plastic straws for disabled persons who require them."</i></p>
Glass, metal	<p><i>"They have bracelet straws, glass and metal. I bring my own everywhere. Ban paper and plastic straws and encourage folks to plan ahead! If they have disabilities offer a cheap reusable straw at cost."</i></p> <p><i>"People should not be giving straws as default -- many restaurants in Toronto do this still, and it's totally avoidable. Most people do not need straws compostable, paper, metal or glass straws that have been professionally cleaned should be offered for those that need straws due to disabilities."</i></p>

Base: Support bylaw and chose to leave a comment n=3,786

Q15: Comments (Do you support a by-request / ask first bylaw to reduce single-use straws in Toronto?)

# OPPOSED

## Other Themes – Single-Use Straws

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Consumer, alternative, access, item, biodegradable, use, charge, already, many, restaurant, business, metal, for accessibility, reason, health, work, cup, do not, choice, have, customer, request, time, reduce, accessibility	<p><i>“This is a stupid bylaw idea; you’re basically proposing to mandate bad customer service as a mechanism of reducing usage. Educate consumers and make reasonable alternatives instead.”</i></p> <p><i>“I would sooner see straws made from biodegradable material (e.g. avocado). That the bylaw protects users who require it for health/accessibility reasons tells me that it would stigmatize it otherwise.”</i></p>
By law, how	<p><i>“How would you enforce such a by-law?”</i></p> <p><i>“No asking, pass by-law that makes businesses distribution of plastic illegal after a 6month window for them to adjust how they do business. Then issue fines for noncompliance”</i></p>
Do, what	<p><i>“What percentage does single use hot drink cups represent in total garbage? That would be a helpful bit of information to allow people to make an educated opinion. You really need to provide that.”</i></p> <p><i>“If single-use straws are behind the counter or away from public access how are they accessible to individuals who require them for health/accessibility reasons. E.g. what if someone needs to take for health reasons but are told they have to make a purchase to do so and cannot afford to?”</i></p>
Again, who, think, for those	<p><i>“Again who thinks up these things? Go back to paper straws, they worked and it's paper so recyclable or degradable.”</i></p> <p><i>“The problems that plastic straws cause in wildlife and as a pollutant are widely documented. Why would anyone have to be requested to not use them? Ban them. Again, the responsibility should be on the consumer who brings [their] own reusable straw or be ready to pay a hefty price to make garbage.”</i></p>
Drink, need, not	<p><i>“kids need straws.. paper straws melt in your drink... charge for it but have it available for kids”</i></p> <p><i>“I am disabled. I need a straw, or the drink will be spilled. Reusable straws are not hygienic. I don't drink coffee because there's no 'hot straw'.”</i></p>
Too, well	<p><i>“Using a straw with certain beverages is better for your teeth. It's also more elegant.”</i></p> <p><i>“Straws help to protect teeth from cold (and hot) beverages as well as the acids in drinks.”</i></p>

Base: Oppose bylaw and chose to leave a comment n=1,345

Q15: Comments (Do you support a by-request / ask first bylaw to reduce single-use straws in Toronto?)

OPPOSED

## Other Themes – Single-Use Straws

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
One, reusable	<p><i>“Ban the plastic straw. Paper ones are in use already and reusable metal ones are available at Canadian Tire which we use for my disabled Mom. I don't know what health issue would require only a plastic”</i></p> <p><i>“Again, not too concerned about straws at this point. As long as they continue to be available to the customer if requested. Paper ones, reusable ones are unsanitary and inconvenient to carry around.”</i></p>
The city, ban, go, need, do not, stop, offer	<p><i>“The city / province / country must ensure they are recycled effectively or banned completely. No single use items.”</i></p> <p><i>“Stop offering them!”</i></p>
Accessible, disability, people with	<p><i>“Upon request is not accessible to people with disabilities.”</i></p> <p><i>“Straws are a necessary item for many people with disabilities. The burden of accessibility is already so heavily on the person with a disability rather than on others who need to make things accessible. Adding an additional burden of asking is unfair, ableist and unkind.”</i></p>
Make, available, option, provide, give, so	<p><i>“Getting rid of plastic straws all together will be better than making it available upon request. There is no point in implementing a law or by law if we are going to carry plastic products anyways.”</i></p> <p><i>“If they are available, make them available. Ask first/by-request doesn't solve anything. Maybe try improving the recycling facilities instead so we can recycle them?”</i></p>
Create, waste	<p><i>“This is so crazy. Straws are symbolic but a minor part of the waste stream. Metal straws that don't get washed properly and make people sick create more waste! Paper straws use more carbon to make.”</i></p> <p><i>“I agree with ban of plastic straws, but paper straws should be allowed. Why don't you ban ketchup containers? I don't even eat ketchup, but restaurants dump multiple ketchup bags in my takeout bag, and it creates tons of waste,”</i></p>

# UNDECIDED

## Other Themes – Single-Use Straws

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Disability, people with	<p><i>“To me straws need to be supplied with single use go-cups for cold drinks, which would already be charged a fee. They also need to remain accessible for people with disabilities”</i></p> <p><i>“I think this is tricky because people with disabilities often require straws and don't have a choice about using them. There needs to be a way to account for this.”</i></p>
Item, good, also, go	<p><i>“This issue has to be legislated as a ban on single use items, otherwise it will not resolve waste. We do not need straws, and in isolated instances where someone does need it, paper straws can be used”</i></p> <p><i>“Straws seem like a pretty low-priority item in the context of larger pollutants that needlessly shames people with disabilities. A switch to paper or pasta would be preferable to a full reduction plan”</i></p>
Who, have	<p><i>“Get rid of all plastic straws. Offer paper straws when requested. Encourage people to carry there own straw if they are that sort of person who has to drink from one.”</i></p> <p><i>“Paper straws only. Ban plastic draws but have available for persons with disability who may need them. That being said, I carry around my own silicone straws so even a person with a disability requiring a straw should bring their own.”</i></p>
Require, drink, cup, bubble tea, drink, do not, issue, litter, bylaw, even, not, use, sure	<p><i>“Doesn't seem like a big issue. For some drinks (bubble tea) you need a straw so focus should be on the materials. Multi-use straws are not practical.”</i></p> <p><i>“The issue is litter, not straws. Increasing fines for littering should be considered.”</i></p>
More, please	<p><i>“Please keep non-plastic straws accessible to patrons.”</i></p> <p><i>“What is a by-request bylaw? Please be more specific. Straws should be banned.”</i></p>
Too, again, provide, do not, need, reusable, offer, ask, customer, request, for accessibility, when, think, reduce, still, biodegradable, available	<p><i>“I don't think this would go far enough to reduce usage.”</i></p> <p><i>“Offer reusable straw for a price”</i></p>

Base: Undecided about bylaw and chose to leave a comment n=226

Q15: Comments (Do you support a by-request / ask first bylaw to reduce single-use straws in Toronto?)

UNDECIDED

# Other Themes – Single-Use Straws

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Implement, which, do not	<i>“language in the by-law should refer to single use plastic straws which are problematic when littered/not included in municipal recycling City should implement ban of plastic straws &amp; enforce paper”</i> <i>“Must have cold cup tops that don't need straws like Starbucks if implement this”</i>
Entirely, single use, would prefer	<i>“single use plastic straws should be eliminated entirely”</i> <i>“Would prefer a ban on single use straws”</i>

# Appendix

## SINGLE-USE PLASTIC BAG FEE

## Other Themes – Single-Use Plastic Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Still, charge	<i>"If many businesses continue to charge a fee, and it's still a common litter item - perhaps that's evidence that it's not enough of a disincentive for consumers. Perhaps a ban is more worthwhile..."</i> <i>"Most businesses still charge the \$.05 fee."</i>
Already, do, pay, do not	<i>"Don't we do this already? Can we switch to Paper?"</i> <i>"Most places already charge 5 cents for a bag, doubling it may encourage people to bring reusable bags"</i>
More, charge	<i>"we already charge a small fee and it has proven unhelpful. charge more and only use this money for additional environmental initiatives"</i> <i>"Charge more to use wasteful products. If the plastic costs more than the reusable bag then people will actually use reusable. People are willing to pay for plastic out of convenience. Let's change it!"</i>
Really, change, habit	<i>"It has to hurt so people will change habits."</i> <i>"This is a no brainer! We need to change people's habits."</i>
Pay, now	<i>"We pay it now anyway."</i> <i>"I'd be open to paying the surcharge for disposable single use products if I know how the city is utilizing the money to reduce landfill waste and ensuring a recycling system is implemented for those products using that money."</i>
Many, store, offer	<i>"Increased fee will further encourage customers to bring own bags. Paper or burlap bags would be better alts for stores to offer. While still a strain on resources, latter aren't as harmful after use."</i> <i>"Ensure stores offer a reusable option. Make the fee even steeper to motivate behaviour change away from plastic bags"</i>
Consider, also	<i>"Reduction of the single use plastic bag for produce should also be considered"</i> <i>"Many places already charge for single-use plastic bags. Should also consider where paper bags may be more effective in businesses that sell lighter weight products"</i>
Retailer, keep	<i>"Charge \$1! so long as the money is then collected and used for something constructive like bolstering the current waste programs in place. Don't let the retailers just keep it."</i> <i>"Keeping the single-use fee as-is is fine, though where the money goes and what it does is a question: it seems to be free money for the retailer. Some genuine transparency about this would be appreciated -- in the early days of the fee, it was allegedly directed to an environmental fund."</i>

## Other Themes – Single-Use Plastic Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Way, reuse, garbage	<i>"Plastic bags can be reused for garbage bags. The city of Toronto should ban the use of garbage bags and allow only reused bags."</i> <i>"Plastic bags can be reused for garbage bags etc. so people can avoid buying bags to line trash bins. So I would keep this fee somewhat reasonable in case people do want the bags for garbage."</i>
Want, need, do not, offer	<i>"Offering a discount for bringing your own bags would encourage people to buy reusable bags to receive a discount in the future and not anger those that don't want to."</i> <i>"Businesses should be required to offer an alternative such as paper bags for those that don't have reusable bags (or don't have enough) and don't want to purchase plastic."</i>
Money, get	<i>"People are stupid and lazy. They won't get used to bringing their bags unless it saves them money. I hate people."</i> <i>"Make sure the city gets the money. Right now most are just additional income for retailers."</i>
Remember, people will	<i>"There are more reusable bags out there than ever. If we make it painful people will remember. Or boomerang bag programs where you can take a reusable bag donated by community."</i> <i>"The levy has to be higher so people will remember to bring their own reusable shopping containers."</i>
When, grocery	<i>"I have no problem paying for a bag for groceries, but when it comes to take away it is kind of necessary as most containers are crap and leak"</i> <i>"The day I moved out of my parent's house, I decided to bring my own reusable bags when I shop at the mall and when I do my groceries. It would be nice if more people did the same. 50 cent is a good idea!"</i>
Business, provide	<i>"The larger the fee, the better the impact. Businesses should also be encouraged to move toward not providing plastic bags at all. Ex: Value village only offers paper bags, at a fee, if you ask for it."</i> <i>"This is not a reflection of the value or production cost but a tool to discourage the use. Reusable alternatives need to be provided by the businesses."</i>
Year, have	<i>"They are already charging for years and it has not been good enough."</i> <i>"Many of us have been carrying our own bags (multi-use) for years."</i>
Recyclable, item	<i>"Another recyclable item. MORE EDUCATION NEEDED"</i> <i>"Again the cost of disposing of these items should be reflected in the cost of the item to the consumer. There should also be a push to have these items recyclable and or compostable or replaced with a more environmentally friendly product."</i>

# OPPOSED

## Other Themes – Single-Use Plastic Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Only, grocery store</b>	<i>“only at grocery stores” “Make it mandatory to have paper bags as an option, especially at fast food places for take-out. Only allow plastic for items that can taint or leak, like meats at grocery stores. Plastic has its benefits, so it make it a full ban is not feasible for many people.”</i>
<b>Alternative, solution, find</b>	<i>“Current fees don't work. Alternative solutions” “Once again, the fee idea is just going to make things more expensive with little effect. Find another solution”</i>
<b>Other, material, change</b>	<i>“Charge the vendors! They make the money from us....they can afford it and they can change their materials.”</i>
<b>Need, still, grocery, purchase, garbage</b>	<i>“Grocery bags or purchased garbage bags, they're still needed. Stores need to take more responsibility as do manufacturers” “Plastic bags are still needed for certain types of garbage, E.g. cat litter, diapers, wet and smelly garbage. Consumers won't think twice about this. If you ban them, they will simply buy Glad Brand bags because you are not addressing their need or providing an alternative to meet that need”</i>
<b>Stop, tax</b>	<i>“Stop taxing us! The bags are reused anyways for garbage” “What will these fees be used for? What alternative bag forms/take away methods will be available AT THE STORE instead of plastic? STOP TAXING THE CONSUMER for YOUR inadequate systems.”</i>
<b>Discount, offer, even, do not</b>	<i>“Rather they should offer a significant discount. They are saving \$ by not offering. Businesses should not profit from single use plastic.” “Get rid of the bags!!! Don't even offer them. If the stores want people to purchase their goods, they should have reuse able bags ready for purchase (0,50\$). Having single use plastic bags available is not the solution. The fact is they are still being MADE and they do NOT break down!!!!!!!!!!!!”</i>
<b>Charge, instead of</b>	<i>“Ban it instead of charging consumers.” “Instead of charge people, should advertising use reusable cup/ bottle / bag get 25cent off each time”</i>
<b>Do not, support, shopping, reusable</b>	<i>“I support reusable shopping bags. However, I do not support the financial onus being applied to customers.” “This already exists. I don't support it. Again. If the money isn't used on education or reduction, then it's pointless. After I spend \$150+ on groceries I'm really not concerned about .15 because I forgot my bags in the car.”</i>

Base: Oppose bylaw and chose to leave a comment n=619

Q11: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out plastic bag to promote reduction of its use?)

# OPPOSED

## Other Themes – Single-Use Plastic Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Problem, solve	<i>"Doesn't solve the problem - need to ban them and have paper bags available for everything. European nations already have this worked out." "Ban it outright. Don't turn it into another revenue stream. Or else we will never solve the problem."</i>
That, product	<i>"Businesses should use alternate products that compost or recycle" "Ban all excessive packaging and do not import products from other countries that do not comply. I use string bags etc."</i>
More, require	<i>"Stores have collected more than enough money and should be required to provide 1 - 2 recyclable bags depending on how much you spend. Customer would then be required to bring more. Or they can charge a deposit for baskets which customer gets back when they return to the store. Knob Hill Farms!" "I think the plastic bag issue is a misunderstood issue. Our business generates almost as much waste from reusable bags from overseas as we do plastic locally. More education required."</i>
Then, so, work	<i>"SWS worked hard to make this item capturable and more pressure should be put on Canada Fibers contract (sorter counts) to make this work rather than charge residences AGAIN." "Plastic bags should be banned. I was in Rwanda TWELVE years ago &amp; all plastic bags are banned. I had to abandon my at the border. If Rwanda can get on board, then so can we"</i>
Well, there, thing	<i>"I believe most people already re-use this bags as garbage bags. There are better things to target." "Why should people be forced to absorb the business' cost of providing something to carry out a purchase? What a ridiculous suggestion. There are better solutions out there."</i>
Pay, make	<i>"There has to be other ways to package food other than using these harmful products. industry should make products that are safe for the environment. making customers pay is not the answer" "Corporations, not consumers, should be made to pay for plastic bags if they want to provide them"</i>
Pay, 5_cent	<i>"We already have to pay 5 cents per bag..." "Businesses should not be using single use bags. Any fee would allow the polluter to pay to pollute. The idea is to stop polluting, no matter how much anyone is willing to pay to pollute. Toronto almost banned plastic bags but Ford cancelled it. Now we pay 5 cents per bag to pollute. Nonsense"</i>

Base: Oppose bylaw and chose to leave a comment n=619

Q11: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out plastic bag to promote reduction of its use?)

# OPPOSED

## Other Themes – Single-Use Plastic Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Provide, instead, biodegradable</b>	<i>“Fee is useless if City of Toronto does not collect it. Businesses just keep the profit. It has not stopped the use of plastic bags. Provide an alternative instead.”</i> <i>“People are willing to pay a fee for convenience, and that won’t solve the problem. It’s also not feasible to eliminate bags. Instead, make biodegradable bags.”</i>
<b>Compostable, recyclable</b>	<i>“Focus on compostable bags made from recycled materials instead of charging customers. Retailers should be focusing on alternatives. Punitive user fees should be kept out the private sector.”</i> <i>“Make them recyclable or compostable. I w fed up needing to buy bags which defeats the purpose when I don’t have enough to line garbage pails and compost bins”</i>
<b>Use, get, how</b>	<i>“How about getting rid of plastic bags, thus no longer having them available, and using hemp to make paper bags?”</i> <i>“Very few plastic bags are single use They get re-used”</i>
<b>Waste, time, money</b>	<i>“In order to replace plastic bags, a client has to bring their own reusable bags or suffer a fee. — I too have 10-something reusable bags, that costs a couple of thousands equivalent of regular plastic bags to make. — in my lifetime, I am not sure if any real waste reduction have taken place.”</i> <i>“It didn’t work the first time. Why would it work the second? Let alone all the wasted resources both the first time, but also now with a repeated burocratic process? Should be using the city’s resources more effectively, such as public transit and education.”</i>
<b>Reduce, use</b>	<i>“Education has reduced the use of plastic bags. People have gotten used to bringing reusable bags. Continued encouragement will bring continued reductions”</i> <i>“Tried and failed. What other options are there if we don’t use the bags? Where would we put our produce, meats and etc? We need options in order to reduce the use of them.”</i>

Base: Oppose bylaw and chose to leave a comment n=619

Q11: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out plastic bag to promote reduction of its use?)

# UNDECIDED

## Other Themes – Single-Use Plastic Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Garbage, reuse, single use	<i>“People often reuse plastic bags for garbage, unless the bag already has holes. Fees would encourage reusable bags but may also increase sales of single use garbage bags”</i> <i>“Take away places often just throw stuff in a bag without asking so not sure how I feel. About this. Especially since I reuse my single use bags for garbage.”</i>
Stop, waste, money	<i>“Stop wasting my money”</i>
Plastic, less, see, do not, support	<i>“I support a fee, as fees for plastic bags appeared to work in reducing the use of plastic bags, but I would leave it to people with economic expertise to price rather than my feelings on the issue.”</i> <i>“There are conflicting studies re: plastic bags &amp; environmental impact. One study found less plastic bags led households purchasing harder-to-recycle garbage bags. Further study on cost benefit needed”</i>
Why not, instead of, require	<i>“Why not ban the plastic bags?? There are lots of biodegradable alternatives that businesses should be using instead”</i> <i>“What's the difference between this new fee and the old fee? Why not require business to use paper bags instead of plastic instead?”</i>
Reduce, really, promote, good, encourage	<i>“Would a fee really reduce consumption? Could this fee be mandated to go to environmental programs not just some businesses bottom line?”</i> <i>“Businesses are now using very poorly made, one use bags that are not biodegradable at all. Ie. Loblaws bags. Perhaps giving discounts to people using reusable bags/bins would be more effective. Reward, Promote and encourage good behaviour!”</i>
Small, so	<i>“Large single use plastic bags are useful for kitchen/bathroom garbage collection. We would otherwise have to buy them from the store but will be using them no matter what. Smaller bags not so much.”</i> <i>“Does this refer also to small plastic bags used for green beans, e.g.?”</i>
People, bring_own	<i>“Ban them!! People can bring their own bags. Eventually it becomes second nature to do so.”</i>
Charge, forget	<i>“Fees already exist and are a deterrent to using single use carry-out plastic bags. In the instance where someone may have forgotten their reusable bags, a fee on top of what is already charged is not necessary”</i> <i>“Forget the “charge”. We did that already, stop the use of plastic bags altogether. There are municipalities , for Heavens sake, there are countries who have banned the use of plastic altogether”</i>

Base: Undecided about bylaw and chose to leave a comment n=233

Q11: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out plastic bag to promote reduction of its use?)

# UNDECIDED

## Other Themes – Single-Use Plastic Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Solve, problem, bring_own, reusable</b>	<i>“Why do they need a carry out plastic bag? Bring your own, problem solved.”</i> <i>“Same as previous answer - need the studies to determine what amount should be charged so that consumers bring their own reusable bags.”</i>
<b>Pay, when, do, already</b>	<i>“We should have access to purchase biodegradable bags. The city also needs to stop the in-fill housing contractors—filling our landfill with demolished houses that could be recycled. When do they pay? Condos —are they recycling anything yet? Yes everyone should pay something and think about it!”</i> <i>“I say mandate stores to sell takeout food in paper bags. This fee is not going to change people’s behaviour. KFC has been selling fast food in paper bags for decades. I don’t see why plastic bags are necessary, to transport food that are already in containers, just to put them in another container.”</i>
<b>Still, charge, not</b>	<i>“Most stores still charge 5 cents per bag. And besides I always reuse the bag multiple times.”</i> <i>“Hello!!!! this was already implemented. was there any decrease in usage before. The government no longer enforced it but the stores still charge us for bags... sigh”</i>
<b>Consumer, cost</b>	<i>“Downloading cost to consumer. Won’t have significant impact”</i> <i>“Target the source, not the final consumer....charge a high cost to purchase these wholesale, so that businesses have an incentive to find alternatives.”</i>
<b>Do not, now</b>	<i>“This does not deter me now. Don’t think it’s effective.”</i> <i>“As with cups, good idea but don’t know how much the fee should be.”</i>
<b>Then, support</b>	<i>“If the City collected the fee, then this is worth supporting.”</i> <i>“Again, where is this money going? To fund green initiatives, then I support a high fee. If not, then I support a lower fee. Perhaps a higher fee that is split between the funding and the business owner. Also, we need to consider accessibility issues - for some people, a paper bag is not an option.”</i>
<b>Who, more, perhaps</b>	<i>“I would recommend use fiber bags instead. ( middle-class, student etc) who are more effect by the cost choose place .25 over the 1.00 reusable. instant availability and looks cheaper in the moment”</i> <i>“Again, conviction to do better isn’t fueled by fear of penalty but rather buy love and respect for our earth and health. The fee has raised awareness, and positively encouraged awareness. A higher fee won’t encourage more. Perhaps a more sophisticated recycling program &amp; more public education would”</i>
<b>Plastic, less, see, do not, support</b>	<i>“What are you talking about? Isn’t it already a bylaw to charge .05 for every plastic bag? I do not support allowing the business to keep it as profit.”</i> <i>“I thought we already pay .05 cents for each bag? If this is in addition to, so meaning .10 cents then no, I do not support this. In that case Instead of a fee, how about a discount for people who bring in bags. Stop charging people who are already cash strapped.”</i>

Base: Undecided about bylaw and chose to leave a comment n=233

Q11: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out plastic bag to promote reduction of its use?)

# Appendix

## SINGLE-USE COLD CUPS

## SUPPORT

## Other Themes – Fee For Single-Use Cold Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Support, no not, offer, a discount, give, discount, bring_own, container, bring, reusable cup, available, option, compostable, own, use, customer, provide, business, offer, own, bottle, reusable, paper, only	<p><i>"In addition, customers who bring their own reusable cups could be offered a discount. If customers are dining in, businesses may also use reusable cups instead"</i></p> <p><i>"Also offer the purchase of a reusable mug and a discount for using any reusable cup."</i></p> <p><i>"If prefer they offer a discount for customers who bring their own reusable cup. I'd be afraid of businesses somehow managing to profit from adding an extra fee on the consumer end."</i></p>
Bring_own, mug	<p><i>"I like the idea brought up at the Public Consult Sept 24 - to offer a reduced price for people who bring their own mug - no extra charge for people ordering 'for here', &amp; charge extra for single-use!"</i></p> <p><i>"Again, a discount should be given to those who bring their own cups/mugs (maybe 10 cents)."</i></p>
Easy, carry	<p><i>"Plastic in cold-drink cups is more harmful than the hot drink cups, which are usually made out of paper. The fee should be higher for these, as it's easier to carry around a reusable cup"</i></p> <p><i>"So many reusable, even collapsible cups and bottles on the market. Easy to carry."</i></p>
Place, put	<p><i>"This is not enough; we need to work toward banning or at lease have strict policy in place around when a single-use plastic cup can be use. A reusable system must be put in place. Re: beer store."</i></p> <p><i>"Same points as with hot drink cups. Fee must start higher or increase as time goes on to ensure productive behaviour change. Plus an outright ban must be put in place in the future"</i></p>
Not, enough, cost	<p><i>"Biodegradable versions of this type of cup already exist. Charging customers and allowing businesses to continue using plastic and also make money off that bylaw is not enough."</i></p> <p><i>"Bring your own cup. The fee needs to be high enough so that people don't want to pay it. Cents don't matter when you're paying \$3-5 for a drink in the first place."</i></p>

Base: Support bylaw and chose to leave a comment n=3,283

Q7: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use cold drink cup to promote reduction of its use?)

## SUPPORT

## Other Themes – Fee For Single-Use Cold Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
As, well	<i>"I would also like reusable cups (travel cups included) offered as well as incentives for customers to bring their own cups." "If we had a better recycling system that prevents plastic containers from tainting paper products, we can reduce this."</i>
That can, recycle	<i>"Charging the higher amount should only be the initial step. Eventually we need to get away from ANY cups (for hot or cold drinks) that cannot be recycled." "Enforce companies that produce the cups to produce ones we can recycle. Look at companies that can produce plastic to oil for plastic that can't be recycled. Like plastic2oil company has tech"</i>
Straw, plastic	<i>"And plastic straws should be outlawed" "Suggest fee to be higher than hot drink b/c often cold cups has more plastic components (dome or cover, straw)."</i>
Get, more, money	<i>"Can the Blue Bin recycling system not be updated in order to recycle them? The money should go back to the city and not just be more revenue for businesses" "I was going to suggest that customers get money taken off their order each time they bring in a refillable cup but adding an extra cost to everyone would be more effective."</i>

Base: Support bylaw and chose to leave a comment n=3,283

Q7: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use cold drink cup to promote reduction of its use?)

# OPPOSED

## Other Themes – Fee For Single-Use Cold Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Already, price</b>	<i>“we already pay enough and the price increase will just go to the customer” “Many coffee shops already offer a reduction in price if the customer provides their own cup. I would be curious to know how many people take advantage of it. It is obviously not enough to encourage everyone to provide their own cup.”</i>
<b>People, city, poor, create, cost</b>	<i>“There are a lot of poor people in the city that this would affect, it won't affect the people who are middle class and above. The city should impose laws that force places to at least use biodegradable cups instead.” “I don't support policies that pass costs like this down to citizens. There are many people in the city who may not have stable housing and they shouldn't be penalized for not using a reusable mug.”</i>
<b>Penalize, need to</b>	<i>“I do not believe the customers should be penalized. The onus needs to be on businesses need to offer compostable or at the very least recyclable single-use hot drink cups! Especially corporations like McDonalds, Starbucks, Tim Horton's.” “Figure out a way to work with businesses to come up with a different solution. Businesses will be losing out. People pay for these conveniences already and should not be penalized any further. Everything else in the City is already expensive enough. We should not be gauged any further.”</i>
<b>The city, think, do not</b>	<i>“I don't think that this idea makes any sense. Are you expecting that everyone will walk around with a reusable mug? Also the City would need to commit by law to use the fee for waste reduction.” “Why doesn't the city look t why these items are not recyclable? I'm sure other cities have addressed and resolved this problem”</i>
<b>Money, who, get, want</b>	<i>“Who gets the money that consumers have to pay? There's little transparency where the money goes” “This is not a solution. Just because someone pays extra doesn't mean it's right. That just means the company, like Tim Horton's who is already making way too much money and is one of the top plastic polluters in Canada, will get even more money to pollute more.”</i>
<b>Single use, plastic, single use, item</b>	<i>“Like with charging for single use plastic bags, I'm not sure this is the most effective approach” “Increasing the price is not a solution. People have to pay extra for single use grocery plastic bags, yet they do it. People may bring their own mugs, but coffee places may refuse to use personal mug”</i>
<b>Stop, tax</b>	<i>“Please!!!! Everything is expensive now in Toronto and everything has tax so please stop this fee for a single-use hot drink cup. Another way for these businesses to make profit.” “Why? What will that do? You think people won't have coffee? Get real! Stop imposing ridiculous extra taxes. Answer needs to co e from manufacturer of these cups, rather than punishing someone buying a coffee.”</i>
<b>Put, profit</b>	<i>“Why are we putting the economic burden on consumers for environmental harms that companies are profiting from? This would just make it more expensive for more marginalized populations. Instead we should require companies to come up with reusable/recyclable alternatives at no extra cost to consumers”</i>

Base: Oppose bylaw and chose to leave a comment n=890

Q7: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use cold drink cup to promote reduction of its use?)

# OPPOSED

## Other Themes – Fee For Single-Use Cold Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Coffee, carry, reusable	<p><i>“People can not carry containers for coffee all the time. The nominal fees won't reduce the amount of usage, instead the coffee chains should be charged for not using cups that are not biodegradable.”</i></p> <p><i>“This is going to cause harm to [people with disabilities] as well, many of whom cannot carry a reusable cup with them and are below the poverty line and thus cannot afford to pay extra either.”</i></p>
More, pay	<p><i>“It should not be up to people to pay more. The pressure needs to be on corporations to use better cups that are better than environmental”</i></p> <p><i>“businesses who use a lot of single use cups that cannot be recycled should be charged a fee for not providing customers with a more environmental option. I would not be opposed to paying more for a drink if a business spent more on cups that were environmentally friendly.”</i></p>
Use, reduce	<p><i>“My concern is this will just be an excuse to increase prices, with the money going to the retailers, reducing their incentive to move away from single use.”</i></p> <p><i>“Require cleaning stations for reusable cups at places that sell hot beverages. (Quick clean stations like at bars.) People will not reduce the amount of coffee or tea they drink just because of a fee for a cup.”</i></p>
Company, charge, customer	<p><i>“I think that the company doing business should provide environmentally friendly cups not charge the customers for environmentally un-friendly cups.”</i></p> <p><i>“Instead of charging for single use, why not make an incentive for companies to discount those that bring their OWN reusable coffee cup or use the companies down dine-in mugs?”</i></p>

# UNDECIDED

## Other Themes – Fee For Single-Use Cold Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Think, do not, know	<i>"I don't think implementing a small fee per use of a disposable cup is the right solution, don't think it will discourage people enough/encourage them to come up with other options What would the revenue generates by the few be used for?" "Again - I don't know of any companies that allow reusable containers for this today. Hard to implement when most companies won't allow you to use your own cups"</i>
Own, bring, bottle, just, reduce	<i>"Cold water and ice should be free if you bring your own reusable bottle to be filled!" "Does an extra cost mean less will be used or we all just pay more? How would it cut down on litter? Can we bring our own containers? Would that be a health concern? Maybe we should say single use cold cups must be recyclable and the seller needs to provide that opportunity."</i>
Pay, so	<i>"I fear that the fees (if not passed on to the city) will just be built into the price of the drink and thus be useless. Better approach: require the fees to be paid to the City and phase in single use cups with no liners (so they can be recycled)" "As with hot drink cups, the fee needs to be high enough to be a disincentive so it's not seen merely as a price increase which consumers expect over the years and will pay."</i>
Ban, plastic	<i>"Why not ban plastic single use cups entirely?" "Reduce cost of drink if customer brings their own container. BAN PLASTIC STRAWS."</i>
Customer, business	<i>"I prefer giving customers incentives for this in particular. Rather than charging for the cup, have the business give a rebate. It's the same on the business side, but customers feel better." "The onus should be on the business to change what they are using and also incentivize customers who bring their own cups with discount."</i>
Bring_own, container, encourage, reusable	<i>"This would only make sense if customers could reliably opt-out of the fee by bringing their own beverage containers. Not sure how this would work for drinks like bubble-tea, ice coffee drinks etc. Unless the goal is to phase-out those styles of drinks all together as take-away." "If I'm paying a fee, it better be going towards improving our recycling capabilities. \$0.10 will not encourage me to carry a reusable container on its own. I try to when I can, but our program is limit"</i>

Base: Undecided about bylaw and chose to leave a comment n=447

Q7: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use cold drink cup to promote reduction of its use?)

## UNDECIDED

# Other Themes – Fee For Single-Use Cold Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Do, do not, get, who, money, what, alternative, other, incentive</b>	<p><i>“Businesses who choose to use compostable or recyclable cups should receive a tax break or other incentive. Alternatively, it should be charged back to the business should they decide to go with non-recyclable items. Customers should not take on the cost and should receive discount when bringing own.”</i></p> <p><i>“Same concern, I don’t want corporations to get more profit off enforced fees. Any of these fees must be mandated to be put towards recycling, research into biodegradable alternatives, donations etc.”</i></p>
<b>Allow, company, waste</b>	<p><i>“I think single use (non recyclable or non- compostable) items should be banned. The companies need to come up with solutions and won’t do that as long as we allow them to use these products.”</i></p> <p><i>“Fee should not be placed on the customer it should be on the company producing the waste. Make them change to biodegradable containers!”</i></p>

# Appendix

## SINGLE-USE HOT CUPS



## Other Themes – Fee For Single-Use Hot Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Offer, discount, bring_own, mug, give, discount for, customer</b>	<i>“Business can also encourage reduction by offering discounts if people use their own cups” “What are you doing to encourage retailers to provide better alternatives that are either reusable or recycle able rather than only charging consumers more? Some offer discounts w little effect.”</i>
<b>Reusable mug, bring, own, reusable cup, encourage, business, provide</b>	<i>“I would support starting it at 25 cents and increasing it gradually. I also think the city should reward customers who use reusable mugs by subsidizing a discount for them.” “Reusable mugs when dine in is practical. Reusable travel mugs are easy to carry. Businesses can sell reusable travel mugs if customers take out. Single use cups cannot be recycled &amp; require resources”</i>
<b>Container, reusable</b>	<i>“Yes! We must encourage re-usable beverage containers.” “I've started carrying re-usable cups or containers for drinks...it's not hard. A larger fee would encourage people to do the same.”</i>
<b>Buy, still</b>	<i>“I think 5 cents or 10 cents would be too little. Plastic bags are 5c and I still see people buying them in droves.” “Not sure that would deter people from still buying Tim's or Starbucks. They need to eliminate production of them in the first place.”</i>
<b>Carry, travel mug</b>	<i>“People should carry travel mugs when possible” “I already carry a travel mug, and some shops give me a break – but it should be the other way around. Pay for the drink, plus pay for the container!”</i>
<b>Money, get</b>	<i>“Businesses should provide reusable cups by deposit - get your money back when you return it, like beer cans, growlers. Same for take away food containers and cold drink cups” “Who would get this money? I assume it would go towards more education or to offset in some way?”</i>

OPPOSED

# Other Themes – Fee For Single-Use Hot Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Own, container	<p><i>"Would be better for restaurants to be required to have a process for allow customers to bring their own container."</i></p> <p><i>"Companies/businesses should use recyclable hot drink cups! And offer discounts if you provide your own reusable beverage container"</i></p>
Then, profit, company	<p><i>"If it's bad, why think that making people pay does anything? There is money to be made in recycling these things - find a company that can do it and let them profit on it!"</i></p> <p><i>"The companies produce the cups for less than \$0.05 so they will unfairly profit off this. Instead, a price reduction for reusable mugs should be enforced"</i></p>
Well, option	<p><i>"Why charge the customer? Charge [large corporations] fees for not investing in better options, or for not encouraging reusable cups."</i></p> <p><i>"The onus should be put more on the business to use more sustainable products. The better option is to offer a discount when you bring your own reusable cup."</i></p>
Support, think, do not	<p><i>"I do not support a fee for single use cups. I do support the City of Toronto expanding their program and requiring the inclusion of said cups in the blue bin recycling program."</i></p> <p><i>"I don't support a fee unless it actually goes to green initiatives and not just profit to the company collecting"</i></p>
Encourage, reusable	<p><i>"Would rather encourage the use of reusable with a discount rather than a fee on single use"</i></p> <p><i>"I don't believe this is effective at encouraging customers to bring reusable mugs."</i></p>
Reduce, price, more, material, use, find, way	<p><i>"What purpose will a fee serve? This will drive up prices without reducing litter. Will the additional fee be given to the City to administer waste collection and processing?"</i></p> <p><i>"I support a reduced price for bringing your own cup. There's many times that having one's own hot cup isn't possible"</i></p>
What, do, where, go, who	<p><i>"Fees will have absolutely no effect on wealthier demographics who purchase and therefore litter more and would only serve to punish people for whom every dollar counts."</i></p> <p><i>"Most places already provide a discount for bringing a reusable cup and people don't do it. Charging more won't change this and causes the people who do bring cups to suffer and pay more"</i></p>
Stop, tax	<p><i>"Stop taxing people and expecting problems to disappear, offer a solution instead like a recyclable cup. Fees and taxes don't change behaviour, impact the poorest most and breed resentment."</i></p> <p><i>"Stop taxing us!"</i></p>
Pass, cost	<p><i>"Should pass cost to business, not customer."</i></p> <p><i>"The cost is passed to the consumer with no pressure on business to offer a more environmentally conscious alternative."</i></p>

**OPPOSED**

# Other Themes – Fee For Single-Use Hot Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Already, pay</b>	<i>“we already pay enough for single serve drinks. Prices would increase more than necessary to cover the drink charge” “We pay too much already. Would rather you promote people using their reusable cups when possible.”</i>
<b>Bag, thing, pay</b>	<i>“Bags are one thing, but something that is considered a necessity to purchasing an item with no open alternative is not right. Enforce businesses to use biodegradable options” “Again, just ban them entirely. The cost will do nothing, much like the cost for a plastic bag at a grocery store. It’s a scam and this is a weak way of dealing with the issue. Toronto should be at the forefront of this.”</i>
<b>Poor, people, create</b>	<i>“This will put extra burden on poor people and the disabled. Strongly oppose this.” “I feel like this tax would only impact the poorest people”</i>
<b>Recycle, other, there, many which</b>	<i>“Regulate what materials can and can not be used for the single-use hot cups to make them recyclable instead of imposing additional fees. There were solutions to recycle Tim Hortons' cups 10 years ago, why are they still going to waste bins?” “not sustainable for business. there should be ways that these cups can be recycled. on the other hand the customer should be rewarded more when bringing a reusable cup not just 0.10 of the cost”</i>

# UNDECIDED

## Other Themes – Fee For Single-Use Hot Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Not sure, reduce, use	<i>"I'm not sure that that a fee would help reduce use of single-use hot drinking cups. Many establishments already give a discount to customers who bring their own cups. I think it would be more helpful if all establishments would be required to do this."</i> <i>"I'm not sure how this would reduce usage and what the fee would be applied to."</i>
More, require, offer	<i>"I feel like this would not deter customers from using hot drink cups and would only make hot drinks more costly. A better approach would be to require more easily compostable drink cups."</i> <i>"Don't understand! Why only HOT drinks? Who would benefit from the additional charge? More clarity required from the City."</i>
Environment, help	<i>"Can the money charged not go back to the business but be put into supporting and helping the environment?"</i> <i>"Where will the money go? Would it help the environment?"</i>
Program, change	<i>"I would like cup exchange programs to be introduced - (cup rental programs) . Cups to be made from recycled products such huskee. Focus on less waste not more charges."</i> <i>"Is changing the Blue bin program being explored? Are there other ways around this?"</i>
Not sure, so	<i>"I think the business should eat the cost because it is up to them to come up with some kind of alternative but even if the business eats the cost, they will simply add that cost to the cost of the beverage anyway...so not sure"</i> <i>"I am not sure \$0.5 cents is enough to deter people to change their behaviour, and low-income Ontarians may not have the resources to purchase a reusable cup."</i>
Consider, perhaps, other, way, there	<i>"Perhaps the city would consider recycling hot drink cups."</i> <i>"A small fee will do very little. Perhaps do it the other way, a carrot. X amount off for people with their own cups. Limited-time big discount on buying a re-useable cup."</i>
Work, not, really, why, hot drink, only	<i>"Why can't we look into changing how our recycling works so they can be recycled?"</i> <i>"Will not work. Need to find a way to make cups that can be recycled."</i>
When, discount	<i>"As noted, some 'Some Toronto businesses already charge customers for single-use hot cups'. Instead, I think consumers should be discounted when they bring their own cup to a business when purchasing."</i> <i>"I would only support this is if the cost wouldn't be put onto the customer.. meaning if I had to pay, by law, for a reusable cup, Then the business should, by law, give me discount when I bring my own"</i>

Base: Undecided about bylaw and chose to leave a comment n=443

Q5: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use hot drink cup to promote reduction of its use?)

## UNDECIDED

# Other Themes – Fee For Single-Use Hot Cups

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Buy, do not, beverage, get	<i>“Again, take away the option and people will adjust. Those who don't care about the environment can just buy their way out” “I personally stopped buying coffee/tea from places that do not allow me to use my reusable cup.”</i>
Think, do not, support, then, charge	<i>“I agree with the idea behind a fee but coffee is a simple thing that is getting more expensive. I don't want to punish people in poverty or the homeless who may not be able to buy reusable.” “I don't think a nominal surcharge is effective. People want coffee, period and will pay. It would be more effective to look at what sustainable/recyclable cup options exist and make those mandatory”</i>
Give, plastic	<i>“I'd rather we be given non-plastic alternatives. Not fees.” “Instead of charging customers for a plastic cup, they should be encouraged and incentivized to bring their own cup by giving a small discount (ex \$0.50) on the drink they buy. This would motivate them and reduce use of single use coffee cups slowly.”</i>
Small, amount	<i>“Not sure any small amount will make a difference. For those who can afford to buy coffee every day, or multiple times per day, I'm not sure that \$0.05 or \$0.10, or even \$0.50 per cup would work.” “Any amount no matter how small will be popular because consumers don't know what stores do with that money - line their own pockets &amp; not put it towards green initiatives or give more green choice”</i>
Pay, people	<i>“Concerns: Who would benefit from such a fee? Pay-per-use customer fees are regressive taxes that impact low-income people the most. Not everyone has access to a reusable container for hot drinks.” “Instead of fees (which people who are not inclined to care about paying anyway), retailers and customers should have incentives for not using reusable hot drink cups”</i>
Maybe, store	<i>“I think it should be high enough to deter people but not high enough to hurt small coffee shops. I think things like roll up the rim and giving 2 cups should have restrictions. Also, When using a refillable cup I've seen people use disposable cups to measure then throw them away. Maybe a fine stores.”</i>
Coffee, want, support	<i>“Who would profit from the fee? I support charging for cups but even a \$0.10 charge for a \$1 McDonald's coffee for someone who can hardly afford it is a large increase” “In theory I support this. To deter unnecessary use of disposable coffee cups., I think I would rather support a system that discounted people for bringing their own for one reason - a cup of coffee should not be made more difficult for someone living on the street to purchase.”</i>
Option, well	<i>“Where would this fee go? To continued reduction and advocacy efforts? Research and pushes for better options?” “I don't love this since some ppl cant afford reusable cups. I prefer a method that pushes companies to create better disposable options”</i>

Base: Undecided about bylaw and chose to leave a comment n=443

Q5: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use hot drink cup to promote reduction of its use?)

# UNDECIDED

## Other Themes – Utensils

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Do, get</b>	<i>“Get it done.” “If I’m doing take out of an item, I may need it but be too anxious to ask or may forget to ask for it. If we could create a biodegradable or recyclable version, it would be much easier.”</i>
<b>Want, ban</b>	<i>“I want Toronto to ban single use plastic”</i>
<b>People, really, need, bring_own</b>	<i>“I think people will not seriously consider not requesting the items, even in scenarios when they don’t really need them. old behaviours will creep back in.” “No, I think it should not be available at all. People need to bring their own. The environment is dying. We are dying. Please do something. It’s drastic times.”</i>
<b>Waste, less, alternative</b>	<i>“I don’t see having to ask for a plastic utensil making less waste.” “I’d say restaurants DO NOT PROVIDE single use utensils at all. It saves the city money on cleaning budget. Less waste to sort out. Less garbage pick up, less litter. Finale. Good for the planet. Which is good for each and every one of us in long term.”</i>
<b>Take, need</b>	<i>“It’s likely that when ordering food in person, a person would only take the utensils needed. For deliveries, it is a good plan to require confirmation as people at home probably don’t need them” “I don’t take what I don’t need, but having to carry my own utensils as well as straw is now going to start to overflow my bag”</i>
<b>Make, order, available</b>	<i>“Proper biodegradable options (as in, not bio-plastics but something similar to the edible cutlery currently being produced in India) should be made available. Think of homeless people please.” “Don’t make them hide utensils behind the counter. Make them available to pick up with your order. If you don’t need it, you won’t take it.”</i>
<b>Provide, establishment</b>	<i>“Will the bylaw require eating establishments to provide non-single-use cutlery?” “Make everybody bring their own utensils. No establishments will provide, the better.”</i>
<b>Use, what, food</b>	<i>“This brings the customer service requirements of AODA into play in a more detailed manner than may be expected. Encouraging non-utensil foods (e.g. wrap sandwich) may be another method for reducing use” “Why not go further and require food services to use reusable plates and cutlery or compostable disposables?”</i>

Base: Bylaw undecideds (don’t know/neutral) who chose to leave a comment n=188

Q3: Comments (Do you support a by-request / ask first bylaw to reduce single-use eating utensils in Toronto?)

# Appendix

## SINGLE-USE PAPER BAG FEE

## Other Themes – Single-Use Paper Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Less, so, low fee, a small, charge, more</b>	<i>“Charging less for paper would encourage people toward the better alternative, while the fee would have some impact on the decision to bring your own bag.”</i> <i>“These bags are recyclable and biodegradable, so less harmful, so charge an at-cost amount for the bag”</i>
<b>Make, available</b>	<i>“Outlaw plastic and make paper more available.”</i> <i>“At least paper bags are better. Still, encourage people to use reusable ones. Make them readily available.”</i>
<b>Price, too, low</b>	<i>“more eco-friendly so keep the price low, while hiking the price of plastic bag use.”</i> <i>“I would price it slightly below whatever the fee decided for plastic bags. This encourages the choice of paper over plastic, however pushes the consumer to consider avoiding using either of these options”</i>
<b>Other, option, there</b>	<i>“Paper would likely need to replace plastic bags for wet groceries, e.g. meat, seafood, unless another option used - Bring your own containers?”</i> <i>“As paper bags are far more compostable, they should be made more attractive to consumers than other possible bag options.”</i>
<b>Give, good</b>	<i>“Are paper bags compostable? Part of this survey should be to educate people on best practices &amp; options available, pros, cons on all these survey items. Give me good info &amp; I can make good decisions”</i> <i>“I think it is fair to charge a smaller fee for a paper bag vs. a plastic bag, but given the carbon footprint, cost, and water waste/use of paper bag production, charging a fee is still a good idea.”</i>
<b>Again, cloth</b>	<i>“Again--cloth bags”</i> <i>“It would be better for businesses to only offer reusable bags (i.e. cloth). They could even have bag exchanges, where people could use one for free if they forget (like 'take a penny, leave a penny').”</i>
<b>Where, go</b>	<i>“It has to be enough to deter people so I choose the maximum . That is the amount that would entice me to bring my own bag everywhere I go”</i> <i>“Paper could be a good alternative to plastic, esp at supermarkets where people may not have the right number of reusable bags.”</i>

## SUPPORT

# Other Themes – Single-Use Paper Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Single use, bad, the environment</b>	<i>"I support paper bags if they are made from recycled paper. Let's not cut down forests (locally or globally) to supply lazy shoppers with paper single use items and toilet paper.. another big issue"</i> <i>"include in bylaw stipulation that businesses cannot provide single-use paper bags to customers unless they order more than 10 items, and even then, ask before providing"</i>
<b>Support, also, product</b>	<i>"A small fee for paper could be good for the customer and the business as long as the money is actually going to some environmental support."</i> <i>"Paper bags are a reasonable compostable alternative to plastic, and I would support a total ban on plastic bags for replacement with paper at the same five cent fee."</i>
<b>How, way, know, need, do not, item, single use</b>	<i>"I don't understand why this is a fee item when paper is recyclable, but I guess if people refuse to learn how to dispose of it properly, then the fee should be minimal."</i> <i>"I chose a smaller amount for this item because I feel they are easier to recycle. Many places specifically have paper recycling bins where they may not have bins for other types of recycling."</i>
<b>Much, as, well</b>	<i>"Paper bags are a much better alternative to plastic and can be recycled. I am not concerned about their use."</i> <i>"I assume these would be recyclable or decompose and much better than plastic"</i>
<b>Time, need</b>	<i>"Most of the time you don't need the paper bag."</i> <i>"A minimal amount is OK. There are times you need some time ogle us bag. Give people a break where recycling is not a major concern."</i>
<b>Do not, take</b>	<i>"At least they don't take centuries to decompose"</i> <i>"Your argument above does not make sense. Why introduce a fee on paper bags if plastic is the waste item? A small charge (5c or 10c) may be reasonable, but still penalizes those that can't or forget to bring bags (ie. busy parents, people that take transit / don't take their cars)."</i>

Base: Support bylaw and chose to leave a comment n=1,825

Q13: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out paper bag to promote reduction of its use?)

# OPPOSED

## Other Themes – Single-Use Paper Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Go, where, again, do	<p><i>"paper bags are litter, but they dissolve away... they should be the alternative to plastic. Again, where is the fee going? To the company? to the city?"</i></p> <p><i>"There has to be an alternative to plastic. Paper bags are biodegradable. Without plastic or paper where are you going to put loose mushrooms. I bought small mesh reusable bags recently, but they are expensive and would be particularly difficult for poor families. Keep paper for now but in long term"</i></p>
Reuse, easily	<p><i>"Paper bags can easily be reused or composted."</i></p> <p><i>"Paper is recyclable. Encourage stores to take them back. LCBO bags for example are barely used. They could easily be reused. Fold them and return them to be reused."</i></p>
Single use, how	<p><i>"How is this single-use? Also it is recyclable."</i></p> <p><i>"Since paper degrades, I do not think that paper bags should be a priority compared to plastic products. Their production uses fossil fuels however I think that single-use plastic should be tackled first."</i></p>
Use, penalize	<p><i>"Paper bags are biodegradable alternatives to plastic bags. We should not be penalizing their use."</i></p> <p><i>"Paper decomposes - why penalize its use?"</i></p>
As, well, the environment, than plastic	<p><i>"Paper bags are better for the environment than plastic."</i></p> <p><i>"Paper bags are much better than plastic bags and better for the environment than most reusable bags, so I don't think this makes sense."</i></p>
People, need, carry, solution	<p><i>"People often need *something* to carry away items. At least paper bags are recyclable and compostable."</i></p> <p><i>"Paper bags should be recyclable and therefore there should not be a fee. Toronto should invest in proper recycling and waste management facilities. Being able to adequately recycle items is the real solution, not a fee on the customers. Toronto's failures should not come out of the people's pockets"</i></p>
Food, available	<p><i>"Too much take out food available. I live near a high school. Kids walk while eating lunch and throw their trash. I don't think a fee will make a difference to them, it's their parent's money."</i></p>
Give, other option	<p><i>"I think plastic bag should be banned, and for the time being single use paper bag should be allowed - so at least we remove the most harmful thing (plastic) and give small businesses another option"</i></p> <p><i>"No plastic and now no paper. Where are we supposed to put our things in? Give us other options."</i></p>

Base: Oppose bylaw and chose to leave a comment n=1,809

Q13: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out paper bag to promote reduction of its use?)

**OPPOSED**

# Other Themes – Single-Use Paper Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Make, material</b>	<i>"Paper bags could be made entirely recyclable, with unbleached paper out of 100% recycled materials." "Use bags made of recycled materials. No fee"</i>
<b>Store, take</b>	<i>"Paper bags are considerably more biodegradable and likely made of recycled material" "I think no fee would encourage groups to go to paper bags instead of plastic. Would be advantageous for grocery stores and take out locations."</i>
<b>Always, bring, when</b>	<i>"Paper bags are recyclable. The \$0.05 fee that some businesses charge just goes to their profits. We always bring cloth bags when shopping." "Why pass to consumers cost of saving on plastic bags? I myself always bring my own reusable plastic or Eco bags so I don't pay for extra plastic bags. There should be incentives for customers for using recyclable containers."</i>
<b>Ban, just, tax, stop</b>	<i>"Whatever the solution, we need to collect and recycle, not just ban and 'tax' the consumer." "Stop with the tax. Encourage better behaviour without tax"</i>
<b>More, money</b>	<i>"Don't always download the cost to customers. Businesses can use the money they use to buy single use products for more env friendly options. Gov't...stop taking the east way out! Protect the costumer!" "Adding taxes is an easy out. What's worse is this is a better choice than plastic and you still want to tax it alongside plastic. These are not new ideas, just rehashed ways to make more tax money."</i>
<b>Recycle, easy to</b>	<i>"Wouldn't paper be easier to recycle?" "Paper should be encouraged as an alternative to plastic so no fee should be used. It's easy to recycle"</i>
<b>Then, there should, no_fee, so, need</b>	<i>"There should be no fee if the bags are recyclable or compostable" "If it can be recycled there should be no fee charged."</i>
<b>Litter, still</b>	<i>"Paper is less of a litter issue because it biodegrades - lots of items are out in a small paper bag, might be complex to regulate while still allowing food hygiene" "Although paper bags are still a litter item, I would rather people use paper and eliminate plastic altogether."</i>

Base: Oppose bylaw and chose to leave a comment n=1,809

Q13: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out paper bag to promote reduction of its use?)

# UNDECIDED

## Other Themes – Single-Use Paper Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Consider, why, reduce, perhaps, waste</b>	<i>“Not sure why paper bags are considered litter items.”</i> <i>“Paper can more easily be reused or recycled. Perhaps larger receptacles on streets would reduce litter. The current receptacles are often full and foot petals broken.”</i>
<b>Ban, just, give</b>	<i>“Just ban them”</i> <i>“Public education on if these can be composted or recycled? Also in fast food chains give folks an option to decline? They are usually just given.”</i>
<b>That, the environment, bad</b>	<i>“It was my understand that paper bags were better for the environment as they were recyclable. If this is not true, and City council can prove it , then put a fee on it as well.”</i> <i>“Not as sure about this one, paper bags aren't as bad for the environment as plastic, aren't they a good alternative to offering plastic bags, assuming a bag really is needed? I mean sure, a reusable tote provided by the customer is better. But paper isn't that bad I thought?”</i>
<b>People, want</b>	<i>“are paper bags that bad for the environment? They seem like a more environmentally friendly option.”</i> <i>“I am not sure on this one.....the goal is to educate people so they want to bring their own bags...maybe a 10 cent fee would encourage them to remember to bring bags, without making them feel totally antagonistic about the change they have to make in their habits”</i>
<b>Biodegradable, at least, compostable, also, use</b>	<i>“Are single-use paper bags (e.g. bags given for alcohol/groceries) not recyclable? Or at least biodegradable? If not, perhaps provide alternatives that are.”</i> <i>“At least paper is biodegradable. Things have to go in some container to take out.”</i>
<b>Take, less</b>	<i>“Paper bags I take less issue with, they tend to be post consumer products and are both recyclable and compostable”</i>
<b>Need, more, encourage, use</b>	<i>“Frame this differently: the bag we use to carry our purchases needs to be as/almost as convenient, cheap, and functional while being more environmentally friendly. Then tax based on enviro. impact.”</i> <i>“Less sure on paper bag fees, as they could be an interim option to move people away from plastic. Encourage retailers to at the very least use paper, while promoting reusable bags, as paper is a much better option than plastic.”</i>
<b>More, item</b>	<i>“Aren't the paper bags recyclable? More recycling advocacy for this item”</i> <i>“Perhaps more recycling bins available would help redirect these items.”</i>

Base: Undecided about bylaw and chose to leave a comment n=460

Q13: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out paper bag to promote reduction of its use?)

UNDECIDED

# Other Themes – Single-Use Paper Bag Fee

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Carry, need to, make, business, know, do not, well, only, which, plastic, well alternative	<p><i>“If paper bags were to be made from recycled materials, wouldn't it be a better option? Should it not be promoted rather than discouraged and charged for? At the end of a long day at work, people still need to buy groceries and have something to carry them in when they don't bring their own bag.”</i></p> <p><i>“I am a bit torn on this one. Something has to be done to curb the widespread use of fast food bags. On the other hand, if we want people to discontinue plastics, these seem like a better alternative --- at least as a first step to getting to zero waste.”</i></p>
Cost, consumer, there, other, what, single use, option, good	<p><i>“I prefer paper. Businesses should take on the costs of disposal, forced to use only recycled content. And perhaps costs to clean-up, educate consumers on proper disposal. Make business responsible.”</i></p> <p><i>“Perhaps an incentive for people to bring their own tote bags instead. Or an option, similar to the single use utensils -- to ask if they will bring their own tote for pick up orders?”</i></p>

Base: Undecided about bylaw and chose to leave a comment n=460

Q13: Comments (What amount would you support if the City of Toronto were to consider a bylaw requiring businesses to charge customers a fee per single-use carry-out paper bag to promote reduction of its use?)

# Appendix

## BYLAW PRIORITIZATION THEMES

## Other Bylaw Prioritization Themes

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Happen, make, change, easy, implement, bylaw, ban, once, just, do, get</b>	<p><i>"I think Toronto needs to make more of an effort to get these things happening sooner rather than over a 3 year period. There isn't time to waste."</i></p> <p><i>"I think these are all high priority. The IPCC 2018 report found that 'rapid and far-reaching' transitions in cities are needed to limit global warming to 1.5 degrees Celsius. Rapid change is needed, and city by-laws and policy can make this happen much more effectively than individual action."</i></p>
<b>Foam, container, black plastic</b>	<p><i>"foam containers are the least of the problem when it comes to take away food containers. The single use plastic containers are far worse in my opinion."</i></p> <p><i>"People still need options so banning 100% is not the solution but working on providing alternatives (e.g. paper type boxes for food instead of black plastic or foam containers) goes a long way."</i></p>
<b>Time, waste, create</b>	<p><i>"It's good the city is considering single use items, however to truly making an environment impact you need to eliminate and not just add a fee to it. Rather than wasting resources a second time for the ban later why not do it now. Also ask first encourages people to think they need it out of convenience"</i></p> <p><i>"No time to waste! Unfortunately the longer we wait to more waste we create"</i></p>
<b>Provide, alternative</b>	<p><i>"It's not enough and not responsible of the city to ban or add fees for disposable items. Reusable alternatives need to be provided and/or incentivized."</i></p> <p><i>"The City needs to make sure businesses don't just replace one disposable with another, and we need laws to make sure businesses provide reusable alternatives."</i></p>
<b>Customer, ask</b>	<p><i>"All good first steps. Asking the customer first brings awareness and prevents unnecessary items being handed out. We need to mandate reusable utensils in food courts!"</i></p> <p><i>"Get rid of single use plastic. Don't waste your time going through the process just to make it so customers can ask for it. Go through the process to make a real change and ban all single use plastic. People will adapt."</i></p>
<b>Cannot, recycle</b>	<p><i>"As usual, the customer is always the goat, never the corporations causing the majority of the problem. NOTHING in this city should be sold in any container or wrap which cannot be recycled."</i></p> <p><i>"As hot drink cups cannot be recycled, they should be the highest priority."</i></p>

## Other Bylaw Prioritization Themes

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
<b>Then, other</b>	<i>"Time to wake people up and make a change. Each product listed above is harmful to the environment. One is no more harmful then the other. "Implement all the bylaws to make a difference." If some can happen at the same time then they should all occur simultaneously, especially as some of them directly effect the others (paper vs plastic bag). As this is an reactionary measure to a climate emergency, each bylaw should be prioritized and passed as soon as possible."</i>
<b>Also, packaging, food, reduce</b>	<i>"The packaging in food stores is horrendous, also in hardware stores. The amount of recycling is ridiculous. This should be addressed first. Most things are over packaged." "For grocers - restrict black plastic or black Expanded Polystyrene Foam, reduce/restrict plastic wrapping on foods"</i>
<b>Give, option, available</b>	<i>"Don't charge for paper Give restaurants alternate options for foam and take away packaging. Should all be white. Focus on standardizing the material being used NOT the ending of cups and containers" "get rid of plastics!!! terrible for human health and ecohealth biodegradable options are available and market will be improved for these biodegradable products if there is a plastics ban"</i>
<b>Impact, high</b>	<i>"The bylaws should be prioritized/implemented with the biggest impact for reducing the effect on the environment/waste system being high priority, then the bylaw(s) that are easier/faster to implement." "The priority should really be based on impact. Which will have the highest impact? Start there!"</i>
<b>Need to, take</b>	<i>"Why wait? Make these changes now. The environmental damage has been huge and we need to take action now" "Plastics should be considered the priority, I believe. Food takeaways really need to be high priority as there are so many users of fast food."</i>
<b>Do not, have</b>	<i>"This is such an urgent situation that I don't think we have a choice in terms of priority. It's 'high' and that's it." "We don't have 18 months. Make it happen faster"</i>
<b>Which, most, prioritize</b>	<i>"Let the facts decide which items cause most negative impacts and prioritize that way." "Should be prioritized based on which is the most commonly found litter."</i>

# Appendix

## EXEMPTIONS / ACCOMODATIONS

## Other Themes - Exemptions/Accommodations

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Material, compostable, allow, bring_own, container, black plastic, ban, plastic, item, single use, biodegradable, product, paper	<p><i>"Compostable materials should be exempted"</i></p> <p><i>"Straws should continue be available, but only made of paper/compostable/rice- or corn based. Paper bags provided should be completely recyclable, unbleached and made of 100% recycled materials."</i></p>
Maybe, be exempt	<p><i>"Bubble tea straws are thicker and less common. Maybe they should be exempt. And people with disabilities should be exempt from paying fees."</i></p> <p><i>"Maybe hospitals should be exempt"</i></p>
For those, who	<p><i>"Plastic straws for those who are disabled and need to use them"</i></p> <p><i>"Preferred parking for those who drive electric cars. Discounts for anyone with a valid TTC stub. Discounts for those who bring their own takeout containers."</i></p>
Disabled elderly	<p><i>"People shouldn't have to disclose disabilities or demand privacy measures. Utensils should be there for those who want and need them. Produce alternatives and people will use them. Charge for the same and you have reduced innovation and more unhappy people"</i></p> <p><i>"In the case of straws, it would be appropriate for the elderly or disabled person, but the straws should be recyclable not plastic."</i></p>
Provide business	<p><i>"Businesses should also carry the responsibility themselves to control and manage their consumption of plastic and waste. Relying on consumers to decide whether or not to pay a fee to use single-use plastic not enough If businesses are to ban or reduce use of single-use plastic items, it is important to consider that some people with disabilities or accommodations use items such as straws for food/beverages. In this case, businesses should provide a reusable in-store alternative such as silicone straws, etc."</i></p> <p><i>"Straws should be exempt. Business should be required to provide plastic straws on request at a bare minimum"</i></p>
Free_water_cup	<p><i>"Children needing water, medical concern where someone requires water, cup can be free."</i></p> <p><i>"Free water served to anyone that requests it should be exempt from single-use cup fees as water is a human right."</i></p>
Available, option, other	<p><i>"Maybe ONLY during exemptions or when a secondary option is not available immediately."</i></p> <p><i>"Viable and low-cost options available as alternative"</i></p>

Base: Those who chose to leave a comment n=21,476

Q17: Comments (How do you think the bylaws should be prioritized for planning and implementation?)

## Other Themes - Exemptions/Accommodations

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Many, so, do, how, get	<p><i>"I have the shakes from medication (lithium). Its hard enough to get a straw now, let alone after you pass this nonsense. Same goes for bags. They're useful to many of us and get reused multiple times."</i></p> <p><i>"People who medically require straws show get them. Possibly have metal or paper options for those circumstances"</i></p>
Packaging, food	<p><i>"Milkman method for all takeaway. Pay deposit. wash and return clean container for refund. Toronto could have standard reusable food packaging for vendors to purchase."</i></p> <p><i>"Food packaging, the ways that food businesses have so so so much waste from just having to serve quickly and in mass"</i></p>
Homeless, person	<p><i>"If someone really cannot afford the fee and it becomes prohibitive (ie. a homeless person has enough for a drink but not a fee/charge for the cup)"</i></p> <p><i>"Disabled persons who needs straw, homeless who needs free bags and cups and cutlery"</i></p>
Change, do not	<p><i>"None of this is enough: we need much stronger bans and incentives to stimulate faster and more drastic changes in our society. The necessary changes must reshape our selfish culture of entitled consumption. If we don't see these changes, we will be fine, but millions of people in poorer, hotter parts of the world will die of starvation, natural disasters, and human violence. Do we care more about human lives or the convenience of Starbucks?"</i></p> <p><i>"Exemptions only when it will create hardship for an individual. I do not know of all these cases, but everyone has to participate in making change."</i></p>
Always, carry, bag	<p><i>"Disabilities.....my uncle requires a straw to drink. He usually carries one with him but not always."</i></p> <p><i>"We need to do the work to change. Humans are adaptable - we just need to retrain ourselves to always pack reusable bags, reusable utensils/cups/straws etc. Society didn't always have the culture of waste we have today, so we need to adapt and work a little harder with a little less convenience. It's the price we have to pay for the damage we've done to the planet."</i></p>

# Appendix

## OTHER VOLUNTARY APPROACHES



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## Other Themes - Other Voluntary Approaches

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Reduce, cost	<i>"Promote reusable cups and containers by working with manufacturers or retailers to reduce the cost of purchasing them"</i> <i>"Encourage businesses to reduce cost of beverages when you bring your own cup. Also packaging reduction for grocery stores is high priority."</i>
Food, waste	<i>"Food courts should be 100% compost only, so there is zero waste, one bin, no hassle for customers, with options for 'bring your own' packaging with discounts."</i> <i>"Support small businesses that encourage waste reductions (ex. a bulk food store that only allows for reusable containers)"</i>
Just, do, so	<i>"Just don't be mailing out all the information, not everyone is going to read it and then will be put in the garbage or recycling"</i> <i>"Might have other solutions/ plans out there. Don't be limited to just those 4 ideas"</i>
Green, go, where	<i>"Have water fountains in public areas especially at subway and Go bus stations. I have hard time finding it, and with long commutes we can run out of water, and sometimes having to buy bottled. Also University of Guelph has these green reusable containers where you could borrow to buy your food in and return it when done, with 5\$ charge not refunded if not returned it would be nice to have that at all University in Toronto as well as restaurants"</i> <i>"Businesses don't have a food waste collection system for their customers. Most office buildings also don't have that. Green bins should be everywhere!"</i>
Reward, program	<i>"Some form of reward / stamp card program for people bringing reusable containers to restaurants"</i> <i>"Maybe some rewards programs as well e.g. free donut after you bring a reusable 5 or 7 times, and so on"</i>
Have, do not, work, voluntary, well	<i>"I'm highly in favour of mandatory approaches, but if we have to start with voluntary ones I'd like to see programs for reusing vitamin containers (e.g., deposit/return systems) as well as refillables for all kinds of household products (shampoo, soap, cleaning vinegar, detergents, etc.)"</i> <i>"Outright bans at a designated future date would be better than any voluntary approach."</i>
Garbage, bin	<i>"I've seen neighbors put a crap load of garbage in the blue bins with no consequence. I have personally put someone's leaf bag in the garbage because I watched him throw plastic bottles, newspapers and other unknown things into the bag. Having a lid is great for protecting from weather but it also hides a multitude of sins (so to speak) . In the 'old' days when there were separate bins for different items it seemed less plausible for cheating. There are some neighbors who NEVER put out a green bin! How?"</i> <i>"We need a system that makes it easier to know what garbage goes in blue bin and what does not"</i>

# Other Themes - Other Voluntary Approaches

The following table highlights verbatim comments associated with groupings of words that are often used in combination with one another:

Word Grouping	Quote
Available, make, change	<i>"We need to create a sharing economy where food supplies are readily available especially those who can't afford these changes." "Create incentives for people to change, e.g., a card that customers carry with them and can earn points when they bring their own containers, with some prizes available for high scorers."</i>
Option, offer	<i>"Businesses do a bad job offering customers a better option." "Encourage people to bring their own re-usable containers, bags, straws. Offer re-usable options for sale at reasonable \$ amounts at all takeout restaurants. Offer discounts to those who bring their own reusable containers/bags"</i>
Compostable, alternative	<i>"Compostable items should be available as an alternative to bring your own rather than reusable as people will just throw these out anyway." "take/leave options for reusable bags, making reusable options more readily available, finding compostable alternatives"</i>

# Stage 2: Approaches to Reduce Single-Use and Takeaway Items in Toronto

## Analysis of Survey Results

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Final Report  
February 2020



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