

### Attachment 3: Proposed Key Performance Indicators to Include in SUTI Reduction Strategy Stage 2

Proposed key performance indicators (KPIs) were developed in response to City Council's direction to include additional details on a monitoring plan which will be used to determine the outcomes of the Single-Use and Takeaway Items By-law including:

- a. the amount of targeted items found in future Litter Audits and Residential Waste Composition Audits
- b. input and feedback from retail business establishments on the awareness of the Single-Use and Takeaway Items Bylaw
- c. input and feedback from retail business establishments on any change in the distribution and quantities of Single-Use and Takeaway Items
- d. public and stakeholder input and feedback on any behaviour changes related to the use of Single-Use and Takeaway Items
- e. any enforcement related statistics resulting from compliance measures related to the Single-Use and Takeaway Items Bylaw
- f. a proposed reporting frequency of the monitoring plan.

The proposed KPIs will be reported on biannually for the first 4 years of implementation of the SUTI Bylaw. This reporting frequency allows time to monitor implementation in the first 2 years and then to monitor how the SUTI Bylaw has been operationalized. The proposed KPIs are including, but not limited to, the list in Table 1 below.

Table 1: Single-Use and Takeaway Items Reduction Strategy - Key Performance Indicators

Proposed KPI		Baseline data	Proposed Data Sources
<b>1</b>	<b>Reduction in SUTI</b>		
1.1	Reduction in quantity of beverage cups	Waste Audits	<ul style="list-style-type: none"> <li>▪ Commercial Waste Audits</li> <li>▪ Residential Waste Audits</li> <li>▪ Litter Audits</li> <li>▪ Polling/Surveying businesses</li> </ul>
1.2	Reduction in quantity of accessory food items	Waste Audits	<ul style="list-style-type: none"> <li>▪ Commercial Waste Audits</li> <li>▪ Residential Waste Audits</li> <li>▪ Litter Audits</li> <li>▪ Polling/Surveying businesses</li> </ul>
1.3	Reduction in quantity of paper shopping bags	Waste Audits	<ul style="list-style-type: none"> <li>▪ Commercial Waste Audits</li> <li>▪ Residential Waste Audits</li> <li>▪ Litter Audits</li> <li>▪ Polling/Surveying businesses</li> </ul>

<b>2</b>	<b>Increased Use of Reusables</b>		
2.1	Behaviour changes – Businesses	Third-Party Surveying	<ul style="list-style-type: none"> <li>▪ Polling/Surveying of Businesses offering reusables for dine-in and/or partnering with a reusable foodservice ware program</li> </ul>
2.2	Behaviour changes - Residents	Third-Party Surveying	<ul style="list-style-type: none"> <li>▪ Polling/Surveying of residents bringing reusables</li> </ul>
<b>3</b>	<b>Compliance with SUTI Bylaw</b>		
3.1	Number of reported violations	N/A	<ul style="list-style-type: none"> <li>▪ ML&amp;S data</li> </ul>
3.2	Number of notices of violation	N/A	<ul style="list-style-type: none"> <li>▪ ML&amp;S data</li> </ul>
3.3	Number of ticketed offences	N/A	<ul style="list-style-type: none"> <li>▪ ML&amp;S data</li> </ul>
<b>4</b>	<b>Increased Knowledge</b>		
4.1	Knowledge and understanding of SUTI Bylaw, items, approaches, and timelines	N/A	<ul style="list-style-type: none"> <li>▪ Polling/Surveying of Toronto residents and businesses</li> </ul>
<b>4.2</b>	Public and business engagement, education and outreach	N/A	<ul style="list-style-type: none"> <li>▪ Webpage and social media traffic and stats</li> <li>▪ Webinar attendance</li> <li>▪ Engagement at events</li> </ul>
4.3	Questions/inquiries received from Toronto businesses and residents	N/A	<ul style="list-style-type: none"> <li>▪ SWMS &amp; 311</li> </ul>