

# Single-Use and Takeaway Items Public Consultation Report

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# STAGE 1 CONSULTATION

SEPTEMBER 20 – OCTOBER 28, 2018

## Objectives

City Council directed staff in PW 31.10 – *Options to Address Single-use Items, misleading advertising and textile waste in Toronto* to develop a work plan aimed to reduce the use of single-use or takeaway packaging or products.

Consultation took place to identify opportunities to reduce the generation of single-use and takeaway items, including:

- Which items residents and stakeholders are most interested in addressing
- Preferred methods or approaches to reduce these items and promote additional reuse



## A SINGLE-USE OR TAKEAWAY ITEM:

Any product designed for a single use after which it is disposed of, whether into garbage or a waste diversion stream, as solid waste.

Typically, these products are not designed for durability or reuse.



**20,512**  
INDIVIDUALS

participated in  
consultation  
(including 95% from  
Toronto and the GTA)

## How we listened



### ONLINE SURVEY

**Sept. 20 – Oct. 28**

20,000+ responses



### PUBLIC EVENT + WEBCAST

**Oct. 2**

160+ participants



### WEBINAR

**Oct. 4**

80+ participants



### STAKEHOLDER MEETINGS

(Sectors: Food & Restaurants;  
Retail & Manufacturing;  
Environment; Accessibility)

**Oct. 11 – 26**

30+ participants



### NOTIFICATION + COMMUNICATIONS

**Sept. 20 – Oct. 28**

7 print publications, online ads,  
direct emails, 1.85 million + social  
media impressions



## ONLINE SURVEY

### Top 3 single-use/takeaway items used most frequently (every day / almost every day)



**45%**

Plastic bags



**44%**

Hot to-go cups



**40%**

White, clear or coloured plastic containers

The majority indicated **strong levels of support (87% – 93%) for reduction of all items listed** (with the exception of paper bags):

- Styrofoam containers
- Disposable cold to-go cups
- Plastic bags
- Plastic straws
- Black plastic containers
- Disposable cutlery
- Disposable hot to-go cups
- White, clear or other plastic containers



- **Mandatory approach:** may include fees, bans or signage with or without enforcement
- **Voluntary approach:** may include City programs, incentives or rewards or education and promotion campaigns focussed on reducing use of single-use or takeaway items

### MORE THAN

**70%**

### OF SURVEY RESPONDENTS

were **very likely or somewhat likely to use a reusable option** instead of the disposable product for all items listed

### Top 3 reasons for using single-use/takeaway items



**SHOP/RESTAURANT GIVES THEM TO ME WITHOUT ASKING**

68%



**NO REUSABLE OPTIONS PROVIDED**

68%



**I MAKE UNEXPECTED PURCHASES**

52%

**Respondents expressed consistent strong support (75%, 1% variation) for mandatory approaches to reduction of: plastic bags, black plastic and Styrofoam containers.**

All other items listed received support for **mandatory (52% – 63%) or a combination of voluntary and mandatory (24% – 35%)** approaches to reduction (with the exception of paper bags).



### Future considerations

#### ACCESSIBILITY, EQUITY + HEALTH

Impacts to accessibility and equity must be considered to ensure programs and policies don't create additional burdens.

*"Plastic straws are a necessary accessibility item for many people. Any bylaw must include continued, universal access for those who need them."*

#### APPROACHES + ALTERNATIVES

The City should be more aggressive with its policies, and be a stronger leader. There is strong support for mandatory approaches to reduction, and general support for voluntary and a combination of voluntary and mandatory approaches.

*"A mandatory approach (bylaws, penalties and fees) should be used as much as possible. Signs, voluntary measures and motivations should be an additional, complementary approach to raise awareness."*

#### EVALUATION

Evidence is required to identify which items should be targeted for reduction based on defined metrics including environmental impact, accessibility and equity.



*"Evidence to support which target areas will have the greatest impact will be key to influencing meaningful change."*

#### IMPLEMENTATION

A phased approach is required to implement new programs and policy to encourage and allow people and businesses to adapt to change.

*"Consider phases: voluntary, then a hybrid approach, then a mandatory approach to reduction of single-use and takeaway items. Convenient alternatives must be offered and considered."*

#### ROLES + RESPONSIBILITIES

Producers, manufacturers and businesses have a role in reducing waste through their purchasing, packaging, and full extended producer responsibility. The City has an opportunity to demonstrate leadership, and needs to clarify how additional revenues will be used, and how enforcement will be achieved.

*"Toronto should work with its municipal partners to leverage the provincial government and federal government to act for a more effective and economic set of policies to reduce single-use and takeaway items. Toronto cannot go it alone."*



## STAKEHOLDER MEETINGS

### Keypoints

- Use of single-use items has gone up significantly over past 5-10 years
- There are perceived challenges related to meeting health and safety regulations for reusable items
- New regulations require a phased in approach to implementation, including a mix of mandatory and voluntary approaches
- To support implementation consistent messaging and education for the public,



producers, and vendors is necessary, and supply chains need to be ready to meet demand with products that comply with new regulations

- Environmental, equity and health criteria can help determine which items to target for reduction
- A national or provincial strategy would be easier to comply with

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## 2.0 Overview

The Phase 1 Consultation took place between September 20 and October 28, 2018. It provided opportunity for the public and stakeholders to provide feedback on single-use and takeaway items to be targeted for waste reduction, and appropriate approaches to reduce this type of waste in the City of Toronto.

The Project Team utilized a wide range of activities to involve Toronto residents and stakeholders in Phase 1 consultation including robust communications campaigns, in-person events, stakeholder meetings, webinars, and an online survey.



Similar activities will be used to re-engage stakeholders during Phase 2 consultation, which is expected to take place in 2019.

## 2.1 Goals and Objectives

The following goals and objectives were used to guide planning and implementation of Phase 1 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. Identify and seek input to prioritize single-use and takeaway items that should be targeted for reduction
4. Solicit input on policy tools to target reduction of single-use and takeaway items
5. Report back to Committee and City Council on motions carried at [2018.PWIC 31.10](#) and feedback received through the public consultation process.

### 3.0 Activities

This section provides additional detail on the activities used to engage stakeholders during Phase 1 consultation.

#### 3.1 Communications and Notification

The Project Team used a comprehensive communications strategy to inform and invite Toronto residents and stakeholders to participate in consultation activities, including outreach through the following tools and networks:

- Project website (posted September 18, 2018)
- Print advertisements (weeks of September 20 and 27)
  - Metroland community papers
  - Now Magazine
  - Star Metro
  - Ming Pao (Cantonese)
  - Philippine Reporter
  - Senthamarai (Tamil)
  - El popular (Spanish)
  - Sol Portuguese
  - Iran Javan (Farsi)
  - Corriere Canadese (Italian)
- Online advertisements (weeks of September 20 – October 4, 2018)
  - Weather Network
  - CP24
  - Blog TO
  - Now
  - Toronto Life
  - Toronto Star
  - Toronto.com
- Social media (September 21 – October 4, 2018)
  - Facebook & Instagram, 1.8 million impressions
  - Twitter, 54,683 impressions
- News Release (issued September 26, 2018)
- Waste Strategy Email list (1300+ individual contacts)
- Stakeholder list (250+ organizations)

#### 3.2 Public Event, Webcast, and Webinar

A public event was held on October 2, 2018 at the BMO Conference and Education Centre, at 60 Leonard Avenue in Toronto, from 6 – 8:30 p.m. The event included an open house from 6-7pm where participants could learn more about Solid Waste programs and speak with City staff, followed by a presentation by Charlotte Ueta, Acting Director, City of Toronto Solid Waste Management Services, and opportunity to ask questions. The event was attended by 94 people (signed in), and could also be watched via live webcast. More than 80 people watched the live webcast, which continues to be available for viewing via [Toronto.ca/wastestrategy](https://toronto.ca/wastestrategy).

A webinar was held on October 4, 2018, from 2-3pm, and the same presentation was delivered from the in-person public event. A total of approximately 60 people connected to the session, and questions and comments were received from 14 participants.

#### 3.4 Stakeholder Meetings

More than 150 groups and associations were invited to participate in stakeholder meetings and share information with their members and networks, in the following sectors:

- Business & Retail
- Education
- Environment
- Food & Restaurants
- Institutions
- Non-Profits and Community
- Property Management
- Residents and Ratepayers
- Waste Management and Processing

Additional information about the events and invitations to participate were shared through contact lists maintained by other divisions as well. These are listed below:

- Economic Development, Food and Beverage Sector, Economic Development Division
- Live Green Toronto, Energy and Environment Division
- Parks Forestry and Recreation Community Disability Steering Committee, Parks Forestry and Recreation Division
- Toronto Accessibility Advisory Committee, Equity, Diversity, and Human Rights

Invitations were sent to stakeholders via email two (2) weeks in advance, and follow up messages were also sent, including the meeting agenda and discussion questions. All meetings followed the same format: a presentation from staff in Solid Waste Management Services, followed by time for questions, and facilitated table discussions. Participation was limited to one representative per organization, and observers were welcome to attend and listen in to each meeting.

A total of four (4) stakeholder meetings took place as described below. In addition to participation in meetings, organizations were invited to submit written comments, and a total of six (6) submissions were received.

<b>Sector</b>	<b>Date &amp; Location</b>	<b>Number of Participants</b>
Food and Restaurants	October 11, 2018. 9-11am. Metro Toronto Convention Centre	13
Retail and Manufacturing	October 11, 2018. 2-4pm. Metro Toronto Convention Centre	6
Accessibility	October 18, 2018. 1-3pm. BMO Conference and Education Centre	7
Environmental Organizations and Researchers	October 26, 2018, 9-11am. City Hall	13

### **3.4.1 – Stakeholder Meeting Discussion Questions**

Facilitated discussion questions are listed below by session.

#### **FOOD & RESTAURANTS**

1. What type(s) of single-use and takeaway items do you offer?
2. How has the amount of single-use and takeaway items you offer/use changed over the past 5-10 years?
3. Do you currently make efforts to reduce use of single-use items?
4. Which single-use and takeaway items, if any, would it be easiest for your business to change to reusable?
5. How do you expect City programs or policies designed to reduce the consumption of single-use products and takeaway items may impact your operations?
6. What programs or approaches would best support your business to reduce single-use and takeaway items?
7. How could your location(s) meet its duty to accommodate patrons who require single-use items and takeaway packaging to maintain accessibility?

#### **RETAIL & MANUFACTURING**

1. What type(s) of single-use and takeaway items do you offer?
2. What type(s) of single-use and takeaway items do you sell/offer/manage?
3. How has the amount of single-use and takeaway items you sell/use/manage changed over the past 5-10 years?
4. Do you currently make efforts to reduce use of single-use items?



5. Which single-use and takeaway items, if any, would it be easiest for your business to change to/manage the reusable?
6. How do you expect City programs or policies designed to reduce the consumption of single-use and takeaway items may impact your business/operations?
7. What programs or approaches would best support your business to reduce production/distribution of single-use and takeaway items?
8. How could your business meet its duty to accommodate patrons who require single-use and takeaway items to maintain accessibility?

## **ACCESSIBILITY**

1. What types of single-use or takeaway items are most important to you/your members for accessibility?
2. What are your/your members concerns about potential City policies and/or programs to reduce single-use and takeaway items?
3. What are your opinions on the various approaches (Voluntary vs. Mandatory) to limit single-use and takeaway items in Toronto?
4. Which single-use or takeaway items, if any, would you like to see reduced in Toronto?
5. How can the City ensure accessibility and inclusivity in policies and programs to reduce the consumption of single-use or takeaway items in Toronto?

## **ENVIRONMENTAL ORGANIZATIONS & RESEARCHERS**

1. What are your primary concerns with single-use or takeaway items?
2. Which single-use or takeaway items would you like to see reduced in Toronto?
3. What are your opinions on the various approaches (Voluntary vs. Mandatory) to limit single-use items?
4. What role (if any) do you believe environmental organizations and researchers could play in addressing single-use and takeaway items?
5. What programs or policies to reduce the use of plastic straws do you believe would be most effective in achieving reduction, while ensuring accessibility for all Toronto residents?

## **3.5 Public Opinion Poll**

IPSOS conducted a public opinion poll using the same questions administered via the City's online survey. A sample of 1000 residents aged 16 years or older were surveyed between October 10 and October 29, 2018.

## **3.6 Phone and Email**

A total of 30 comments and questions were received via phone and email. All comments and feedback were recorded and reviewed by the project team.

## **3.7 Online Survey**

The online survey was available from September 24 to October 28, 2018, and was started by 21,272 people. IP addresses of all responses were reviewed to check for duplication and suspicious activity, of which none was found. No responses were mandatory to the eight (8) questions asked of respondents:

1. Do you represent or work for any of the following groups?
2. How frequently do you use the following single-use and takeaway items?
3. Please indicate up to three (3) reasons why you use single-use or takeaway items:
4. How likely would you be to use an alternative reusable item instead of the disposable option?
5. Indicate whether you would support or oppose the reduction of the following items in the City of Toronto.
6. Considering the following single-use and takeaway items, indicate whether you believe that the City of Toronto should use Mandatory, Voluntary, a Combination of mandatory and voluntary approaches, or none of these approaches to reduce the use of these items.

7. In July 2018, Toronto City Council directed staff to develop a policy to restrict use of plastic straws. Which approach to managing the use of plastic straws do you believe the City should develop?
8. Please provide any additional comments that the City of Toronto should consider regarding the use, restriction, and reduction of single-use and takeaway items.

## 4.0 Feedback Summary

### 4.1 Public Event

Participants at the public event were provided three opportunities to share feedback by:

- speaking one-on-one with City staff
- asking questions or sharing comments after the presentation
- submitting written comments on a comment wall or via comment form

Questions and comments received at the public event are summarized below.

#### Approaches to reduce Single-Use items

- Raise the plastic bag fee
- Implement a deposit return fee on beverage containers to incentivize clean-up and proper recycling
- Force innovation through higher fees on waste
- Offer high enough incentives to consumers when re-using a container
- Offer incentives to encourage businesses to offer alternatives
- Increase consumer fees for all single-use items
- Tax disposable plastics, make them too expensive for people to use
- Penalize single-use items e.g. monetary penalty for a coffee cup vs. discount for reusable
- Mandatory approach should be strict & aggressive, voluntary approach is waste of time and money.
- Create bags for businesses (like yellow tag program) for single-use items
- Ban it all
- Ban black plastic
- Make disposable plastic use inconvenient and expensive

#### Additional items to target for reduction

- Plastic bottles

#### Businesses & Producers

- Need to incentivize businesses to reduce waste
- Takeout food should not use black plastic
- How will bans and fees impact businesses that use single-use items?
- Make manufacturers take responsibility of the plastics they produce.
- Promote industry that provides customers with reusable utensils.

#### Role of City

- Implement signage similar to DineSafe to promote green businesses
- There are opportunities to reduce waste at fairs, events, and City-run cafeterias
- Regulations should be made at Provincial and Federal level
- Install green bins in public spaces

#### Education and Data

- Place stickers on all waste bins around City so people know what goes where
- Use data from Great Canadian Shoreline Cleanup to demonstrate impacts of plastics

- Simplify messaging, show environmental impact of single-use items to strengthen advertising campaigns
- Show data on costs of garbage and recycling, and marine clean up, and publish those prices to make decisions around financial impact
- Fund research on international initiatives that reduce plastics
- Need to understand money spent on ad campaigns and impact on reduction
- Messaging should emphasize that most items will not be recycled
- Educate youngest consumers
- Develop school programs
- Enlist celebrities to make it trendy

#### Process

- Need to understand timelines for bans on certain materials

#### General

- Does the City provides tours of solid waste facilities?
- How do you manage compost without a plastic bag?
- What materials are most lucrative for transfer stations to sell to end markets?
- What other international cities are we looking to for inspiration?
- Disposable diapers are confusing. People think they can be composted in full so don't look for alternatives (cloth diapers).

## 4.2 Webinar

Webinar participants asked questions regarding:

- Materials
  - Types of single-use items City is considering for reduction
  - Which materials are accepted in the blue bin and why/why not
  - Will Toronto will ban plastic straws
  - How certain materials are recycled
- End Markets
  - How the City is responding to stricter international requirements for recycling markets
- Extended producer responsibility
  - The role of the Provincial and Federal governments in reduction
  - Taxes on producers of single-use items
  - Responsibility for compliance (consumer, property manager, producer)
- Innovation and Education
  - Opportunities to prototype packaging materials with the City
  - The role of educational institutions
  - Solutions being used internationally

Participants asked for more information and data regarding:

- each single-use item and how much waste is generated and collected by the City
- the impact of the plastic bag fee
- More context on which items are recycled in Toronto, and why or why/not

Participants suggested additional single-use items for consideration:

- Cigarette butts
- Plastic water bottles
- Rubber bands
- Napkins
- Green mesh fruit containers
- Aluminum foil
- Glass and metal beverage containers

Participants made general comments regarding:

- Compostable plastic is not as green as it claims
- Reusable items can be cost prohibitive
- Support for higher charges for single-use takeout items

## 4.3 Stakeholder Meetings

### 4.3.1 Food and Restaurants

The following comments were received during the stakeholder meeting:

#### 1. What type(s) of single-use and takeaway items do you offer?

- Everything except plastic bags
- Fiber based packaging
- Black plastic (leak proof), Styrofoam, clear plastic, paper with max lining
- Paper with plastic liner
- Fibre based packaging + post-consumer packaging
- Cartons, glass bottles, aluminum cans, PET (polyethylene terephthalate) beverage containers

#### 2. How has the amount of single-use and takeaway items you offer/use changed over the past 5-10 years?

- Increased
- It has become the norm to use more unnecessary stuff
- Convenient items fill a need
- Supply what market demands
- Challenges of health and safety require single-use products

#### 3. Do you currently make efforts to reduce use of single-use products?

- We changed to a double walled cup, with no issues – big cost savings and less waste
- We offer discounts to customers who bring a reusable item, we use 5,000 coffee cups a day. We try to educate customers but it doesn't quite work.
- We want to steer people to the right items but reducing it isn't always up to us.
- Moved to compostable or paper-based containers
- Switched from glass bottles to plastic
- Replaced plastic straws with paper
- Education for servers offering straws
- Fast food example: when you order online, need to opt in for disposable cutlery
- Looking at something to eliminate straws but haven't found it
- Introduced 100% recycled PET, renewable plant based PET, and lighter PET containers

#### 4. Which single-use and takeaway items, if any, would it be easiest for your business to change to the reusable alternative?

- Switch to glass juice jugs from plastic juice boxes
- Straws and certain products
- Reusable coffee cups, but there are health standards around using your equipment on something people deem clean
- Bags, they could be pushed a bit more, we are looking at offering totes but you can't really put a muffin in that
- Water bottles, we are looking at infused water with jugs instead of selling bottled water to meeting spaces
- Cutlery

- Napkins
- Straws, especially for sit-down customers
- Styrofoam

**5. How do you expect City programs or policies designed to reduce the consumption of single-use and takeaway items may impact your business/operations?**

- Product changes and challenges
  - Huge impact for distributor – we would have to make sure we have the right products to cater to demand
  - New products should actually meet requirements of City where distributed, i.e.: compostable cups
  - The supply chain needs to be ready, i.e. paper straws, we did not have enough supply to meet the demand
  - We cannot process certain materials i.e. corn resin cups
  - Entire supply chain was affected as stores use one main supplier
  - Change hand towels to hand dryers, but noise can be an issue
  - City garbage bins are very expensive. Makes it a challenge
- Educational Needs
  - 'Where does it go campaign' and other educational campaigns
  - Consistent messaging + not changing over time
  - Marketing from brands that is not-consistent with Toronto waste streams is challenging
  - We look forward to educating our customers with new ideas and the right products
- Process Needs
  - Should be done slowly over time so businesses can use up their purchased products
  - Some packaging brought from overseas
  - Need solution before we put it in place, what straw is better than a plastic straw?
  - Hard to make changes without knowing what the replacement will be
  - Consistency is needed across restaurants
  - If a cup has a custom logo time is needed to finish your inventory and replace it
  - Takes 6 weeks to order products, and we keep a 6 month supply on hand
  - Difficult to mandate at franchised locations
- Health and Safety
  - Don't always have dishwashers for reusable items
  - Fast food restaurants aren't equipped for this
  - Health sanitization is a huge liability
  - Believe that health inspectors are not supportive of reusable cups

**6. What programs or approaches would best support your business to reduce production/distribution of single-use and takeaway items?**

- Incentives
  - City provide incentives to businesses to make sure they are doing it the right way, it is very expensive currently to do it the right way)
  - Rebates
- Education
  - Educate to reduce demand from public
  - Educate City establishments and customers
  - Coordinate outreach with the City of Toronto
  - Educate through schools
  - Signage for businesses
  - Standardization of messaging
  - Billboards and TTC ad campaigns
  - encourage exploration of voluntary policy approaches to improve promotion and education

- Ban and fines
  - Ban single use items at sit-down restaurants
  - Fines for using single use items
  - Don't ban an item, ban a material with education to make people care
  - Any bans should be based on science
  - Fees would be preferable
  - Support for disposal bans
- Policy
  - Need a national stance
  - Needs to be beyond single municipalities
  - Show that the City mandates it not the establishment – more incentive to listen
  - Ensure new municipal policies do not conflict with provincial regulations
- By-request
  - don't give away unless asked

**7. If new requirements were implemented, how could your business meet its duty to accommodate patrons who require single-use and takeaway items to maintain accessibility?**

- Straws
  - Need to be offered
  - Health care uses straws
  - There is no flexible paper straw
  - Give straws upon request
  - Certain products require a straw (i.e. milkshake) they serve a purpose
  - focus policy on reducing loose straws, as has been done in Vancouver, while exploring the option of encouraging consumers to put straws that come with aseptic cartons back in the pack

**Other comments**

- Explore the role plastic packaging plays in preserving food and beverage products, and how shifting from certain types of packaging could lead to greater food waste
- Amend the definition of single-use to: "A single-use or takeaway item is any product designed for a single use after which it is thrown into the garbage. These materials are not accepted in the Blue Box program, and are typically not designed for durability, reuse or recycling."
- Following the initial phase of the consultation period, data should be collected to help determine which policy tools are warranted and whether action should be taken at the provincial or municipal level

#### **4.3.2 Retail and Manufacturing**

The following comments were received during the stakeholder meeting:

**1. What type(s) of single-use and takeaway items do you sell/offer/manage?**

- Takeout containers
- Coffee cups
- Paper takeaway packaging
- Any single use products
- Primarily home shopping packaging
- Home meal replacement 'ready to eat' containers
- Juice box straws

**2. How has the amount of single-use and takeaway items you sell/offer/manage changed over the past 5-10 years?**

- With the growth of convenience, the amount of home meal replacement offerings has grown

- Growing area of food delivery, growth of convenience and the waste involved
- Changing demographic, empty nesters

**3. Do you currently make efforts to reduce use of single-use products?**

- Promote good design of packaging and use so it isn't excessive
- Promote good behaviour (i.e. recycling)
- Charge plastic bag user fees for takeaway food
- Offer infused water instead of bottles
- Participate in Ontario Voluntary Reduction program to reduce plastic bags distributed to consumers
- Other
  - If a package is desirable, it's hard.
  - Harmonize with large retailers

**4. Which single-use and takeaway items, if any, would it be easiest for your business to change to/manage the reusable alternative?**

- Plastic bag / takeaway bag as there are alternatives
- Styrofoam and straws, there are alternatives
- Never a binary answer, there is a lot of grey and the approach needs to be sensible
- Other
  - Businesses don't want to pay for packaging
  - When you can use an alternative, it should be available
  - Establish consistency to bring your own containers to one place
  - The opportunity of single use is you use it right away, you don't get into shelf life protection

**5. How do you expect City programs or policies designed to reduce the consumption of single-use and takeaway items may impact your business/operations?**

- Should be on consumer to bring, but not everyone will or can do it
- Consumers can be offered the choice
- Once we get used to it, it will just be the new normal
- Need to phase in
- Need timeframe for innovation
- Different approaches will work in different settings and sectors
- Can't ban cutlery, people need the product
- Need to know what an acceptable alternative is
- Municipality and industry needs to be prepped
- Ecological concerns with supply
- Established stores need 6 to 9 months for transition
- A lot of time and effort is needed to research reusable durable alternatives
- Takes time to innovate and get new machinery
- Probably a year timeline with good collaboration with the City
- Multiple products make it more complicated
- There are safety issues with customer containers
- Not all locations have a dishwasher

**6. What programs or approaches would best support your business to reduce production/distribution of single-use and takeaway items?**

- Policy
  - National standard is much easier, but jurisdictional differences make it a challenge
  - Mix public policy and innovation in a staged approach
  - Make approaches clear and not open to interpretation
  - Create a policy that gets good environmental and economic results

- Level the playing field across sectors, not just plastic
- Business
  - We are all open to reduction but it needs to be reasonable
  - Business case for plastic bag user fee
  - A combination of different approaches, different ones for different sectors
  - Incentives and tools to mitigate the potential new cost
  - There needs to be harmonization for stores with large inventories
- Public education
  - Identify establishments as green with a plaque
  - Educate kids
  - There is an opportunity to engage in better behaviour for consumption in general
  - Signage
- Testing
  - Remove aseptic carton straws from any measures (similar to Vancouver Strategy)
  - Science, that's a lot of testing and all depends on the package being initiated
  - Case studies and pilot programs for business types (tool kit) i.e. Grocery chain that frontloaded communication on plastic bags (2009), now most people don't use plastic bags
- Need to provide incentives for small businesses
  - Make bins cheap and easy for stores to use
- Role of consumer
  - Up the cost of single use items so consumers feel it, raise to \$0.25
  - Financial cost can trickle down to consumer

**7. If new requirements were implemented, how could your business meet its duty to accommodate patrons who require single-use and takeaway items to maintain accessibility?**

- Businesses should have a certain supply on hand, restaurants don't want to be in a position to not be able to serve the customer
- Until the retailer is made aware, how would they know whether it is accessible or not?
- City has a role to play in education, don't want to create a stigma
- By request

**Other**

- Assess the environmental and social impacts of alternatives considered for single-use and takeaway items
- Harmonize Toronto strategy with jurisdictions and municipalities that have already introduced regulations or strategies
- Reach out to industry representatives to assess how to better support on-going efforts to improve the recyclability of single-use and takeaway items

### 4.3.3 Accessibility

The following comments were received during the stakeholder meeting:

- 1. What types of single-use or takeaway items are most important to you/your members for accessibility?**
  - Bendable straws for eating and drinking
  - Water bottles for hydration
  - Coffee lids for safety
  - Medical, health, and sanitary items
  - Packaging for pre-prepared meals



**2. What are your/your members concerns about potential City policies and/or programs to reduce single-use and takeaway items?**

- Impacts to health, safety, environment, and human rights
- Affordability of reusable items
- Ableism and barriers to people with disability from taking part in zero waste options
- Can't tell colours so recycling is hard
- Messages are confusing
- Trying to recycle blind is hard and braille on bins is dirty
- Some items and programs become a tax on the poor
- There are budget and procurement issues for large institutions like hospitals
- Communications materials that are not accessible

**3. What are your opinions on the various approaches (Voluntary vs. Mandatory) to limit single-use and takeaway items in Toronto?**

- Education and Promotion
  - Fund Research
  - Make signage more accessible, larger text, braille, contrast colours
  - Make eco fees visible, so people know cost of purchase and cost of single-use item
  - Education is important (what City is doing)
  - People will adapt, pressure must be at business level (producers)
  - Increase education campaigns
  - Better web accessibility for information shared online is needed
- Approach
  - Need to have some of both
  - Create a deposit return system for cups, bottles and bags like the Beer Store
  - Incentivize water filtration systems
  - Use a phased approach to implementation so people can adapt, i.e.: education before a ban
  - For a by-request by-law staff could ask customers if they need certain items
  - Enforcement is needed
  - Some items should still be available for purchase if people forget to bring their own
  - Increase deposit returns and rewards for other reusable items
  - Fines and higher taxes on industrial producers
  - Offer discounts for bring your own containers and bags
  - Tax credits to support investment in reusable alternatives
  - Restrict sale of water bottles
- Accessibility
  - Exceptions should be made for straws (i.e. service dogs allowed)
  - Should be a combination of both, and account for privilege and barriers regarding accessibility
  - Videos and education campaigns should have close captioning, ASL should be available too
  - Funding and support for zero waste options that have inclusive universal design
  - Take focus off of straws and move to top waste items (cigarette and tobacco waste)
  - Support funding for zero-waste plastic free accessible straws
  - Voluntary approaches do not yield compliance with AODA and Human Rights Law
  - Fund accessible barrier-free zero waste plastic free alternatives

**4. Which single-use or takeaway items, if any, would you like to see reduced in Toronto?**

- Coffee cups
- Fast food wrapping
- Plastic bags
- Online shopping packaging
- Cigarette butts

- Styrofoam
- Plastic bottles
- Plastic shopping bags

**5. How can the City ensure accessibility and inclusivity in policies and programs to reduce the consumption of single-use or takeaway items in Toronto?**

- Collaboration
  - Consult persons with disabilities throughout the process
  - Use community groups to share information with people with disabilities and under-reached populations
  - Don't want people with disabilities to be reason certain bans are not put into place
- Inclusive Design
  - Braille labelling is not available, labels need to be tactile, or electronic, through agencies
  - Blind community can adapt, there is nothing we can't use
  - Inclusive approach to process – use pictures and words
  - Bins on sidewalk for collection are an issue, they block sidewalks and make it hard to get around. Waste management should not be a barrier to accessibility and mobility.
  - Make TOWaste App accessible

#### 4.3.4 Environmental Organizations and Researchers

The following comments were received during the stakeholder meeting:

**1. What are your primary concerns with single-use or takeaway items?**

- Environmental impacts
  - Wasting of resources
- Psychological disconnect
  - People don't think about where waste goes after they put it in the bin
  - Busy lifestyles
  - Advertisers push takeaway convenience lifestyle
  - Materials are misunderstood by customers, especially the types of plastic
- Responsibility
  - Producers and retailers do not take issue seriously
  - Little cooperation and high denial of the problem
  - Disparity of personal action and industry responsibility
  - Personal action does not make enough impact on environmental impacts, there is a sense of apathy "I can't do enough"
  - Greenwashing is not helping
- Education
  - 3R's do not get to root of problem
  - Plastics bags conversation is framed poorly
  - Needs to be larger context of bad actors and activities that the City is doing / supporting
- Regulations
  - Regulations are not strict enough
  - How would landfill fees work?

**2. Which single-use or takeaway items would you like to see reduced in Toronto?**

- Hot food items
  - There is an exposure issue for children and those at the reproductive age when prepared foods sit in hot plastics
  - recycled plastics become sponges for toxins
  - more public health awareness is needed
- Plastic bags end up in landfills

- Water bottles / plastic bottles
  - Maybe a deposit program
- Micro plastics, which are implicated in textiles
- Cosmetic bottles and health items
- Criteria to select single-use items for reduction should include environmental and health criteria to help identify trade-offs

### **3. What are your opinions on the various approaches (Voluntary vs. Mandatory) to limit single-use items?**

- Mix of voluntary and mandatory is necessary
  - Have a deposit system, i.e.: beer bottle system
  - Green scoring system
  - Bans on things
  - Top down bottom up
  - replacement of containers for other products
  - provide restaurants with alternatives and incentivise them, i.e.: New York - money back from membership; India - stainless steel; product share
- Evaluation
  - Need to understand impact of items and water system
  - Use a gender and equity lens, i.e.: packed lunches that have no waste often fall on women to prepare, clean, shop for

### **4. What role (if any) do you believe environmental organizations and researchers could play in addressing single-use and takeaway items?**

- Collaboration
  - Support good environmental action; work with organizations that have been doing this for years to push in to neighbourhoods that don't have much access
  - We already know there are solutions, and they need to happen, so the systems and solutions need to be decided on and built out
  - Environmental organizations need City help, funding is low
  - Regular consultation to stakeholders; not just once every 10 years
- Issue with stakeholder parity
  - There appears to be parity between environmental organizations and producers of plastic in consultation, however environmental concerns should receive higher regard
  - There are people who are working for solutions and others who are undermining

### **5. What programs or policies to reduce the use of plastic straws do you believe would be most effective in achieving reduction, while ensuring accessibility for all Toronto residents?**

- Need to look at straws as a medical instrument
- Make them by-request only

## **4.4 Phone and Email**

The following comments and suggestions were received via phone and email:

#### **Mandatory Approaches**

- Increase fees i.e.: plastic bags \$0.25 then \$1 then \$5
- Ban black plastic
- Require sit-down restaurants to use reusable dishware and cutlery
- Ban plastic water bottles
- Standardize packaging
- The City and Province should be much more aggressive with incentives and penalties

- Charge fees for takeout containers
- Ban plastic shopping bags
- Fine and ban 'over' packaging
- Ban plastic straws
- Ban plastics where alternative materials exist
- All take-out containers, cups, cutlery and drinking straws must be 100% compostable
- Create deposit return for plastic, glass bottles, and metal drink containers
- Mandate recycling and compost collection

#### Accessibility

- Alternatives to plastic straws can cause choking hazards, injury risk, costly, not temperature safe, not able to be positioned
- Do not ban plastic straws
- Bendable plastic straws are the only accessible solution for some people
- Straws are critical to survival for people with limited mobility
- Reusable products are hard to clean
- Reusable products are unaffordable
- It's not up to people with disabilities to accommodate themselves, they already have enough to carry / deal with to accommodate themselves
- Target cigarette butts instead of straws

#### Responsibility

- Vendors should ensure products they sell are recyclable
- City needs to become a stronger leader
- The City should set guidelines that manufacturers, producers, and distributors adhere to. Residents cannot control how something is packaged or how things are shipped to their house.

#### Environment

- Review data from Great Canadian Shore Clean Up and impacts of litter on watersheds
- Cigarette butts and plastic bottles are top items that increase contamination
- Encourage people to refuse items

#### Education

- Make the City's waste budget clear, detailed & transparent, so residents can see line by line the items & costs their behaviours incur for us together as a city, and communicate i.e.: If you change X behaviour we can save X dollars which means we can afford X
- Create a Green Points program for companies that offer reusable products
- Use the eco-schools program to share information with kids
- Discourage take out restaurants from including cutlery and napkins with all orders
- Offer food-prep classes, food budgeting for various needs and demographics
- Support education through Live Green Toronto, TrashlessCity.com, Green Neighbours Network Toronto, videos on TOwaste App, maintenance staff to join 3Rs ambassador program

#### General Ideas

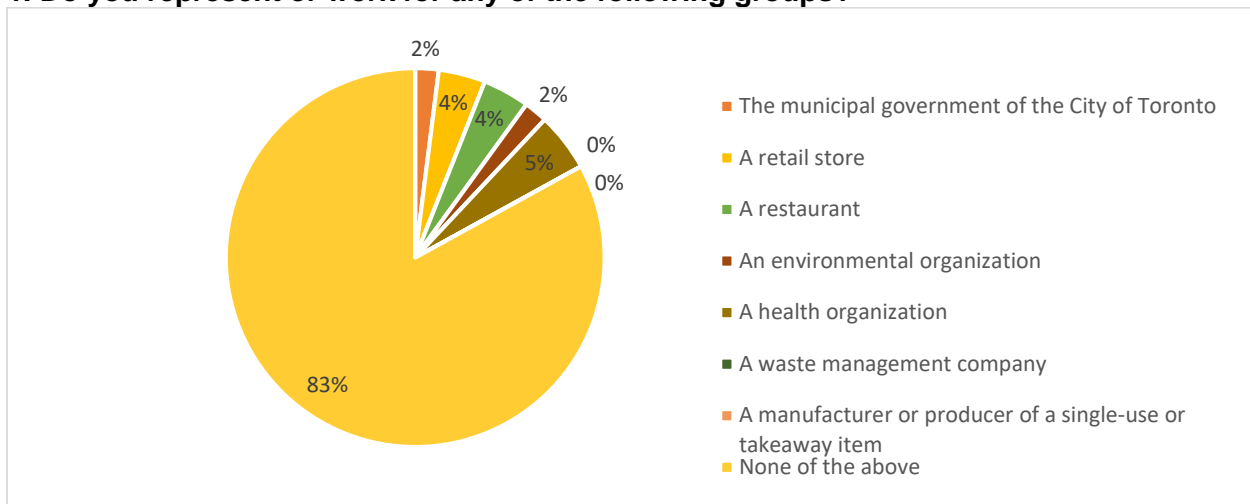
- More businesses should allow customers to bring their own takeout container
- Discourage Tetra-paks with straws
- Food courts should have real plates and cutlery, create a central dishwasher so not every vendor needs their own.
- Encourage use of pitchers and jugs instead of individual bottles
- Provide students with reusable bottles and coffee mugs
- Create a mason jar exchange program, similar to the Beer Store deposit return system

- Biodegradable plastic should be used for all groceries and garbage bags
- More stores should offer bulk refill systems for laundry and cosmetic products
- Sell milk in cardboard containers instead of plastic jugs
- Allow customers to bring their own takeout containers, use a 'Bring Your Own Container' sticker system so people know where it is accepted.
- Make branded reusable items available through Live Green Toronto
- Provide vouchers to low-income residents to purchase reusable items
- Offer funding and subsidies to eco-groups
- Install reverse vending machines at TTC subway stations

## 4.5 Online Survey

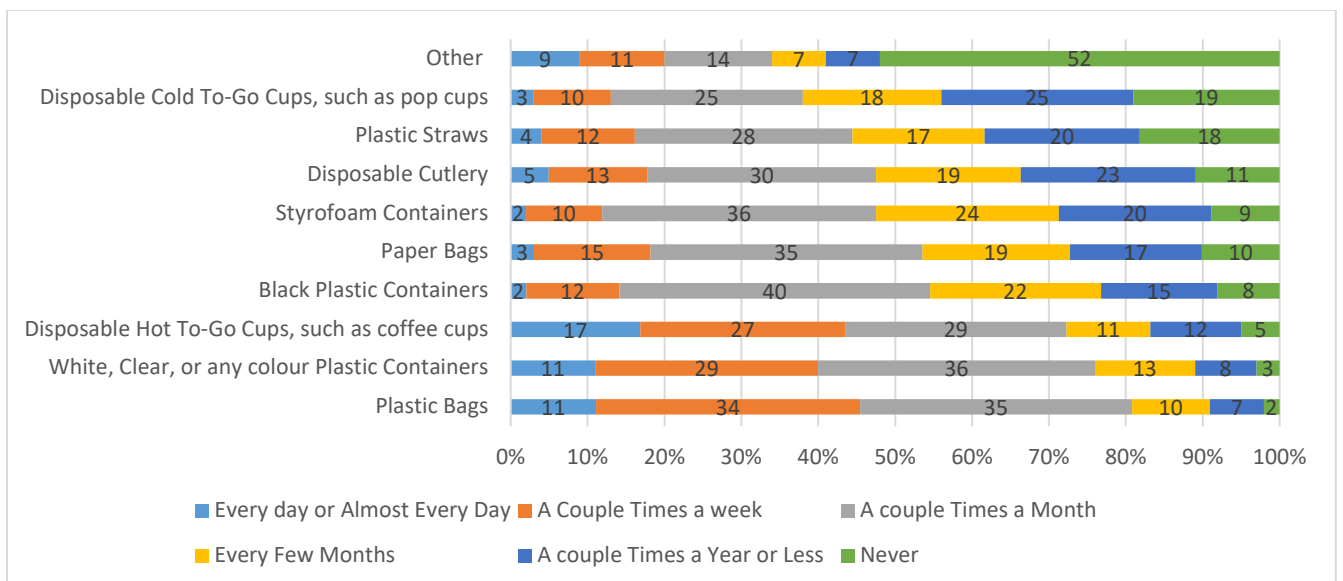
A total of 21,272 people participated in the survey, including 18,537 who completed all questions, and 16,126 responses from Toronto residents. All responses are summarized below:

### 1. Do you represent or work for any of the following groups?



A total of 21,272 responses were received to question 1, described in the table above, including 10% who identified as representatives or employees of retail, restaurants, manufacturing, or waste management industry.

### 2. How frequently do you use the following single-use and takeaway items?



A total of 20,267 responses were received to question 2.

The top three (3) items respondents used most frequently (every day or almost every day, or a couple times a week) were stated as:

- Plastic bags (45%)
- Disposable hot to-go cups (44%)
- White, clear or colour plastic containers (40%)

The top three (3) items respondents used least frequently (Never, or a couple times a year or less) were stated as:

- Styrofoam containers (90%)
- Plastic straws (38%)
- Disposable cold to-go cups (44%)

Respondents who listed "other" items reported infrequent use, with 87% who indicated use never, a couple times a year or less, or every few months. 11% of respondents indicated use a couple times a week, and 9% every day or almost every day. Other responses are summarized under the following categories:

<b>Category and Total Responses Provided</b>	<b>"Other" Items used</b> * Most frequent responses in each category
To-go food packaging (340 responses)	* To-go food containers (aluminium, compostable, plastic lined, wraps) To-go food & utensil wrap (wax, foil, plastic, paper bags) Paper napkins / paper towels / tissue paper Condiment packaging Snack packaging (chips, granola bars) Cardboard boxes (pizza, crackers) Baby food pouches
Other (182 responses)	* General - Paper items (boxes, receipts, newspapers, stickie notes) Shipping & packing items Elastic bands Cigarettes & cigarette packaging General - Plastic items General - Biodegradable items General - Compostable items General - Glass items
Grocery packaging (157 responses)	* Miscellaneous packaging Shrink wrap
At-home food packaging (102 responses)	* At-home food wrap (aluminium foil, cling wrap, wax paper, Ziploc bags) Frozen food / Prepared meal packaging Bread & milk bag tags
To-go Drinks (69 responses)	* To-go hot drinks waste (lids, stir sticks, creamers) Tetra-paks (juice, wine) Aluminium pop cans Glass bottles
Health & Beauty (67 responses)	* Toiletry items (toothbrushes, floss, cotton swabs, razors, wet naps) Medical supplies (lenses, pill bottles, syringes, latex gloves) Personal care items (diapers, menstrual products, condoms)

At-home Drinks (34 responses)	* Single-use coffee pods Alcoholic drink containers & packaging Cardboard cartons (juice, milk) Coffee bean bags
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### 3. Please indicate up to three (3) reasons why you use single-use or takeaway items:

The shop or restaurant gives them to me without asking	13,667
There are no re-usable options provided to me by the restaurant or shop	13,653
I make unexpected purchases	10,435
Disposable single-use or takeaway items are convenient and save time	4,516
It is a hassle to carry reusable items with me	4,451
The shop or restaurant does not permit me to use my own reusable items	3,287
It is easy to dispose of single-use or takeaway items	2,015
I don't know	428
To support accessibility needs related to a disability	252

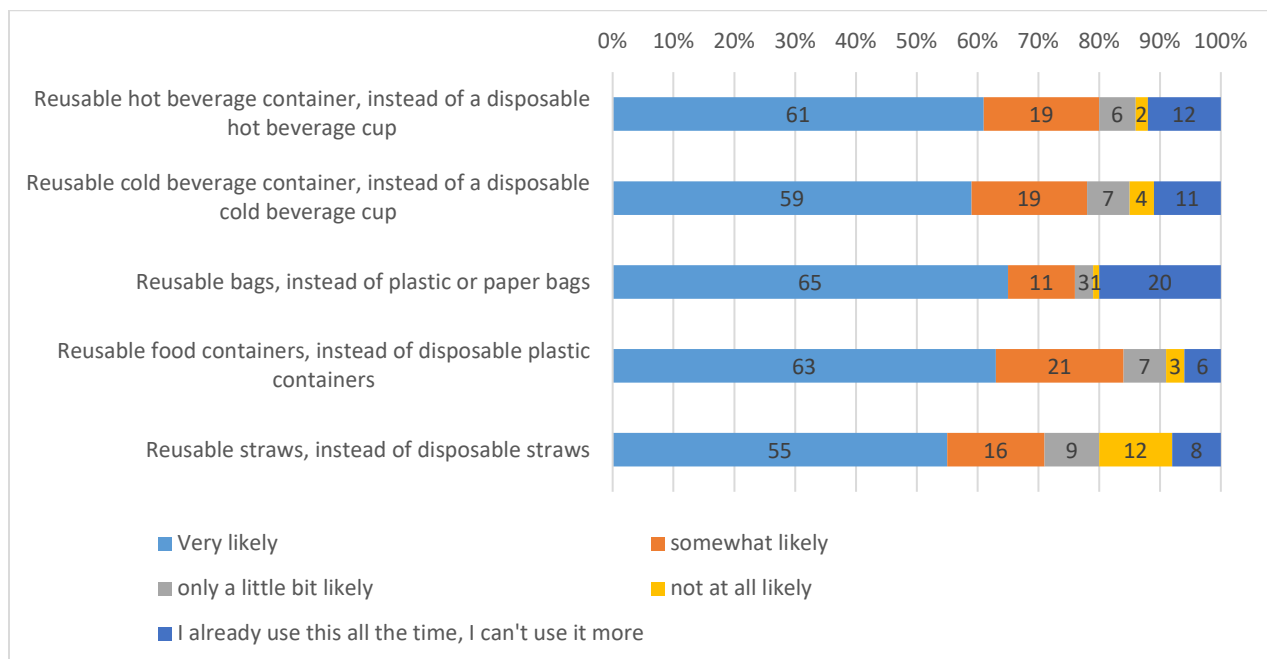
A total of 19,994 responses were received to question 3. The top three reasons respondents use single-use and takeaway items were stated as:

1. The shop or restaurant gives them to me without asking
2. There are no re-usable options provided to me by the restaurant or shop
3. I make unexpected purchases

Other responses provided for why respondents use single-use and takeaway items are summarized below:

- Culture
  - Single-use products are socially normative
  - we use them at my office
  - people like single-use products
  - I feel strange bringing a reusable item
- Planning and Preparation
  - I often forget to bring reusable items with me
  - I am not organized enough to plan ahead.
- Health and Safety
  - Single-use products are required for sanitization, in a medical setting, or to reduce contamination
- Cost and Incentive:
  - There is no financial incentive to use reusable items
  - Reusable items are too expensive
- Lack of Options
  - Grocery stores pre-package the food I am buying (meat, vegetables etc.)
  - Reusable items are not allowed in many restaurants and stores
- Re-usability
  - I take plastic bags to use in my garbage can, to pick up pet waste, or to bring my lunch to work

#### 4. How likely would you be to use an alternative reusable item instead of the disposable option?



A total of 19,636 responses were received to question 4.

Generally, 71% - 84% of all respondents stated that they were very likely or somewhat likely to use a reusable option instead of the disposable option for each item listed.

Reusable bags were stated by 20% of respondents as a reusable item they already use all the time. Respondents stated they were 21% least likely, or only a little bit likely, to use reusable straws instead of disposable straws.

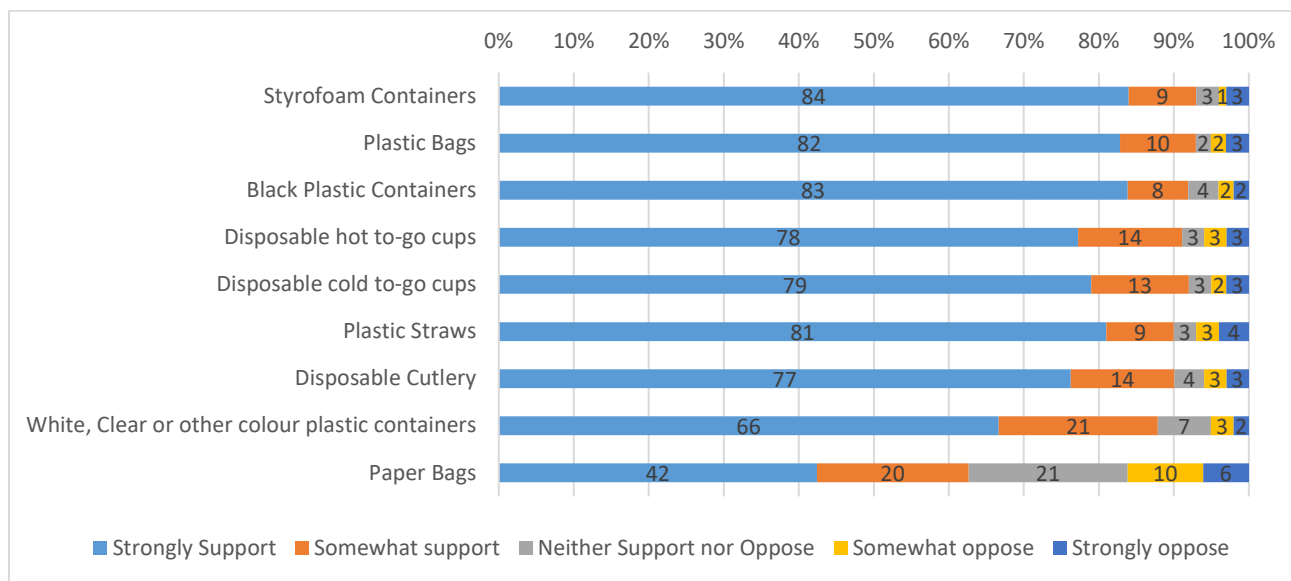
Respondents who listed an "other" item, cited 65% who are very likely to use the reusable alternative, 4%-8% being somewhat likely, only a little bit, or not at all likely to use the reusable alternative, and 17% who already use the reusable alternative all the time and cannot use it more. Other items respondents provided are summarized below:

Category and Total Responses Provided	"Other" Reusable Items that could be used * Most frequent responses in each category
To-go Food (398 responses)	* Reusable to-go ware (food wrap, cutlery, napkins, condiment containers) Biodegradable to-go ware (food containers, food wrap, cutlery, napkins) BYO reusable food containers / cutlery to eateries Returnable / For-deposit to-go tableware (food containers, cutlery)
Other (169 responses)	* General - Any option available (reusable, biodegradable, zero waste) Any biodegradable options Any reusable option Any recyclable option Any BYO option Any paper option Any reusable alternative to black plastics Any reusable alternative to Styrofoam
Grocery Store packaging	* BYO reusable containers for bulk purchases / more bulk purchasing Biodegradable grocery store packaging & bags



(114 responses)	Paper & cardboard products Reusable grocery store packaging (using glass containers, alternatives to shrink wrap) Any alternative to Styrofoam meat trays Reusable grocery store box
To-go Drinks (84 responses)	* Biodegradable / recyclable to-go drink containers & biodegradable / reusable to-go hot drinks waste (coffee lids, coffee pods, stir sticks) Glass to-go cold drinks bottles (pop, milk, juice) Water fountains Returnable / For-deposit glass bottles
Health and Beauty (33 responses)	* Reusable medical containers & supplies (prescriptions, syringes, cannabis) Reusable personal care products (diapers, menstrual products, condoms) Refillable health & beauty product packaging (hair & skin care products)
Household Items (23 responses)	* Shipping & packing supplies Reusable / Refillable supply containers (soap, laundry detergent) Decorations, party supplies & toys

**5. The City of Toronto is considering strategies to reduce or restrict the use of certain types of single-use and takeaway items in order to minimize the amount of waste generated in the City of Toronto. Indicate whether you would support or oppose the reduction of the following items in the City of Toronto.**



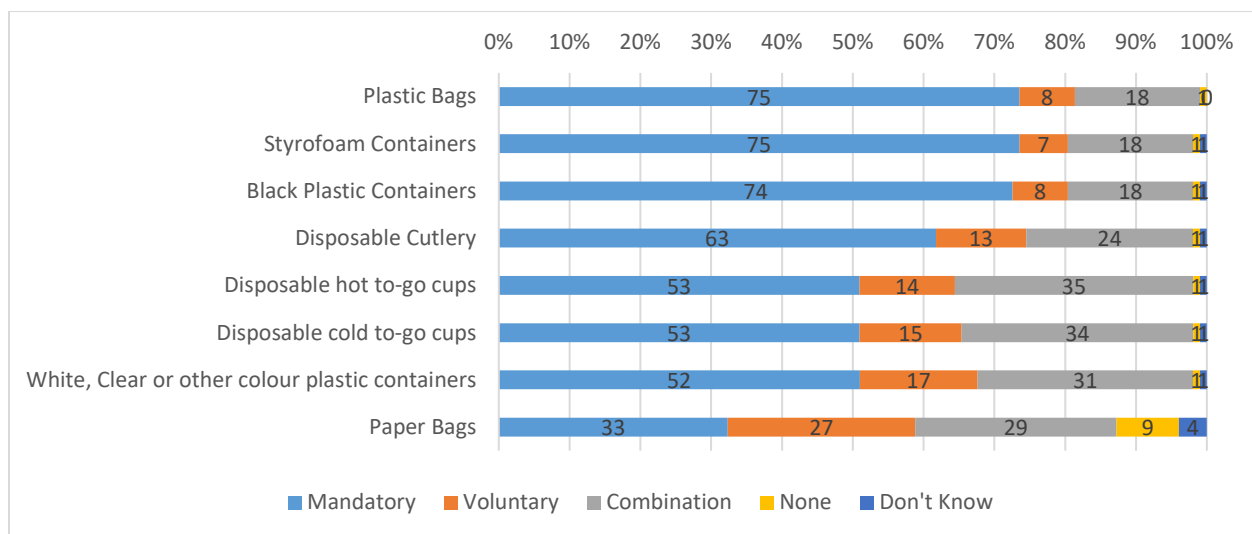
A total of 19,249 responses were received to question 5.

The majority of respondents (87% - 93%) indicated similarly strong support or somewhat support for reduction for all items listed. Paper bags ranked lowest, with 62% of respondents who indicated strong support or somewhat support for reduction.

Respondents who provided an "other" response described 82% of items with strong support for reduction, summarized under the following categories:

Category and Total Responses Provided	"Other" Items provided for Reduction * Most frequent responses in each category
Packaging (275 responses)	* Plastic from Individually wrapped grocery products * Excessive packaging (general) Single-portion food wrapping (i.e.: Condiments, plastic pouches) Paper Bubble wrap Cellophane Foil
Disposable Single-Use (246 responses)	* Containers (not food related) Plastic and Wooden Stir Sticks Chopsticks Cups Coffee Pods Lids Plates
Bottles (176 responses)	* Plastic Glass Aluminum
Paper Products (54 responses)	* Paper Napkins Wax Coated Paper Receipts / Mail Cardboard
Biodegradable (28 responses)	*Containers Plastic Cutlery Bags
Other (24 responses)	* Cigarettes Balloons E-Waste Rubber bands

**6. Considering the following single-use and takeaway items, indicate whether you believe that the City of Toronto should use Mandatory, Voluntary, a Combination of mandatory and voluntary approaches, or none of these approaches to reduce the use of these items.**



A total of 18,577 responses were received to question 6.

Feedback received demonstrated strong support for mandatory approaches to reduction for all items listed, with 63%-75% of respondents who supported mandatory reduction of:

1. plastic bags
2. Styrofoam containers
3. black plastic containers
4. disposable cutlery

Following these items, more than 52% of respondents favoured mandatory approaches to reduction, while more than 30% of respondents supported a combination of voluntary and mandatory approaches to reduction of:

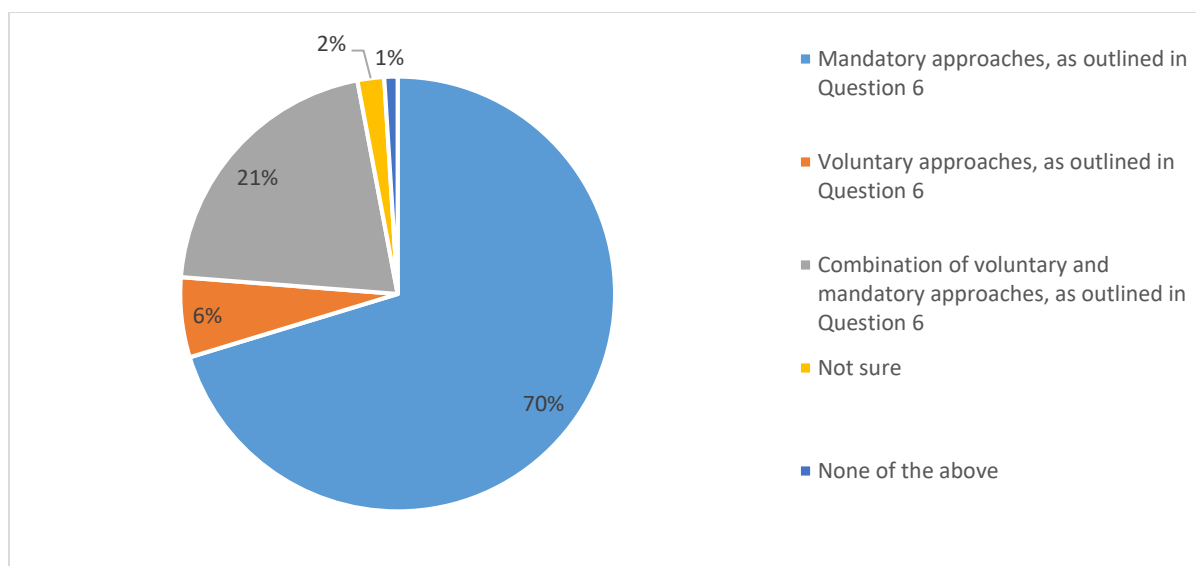
5. disposable hot to-go cups
6. cold to-go cups
7. white or clear plastic containers

Paper bags demonstrated more evenly spread levels of support for the various approaches to reduction, with 33% of respondents in favour of mandatory approaches, 27% in favour of voluntary, and 29% support a combination of voluntary and mandatory approaches to reduction.

Respondents who provided an "other" item to target for reduction described: 66% support for mandatory, 19% support for a combination of voluntary and mandatory, and 7% support for voluntary approaches to reuse summarized under the following categories:

<b>Category and Total Responses Provided</b>	<b>"Other" Items for Reduction</b> * Most frequent responses in each category
Packaging (149 responses)	* Plastic (food, hard plastic, stand-up, toy; condiments) Excessive packaging Coffee container lids Foil wrappers Bubble wrap
Bottles (147 responses)	* Plastic Glass Aluminum
Biodegradable items (43 responses)	* Biodegradable items (general) Containers Cutlery Cups
Small items (40 responses)	* Stir sticks Chop sticks Coffee pods Coffee cup lids Toiletry waste Plates
Paper (31 responses)	* Napkins Receipts Mail Cardboard boxes Wax paper
Other (18 responses)	*Cigarette butts e-waste latex

**7. In July 2018, Toronto City Council directed staff to develop a policy to restrict use of plastic straws. Which approach to managing the use of plastic straws do you believe the City should develop?**



A total of 18,609 responses were received to question 7, including 71% who believe the City should develop mandatory approaches to manage use of plastic straws, and 27% who believe the City should develop voluntary or a combination of voluntary and mandatory approaches to manage use of plastic straws.

**8. Please provide any additional comments that the City of Toronto should consider regarding the use, restriction, and reduction of single-use and takeaway items.**

A total of 7,960 additional comments were received to question 8, summarized under the following themes:

Accessibility, Equity, and Health

Programs should review impacts to accessibility, and specifically products like plastic straws should have exemptions related to accessibility. An equity lens should be used to review policies and programs, for example a liter-less lunch can place a burden on women and primary caregivers who shop for, pack, and clean up their children's' meals, and reusable items can be high-cost. People experiencing poverty and homelessness may also be impacted by restrictive approaches. Health concerns relate to perceived 'laws' and liability concerns when patrons bring their own containers, and confusion around health and safety regulations; and programs can place a high resource (financial and human) burden on small businesses to switch to reusable products.

Approaches and Alternatives

There is strong support for mandatory measures to encourage reduction including: bans, fines, fees, by-request; subsidies to address specific materials; and requiring reusable tableware at food courts and dine-in establishments. General support for voluntary measures includes: desire for educational campaigns and programs in schools; promotion of use of reusable containers; deposit return systems; and financial incentives. Support for a combination of mandatory and voluntary approaches described a phased-in approach to provide time for businesses and consumers to adapt.

More items could be added to diversion streams, and respondents indicated interest in knowing more about compostable alternatives. The City could leverage existing relationships and partner

with/support organizations already leading reduction efforts. Over-packaging should be targeted for reduction, and the City could provide financial supports to encourage producers and users to switch to reusable alternatives. Deposit return systems may be effective to incentive waste to be managed properly and promote litter cleanup, and could be expanded to items like water bottles and pop cans.

Some products should be banned entirely, and the Blue Box program should be expanded to accept more materials. Additionally, packaging should be standardised and limited to make it easier for the average resident to understand what items go where. Public water fountains and bottle-fill stations should be installed in high-traffic areas to reduce use of disposable bottles.

All buildings in Toronto should have mandatory 3-stream diversion, including hospitals and food courts, restaurants, offices, apartments and condos. This approach would help harmonize behaviour at work, home and play.

### Evaluation

An evidence based approach should be used to identify which materials should be targeted for reduction by reviewing which items create the most litter, which items are most challenging for the City's existing waste diversion programs, and which have the biggest impact through a life-cycle analysis. Additionally, some single-use items may be 'reused' and/or have a secondary use for packing lunches or lining waste containers.

### Implementation

New regulations and programs could place a burden on small businesses with small profit margins, for example, not all restaurants have the ability to clean dishes. Standardizing takeout food containers and switching to compostable, recyclable and reusable options is favourable. Grocery and retailers should also reduce packaging used in online orders. Convenience is important to people who don't want to be burdened by the weight/space/remembering to carry reusable items when making unexpected shopping purchases. In general, both people and businesses will adjust and adapt as needed.

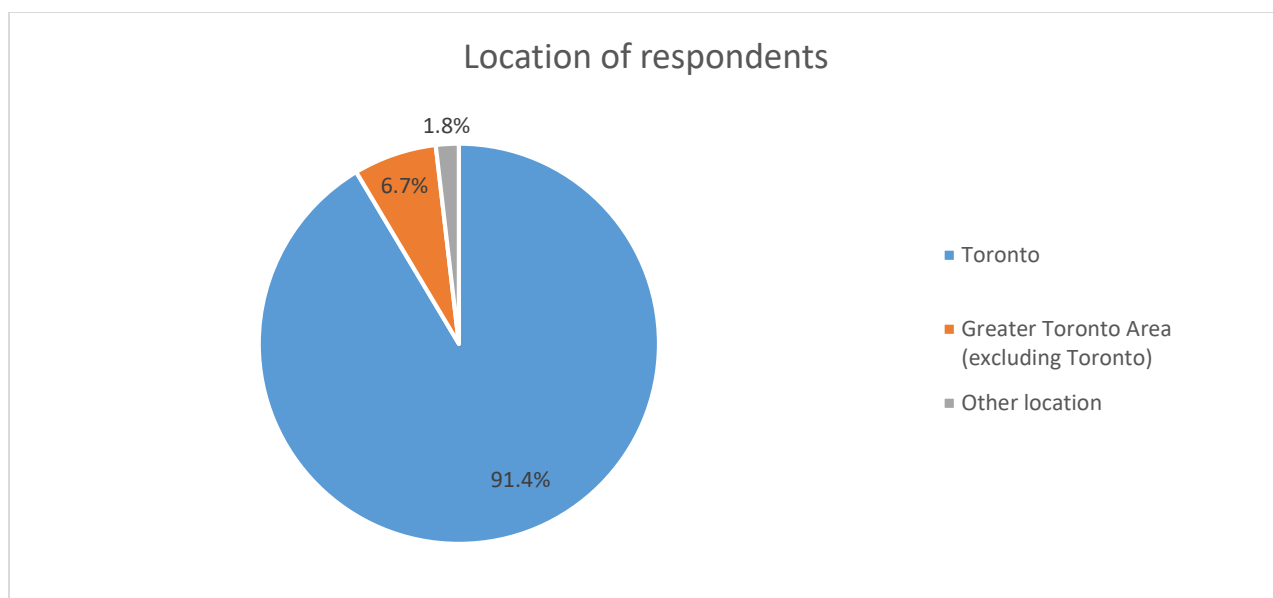
### Roles and Responsibilities

Producers, manufacturers, and businesses have a role in addressing waste created by single-use items, from changing their purchasing practices, full extended producer responsibility, and greener more recyclable packaging.

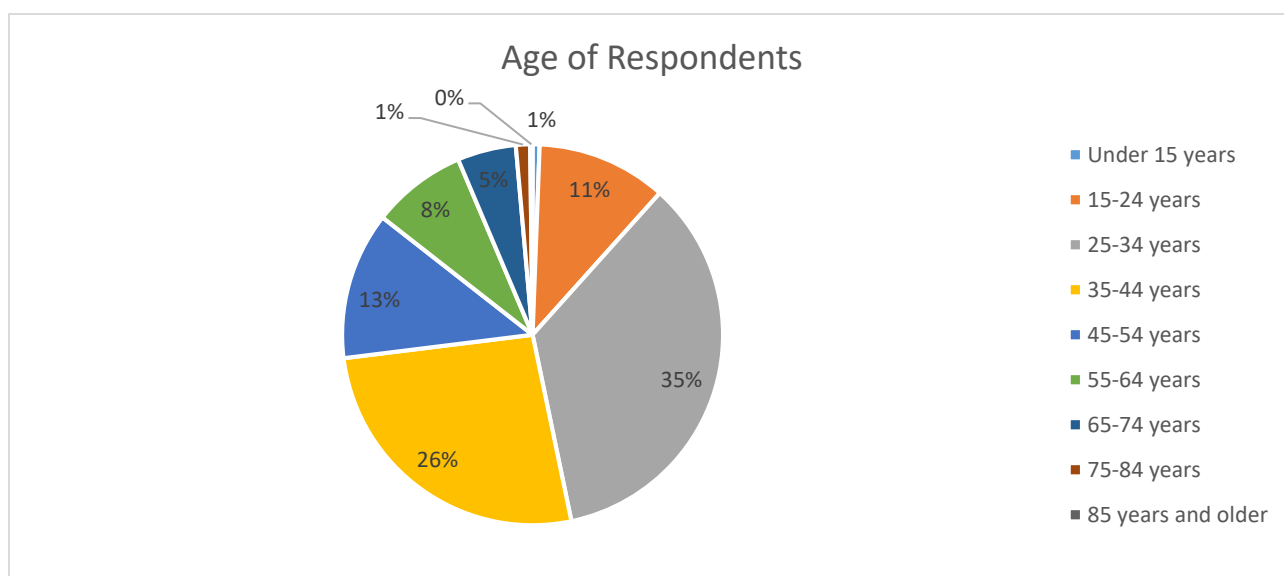
The City should demonstrate leadership in facilities that it owns and/or operates. Criticism exists regarding the role of government in product regulation, as well as passing on costs to residents through taxation and fees. Questions exist around what fees are used for, and who is responsible for enforcement.

### 4.5.1 Demographics

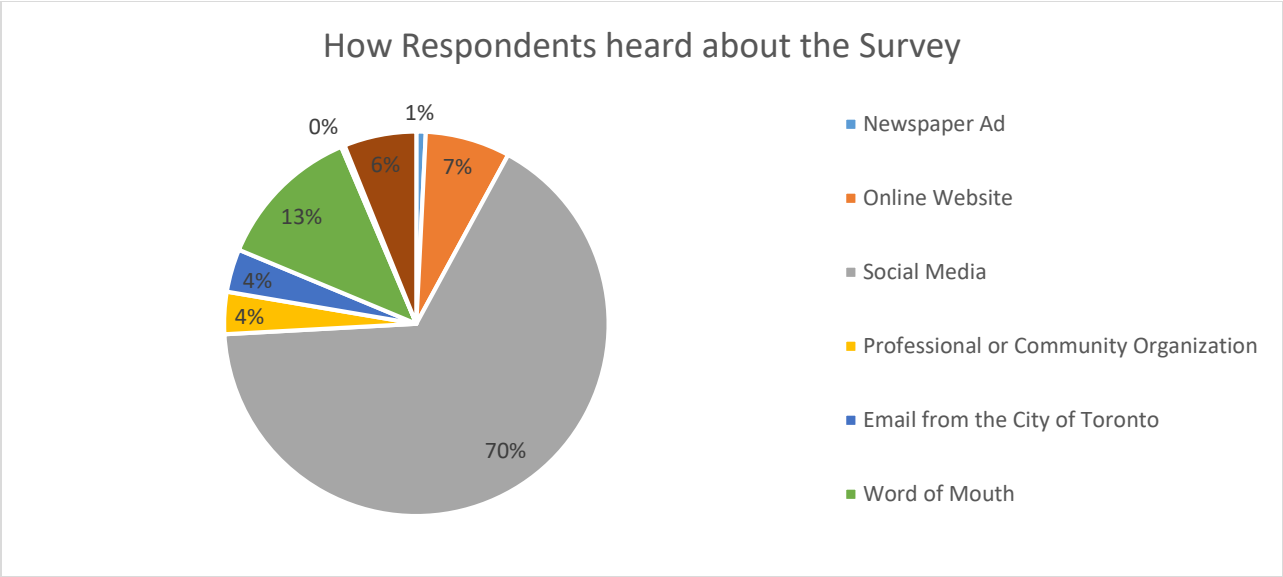
Almost all survey respondents provided their location as a Toronto (16,126) or Greater Toronto Area (1,186) postal code.



Respondents age varied, with 35% between 25-34 years of age, 26% between 35-44 years of age, 13% between 45-54 years of age, 8% between 55-64 years of age, and 5% aged 65-74.



The majority of respondents (70% of respondents) heard about the survey from social media, followed by 13% via word of mouth, and 7% from a website.



## 6.0 Next Steps

Solid Waste Management Services reported to the City's Infrastructure and Environment Committee in May 2019.

Phase 2 consultation activities will take place in Q3/Q4 2019, and will further explore stakeholder feedback regarding the specific approaches and items targeted for reduction identified through Phase 1.

Call **3 1 1**

The City of Toronto holds public consultations as one way to engage residents in the life of their city. We invite you to get involved.

## Have your say on how to reduce single-use and takeaway items

The City is providing opportunities where you can learn more about this topic, ask questions and share your feedback:

### Attend the consultation or watch the webcast:



Tuesday, October 2, 2018

Open house 6 - 7 p.m.

Presentation and questions 7 - 8:30 p.m.

BMO Conference Centre & Education Centre



60 Leonard Ave., north of Bathurst Street and Dundas Street, enter off Nassau Street.

### Register or watch the webcast at:

[www.toronto.ca/wastestrategy](http://www.toronto.ca/wastestrategy)

OR

### Join the webinar:



Thursday, October 4, 2018

2 - 3 p.m.

Register at: [www.toronto.ca/wastestrategy](http://www.toronto.ca/wastestrategy)

### Take the online survey at:

[www.toronto.ca/wastestrategy](http://www.toronto.ca/wastestrategy)

## Background

The City of Toronto is undertaking this consultation to help inform future decisions regarding reducing single-use or takeaway items. A single-use or takeaway item is any product designed for a single use after which it is disposed of in the garbage, Blue Bin (recycling) or Green Bin (organics). Typically, these products are not designed for durability or reuse.

If you are unable to participate and would like to comment, contact:



**Tel: 416-392-3760**

**Email:**

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



**Visit:**

[toronto.ca/wastestrategy](http://toronto.ca/wastestrategy)

**Robyn Shyllit**

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Toronto**

**Metro Hall, 19th Floor 55 John St.  
Toronto, ON M5V 3C6**



Our public meeting locations are wheelchair accessible. Please email

[Robyn.Shyllit@toronto.ca](mailto:Robyn.Shyllit@toronto.ca) one week in advance to arrange additional accommodation.



# Addressing Single-Use and Takeaway Items in Toronto

October 2, 2018

19:00 – 20:30

BMO Conference Centre, 60 Leonard Ave, Toronto



# Introductions, Agenda and Objectives



Maogosha Pyjor  
Sr. Public Consultation Coordinator

# Agenda

Time	Activity
6:00	Open House
7:10	Presentation: <b><i>Addressing Single-Use and Takeaway Items in Toronto</i></b>  Charlotte Ueta, Acting Director, Solid Waste Management Services
7:45	Questions + Comments
8:15	Open House
8:30	Event Adjourns

# Transparency

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Please be advised that:

Information collected through this meeting is in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

All comments received at and after the meeting will be reviewed and considered. With the exception of personal information, comments will become part of the public record.

# Code of Conduct

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We welcome and encourage your participation. To ensure that everyone has the opportunity to participate fairly, please respect the Code of Conduct.

All individuals conducting business and attending meetings with the City of Toronto are expected to comply with the [Human Rights and Harassment Policy](#). No form of discrimination or harassment is tolerated, ignored or condoned.

In the event of non-compliance with the Human Rights and Harassment Policy, you may be asked to leave the meeting immediately.

# Lobby Registrar

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Please visit **[www.Toronto.ca/Lobbying](http://www.Toronto.ca/Lobbying)** for more information.

# Council Direction

This consultation is being held following City Council direction in July 2018 (PW 31.10) to:

- a) develop a work plan aimed to reduce the use of single-use or takeaway packaging or products by completing pre-consultation with residents and stakeholders in Fall 2018 and a report back in 2019
- b) develop a policy which would restrict use of plastic straws in the City of Toronto
- c) consult with affected businesses, community health groups and other organizations prior to the submission of the proposed policy which would restrict plastic straws and report to the Public Works and Infrastructure Committee in 2019

# Consultation Objectives

Stage 1 consultation will take place in Fall 2018 to identify opportunities to reduce the generation of single-use and takeaway items in Toronto, including:

- Which single-use or takeaway items residents and stakeholders are most interested in addressing
- Preferred methods or approaches to reducing these items or promoting additional reuse

Stage 2 consultation will take place in 2019. It will focus more specifically on the implementation approaches to specific items identified in Stage 1.



# City of Toronto Consultation Process for Single-Use and Takeaway Items

**Notification +  
Comment Period  
Opens**

September 20, 2018

**Public Event +  
Webcast**

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Committee**

Winter/Spring 2019

**Stage 2 Consultation**

Spring/Summer 2019

# Single-Use and Takeaway Items + Accessibility

The City of Toronto recognizes that some single-use and takeaway items support accessibility for individuals with disabilities, and that programs and policies must be inclusive. Impacts to Accessibility will be considered as a component of this initial round of consultation as well as any future rounds examining specific programs and policies.

The Consultation Team is working with the City of Toronto's Accessibility Office in designing consultation activities, including an accessibility related stakeholder meeting.



## Contact:

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

**416-392-3760**

## Survey:

**[toronto.ca/wastestrategy](https://toronto.ca/wastestrategy)**

**Comments must be received by October 28, 2018  
to be considered.**

# Presentation



Charlotte Ueta

Interim Director, Policy, Planning and Support

# What Items are we talking about?

- A single-use or takeaway item is **any product designed for a single use after which it is disposed of**, whether into garbage or a waste diversion stream, as solid waste.
- Typically, these products are not designed for durability or reuse.



# How Did We Get Here?

In January 2018, Public Works and Infrastructure Committee referred an Item on Reducing the Use of Single-use Products to Solid Waste Management Services for consideration as part of the Long Term Waste Management Strategy

In April 2018, Solid Waste Management Services reported to City Council on challenges facing Toronto's Blue Bin recycling program:

- Delay in development of an amended Blue Box Program Plan – full EPR pushing costs back to producers
- Increasing contamination levels in Blue Bin recycling lower quality of material recovered
- New restrictions from international markets on the import of wastes

# Developing a Process

In response to the City's challenges with the Blue Bin Recycling program, City Council requested in April 2018 that:

- The Federal Government to develop a national strategy that addresses plastic pollution, including nine specific recommendations, and that City Council forward this motion to the Federation of Canadian Municipalities
- Solid Waste Management Services develop a process to reduce and/or eliminate single-use or takeaway packaging to help achieve the City's goal to become a circular economy city as part of the Long Term Waste Management Strategy





# Toronto's Long Term Waste Management Strategy

- The Waste Strategy places renewed focus on reduction and reuse (July 2016)
- Public Engagement: Reach out to Toronto's diverse communities to educate on program changes, good waste management practices and encourage waste reduction and reuse.





# City of Toronto Efforts to Address Single-Use and Takeaway Items

**2007:** 70% waste diversion target set by City Council

**2008:** City Council adopts \$0.05 fee for plastic bags

**2009:** By-law adopted prohibiting retailers from distributing plastic bags not compatible with the Blue Bin Program

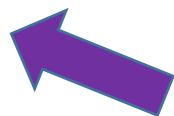
**2012:** Plastic Bag Fee is rescinded by City Council

**2009 – 2013:** Solid Waste advertising campaigns focus on reduce and reuse options

**2016:** Long Term Waste Management Strategy adopted by City Council

**2017/2018:** Addition of New materials to the City's Waste Diversion Programs Policy

**2018/2019:** Consultation takes place to address single-use and takeaway items



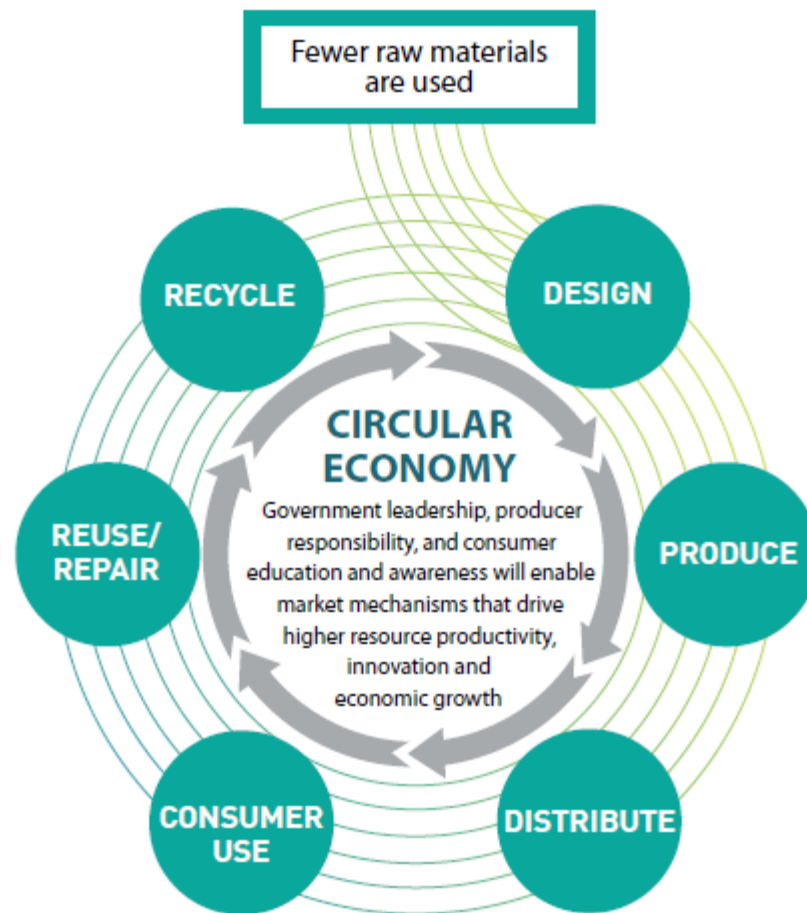
**We are here**

# What's Happening Elsewhere in Canada?

- Vancouver
  - 18 months of consultation
  - Plans to address single use and takeaway items using education, fees, and bans: plastic and paper shopping bags, polystyrene foam cups and take-out containers, disposable hot and cold drink cups, take-out food containers, disposable straws and utensils
- Victoria
  - Six months of Consultation; 12 month phase in period
  - Plans to address the following single-use item using bans and fines : plastic bags
- Montreal
  - Approximately one year of consultation; 18 month phase in period
  - Ban on light plastic shopping bags now in effect
    - Conventional plastic shopping bags (thickness less than 50 microns)
    - Oxo-degradable, oxo-fragmentable, biodegradable shopping bags of any thickness
  - Does not apply to restaurants

# Provincial Efforts on Single-Use and Takeaway Items

- Province of Ontario / Ministry of Environment, Conservation and Parks
  - Recently enacted Waste-Free Ontario Act, 2016 has accompanying Strategy for a Waste Free Ontario: Building the Circular Economy
  - Goals of Zero Waste Ontario and Development of Circular Economy
  - Suggest strategies include bans on materials, strengthening of EPR to encourage reuse



# Federal Efforts on Single-Use and Takeaway Items



Environment and  
Climate Change Canada

Environnement et  
Changement climatique Canada

- Federal Government

- Consultation on ***Moving Canada toward zero plastic waste*** (April 22, 2018 – September 21, 2018)
- 2018 Ocean Plastics Charter was adopted by G7 and focus of September 2018 G7 Environment Ministers meeting



- Federation of Canadian Municipalities






- June 2018 resolution requesting Federal Government address plastic marine litter
- September 2018 resolution requesting a Federal strategy to address single use items and plastics; in part due to Toronto's letter to FCM requesting a motion







# City Council Direction on Single-Use and Takeaway Items

- In July 2018, City Council directed staff to:
  - develop a work plan aimed to reduce the use of single-use or takeaway items by completing pre-consultation with residents and stakeholders in Fall 2018 to identify items for targeted reduction and solicit input on policy tools with a report back in 2019
  - develop a policy which would restrict plastic straws in the City of Toronto by the end of the first quarter of 2019
  - consult with affected businesses, community health groups and other organizations prior to the submission of the proposed policy which would restrict plastic straws and report to the Public Works and Infrastructure Committee in early 2019

# Examples of Single-Use and Takeaway Items

Item	Description	Image
Disposable Hot To-Go Cups	Most disposable hot to-go cups are made of paper and lined with plastic or wax.	
Disposable Cold To-Go Cups	Most disposable cold to-go cups are made of paper and lined with plastic or wax.	
Plastic Bags	A type of bag or pouch made of thin and flexible plastic film.	
Paper Bags	A type of bag or pouch made of paper.	
Disposable Cutlery	Disposable utensils used for eating including forks, spoons, knives, chopsticks, and stir sticks.	

# Examples of Single-Use and Takeaway Items

Item	Description	Image
Black Plastic Containers	Plastic containers that are coloured black.	
White or Clear Plastic Containers	Plastic containers that are coloured white or clear.	
Plastic Straws	Used for drinking hot or cold liquids.	
Expanded Polystyrene Foam Containers (Styrofoam)	Polystyrene is the "number 6" plastic.	

# Challenges of Single-Use and Takeaway Items

- Single-Use and Takeaway Items are the main contributors to litter in the City of Toronto
- Many single-use and takeaway items are incorrectly placed into the Blue Bin Recycling Program
- More than 1000 tonnes of paper cups (hot and cold) are generated in Toronto's single-family homes annually
- Volumes of single-use and takeaway items managed as waste are growing over time
- In 2017, SWMS collected more than 3,000 tonnes of litter around the City

It is estimated that:

- Canadians use more than 1.6 billion coffee cups annually
- Most marine litter (about 80%) enters the water from land as a result of improper management
- Since 1994, 700,000 volunteers have collected over 1.2 million kg of waste from shorelines across Canada while participating in the Great Canadian Shoreline Cleanup



# Possible Approaches – Mandatory

Mandatory approaches may include fees, bans, or signage with or without enforcement. Generally speaking, changes to the Toronto Municipal Code are required to mandate approaches to waste management. The City of Toronto Act, 2006, grants the City broad authority to enact bylaws which address waste reduction. Examples of mandatory approaches could include, but are not limited to:

- A "By-Request" Bylaw - commercial establishments should only distribute single-use and takeaway items such as straws or cutlery upon request from the customer
- A Signage Bylaw - commercial establishments are asked to post information for customers on how to reduce their use of takeaway items
- A Disposal Ban at City transfer stations and landfills, where loads exceeding a threshold for designated single-use and takeaway items may be charged an additional fee

# Possible Approaches – Voluntary or a Combination

Voluntary approaches may include City programs, incentives or rewards, or education and promotion campaigns focussed on reducing use of single-use or takeaway items. Examples could include, but are not limited to:

- Voluntary posting of signage to encourage reusable products, or to provide information for customers on how to reduce their use of single-use or takeaway items
- Single-use or takeaway item waste reduction plans for registered commercial establishments

A combination of mandatory and voluntary approaches would include a combination of fees, bans, or signage, or education based approaches to reducing single-use or takeaway items.

# Online Survey

1. Online Survey open from September 24 – October 28, 2018
2. Discussion Questions deal with:
  - **Why do you use single-use or takeaway items?**
  - **What single-use or takeaway items do you want to see reduced?**
  - **What approaches do you prefer?**
  - **Opportunity to provide individual feedback**

Feedback regarding reduction of single-use and takeaway items can be provided via **online survey:** [www.toronto.ca/wastestrategy](http://www.toronto.ca/wastestrategy)

Comments submitted via online survey or email must be received by **October 28, 2018** to be considered.

**You can also submit feedback via email to: [wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)**

# Closing Remarks & Next Steps



Charlotte Ueta

Interim Director, Policy, Planning and Support

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# Questions







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