



# MODUS

from insight to impact

## ENGAGEMENT SUMMARY REPORT

City of Chilliwack, Single-Use Item Consultation

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## 1 EXECUTIVE SUMMARY

The City of Chilliwack conducted a public and business consultation process to understand current behaviours and potential attitudes towards change relating to the use and distribution of single-use items by businesses. Single-use items such as shopping bags, beverage cups, take-out containers, straws and utensils, are convenient to use but often end up as litter in parks, sidewalks, and waterways and take hundreds of years to break down, posing a threat to human and environmental health.

Members of the public were given an opportunity to provide their feedback through an online survey or at pop-up booths set up at the Chilliwack Mall and Sardis Sports Complex in December 2019. Businesses were engaged through an online survey, an in-person open house, and a workshop in January 2020. Over 1,000 members of the public completed the online survey or attended the in-person pop-up booths while over 30 businesses participated in the online survey, open house and workshop.

Overall, there was strong support from the public to take action on single-use items. All but two of single-use items were deemed “very important” to take action on by more than 50% of respondents. Wanting a product to-go, not planning on purchasing a product, or being automatically given a single-use item are some of the top reasons that currently make it difficult for members of the public to reduce their use of single-use items. Among the survey respondents, setting a charge of 25 cents per single-use item was the most effective action to reduce their use of all single-use items. However, there were varied responses by single-use item type indicating a need for differing strategies for different items.

For businesses, barriers to reducing their use of single-use items include the high cost of current alternatives available on the market, expectations around providing good customer service and not knowing what sustainable alternatives exist. While some businesses expressed interest in encouraging customers bring in their own reusable items, others were unsure of the health and safety implications. Charging fees and providing customer prompts received mixed perspectives.

Further engagement with more, and more diverse types of businesses is recommended for future phases of policy development and implementation. Targeted outreach with businesses that use cups, take-out containers, and utensils, such as quick-service restaurants, cafes and other food-service-related venues, and businesses that serve a high-volume of customers will be necessary in order for collaborative policy and programmatic solutions to be effective.

## 2 INTRODUCTION

The City of Chilliwack is considering legislative and educational options for the reduction of Single-Use Items. In fall of 2018, Mayor and Council have requested staff to look into a plastic bag ban and approved a consultation process in July of 2019 to gather data regarding options for reduction of single-use items in Chilliwack.

The objectives of the consultation process were as follows:

1. To raise awareness of the environmental impacts of single-use items, the need for reducing use of single-use items, initiatives being taken at the federal and provincial levels, and that change is coming to how businesses and residents in Chilliwack will use single-use items
2. To gain insights into current business, stakeholder and resident behaviours and habits towards using and managing single-use items
3. To gain insights into business, stakeholder and resident attitudes towards potential behaviour change regarding their use and management of single-use items

This document outlines methodology and results from the public and business consultation process.

## 3 WHAT WE DID

### 3.1 ENGAGEMENT METHODS

Consultation was conducted in two separate streams of engagement: one for the public (Dec 2019) and one for businesses (Jan-Feb 2020)

Members of the public had two ways to participate: through an online survey that was live from November 31- December 23 and two pop-up booths at Cottonwood Mall held on December 12 and 14 and one pop-up booth at Sardis Sports Complex on December 14, 2019.

The public online survey asked participants to provide feedback on their current behaviours and attitudes towards using single-use items (defined in this process as shopping bags, beverage cups, take-out containers, straws and utensils). See Appendix A for the full public online survey questions. The mall pop-up booths asked participant feedback on two select questions from the online survey. See Appendix B for the pop-up booth display boards).

Businesses had three ways to participate: through an online survey that was live from January 23 to February 9, an open house held on January 23 and a workshop held on January 28, 2020.

The business online survey asked questions aimed at understanding when and why businesses use different single-use items, their willingness to undertake different actions to reduce their use and supports and time needed to transition away from using single-use items. The open house and workshops focused on two select questions from the online survey. See Appendix C for the full business online survey and Appendix D for the open house display boards and Appendix E workshop table worksheets.

### 3.2 PROMOTIONS AND OUTREACH

Promotions for the consultation included:

**Newspaper Ads:**

Three ads were published in the Chilliwack Progress on December 6, 11, and 13 advertising public consultation opportunities.

**Social Media:**

Social media posts on the City’s platforms advertised opportunities for public and business consultation throughout December and January. The Chilliwack Chamber of Commerce also used its resources to notify members of business consultation opportunities.

**Website:**

The City’s single-use item webpage was updated regularly throughout the consultation process to inform visitors of consultation opportunities.

**Business Letter:**

A letter was sent to 1,284 business license holders in relevant license categories informing them of the consultation process and providing information on how they could take part.



**CITY OF CHILLIWACK** **City News**  
The latest news and information from the City of Chilliwack

**Single-Use Item Reduction Strategy**

HOT + COLD DRINK CUPS      SHOPPING BAGS      DISPOSABLE UTENSILS      STRAWS      TAKE-OUT FOOD CONTAINERS

The City of Chilliwack is considering options to reduce single-use items and we want to hear from you!

Join us at one of our upcoming engagement opportunities:

<b>Thursday, Dec. 12</b> <b>Cottonwood Mall</b> <b>5:00 pm — 8:00 pm</b>	<b>Saturday, Dec. 14</b> <b>Cottonwood Mall</b> <b>10:00 am — 2 pm</b>	<b>Saturday, Dec. 14</b> <b>Sardis Sports Complex</b> <b>5:00 pm — 6:30 pm</b>
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Can't make it to one of our in-person events? Please take our online survey to have your say! More information: [chilliwack.com/SUI](http://chilliwack.com/SUI)

8550 Young Road, Chilliwack | 604.792.9311 | [chilliwack.com](http://chilliwack.com) |   

## 4 WHO WE HEARD FROM

### 4.1 PARTICIPANT DEMOGRAPHICS FROM PUBLIC ENGAGEMENT

There were 733 completed online survey responses, 291 incomplete online survey responses and 196 attendees at the pop-up booths. Responses from the incomplete online surveys were included in the analysis.

### 4.2 PARTICIPANT DEMOGRAPHICS FROM BUSINESS ENGAGEMENT

Twenty businesses participated in the business survey and fourteen participated in the open house and workshop. The following is a breakdown of what types of respondents participated from all channels of engagement.

Table 1 Respondents by type of business.

Business Type	Number of respondents
Non-food retailer	14
Other**	11
Café	2
Event venue/ festival	1
Grocery	3
Hotel and other tourist accommodation	1
Quick-service restaurant	1

\*\*Other include manufacturers, recycling depot, non-profits, and a First Nation

Table 2 Respondents by ownership type (Online survey respondents)

Ownership Type	Number of respondents
Independent business (1 store location)	13
Franchise (operator)	4
Local chain (2-5 locations within Fraser Valley and Metro Vancouver)	2
National/ international chain (6+ locations across Canada and abroad)	1

Table 3 Respondents by number of customers they serve in a day.

Number of customers per day	Number of respondents
0-99	13
100-199	2
200-299	1
300-399	1
400-499	0
500+	1
I don't know	1

## 5 WHAT WE HEARD

### 5.1 PUBLIC ENGAGEMENT

#### 5.1.1 How often do respondents get single-use items when purchasing products, groceries and other items?

Respondents most often get paper cups, paperboard/plant fibre containers and plastic straws when purchasing products, groceries and other items while paper shopping bags and foam cups are used the least.

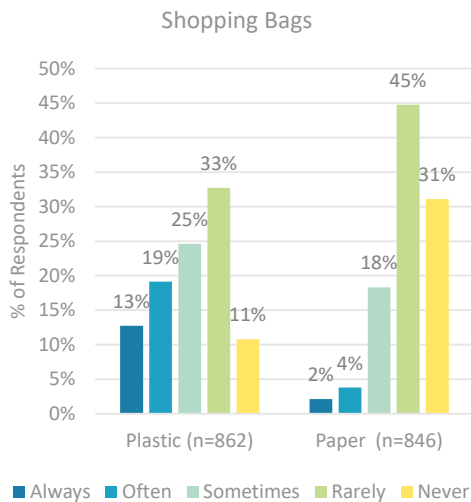


Figure 4 Frequency at which online survey respondents get shopping bags at stores as a percentage of total respondents to the question.

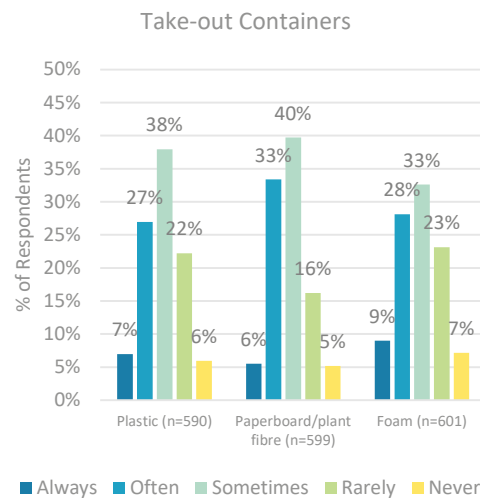


Figure 1 Frequency at which online survey respondents get take-out containers at businesses as a percentage of total respondents to the question.

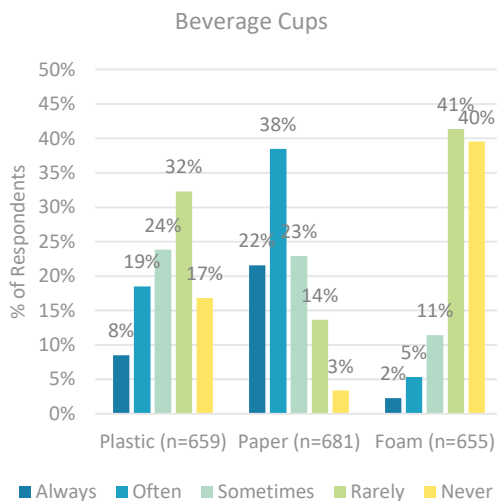


Figure 3 Frequency at which online survey respondents get beverage cups at businesses as a percentage of total respondents to the question.

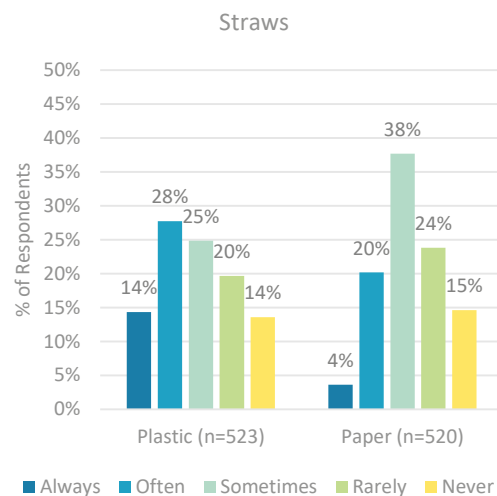


Figure 2 Frequency at which online survey respondents get straws at businesses as a percentage of total respondents to the question.

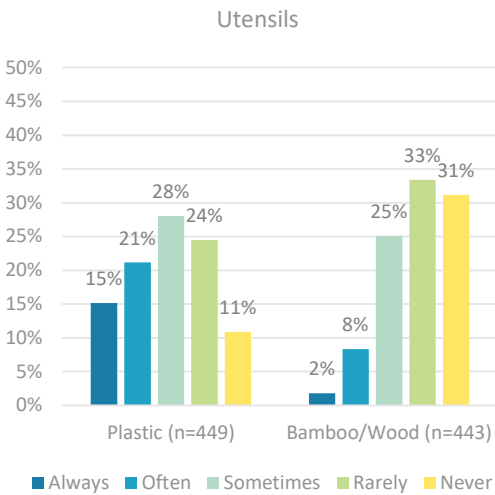


Figure 5 Frequency at which online survey respondents get utensils at businesses as a percentage of total respondents to the question.

### 5.1.2 When respondents get single-use items it is usually because...

The majority of respondents receive a single-use item because they want to take a food or drink item to go or are automatically provided one by a clerk/cashier without being asked. Wanting a food or drink item to go is the number one reason respondents receive a disposable beverage cup or a disposable take-out container. Of the single-use items, straws and utensils are much more commonly provided automatically (78% and 74% of respondents) compared to shopping bags (27% of respondents).

Forgetting to bring their own reusable item is another common reason respondents receive single-use items. However, there are differences between the types of items; shopping bags (68% of respondents) and beverage cups (45%) are much more commonly forgotten than reusable containers (17%), reusable straws (23%) and utensils (20%).

These same differences are also apparent in the percentage of respondents who receive a single-use item because they are not planning to shop. This is a reason given by 47% and 41% of respondents as it relates to shopping bags and beverage cups compared to take-out containers (15%), straws (20%) and utensils (16%). One possible reason for this pattern is the differences in societal norms around the use of reusable bags or cups compared to reusable containers, straws and utensils.

Table 4 Responses to the question “When I get single-use items it is usually because...?” The results are presented in terms of percentage of respondents who agreed with the statements. The average is calculated across items. Not all response options were included for each single-use item.

Reasons respondents receive a single-use item	Shopping Bags	Beverage Cups	Take-out Containers	Straws	Utensils	Average
I wanted food/drink item to go**		64%	76%		58%	66%
The clerk/cashier automatically gave me a SUI without asking	27%	47%	41%	78%	74%	53%
I forgot to bring own reusable...	68%	45%	17%	23%	20%	35%



Reasons respondents receive a single-use item	Shopping Bags	Beverage Cups	Take-out Containers	Straws	Utensils	Average
Prefer to consume with (straw)**				32%		32%
The clerk/cashier asked me if I needed a bag and I said yes**	30%					30%
I hadn't planned on shopping/eating/drinking...	47%	41%	15%	20%	16%	28%
I wanted this SUI to use for some other things**	20%					20%
I physically require a straw**				16%		16%
I don't own a reusable item**	3%	9%	16%	25%	25%	15%
I asked for it**	12%					12%
Store/restaurant/café didn't accept my reusable item**		12%	11%			12%
I don't use this single-use item**	6%	3%	4%			4%

\*\*These response options were not included for all single-use items.

### 5.1.3 What do respondents do once they're finished with the single-use items they have received?

The most common behaviour for respondents once they are finished with a single-use item is to recycle it if there is a recycling bin available. On average, reusing a single-use item in some way is the second most common behaviour; however, only 7% and 21% of respondents reuse straws and utensils compared to 85% of respondents who reuse plastic shopping bags.

Straws and utensils are the most commonly thrown away items.

Table 5. Responses to the question "What do respondents do once they're finished with the single-use items they have received?" The results are presented in terms of percentage of respondents who agreed with the statements. The average is calculated across item types. . Not all response options were included for each single-use item.

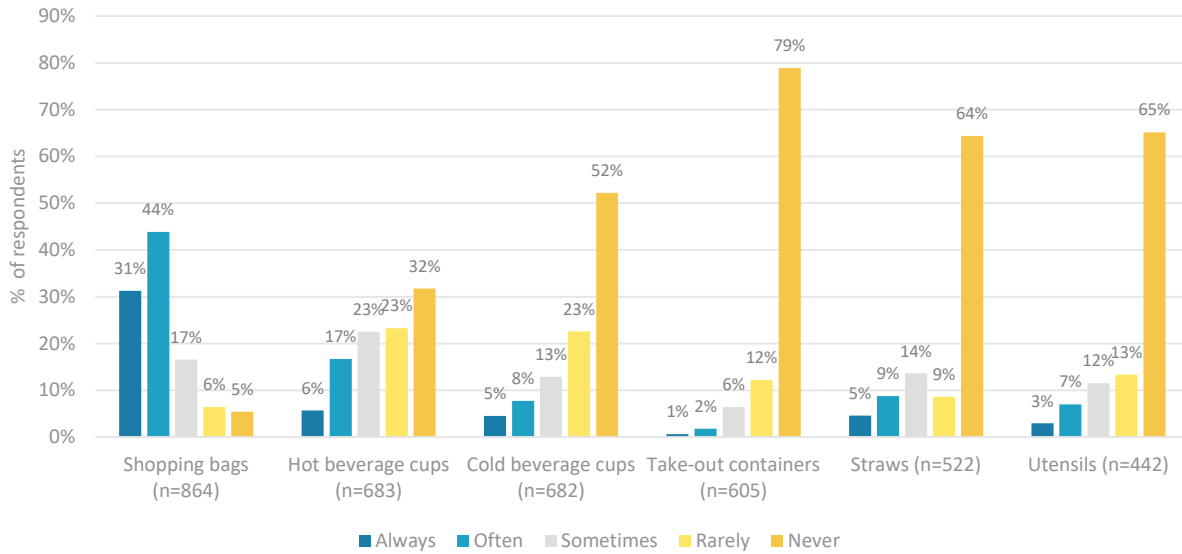
Reason	Plastic Shopping Bags	Paper Shopping Bags	Beverage Cups	Take-out Container	Straws	Utensils	Average
I recycle it if there is a recycling bin available**		51%	75%	73%	50%	62%	62%
I reuse it in some way**	85%	52%			7%	21%	41%
I take it back to a place where I can recycle it (home, store, depot)**	32%		44%	47%	29%	35%	37%
I take it to where I can compost it if it is made of a compostable material**				45%	24%	28%	32%
I dispose of it in the garbage	11%	3%	30%	37%	56%	52%	32%
I don't use ____	3%	18%	3%	2%	5%	4%	6%

\*\*These response options were not included for all single-use items.

### 5.1.4 Do respondents bring reusable alternatives when they shop?

Currently, 75% of respondents always or often bring a reusable shopping bag when they shop, by far the most common reusable item that respondents frequently use. Hot beverage cups are the next most common reusable item used with 23% of respondents using them always or often. Reusable containers, straws and utensils are all never brought by over 60% of the respondents.

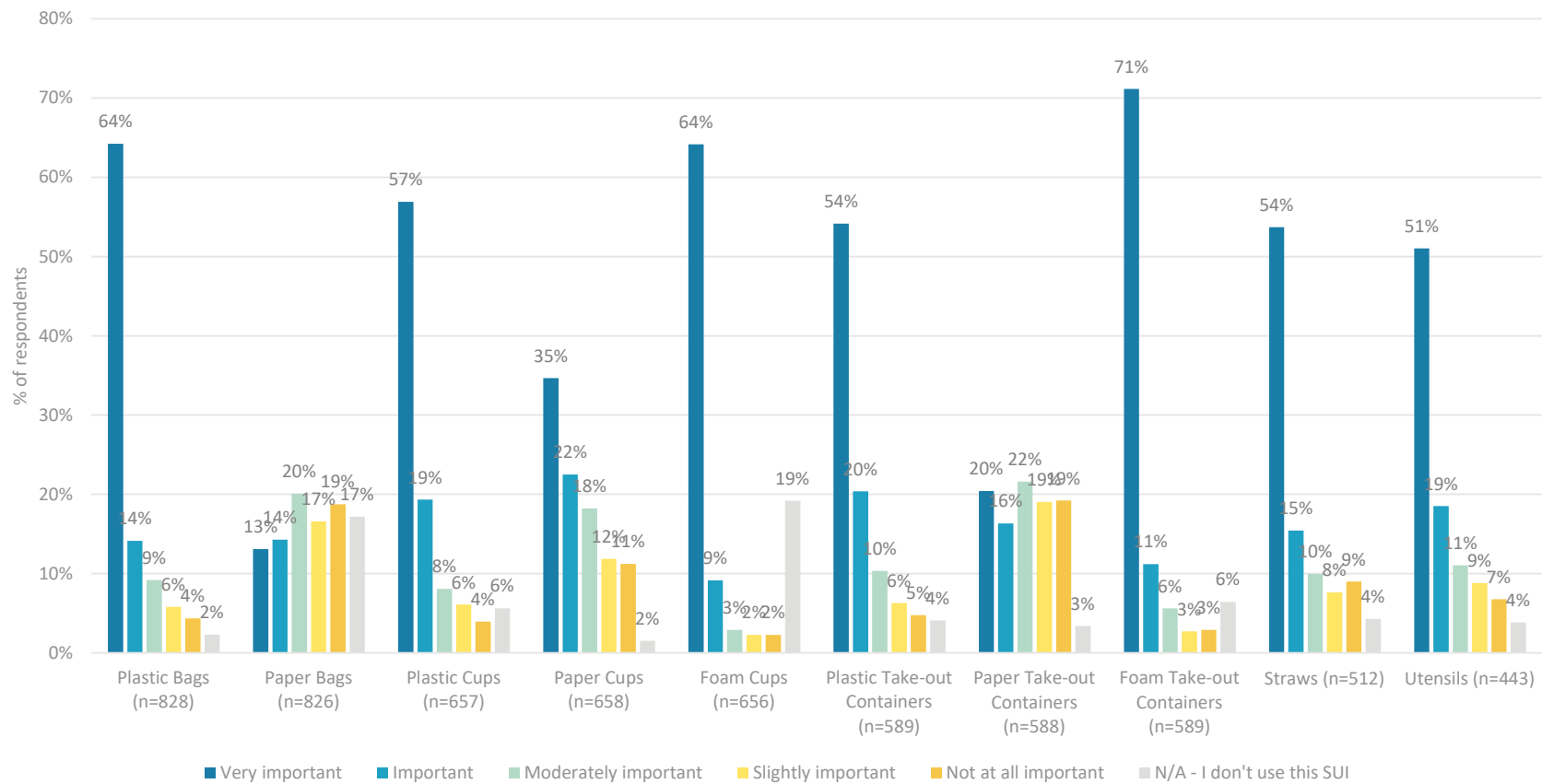
Figure 6 Online survey responses to the question, "Currently, do you bring [insert reusable item]?" Graph indicates percentage of respondents.



### 5.1.5 How important is it for respondents to reduce their use of single-use items?

Overall, respondents indicate a high level of importance on taking action on all items with only one item receiving less than 50% of respondents indicating it is very important. However, there is less importance for taking action on paper-based items compared to plastic and foam. For example, 74% of respondents indicate that reducing use of plastic take-out containers is important or very important while only 36% indicated it is important or very important to reduce use of paper take-out containers.

Figure 7 Online survey responses to the question, "How important is it for you to reduce your use of [insert single-use item]?" Graph indicates percentage of respondents.



### 5.1.6 What are the main things that make it difficult for respondents to reduce their use of single-use items?

Across all single-use items, forgetting a reusable alternative (i.e. reusable shopping bag) and not planning to shop/purchase a food or drink item are the main things that make it difficult for respondents to reduce their use of single-use items. These two factors are in the top three for every single-use item.

Table 6. Responses to the question “What are the main things that make it difficult for respondents to reduce their use of single-use items?”. The results are presented in terms of percentage of respondents who agreed with the statements. The average is calculated across item types. . Not all response options were included for each single-use item.

Main things that make it difficult for respondents to reduce their use of single-use items	Shopping Bags	Beverage Cups	Take-out Containers	Straws	Utensils	Average
A disposable item is automatically provided**				69%	69%	69%
I forget my reusable item	67%	56%	35%	27%	34%	44%
I wasn't planning on shopping/purchasing food or beverage	52%	52%	44%	24%	36%	42%
A reusable item is annoying to carry around all the time	15%	32%	46%	23%	27%	28%
Stores/restaurants do not accept my reusable item**		21%	21%			21%
I don't have any, or enough, reusable item	9%	8%	16%	19%	22%	15%
There isn't enough of an incentive for me to use a reusable item	7%	13%	18%	6%	9%	10%
I physically require a disposable straw to be able to consume my drink/food item**				10%		10%
I recycle/compost my disposable item so I don't feel like reducing is important	6%	10%	14%	7%	6%	9%
Reusable items do not work for what I use them for**	8%					8%
I'm concerned I'll forget my reusable cup somewhere**		8%				8%
This is not a priority of mine	4%	7%	10%	9%	7%	7%
Other (Please specify)	6%	5%	10%	6%	3%	6%
Good quality reusable item cost too much	8%	6%	5%	3%	2%	5%
Nothing - I always use a reusable item	14%	3%	1%	3%	2%	5%
My reusable item are dirty	2%	10%	2%	4%	3%	4%
I don't see the benefits of using a reusable bag	1%	1%	2%	3%	2%	2%

\*\*These factors were not included in the question for each single-use item.

For straws and utensils, being automatically provided one is the main thing making it difficult to reduce their use while the annoyance of carrying around a container is the top factor.

Results demonstrate that carrying reusable shopping bags are far more the norm than any other reusable item. 15% of responses to shopping bags state there was nothing making it difficult to use reusables while no other item garnered more than 3% for the same statement.

### 5.1.7 How likely are respondents to take certain actions or change their behaviours to reduce their use of single-use items?

Across all single-use items, respondents express a high likelihood that they would not use a single-use item if it costs 25 cents, with almost half of the respondents for this question state they would very likely reduce their use of single use items with a 25 cent charge.

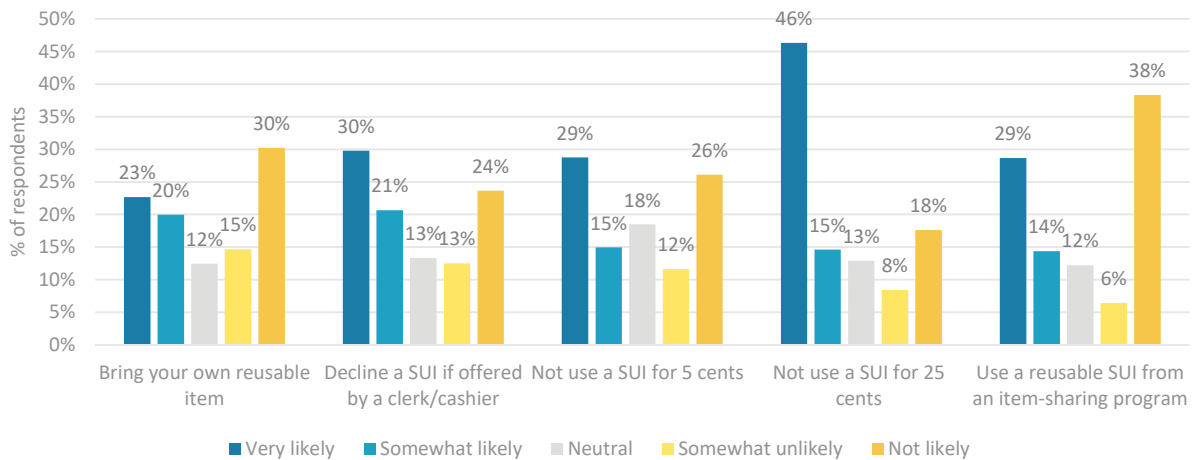
Aside from disposable bags, respondents are most likely to decline straws and utensils if offered by a clerk or cashier. This action is not as well-received if it is a disposable cup or take-out container.

Regardless of action, respondents are least likely to reduce their use of take-out containers, which received the highest percentage of “not likely” and “somewhat unlikely” responses.

Respondents are most likely to bring their own reusable shopping bag (60% very likely) while least likely to bring reusable containers (42% not likely).

Across all types of single-use items, there was an 18% increase in the number of respondents who are very likely to not use a single-use item if the charge increased from 5 cents to 25 cents.

Figure 8 Online survey responses to the question, "How likely are you to [insert action] to reduce your use of single-use items?" Graph indicates the average percentage of respondents across all single-use items.

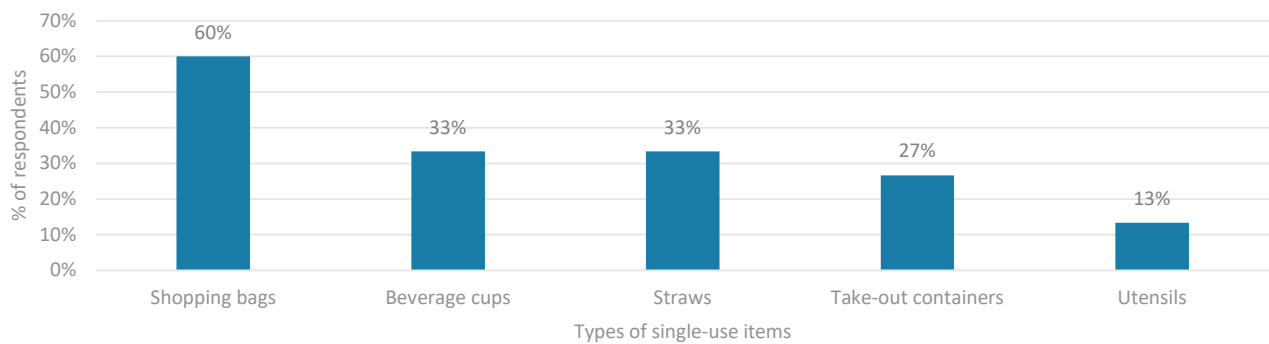


## 5.2 BUSINESS ENGAGEMENT

### 5.2.1 Which single-use items do businesses rely upon for their daily operations?

Respondents to the business online survey were asked: “Which single-use items do you rely upon for your daily operations?” Of the 15 businesses that responded to this question, respondents most often relied upon shopping bags, then cups and straws.

Figure 9 Business online survey responses to the question, “Which single-use items do you rely upon for your daily operations?” Graph indicates percentage of responses.



### 5.2.2 When do businesses give out single-use items?

Respondents to the business online survey were asked: “When would you give out [insert single-use item]?” Across all single-use item types, the two most common situations when respondents give out single-use items is when cashiers offer a single-use item to a customer and the customer accepts the item or when customers request a single-use item. Both of these situations were present in responses for 6 of the single-use item types. Automatically providing a single-use item and charging customers for a single-use item were situations present for 3 of the single-use item types.

The following is a breakdown of the number of respondents for each single-use item:

Figure 10 Number of business online survey respondents who use each type of single-use item.

Single-use Item	Number of respondents
Plastic shopping bag	6
Paper shopping bag	3
Reusable shopping bag	3
Plastic cup	1
Paper cup	1
Plastic take-out container	1
Paperboard/plant fibre take-out container	1
Straws	2
Utensils	1

### 5.2.3 How dependent are businesses on giving out single-use items?

Respondents to the online survey and participants in the business open house and workshop were asked “How dependent are you on giving out the following single-use items?”. Respondents/participants rated each single-use item on a scale from “not dependent” to “entirely dependent”. Businesses responded to as many single-use items as is relevant to their operations. Please note that the online survey provided options for different material types for shopping bags, beverage cups and take-out containers while the open house and workshop did not.

Overall, respondents/participants depend on shopping bags the most, with six businesses stating they are “mostly dependent” on giving out shopping bags. Two businesses responded that they are entirely dependent on plastic cups and take-out containers and another 5 were “somewhat dependent” on beverage cups. However, most of the participating businesses are only “slightly” or “not dependent” on giving out single-use items. This may be a result of the types of businesses that participated; few cafes, quick-service restaurants and event/festival-related businesses participated in the process, types of businesses that typically use single-use items in their operations.

*Table 7 illustrates the number of businesses that responded to the question “How dependent are you on giving out the following single-use items?” Please note that online survey respondents were asked to respond to shopping bags, beverage cups and take-out containers by material type while open house and workshop participants were only asked to respond to those items as a single category.*

	Entirely dependent	Mostly dependent	Somewhat dependent	Slightly dependent	Not dependent
<b>Shopping bags</b>		6		2	4
Plastic		2	1	1	2
Paper		1		1	1
Reusable				1	2
<b>Beverage cups</b>		2	5		5
Plastic	1				
Paper		1			
<b>Take-out containers</b>	1	1	1	1	7
Plastic			1		
Plant/fibre		1			
<b>Straws</b>			4	4	7
<b>Utensils</b>			3	1	7

### 5.2.4 What are the main things that make it difficult for businesses to reduce their use of single-use items?

Respondents to the online survey were asked: “What are the main things that make it difficult for you to reduce your use of [insert single-use item]?” Respondents were given four options in addition to an open ended “other” response. See Appendix C for the online survey questions. With the exception of one item (paper cups), “alternatives that are available on the market cost too much” was mentioned for every single-use item. “Customers expect to receive it as part of good customer service” was mentioned

in six of the single-use items, “I do not know of alternative materials or practices that exist” and “no alternatives on the market meet the needs I have” were both mentioned for three of the items.

The following is a breakdown of the number of responses to this question for each single-use item:

Figure 11. Number of business online survey respondents who use each type of single-use item.

Single-use Item	Number of respondents
Plastic shopping bag	5
Paper shopping bag	2
Reusable shopping bag	1
Plastic cup	1
Paper cup	1
Plastic take-out container	1
Paperboard/plant fibre take-out container	1
Straws	2
Utensils	1

### 5.2.5 To reduce waste from single-use items, how willing are businesses to undertake the following practices?

Respondents to the online survey, participants at the open house and participants at the workshop were asked to indicate their willingness to undertake suggested actions for each single-use item type. In the online survey, shopping bags, beverage cups and take-out containers were broken out by material type; however at the open house and workshop they were each one category.

Overall, businesses are most willing to allow customers to bring in their own reusable single-use items, whether it was reusable bags, cups, containers, straws or utensils. Some businesses expressed concern over cleanliness, facility dishwashing capacity, potential conflicts with health and safety codes and standardized portion sizing. However, businesses overall are receptive to the exploring how more customers can bring in their own reusable items.

Businesses expressed ambivalence towards charging customers for their single-use items. While some indicated they are very willing to charge 5 or 25 cents for various single-use items, most others indicated they are slightly willing or not willing at all to charge either 5 or 25 cents.

There are also mixed responses to whether businesses were willing to ask a customer if they want to use a single-use item before giving out an item, with some responses across all single-use items indicating “very willing” while others only indicating “somewhat” or “not willing”. There is slightly more willingness to ask before giving out shopping bags and straws compared to utensils, containers and cups.

Regardless of the action to reduce waste, several businesses highlighted the need for there to be an alternative for customers to ensure good customer service. As an example, one alternative suggested for shopping bags is for stores to conduct a bag drive where customers bring in their used plastic bags for the store to give out to customers who need them.



### 5.2.6 How much time would it take for businesses to phase out their use of single-use items?

Respondents to the online survey were asked to indicate the amount of time it would take to phase out their use of each single-use item. Businesses indicated that plastic and paper shopping bags would take the least amount of time to phase out, with some responses indicating it would require 12 or less months to phase out these two items. This in contrast to every other single-use item where no respondent indicated a time less than 18 months. In fact, “not possible” was the only response that was common across all single-use items.

The following is a breakdown of the number of responses to this question for each single-use item:

*Figure 12 Number of business online survey respondents who use each type of single-use item*

Single-use Item	Number of respondents
Plastic shopping bag	6
Paper shopping bag	3
Reusable shopping bag	1
Plastic cup	1
Paper cup	1
Plastic take-out container	1
Paperboard/plant fibre take-out container	1
Straws	2
Utensils	1

### 5.2.7 What would help businesses phase out their use of single-use items?

Respondents to the online survey, participants at the open house and participants at the workshop were asked “What would help businesses phase out their use of single-use items?”

Public education and awareness-raising is strongly expressed by many participating businesses. From more information on how recycled items get turned into new products to in-store signage explaining the rationale and encouraging customers to use reusable items, education and awareness-raising campaigns is seen as a way to shift behavioural norms.

Better provision of information to businesses is a strong theme across all engagement streams. The most common ideas suggested are the development of sustainable purchasing guidelines, the creation of an online or social media-based platform for businesses to share ideas and learn from each other on how to be more sustainable.

Other ideas included City-recognition of businesses doing sustainable practices, staff education materials, and financial incentives to do sustainable practices.

## 6 CONCLUSIONS AND NEXT STEPS

Overall, there was a high level of participation from the general public for this consultation process. The online survey received more than 1,000 responses and 196 people were engaged at the pop-up booths.

In general, there is a high level of public support for taking action on reducing single-use items. All but two of the single-use items were deemed “very important” to take action on by more than 50% of respondents. Respondents perceive paper-based products to be less important to reduce use of. Paper-based products are perceived to break down naturally and turn into compost, hence not cause as much environmental damage as products made of plastic or foam.

The top reasons that make it difficult for respondents reduce their use of single-use items is wanting a product to-go, not planning on purchasing a product, forgetting to bring not carrying around a reusable item because it’s annoying to do so, or being automatically given a single-use items. These responses highlight the changes in normative behaviour that are needed to reduce widespread use of single-use items.

Among the survey respondents, setting a charge of 25 cents per single-use item was the most effective action to reduce their use of all single-use items. However, it is clear though that norms are different regarding shopping bags than other items; more than the other items, respondents are far more likely to use reusable bags, not use disposable shopping bags at all and more likely to decline a bag when offered by a clerk/cashier. This variation, amongst others, indicates a need for differing strategies for different items.

For businesses, there was a low level of participation for the online and in-person engagement activities. The majority of respondents/participants were non-food retailers and businesses that served between 0-99 customers a day. Many of the participating businesses did not rely on single-use items heavily for the operation of their business. Given the sample size, it is likely not indicative of other businesses’ level of dependence on single-use items.

The major barriers to reducing their use of single-use items amongst participating businesses were costs of current alternatives available on the market, expectations around providing good customer service and not knowing what sustainable alternatives exist. Businesses expressed interest in encouraging customers bring in their own reusable items but were often unsure of the health and safety implications. Charging fees and providing customer prompts received mixed perspectives.

In the subsequent phases of policy development and implementation, there needs to be further engagement with businesses that use a wider range of single-use items, for example quick-service restaurants and café that use cups, take-out containers, straws and utensils, and serve more customers.

## 7 APPENDIX A: PUBLIC ONLINE SURVEY QUESTIONS

# Let's Talk Trash, Chilliwack!

## Help us develop a Single-Use Item Reduction Strategy

0%

**The City of Chilliwack is considering options to reduce single-use items and we need your help!**

Single-use, or disposable, items such as plastic bags and paper coffee cups are meant for one-time usage before being thrown away, recycled or composted. Despite their convenience, these items can take hundreds of years to decompose, contaminating our waterways, polluting our communities and filling up our landfills. Even items that are recyclable or compostable still use large amounts of resources, like water and energy, to produce.

**To help develop a strategy for Chilliwack, we want to understand more about how you use single-use items currently and how you might change your behaviours in the future to reduce your use of single-use items.**

Please select all the single-use items you are most interested in providing feedback on.

- Shopping bags
- Beverage cups
- Take-out containers
- Straws
- Utensils

*Personal information is collected for the administration of City of Chilliwack programs and services only, as authorized under Section 26 of the Freedom of Information and Protection of Privacy Act. The City of Chilliwack does not use or disclose personal information for purposes other than that for which it is collected or a use consistent with that purpose, or with the consent of the individual whom the information is about, or otherwise in accordance with law. The City of Chilliwack retains personal information only as long as necessary for the purposes of the specified program or service and as required by law.*

When you shop at stores, how often do you get the following types of disposable shopping bags when purchasing products or groceries?

Shopping bags do not include bags used for produce or bulk foods. Plastic includes compostable and biodegradable plastic.

	Frequency				
	Always	Often	Sometimes	Rarely	Never
<b>Plastic</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Paper</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Other</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

\* When I get a disposable shopping bag it is usually because... (Select your top 3)

- The clerk/cashier automatically gave me a bag without asking
- The clerk/cashier asked me if I needed a bag and I said yes
- I asked for a bag
- I forgot to bring my own reusable bag
- I don't own a reusable bag
- I hadn't planned on shopping so I didn't bring my reusable bag
- I wanted some bags to use for other things
- Other (Please specify)
- I don't use paper or plastic shopping bags

What do you do once you're finished with a plastic shopping bag? Select all that apply.

- I dispose of it in the garbage
- I take it back to a depot or a store to recycle it
- I reuse it in some way (e.g. as a garbage bag, as a lunch bag)
- Other (Please specify)
- I don't use plastic shopping bags

What do you do once you're finished with a paper shopping bag? Select all that apply.

- I dispose of it in the garbage
- I recycle it if there is a recycling bin available
- I reuse it in some way (e.g. as a lunch bag, to put food scraps in)
- Other (Please specify)
- I don't use paper shopping bags

Currently, do you bring a reusable bag when you shop?

- Always   Often   Sometimes   Rarely   Never
- 

In your opinion, how important is it for you to reduce your use of plastic bags?

- Very important   Important   Moderately important   Slightly important   Not at all important   N/A - I don't use plastic bags
- 

In your opinion, how important is it for you to reduce your use of paper bags?

- Very important   Important   Moderately important   Slightly important   Not at all important   N/A - I don't use paper bags
- 

\* What are the main things that make it difficult for you to reduce your use of shopping bags? (Select up to 3)

- I forget my reusable bags
- I wasn't planning on shopping
- I don't have any, or enough, reusable bags
- My reusable bags are dirty
- Reusable bags do not work for what I use them for (e.g. to carry products that leak)
- A reusable bag is annoying to carry around all the time
- Good quality reusable bags cost too much
- There isn't enough of an incentive for me to use a reusable bag
- This is not a priority of mine
- I don't see the benefits of using a reusable bag
- I recycle/compost my disposable bags so I don't feel like reducing is important
- Other (Please specify)
- Nothing - I always use a reusable bag

\* How likely are you to...

	Likelihood				
	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Not likely
Bring your own reusable shopping bag?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decline a disposable bag if offered by a clerk/cashier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not use a disposable bag if it costs 5 cents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not use a disposable bag if it costs 25 cents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When you shop at stores/restaurants/cafes, how often do you get the following types of disposable cups when purchasing a beverage?

Please note that plastic includes compostable and biodegradable plastic.

	Frequency				
	Always	Often	Sometimes	Rarely	Never
Plastic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

\* When I get a disposable cup it is usually because... (Select your top 3)

- The server/cashier automatically gave me a cup without asking
- I wanted my drink to go
- I forgot to bring my own reusable cup
- I don't own a reusable cup
- I hadn't planned on getting a drink so I didn't bring my reusable cup
- The store/restaurant/cafe didn't accept my reusable cup
- Other (Please specify)
- I don't use disposable cups

What do you do once you're finished with a disposable cup? Select all that apply.

- I dispose of it in the garbage
- I recycle it if there is a recycling bin available
- I take it back to where I can recycle it (e.g. at home) if there is no recycling
- Other (Please specify)
- I don't use disposable cups

Currently, do you bring a reusable cup when you buy a hot drink?

- Always   Very often   Sometimes   Rarely   Never
- 

Currently, do you bring a reusable cup when you buy a cold drink?

- Always   Often   Sometimes   Rarely   Never
-

In your opinion, how important is it for you to reduce your use of plastic cups?

Very important    Important    Moderately important    Slightly important    Not at all important    N/A - I don't use plastic cups

In your opinion, how important is it for you to reduce your use of paper cups?

Very important    Important    Moderately important    Slightly important    Not at all important    N/A - I don't use paper cups

In your opinion, how important is it for you to reduce your use of foam cups?


Very important    Important    Moderately important    Slightly important    Not at all important    N/A - I don't use foam cups

\* What are the main things that make it difficult for you to reduce your use of disposable cups? (Select up to 3)

- Stores/restaurants do not accept my reusable cup
- I forget my reusable cups
- I wasn't planning on buying a drink
- I don't have any, or enough reusable cups
- My reusable cup was dirty
- A reusable cup is annoying to carry around all the time
- I'm concerned I'll forget my reusable cup somewhere
- Good quality reusable cups cost too much
- There isn't enough of an incentive for me to use a reusable cup
- This is not a priority of mine
- I don't see the benefits of using a reusable cup
- I recycle/compost my disposable cups so I don't feel like reducing is important
- Other (Please specify)
- Nothing - I always use a reusable cup



\* How likely are you to... 

	Likelihood				
	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Not likely
Bring your own reusable cup when buying a hot drink?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bring your own reusable cup when buying a cold drink?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decline a disposable cup if offered by a clerk/cashier?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not use a disposable cup if it costs 5 cents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not use a disposable cup if it costs 25 cents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use a reusable cup from a cup-sharing program?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A cup-sharing program allows customers to make a deposit and take a reusable cup from any participating business to use for their beverage. When ready, a customer returns the cup to any participating business and receives their deposit back.

When you shop at stores/restaurants/cafes, how often do you get the following types of take-out containers when purchasing a food item?

Please note that plastic includes compostable and biodegradable plastic.

	Frequency				
	Always	Often	Sometimes	Rarely	Never
Plastic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paperboard/plant fibre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

\* When I get a disposable take-out container it is usually because... (Select your top 3)

- The server/cashier automatically gave me a take-out container without asking
- I wanted my food to go
- I forgot to bring my own reusable container
- I don't own a reusable container
- I hadn't planned on getting food so I didn't bring my reusable container
- I have leftovers from a meal in-store and I didn't bring a reusable container
- The store/restaurant/cafe didn't accept my reusable container
- Other (Please specify)
- I don't use disposable take-out containers

What do you do once you're finished with a disposable take-out container? Select all that apply.

- I dispose of it in the garbage
- I recycle it if there is a recycling bin available
- I take it back to where I can recycle it (e.g. at home) if there is no recycling
- I take it to where I can compost it if it is made of a compostable material
- Other (Please specify)
- I don't use disposable take-out containers

Currently, do you bring a reusable container when you buy take-out food?

- Always   Very often   Sometimes   Rarely   Never
- 

Currently, do you bring a reusable container when you eat food in-store for leftovers?

- Always   Often   Sometimes   Rarely   Never
-

In your opinion, how important is it for you to reduce your use of plastic take-out containers?

Very important   Important   Moderately important   Slightly important   Not at all important  
           

N/A - I don't use plastic take-out containers

In your opinion, how important is it for you to reduce your use of paperboard / plant fibre take-out containers?

Very important   Important   Moderately important   Slightly important   Not at all important  
           

N/A - I don't use paperboard/plant fibre take-out containers

In your opinion, how important is it for you to reduce your use of foam take-out containers?

Very important   Important   Moderately important   Slightly important   Not at all important  
           

N/A - I don't use foam take-out containers

\* What are the main things that make it difficult for you to reduce your use of disposable take-out containers?  
(Select up to 3)

- Stores/restaurants do not accept my reusable containers
- I forget my reusable containers
- I wasn't planning on buying food or having leftovers
- I don't have any, or enough reusable containers
- My reusable container is dirty
- A reusable container is annoying to carry around all the time
- Good quality reusable containers cost too much
- There isn't enough of an incentive for me to use a reusable container
- This is not a priority of mine
- I don't see the benefits of using a reusable container
- I recycle/compost my disposable take-out containers so I don't feel like reducing is important
- Other (Please specify)
- Nothing - I always use a reusable container

\* How likely are you to...

	Likelihood				
	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Not likely
Bring your own reusable container when buying food?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decline a disposable take-out container if offered by a clerk/cashier?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not use a disposable take-out container if it costs 5 cents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not use a disposable take-out container if it costs 25 cents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use a reusable container from a container-sharing program?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A container-sharing program allows customers to make a deposit and take a reusable container from any participating business to use for their food product. When ready, a customer returns the container to any participating business and receives their deposit back.

When you go to stores/restaurants/cafes, how often do you get the following types of disposable straws when purchasing a drink/food item?

Please note that plastic includes compostable and biodegradable plastic.

	Frequency				
	Always	Often	Sometimes	Rarely	Never
Plastic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

\* When I get a disposable straw it is usually because... (Select your top 3)

- The server/cashier automatically gave me a disposable straw without asking
- I physically require a disposable straw to be able to consume my drink/food
- I prefer to consume my beverage with a straw
- I forgot to bring my own reusable straw
- I don't own a reusable straw
- I hadn't planned on getting a drink so I didn't bring my reusable straw
- Other (Please specify)

What do you do once you're finished with a disposable straw? Select all that apply.

- I dispose of it in the garbage
- I recycle it if there is a recycling bin available
- I take it back to where I can recycle it (e.g. at home) if there is no recycling available
- I take it to where I can compost it if it is made of a compostable material
- I reuse it
- Other (Please specify)
- I don't use disposable straws

Currently, do you bring a reusable straw when you buy a drink/food item?

- Always   Often   Sometimes   Rarely   Never
- 

In your opinion, how important is it for you to reduce your use of disposable straws?

- Very important   Important   Moderately important   Slightly important   Not at all important   N/A - I don't use disposable straws
-

\* What are the main things that make it difficult for you to reduce your use of disposable straws? (Select up to 3)

- A disposable straw is automatically provided when I buy a drink
- I physically require a disposable straw to be able to consume my drink/food item
- I forget to bring my reusable straw
- I wasn't planning on buying a beverage
- I don't have any, or enough reusable straws
- My reusable straw was dirty
- A reusable straw is annoying to carry around all the time
- Good quality reusable straws cost too much
- There isn't enough of an incentive for me to use a reusable straw
- This is not a priority of mine
- I don't see the benefits of using a reusable straw
- I recycle/compost my disposable straws so I don't feel like reducing is important
- Other (Please specify)
- Nothing - I always use a reusable straw

\* How likely are you to...

	Likelihood				
	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Not likely
Bring your own reusable straw when buying a drink?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decline a disposable straw if offered by a clerk/cashier?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not use a disposable straw if it costs 5 cents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not use a disposable straw if it costs 25 cents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When you go to stores/restaurants/cafes, how often do you get the following types of disposable utensils when purchasing a drink/food item?

Disposable utensils include forks, spoons, knives, chopsticks and stirrers. Please note that plastic includes compostable and biodegradable plastic.

	Frequency				
	Always	Often	Sometimes	Rarely	Never
Plastic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bamboo/Wood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

\* When I get a disposable utensil it is usually because... (Select your top 3)

- The server/cashier automatically gave me a disposable utensil without asking
- I wanted to eat my food to go and did not bring my own reusable utensils
- I forgot to bring my own reusable utensils
- Reusable utensils are annoying to carry around all the time
- I don't own portable reusable utensils
- I hadn't planned on getting food so I didn't bring my reusable utensils
- Other (Please specify)

What do you do once you're finished with a disposable utensil? Select all that apply.

- I dispose of it in the garbage
- I recycle it if there is a recycling bin available
- I take it back to where I can recycle it (e.g. at home) if there is no recycling available
- I take it to where I can compost it if it is made of a compostable material
- I reuse it
- Other (Please specify)
- I don't use disposable utensils

Currently, do you bring reusable utensils when you purchase a food item?

- Always   Often   Sometimes   Rarely   Never
- 

In your opinion, how important is it for you to reduce your use of disposable utensils?

- Very important   Important   Moderately important   Slightly important   Not at all important   N/A - I don't use disposable utensils
- 

\* What are the main things that make it difficult for you to reduce your use of disposable utensils? (Select up to 3)

- Disposable utensils are automatically provided when I buy my food item
- I forget to bring my reusable utensils when I'm eating food to go
- I wasn't planning on buying food
- I don't have any, or enough reusable utensils
- My reusable utensils were dirty
- Reusable utensils are annoying to carry around all the time
- Good quality reusable utensils cost too much
- There isn't enough of an incentive for me to use reusable utensils
- This is not a priority of mine
- I don't see the benefits of using reusable utensils
- I recycle/compost my disposable utensils so I don't feel like reducing is important
- Other (Please specify)
- Nothing - I always use reusable utensils



\* How likely are you to...

	Likelihood				
	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Not likely
Bring your own reusable utensils when buying food?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decline disposable utensils if offered by a clerk/cashier?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not use disposable utensils if it cost 5 cents per utensil?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not use disposable utensils if it cost 25 cents per utensil?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What other single-use items would you like the City of Chilliwack to take action on?

Do you have any other feedback or suggestions regarding the reduction of single-use items?

What are the first three letters of your postal code?

What is your age?

- 0-18
- 19-34
- 35-49
- 50-64
- 65-79
- 80+

## 8 APPENDIX B: POP-UP BOOTH DISPLAY BOARDS



# LET'S TALK TRASH!

The City of Chilliwack is looking for ways to reduce single-use waste and we want your feedback!

## IT'S TIME TO TAKE ACTION

The time to take action is now and we want to develop a plan that benefits all of us.

- **CHECK OUT THE DISPLAY BOARDS!** Tell us how you use single-use items currently and how you might reduce your use in the future.
- **TAKE THE ONLINE SURVEY** at [chilliwack.com/SUI](https://chilliwack.com/SUI)

# WHAT IS SINGLE-USE?

Use it once, then toss it out. Single-use, disposable items, like plastic bags and paper coffee cups among others, are meant for one-time use before being thrown in the garbage.

# WHY IS ACTION NEEDED?

Despite their convenience, single-use items can take hundreds of years to decompose, contaminating our waterways, polluting our communities and filling up our landfills.

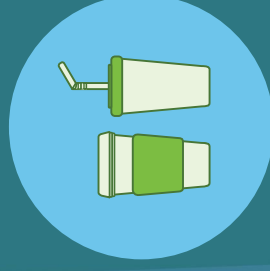
Some items are recyclable or compostable, but due to the material they are made of, many are difficult to recycle or compost.

As a result, single-use items contribute directly to the amount of plastic in landfills. In the Fraser Valley Regional District, nearly 17%, or 3,145 tonnes of single-family residential garbage, is plastic.

That's enough plastic to fill ~60 Olympic-size pools each year!

Other governments, including the Government of Canada, the Government of British Columbia and close to 30 other municipalities in B.C. are investigating the impacts of single-use items.

## WHAT ITEMS ARE WE EXPLORING TAKING ACTION ON?



**BEVERAGE CUPS**



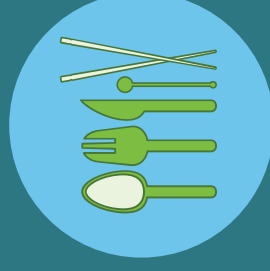
**SHOPPING BAGS**



**TAKE-OUT CONTAINERS**

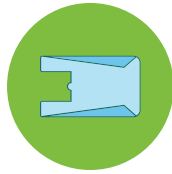


**DISPOSABLE STRAWS**



**DISPOSABLE UTENSILS**

# HAVE YOUR SAY ON...



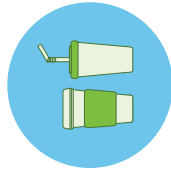
## SHOPPING BAGS

(includes plastic, compostable plastic, and paper)

When you get a disposable shopping bag it is usually because...

What are the main things that make it difficult for you to reduce your use of disposable shopping bags?

# HAVE YOUR SAY ON...



## BEVERAGE CUPS

(includes plastic, compostable plastic, paper, and foam)

When you get a disposable cup it is usually because...

What are the main things that make it difficult for you to reduce your use of disposable cups?



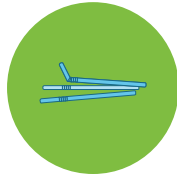
## TAKE-OUT CONTAINERS

(includes plastic, compostable plastic, paperboard, plant fibre, and foam)

When you get a take-out container it is usually because...

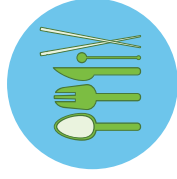
What are the main things that make it difficult for you to reduce your use of take-out containers?

# HAVE YOUR SAY ON....



## DISPOSABLE STRAWS

(includes plastic, compostable plastic, and paper)



## DISPOSABLE UTENSILS

(includes forks, spoons, knives, chopsticks and stirrers of all material types)

When you get a disposable straw it is usually because...

When you get disposable utensils it is usually because...

What are the main things that make it difficult for you to reduce your use of disposable straws?

What are the main things that make it difficult for you to reduce your use of disposable utensils?



LETSTALKTRASH

**WHAT'S YOUR BIG IDEA TO REDUCE WASTE  
FROM SINGLE-USE ITEMS IN CHILLIWACK?**



## 9 APPENDIX C: BUSINESS ONLINE SURVEY

# Let's Talk Trash, Chilliwack!

## Business Survey

0%

### **The City of Chilliwack is considering options to reduce single-use items and we need your help!**

Single-use, or disposable, items such as plastic bags and paper coffee cups are meant for one-time usage before being thrown away, recycled or composted. Despite their convenience, these items can take hundreds of years to decompose, contaminating our waterways, polluting our communities and filling up our landfills. Even items that are recyclable or compostable still use large amounts of resources, like water and energy, to produce.

**To help develop a strategy for Chilliwack, we want to understand more about how your business uses single-use items currently and how you might change your practices in the future to reduce your use of single-use items.**

*Personal information is collected for the administration of City of Chilliwack programs and services only, as authorized under Section 26 of the Freedom of Information and Protection of Privacy Act. The City of Chilliwack does not use or disclose personal information for purposes other than that for which it is collected or a use consistent with that purpose, or with the consent of the individual whom the information is about, or otherwise in accordance with law. The City of Chilliwack retains personal information only as long as necessary for the purposes of the specified program or service and as required by law.*

\* What type of business are you? Please select your primary business operation.

- Café
- Quick-service restaurant
- Full-service restaurant
- Grocery
- Event venue / festival
- Hotel and other tourist accommodation
- Non-food retailer
- Other (Please specify)

\* Are you a...

- Independent business (1 store location)
- Local chain (2-5 locations within Fraser Valley/Metro Vancouver)
- National/international chain (6+ locations across Canada and abroad)
- Franchise (corporate headquarters)
- Franchise (operator)

\* What type of business license do you have?

- Restaurants and commercial assembly
- Other Commercial
- Ancillary Liquor Service
- Night clubs and neighbourhood pubs
- Other (Please specify)
- I don't know

\* Approximately how many customers do you serve in a day?

- 0-99
- 100-199
- 200-299
- 300-399
- 400-499
- 500+
- I don't know

Which of the following items do you rely on for your daily operations? (Select all that apply)

- Shopping bags
- Beverage cups
- Take-out containers
- Straws
- Utensils

Which type of disposable beverage cups do you give out to your customers? (Please select all that apply)

- Plastic
- Paper
- Foam
- Other (Please specify)

When would you give out a plastic cup? (Select up to 3)

- We automatically provide plastic cups at check-out/to serve our product in
- We ask customers if they would like a plastic cup and only provide if the customer says yes
- We provide a plastic cup only when requested by a customer
- We charge customers a fee for plastic cups
- Other (Please specify)

How dependent is your business on giving out plastic cups?

- Entirely dependent, cannot be replaced by an alternative
- Mostly dependent
- Somewhat dependent
- Slightly dependent
- Not dependent, can be easily replaced by an alternative

What are the main things that make it difficult for you to reduce your use of plastic cups? (Select all that apply)

- Alternatives available on the market cost too much
- No alternatives on the market meet the needs I have
- Customers expect to receive it as part of good customer service
- I do not know of alternative materials or practices that exist
- Other (Please specify)

To reduce waste from plastic cups, how willing are you to...

	Level of willingness				
	Very willing	Willing	Somewhat willing	Slightly willing	Not willing
Ask customers before giving out a plastic cup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Charge 5 cents for a plastic cup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Charge 25 cents for a plastic cup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not give out plastic cups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow customers to bring in their own reusable mug/cup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offer a discount to customers who bring in their own mug/cup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participate in a reusable mug/cup sharing program with other businesses	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much time would it take for you to phase out your use of plastic cups?

- 0 – 6 months
- 7 – 12 months
- 13 – 18 months
- 19-24 months
- More than 24 months
- Not possible to phase out

What would help you to phase out your use of disposable beverage cups? (Select up to 3)

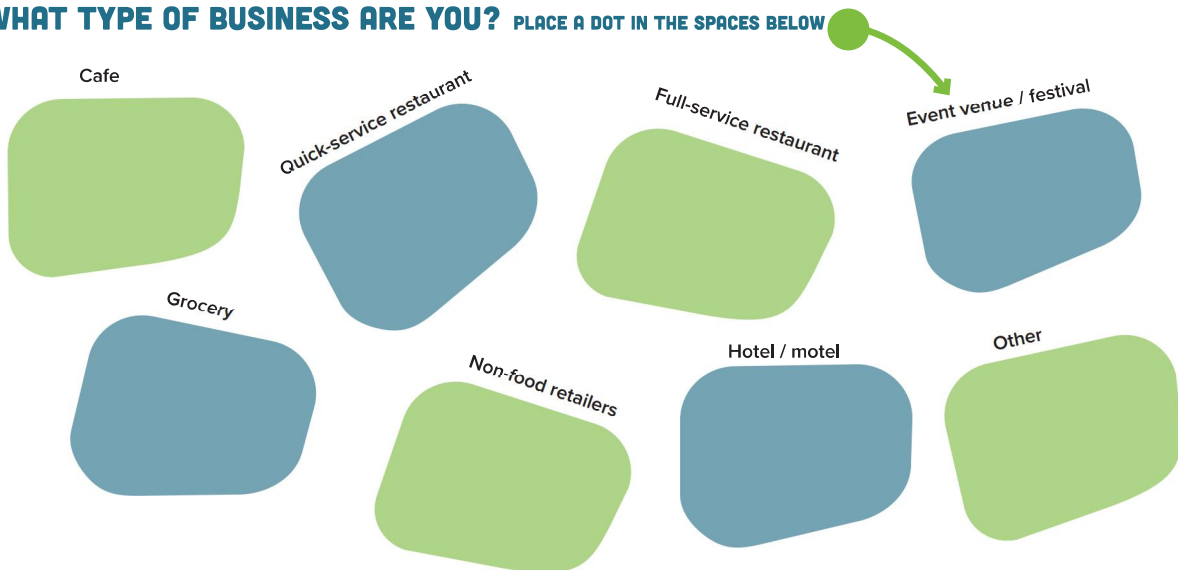
- Guidelines for alternative practices
- Education materials to support staff training
- Display materials for businesses to help educate customers
- Public education campaign and materials
- Supports for bulk purchasing of reusable alternatives
- Other (Please specify)
- I have already phased out my use of disposable beverage cups

Do you have any other feedback or suggestions regarding the reduction of single-use items?

## 10 APPENDIX D: OPEN HOUSE DISPLAY BOARDS

# WELCOME!

**WHAT TYPE OF BUSINESS ARE YOU?** PLACE A DOT IN THE SPACES BELOW



Cafe

Quick-service restaurant

Full-service restaurant

Event venue / festival

Grocery

Non-food retailers

Hotel / motel

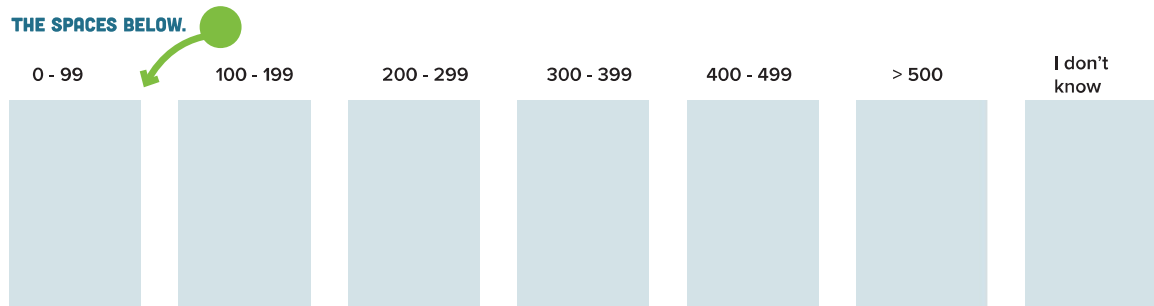
Other

**HOW DEPENDENT ARE YOU ON GIVING OUT SINGLE-USE ITEMS?** PLACE A DOT IN THE SPACES BELOW.



	Not dependent	Slightly dependent	Somewhat dependent	Mostly dependent	Entirely dependent
Shopping bags					
Beverage cups					
Take-out containers					
Straws					
Utensils					

**APPROXIMATELY HOW MANY CUSTOMERS DO YOU SERVE IN A DAY?** PLACE A DOT IN THE SPACES BELOW.



0 - 99	100 - 199	200 - 299	300 - 399	400 - 499	> 500	I don't know

# WHAT IS SINGLE-USE?

Use it once, then toss it out. Single-use, disposable items, like plastic bags and paper coffee cups among others, are meant for one-time use before being thrown in the garbage.

# WHY IS ACTION NEEDED?

Despite their convenience, single-use items can take hundreds of years to decompose, contaminating our waterways, polluting our communities and filling up our landfills.

Some items are recyclable or compostable, but due to the material they are made of, many are difficult to recycle or compost.

As a result, single-use items contribute directly to the amount of plastic in landfills. In the Fraser Valley Regional District, nearly 17%, or 3,145 tonnes of single-family residential garbage, is plastic.

That's enough plastic to fill ~60 Olympic-size pools each year!

Other governments, including the Government of Canada, the Government of British Columbia and close to 30 other municipalities in B.C. are investigating the impacts of single-use items.

## WHAT ITEMS ARE WE EXPLORING TAKING ACTION ON?



BEVERAGE CUPS



SHOPPING BAGS



TAKE-OUT CONTAINERS



STRAWS



UTENSILS

## INITIAL RESULTS FROM PUBLIC ENGAGEMENT

**78%** of respondents feel it is important or very important to reduce their use of plastic bags

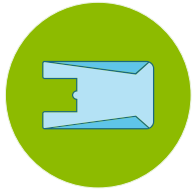
**58%** of respondents feel it is important or very important to reduce their use of paper cups

**74%** of respondents feel it is important or very important to reduce their use of plastic take-out containers

**69%** of respondents feel it is important or very important to reduce their use of disposable straws

**70%** of respondents feel it is important or very important to reduce their use of disposable utensils.





# SHOPPING BAGS (INCLUDING PAPER & PLASTIC)

To reduce waste from disposable shopping bags, how willing are you to...

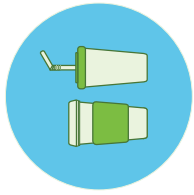
*Not with your best!*

	Not willing	Slightly willing	Somewhat willing	Willing	Very willing	What are the reasons for your answer? What factors did you consider in your response?
Ask customers before giving out a disposable shopping bag?						
Charge 5 cents for a disposable shopping bag?						
Charge 25 cents for a disposable shopping bag?						
Not give out disposable shopping bags?						
Provide discounts to customers who bring in their own reusable shopping bags?						

*YOUR STICKIES HERE!*

What would help you reduce your use and distribution of disposable shopping bags?

*YOUR STICKIES HERE!*



# BEVERAGE CUPS (INCLUDING PAPER, PLASTIC & FOAM)

To reduce waste from disposable cups, how willing are you to...

*Not with your fists!*

Not willing   Slightly willing   Somewhat willing   Willing   Very willing   What are the reasons for your answer? What factors did you consider in your response?

Ask customers before serving a drink in a disposable cup?

Charge 5 cents for a disposable cup?

Charge 25 cents for a disposable cup?

Not give out disposable cups?

Provide discounts to customers who bring in their own reusable mug/cup?

Participate in a reusable mug/cup sharing program with other businesses?

What would help you reduce your use and distribution of disposable cups?

	Not willing	Slightly willing	Somewhat willing	Willing	Very willing	What are the reasons for your answer? What factors did you consider in your response?
Ask customers before serving a drink in a disposable cup?						
Charge 5 cents for a disposable cup?						
Charge 25 cents for a disposable cup?						
Not give out disposable cups?						
Provide discounts to customers who bring in their own reusable mug/cup?						
Participate in a reusable mug/cup sharing program with other businesses?						

YOUR STICKIES HERE!



# TAKE-OUT CONTAINERS (INCLUDING PAPER, PLASTIC & FOAM)

To reduce waste from take-out containers, how willing are you to...

*Not with your best!*

Not willing   Slightly willing   Somewhat willing   Willing   Very willing   What are the reasons for your answer? What factors did you consider in your response?

Ask customers before serving food in a take-out container?

Charge 5 cents for a take-out container?

Charge 25 cents for a take-out container?

Not give out disposable take-out containers?

Allow customers to bring in their own reusable container?

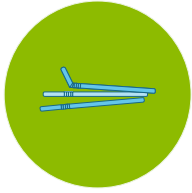
Participate in a reusable container sharing program with other businesses?

	Not willing	Slightly willing	Somewhat willing	Willing	Very willing	What are the reasons for your answer? What factors did you consider in your response?
Ask customers before serving food in a take-out container?						
Charge 5 cents for a take-out container?						
Charge 25 cents for a take-out container?						
Not give out disposable take-out containers?						
Allow customers to bring in their own reusable container?						
Participate in a reusable container sharing program with other businesses?						

YOUR STICKIES HERE!

YOUR STICKIES HERE!

What would help you reduce your use and distribution of take-out containers?



# STRAWS (INCLUDING PLASTIC & PAPER)

To reduce waste from disposable straws, how willing are you to...

*Not with your fists!*

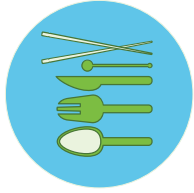
Not willing   Slightly willing   Somewhat willing   Willing   Very willing   What are the reasons for your answer? What factors did you consider in your response?

	Not willing	Slightly willing	Somewhat willing	Willing	Very willing	What are the reasons for your answer? What factors did you consider in your response?
Ask customers before serving beverages with a disposable straw?	Blue	Blue	Blue	Blue	Blue	Blue
Charge 5 cents for a disposable straw?	Green	Green	Green	Green	Green	Green
Charge 25 cents for a disposable straw?	Blue	Blue	Blue	Blue	Blue	Blue
Not give out disposable straws?	Green	Green	Green	Green	Green	Green
Allow customers to bring in their own reusable straws?	Blue	Blue	Blue	Blue	Blue	Blue

YOUR STICKIES HERE!

What would help you reduce your use and distribution of disposable straws?

YOUR STICKIES HERE!



# UTENSILS (INCLUDING PLASTIC, BAMBOO & WOOD)

To reduce waste from disposable utensils, how willing are you to...

*Not with your fists!*

Not willing    Slightly willing    Somewhat willing    Willing    Very willing    What are the reasons for your answer? What factors did you consider in your response?

YOUR STICKIES HERE!

Ask customers before providing disposable utensils?

Charge 5 cents for a disposable utensil?

Charge 25 cents for a disposable utensil?

Not give out disposable utensils?

Allow customers to bring in their own reusable utensils?

What would help you reduce your use and distribution of disposable utensils?

YOUR STICKIES HERE!

Large empty area for notes and sticky notes.

# 11 APPENDIX E: BUSINESS WORKSHOP TABLE WORKSHEETS



# WORKSHEET 1

To reduce waste from single-use items, how willing are you to...



	Not give out single-use items?	Charge customers a fee for single-use items?	Allow customers to bring in their own reusable items?	Ask customers before providing them with a single-use item?
Very willing				
Willing				
Somewhat willing				
Slightly willing				
Not willing				
What are the reasons for your answer?				
What factors did you consider in your response?				





# WORKSHEET 2

What would help you reduce your use and distribution of single-use items?



A large, empty light blue rectangular area intended for students to write their answers to the question above.