



Give Waste a New Life

## Public Advisory Committee - Meeting 4 Summary

**Date:** Thursday October 1, 2020

**Time:** 10am to 12pm

### Attendance

**Members:**

- Karyn Hogan
- Duncan Mackenzie
- Trevor Barton
- Emily Duncan
- Greg Sayer
- Kate Parizeau
- Jennifer Packer
- Das Soligo
- John Dennis

**City of Guelph:**

- Phil Jensen, SWMMP Project Specialist
- Heather Connell, Manager, Business and Technical Services
- Cameron Walsh, Divisional Manager
- Nicole Davison, Waste Policy Analyst
- Vivian De Giovanni, Circular Economy Specialist
- Shelley Lorenz, Supervisor of Program Development

**Dillon Consulting:**

- Betsy Varghese (Dillon), Project Manager
- Nicole Beuglet (Dillon), Engagement Specialist
- Janet Robins, Robins Environmental (Sub Consultant)

**Regrets:**

- Brandon Raco

## Meeting Objectives

- Establish Committee Chair
- Present ICI report research findings
- Review high level survey results
- Gather input on the sector workshops and interviews
- Provisional - gather feedback on the options

## Agenda

1. Welcome
2. Project Update
3. Establish Committee Chair
4. Draft Industrial, Commercial, and Institutional Report Presentation
5. High Level Survey Results Presentation
6. Gather Input on Sector Workshops and Interviews
7. Time permitting - Gather feedback on the Options from Meeting #3
8. Next Steps, Closure

## Meeting Summary

The following section provides a summary of the questions and answers and feedback discussed at the PAC #4 meeting:

### **3. Committee Chair**

Trevor Barton and Karyn Hogan volunteered to be chairs for the Public Advisory Committee. Members were asked to submit email votes. One member suggested that the PAC have co-chairs, the group agreed and Trevor and Karyn were selected as co-chairs.

### **4. Draft Industrial, Commercial and Institutional (IC&I) Collection Standards**

A presentation on the research conducted as part of the draft IC&I Collection Standards Report was provided by Janet Robins, Robins Environmental. The following questions were posed by PAC members regarding the report.

**Q:** Does the City do P&E for businesses?

**A:** There are P&E campaigns for the businesses we service. We may put this on the table for future discussion on what the city's role should be for this.

# Solid Waste Management Master Plan

**Q:** Looking at the diversion rates for the IC&I sector, does food waste bans for IC&I affect the diversion rate? Is a food waste ban a possibility for Guelph?

**A:** There are approximately five municipalities in Canada that have bans for food waste. This results in a significant increase in diversion (by weight) by many IC&I establishments. The extent to which this is being monitored is unclear, as it is a difficult thing to monitor. Municipal food waste bans would only apply to municipal landfills, not private sector landfills.

**Q:** Does Guelph have an idea of how many businesses they collect from now and how many exist in the city?

**A:** The City does not have a complete inventory at this time and are currently undertaking a study of the ones the City services.

## 5. Survey Results

A high level summary of the survey results was provided by Dillon Consulting. No questions were posed.

## 6. Sector Workshops & Telephone Interviews

The project team provided an update on the next steps in the engagement program, and reviewed who has been engaged so far.

**Q:** Will front line City staff in waste management be consulted as part of the engagement process?

**A:** Yes, front line City staff have been consulted to date, and will continued to be engaged in the planning process.

**Discussion Topic:** Who should we be reaching out to that we haven't heard from yet?

### Responses:

- Guelph Chamber of Commerce
- Condominium Boards
- Apartment rental companies
- Multi-residential sector
- Housing cooperatives
- Neighborhood associations
- Students in waste management courses at the University of Guelph
- Environmental courses at the University of Guelph and other post-secondary institutions
- Waste Resource Innovation Centre Public Liaison Committee

# Solid Waste Management Master Plan

- Catholic Women's League
- Independent Order of the Daughters of the Empire
- Zonta Women's League
- Local restaurant owners

## Next Steps

- Future meetings will continue to be scheduled in advance based on availability of PAC members



# Public Advisory Committee Meeting #4

IC&I Collection Service Standards and Consultation Activities

October 1<sup>st</sup>, 2020





## Purpose and Agenda

### Purpose:

To establish a PAC committee chair, present IC&I research findings, review initial survey results, gather input on audience for future engagement activities and time permitting, obtain ideas on potential options.

1. Welcome (5 min)
2. Project Update (5 min)
3. Establishment of Committee Chair (10 min)
4. Presentation on draft IC&I Report (30 min)
5. Presentation on initial survey results (30 min)
6. Gather input on target audiences for sector workshops and interviews (15 min)
7. Obtain further input on potential options (15 min)
8. Wrap-Up (5 min)



## Project Update

### Stage I: Lay the Foundation

- What does the City's existing waste management system look like now?
  - How do we compare to other jurisdictions?

Fall 2019 – Summer 2020

### Stage III: How to Get There

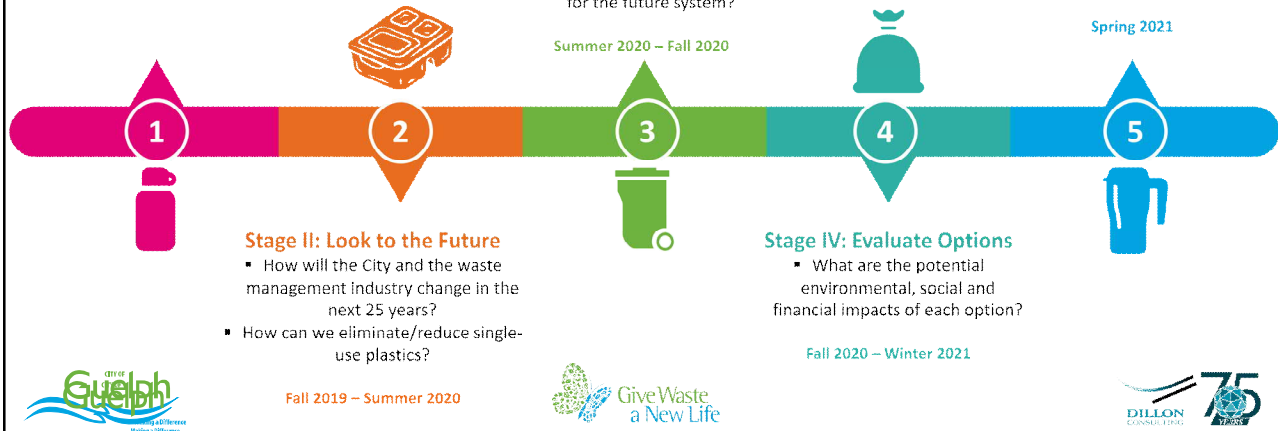
- What changes to our waste management system should we consider?
- How should we evaluate options?
- How do we measure performance?
- What is the cost and how can we pay for the future system?

Summer 2020 – Fall 2020

### Stage V: Report Recommendations

- Which options will be carried forward?
- When will the options be implemented?

Spring 2021



## Public Advisory Committee Chair

### Procedure for today:

- Brief messages from those interested in serving as Chair;
- Confirm a nominator and seconder for each;
- Vote by email, sending individual selections to [phil.jensen@Guelph.ca](mailto:phil.jensen@Guelph.ca)

As per the Terms of Reference, the Responsibilities of the Committee Chair are to:

- be a voting member of the Committee;
- preside over the meetings;
- facilitate meeting discussions;
- ensure meeting agenda is covered;
- preserve order at the meeting; and
- provides final ruling on all matters.

The PAC is not a decision making body.







## Task 6 – Industrial, Commercial and Institutional Collection Service Standards



### Guelph SWMMP –Draft Report on IC&I Collection Service Standards

#### Overview of Draft Report

- Introduction (Purpose of Task 6)
- Current State
- Challenges and Needs
- Research
- Future Policies
- Lessons Learned
- Discussion



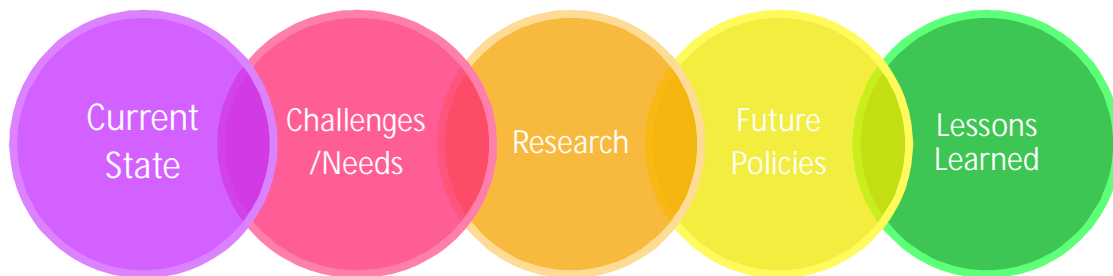
## Purposes of Task 6 Report for Guelph SWMMP

- To understand the current approach in providing waste collection services to the IC&I sector beyond the Downtown Collection Area
- To research what services other comparable Ontario municipalities provide to the IC&I sector beyond their BIAs and how services are funded
- To help City determine what, if any, conditions of eligibility for future services to the IC&I sector could be established to ensure transparency and fairness

Note: A separate report is being undertaken on the City's servicing of the downtown as part of the SWMMP: Downtown Service Review (Task 8)



## Guelph SWMMP – Draft Report on IC&I Collection Service Standards





Current State

Draft Report on IC&I Collection Service Standards

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- Under the City's Solid Waste By-law – the City has the authority to provide waste collection services from any IC&I establishment.
  - Customer must enter into an agreement with the City and develop a waste management plan for approval from City staff
  - There are no formal criteria identified in the by-law to determine who can receive the services
  - The City currently provides some services to this sector (outside of the downtown)





Current State

Draft Report on IC&I Collection Service Standards

Give Waste  
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- Examples of services currently provided:
  - Small commercial businesses with a residence above can add their garbage/recyclables/organics to their existing one cart for each waste stream
  - Some places of worship, daycares, businesses located in strip malls or establishment located on a residential route
  - Alternative schools (e.g. private)

## Challenge/Needs

## Draft Report on IC&amp;I Collection Service Standards

Challenges:

- More calls for services from small commercial and institutional locations
- Limited resources
- Primary obligation to residential waste stream
- Absence of criteria leaves potential equity and fairness issues

Needs:

- Decide on role, if any, to IC&I sector
- Establish eligibility criteria
- Determine appropriate level of service, conditions and funding mechanism
- Develop transparent policies with supporting By-Law amendments



## Research

## Draft Report on IC&amp;I Collection Service Standards

- Approach
- Selected five comparable municipalities to conduct research on that had similar characteristics to Guelph:
  - Cities of Hamilton, Ottawa and Kingston; and
  - Regions of Halton and Waterloo.
- Municipalities filled out detailed questionnaire and participated in telephone interviews (Feb 2020) about who and how they provide services to IC&I establishments
- Conducted additional high level research from other similar Canadian municipalities on services provided and funding approach



## Research

## Overview of Trends from Questionnaires

- No one provides service to the industrial sector
- Most provide some services to commercial businesses outside of BIAs:
  - Most provide garbage and blue box collection to small commercial establishments
  - One municipality also provides green bin service
- Variable level of service provided to institutional establishments:
  - All provide service to places of worship
  - Variability in services provided to other institutions (e.g., daycares, non-profits, community centres, residential homes, etc.)



## Commercial Collection Services

	Commercial Collection Service			Same level of service as residential
	Garbage	Recycling	Green Cart	
Municipality A	Yes - weekly Limit - 6 bags	Yes - weekly	Yes - weekly	No
Municipality B	Service not provided	Service not provided	Service not provided	Service not provided
Municipality C	Yes - bi-weekly through Yellow Bag Program Limit: 16 yellow bags or bulky waste - \$3.90/bag	Yes - bi-weekly Limit - 15 blue boxes	Yes - weekly Limit - 3 green bins	No
Municipality D	Yes - weekly Limit: 2 x 360 litre cart	Yes - weekly	Service not provided	No
Municipality E	Yes - bi-weekly Limit: 4 bags/cans then need to buy tag at \$2/tag	Yes - weekly	Yes - weekly	Yes



## Institutional Collection Services

	Places of Worship	Schools	Non-Profits	Daycares	Other
Municipality A	G - yes BB - yes GB - yes	Some public & private G - no BB - yes GB - yes	Not provided	G - yes BB - yes GB - yes	Residential care facility
Municipality B	G - yes BB - yes GB - yes	public & private G - no BB - no GB - yes	Not provided	Not provided	Homeless Shelters
Municipality C	G - yes BB - yes GB - yes	public & private G - no BB - no GB - yes	Must subscribe to yellow bag program	Must subscribe to yellow bag program	
Municipality D	G - yes BB - yes GB - yes	Public and some private G - yes BB - yes GB - yes	Not provided	G - yes BB - yes GB - yes	Group Homes & Community centres
Municipality E	G - yes BB - yes GB - yes	Public and Private G - no BB - yes GB - yes	Not provided	Not provided	

### Findings

### Research Findings

#### Commercial

- All but one municipality provides services to small commercial businesses
- Generally, the business must be on a residential collection route
- All but one allow for extra set outs beyond residential limits
- Four municipalities provide garbage and recycling services with three providing green bin as well

#### Institutional

- All provide waste services to many institutional facilities, except for non-profits
- All places of worship receive service,
- Varying level of services provided to most schools, some daycares and social service centres (group homes, community centres, shelters)

## Findings

## Research Findings - Funding

- 4 of 5 municipalities finance through property taxes
- One municipality has a PAYT program:
  - requires businesses to register
  - purchase yellow bags for garbage at \$3.90 per bag
  - entitles user access to blue box and green bin services.
- One charges back for garbage collection at schools
- One charges annual flat fee to places of worship



## Findings

## Research Findings - Funding

- Yellow bag program implemented in other places (e.g., Sudbury and Wellington County)
- In Toronto, approved IC&I customers must pay a base fee for garbage collection and purchase either yellow bag tags or subscribe to a variable fee cart program for garbage with free recycling and organics collection
- Winnipeg offers front end bin or cart program for garbage with fee based on size and frequency of collection. Recycling is available for a fee.
- Calgary competes with private sector to offer front end, cart and roll off bin collection for garbage, recycling and organics with fee based on size and frequency of collection. Businesses must participate in recycling and organics collection (landfill bans).



## Findings

## Research Findings – Promotion and Education Support

- Minimal P&E assistance provided to help with waste management and diversion
- One offers lunch and learn sessions
- Others provide advice, if requested

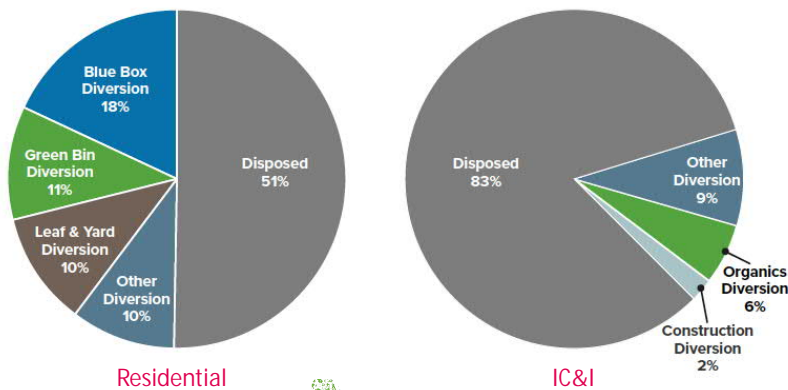


## Future Policies

## Future Policies

- IC&I has poor record for diversion – currently 17% compared with 63% in Guelph and 59% in Ontario municipalities

Ontario's Residential and Industrial, Commercial and Institutional Waste Management





## Future Policies

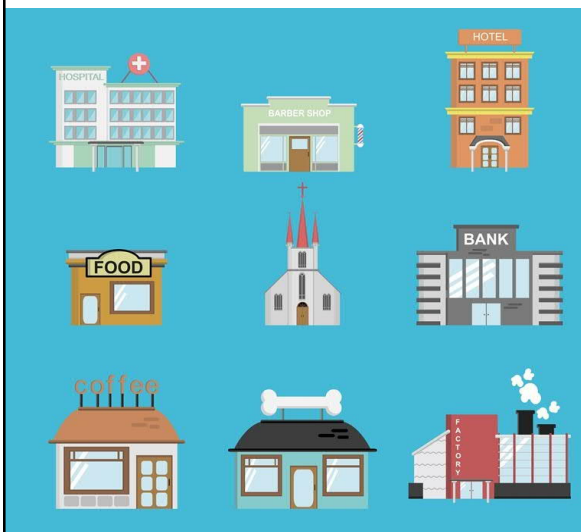
## Future Policies



- Review of the current 3Rs regulations which target IC&I
- Increase source separation including potential food waste ban from disposal
- Targets of 50-70% organic waste reduction by 2025
- Noted proposed transition to full producer responsibility for Blue Box materials collected through municipal services does not apply to IC&I establishments at this time
- No expectation that municipalities will be responsible in the future to provide waste collections services to the IC&I sector

## Lessons Learned

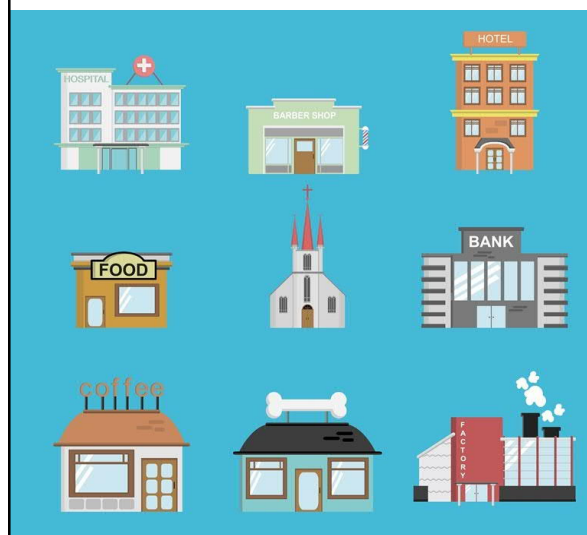
## Lessons Learned



- None of the surveyed municipalities provide waste service to industrial properties
- Majority provide waste services to small commercial establishment on residential routes
- No consistency in level of service provided
- All have established eligibility criteria, which varies, to determine who gets waste services

## Lessons Learned

## Lessons Learned



- Majority provide waste services to small institutional facilities (e.g. places of worship, daycares) on residential routes
- All provide green bin service and varying levels of other waste services to schools (e.g. public and private schools)
- Most do not service non-profit organizations
- All have established eligibility criteria, which varies, to determine who gets waste services

## Additional Jurisdictional Research

## 13 Municipalities Contacted

- Barrie
- Brantford
- London
- Oshawa
- Richmond Hill
- Thunder Bay
- Vaughan
- Whitby
- Windsor
- Peel Region – Mississauga, Brampton
- Niagara Region – St. Catharines, Niagara Falls

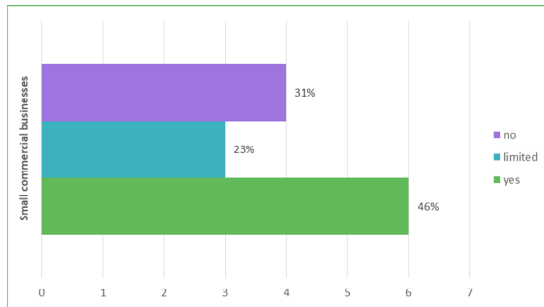
## Asked

1. Do you provide waste services to commercial and institutional establishments outside of the BIA?
  - a. If yes,
    - Whom do you provide service to?
      - Small commercial businesses, places of worship, daycares, non-profit organizations, others
    - What service(s) do you provide?
      - Garbage, blue box, green bin
    - What are the eligibility requirements?
      - Must be on a residential collection route
      - Must be able to meet residential set outs requirements
      - Allow additional set out compared with residential
      - Must pay for garbage (and how?)
  - b. If no, why not?

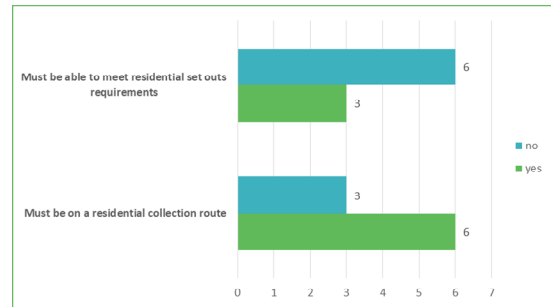


## Results – Commercial Establishments (outside the BIA)

### Waste Services Provided

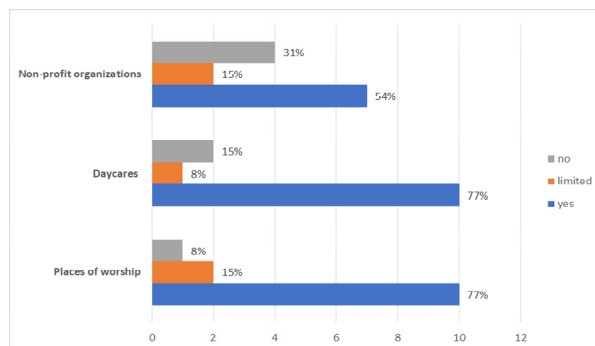


### Waste Service Levels

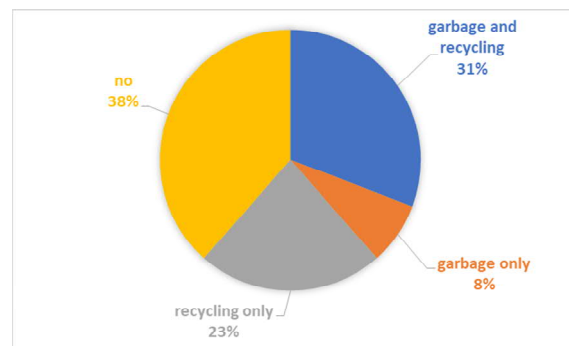


## Results – Institutional Sector

### Waste Services Provided



### Services Provided to Schools



## Additional Jurisdictional Research

- Funding for Waste Services

- All surveyed municipalities pay through property taxes
- Three municipalities have a partial Pay As You Throw system whereby establishments can buy tags or pay for additional bags of garbage





# Online Survey Results



## Online Survey

- Survey was live from August 17 to September 30
- 500 responses received
- Survey consisted of seven parts:
  - Part 1 – Priorities for the future waste management system
  - Part 2 – Current programs and services
  - Part 3 – Reducing waste
  - Part 4 – Funding waste management services and programs
  - Part 5 – Downtown public space containers
  - Part 6 – Single-use items
  - Part 7 - Demographics





## Engagement Next Steps



## Who have we engaged so far

### Pre-engagement interviews:

- University of Guelph
  - Sustainability Office
  - Off-Campus Living Office
- Immigrant Services Guelph Wellington
- Chamber of Commerce
- Guelph Wellington Seniors Association

### Survey Demographics

- Majority of participants live in Guelph (vs students, business owners)
- Majority of participants live in single detached homes (vs apartments, condos)
- Large amount of responses from the 25 to 34 year range and the 35 to 44 year range





## Sector Workshops & Interviews

### Sector Workshops

Purpose: Target a sector we haven't heard from yet

Description: Focus group or workshop dialogues with selected representatives from specific sectors

- 2-3 hour participatory dialogues during key points in the study

### Interviews

Purpose: Have in-depth conversations to supplement survey

- Solicit feedback on the current system: What's working well? What needs to be improved? What's missing?
- Understand perceptions of single-use plastics and reusable items before and during the pandemic. What should the City consider?

Description: 15-30 minute telephone or video conference interviews

- Identify representatives from a number of stakeholder groups and capture a diverse audience



## Options Feedback

What we heard at PAC Meeting #3



## Reduce

- City to advocate for changes at the provincial and federal level
- Use a variety of methods to communicate
- Remind people of the importance of reduction
- Use incentives / disincentives to achieve the desired behavior change
- Need systemic changes to reduce the amount of packaging / waste
- City to provide financial and staffing support for eco clubs in school / support ongoing initiatives by students in schools
- Partner with School Boards to spread information /communicate with parents regarding city programs

Anything else?

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## Reuse

- City to create online network for people to buy and sell or give away reusable goods / waste exchange programs
- Provide resources for people to reuse their own items / repair items at home
- Support tool libraries and repair events
- City to promote, educate, and partner with existing reuse organizations to spread awareness
- City to organize curbside pick up days for people to give away items they no longer need

Anything else?

Making a Difference

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## Recycle

- Find innovative ways to make recycling facilities cost effective - potentially through recovery
- City should move away from the Blue Box business, focus on materials that don't have stewardship programs
- Focus on producer responsibility as much as possible - producers pay as much as they can so governments and users pay less (city to advocate for this)
- Track how packaging is changing as producer responsibility programs become implemented / ongoing waste audits to understand the changing waste stream

Anything else?

Making a Difference

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## Recover

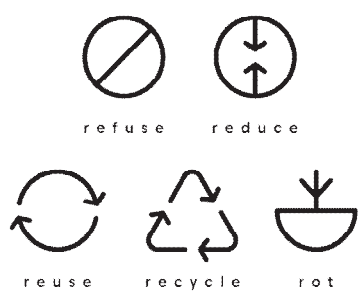

- City to assist with opportunities for R+D efforts to support technology and to partner with potential companies to feed materials to test technology
- City to explore fines to industry if targets are not met
- Consider partnering with academia as well as companies
- Get into the circular economy and materials have value that can be used / look at opportunities to recover as much as possible look at principles of the circular economy


Anything else?

Making a Difference

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Residual	Other
<ul style="list-style-type: none"> <li>• Set high diversion targets and zero-waste targets</li> <li>• Look at alternative technologies, and consider the trade offs</li> <li>• Guelph to be on the leading edge of new technologies and explore pilot projects / use low carbon technologies</li> </ul>	<ul style="list-style-type: none"> <li>• Embed equity in our evaluation criteria</li> </ul> <div data-bbox="933 514 1291 808">  <p>refuse      reduce</p> <p>reuse      recycle      rot</p> </div>
<p>Anything else?</p>	

Next Steps	
<ul style="list-style-type: none"> <li>• Immediate Term             <ul style="list-style-type: none"> <li>• Finalize long-list of options</li> <li>• Review with Technical Advisory Committee and narrow down to a short list</li> <li>• Develop evaluation criteria and weightings</li> </ul> </li> <li>• Longer Term             <ul style="list-style-type: none"> <li>• Define options to be evaluated</li> <li>• Conduct evaluation of short listed options with Public Advisory Committee</li> <li>• Conduct second set of public consultation on draft results</li> </ul> </li> <li>• Discussion on future PAC meeting times</li> </ul>	<div data-bbox="901 1396 1372 1575">  <p>Give Waste a New Life</p> </div> <div data-bbox="186 1785 1429 1858">  </div>

## ENGAGEMENT TOOL: SURVEY TOOL

What are your experiences with Guelph's waste management system?

Visitors	815	Contributors	560	CONTRIBUTIONS	566
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When thinking about the future of waste management, what is most important to you?

OPTIONS	AVG. RANK
Waste reduction and reuse	2.20
Environmental sustainability	2.37
Effective education and promotion of waste management programs and waste reduction opportunities	3.63
Cost to taxpayers and efficiency of services	3.68
Equitable services and programs	4.23
Enforcement of waste management bylaws	4.59

Optional question (552 response(s), 14 skipped)

Question type: Ranking Question

Please let us know if you have used or are aware of the following programs:

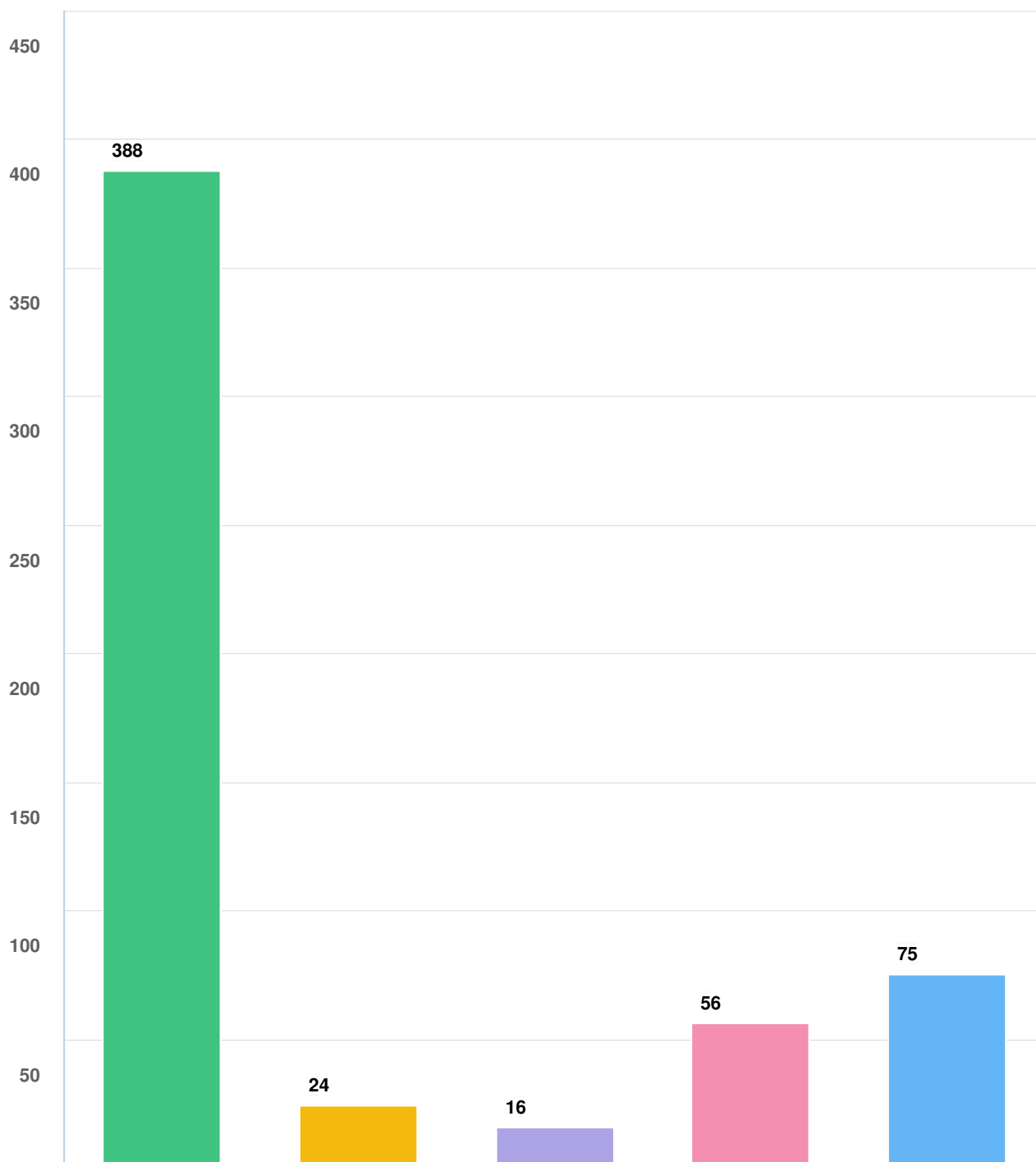


Optional question (565 response(s), 1 skipped)

Question type: Likert Question



If you selected “I’m aware of this program but haven’t used it” for any of the above programs or services, please let us know why.



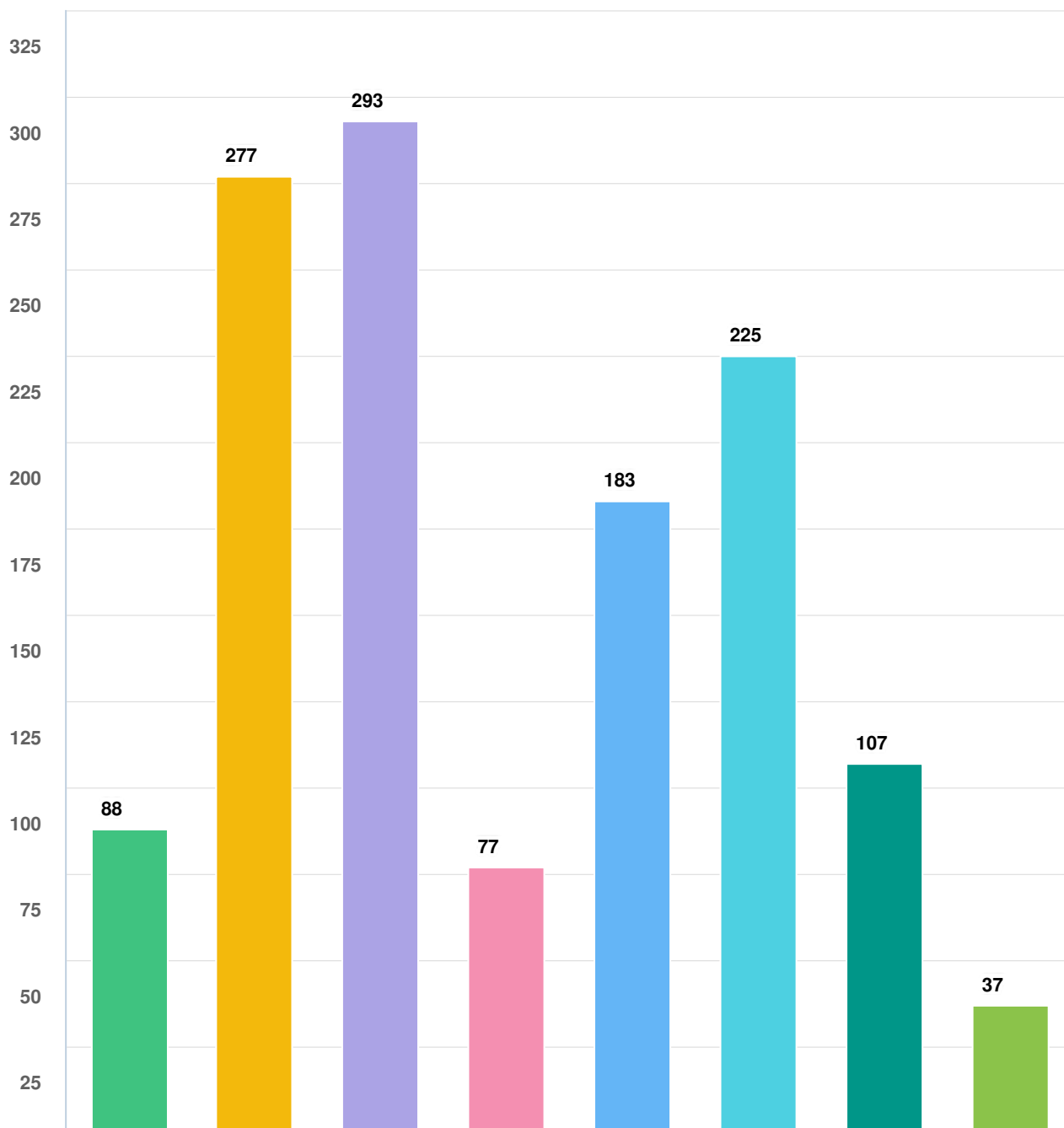
#### Question options

- Other (please specify)
- They are inconvenient
- The programs or services don't appeal to me
- I cannot get to the WRIC
- I don't have a need for the program or service

Optional question (494 response(s), 72 skipped)

Question type: Checkbox Question

### What information sources should we focus on adding to or improving?



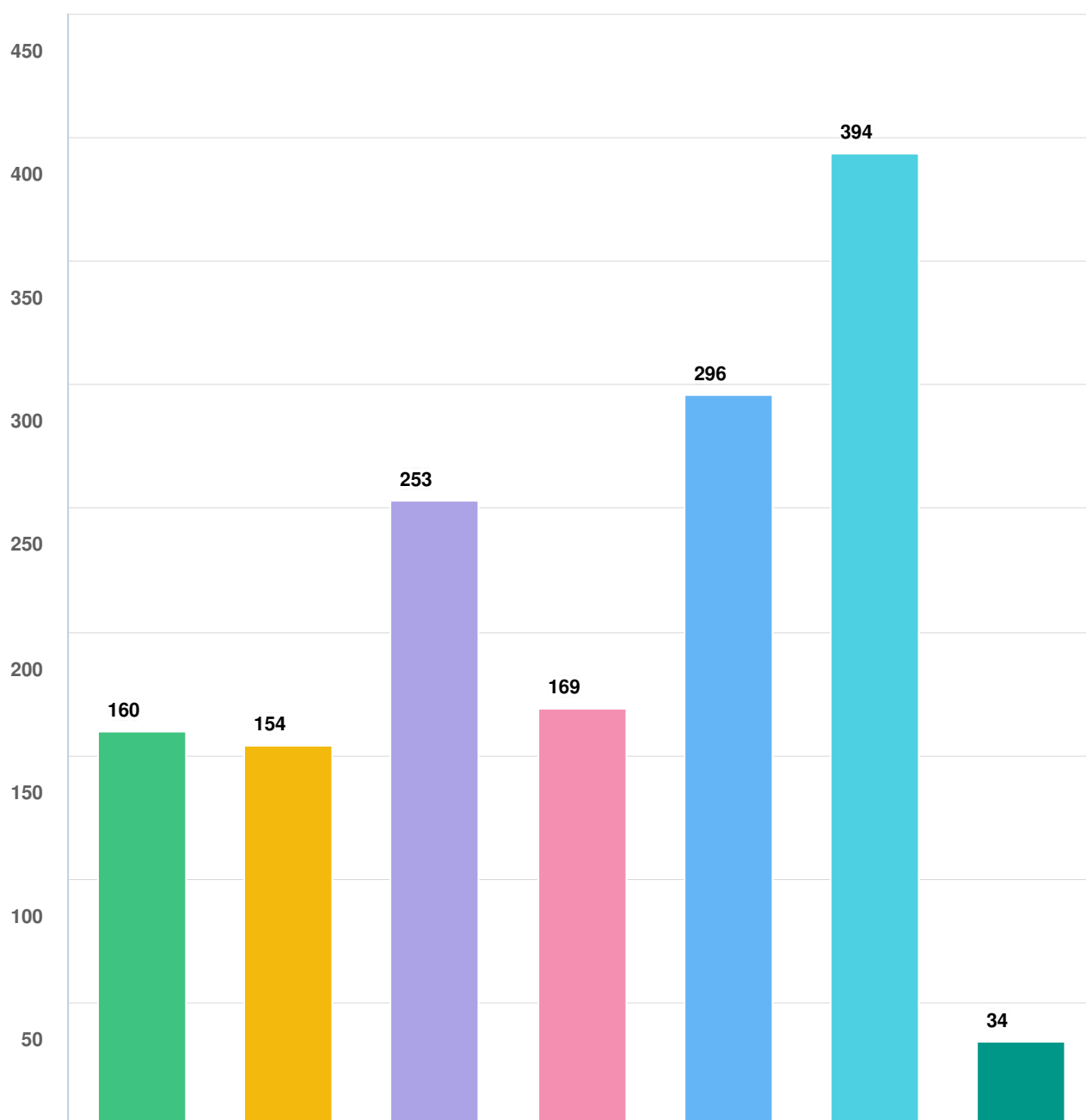
#### Question options

- Other (please specify)
 ● Printed City educational resources (e.g., brochures, calendar)
- Information available in public spaces, such as advertisements on buses, TV displays throughout the city, and garbage truck decals
 ● Classes or workshops on waste disposal, and waste reduction and reuse
- More features on the Guelph Waste app
 ● Classes or workshops on waste disposal, and waste reduction and reuse
- City website
 ● Social media
 ● Educational videos

Optional question (550 response(s), 16 skipped)

Question type: Checkbox Question

**What programs would you be most willing to try and/or interested in to help reduce the amount of household food wasted? Select your top three.**



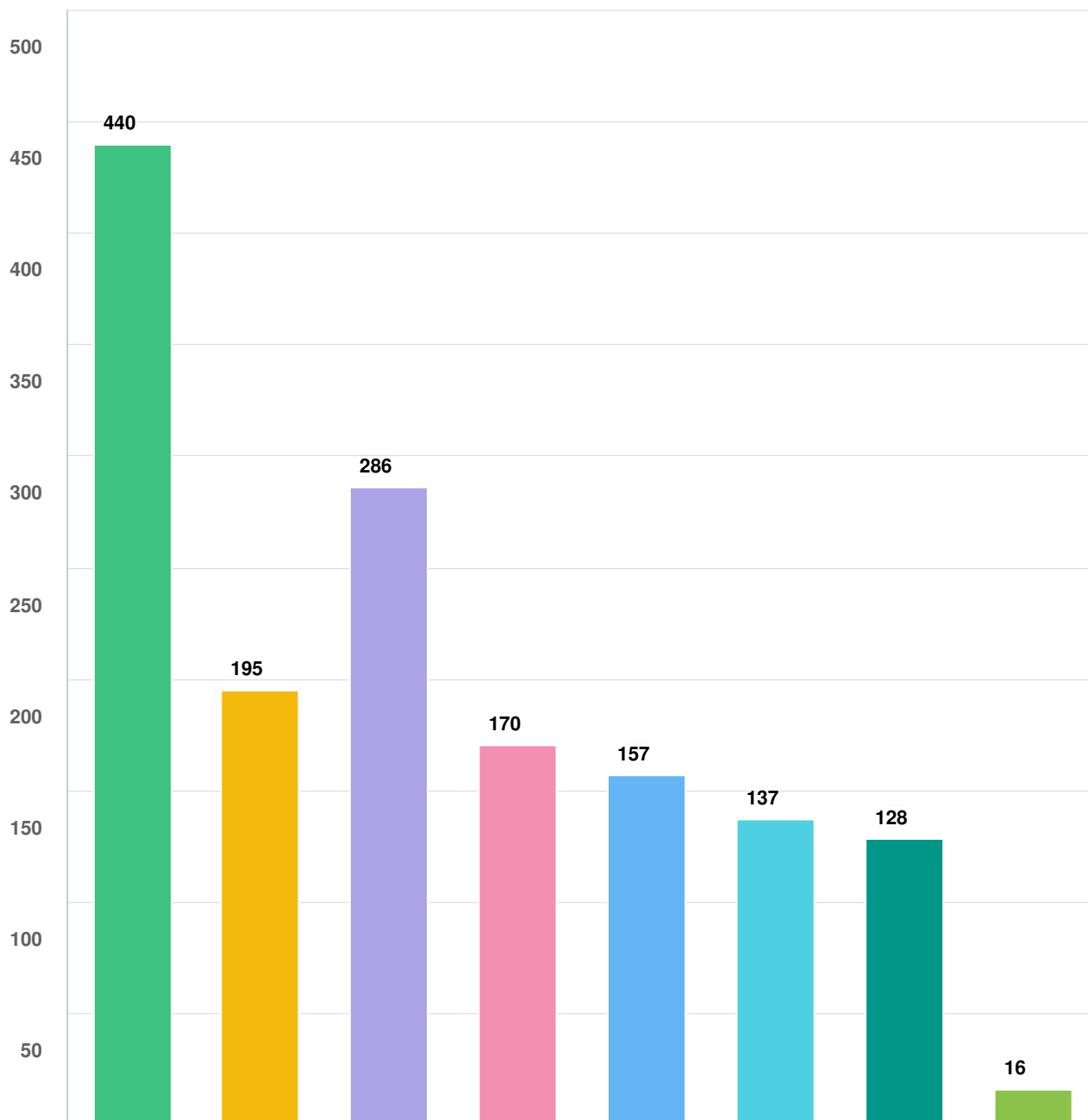
#### Question options

- Other (please specify)
 ● Programs to direct food to food banks
- Programs to incentivize buying imperfect food (e.g., slightly bruised fruit) through discounts
- Increasing our understanding about the cost of food wasted
 ● Education about 'best before', 'use by' and expiration dates
- Education about meal planning and avoiding food waste
- Education and awareness campaigns about the importance of food waste reduction

Optional question (552 response(s), 14 skipped)

Question type: Checkbox Question

**Bulky waste includes furniture, large appliances, mattresses and other items too large to fit in your bin. What programs would you be most willing to try and/or interested in to help reduce the amount of gently used large (bulky) household items that end up in landfills?**



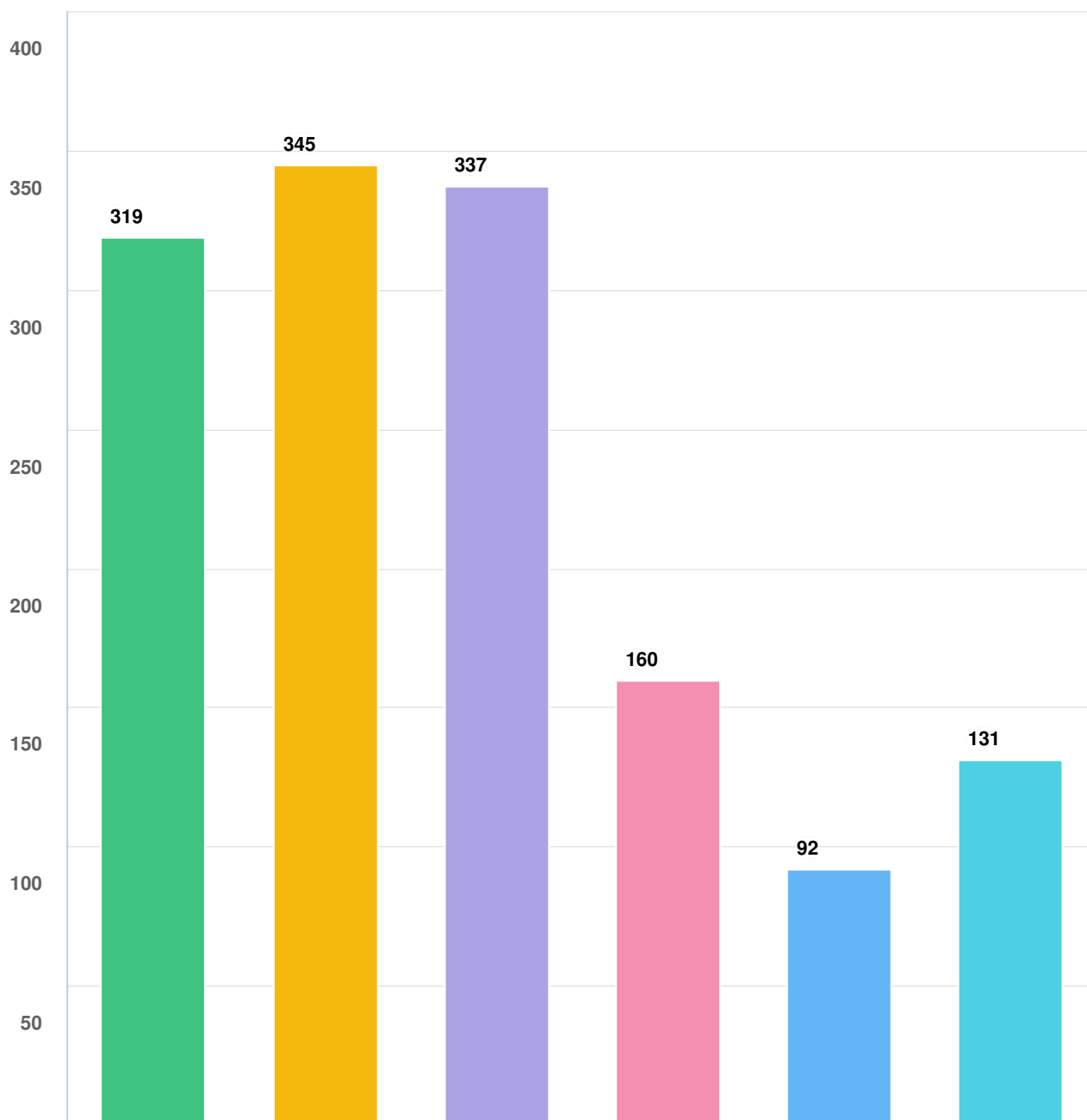
#### Question options

- None of these options
 ● Purchase repaired or fixed items from local sellers
- Accept items from friends or family if in good condition
 ● Fix or repair the item if it is in poor condition
- Find another way to repurpose or reuse the item if it is in good condition
- Sell items in good condition (e.g., consignment store, buy-sell forums, etc.)
 ● Purchase good condition items from a resale store
- Donate to a charity or resale store if it is in good condition

Optional question (560 response(s), 6 skipped)

Question type: Checkbox Question

**What type of programs would you be most willing to try and/or interested in to help reduce the amount of household waste sent to landfill?**



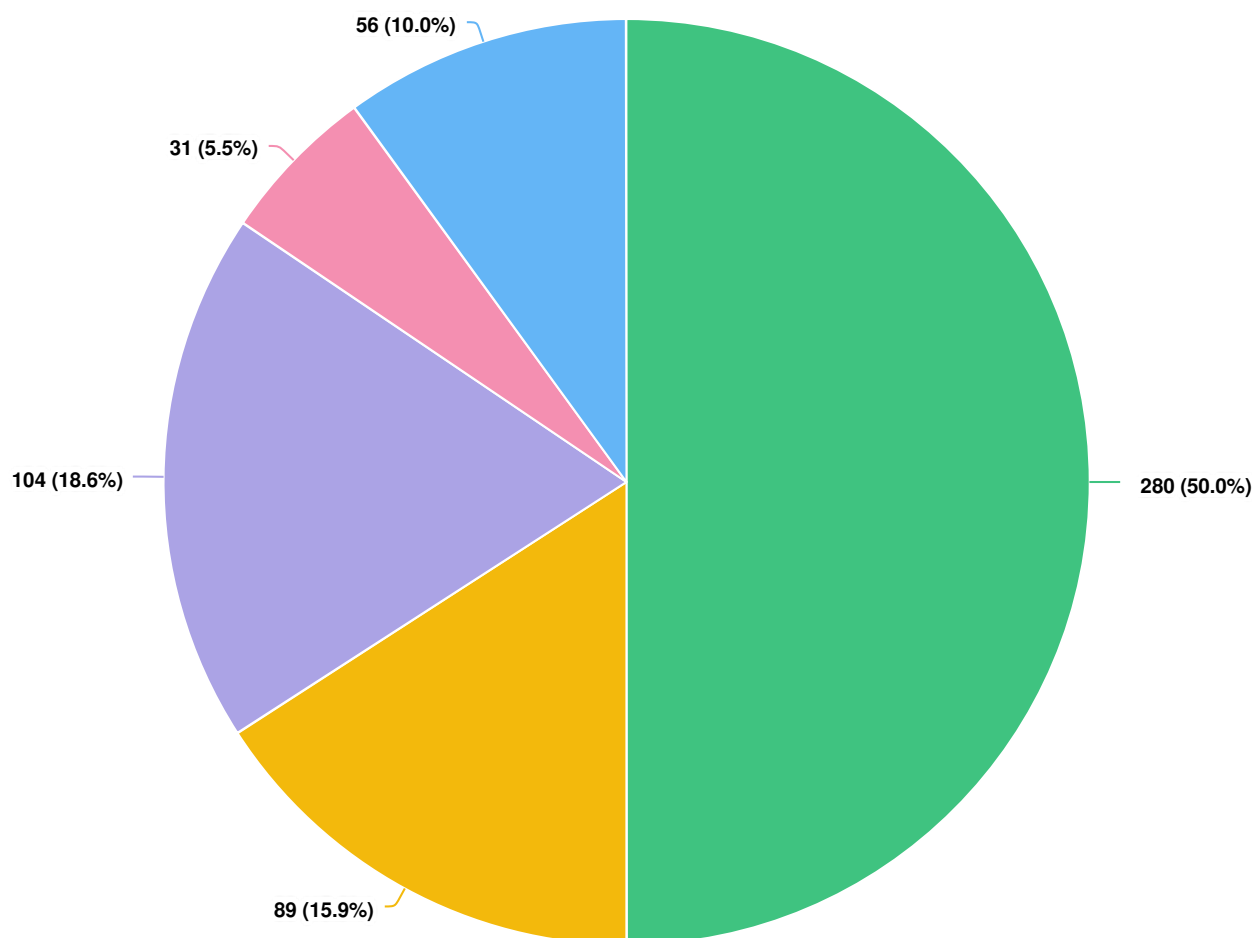
**Question options**

- Additional educational programs for children and youth
- Additional educational and promotional resources
- Additional community-based programs (e.g., classes or workshops on reducing waste or repairing items)
- City collection of more items from my home (e.g., textiles)
- Additional drop-off areas within my community (such as mobile drop-off centres)
- Additional reuse programs at the Guelph Waste Resource Innovation Centre

*Optional question (546 response(s), 20 skipped)*

*Question type: Checkbox Question*

**Currently residential pick-up of garbage, recycling, and organics is supported entirely by property taxes. Which potential funding approach would you most like us to explore in the future for residential waste collection programs?**



#### Question options

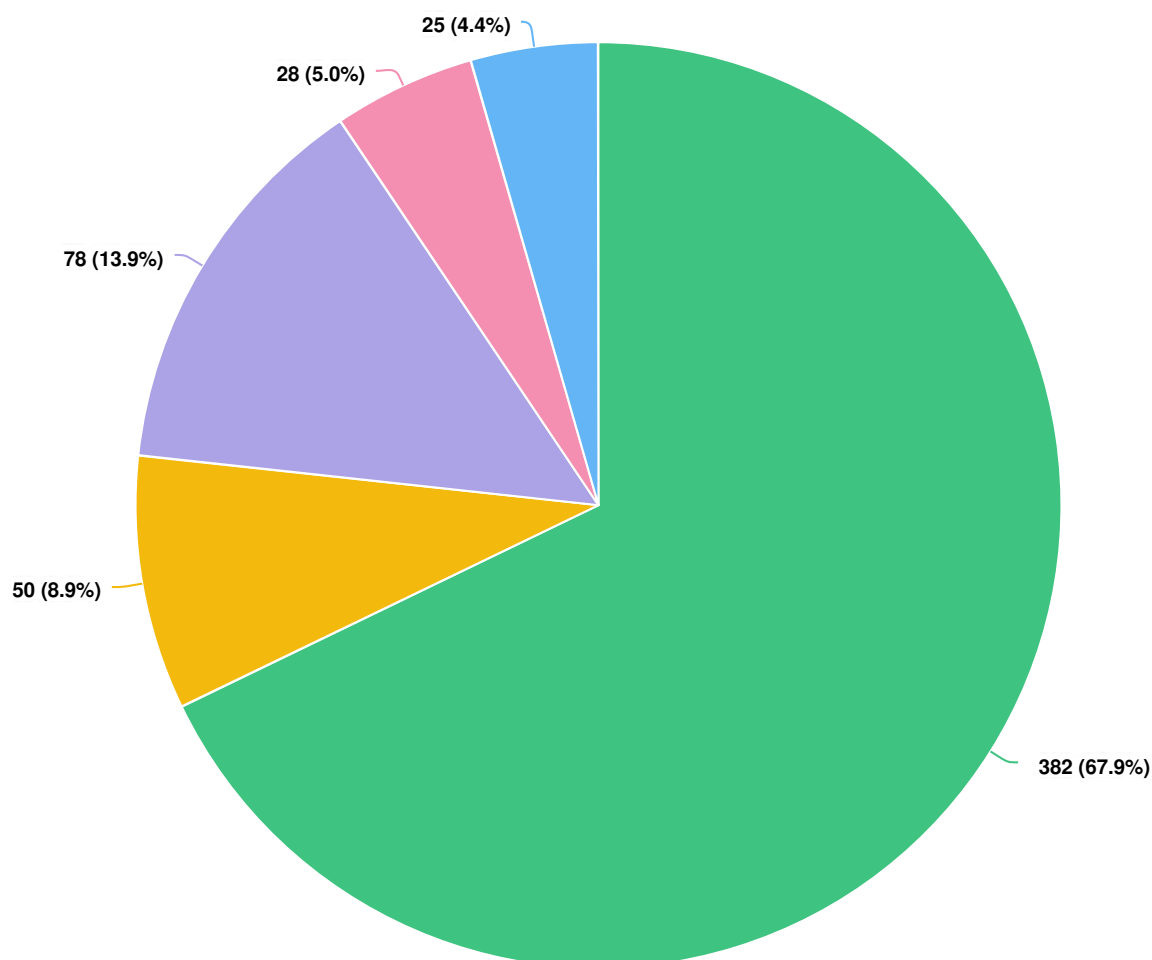
- ☐ Other (please specify)    ☐ I don't know
- ☐ Remove the cost of these services from property taxes altogether and pay a utility fee based on how much waste is generated by each customer (e.g., similar to how water usage is charged)
- ☐ Reduce property taxes and introduce more user fees for the service (e.g., add fees for larger carts)
- ☐ As it currently is, through property taxes

Optional question (560 response(s), 6 skipped)

Question type: Radio Button Question



Currently service for managing garbage brought to the Public Drop-off is supported in part by property taxes and user fees. Which potential funding approach would you most like us to explore in the future to cover the costs of the Public Drop-Off facility?



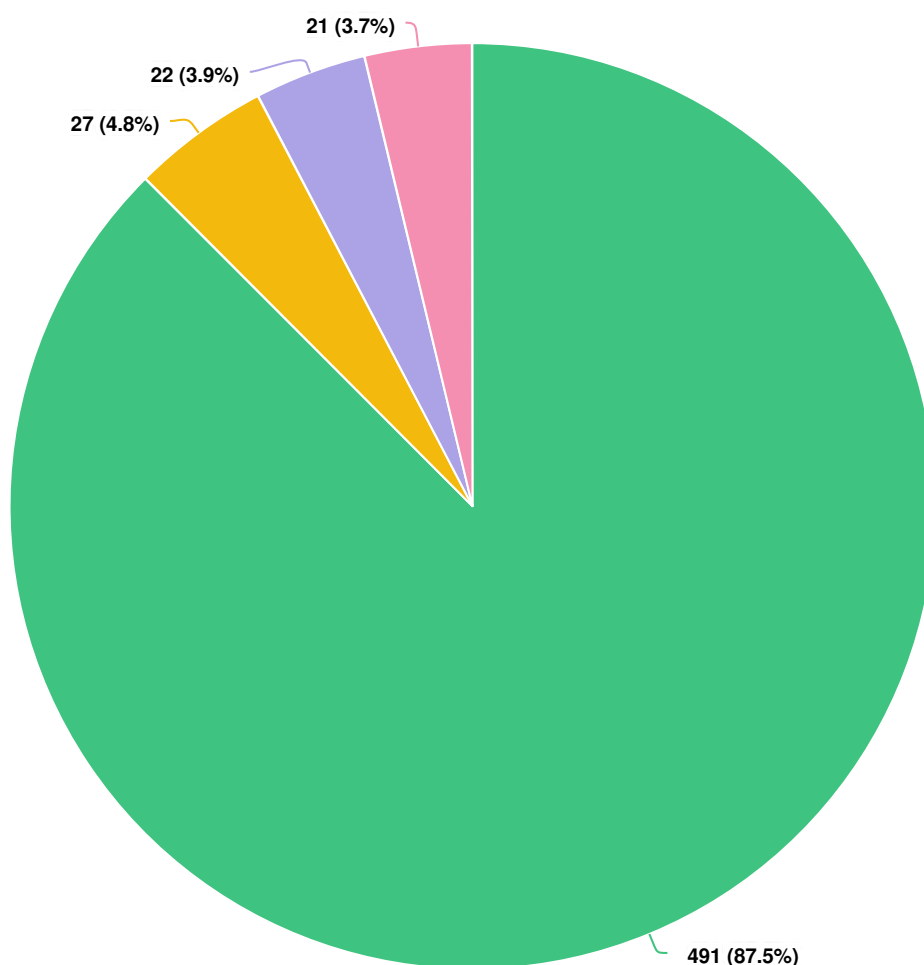
#### Question options

- Other (please specify)
- I don't know
- Fully from user fees to pay for the use of the site and service offered
- Fully from the tax base
- As it currently is, a mix of tax base and user charges

Optional question (563 response(s), 3 skipped)

Question type: Radio Button Question

Currently, blue cart recyclables can be dropped off at no charge at the Public Drop-off. Which potential funding approach would you most like us to explore in the future?



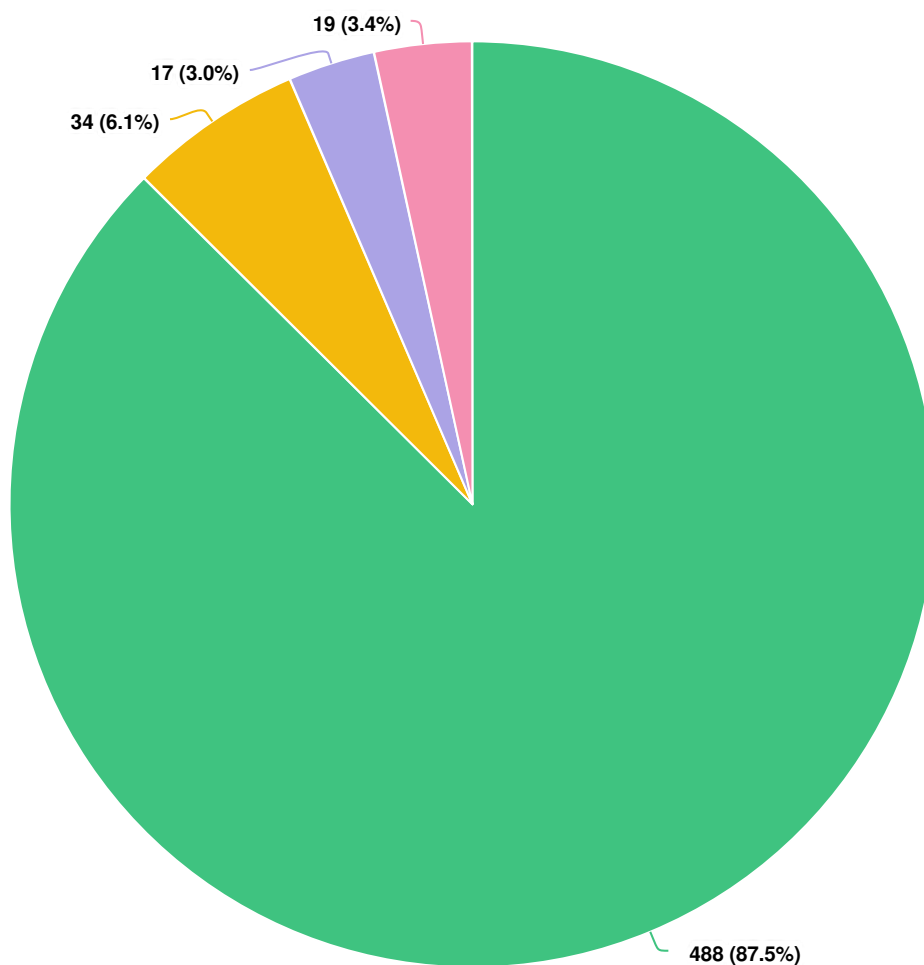
**Question options**

- ☐ Other (please specify)
- ☐ I don't know
- ☐ Fully from user fees to pay for the use of the site and service offered
- ☒ As it currently is, accepted with no charge

Optional question (561 response(s), 5 skipped)

Question type: Radio Button Question

Currently, electronics can be dropped off at no charge at the Public Drop-off. Which potential funding approach would you most like us to explore in the future?



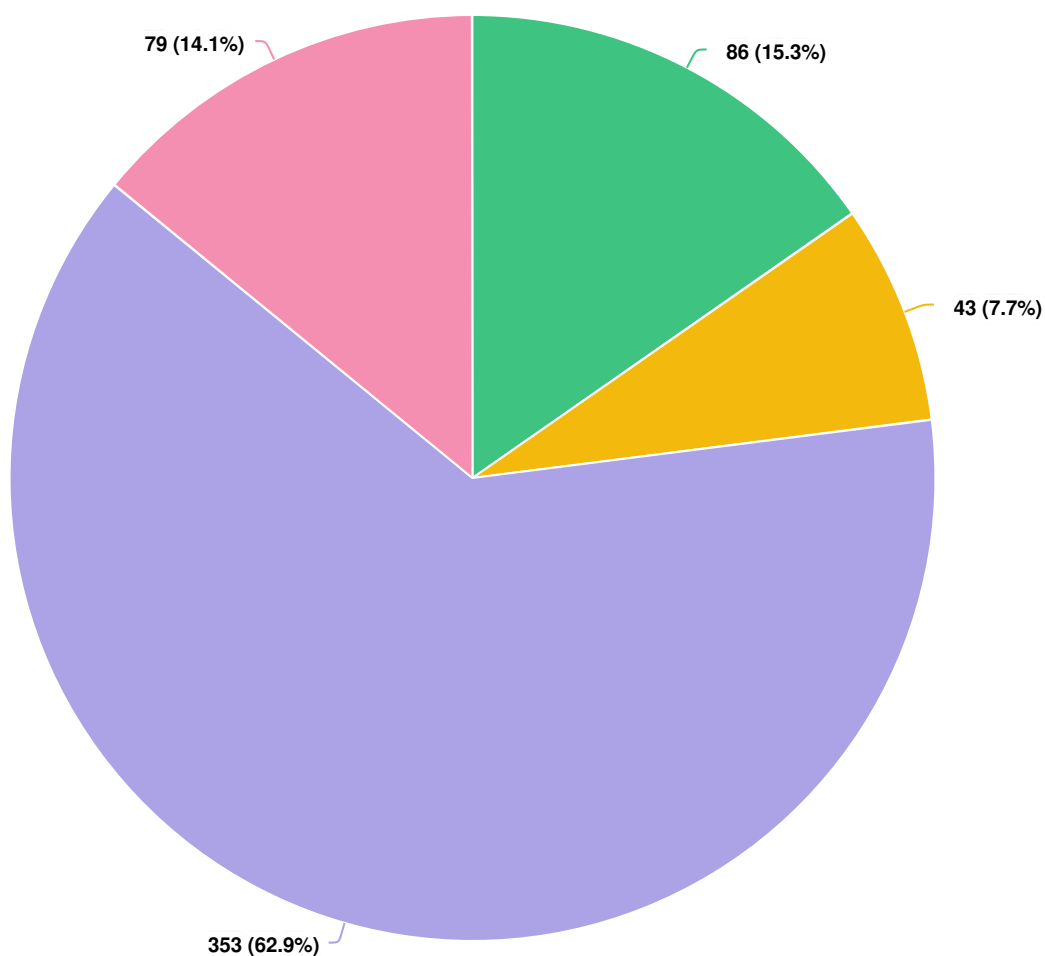
**Question options**

- Other (please specify)
- I don't know
- Fully from user fees to pay for the usage of the site and service offered
- As it currently is, accepted with no charge

*Optional question (558 response(s), 8 skipped)*

*Question type: Radio Button Question*

**Recognizing that your travel patterns may have changed in recent months due to COVID-19, did or do you visit, work and/or live in downtown Guelph?**



**Question options**

☐ I never visit downtown Guelph   ☐ Visit   ☐ Work   ☐ Live

*Optional question (561 response(s), 5 skipped)*

*Question type: Radio Button Question*

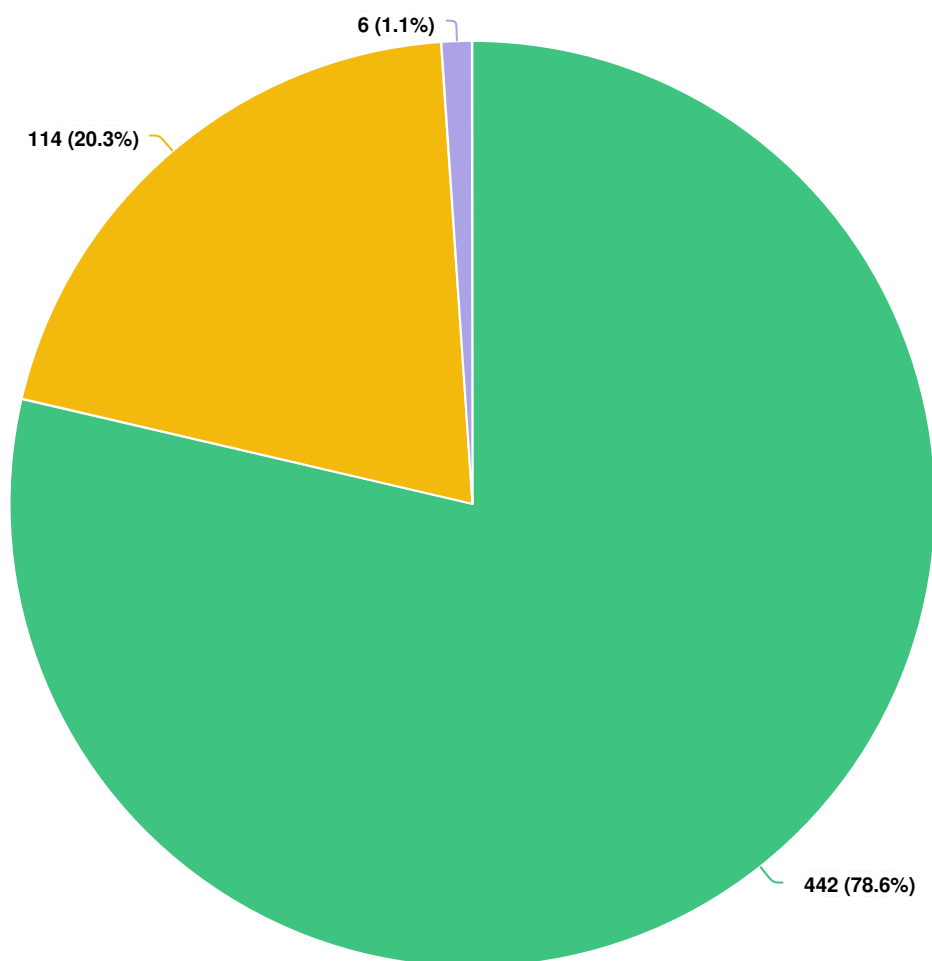
Thinking about the public space containers located on the streets downtown (pictured here) please let us know how satisfied or dissatisfied you are with the following elements:



Optional question (482 response(s), 84 skipped)

Question type: Likert Question

**Before COVID-19, did you use reusable items like cloth shopping bags, travel mugs and/or reusable straws?**



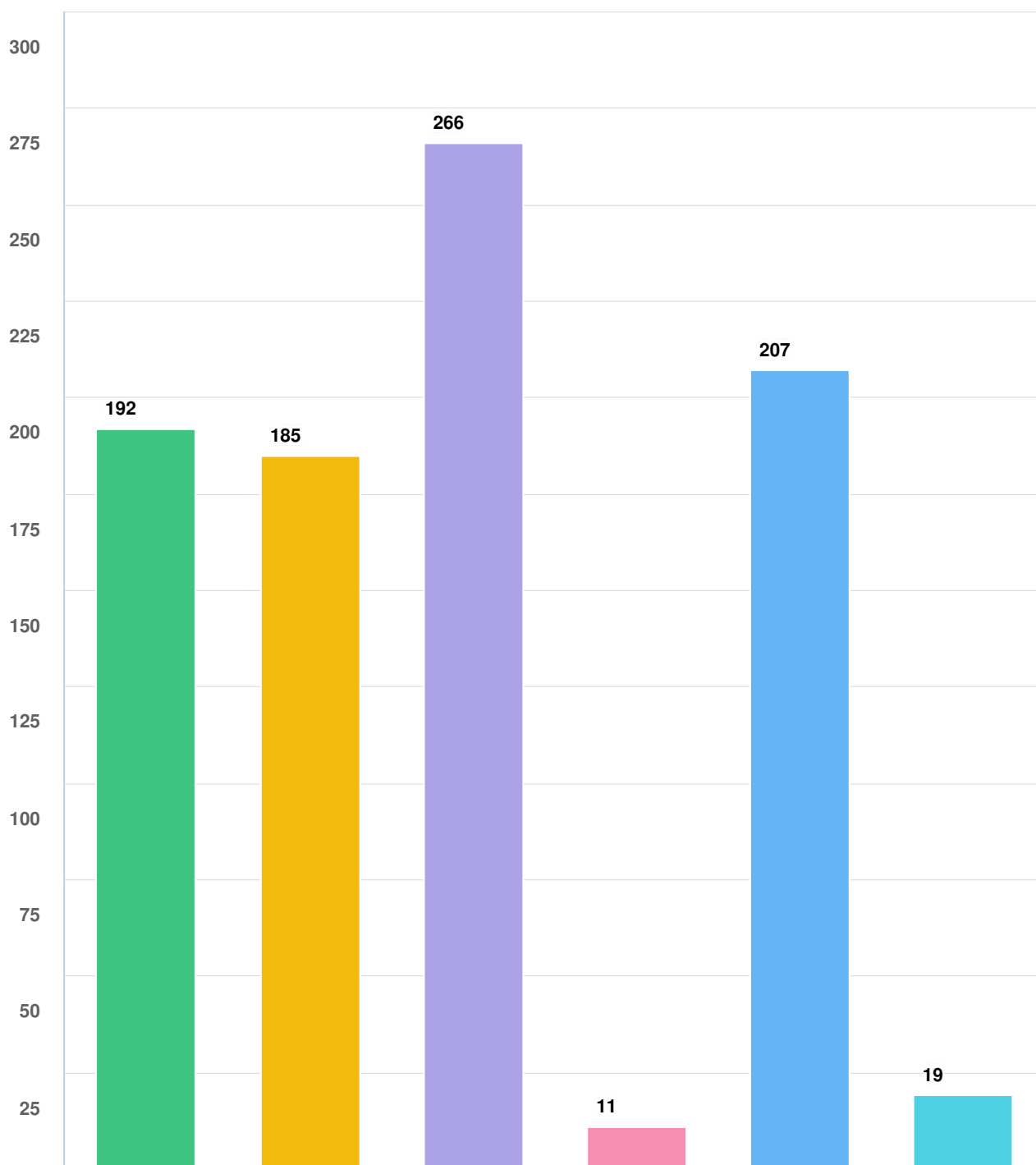
**Question options**

☐ Never ☐ Sometimes ☐ Most of the time

*Optional question (562 response(s), 4 skipped)*

*Question type: Radio Button Question*

**Before COVID-19, why would you use single-use items such as plastic utensils, plastic bags, disposable straws, coffee stirrers, and disposable coffee cups?**



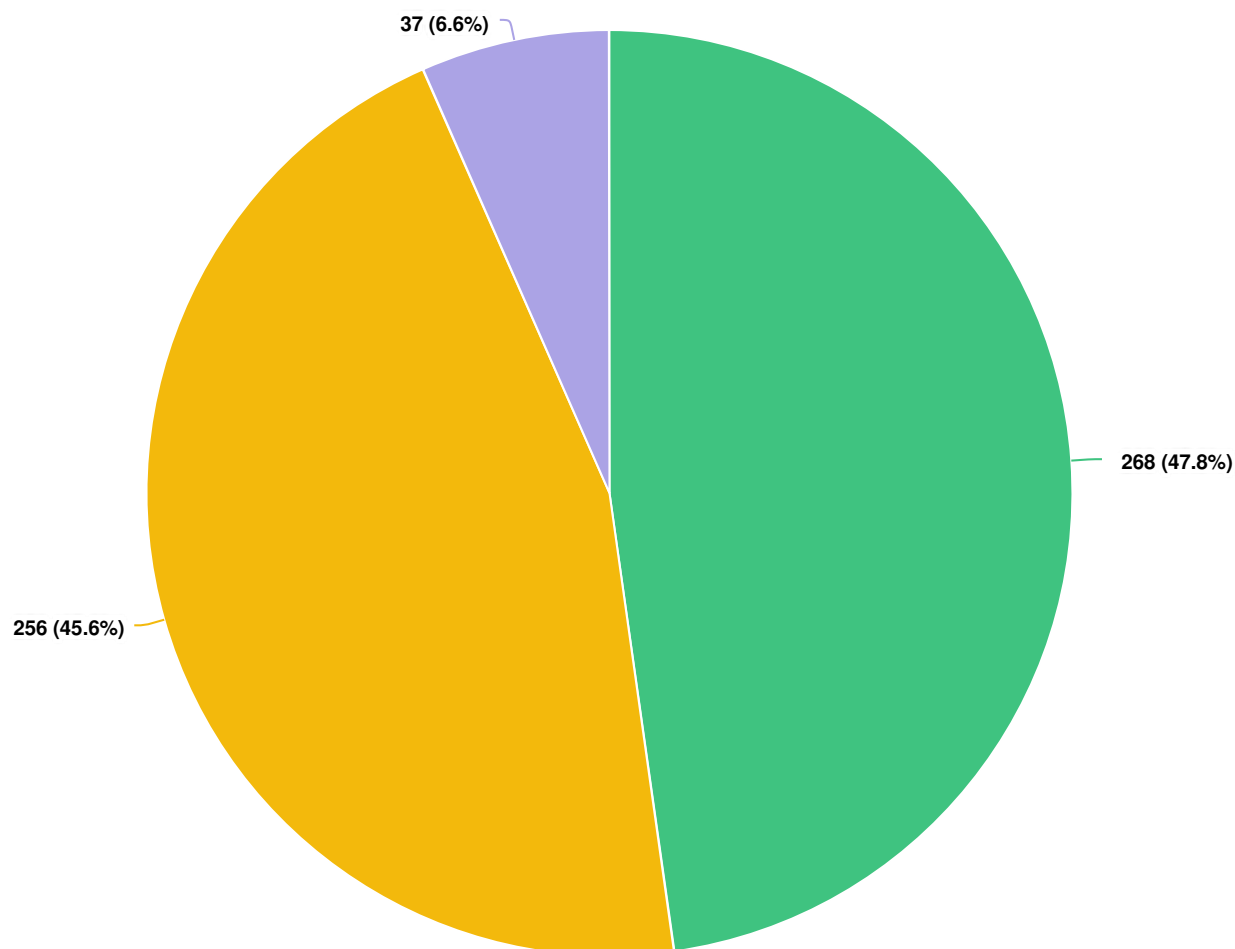
**Question options**

- Other (please specify) 
 ● I don't or rarely use single-use items 
 ● Cost 
 ● I would forget to bring my own reusable items 
 ● No other choice available 
 ● Convenience

Optional question (562 response(s), 4 skipped)

Question type: Checkbox Question

**Are you currently using more single-use items than you did before COVID-19?**



**Question options**

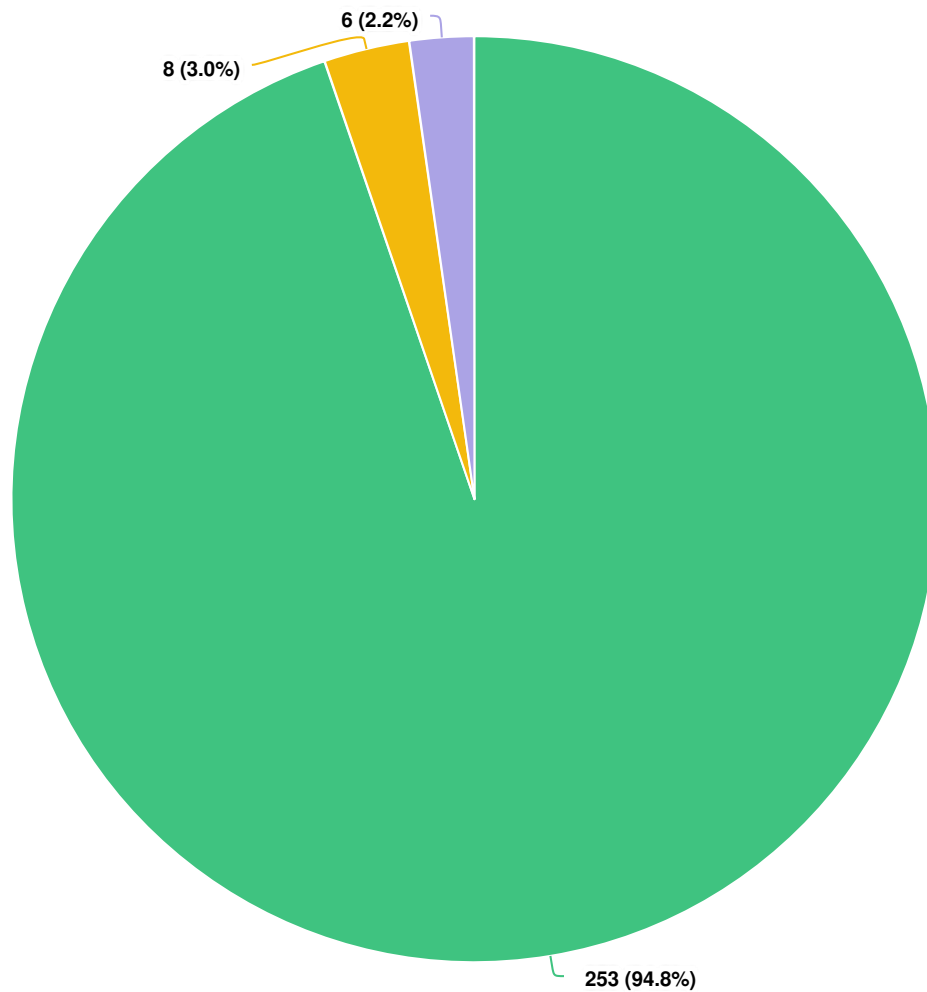
☐ Unsure ☐ No ☐ Yes

*Optional question (561 response(s), 5 skipped)*

*Question type: Radio Button Question*



**Do you look forward to a time where you won't have to use more single-use items?**



**Question options**

☐ Unsure ☐ No ☒ Yes

*Optional question (267 response(s), 299 skipped)*

*Question type: Radio Button Question*

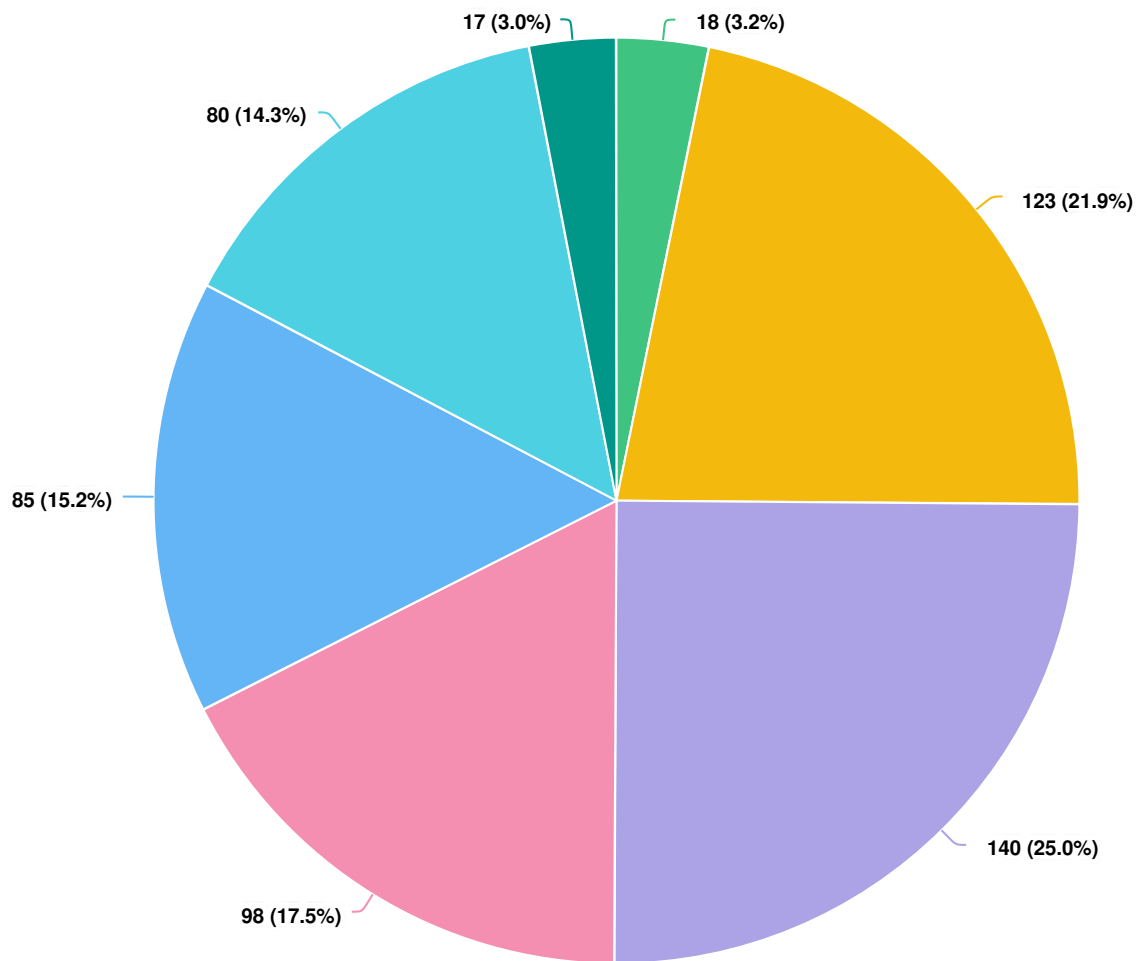
**How easy or difficult would it be for you to adjust your daily routine to use less of the following single-use items, once it is deemed safe to do so?**



Optional question (561 response(s), 5 skipped)

Question type: Likert Question

### What is your age?



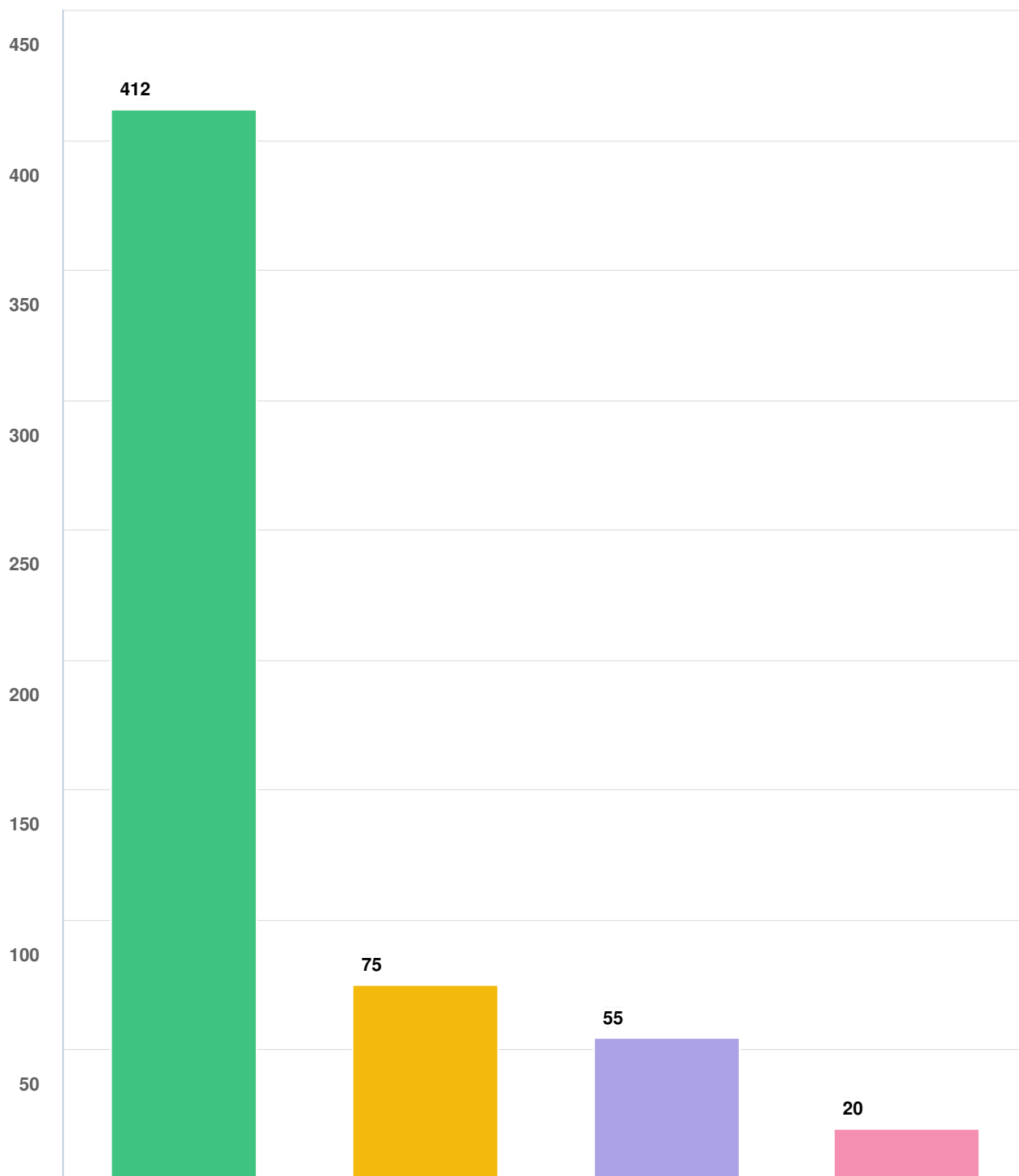
#### Question options

- 75 years or older
- 65-74 years old
- 55-64 years old
- 45-54 years old
- 35-44 years old
- 25-34 years old
- 18-24 years old

Optional question (561 response(s), 5 skipped)

Question type: Radio Button Question

### What type of household do you live in?



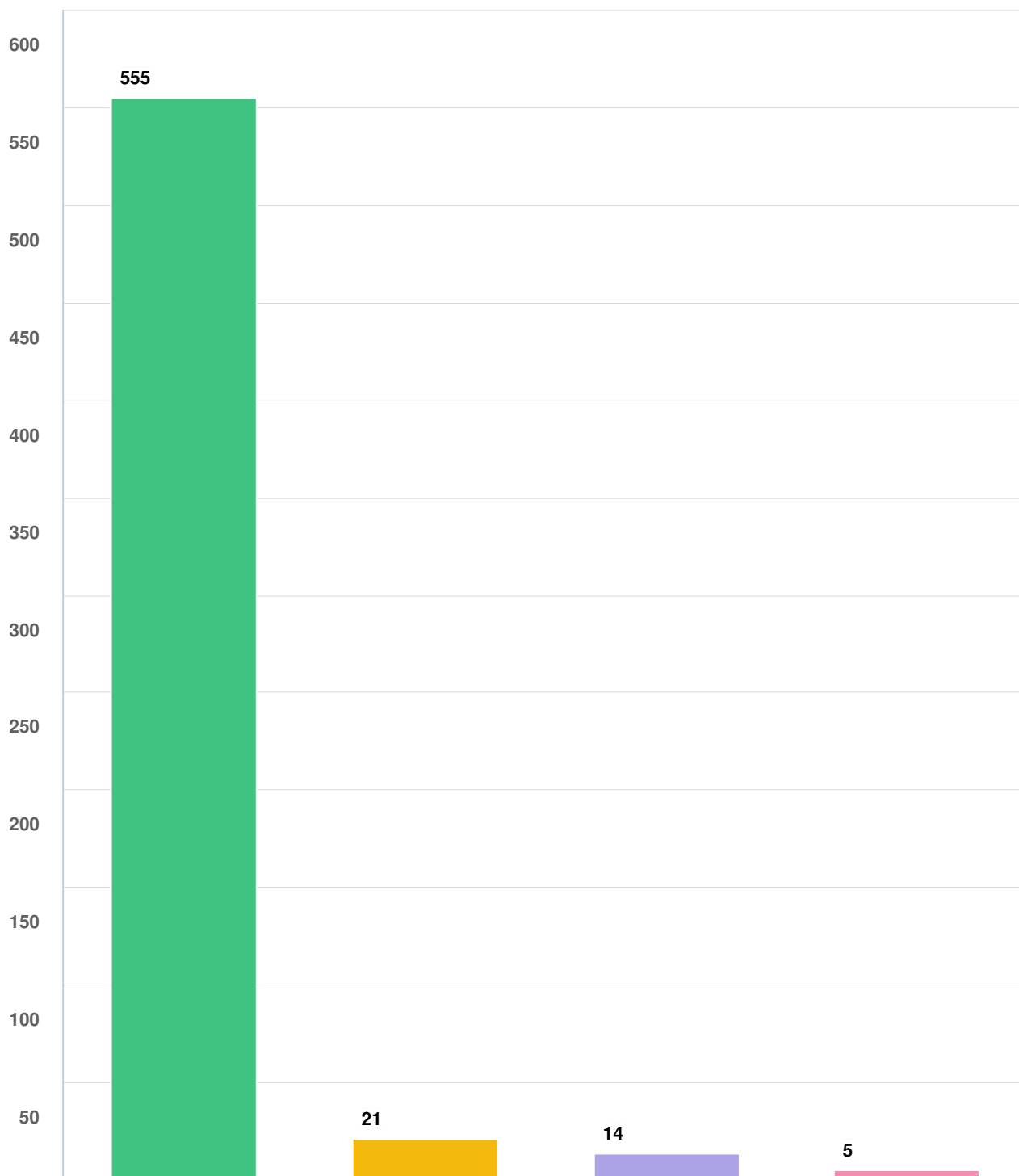
#### Question options

☐ Other (please specify)   ☐ Townhouse   ☐ Apartment / condo   ☐ Single detached home

*Optional question (559 response(s), 7 skipped)*

*Question type: Checkbox Question*

### Which of the following best describes you?



#### Question options

☐ Other (please specify) ☐ Post-secondary student in Guelph ☐ Own or represent a business in Guelph ☐ I live in Guelph

Optional question (562 response(s), 4 skipped)

Question type: Checkbox Question