



PERPETUAL

Participatory Design Community Engagement Guide

Reusable Foodware Systems

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Community Engagement Guide for Scaled Reuse

How To Use The Guide

Reusable foodware systems should be safe, equitable, accessible, immersive, and economically sustainable for the communities they serve. To design reuse systems that can both represent and work for the communities in which they operate, they should be locally grown and designed with local input. Although there are best practices that should be deployed across all reuse systems, system design should represent the values of the community and be optimized for its inhabitants. The Community Engagement Guide for Scaled Reuse serves to provide individuals/groups that would like to initiate a reusable foodware system with the tools and resources to launch their own movements. This guide includes basic information on movement building and a detailed breakdown of a field-tested method for engagement and mission growth - the community workshop.

Getting Started

The first step in setting up a community-led reusable foodware initiative is to identify the lead local partner(s) that will serve as the project lead. These groups can be independent interest groups or local partner organizations. Lead groups have led movements in different cities by conducting outreach events, connecting with local business and stakeholders, building community groups, hosting community workshops, and participating in city and county affairs as appropriate. Lead partners are encouraged to follow this guide and adopt the methods that best fit the community based on local interests, organizational capacity, venue and volunteer availability, and budget. Lead groups are responsible for maintaining contact with project partners, local stakeholder groups, municipal partners, businesses, and citizens. Each community has different requirements and needs to grow a reusable foodware initiative. The lead local partner's role is to ensure that key voices are involved in system planning and design. Additionally, the lead local partner is responsible for organizing, training, and motivating a network of project volunteers within the community. Depending on the community, this process may involve founding a dedicated community group or coalition. There are great resources for coalition building on Upstream's website: <https://upstreamsolutions.org/community-coalitions>.

Community Workshops

The community Workshop is designed to serve as one of the early points of connection with the community. The workshop leads guests through key design choices and preferences to get crowd-sourced data on the operation of the reusable foodware system. The workshop also gathers critical behavioral research data on current takeout behaviors and practices. Guests select their preferences on a number of topics, including reusable items, materials, payment systems, return timeframes, bin types and locations, and more. The compilation of this data guides how the reusable foodware system will be designed for each community. Twelve design elements have been identified as the most valuable for designing local reuse systems (Revenue models, Scope, Reusable assets, Technology, Return incentives, Collection: bin design and management, Collection: locations, Washing, Reverse and forwards logistics, Labor, Governance, and Surge events). Recommendations will be

determined based on those elements, which can be shared with the reuse service providers upon selection.

There are additional resources and questions available in this guide for lead partners that are looking to host events for business owners and operators. Outreach events and workshops geared towards business needs and concerns can be very helpful in establishing support for reusable foodware systems. Lead partners should refer to this guide as a first step in growing the reuse movement and collecting valuable feedback from all the stakeholders in the system.

Objectives

1. Assess the community's awareness and interest in reusable foodware systems.
2. Offer the community an opportunity to engage with a reusable system by using and returning a reusable cup during the event.
3. Collect feedback on key points of system design.

Note: Objectives may vary based on project specific needs.

Audience

A series of community-led design workshops involving community members, businesses, local mission-driven organizations, and other interested stakeholders produces a reuse system that is designed with local needs in mind. Therefore, the target audience for these workshops should be as broad as manageable. The workshop should attract community members and tourists who would not usually attend an environmentally-focused workshop. The reason for this is that through the outreach work, we have learned that the groups that are most likely to adopt the reuse system are those that are already positioned in the environmental space in some way. One of the main goals of the workshops is to increase awareness and adoption of the system, so targeting this broader audience helps to achieve that. One method to increase the number of participants at each workshop is to select locations that already have heavy foot traffic and may be close to other community gathering centers, such as libraries, farmers markets, shopping centers, or other events. Please see the next section on Venues for more information.

Venue

Think through how possible venues may help facilitate the experience. Consider the groups for which you need system design feedback and the target spaces in which you might appeal to these groups. These opportunities include going to existing group meetings as well as holding dedicated workshops and discussion sessions. Identify accessible places that would pull in foot traffic naturally. Incorporate elements that will truly allow everyone an opportunity and/or incentive to engage (stipends, food, childcare, etc). Offer childcare at one or more events to make it possible for parents to engage fully in the experience. A variety of venues and time offerings will help with pulling in different groups of people. When searching for a venue, public spaces like libraries, parks, markets, community centers, and cafeterias are a good start. Certain venues may have space limitations, be sure to fit the size of the workshop to the venues. Do not hesitate to present a paired down version of the workshop in smaller venues.

Incentives

Incentives are vital to ensure guests are motivated to participate and are compensated for their time and feedback. Basic incentives may include food and drinks. Additional incentives can be offered as a cash stipend (or gift) or a giveaway item/bag. For reference, past workshops have offered food and drinks and a cash stipend of \$40. Some groups have offered stipends to any participant while others have limited stipends to individuals who could demonstrate need (show EBT card). The number of stipends and the monetary amount will vary based on resources available. Incentives of other formats may include a variety of sustainable gifts (reusable items, plastic alternatives, etc.) or gift cards/rewards redeemable at local businesses. Incentives utilized will depend on local preferences and budget limitations. The key is to make sure your participants feel appreciated for offering their feedback.

Preparation

Once event dates are known, the next step is to prepare communication materials. Work with the local partners to determine language needs to ensure all community members have access to the information. Communications may include flyers, electronic invitations, an event webpage, and frequently asked questions. Flyers should be placed in local businesses and posted around the community. Create and share events with local groups via social media platforms like Facebook, Reddit, Nextdoor, etc. Offering pre-registration may be helpful to get a sense of the number of participants ahead of the event, however this number is rarely an accurate representation of expected participants. Consider additional marketing for the events like sending out targeted mailers, paying for social media ads, and promoting on local news, radio, and podcasts. Some marketing may require additional costs so keep that in mind during communication planning. See sample communication materials in [Appendix A](#).

Think through the workshop flow and the experience you are trying to create in tandem with selecting locations for the workshops. The workshop needs to be an immersive experience. A semi-contained circuit with a guide at each station (depending on the number of available volunteers) aids in orderly flow of participants and keeps participants engaged to complete the entire circuit. If possible, set up the experience to mimic the reuse system by having participants get a beverage in a reusable cup to begin the experience and return the cup at the end of the experience. Beverage in hand, participants will move through the circuit of questions and conversations that help them to understand the reuse concept and provide input on how they would like a reuse system in their community to look. The contents of the workshop may expand or contract based on the space and number of people available.



Figure 1. Example workshop layouts with activities organized in a circuit.

Gather the materials needed for the space where events will be held. Collect some sample reuse items that you can put out at the event to give people the opportunity to see what the reuse containers will be like. Try to select a representative set of reusable items, such as cups, containers, and lunch trays, with a variety of options for material types. Consider what signage you will need for the venue. Review local demographics and work with the local partners to determine language needs for signage and written material. Select questions for participants based on the information you need (see the “Activity Questions” section for more details). Prepare all print materials and have spares in case they are needed (have at least one backup of all print materials for each event). If you are using slideshows or other technology, talk with the venue about different technological needs (sound, projectors, hook ups, etc.).

What you need will vary based on how and where you are conducting workshops. A sample materials checklist is provided in [Appendix B](#).

Volunteers

Volunteers should be scattered throughout the circuit, helping and guiding guests along the whole journey. Volunteers should have a basic understanding of how reusable foodware systems operate, both at the business and community levels. The team should familiarize volunteers with the project, reuse basics, and goals of the workshop ahead of the event so the volunteers are comfortable with the information. One suggestion is to host a volunteer training session (could be in-person or virtual) in which the project lead takes 1-2 hours to describe the project in detail, as well as the workshop stations and volunteer expectations. The goal is to empower the volunteers so they can be advocates for the system during the event.

The recommended number of volunteers is 6-9 for each workshop. The positions and suggested numbers of volunteers are listed below. Please note these are just suggestions based on previous community workshops. Local partners can adjust this based on the availability of staff and volunteers.

Check-in/Beverage Station: 2 volunteers

Reuse System Overview (Station 2): 1-2 volunteers

Voting (Station): 1 volunteer

Map (Station 5): 1 volunteer

Check-out/Cup Return/Stipend Handout: 1 volunteer

Floater (Refill food & beverage tables, assist participants): 1-2 volunteers

Activity Questions

The circuit will begin with a set of “warm-up” questions that introduce the reuse concept. These initial questions peak curiosities and set the stage for a more detailed explanation of “How It Works.” A member of the team will explain how the reuse system works, provide some examples of different reuse systems already in place in other areas, and why they are asking for feedback on designing the system. Engage participants in the dialogue and let them ask questions. This helps them to realize that reuse isn’t unrealistic, it can and does work with thoughtful design. With a better understanding of reuse concepts, participants will be prepared to thoughtfully answer the remaining design questions. Some questions may seem repetitive, but this is intentional. Asking similar questions in different ways through the experience helps to ensure that participants are providing thoughtful responses and provides more accurate results. This is an opportunity for community members to have a say in the system so include questions you really want feedback on and avoid asking questions on things that are fixed in the system already. A sample layout of questions for community workshops can be found in [Appendix C](#), [D](#), and [E](#). Questions may be modified or added as needed, including translations (see the [Translation Matrix](#)). Information collected through this process will help to make design considerations for business costs, return bin locations, governance, container types, etc. A matrix of questions used in the previous workshops is provided [here](#).

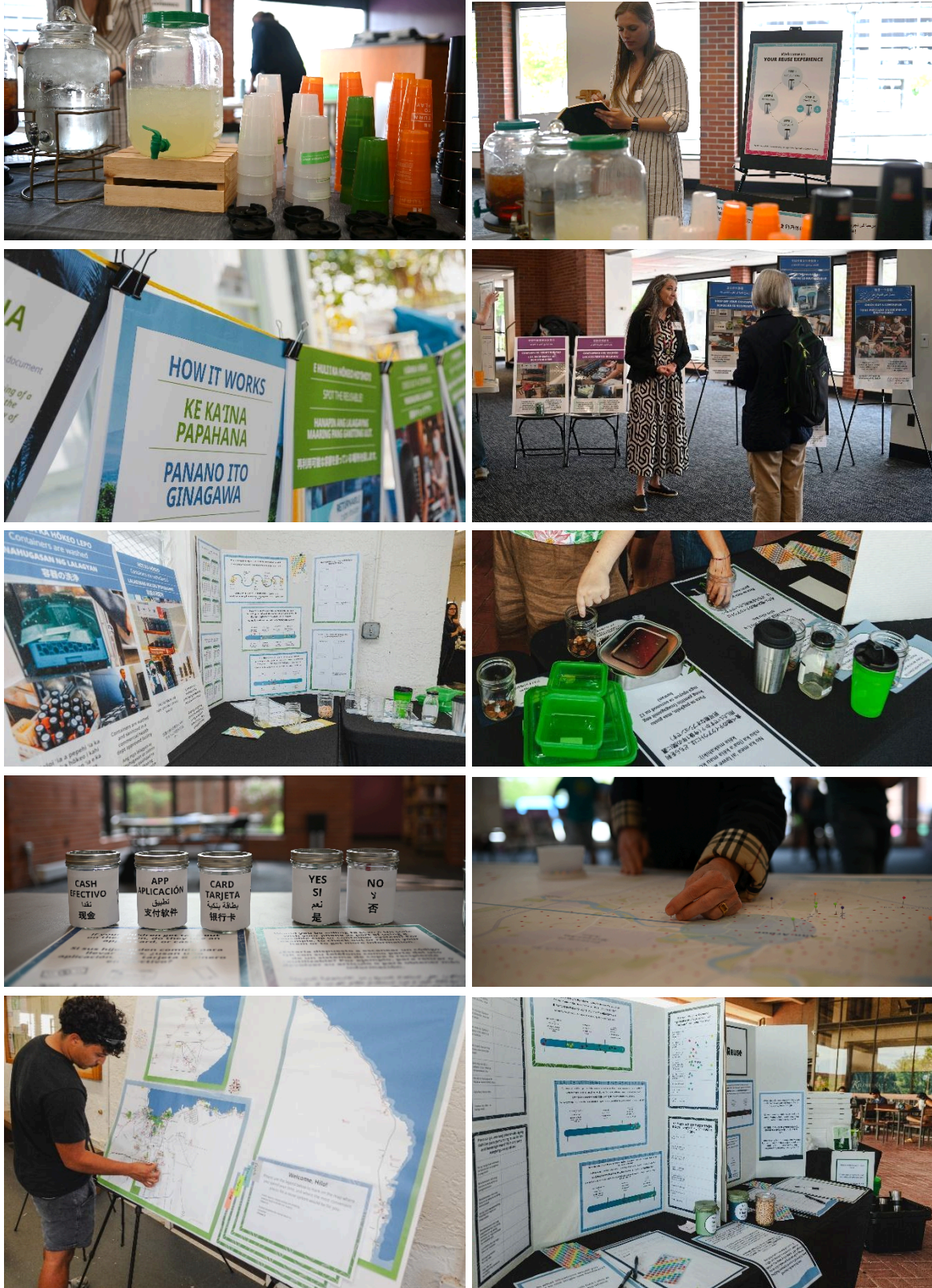


Figure 2. Photos of the experience as one moves through the circuit.

Workshop Data Collection

Post-Workshop

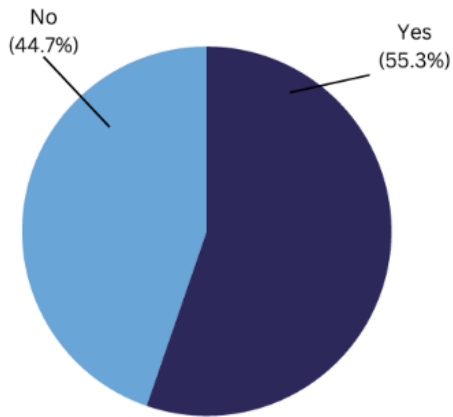
Information collected at the workshop should be considered during the reuse system design process. All workshop materials should be packed and organized at the end of each event to ensure they remain organized for the data analysis process. The following methods can be used to collect and store the data following each workshop:

- ❖ Photograph all stations before packing up so you have a digital copy in case anything gets lost.
- ❖ Stations with sticky note responses - Collect all sticky notes and place them in a separate bag. Be sure to make note of the station or question the responses are coming from by marking the bag or placing an additional label inside the bag.
- ❖ Stations with sticker responses - Collect all the posters with stickers and keep them in a separate pile.
- ❖ Stations with bead responses - Count the number of beads per response and make note of the votes with each question in a notebook or digitally.
- ❖ Map - photograph the map after each event in case it gets damaged in transport. Pin placement should be clear enough to enable recreating the map. This may require photographing the map in smaller sections which can be stitched together during data analysis as needed.

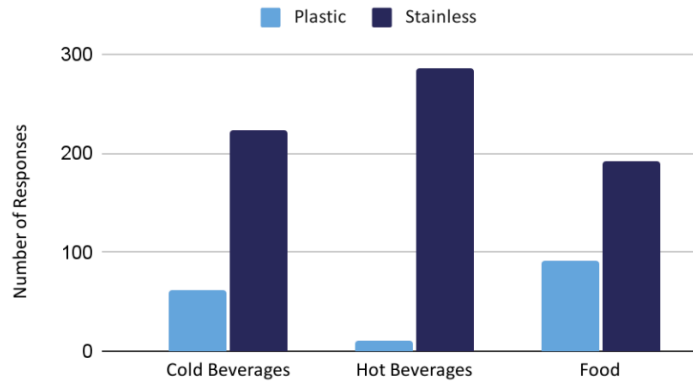
Once the team is ready to input the data, all the sticky notes should be manually added to a spreadsheet. Sticker responses should be counted and recorded in the spreadsheet and the posters scanned or photographed before discarded. The number of votes for each of the voting-based questions should also be input into the spreadsheet. Any other free responses, like contact information and participant suggestions should be manually input into the spreadsheet. All original data formats (posters, notebooks, handwritten responses) should be scanned or photographed and added to the electronic project file to be referenced as needed during data analysis.

Data from the workshops will be used to create visual aids that will showcase the community's responses. Charts, graphs, and maps are all helpful in communicating the information gathered through engagement. Below are some charts that have been used to inform design points in reuse systems. For an in-depth description of the data analysis and a sample of a spreadsheet, see the [Appendix F](#).

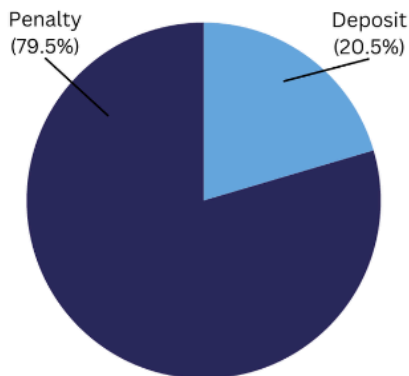
Have you ever experienced a reusable cup or container program?



Cup and container material preferences



Which type of check-out system would work best for you?



I would be tempted to not return reusable cups and containers if...

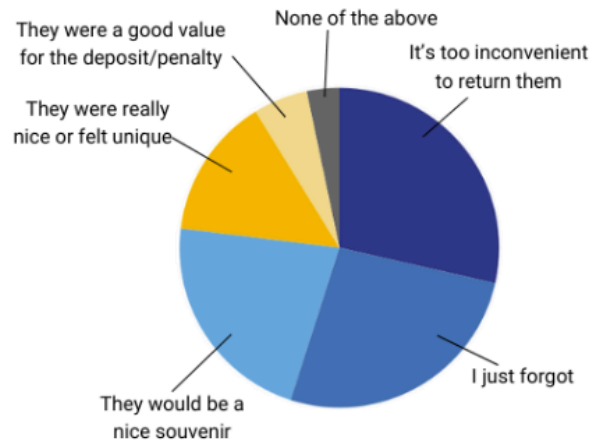


Figure 3. Sample charts displaying workshop results.

The mapping station can be a physical or digital experience. The local partners have the choice to print out the maps on foam board so participants can use pins to place additional bin locations or utilize a digital map through Padlet to comment and add on locations, or a combination of the two. This choice should be made based on the target audience and budget of the workshop. There are advantages and disadvantages to both methods; the physical maps can be costly and large, but guests enjoy being able to interact with the map in person, while the digital app version may not be accessible to participants without a smartphone and may be challenging to navigate, even though it is convenient and lower cost. The results of the mapping exercise may be used as is to get a visual idea of where program infrastructure should be placed. If the resources and technology are available, the information may be transferred into mapping software. As planning for infrastructure continues, the map will be refined to

show discrete data points for participating businesses, collection bins (indoor and outdoor), transportation routes and any other pertinent information as needed.

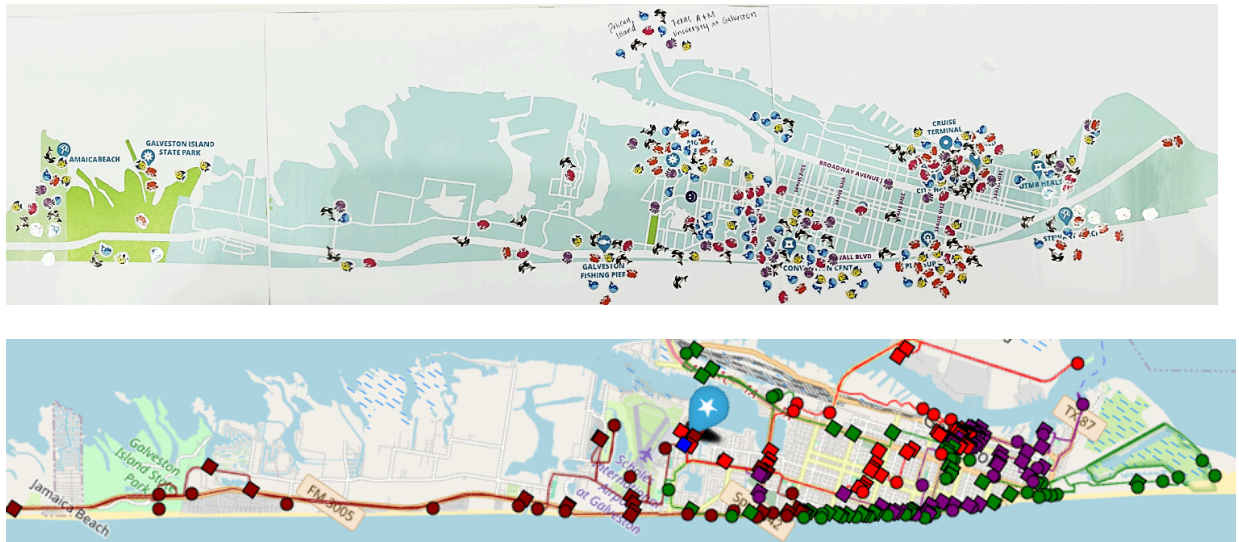


Figure 4. Upper: Mapping activity from community workshop. Lower: Digitized map showing proposed program infrastructure.

Business Engagement

Conducting a business event provides businesses an opportunity to get a better idea of how the system will plug in with their daily operations. A more business centric event allows for a practical conversation about the operations side of the system. This is also a chance to gather input on what businesses would want or need from the system to participate. Separate interviews with business owners are also a good way to get more specific needs or concerns which may not surface in a larger group setting.

A subset of the material from community workshops may be helpful for introducing businesses to the reuse vision. This can be accomplished using the same material from community workshops or using a meeting format including a presentation to the group followed by time for questions. As time allows, it may be beneficial to spend more time on the background of reuse and why it is a critical step to reduce waste and pollution. Consider what additional questions businesses may be able to answer that community members may not know. This is a great time to gather information on existing assets that may support the reuse system, unique points of consideration specific for the population the reuse system will serve, and any existing models of reuse currently taking place. See [Appendix E](#) for additional questions to consider for a business event.

Virtual Engagement

In person events may be supplemented through virtual engagement. This may include an online survey, a live virtual workshop, or series of meetings depending on the design needs. A virtual engagement option may be a more cost-effective way to engage participants and provides more flexibility for individuals to provide feedback at their convenience. A series of virtual events allows participants time to marinate on the reuse concepts they are learning. As participants obtain a more robust understanding of the system,

they are able to provide more meaningful feedback on how the system would work best in their community.

Virtual engagement may be done by having participants read through information or watch a pre-recorded video and complete a survey. The survey may be created using an online survey tool that allows participants to click through a survey at their discretion. Perpetual used surveys on various platforms in [Hilo](#) and [Savannah](#) to engage participants.

There are various virtual platforms that may be used to host live events depending on the capabilities and software available to the host or partners. Once a host platform is selected, consider how you can engage participants and obtain feedback. This may be through the use of polling tools, a virtual whiteboard, and/or break out discussions. A general community workshop on foodware systems was done virtually in Ann Arbor over [Zoom](#) (password to watch: X*BwjYB5).

Appendices

Appendix A: Communication Material

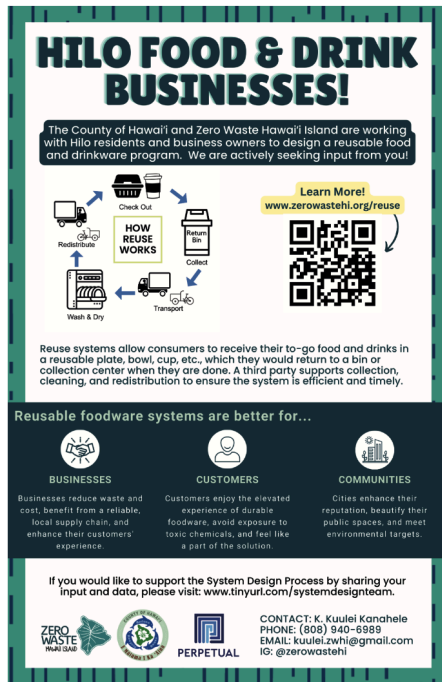


Figure 1. Flyer for Hilo Community Workshop made by Perpetual.



Figure 2. Flyer for virtual Hilo Community Workshop made by Perpetual.



Figure 3. Flyer for Hilo Community Workshop, designed specifically for University of Hawaii campus, made by Perpetual.

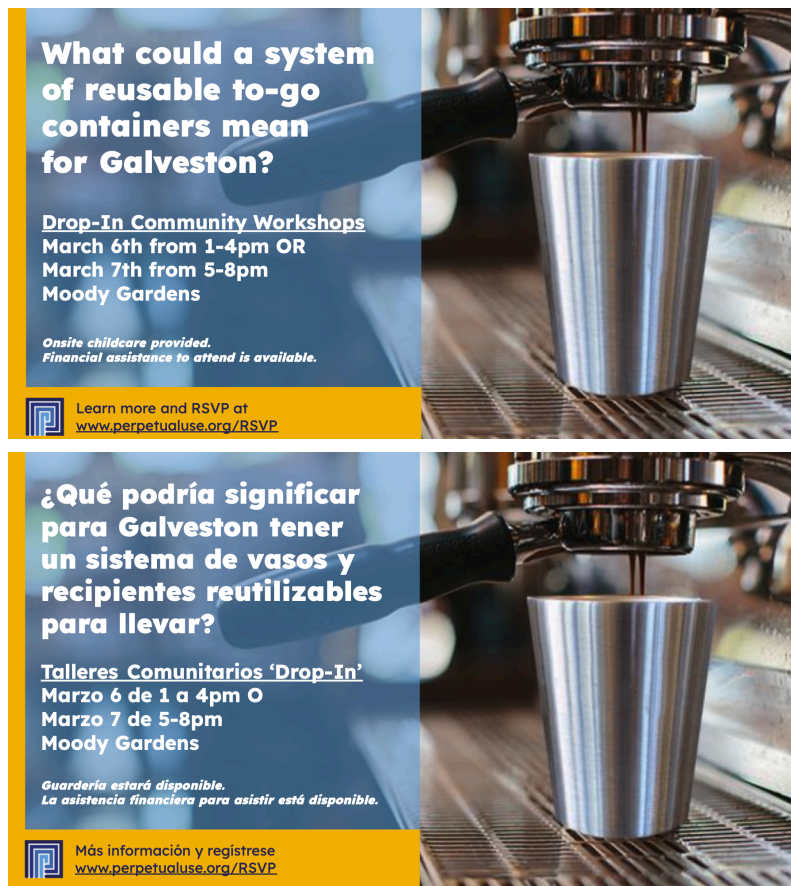


Figure 4. Sample of Flyer for Galveston Community Workshop made by Perpetual, along with the spanish translation.



Figure 5. Postcard mailer for Savannah Community Workshop made by Savannah Riverkeeper. This mailer was sent to the specific zip code in the neighborhood of the community center the workshop was hosted in.



Figure 6. Flyer for Savannah Community Workshop made by Savannah Riverkeeper.

Appendix B: Materials Checklist

Supplies

All supplies and recommended quantities needed for a workshop are listed below.

- 8 Tables & tablecloths
- ~60 12oz jars (about 46 with fabric covering, 14 empty); alternatively use sticker voting in place of bead voting to reduce the number of jars needed
- Pennies/beads/beans for voting
- Assorted children's activities
- Pens
- 10 easels
- Sample containers: bento box, stainless steel trays, plastic bowls, stainless bowls
- Sample cups: stainless steel, plastic
- Sharpies (black and various colors)
- Map pins (about 200)
- Scissors
- Jumbo paper clips
- Name tags (for staff and volunteers)
- 4 post it note pads
- Stapler + staples
- 4 double-sided tape dispensers
- 4 assorted packs of stickers
- Foam Board 20"x30" - 2 packs of 3 (6 total)
- Foam Board 40"x60" (2 total)
- 8 Trifolds
- Poster Board 22"x28" - 1 pack of 10
- Workshop Signs 22"x28" (2 total)
- Station 1a: 5 total 22x28" boards
- Station 1b: 1 trifold
- Station 2: 9 total 20"x 30" foam boards
- 3b stickers: 1 trifold
- 4 map: Large foam board
- 6 Final: 2 trifold

Outdoor events

- Big binder clips for wind-proofing
- Duct tape

Print Materials

- Registration sheets
- Flyers
- Handouts for stakeholder meeting

- Cup return sign

Food and Beverage

- Ice for beverages
- Cooler for ice
- Hand sanitizer
- 5 gallon buckets for drink waste
- Return bin for cups
- Dish pans for dirty dishes
- Dispensers for beverage station
- 2 trash cans for compost and food scraps
- 2 table cloths for beverage station and food station
- Reusable cups for system demo
- Reusable serving ware if serving food
- Napkins

Miscellaneous

- First aid kit
- Assorted children's activities
- Reusable bags

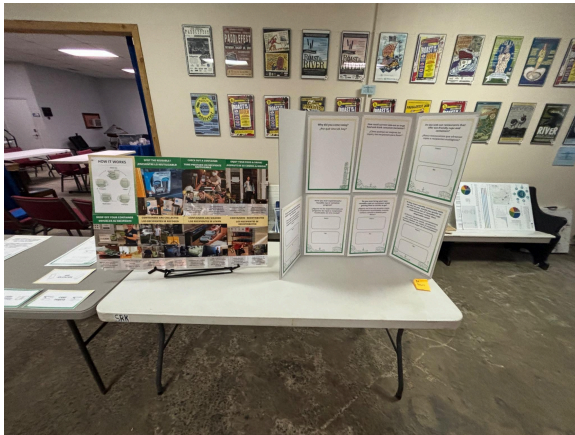
Example of Station Setups



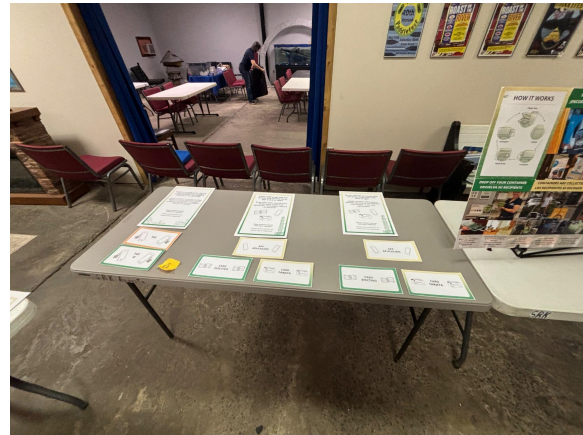
Participant Check-In



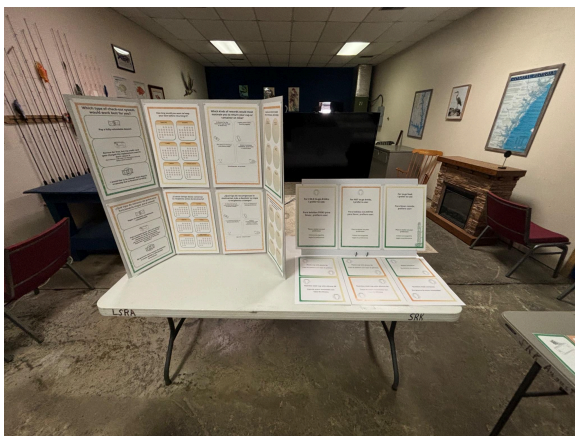
Station 1A



Station 1B & Station 2



Station 3A



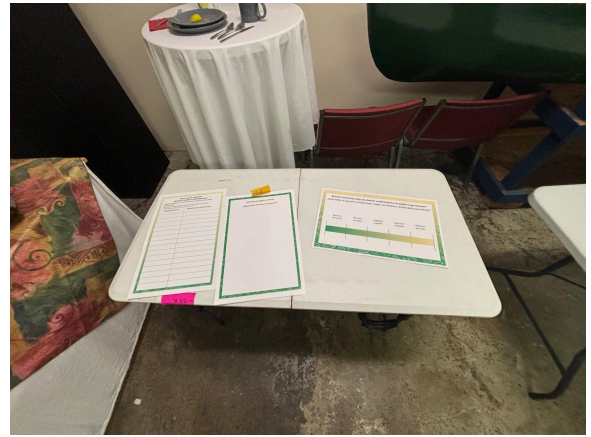
Station 3A & Station 3B



Station 3B



Station 4



Station 5

Appendix C: Community Workshop Questions

Select questions that will provide understanding about the community and inform system design. Suggested questions are provided here but should be added to, modified, or eliminated based on project needs. Core stations/questions are considered the fundamental questions for each workshop. If multiple workshops will be conducted, identify the core components essential for all workshops. Suggested core questions are bolded below, however these may vary based on specific needs. Additional questions may be included depending on space and volunteer/staff limitations.

Registration - participants get signed in.

Station 1A: Participants borrow a reusable cup

- A selection of reusable cups is available for participants to borrow during their trip through the circuit. Large canisters of free beverages are set up for participants to fill their cup (water, lemonade, iced tea...)
- Participant cup choices at the cup station are tracked
- Welcome signage

Station 1B: Pre-questions - asking for input before any explanation of the reuse system

Open Ended. Printed on 11x17 paper with space for people to write

- Why did you come today?
Sample Responses:
 - I've wished for this kind of program but lacked the skills or resources to create it. I wanted to show mine and my family's support for this idea
 - Learn more on how to reduce waste
 - To find out more info and show support for the program
- How could current take-out or to-go food and drink containers be better?
Sample Responses:
 - They could be made from reusable and recycled materials that are sustainably sourced
 - Make them sturdy/durable
 - Making it fun and entertaining

Multiple Choice. Printed on 11x17 paper. Collect responses in an interactive way. One option is to use jars and beans/beads/pennies to vote on your answer.

- **Have you ever experienced a reusable cup or food container or refillable bottle program?**
Yes/No
- **Do you ever bring your own reusable cup or food container or refillable bottle when getting food or drinks to go?**
Yes/No
- **Do you seek out restaurants that offer eco-friendly food and drink containers?**
Yes/No

- If they were equally convenient with no cost to you, would you prefer to eat and drink out of durable cups and containers rather than disposable ones?
Yes/No
- Do you have any health concerns about using disposable to-go cups or containers?
Yes/No

Station 2: Reuse System Overview

This station provides large photos of existing reuse systems and a team member gives a short description of how reuse systems can work so that people understand the concept. Try to incorporate examples of operating reuse systems. Use the Reuse Landscape (<https://www.reuselandscape.org/>) to identify relevant examples.

Reuse systems are designed so that the reusable item is at the place of business. Items may be checked out from the business in a variety of ways. Some work through an app, some scan a QR code or use your credit card. You take your item with you back home or to work or wherever you are headed. Usually you would have between 3-7 days to return the item. The return may be done using a public return bin in the community or at the business you got it from. The return bin would be emptied and items transported to a washing facility. Items are cleaned according to food code and food safety regulations then redistributed to the businesses that are using them.

Station 3A: Simple multiple choice questions

Multiple Choice. Printed on 11x17 paper. Collect responses in an interactive way. One option is to use jars and beans/beads/pennies to vote on your answer.

- **Would you be willing to scan a QR code with your phone as part of using a reusable cup, bottle, and container system? For example, to check out or return your item or to get more information.**
 - Yes
 - No
 - I don't own a smartphone
- **Do you typically purchase food and drinks to-go with cash, card, or app?**
 - Cash
 - Card
 - App (Apple Pay, Venmo, etc.)
 - EBT
- **If your children get take-out on their own, do they use an app, a card, or cash?**
 - Cash
 - Card
 - App (Apple Pay, Venmo, etc.)
 - Not applicable
- **For COLD to go drinks, I prefer to use: [have cups and lids at question for people to see]**
 - Plastic cup with plastic lid
 - Stainless steel cup with silicone lid
 - Glass bottle with screw or push on lid

- **For HOT to go drinks, I prefer to use: [have cups and lids at question for people to see]**
 - Plastic cup with plastic lid
 - Stainless steel cup with silicone lid
- **For to go food, I prefer to use (options available in the next 12 months): [have cups and lids at question for people to see]**
 - Plastic container
 - Stainless steel container
- More material options are expected to become available in the future. In the next 2-5 years, the materials I would prefer for reusable foodware for to go food (take out, leftovers, deli, etc.) include:
 - Plastic
 - Plant based plastic
 - Glass
 - Ceramic
 - Stainless steel

Multiple Choice. Printed on 11x17 paper. Collect responses in an interactive way. One option is to use stickers to vote on your answer.

- How important is it to you that the containers are locally made?
 - Not important at all
 - Somewhat
 - Definitely important
- How important is it to you that the service provider for this system be run by a local business?
 - Not important at all
 - Somewhat
 - Definitely important
- How important is it to you to have a “bring our own” cup/bottle or container option?
 - Not important at all
 - Somewhat
 - Definitely important

Station 3B: Printed on 11x17 paper. Multiple choice questions with several answers. It may be helpful to affix some of these to tri-fold boards to save table space. Participants may use stickers to indicate their answers.

- **How often do you order to-go or delivery food or drinks?**
 - Daily
 - Weekly
 - Monthly
 - Only a few times a year
- **Where do you typically eat your to-go or take-out food or drink?**
 - At the Restaurant
 - In My Car
 - At Work

- At Home
 - Outside
 - At School
- **How often do you go to the same cafe/restaurant?**
 - Once a Week
 - Multiple Times a Week
 - Every 2 Weeks
 - Once a Month or Less
- **Which type of check-out system would work best for you?**
 - Pay a fully refundable deposit
 - Borrow for free, but my credit card gets charged the replacement cost if I don't return it.
 - Don't have a credit card? An alternative check-out option will be available.
 - I would like to be exempt from deposit or penalty due to financial hardship
- **Would you be willing to NOT rinse or wash your reusable cups or containers or refillable bottles before returning them? (Excess rinsing and washing reduce the environmental benefits of reuse.)**
 - Yes
 - No
- **How long would you want to keep your item before returning it?**
 - Same Day
 - 3-5 Days
 - 1 Week
 - 10 Days
 - 2 Weeks
 - Longer (Tell us why)
- **Which kinds of rewards would most motivate you to return your cup or container on time?**
 - A discount for the restaurant I got the food or drink from
 - Loyalty points with a favorite program
 - The chance of winning a prize (lottery style)
 - Access to exclusive food/drink, social media or merch items
 - Something else - let us know!
- **I would be sure to return my reusable items on time because... (select multiple)**
 - I want reuse to succeed in Hilo!
 - It is very easy and convenient
 - It matters for the environment
 - I get text reminders to do so
 - Everyone else returns them on time
 - I want to get more reusable items
 - Something else
- **I would be tempted to not return reusable cups or containers or refillable bottles if... (select multiple)**
 - It's too inconvenient to return them
 - I just forgot

- They would be a nice souvenir
- They were really nice or felt unique
- They were a good value for the deposit/penalty
- None of the above
- Something else
- **I would prefer to return my reusable items: [rank in order using different sticker colors - have a key]**
 - **By putting them into a Reuse Collection Bin at transfer stations**
 - **By putting them in a Reuse Collection Bin set up at convenient locations all over town**
 - **By giving them to a delivery driver when they bring my take out order**
 - **By putting them into a Reuse Collection Bin that is picked up by my existing rubbish hauling service**
- **Would you trust that washed and sanitized reusable containers would be clean?**
 - **Yes/No**

Station 4: Map and Research Results

Provide large printed map/s that people will use to provide input on areas they frequent and convenient return bin locations. Present research on local waste and littering trends if available. Check for local data from open data sources such as <https://www.debristracker.org/>. If collection bin research has been conducted, present it here. Physical or digital maps can be used.

Possible questions for the mapping station if collection bin locations are being presented.

- Is there at least one return bin close to a business that you go to often?
 - Yes
- Is there at least one return bin along your daily route?
 - Yes
 - No
- Are we missing bins in popular locations? If yes, indicate where.
 - Add pin to physical map
 - Add pin to digital map

Station 5: Final set of design questions

Multiple Choice. Printed on 11x17 paper. It may be helpful to affix some of these to tri-fold boards to save table space. Participants may use stickers to indicate their answers.

- **Would you use reusable cups or containers or refillable bottles if the system were available?**
 - **Not Likely**
 - **Somewhat Unlikely**
 - **Somewhat Likely**
 - **Likely**
 - **Very Likely**
- **For you, what are the most important reasons to use reusable food and beverage ware? Pick your top two**

- It is a better eating and drinking experience
- It reduces waste and pollution in general
- It reduces waste and litter in my community
- It is more environmentally sustainable than disposable
- It reduces my & my family's exposure to chemicals of concern
- It creates local jobs
- It makes me feel proud of [insert city]
- Something else - please let us know!
- Do you think it's important to have a reusable food and beverage ware system?
 - Not important at all
 - Somewhat
 - Definitely important
- Would you prefer to use single-use foodware over a reusable option? (Note: This project's strategy is that single-use foodware will continue to be available for people who wish to use that option)
 - Yes
 - No
 - Sometimes
- How important is it to you that single-use foodware is always available?
 - Not important at all
 - Somewhat
 - Definitely important
- How important is it to you to have single-use foodware made from locally sourced natural materials?
 - Not important at all
 - Somewhat
 - Definitely important

Open Ended. Printed on 11x17 paper with space for people to write

- In what situations would you prefer to use single-use foodware?
- Who else do you suggest that we talk to as we gather input for a reuse system design?

Post-it notes for people to write open-ended comments or thoughts just before they leave

Cup Return: Cup Return sign printed on 8.5x11 paper.

- **Did this workshop help you better understand a reusable to-go system?**
 - Not at all
 - Somewhat
 - Completely

Bin for returning used cups

Appendix D: Table of Community Workshop Questions

Core Stations/Questions bolded.

Station	Question	Answer Choices	Participant Response	Data Collection
1A	Participants borrow a reusable cup	Stainless Steel Plastic	Select cup	
1B	"Why did you come today?"	Free response	Sticky note	Scan, upload, record in spreadsheet
1B	"How could current take-out or to-go food and drink containers be better?"	Free response	Sticky note	Scan, upload, record in spreadsheet
1B	"Have you ever experienced a reusable cup or food container or refillable bottle program?"	Yes No	Stickers	Photo, upload, record in spreadsheet
1B	"Do you ever bring your own reusable cup or food container or refillable bottle when getting food or drinks to go?"	Yes No	Stickers	Photo, upload, record in spreadsheet

1B	“If they were equally convenient with no cost to you, would you prefer to eat and drink out of durable cups and containers rather than disposable ones?”	Yes No	Stickers	Photo, upload, record in spreadsheet
1B	“Would you have any health concerns about using disposable to-go cups or containers?”	Yes No	Stickers	Photo, upload, record in spreadsheet
3A	“Would you be willing to scan a QR code with your phone as part of using a reusable cup, bottle, and container system? For example, to check out or return your item or to get more information.”	Yes No	Beads	Count, record in spreadsheet
3A	“Do you typically purchase food and drinks to-go with cash, card, or app?”	Card Cash App	Beads	Count, record in spreadsheet
3A	“If your children get take-out on their own, do	Card Cash	Beads	Count, record in spreadsheet

	they use cash, card, or app?"	App		
3A	"For COLD to go drinks, I prefer to use:"	Plastic cup with plastic lid Stainless steel cup with silicone lid	Beads	Count, record in spreadsheet
3A	"For HOT to go drinks, I prefer to use:"	Plastic cup with plastic lid Stainless steel cup with silicone lid	Beads	Count, record in spreadsheet
3A	"For to go food, I prefer to use:"	Plastic container Stainless steel container	Beads	Count, record in spreadsheet
3B	"What type of check-out system would work best for you?"	Pay a fully refundable deposit Borrow for free, but my credit card gets charged the replacement cost if I don't return it. <i>Don't have a credit card? An alternative check-out option will be available</i> I would like to be exempt from deposit or penalty due to financial hardship.	Stickers	Photo, upload, record in spreadsheet
3B	"How long would you want to keep your item before returning it?"	Same day 3-5 days 1 week	Stickers	Photo, upload, record in spreadsheet

		10 days 2 weeks Longer		
3B	“Which kinds of rewards would most motivate you to return your cup or container on time?”	A discount for the restaurant I got food or drink from Loyalty points with a favorite program The chance of winning a prize (lottery style) Access to exclusive food/drink, social media or merch items Something else - let us know!	Stickers	Photo, upload, record in spreadsheet
3B	“I would be sure to return my reusable items on time because... (rank in order of preference)”	I want reuse to succeed in [insert city]! It is very easy and convenient It matters for the environment I get text reminders to do so Everyone else returns them on time I want to get more	Stickers	Photo, upload, record in spreadsheet

		reusable items Something else		
3B	"I would be tempted to not return reusable cups or containers or refillable bottles if... (select multiple)"	It's too inconvenient I just forgot They would be a nice souvenir They were a good value for the deposit/penalty None of the above Something else	Stickers	Photo, upload, record in spreadsheet
3B	"I would prefer to return my reusable items:"	By putting them into a Reuse Collection Bin at transfer stations By putting them into a Reuse Collection Bin set up at convenient locations all over town By giving them to a delivery driver when they bring my take out order By putting them into a Reuse Collection Bin that is picked up by my existing rubbish hauling service	Stickers	Photo, upload, record in spreadsheet
4	"Is there at least one return bin	Yes	Stickers	Photo, upload, record in

	close to a business that you go to often?"	No		spreadsheet
4	"Is there at least one return bin along your daily route?"	Yes No	Stickers	Photo, upload, record in spreadsheet
4	"Are we missing bins in popular locations? If yes, indicate where."	Add pin to physical map Add pin to digital map	Pin	Photo, upload
5	"How often do you order to-go or deliver food or drinks?"	Daily Weekly Monthly Only a few times a year	Stickers	Photo, upload, record in spreadsheet
5	"Where do you typically eat your to-go or take-out food or drink?"	At the restaurant In my car At work At home Outside At school	Stickers	Photo, upload, record in spreadsheet
5	"How often do you go to the same cafe/restaurant?"	Once a week Multiple times a week Every 2 weeks Once a month or less	Stickers	Photo, upload, record in spreadsheet
5	"Would you use reusable cups and	Not likely	Stickers	Photo, upload, record in

	containers if the system was available in Savannah?"	Somewhat unlikely Somewhat likely Likely Very likely		spreadsheet
5	"Did this workshop help you better understand a reusable to-go system?"	Not at all Very little Somewhat Quite a bit Completely	Stickers	Photo, upload, record in spreadsheet

Appendix E: Additional Questions for Business Workshops

Review these questions when hosting workshops or events specific for business owners and operators and present the ones that fit your audience and goals best.

- **BUSINESS OWNERS/MANAGERS:** Please indicate which of the following design considerations are most important for a reusable food and beverage ware system to work for your business. [Pick your top three]
 - Support on consumer education and adoption
 - Ease of use for my staff and integration into workflow
 - Training for my staff
 - Cost of using the system
 - Reliability of supply and ability to handle surges
 - Reusable cup and container performance
 - Back of house considerations (workflow, storage, etc.)
 - Implications of having a return station in or near my business

For these questions, give out 4 different colored stickers - business, nonprofit, government, and other - and people get 3 votes per question. The color-coding will show differences in perspectives for different questions.

- What excites you most about a reusable food and beverage ware system?
 - Reduce waste and litter, and cost of managing them
 - Reduce exposure to chemicals of concern
 - Reduce GHG emissions compared to disposables
 - Reduce other environmental impacts compared to disposables
 - Create good local jobs
 - Keep money in the local economy
 - Great experience for inhabitants and visitors to use reusable items
 - Reduce the degree to which disadvantaged populations are disproportionately impacted by disposable items and waste
 - Opportunity to be among the first cities in the world to do reusable foodware at this scale
 - Other: please share
- What worries you most about a reusable food and beverage ware system?
 - Too expensive or complicated for most businesses to adopt
 - Technology is glitchy and causes problems for restaurants and users
 - Failure to realize potential environmental benefits / inefficient
 - People failing to return reusable items back into the system
 - Creation of durable litter / waste
 - Reusable items not getting sufficiently cleaned and grossing people out or making people sick
 - Reusable items not working well and disappointing expectations - not a good user experience

- Having enough space for everything
 - Other: please share
- How clear are you now on how a reusable food and beverage ware system would work? (map along spectrum)
 - I can see it so clearly I can practically touch it
 - It's just a few multiverses over
 - I'm getting light and shadows but need more detail
 - It's so fuzzy it might be a small mammal
- Who else should we be talking to as we gather input for a reuse system design?
 - Open-ended with post-its
- What else do you want us to understand?
 - Open-ended with post-its

Appendix F: Post-Workshop Data Analysis

Analysis Methods

1. After breaking down all the materials from the workshops, organize the physical papers and notes by workshop locations (maintaining the order of the questions makes the process much easier).
2. Within each workshop set, separate the “sticky note” activities (free response) and the “sticker” activities (voting).
 - a. For “sticker” activities - scan or take photos of each sheet before recording in a spreadsheet.
 - b. For “sticky note” activities - record the results of each response in a spreadsheet.
 - c. For “voting” activities - record the results of each response in a spreadsheet.
 - d. Sample spreadsheet organization: [Savannah Workshop Results 2025](#)
3. Collect additional data from the video interviews:
 - a. Watch each video once, then review videos and note the major themes and any relevant quotes from participants. This is qualitative data that could accent the more quantitative data above. In particular, participants made observations about the following elements:
 - i. Current views on litter in the community
 - ii. Logistical challenges with the system
 - iii. Ideal settings for reusables
 - iv. Participants’ workshop experience
4. Several workshop questions were repeated across tabling events, virtual surveys, and workshops led by other partners (i.e., SCAD). Combine results from other community engagement work with the community workshop results.
 - a. Make a new spreadsheet tab for each other data set following the same organization as the community workshop spreadsheet.
 - b. Combine results, and calculate percentages for each question in a separate spreadsheet.
 - i. SCAD survey data was incorporated in Savannah where there were overlapping survey questions.
 - ii. The virtual survey questions were also incorporated into the results in Savannah because the survey questions were the same.
5. Once all data is combined, make figures for each core question listed below and organize it into the following slide deck:
 - a. Core questions:
 - Have you ever experienced a reusable cup or container program?
 - Do you have any health concerns about using disposable to-go cups and containers?
 - Do you seek out restaurants that offer eco-friendly cups and containers?
 - If they were equally convenient with no cost to you, would you prefer to eat and drink out of durable cups and containers rather than disposable ones?

Would you be willing to scan a QR code with your phone as a part of a reusable cup or container system? For example, to check out or return your item or to get more information.

Do you typically purchase food and drinks to-go with cash, card, or app?

If your children get takeout, do they use a card, cash, or app?

For to-go cold beverages, I prefer...

For to-go hot beverages, I prefer...

For to-go food, I prefer...

How often do you order to-go or delivery food or drinks?

Where do you typically eat your to-go food or drink?

How often do you go to the same restaurant or cafe?

Which type of check-out system would work best for you?

How long would you want to keep your item before returning it?

What kind of rewards would most motivate you to return your cup or container on time?

I would be sure to return my reusable items on time because...

I would be tempted to not return my reusable items if...

I would prefer to return my reusable items by...

Would you trust that washed and sanitized reusable items would be clean?

Would you use reusable cups and containers if this system was available?

For you, what are the most important reasons to use reusable foodware? Pick the top two.

Did this workshop help you better understand a reusable to-go system?

- b. Example Completed Slide deck: [Savannah Workshop & Survey Results](#)