

Depot Satisfaction Survey

February/March 2014



The BCMB would like to thank you for participating in this important survey. Your answers will be used to help us better assist Alberta's Bottle Depots. The results of the survey will also be shared with the ABCRC and ABDA.

All answers provided will be kept strictly confidential by the BCMB. Answers to this survey will only be reported in aggregate and the answers given by individual respondents will not be revealed.

1. What City does your Bottle Depot ship its ALUMINUM CANS to? Please circle.

1 – Edmonton 2 – Calgary 3 – Red Deer 4 – Lethbridge

2a. How satisfied are you, overall, with the service that your Bottle Depot received from ABCRC in 2013? Please circle.

Please use a scale from 1 to 7 (*1 meaning you are not at all satisfied and 7 meaning you are extremely satisfied*).

<u>Not at all satisfied</u>		<u>Extremely satisfied</u>		<u>Not sure</u>
1 2 3 4		5 6 7		?

2b. If you answered 1, 2 OR 3 in Question 2a., you gave the service received from ABCRC in 2013 a low score, have you notified your designated ABCRC Operations Manager about your concerns? Please circle.

1 – Yes 2 – No ? – Not sure

2c. Are there any specific comments you would like to make about the overall service your depot received from ABCRC in 2013?



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3a. Regarding ABCRC compliance with the service requirements that are laid out in the Service Agreement, please use the same 7-point scale to rate how satisfied you were in each of the following areas:

Please use a scale from 1 to 7 (1 meaning you are not at all satisfied and 7 meaning you are extremely satisfied).

i) Your ability to contact and reach the staff at ABCRC

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

ii) How quickly ABCRC responds when you make a request

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

iii) The timeliness of payments received from ABCRC

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

iv) ABCRC's communication of payment adjustments

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

v) The quantity of pallets provided by ABCRC

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

vi) The quantity of mega bags provided by ABCRC

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

vii) The quality of pallets provided by ABCRC

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

viii) The quality of mega bags provided by ABCRC

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?



ix) The bags tags, R-Bill and other supplies provided by ABCRC

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

x) The responsiveness of ABCRC when you requested web-site support services (i.e. changes to username/password or assistance in viewing statements online, etc.)

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

3b. If you answered 1, 2 OR 3 in Question 3a, have you notified your designated ABCRC Operations Manager about your concerns?

1 – Yes 2 – No ? – Not sure

4a. Please use the same 7-point scale (1 meaning you are not at all satisfied and 7 meaning you are extremely satisfied) to rate how satisfied you were with the service provided by your designated carrier.

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

4b. If you answered 1, 2 OR 3 in Question 4a, you gave the service provided by your carrier a low score, have you notified your designated ABCRC Operations Manager about your concerns?

1 – Yes 2 – No ? – Not sure

4c. Are there any specific comments you would like to make about your carrier's service?



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5a. Does your depot use ABCRC's Depot Intranet page/service? Yes No

5b. If you answered yes to Question 5a, how often does your depot use ABCRC's Depot Intranet page/service? Please check one of the following:

Daily	
More than once a week (i.e. 2 – 3 times)	
Weekly	
Monthly	
A couple times a month (i.e. 2 – 3 times)	
Quarterly	
Annually	

5c. What, if any, improvements would you like to see on the ABCRC intranet Depot page?

6. Are there any other comments you would like to make about the service your depot received from ABCRC in 2013?



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7. Are you aware of the Bottle Drive tools, including the How To Guide and Door Hangers, supplied by ABCRC? Yes No

8. If you answered YES to the previous question, how did you hear about the tools?

- Regional Meeting
- ABDA Conference
- The Diverter Industry Newsletter
- Package Delivered to your Depot
- Depot Operator Home Page on abcrc.com
- Word of Mouth

Other _____

9. In 2013, did your Depot distribute any Bottle Drive How To Guides or Door Hangers?
Yes No

10. If you answered YES in question 9, please rate how satisfied you were in each of the following areas:

i) The usefulness of the tools

<u>Not at all satisfied</u>		<u>Extremely satisfied</u>	<u>Not sure</u>
1 2 3 4	5 6 7		?

ii) The convenience of the on-line ordering process

<u>Not at all satisfied</u>		<u>Extremely satisfied</u>	<u>Not sure</u>
1 2 3 4	5 6 7		?

iii) Assistance you received from the ABCRC staff during the re-order process

<u>Not at all satisfied</u>		<u>Extremely satisfied</u>	<u>Not sure</u>
1 2 3 4	5 6 7		?

11. How can Bottle Drive tools be improved in future?



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12. Are you aware of the Recycling Infrastructure Partnership (RIP) program? Yes No

13. If you answered YES to the previous question, how did you hear about the program?

- Regional Meetings
- ABDA Conference
- The Diverter Industry Newsletter
- Depot Operator Home Page on abcrc.com
- Word of Mouth

Other _____

14. In 2013, did your Depot submit a RIP application? Yes No

15. If you answered NO to the previous question, please describe what would make you more likely to participate in future.

16. If you answered YES in question 14, please rate how satisfied you were in each of the following areas:

i) The convenience of the online application process

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

ii) Assistance you receive from ABCRC staff during the application process

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

iii) The variety of "preferred vendors" available through the program (i.e. suppliers of bins, trailers and graphics)

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

iv) The convenience of reporting the number of containers you collect each month

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?



17. How can RIP be improved in future?

18. Are you aware of the Depot Marketplace program? Yes No

19. If you answered YES to the previous question, how did you hear about the program?

- Regional Meetings
- ABDA Conference
- The Diverter Industry Newsletter
- Depot Operator Home Page on abcrc.com
- ABDA Website
- I received a flyer in the mail
- Word of Mouth

Other _____

20. In 2013, did your Depot participate in the Depot Marketplace program? Yes No

21. If you answered NO to the previous question, please describe what would make you more likely to participate in future?



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22. If you answered YES in question 20, "Did your Depot participate in the Depot Marketplace program?" please rate how satisfied you were in each of the following areas:

i) The convenience of ordering item

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

ii) Assistance you receive from ABCRC staff during your order process

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

iii) The variety of items available through the program

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

23. How can Depot Marketplace be improved in future?

24. Regarding service from BCMB, please use the same 7-point scale to rate how satisfied you were in each of the following areas:

Please use a scale from 1 to 7 (1 meaning you are not at all satisfied and 7 meaning you are extremely satisfied).

i) Your ability to contact and reach the staff at BCMB

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

ii) How quickly BCMB responds when you make a request

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?



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iii) How satisfied you were with the BCMB's response/handling of your question/concern

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

iv) How satisfied you were with the timeliness/ receipt of Mystery Shopper Audit Results

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

v) How satisfied you were with the timeliness/ receipt of PAP Movement communication

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

vi) How satisfied you were with the transparency of your Permit Renewal process

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

vii) Are you satisfied that the new depot matrix scoring system (the system used to renew permits) has alleviated bias in scoring?

<u>Not at all satisfied</u>				<u>Extremely satisfied</u>			<u>Not sure</u>
1	2	3	4	5	6	7	?

**Thank you for completing the survey.
Ensure you turn the survey in for a ticket to enter the prize draws!**

