

Depot Satisfaction Survey

October 2016



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 Depots. The results of the survey will also be shared with ABCRC, ABDA and BDL.

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 Depot ship its ALUMINUM CANS to? Please circle.

1 – Edmonton 2 – Calgary 3 – Lethbridge

2a. How satisfied are you, overall, with the service that your Depot received from ABCRC in 2016? 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*).

Not at all satisfied Extremely satisfied
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 2016 a low score, have you submitted a ticket through the Quality Monitoring Tool? Please circle.

1 – Yes 2 – No

2c. If you answered NO to Question 2b., please explain the reasons you answered 1, 2 or 3 in Question 2a.



3a. ABCRC presented an Action Plan at the 2016 Regional Meetings stating how they planned to improve in areas of dissatisfaction (communication, shipping supplies, Depot marketplace). How satisfied are you with the fulfillment of this ABCRC Action Plan in 2016? 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	?

3b. If you answered 1, 2 or 3 in Question 3a., you gave the 2016 Action Plan fulfillment by ABCRC a low score, please explain the reasons you answered 1, 2 or 3 in Question 3a.

4a. 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>				
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>				
1	2	3	4	5	6	7

iii) ABCRC's communication of payment adjustments

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



iv) The quantity of pallets provided by ABCRC

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

v) The quantity of mega bags provided by ABCRC

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

vi) The quality of pallets provided by ABCRC

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

vii) The quality of mega bags provided by ABCRC

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

viii) The responsiveness of ABCRC when you requested website 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>		
1	2	3	4	5	6	7

4b. If you answered 1, 2 or 3 in Question 4a., you gave the service/supplies received from ABCRC in 2016 a low score, have you submitted a ticket through the Quality Monitoring Tool? Please circle.

1 – Yes 2 – No

4c. If you answered NO to Question 4b., please explain the reasons you answered 1, 2 or 3 in Question 4a.



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5a. 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.

Not at all satisfied Extremely satisfied
1 2 3 4 5 6 7

5b. If you answered 1, 2 or 3 in Question 5a, you gave the service received from your designated carrier in 2016 a low score, have you submitted a ticket through the Quality Monitoring Tool? Please circle.

1 – Yes 2 – No

5c. If you answered NO to Question 5b., please explain the reasons you answered 1, 2 or 3 in Question 5a.

6a. How often does your depot use ABCRC's Depot web portal? 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	



6b. What, if any, improvements/additions would you like to see on the ABCRC Depot web portal?

7. Are there any other comments you would like to make about the service your depot received from ABCRC in 2016?

8. Are you aware of the Depot Event Team? Yes No

9. If you answered YES to the previous question, how did you hear about the Depot Event Team?

- Regional Meetings
- ABDA Conference
- Correspondence from ABCRC
- Web portal or industry website
- Word of mouth
- Social media

Other _____

10. In 2016, did you have the Depot Event Team participate in an event with your depot? Yes No



11. If you answered NO in Question 10, please proceed to Question 12.

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

i) The value of having the Depot Event Team participate

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

ii) The convenience of booking the Depot Event Team

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

iii) Assistance you received from ABCRC staff during the process

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

12. What, if any, improvements/additions would you like to see on the ABCRC Depot Event Team?

13. Are you aware of ABCRC's infrastructure grants provided through the Community Champions Program (CCP)? Yes No

14. If you answered YES to the previous question, how did you hear about the Community Champions Program?

- Regional Meetings
- ABDA Conference
- Correspondence from ABCRC
- Web portal or industry website
- Word of mouth
- Social media
- Other _____



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15. Are you aware of any community partners in your area who submitted a CCP application in 2016?
Yes No

16. Would you like more information regarding CCP? Yes No

17. What, if any, improvements/additions would you like to see to the Community Champions Program?



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18a. Regarding service from BDL, 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 BDL

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

ii) How quickly BDL responds when you make a request

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

iii) The timeliness of payments received from BDL

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

iv) BDL's communication of payment adjustments

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

v) The quantity of pallets provided by BDL

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

vi) The quality of pallets provided by BDL

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

vii) The quantity of other supplies provided by BDL

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

18b. If you answered 1, 2 or 3 in Question 18a, you gave the service received from BDL in 2016 a low score, have you submitted a ticket through the Quality Monitoring Tool? Please circle.

1 – Yes 2 – No



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18c. If you answered NO to Question 18b., please explain the reasons you answered 1, 2 or 3 in Question 18a.

19a. BDL presented an Action Plan at the 2016 Regional Meetings stating how they planned to improve in areas of dissatisfaction (communication, payments). How satisfied are you with the fulfillment of this BDL Action Plan in 2016? 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	?

19b. If you answered 1, 2 or 3 in Question 19a., you gave the 2016 Action Plan fulfillment by BDL a low score, please explain the reasons you answered 1, 2 or 3 in Question 19a.



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20a. 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>		
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>		
1	2	3	4	5	6	7

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>		
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>		
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>		
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>		
1	2	3	4	5	6	7

20b. If you answered 1, 2 or 3 in Question 20a, you gave the service received from BCMB in 2016 a low score, have you submitted a ticket through the Quality Monitoring Tool? Please circle.

1 – Yes 2 – No



20c. If you answered NO to Question 20b., please explain the reasons you answered 1, 2 or 3 in Question 20a.

21a. BCMB presented an Action Plan at the 2016 Regional Meetings stating how they planned to improve in areas of dissatisfaction (communication, Mystery Shopper results, PAP results, CVR concerns). How satisfied are you with the fulfillment of this BCMB Action Plan in 2016? 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	?

21b. If you answered 1, 2 or 3 in Question 21a., you gave the 2016 Action Plan fulfillment by BCMB a low score, please explain the reasons you answered 1, 2 or 3 in Question 21a.



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22. Are there any other comments you would like to make about the service your depot received from the BCMB in 2016?

**Thank you for completing the survey.
Ensure you submit this survey electronically to be entered in the prize draw!**

