

# Depot Satisfaction Survey

OCTOBER 2015



Beverage Container Management Board

# 2015 Depot Satisfaction Survey

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## Background and Methodology

The Depot Satisfaction Survey measures the performance of the Collection Service Agent (CSA), the Collection Service provider (CSP) and the regulator (BCMB). The Depot network is asked to evaluate all three parties on a series of service questions.

In October 2015, the Beverage Container Management Board (BCMB) conducted the annual Depot Satisfaction Survey for the second time in 2015. The reason for second evaluation was to time the surveys in a way that allows for a full year of data and provides an appropriate timeline for action plans to rectify any issues in relation to the CSP and the CSA. Depot operators were asked to complete the survey at the 2015 ABDA Annual Industry Conference. The Alberta depot network currently consists of 215 universal bottle depots. 126 depot operators completed the 2015 Depot Satisfaction Survey while at the conference, resulting in a 59% completion rate.

In March 2015, the Beverage Container Management Board (BCMB) conducted the annual Depot Satisfaction Survey. Depot operators were asked to complete the survey at the 2015 Regional Meetings. At the time, the Alberta depot network consisted of 215 universal bottle depots. 139 depot operators completed the 2015 Depot Satisfaction Survey while at a Regional Meeting session, resulting in a 65% completion rate.

## Survey Terminology

The 2015 Depot Satisfaction Survey utilized a rating system of one (1) to seven (7), where:

- A rating of 1,2 or 3 = not at all satisfied
- A rating of 4 or 5 = moderately satisfied
- A rating of 6 or 7 = highly satisfied

# ABCRC Analysis

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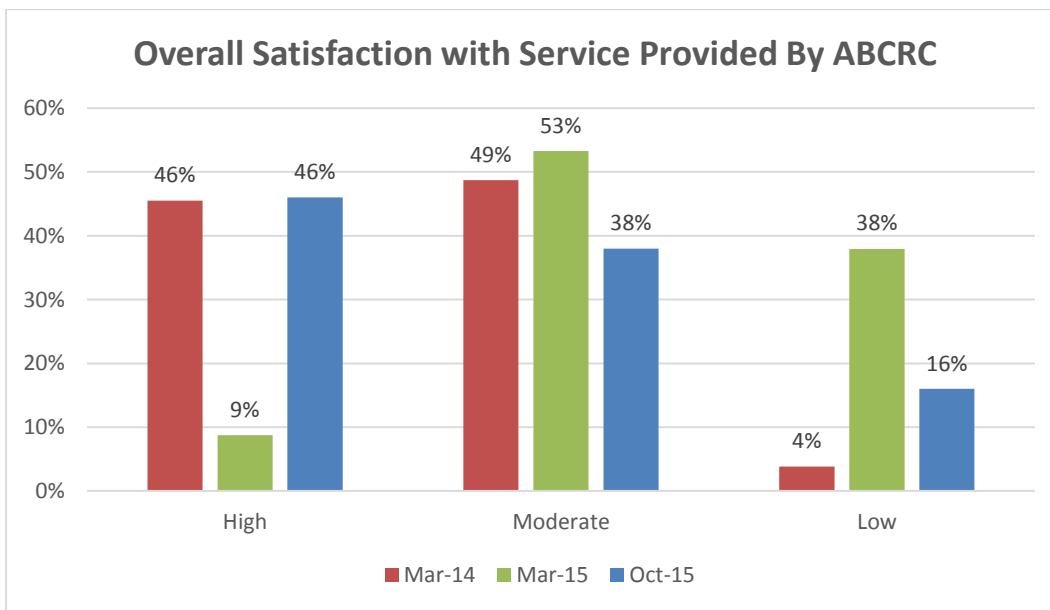
## Summary of Key Findings

Upon review, it was found that all specific aspects of service provided by ABCRC captured in the October 2015 survey showed a marginal increase across every question. When looking at overall satisfaction across all domains, there was a significant increase from March 2015 to October 2015.

### 1. Overall Satisfaction with ABCRC

Comparing both 2015 surveys, there has been a shift from depot operators rating a low level of satisfaction to a higher level of satisfaction. In October 2015, 46% of depot operators were highly satisfied with the service received from ABCRC compared to 9% in March of 2015.

*The comparison between October 2015 and March 2015 is shown in Chart I.*



**Chart I**

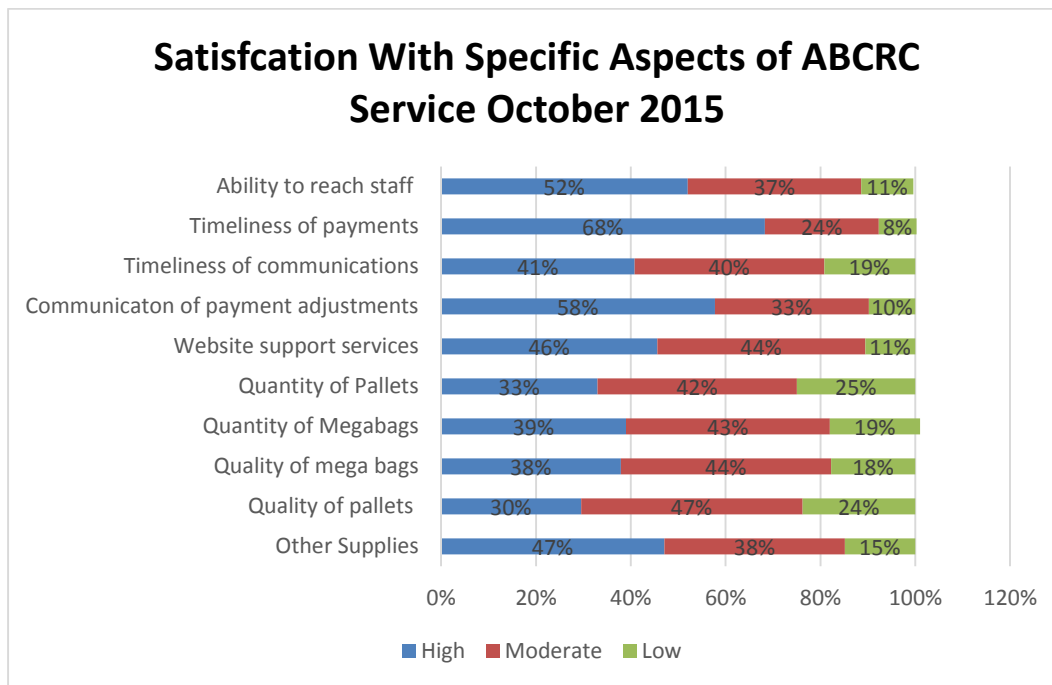
## 2. Satisfaction by Service Requirement in October 2015

**92%** of depot operators were at least moderately satisfied with the timeliness of payments

**90%** of depot operators were at least moderately satisfied with the communication of payment adjustments

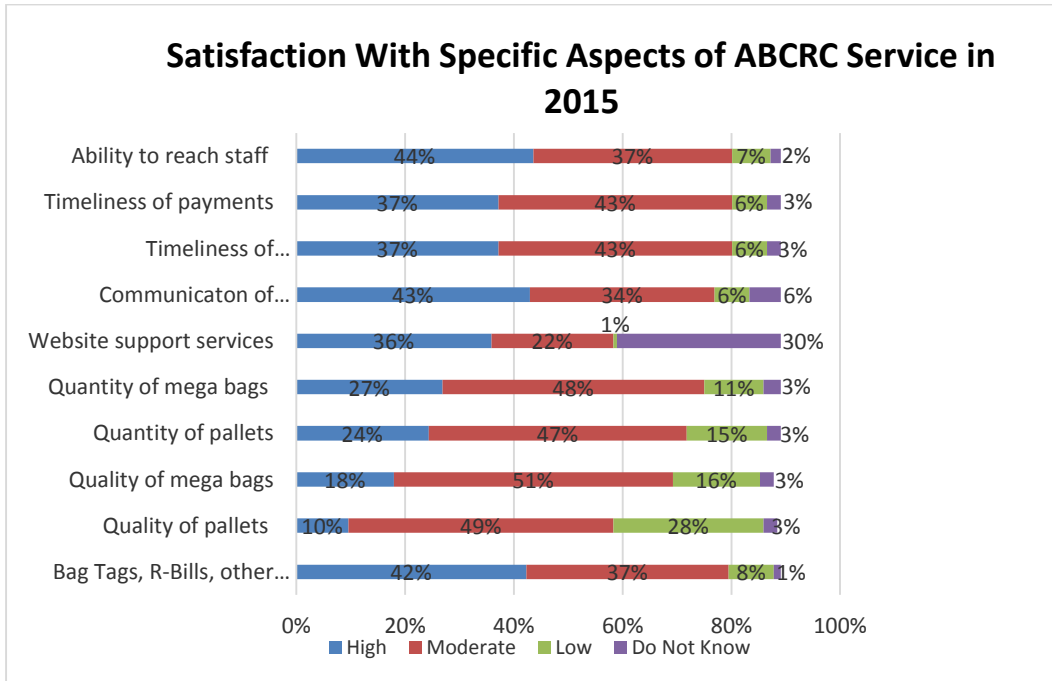
**89%** of depot operators were at least moderately satisfied with the ability to reach staff and website support services

*Each service and level of satisfaction for October 2015 is ranked in Chart II below.*



**Chart II**

Each service and level of satisfaction for March 2015 is ranked in Chart III below.

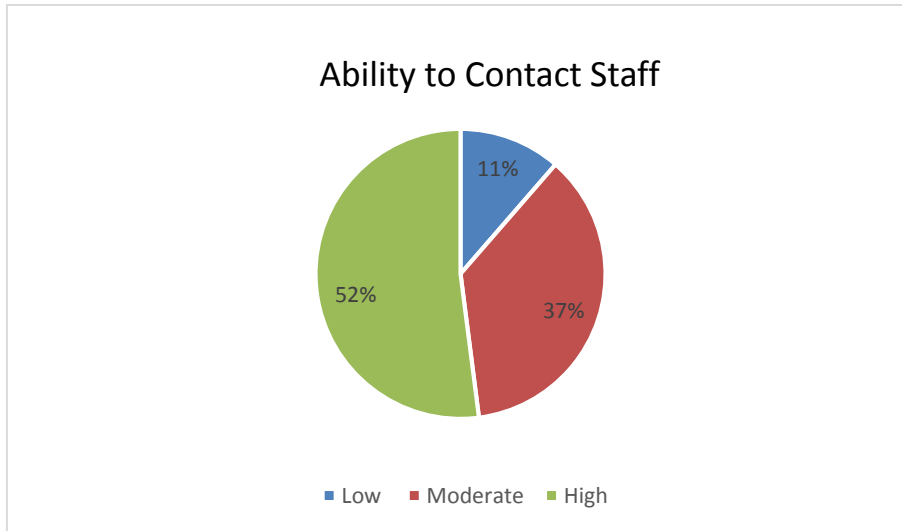


**Chart III**

### 3. Satisfaction with Key Service Indicators for ABCRC

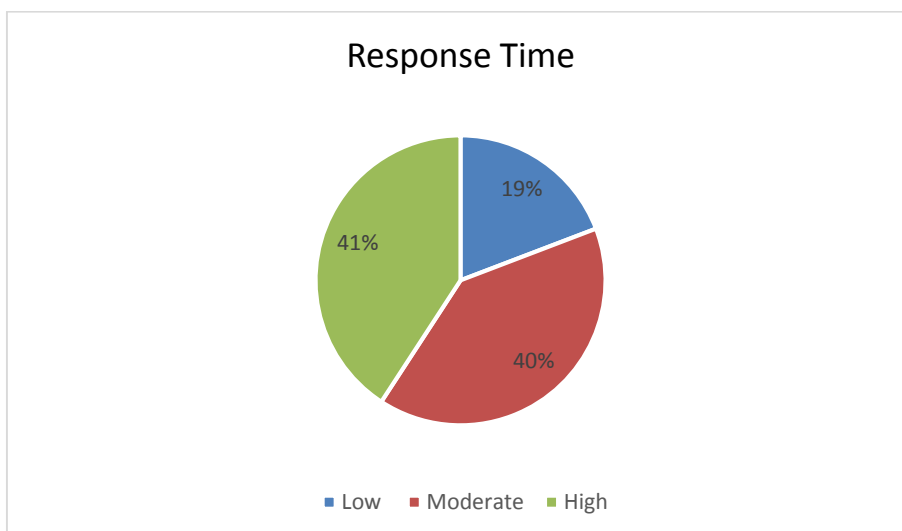
#### Ability to Contact ABCRC Staff

In October of 2015, 52% of depot operators stated they were highly satisfied with their ability to contact ABCRC staff. In March 2015, only 44% of depot operators were highly satisfied showing a slight increase in high satisfaction.



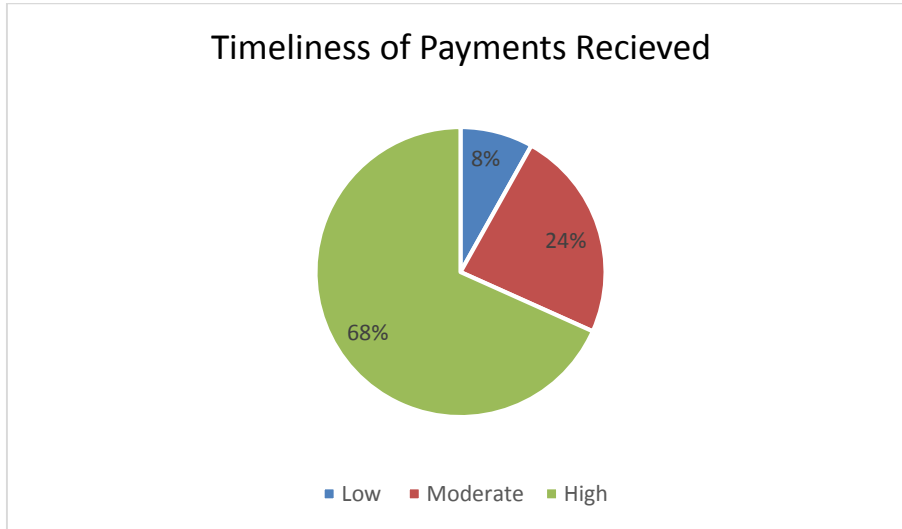
#### How quickly ABCRC responds when a request is made.

When asked to rate the satisfaction level of response time for requests made to ABCRC 41% stated they were highly satisfied In October 2015. In March 2015, only 37% were highly satisfied.



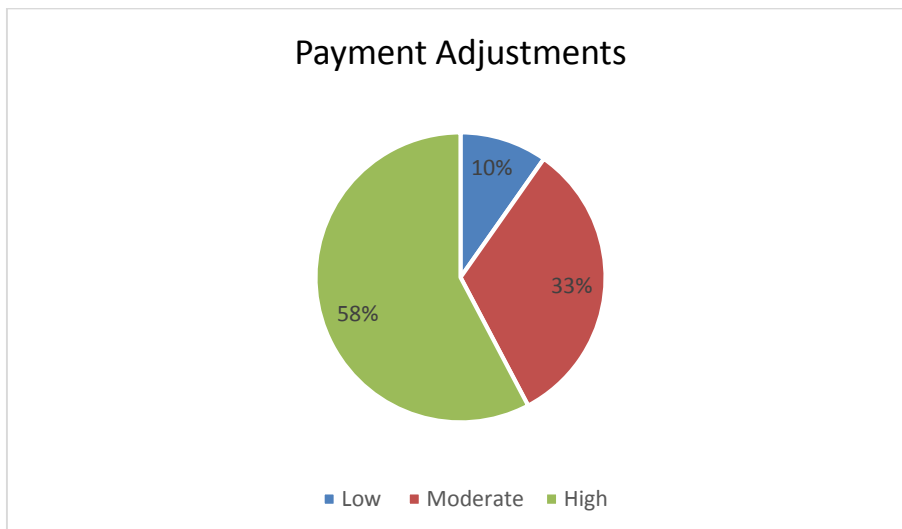
### Timeliness of Payments Received from ABCRC

In October 2015, 68% of those surveyed stated they were highly satisfied with the timeliness of payments received from ABCRC. In March 2015 only 37% were highly satisfied, marking a 31% increase in high satisfaction.



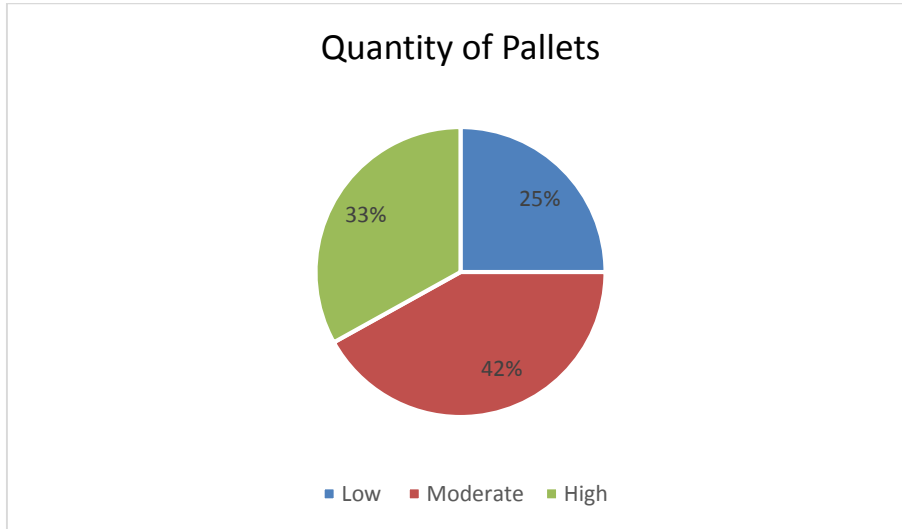
### Timeliness of Payment Adjustment

October 2015 results showed that 58% of depot operators were highly satisfied with the time it took for payments to be adjusted by ABCRC. In March 2015 the level of high satisfaction differed at 43%.



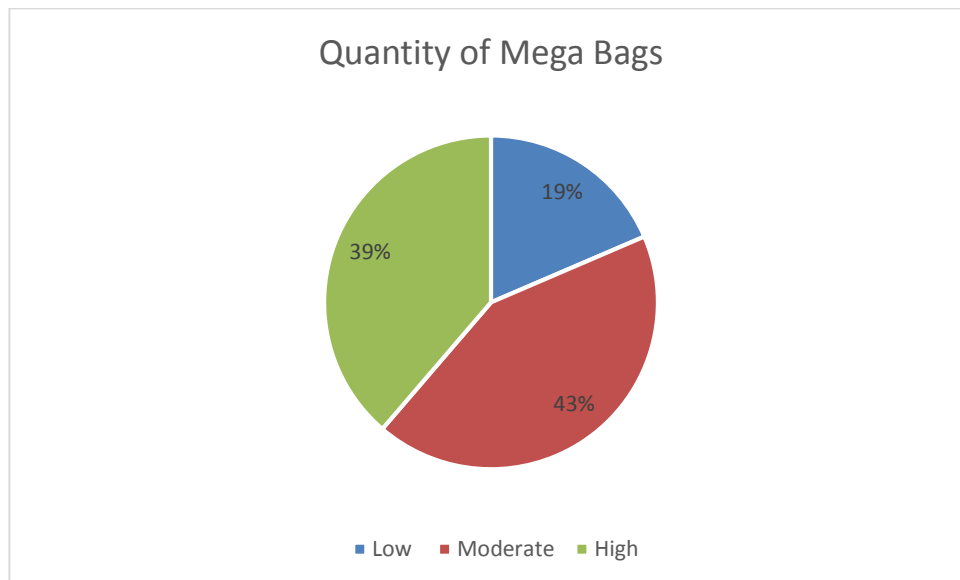
### Quantity of Pallets from ABCRC

33% of depot operators stated that they were highly satisfied with the Quantity of pallets they received from ABCRC in October 2015. In March 2015 only 24% said they were highly satisfied showing a slight increase in high satisfaction.



### Quantity of Mega Bags

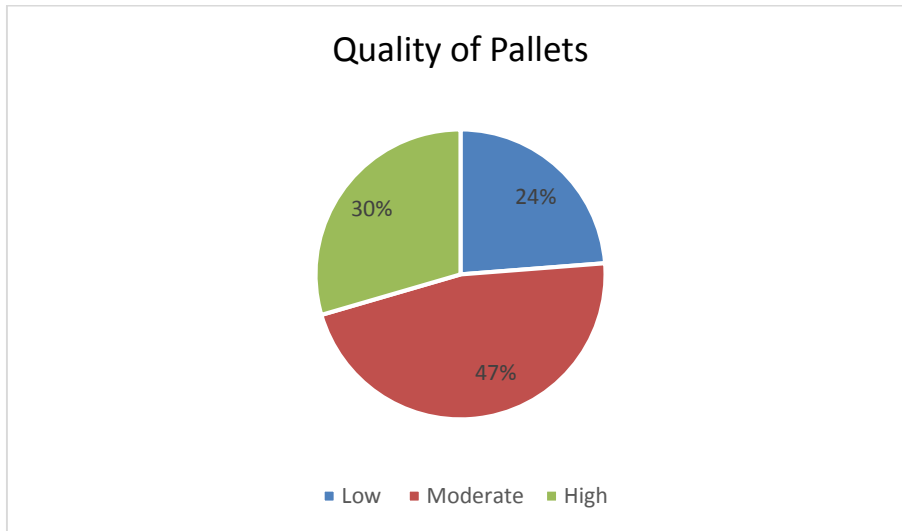
In October 2015, 39% stated they were highly satisfied with the Quantity of Mega Bags received from ABCRC. In March 2015 only 27% said they were highly satisfied with the amount of Mega Bags.





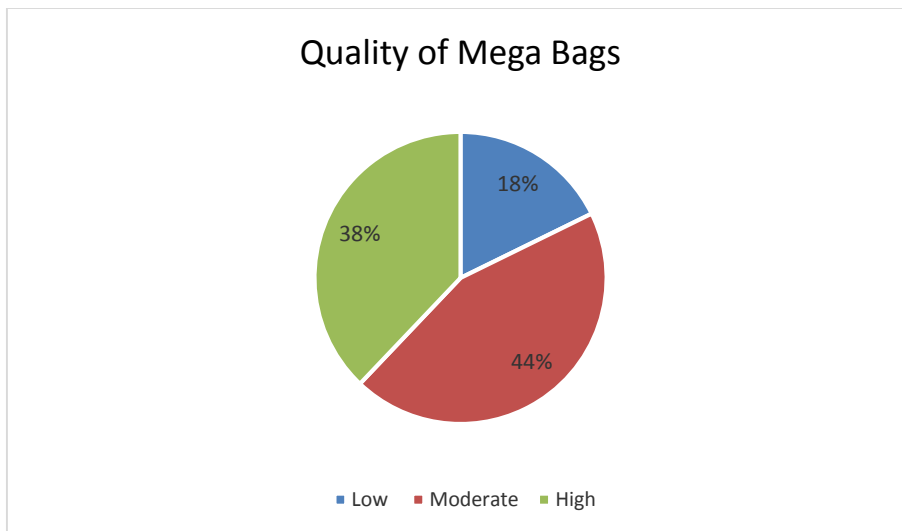
### Quality of Pallets from ABCRC

30% of depot operators said they were highly satisfied with the quality of pallets from ABCRC in October 2015. In March 2015 only 10% stated they were highly satisfied showing a 20% increase.



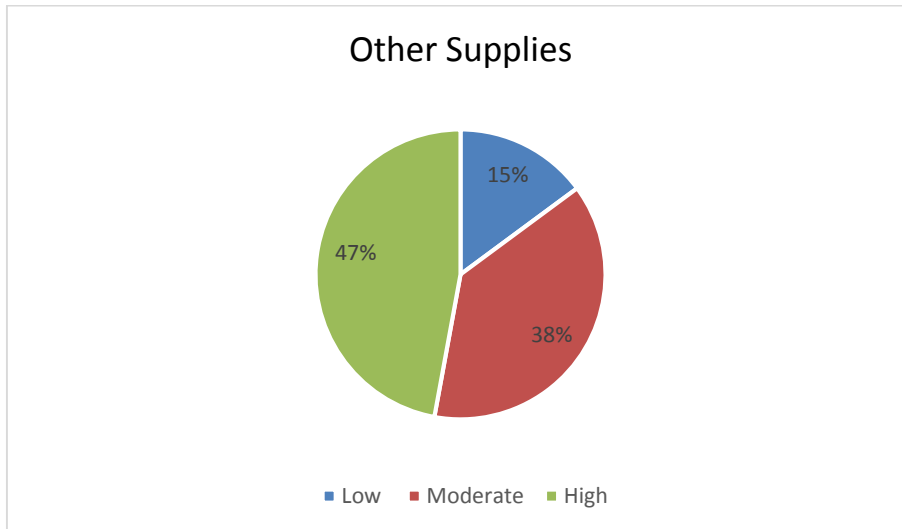
### Quality of Mega Bags

38% of the depot operators stated that they were highly satisfied with the quality of Mega Bags provided by ABCRC in October 2015. In March 2015, only 18% said they were highly satisfied.



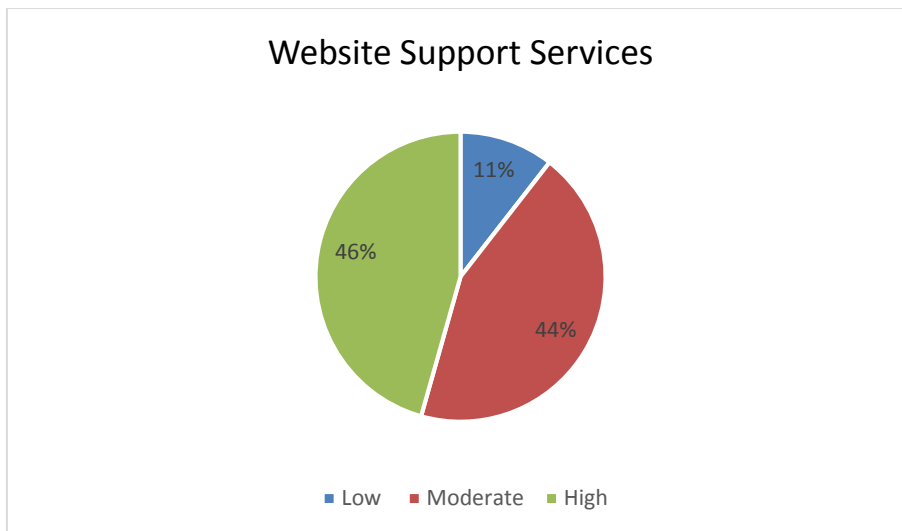
### Other Supplies

In October 2015, 47% responded they were highly satisfied with the amount of other supplies they received from ABCRC. In March 2015, 42% said they were highly satisfied.



### Website Support Services

46% of depot operators said they were highly satisfied with website support from ABCRC, in March 2015 only 36% were highly satisfied.

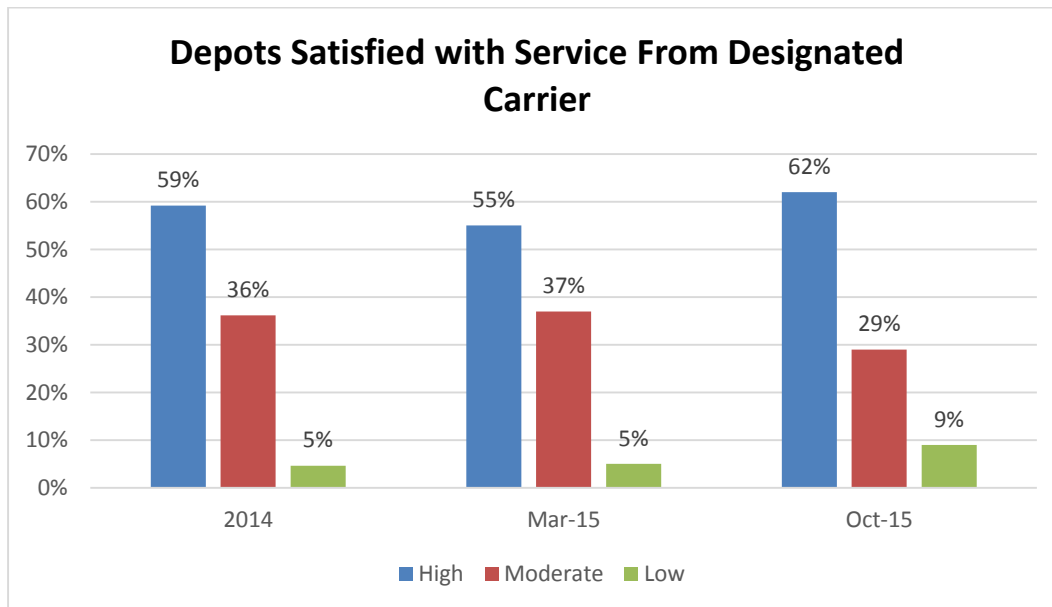


#### 4. Service Provided by Designated Carrier

Overall 62% of the depot operators rate the service they received from their carrier at a high overall satisfaction rating, a slight increase from March 2015. 29% gave a moderate rating and approximately 9% gave a low satisfaction rating.

Overall 91% of depot operators are at least moderately satisfied with the service provided by the designated carrier down from 92% in March 2015.

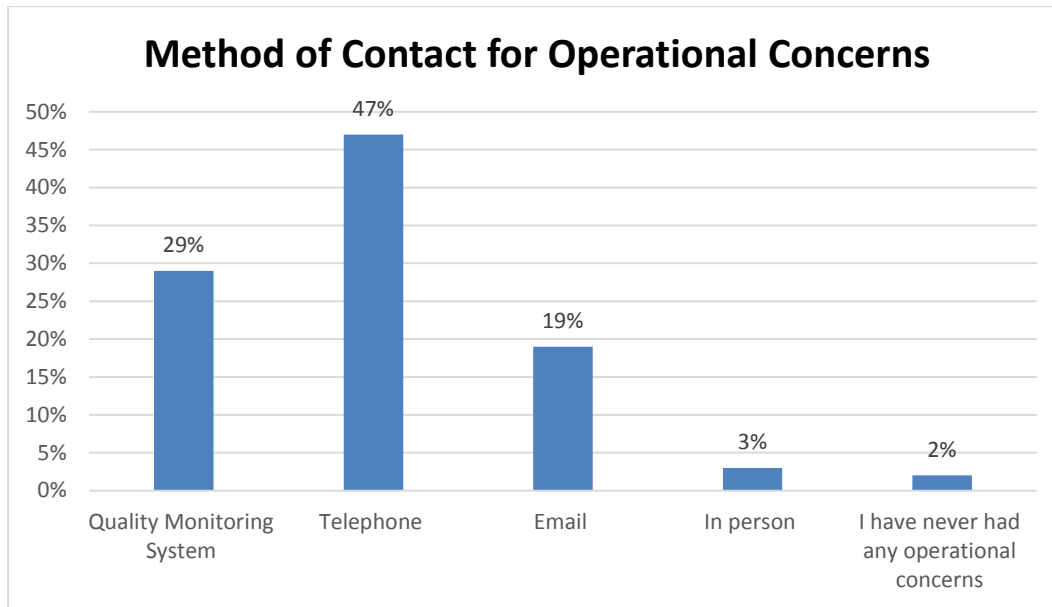
*The comparison between March 2015 and October 2015 is shown in Chart IV*



**Chart IV**

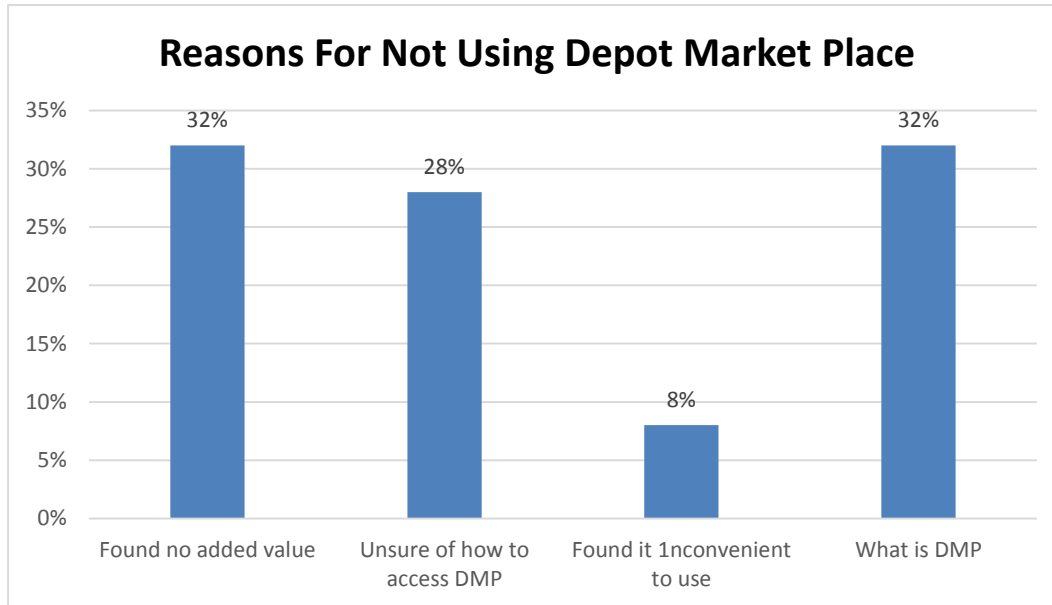
## 5. Quality Monitoring

Depot operators were asked to provide what method of contact they used when resolving issues with ABCRC. 47% used the telephone, 29% used the Quality Monitoring System, 19% used email, 3% stated they contacted ABCRC in person, and 2% stated they have never had any operational issues to deal with.



## 6. Depot Marketplace

When asked if depot operators used the Depot Market Place this year, 64% said yes, while 36% said no. Of those who said she did not use the program, 28% of the respondents stated that they are unsure of how to access the program funding, 32% stated that they found no added value, 32% stated they unsure of what depot Market Place is and 8% found it inconvenient to use. *Please see Chart V below.*



**Chart V**

# BCMB Analysis

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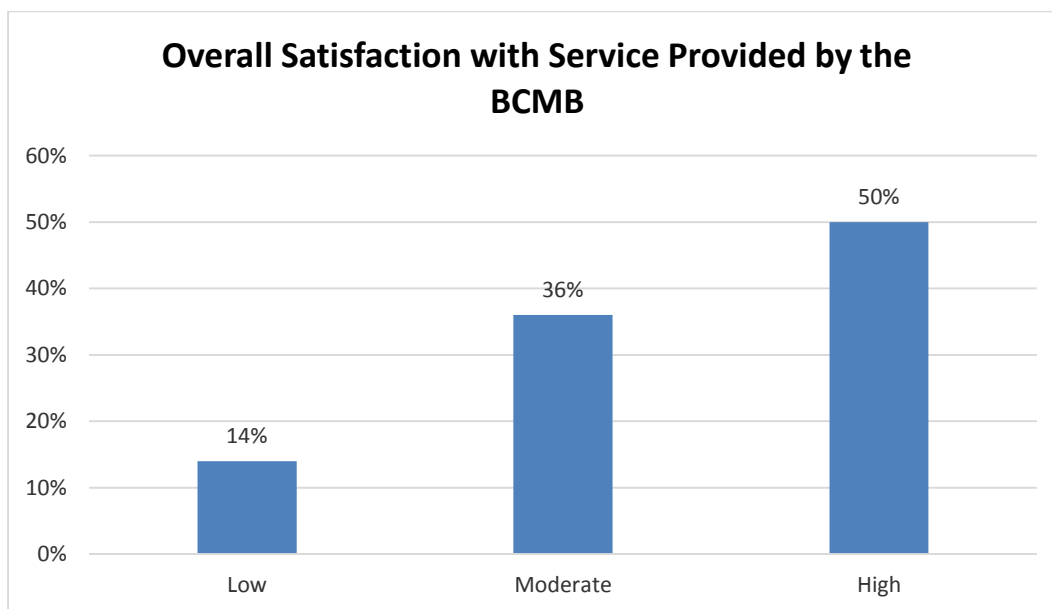
## Summary of Key Findings

The October 2015 survey results indicated a marginal increase across all aspects of service with the exception of question regarding transparency in the Permit Renewal process and PAP movement notification. Depot operators stated that they were significantly more notably more comfortable with both of these items compared to March 2015.

### 1. Overall Satisfaction with the BCMB

As seen in the graph below, 86% of the depot operators stated they were at least moderately satisfied with the overall service of the BCMB, while only 14% stated they had low satisfaction.

*October 2015 is shown in Chart I.*



**Chart I**

## 2. Satisfaction by Service Requirement in October 2015

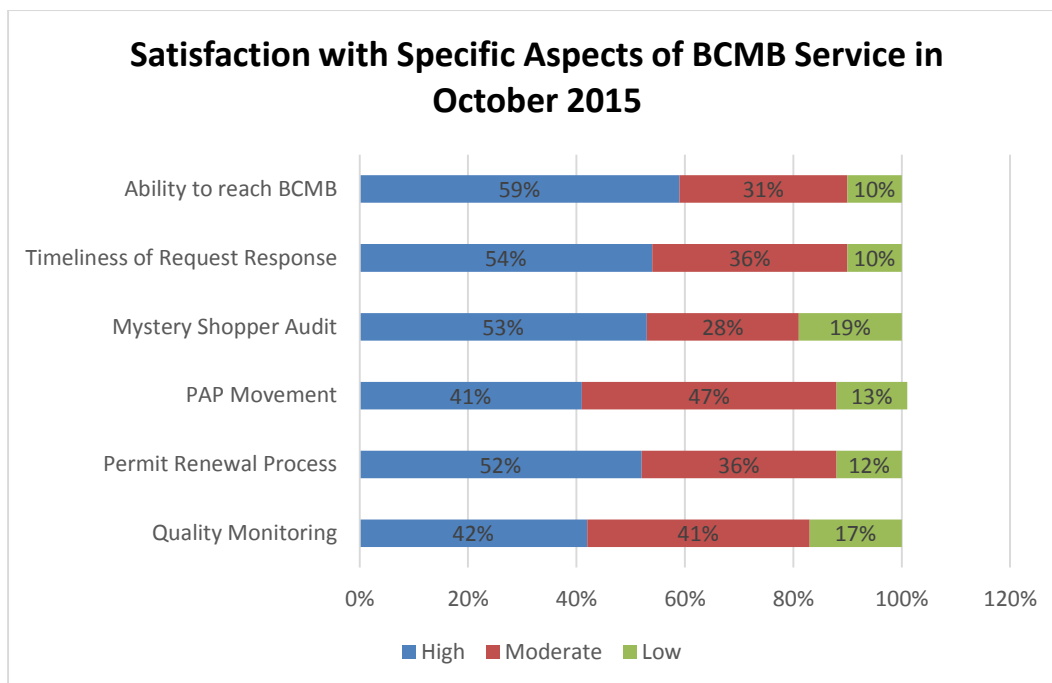
**90%** of depot operators were at least moderately satisfied with the ability to reach BCMB staff and the timeliness of a response when a request is made

**88%** of depot operators were at least moderately satisfied with the transparency of the Permit Renewal Process

**87%** of depot operators were at least moderately satisfied with timeliness of their PAP results

**81%** of depot operators were at least moderately satisfied with the timeliness of their Mystery Shopper results

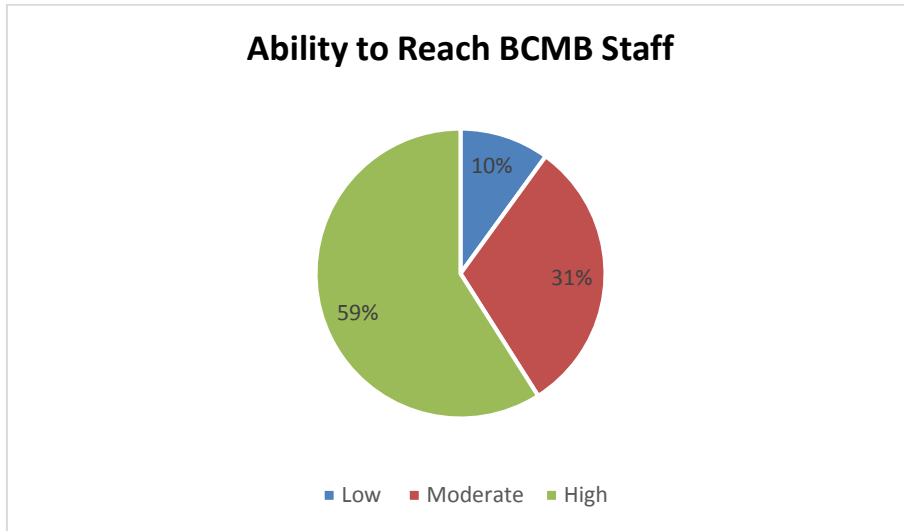
*Each service and level of satisfaction for October 2015 is ranked in Chart II below*



**Chart II**

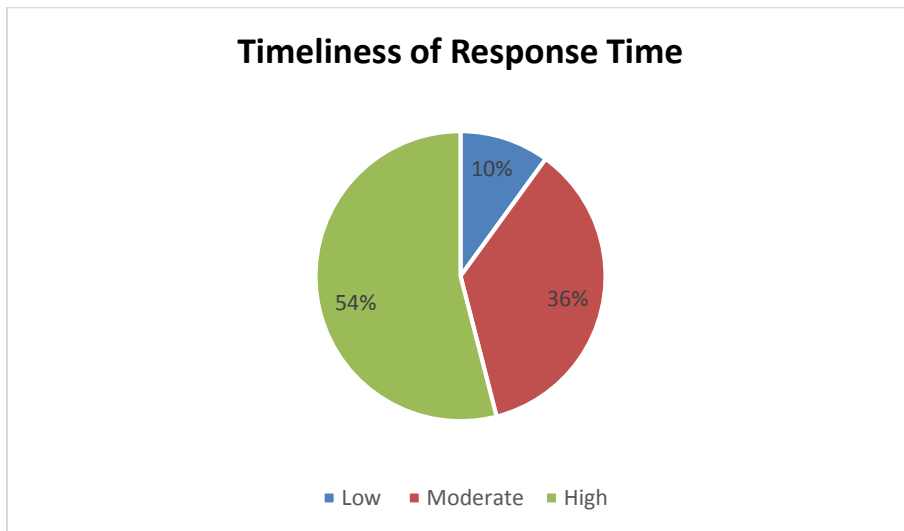
**Ability to contact and reach the staff at the BCMB**

59% of depot operators said they were highly satisfied with their ability to reach BCMB staff in October of 2015, in March 2015 only 53% were highly satisfied showing a slight increase.



**How quickly BCMB responds when a request is made**

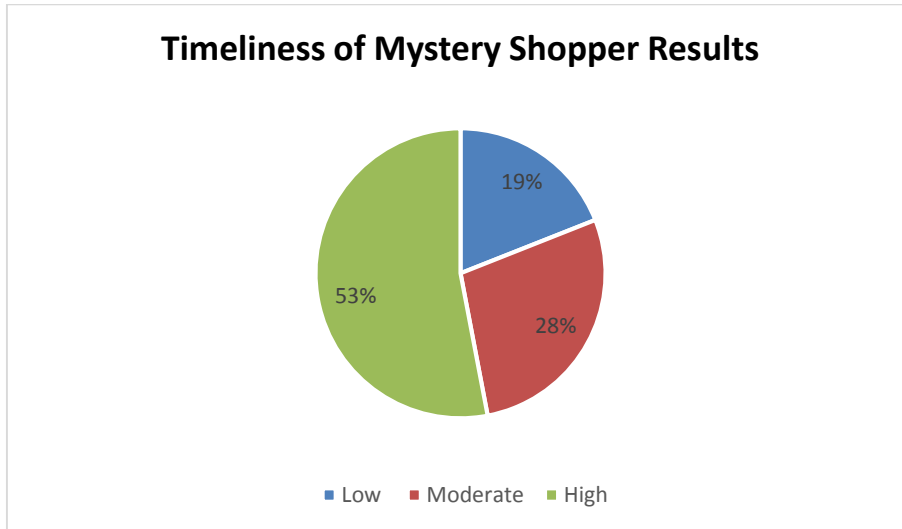
54% of depot operators said they were highly satisfied with the BCMB's response time, in March 2015 only 47% were highly satisfied.





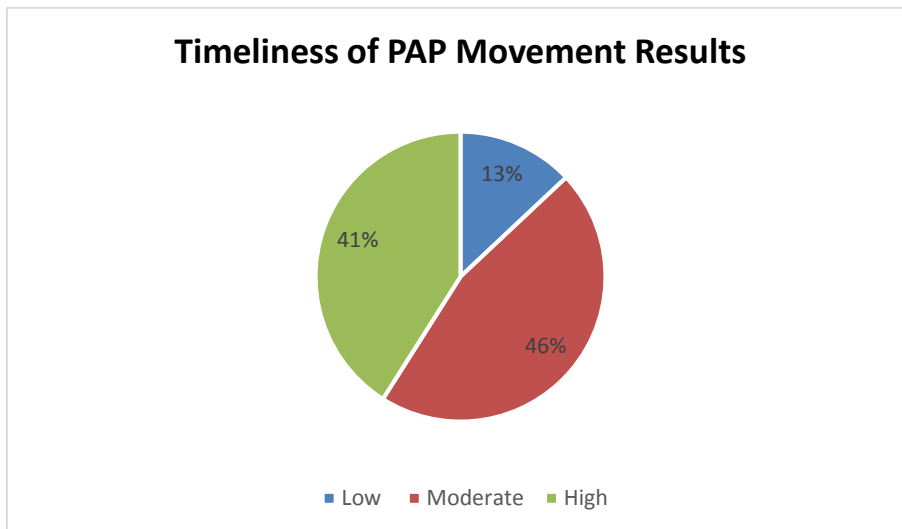
### Receipt of Mystery Shopper Results

53% of depot operators said they were highly satisfied with the timeliness when receiving Mystery Shopper results, in March 2015 only 40% were highly satisfied.



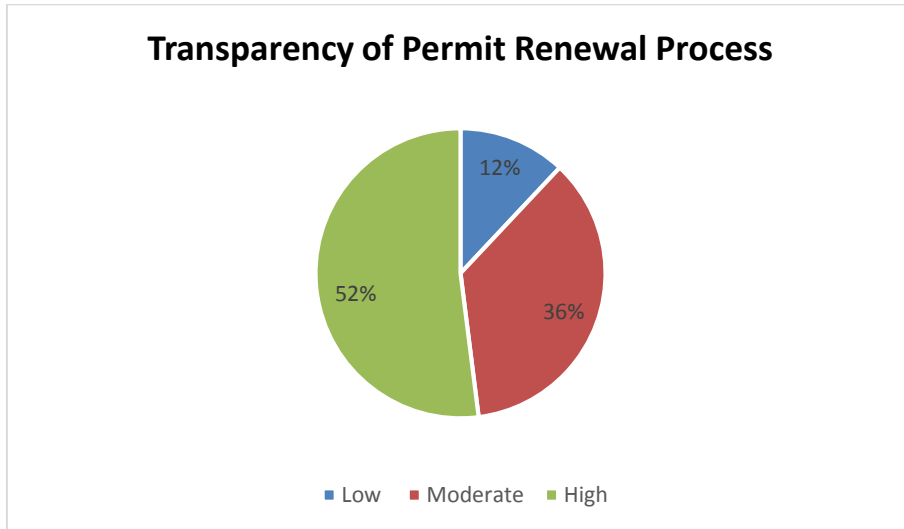
### Receipt of PAP Movement Results

41% of depot operators said they were highly satisfied with the timeliness of the PAP movement, in March 2015 only 24% were highly satisfied.



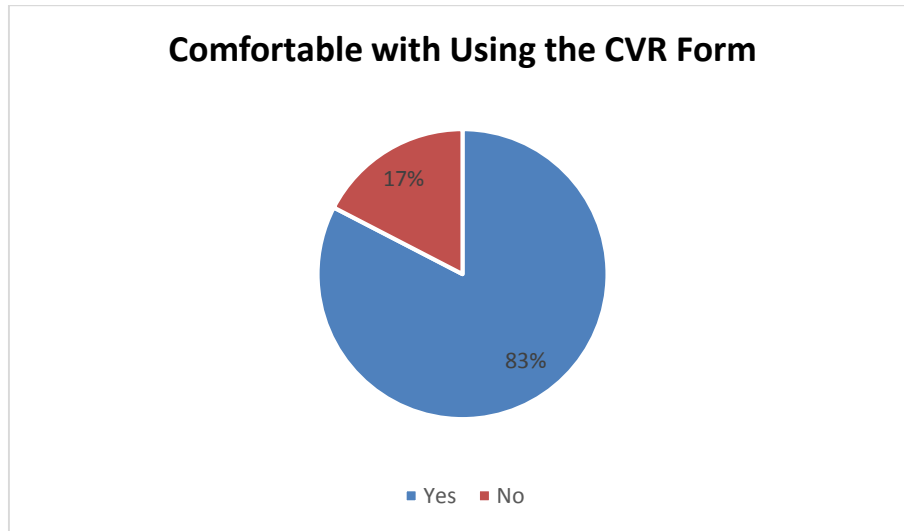
### Permit Renewal Process

52% of depot operators said they were highly satisfied with the transparency of the permit renewal process, in March 2015 only 29% were highly satisfied showing a large increase

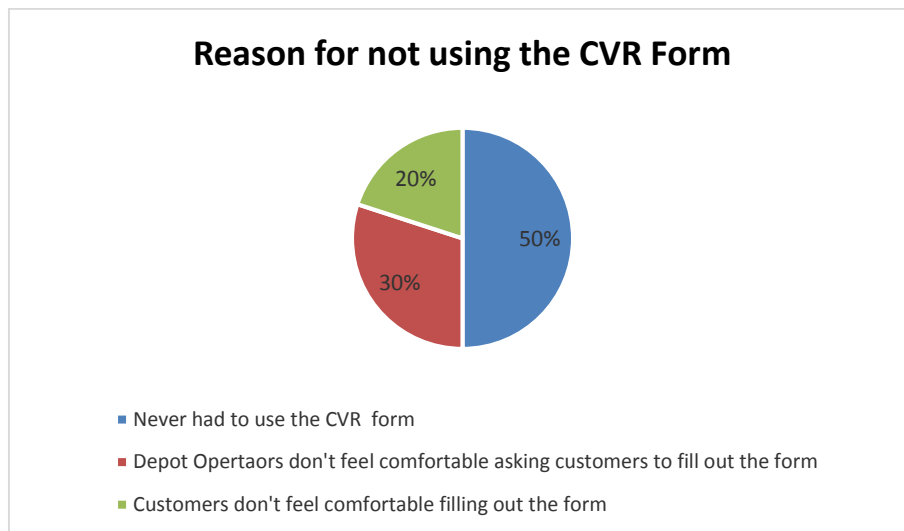


### 3. Container Validation Request Form

Depot operators were asked if they felt comfortable using and submitting a Container Validation request Form (CVR). 83% of depot operators stated that they felt comfortable using and submitting the CVR form, while only 17% stated they did not feel comfortable.



Of those who stated they did not feel comfortable using the CVR form, 50% said it was because they have never had to use it, 30% said as a depot operator they did not feel comfortable asking customers to fill it out, and 20% believed that their customers feel uncomfortable filling out the form.



# BDL Analysis

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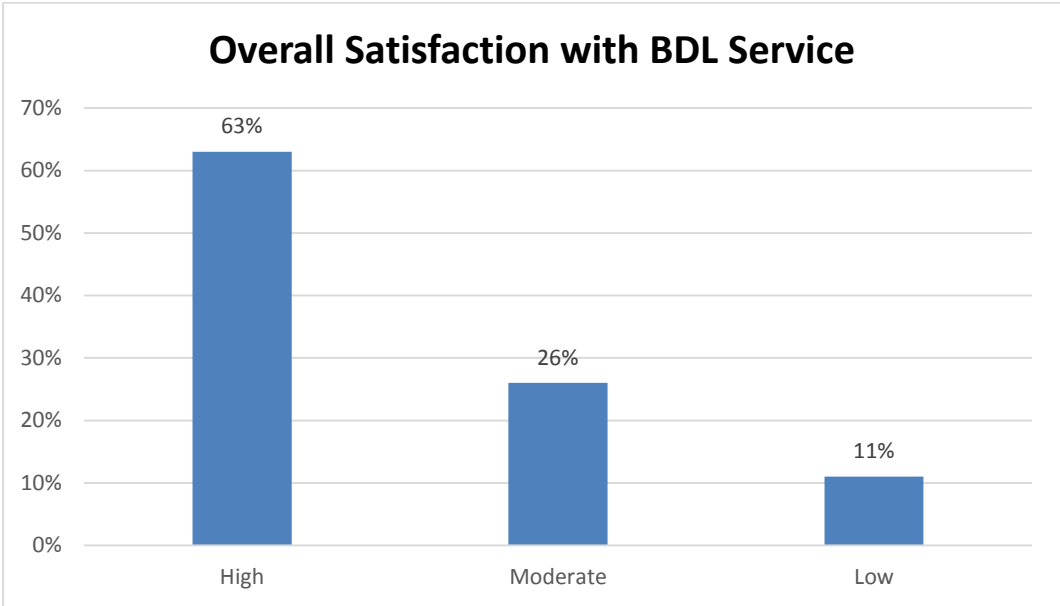
## Summary of Key Findings

In October 2015, questions regarding BDL were incorporated into the survey. Results show that the majority of depot operators are at least moderately satisfied in all areas of service.

### 1. Overall Satisfaction with BDL

As seen in the graph below, 89% of the depot operators stated they were at least moderately satisfied with the overall service of BDL, while only 11% stated they had low satisfaction.

*October 2015 is shown in Chart I.*



**Chart I**

## 2. Satisfaction by Service Requirement in October 2015

97% of depot operators were at least moderately satisfied with the quality of pallets supplied by BDL

95% of depot operators were at least moderately satisfied with the quantity of pallets supplied by BDL

94% of depot operators were at least moderately satisfied with other supplies provided.

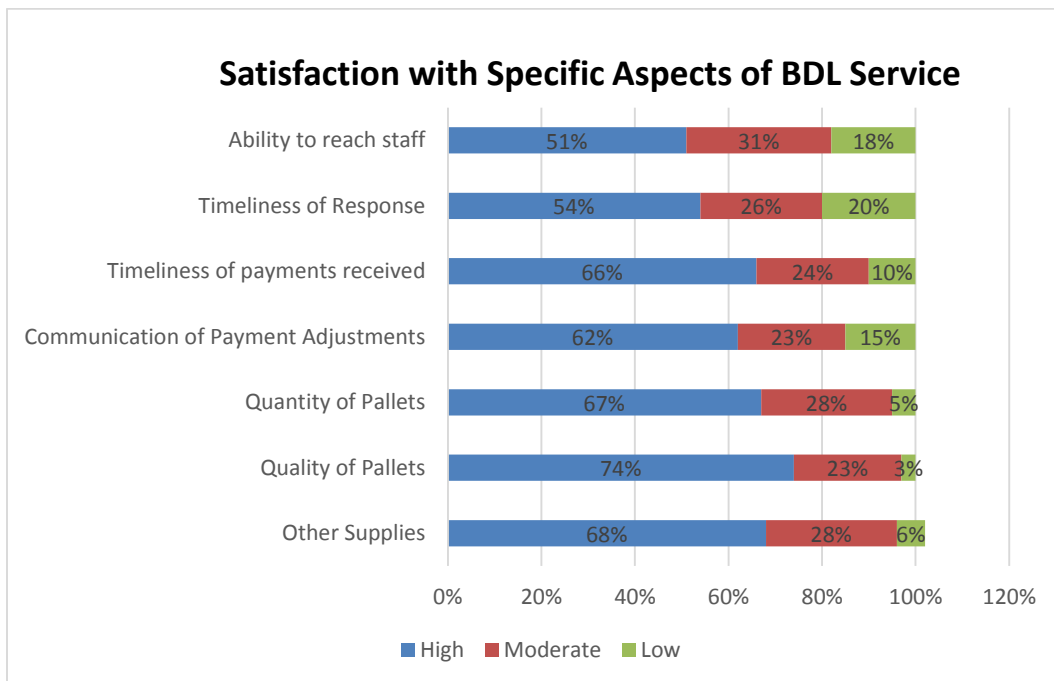
90% of depot operators were at least moderately satisfied with the timeliness of payments received

85% of depot operators were at least moderately satisfied with communication of payment adjustments

82% of depot operators were at least moderately satisfied with the ability to reach BDL staff

*Each service and level of satisfaction for October 2015 is ranked in Chart II below*

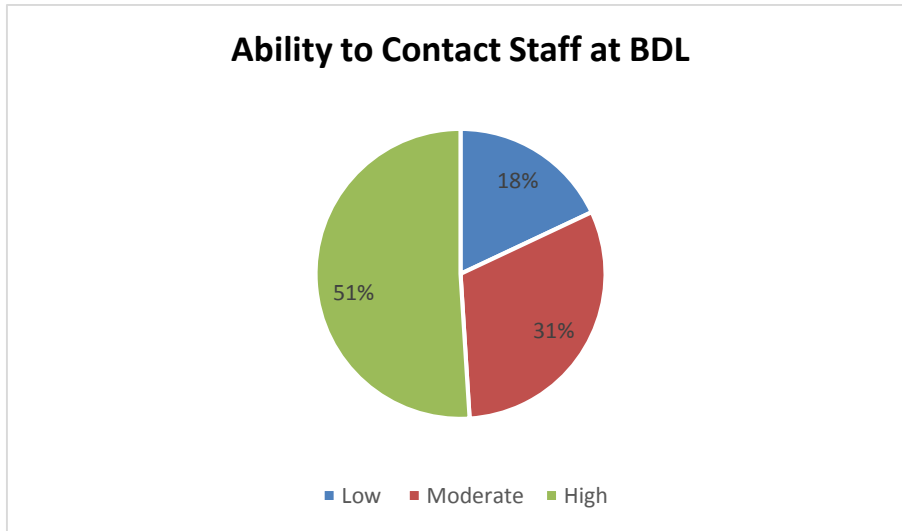
**Chart II**



### 3. Satisfaction with Key Service Indicators for BDL

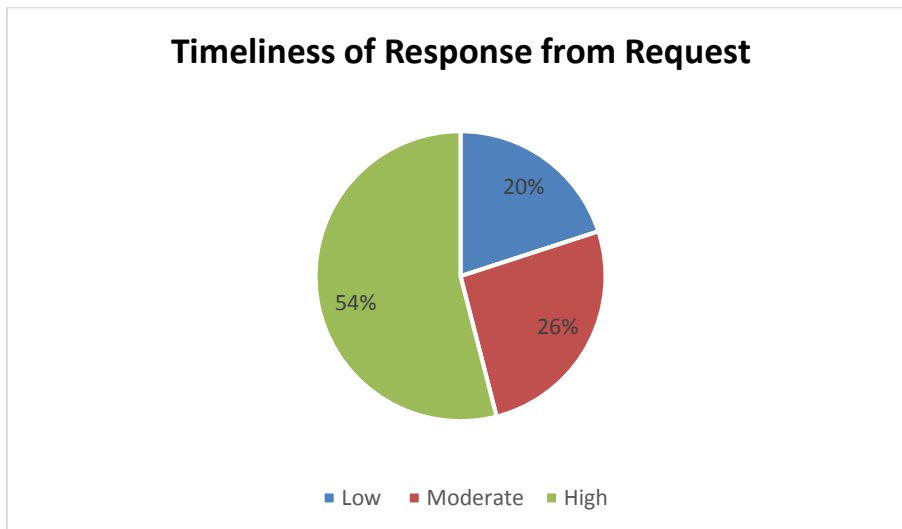
#### Ability to contact and reach the staff at the BDL

51% of depot operators said they were highly satisfied with their ability to reach BDL staff in October of 2015.



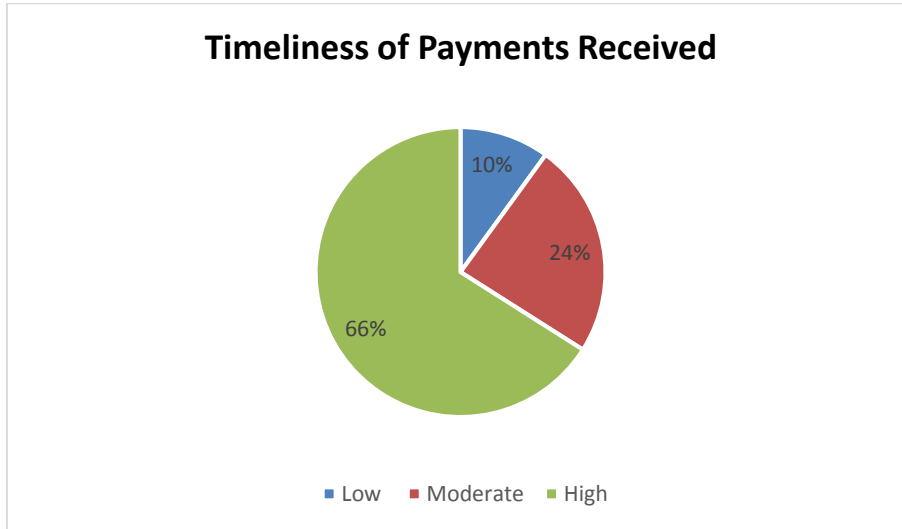
#### How quickly ABCRC responds when a request is made

When asked to rate the satisfaction level of response time for requests made to BDL, 54% stated they were highly satisfied.



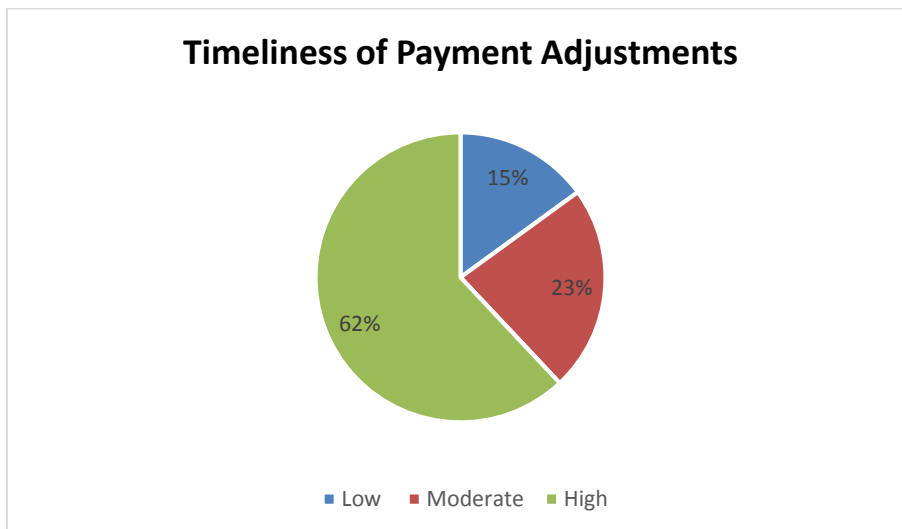
### Timeliness of Payments Received from ABCRC

In October 2015, 66% of those surveyed stated they were highly satisfied with the timeliness of payments received from BDL.



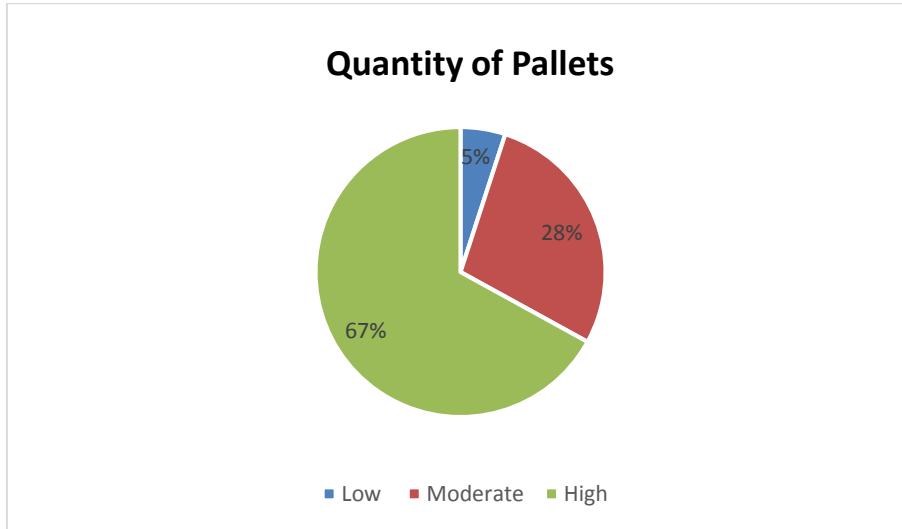
### Timeliness of Payment Adjustment

October 2015 results showed that 62% of depot operators were highly satisfied with the time it took for payments to be adjusted by BDL.



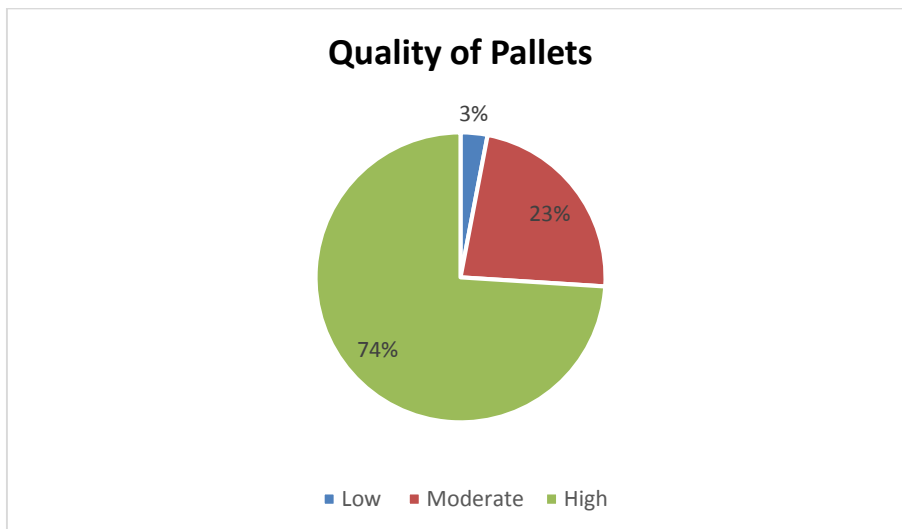
### Quantity of Pallets from BDL

67% of depot operators stated that they were highly satisfied with the quantity of pallets they received from BDL in October 2015.



### Quality of Pallets from BDL

74% of depot operators said they were highly satisfied with the quality of pallets from BDL in October 2015.





### Other Supplies

In October 2015, 68% responded they were highly satisfied with the amount of other supplies they received from BDL.

