

Re-Centre Member Survey Results

October 2015



Re-Centre Member Survey

- Survey sent to members who have used re-centres at least once in last 12 months (2031) as of 2015-10-15
- Total Respondents: 896 or 44.12%
- Survey data collected using Google Forms
- Survey link sent by email October 21st 2015

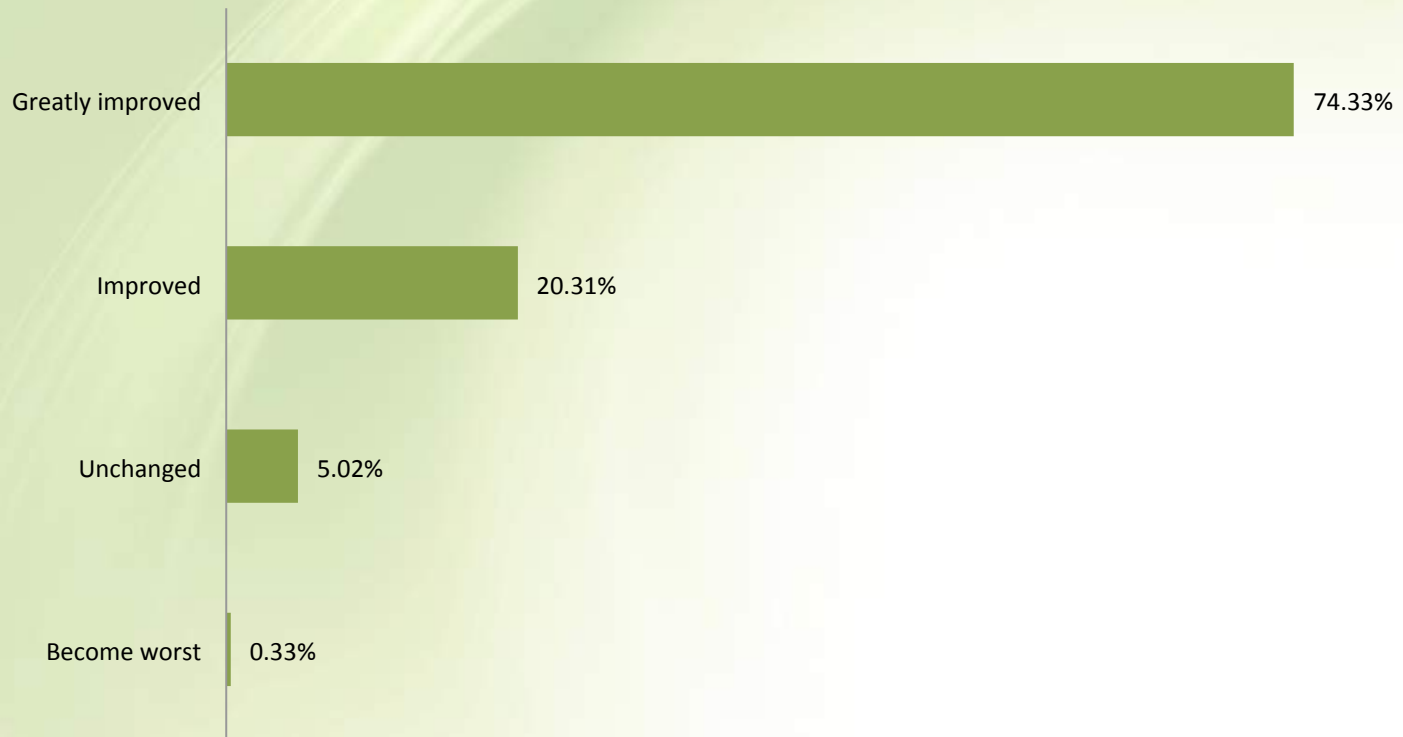
Before becoming a re-centre member, did you regularly or occasionally return your containers to a traditional redemption centre?



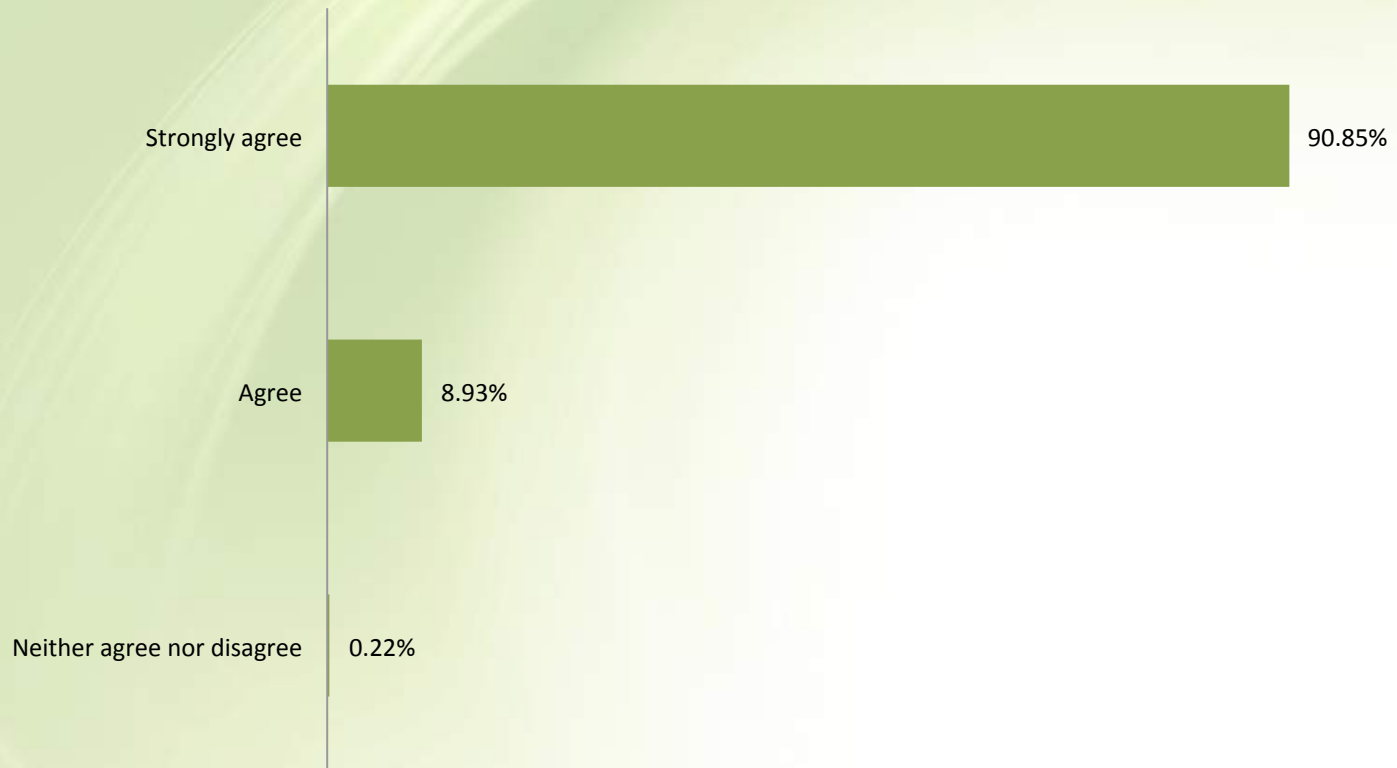
Do you currently use the re-centres in combination with other types of redemption centres?



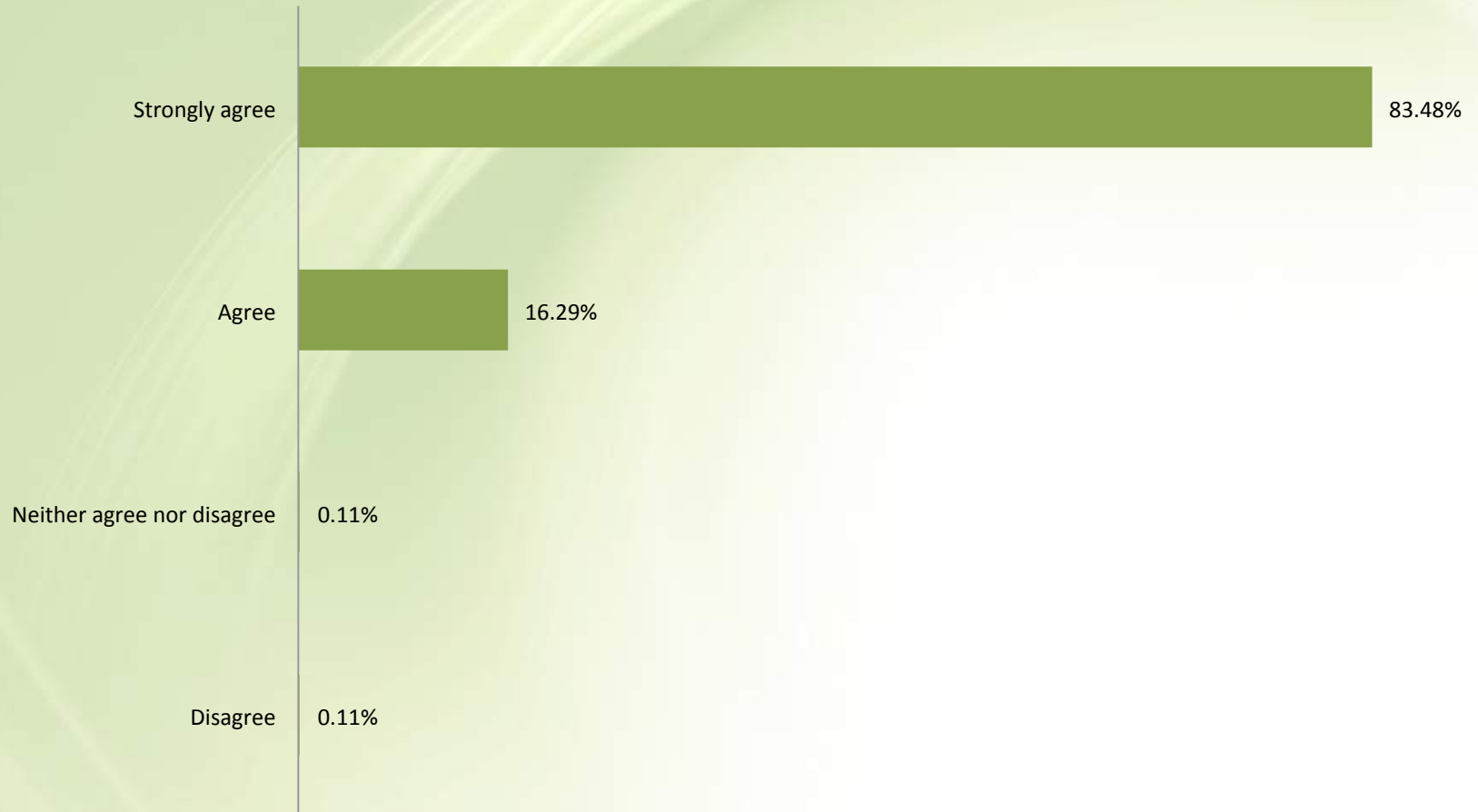
How has your recycling experience changed since using the re-centres?



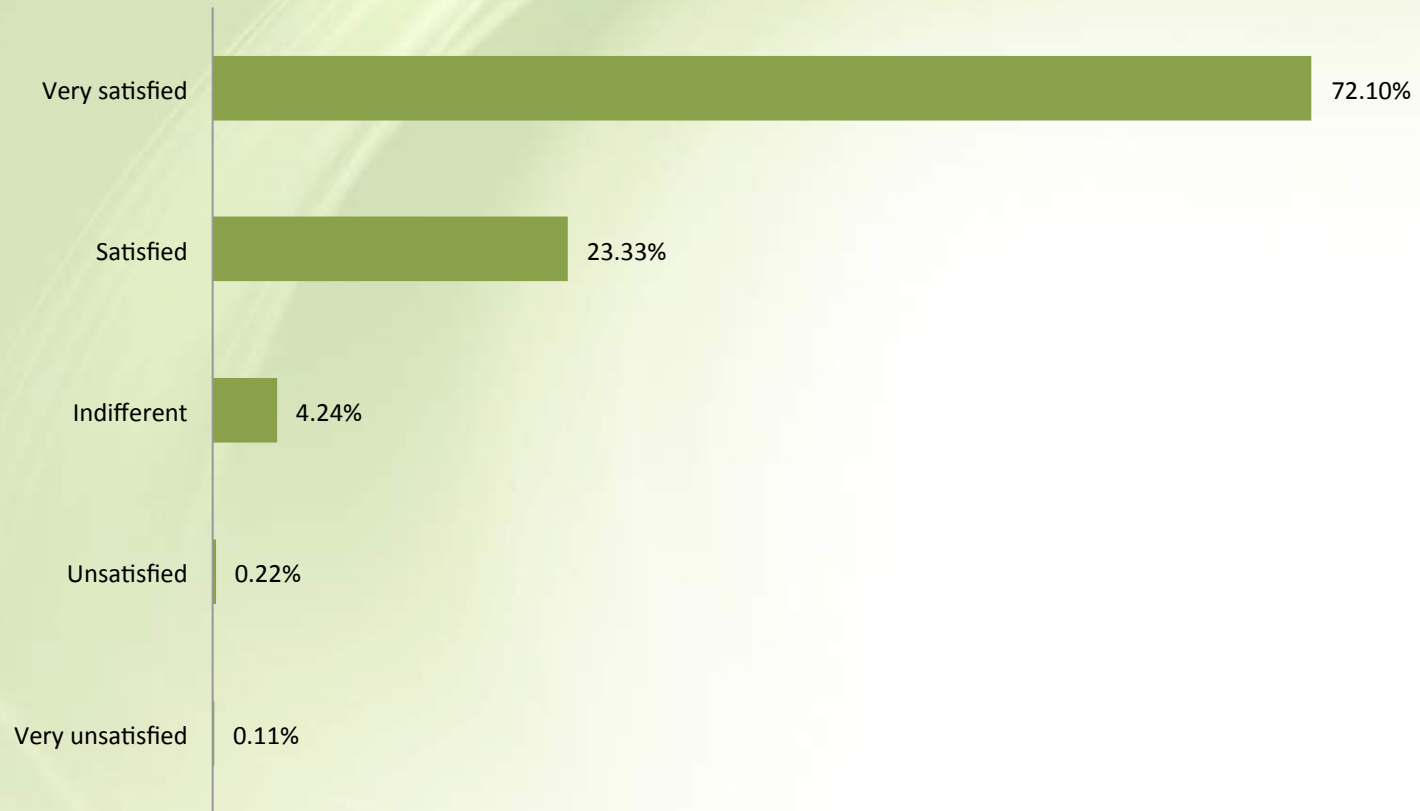
To what level do you agree: the re-centres are quick and convenient?



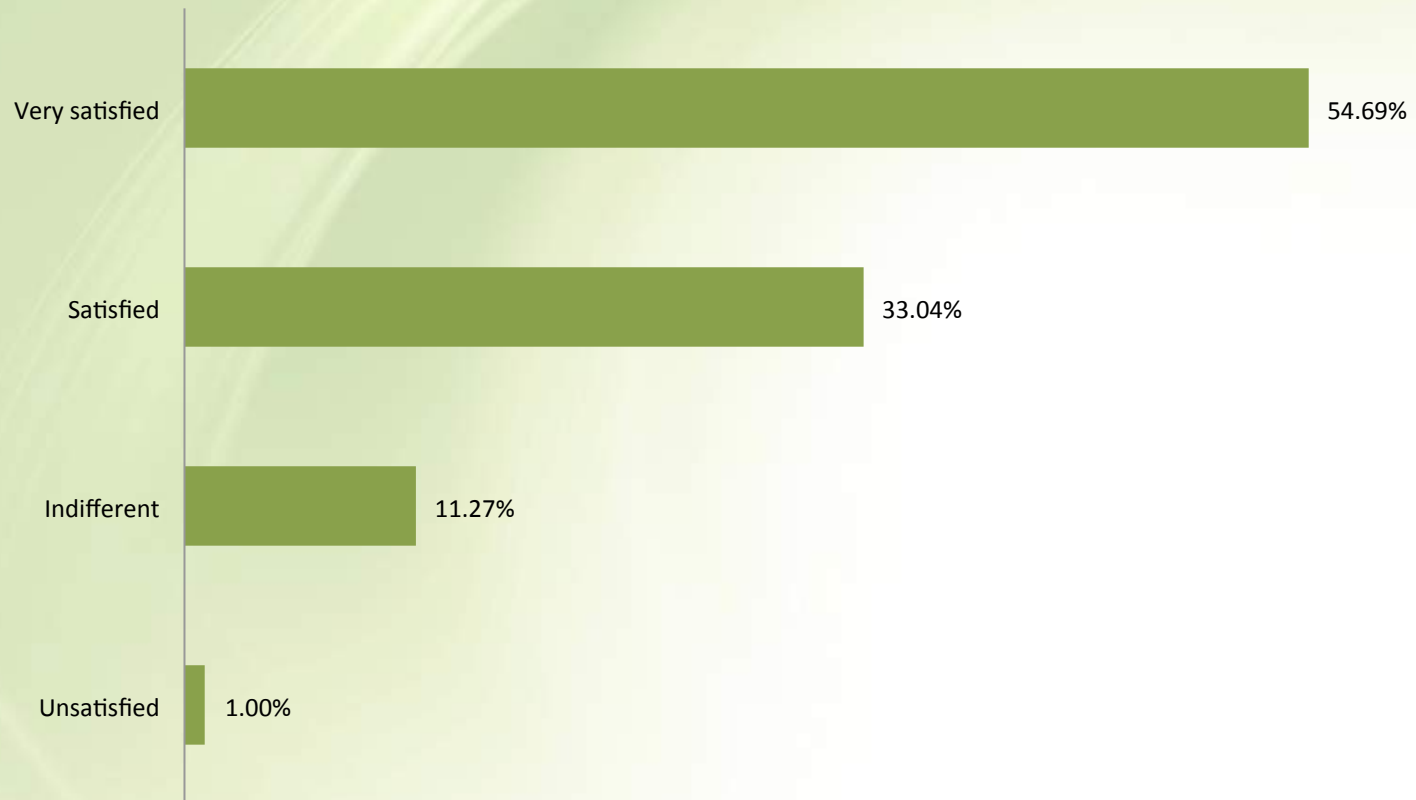
To what level do you agree: the re-centres are user-friendly?



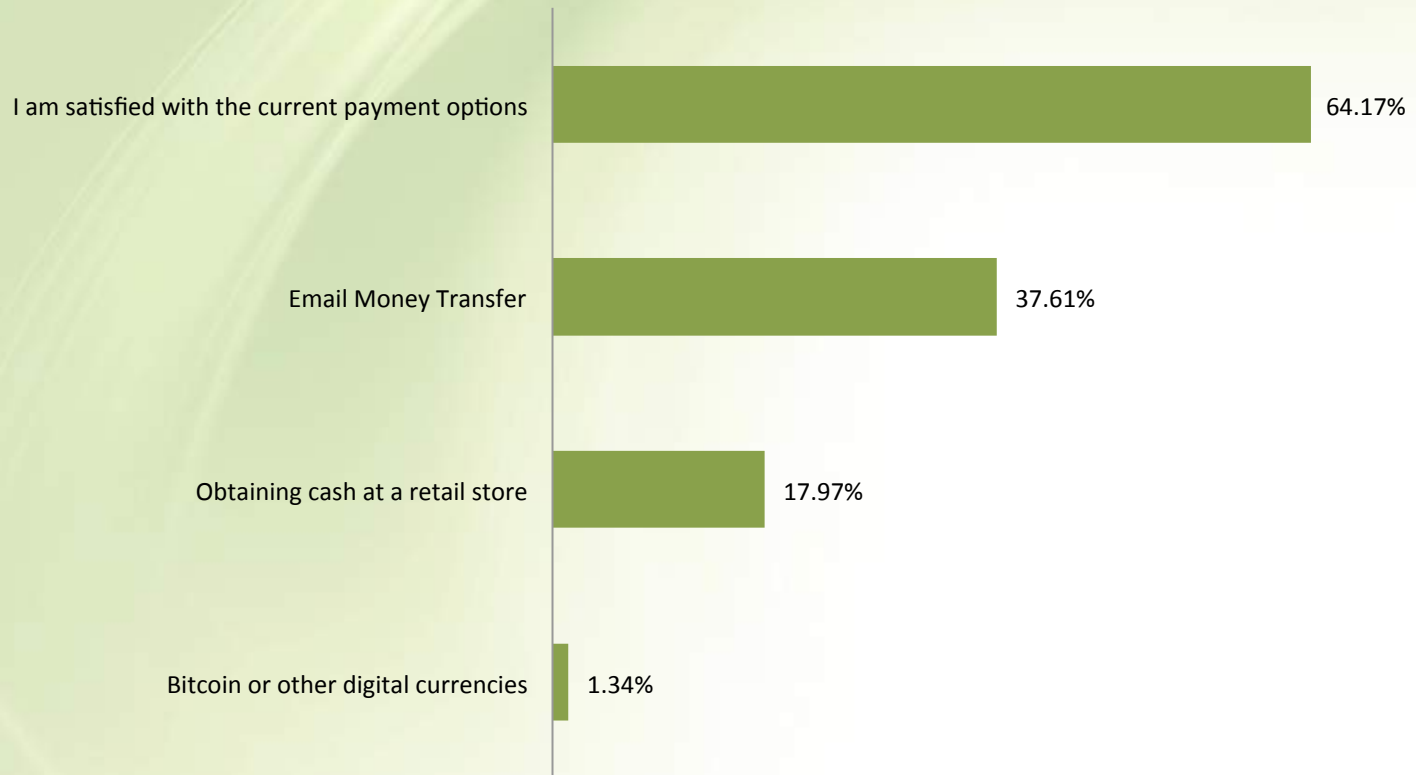
How satisfied are you with the processing time for your bags?



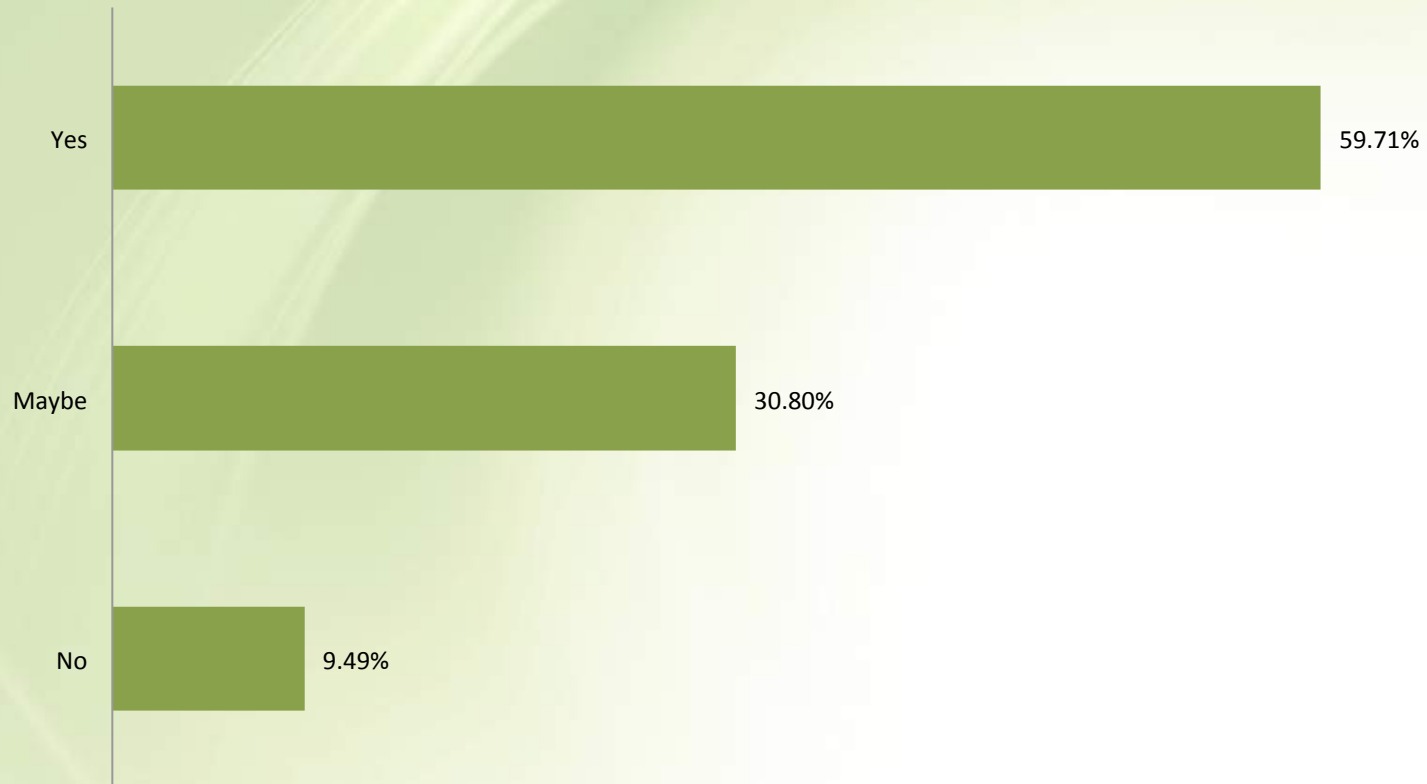
How satisfied are you with the accuracy of your container count?



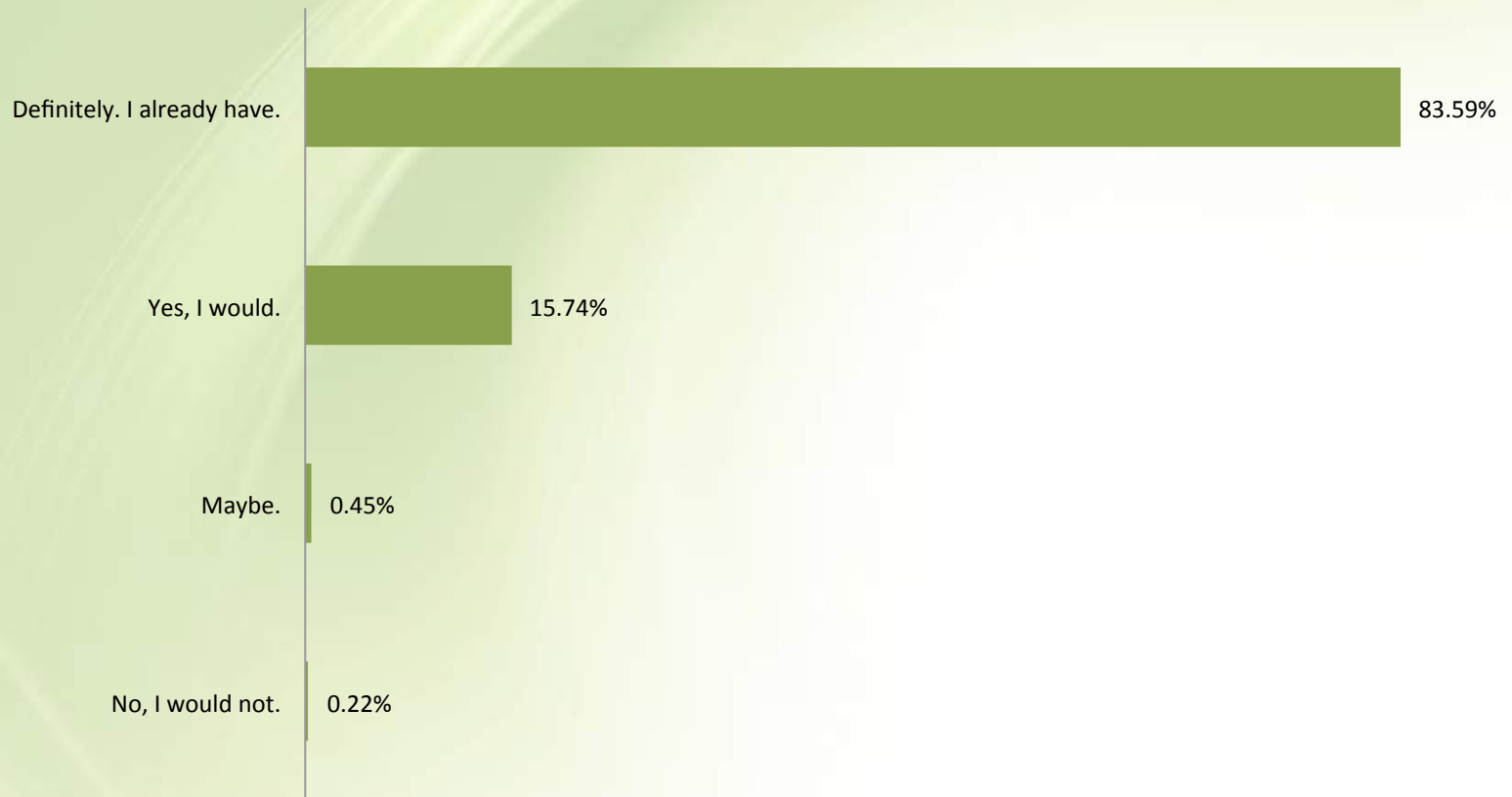
If re-centre were to add more options to obtain your refund, which would you prefer? Please check all answers that apply.



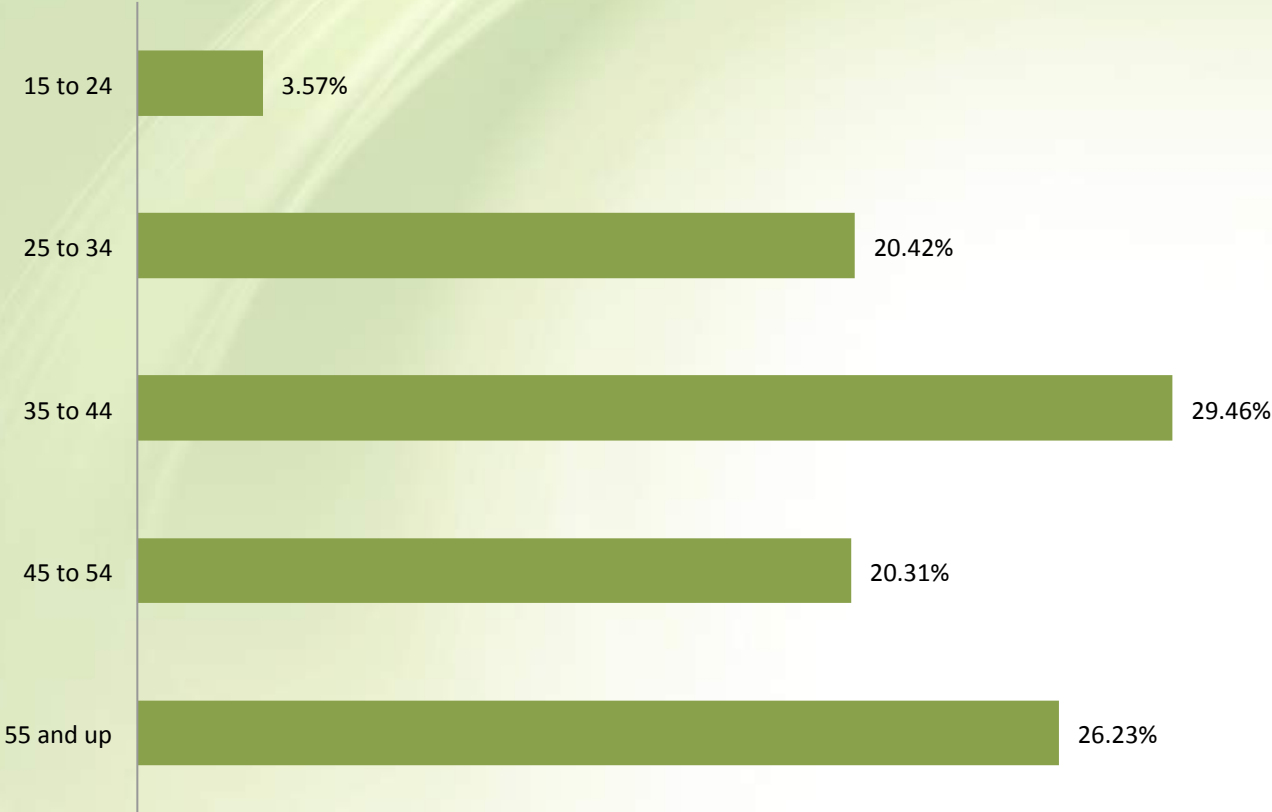
If the re-centres were no longer operational, would you continue to recycle your containers at a traditional redemption centre?



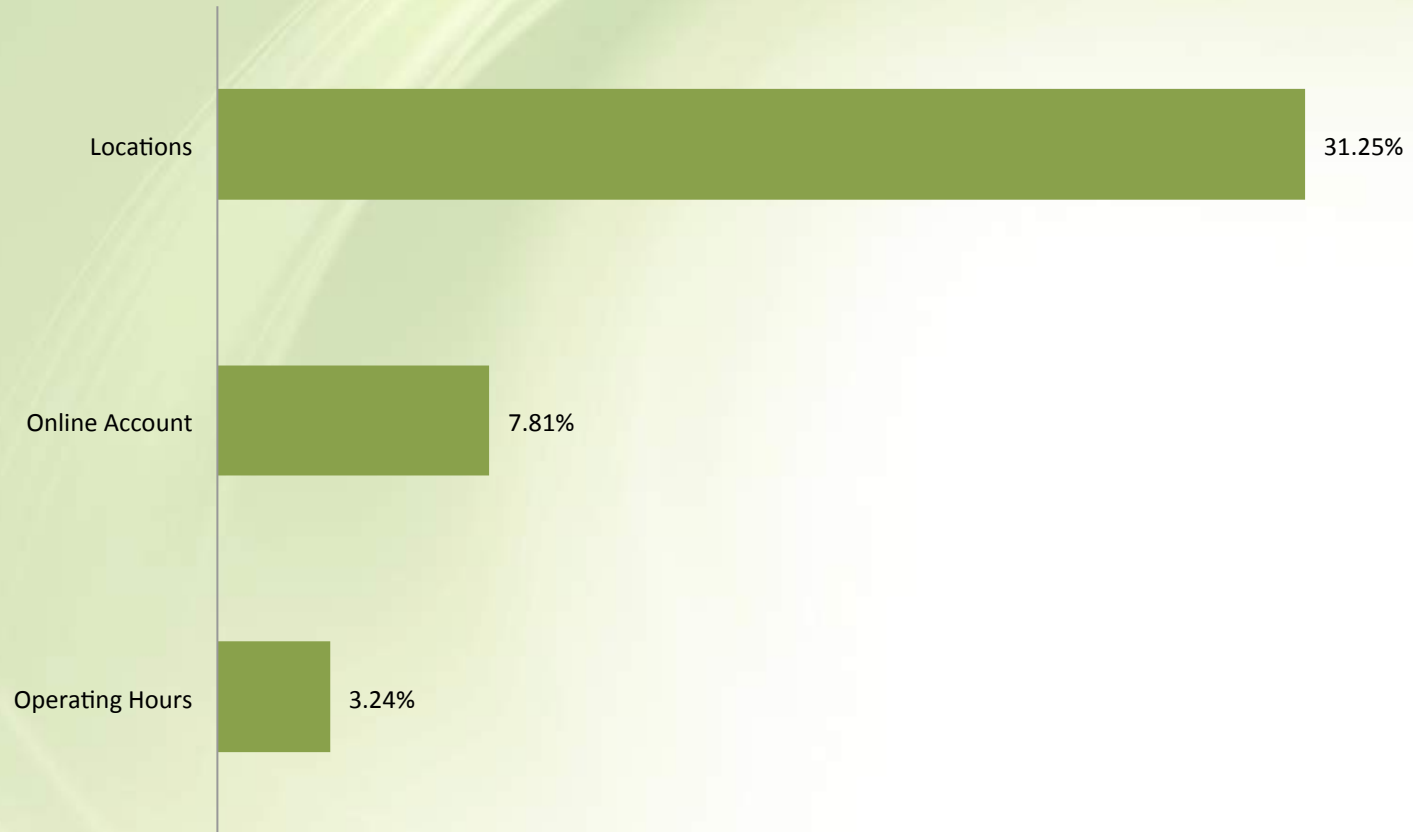
Would you or have you referred re-centre to friends or family?



In what age group are you?



Do you have any comments as to what could be improved with the re-centres? Please check all answers that apply.



Survey Comments

- “Absolutely love using Re-Centre!”
- “I love this service. I can never go back to the old way.”
- “Please come to Dieppe!”
- “A Riverview location would be convenient. I would still rather drive to the re-centre in Moncton, than go to a standard bottle exchange.”
- “This is a great program. The drop off locations are always clean.”
- “I'm very satisfied with this service. I return my containers more often because it's so convenient, therefore, there is more free space in my shed. I would hate having to go back to the old method.”