

Re-Express Survey Results

Active Members

March 2019

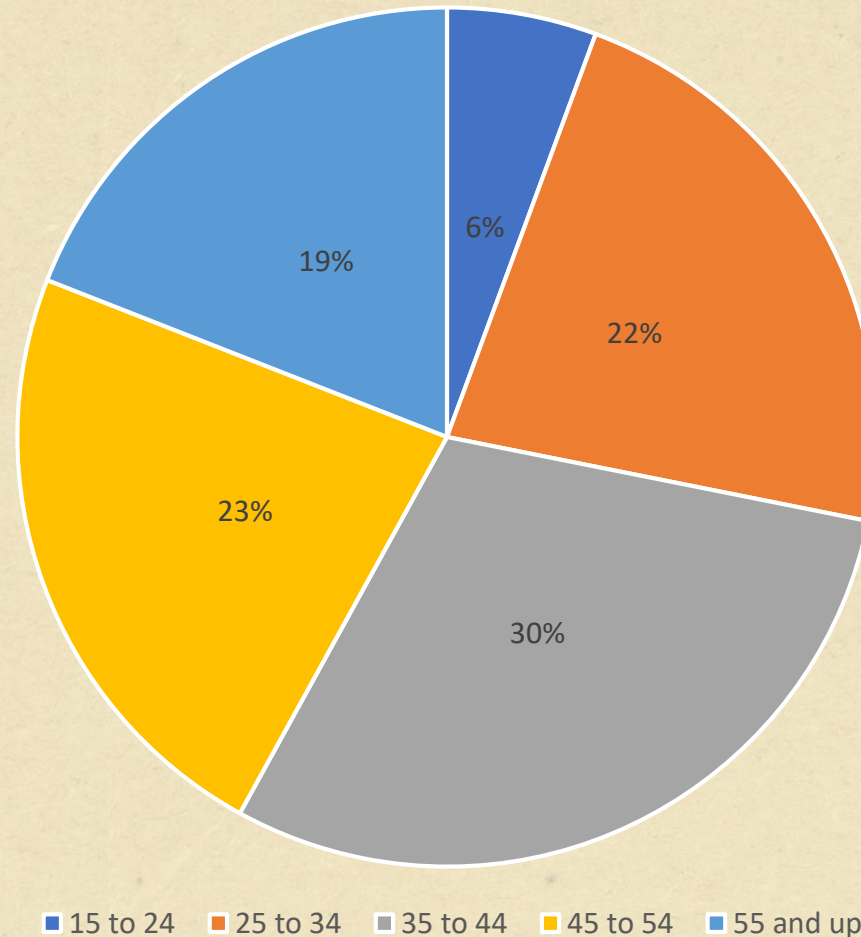
Re-Express Survey – Active Members

Survey sent in
March 2019 to
391 active
members

231 responses

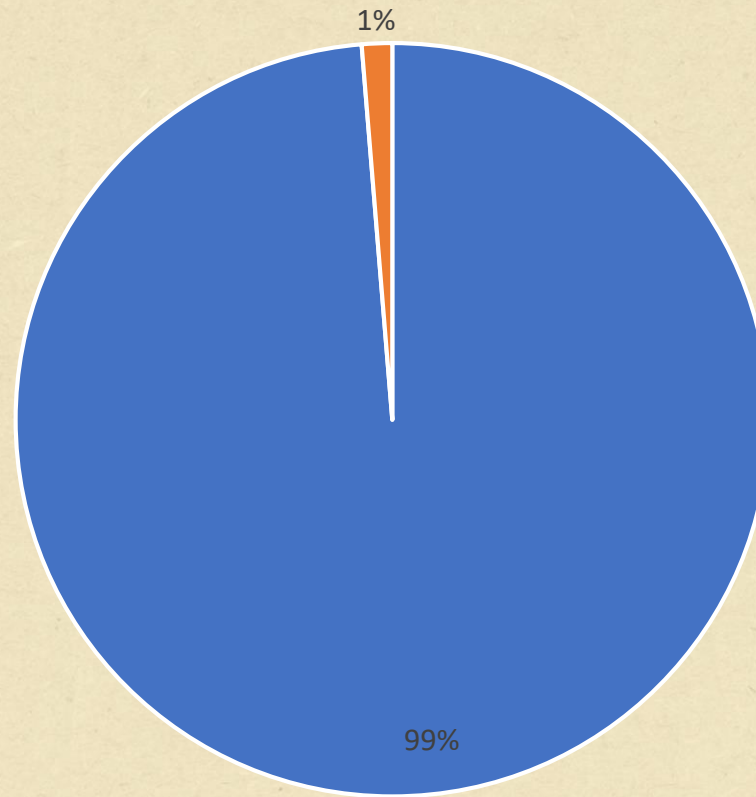
Re-Express Survey – Active Members

In what age group are you?



Re-Express Survey – Active Members

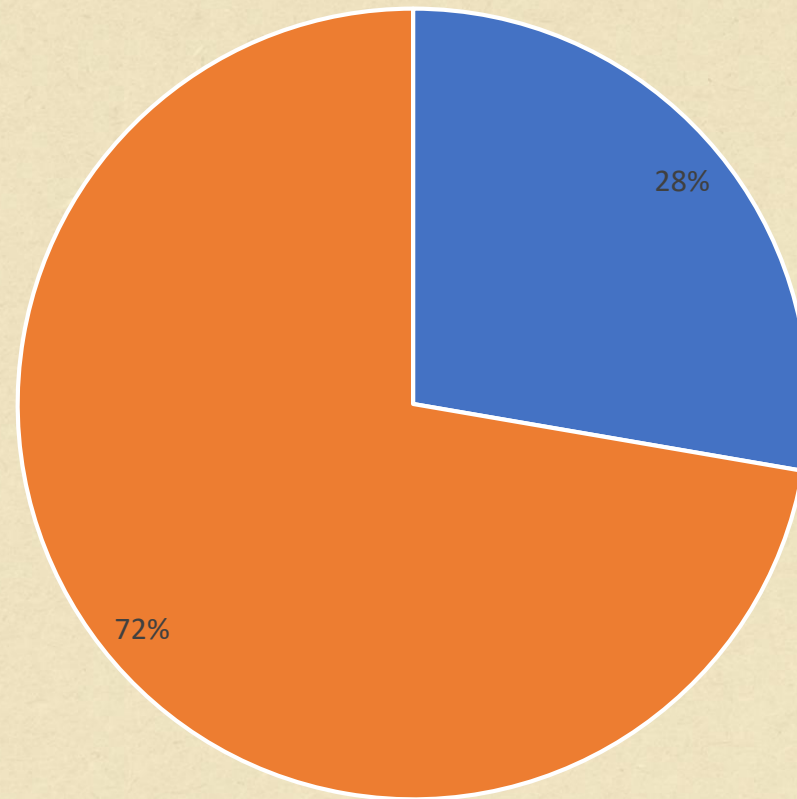
How would you describe your usage?



■ Personal / Family ■ Business

Re-Express Survey – Active Members

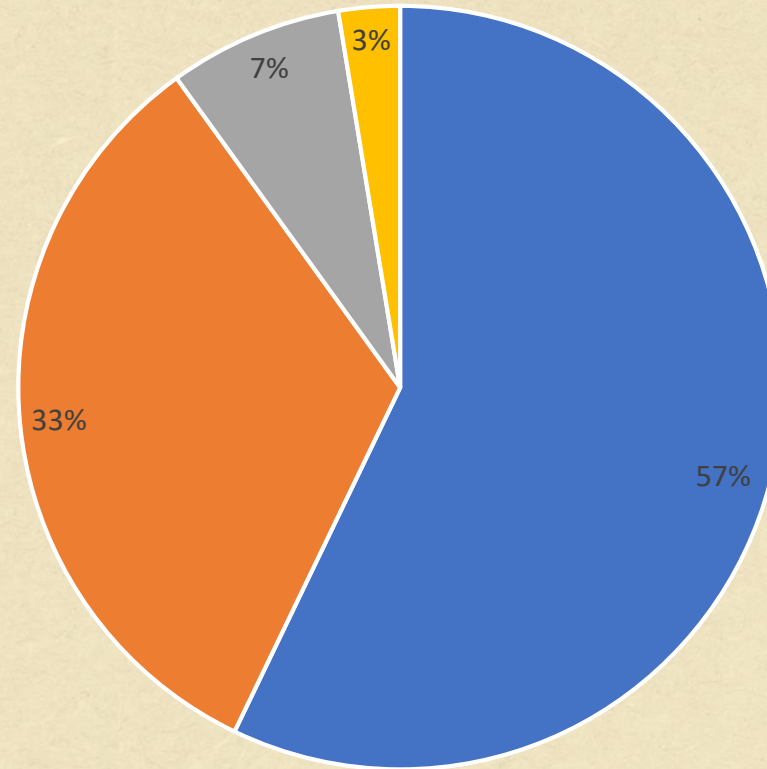
Before becoming a Re-Express member, did you return your containers to a traditional redemption centre?



■ No ■ Yes

Re-Express Survey – Active Members

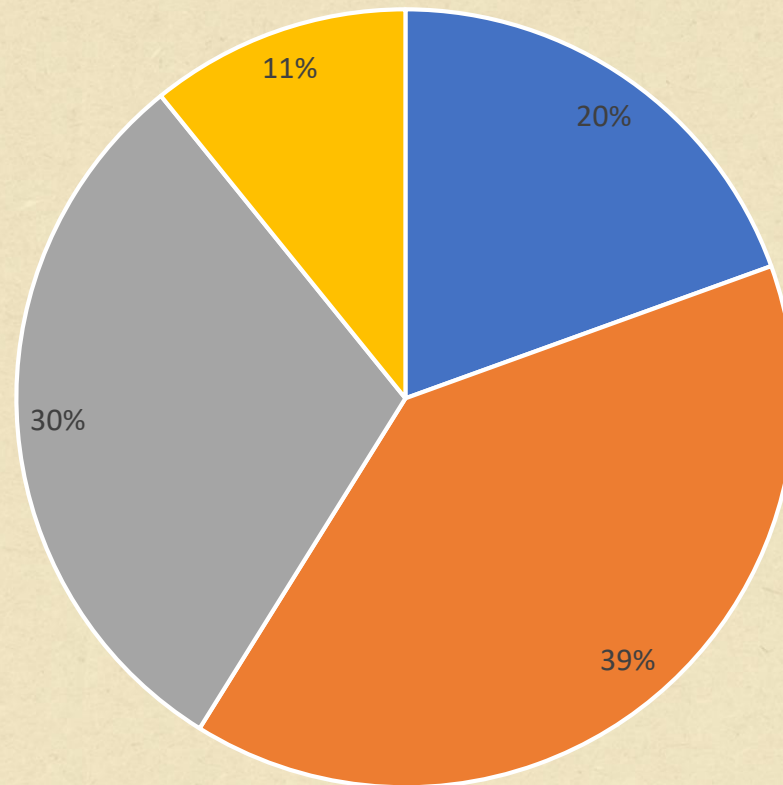
How has your recycling experience changed since using the Re-Express?



■ Greatly improved ■ Improved ■ Unchanged ■ Become worse

Re-Express Survey – Active Members

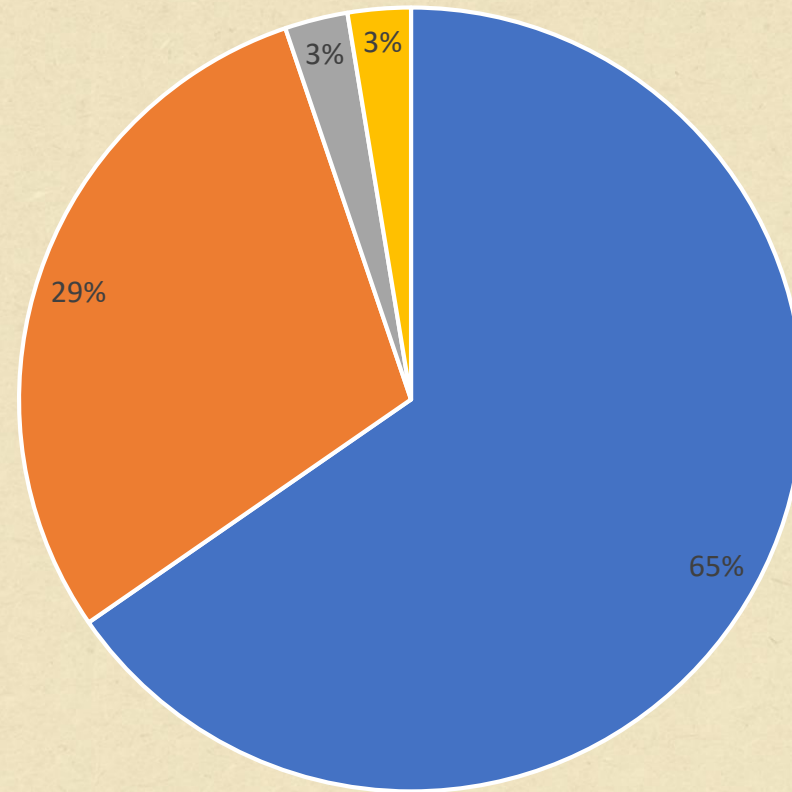
On average, how much time do you spend at the Re-Express depot during each visit?



■ 30 seconds or less ■ 30-60 seconds ■ 1-2 minutes ■ 2-5 minutes

Re-Express Survey – Active Members

To what level do you agree: Re-Express is user-friendly?

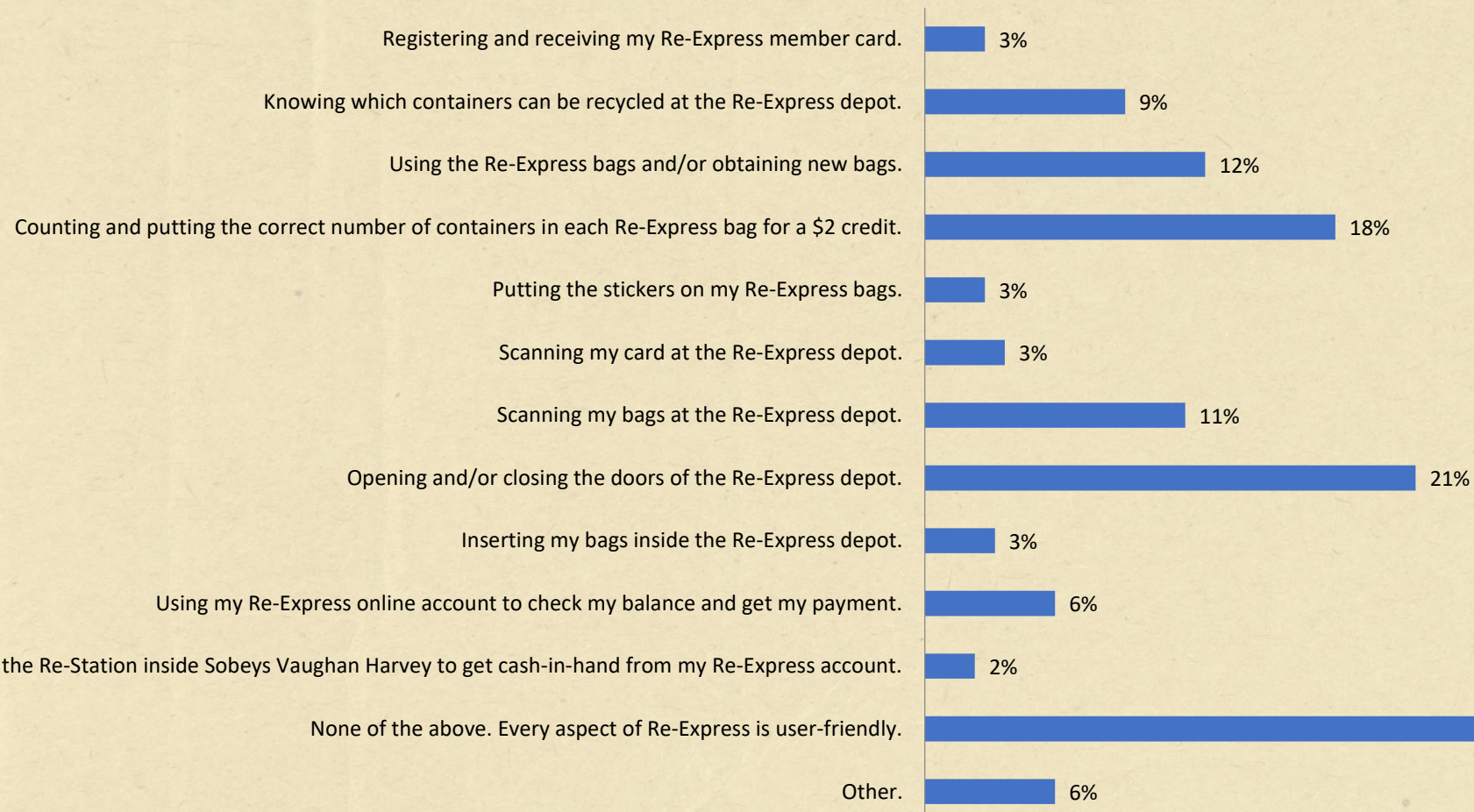


■ Strongly agree ■ Agree ■ Disagree ■ Neither agree nor disagree

Re-Express Survey – Active Members

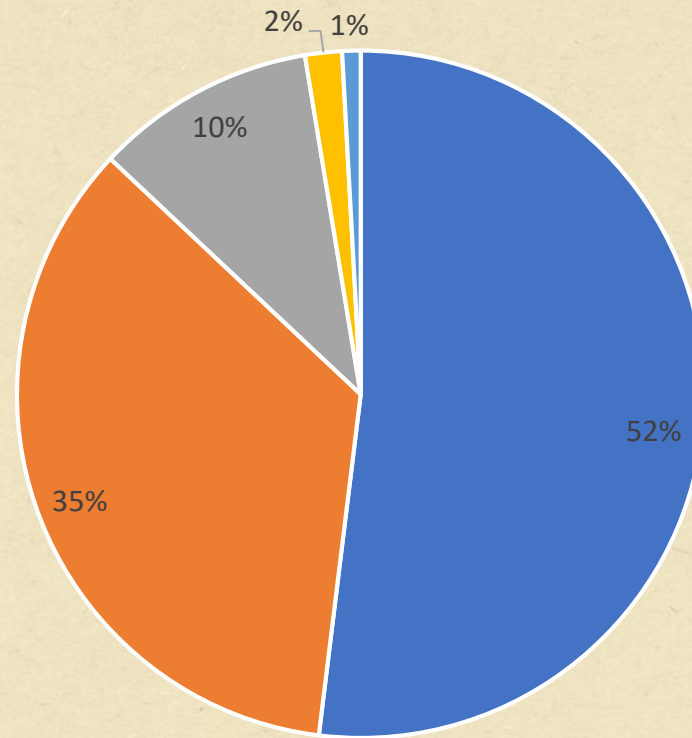
Which aspects do you find challenging?

% of responses



Re-Express Survey – Active Members

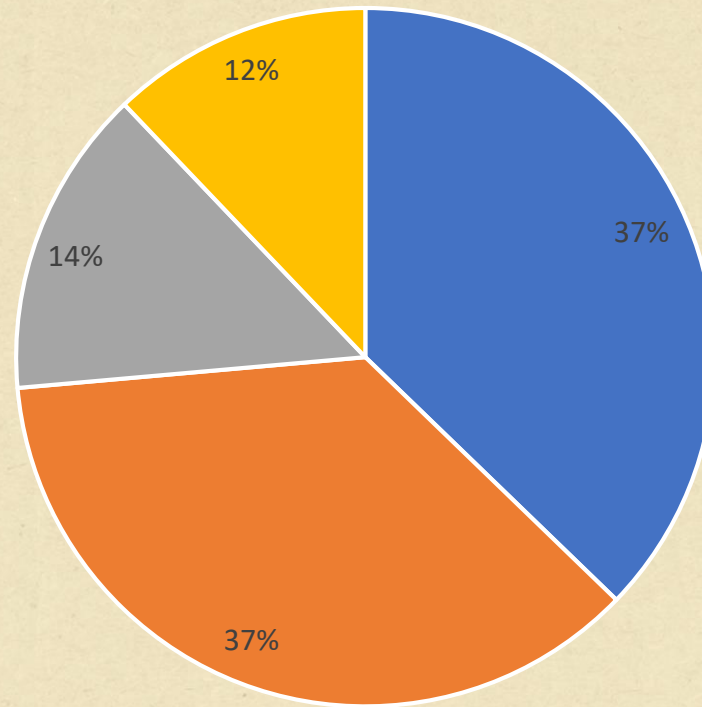
How satisfied are you with the processing time for your Re-Express bags and the accuracy of your balance in your Re-Express online account?



■ Very satisfied ■ Satisfied ■ Indifferent ■ Unsatisfied ■ Very unsatisfied

Re-Express Survey – Active Members

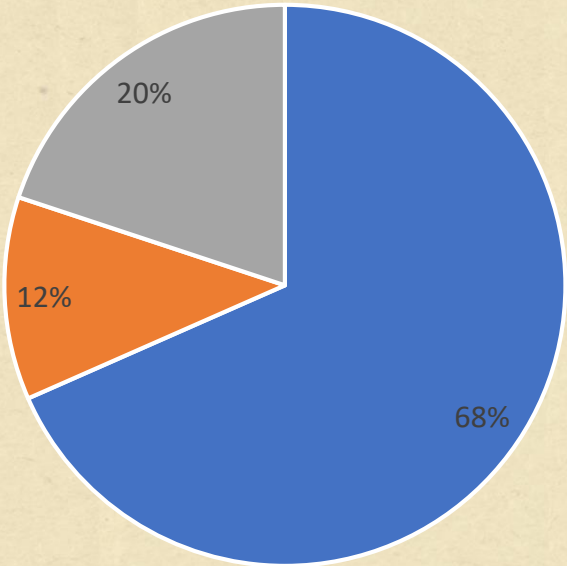
What would you consider a reasonable processing time after dropping off your bags of beverage containers at the Re-Express depot?



■ 1-2 business days ■ 2-3 business days ■ 3-4 business days ■ 4-5 business days

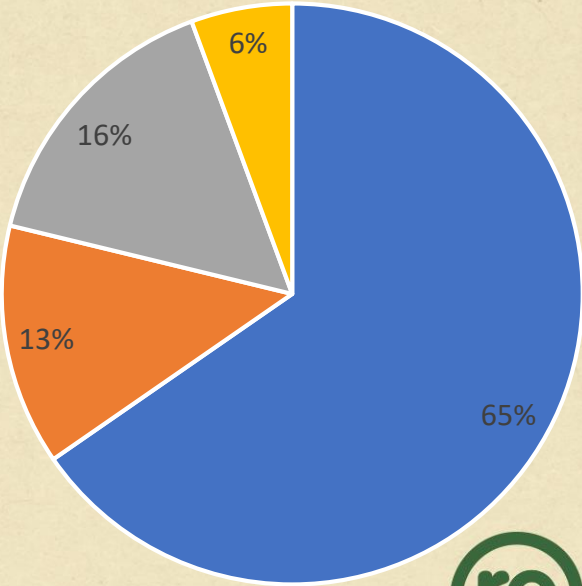
Re-Express Survey – Active Members

Each Re-Express bag brought to the Re-Express depot equals a \$2 payout. How do you feel about having to count and put 40 containers in each bag (or enough containers so that their combined refund value = \$2)?



■ Like ■ Unsure ■ Dislike

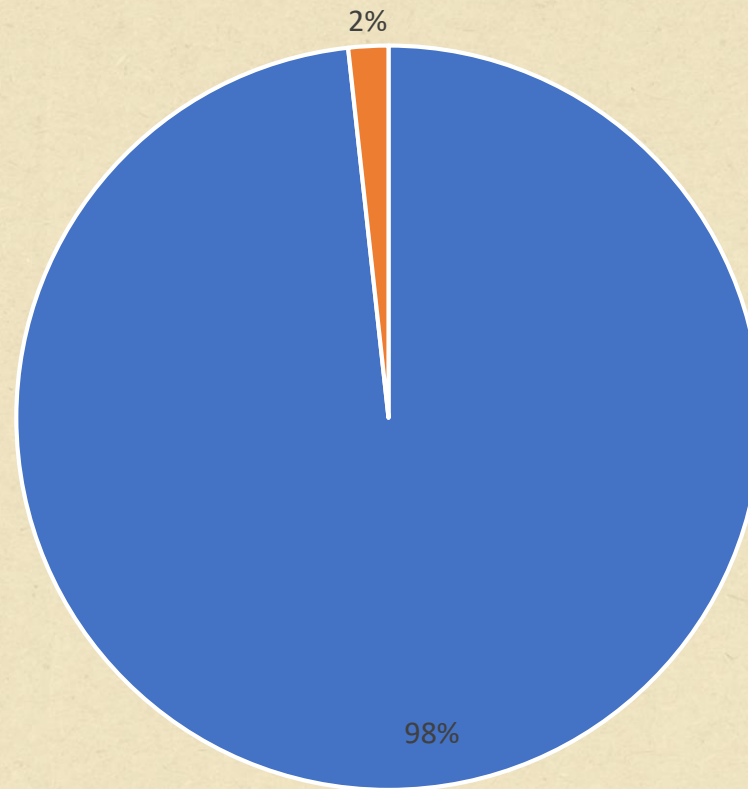
How do you feel about the fixed-value \$2 payout for each Re-Express bag? 40 containers in each bag (or enough containers so that their combined refund value = \$2)?



■ Like ■ Unsure ■ Dislike ■ Other/Comments

Re-Express Survey – Active Members

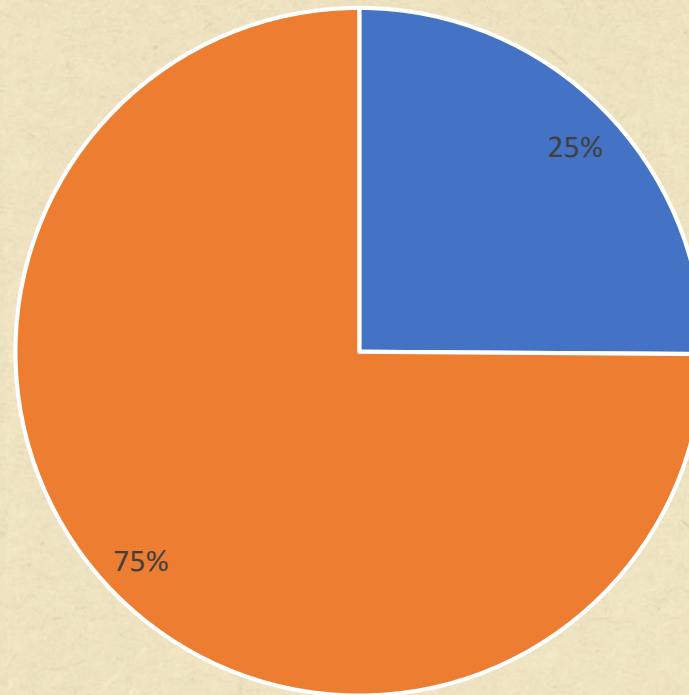
Are you satisfied with the current payment options?



■ Yes ■ No

Re-Express Survey – Active Members

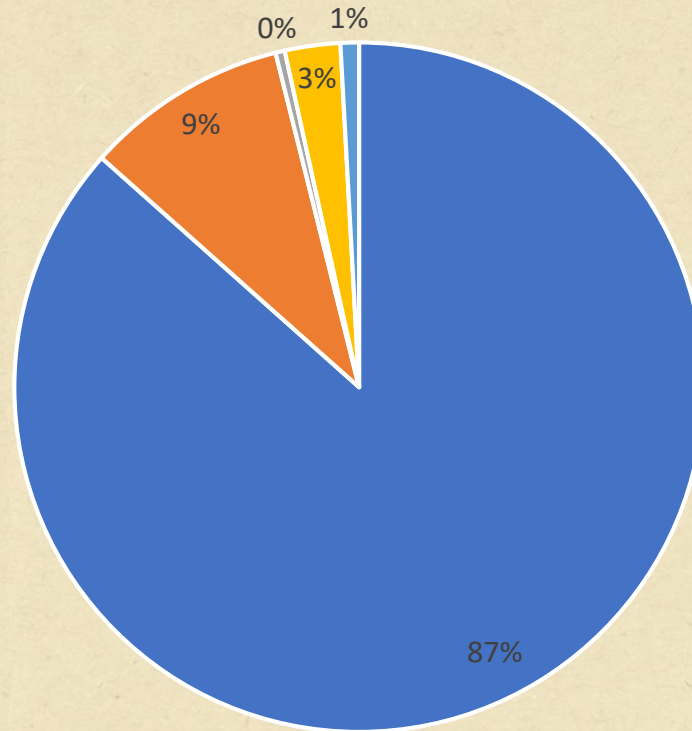
Have you tried the Re-Station, located inside Sobeys Vaughan Harvey, to access cash from your Re-Express account?



■ Yes ■ No

Re-Express Survey – Active Members

How likely are you to continue using Re-Express?



■ I will definitely continue using Re-Express.

■ Unsure.

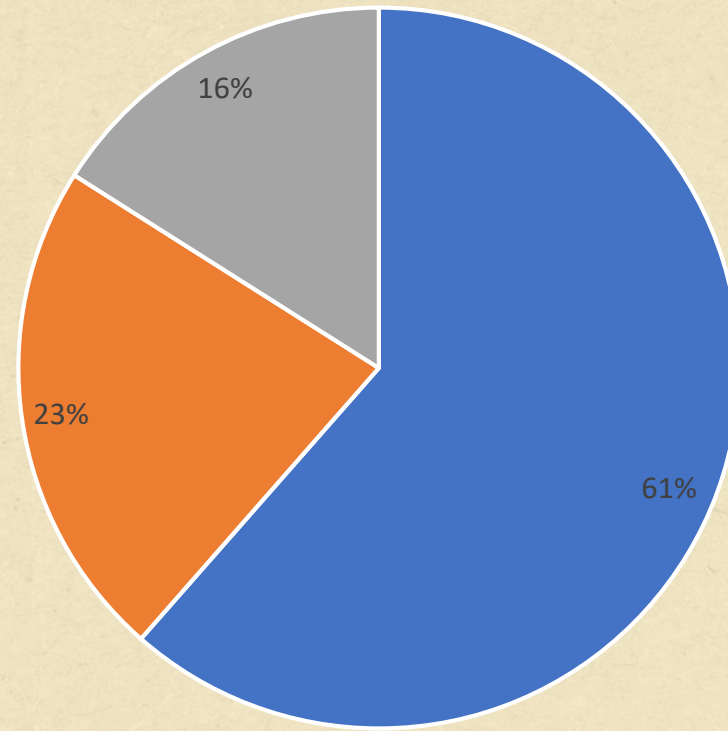
■ I definitely do not want to continue using Re-Express.

■ I will probably continue using Re-Express.

■ I will probably not continue using Re-Express.

Re-Express Survey – Active Members

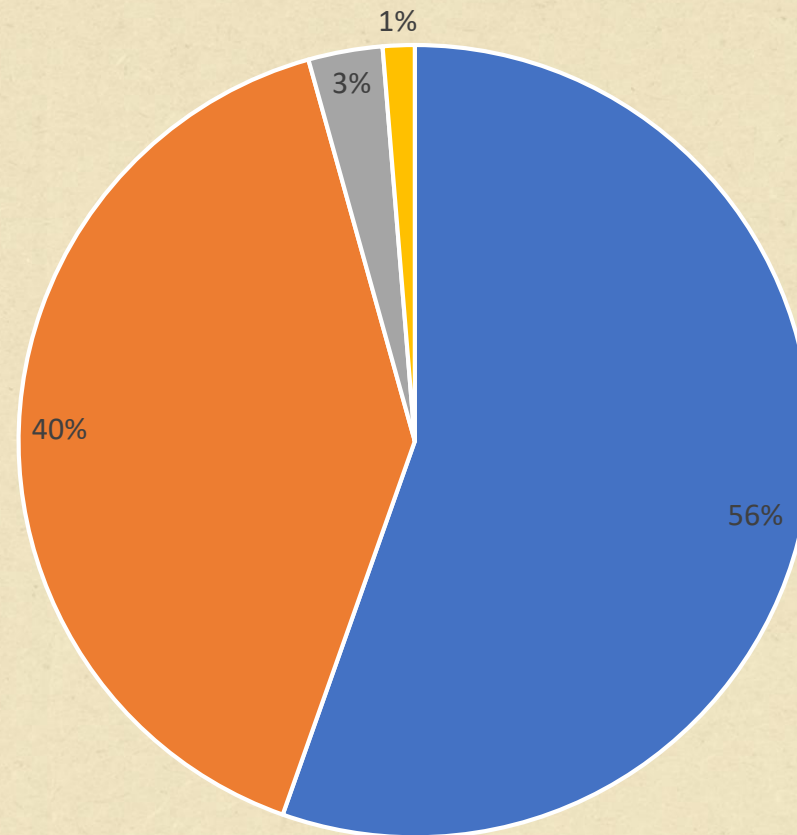
If the Re-Express depot was no longer operational, would you recycle your containers at a traditional redemption centre?



■ Yes ■ Maybe ■ No

Re-Express Survey – Active Members

Would you or have you referred Re-Express to friends or family?



■ Definitely. I already have. ■ Yes, I would. ■ Maybe. ■ No, I would not.

Re-Express Survey – Active Members

Have you experienced any issues with Re-Express you would like to tell us about?

Do you have any comments as to what could be improved or suggestions you would like to communicate to our team?

- **No issues to report:** 35 comments
- **Using Re-Express Bags:** 15 comments
- **Scanning bags:** 13 comments
- **Payment:** 9 comments
- **Doors:** 8 comments
- **Fixed-refund:** 5 comments
- **Location:** 1 comment
- **Other:** 4 comments