RPRA 2024 Registrants Tracking Surveys
Integrated Report of RRCEA and Digital Reporting

Final Report
January 31, 2025

Introduction
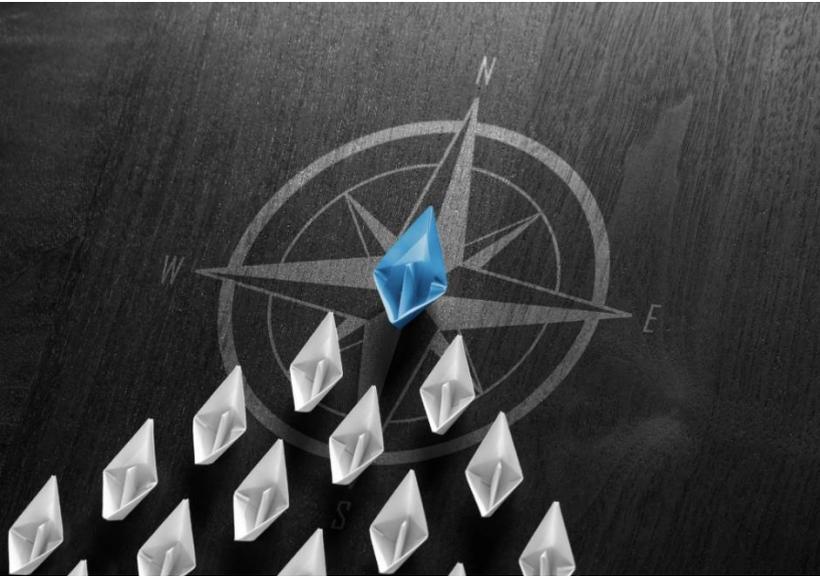
This report provides the integrated results for the 2024 RRCEA and Digital Reporting registrants surveys.

The core objective of the research is to track RPRA's performance in high-level areas that are summarized in a series of KPI metrics: overall organizational performance, Registry services, education and awareness, registrant consultations, and public reporting.

ORGANIZATION OF THE REPORT

The report is organized thematically with survey findings presented in order of importance. The report begins with a high-level overview of the findings, followed by KPIs and then thematic chapters, each with a key findings section at the front.

The main focus of the analysis is year-over-year tracking. In addition, as this is the first report to integrate the survey results from RRCEA and Digital Reporting registrants, comparative analysis between these two groups is also featured. Finally, where statistically significant, subgroup differences at the program and role level are noted.

Results do not always add up to 100% due to rounding and/or exclusion of non-response. Sample numbers shown in each chart are for the current year.

Survey Methodology (1/2)

The two surveys use the same methodology that has been used for all past RPRA registrant surveys.

There are two years of tracking data for Digital Reporting registrants (2023 and 2024) with both program groups included each year (ES and HWP).

There are four years of tracking data presented for RRCEA. The samples for 2021 and 2022 did not include all program groups due to the staggered onboarding of each program:

› 2021: Tires, Batteries, and ITTAV

› 2022: Tires, Batteries, ITTAV, HSP, and Blue Box

› 2023 and 2024: all programs, including HWP, ES and Lighting for the first time in 2023

In terms of administration, the surveys used the same protocol. Invitations and reminders were sent via email. The survey was conducted online and could also be completed on mobile devices. Prior to the initial survey invitation, RPRA sent an advanced communication informing registrants of the survey. Respondents received an initial email invitation followed by periodic email reminders.

The surveys ran from November 6 to December 16, 2024. The overall sample for the RRCEA survey is 365 cases. 5,352 invitations were sent for a final response rate of 7 per cent. For Digital Reporting, 1,145 cases were generated from 31,820 invitations (3.6 per cent response). The margin of error for the RRCEA data is plus or minus 4.9% and for Digital Reporting plus or minus 2.9% at a 95 per cent confidence interval.

Survey Methodology (2/2)

Note on Response Rate for the RRCEA Survey

In the 2024 RRCEA survey we achieved a total sample size of 365 respondents which is slightly lower than the 390 we achieved in 2023. This is perfectly adequate for the purposes of analyzing year-over-year results at a top-line level but does limit our ability to analyze the data by program area.

The response rate for 2024 was 6.8%, down somewhat from last year where it was at 8.3% and much more so compared to 2022 when it stood at 12%. This decline in response rates is not by itself of concern given that the current rate of response is, in our experience, perfectly normal and the decline is likely a natural consequence of the program's initial novelty.

The underlying issue is largely one of population size. Once the survey database is cleaned and ready for sampling, RRCEA has under 6,000 individual contacts (vs. 100,000+ for other regulatory authorities). As a result, we have to return to the same people each year due to the small population numbers rather than cycling contacts.

In short, the current response rates are quite normal for this population and using the email-online methodology. It places a limitation on the level of analyses that can be conducted (e.g., by program area) but at a top-line level, year-over-year, the sample size for RRCEA is unproblematic.

All this said, we believe it is important to be extra vigilant moving forward given the small population size. Future deterioration of sample size for RRCEA can be mitigated by streamlining the questionnaire and introducing yearly, special-purpose questions.

Executive Summary

Executive Summary (1/4)

Overall, results from the 2024 survey show broad improvement over 2023. Across almost all areas tracked in the survey there is at least modest improvement. At a high level, Digital Reporting registrants are significantly more positive than RRCEA across virtually every rating or assessment indicator.

KEY PERFORMANCE INDICATORS

The surveys track four different KPIs – overall organizational performance, Registry services, education and awareness, and registrant consultations. Public reporting is a new KPI and does not have tracking data. Key findings/highlights of this year's results are:

› The Education and Awareness KPI continues to be the highest scoring KPI.

› With the exception of the Registry Services KPI for RRCEA, all KPI scores are improved over 2023 for both RRCEA and Digital Reporting.

› The KPI scores for Digital Reporting are consistently much higher that those for RRCEA. The same is also true of the year-over-year tracking – Digital Reporting's KPIs have generally improved more than those for RRCEA over the past year.

› The trends seen with the KPIs – general improvement since 2023, Digital Reporting providing higher ratings than RRCEA – are reflected in the broader survey results.

Executive Summary (2/4)

REPUTATION

The surveys ask a number of reputation-related questions: overall impression of RPRA, perceptions of trust, transparency and adherence to mandated/legislated role.

› Results on reputation improved across all indicators.

› Overall reputation has seen a net favourability increase of 9 points (from +20 to +29) for RRCEA and 7 points (from +52 to +59) for Digital Reporting.

› There has been improvement for all indicators relating to reputation, particularly among Digital Reporting registrants: perceptions of adherence to mandate, transparency, trust, and providing a level playing field. While improved, there remains room for further growth, as positive feedback generally hovers around the one half mark for RRCEA and two-thirds for Digital Reporting.

› Support for the mandate holds steady at just above one half for RRCEA and slightly below two-thirds for Digital Reporting.

› An increased number of RRCEA registrants agree (41%) that RPRA does a good job of ensuring a level playing field.

PERFORMANCE

Performance metrics also show improvement across all indicators.

› RPRA fulfilling its mandate, support for registrants, satisfaction with the Compliance and Registry team, rating of reporting experience, and overall rating for interactions with RPRA have all seen improvements.

• Digital Reporting is consistently more favourable than RRCEA. This difference shows in the positive ratings and also the negative, where RRCEA has much higher numbers that are often just below the one-quarter mark.

• These high negatives are focused on the support RRCEA registrants receive on compliance-related matters.

› The Gap Analysis on service attributes shows somewhat mixed results for RRCEA and across the board improvements for Digital Reporting. For RRCEA gaps have generally improved or remained flat with a few exceptions: tech support and, to a lesser extent, the website and consulting/engaging stakeholder.

Executive Summary (3/4)

PERFORMANCE (CONT'D)

- All attributes have seen more or less steady performance for RRCEA with the exception of tech support where there is a 10 point drop in positive ratings. For Digital Reporting, every attribute is rated higher in 2024 than 2023.

INTERACTION AND CONSULTATIONS

› The website, emails, reporting/registration guides and FAQs are the most popular communications products used by both RRCEA and Digital Reporting. Usage of many communications products is more or less consistent with 2023 for RRCEA, while Digital Reporting's usage has dropped for all products outside of the website and email.

› Ratings for communications products have improved across the board for Digital Reporting and have more than 4 in 5 positive ratings for all products. Positive ratings for RRCEA are around the two-thirds mark - ratings for email and FAQs have improved, while there have been minor dips with rating the website, program overview videos, and Learning Series events.

› Feedback on consultations has improved somewhat on all dimensions measured for both RRCEA and Digital Reporting. Consultations is one area where the positive ratings for RRCEA and Digital Reporting are very similar.

› It is important to note that, unsurprisingly, the level of interaction with RPRA is significantly higher for RRCEA than for Digital Reporting (79% vs. 67% contact in past year, respectively). This can be seen, for instance, in the level of non-response provided by Digital Reporting when answering questions about consultations.

REPORTING

On reporting, the survey measures an overall rating for the Registry, various dimensions of the reporting process, understanding of reporting requirements, and the support RPRA provides with reporting.

Executive Summary (4/4)

REPORTING (CONT'D)

› Positive ratings for the overall rating of the Registry remains at the two-thirds level for RRCEA and has hit the three-quarters mark for Digital Reporting.

› Ratings for the different dimensions of the reporting process (logging in/using, entering data, submitting payments, and time and effort) are generally consistent year-over-year for RRCEA and Digital Reporting, although the latter provides higher levels of positive feedback (63% to 75%) than the former (54% to 66%).

› Large majorities of both RRCEA (69%) and Digital Reporting (75%) say they understand their reporting requirements.

› There are generally favourable results for the support RPRA provides with reporting for both RRCEA (55%) and Digital Reporting (64%).

PUBLIC REPORTING

› Very few registrants are familiar with RPRA's public reporting.

› For those who are familiar, about half of RRCEA registrants rate various dimensions of public reporting positive, while about 3 in 5 of Digital Reporting do likewise.

FEES

› While RRCEA registrants' understanding of how fees are set is flat over the past three years, there has been an upswing in understanding for Digital Reporting. Both are now at the 2 in 5 level.

› There is a slight increase in the number of both RRCEA (35%) and Digital Reporting (46%) who agree with the notion that RPRA's fees are fair and reasonable.

Key Performance Indicators

Key Performance Indicators
- Key Findings

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› The Education and Awareness KPI continues to be the highest scoring KPI.

› With the exception of the Registry Services KPI for RRCEA, all KPI scores are improved over 2023 for both RRCEA and Digital Reporting.

› The KPI scores for Digital Reporting are consistently much higher that those for RRCEA. The same is also true of the year-over-year tracking – Digital Reporting's KPIs have generally improved more than those for RRCEA over the past year.

› The trends seen with the KPIs – general improvement since 2023, Digital Reporting providing higher ratings than RRCEA – are reflected in the broader survey results.
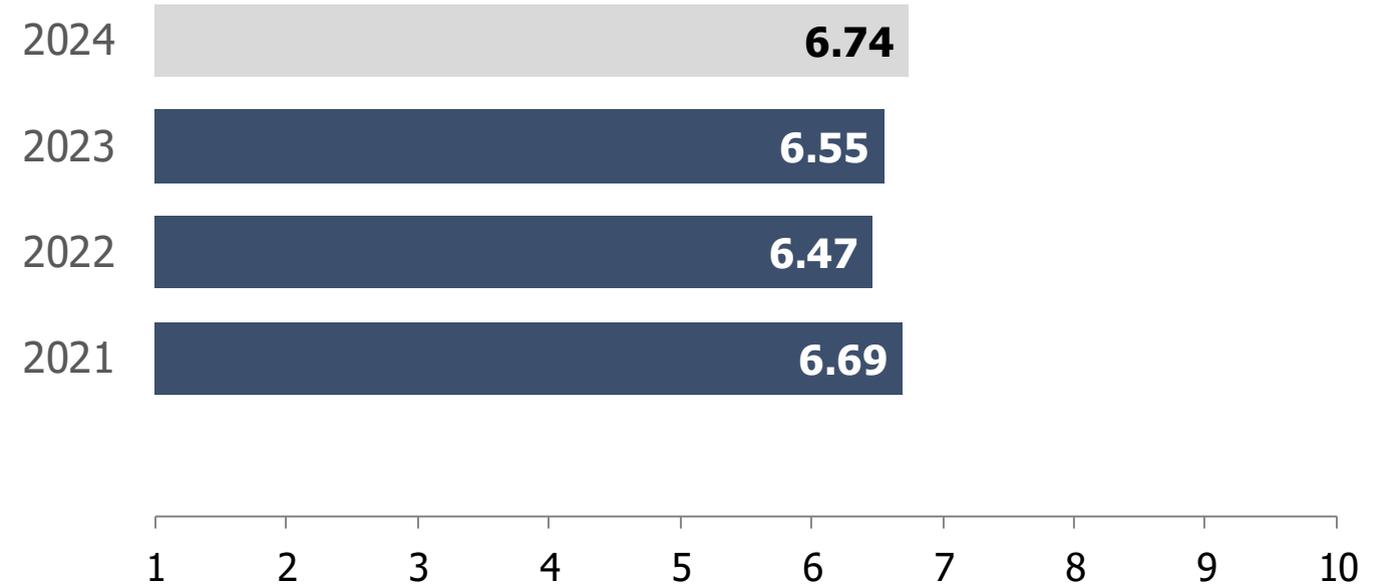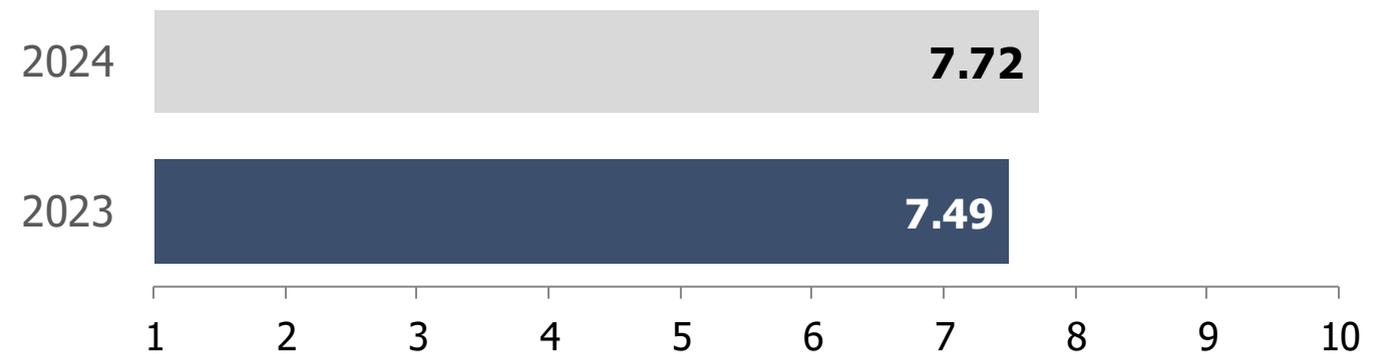
Performance KPI

The Performance KPI is a broad measure of organizational performance by RPRA using key indicators.

Both the RRCEA and Digital Reporting groups improved their scores in 2024. Each registered the highest score yet, reflecting positive broad, organization-wide performance improvement. This is reflected in the more detailed survey results. Note that 2023 was the first year that involved all six program areas.

The much higher KPI scores for Digital Reporting likely reflect that fact that they are not subject to regulatory enforcement, as is the case with RRCEA.

The three variables used for the Performance KPI are:

› Reputation: "Overall, based on everything you may have seen or heard, what is your general impression of RPRA?"

› Mandate fulfillment: "Based on everything you may have heard or seen to date, how would you rate RPRA in terms of fulfilling its mandate?"

› Support for compliance: "How do you rate RPRA on … Supporting you to be compliant with regulatory requirements?"

The KPI is calculated by taking an average of the mean scores for each of these variables and then calibrating it to be a score out of 10 (rather than the 7-point scale used for the means).

Performance KPI

RRCEA

Year	Score
2024	6.74
2023	6.55
2022	6.47
2021	6.69

(scale: 1 2 3 4 5 6 7 8 9 10)

Digital Reporting

Year	Score
2024	7.72
2023	7.49

(scale: 1 2 3 4 5 6 7 8 9 10)

RRCEA: n=332, Digital Reporting: n=974 (excludes non-response)

Registry Services KPI

The Registry Services KPI measures performance of Registry services.

This KPI dipped slightly for RRCEA and improved for Digital Reporting. As with other KPIs, Digital Reporting provides higher scores than RRCEA.

The dip with RRCEA's score is due largely to a drop in positive ratings for logging in/using the Registry (from 73% to 66%). Digital Reporting, on the other hand, shows improved scores across every variable making up the KPI.

This KPI uses four ratings variables:

› "Overall, how would you rate the Registry in terms of its user-friendliness?"

› Rating the company's experience with the Registry on the following dimensions:

  – "Logging in/using the Registry"

  – "Entering your data"

  – "The amount of time and effort it requires"

The KPI is calculated by taking an average of the mean scores for each of these variables and then calibrating it to be a score out of 10 (rather than the 7-point scale used for the means).
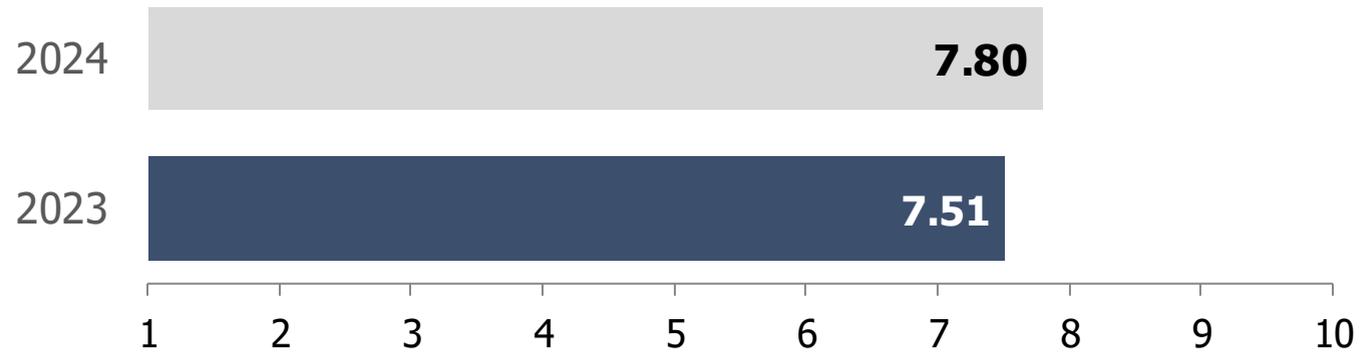
Registry Services KPI

RRCEA

Digital Reporting
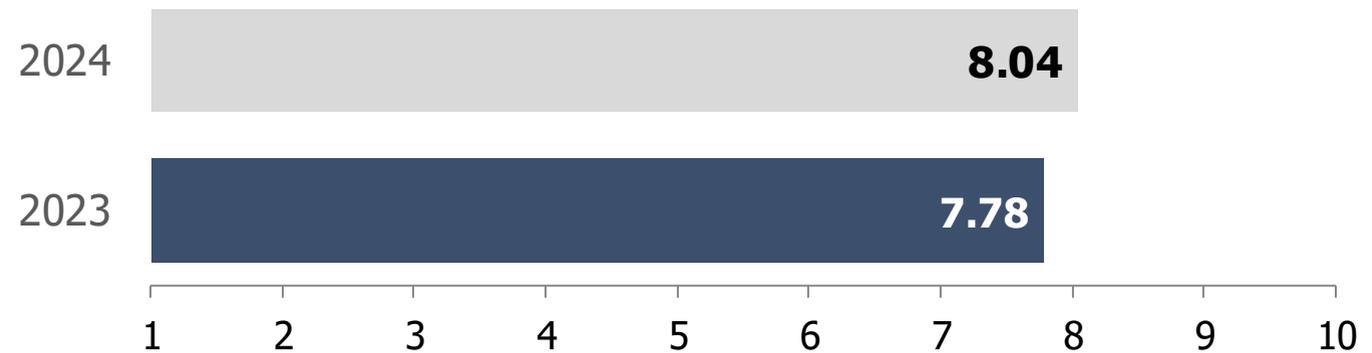
Education and Awareness KPI

The Education and Awareness KPI measures communications performance.

Both Digital Reporting and, to a lesser extent, RRCEA score higher on the Education and Awareness KPI in 2024.

With Digital Reporting this improved score is due to an improvement on all variables used for this KPI. For RRCEA, there has been improvement in some areas (FAQs, emails ratings) and generally flat ratings on other variables.

The variables used for the Education and Awareness KPI are:

› Rating of communications products: "How would you rate each of these in terms of their usefulness? (RPRA website, FAQs, reporting or registration guides, emails from RPRA, videos)."

› Overall communications performance: "Still thinking about your interactions with RPRA, how would you rate your experience across the following dimensions? Being clear in its communications."

The KPI is calculated by taking an average of the mean scores for each of these variables and then calibrating it to be a score out of 10 (rather than the 7-point scale used for the means).

RRCEA

Year	Score
2024	7.18
2023	7.10
2022	7.57
2021	8.27

(scale 1 to 10)

Digital Reporting

Year	Score
2024	8.04
2023	7.78

(scale 1 to 10)

RRCEA: n=336, Digital Reporting: n=979 (excludes non-response)
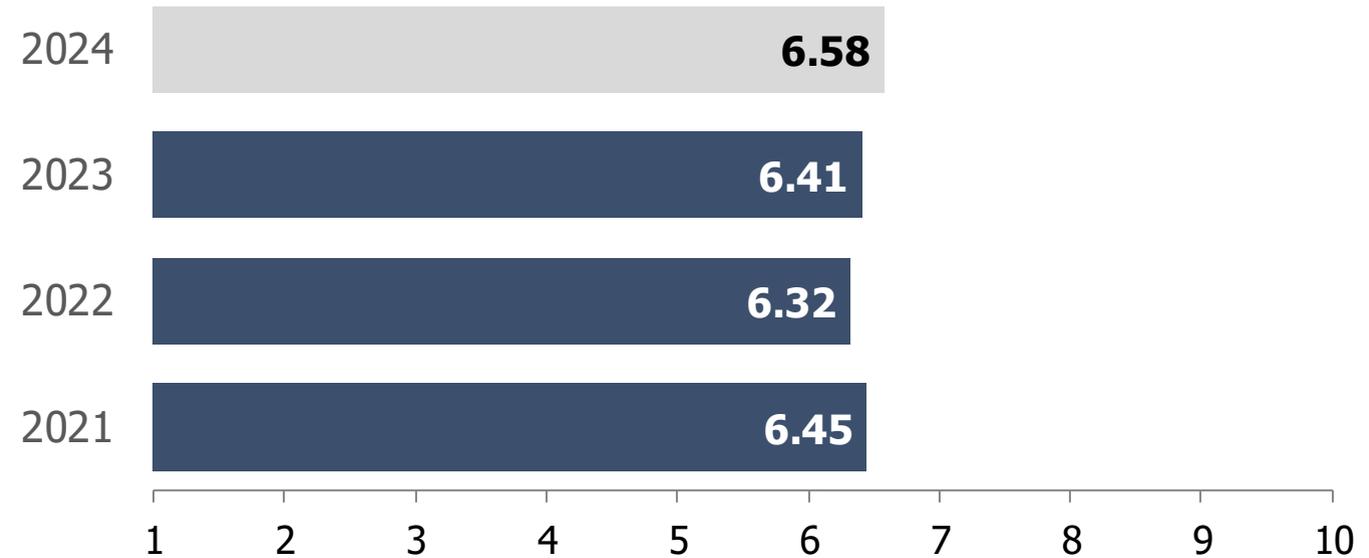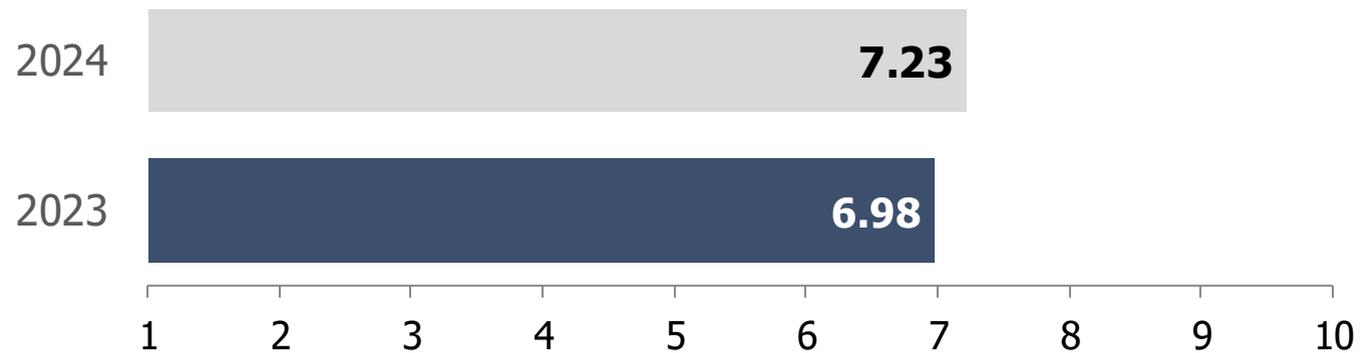
Consultation Performance KPI

The Consultation Performance KPI was introduced in 2023 and used historical data for prior years for RRCEA.

For 2024, both Digital Reporting and, to a lesser extent, RRCEA have improved scores on this KPI.

› For Digital Reporting, the HWP score is much higher than for ES (7.25 vs. 6.94, respectively), repeating a result found in 2023 and in the broader survey results.

This KPI is based on the level of agreement with four statements:

› RPRA consultations are helpful in informing and engaging me on important issues

› RPRA consultations are open and inclusive

› RPRA listens to the concerns of people like me

› RPRA is responsive to feedback received through consultations in their decision-making

The KPI is calculated by taking an average of the mean scores for each of these variables and then calibrating it to be a score out of 10 (rather than the 7-point scale used for the means).

RRCEA

Year	Score
2024	6.58
2023	6.41
2022	6.32
2021	6.45

Digital Reporting

Year	Score
2024	7.23
2023	6.98

RRCEA: n=308, Digital Reporting: n=850 (excludes non-response)

Public Reporting KPI

The Public Reporting KPI is introduced for 2024 and is based on ratings for various dimensions of RPRA's public reporting.

As with other findings, the score for Digital Reporting is higher than for RRCEA.

Caution should be exercised here as the questions comprising the Public Reporting KPI are screened by familiarity with RPRA's public reporting and familiarity is quite low (only 5% of RRCEA and 4% of Digital Reporting say they are "very" familiar). Moreover, this screen was not used in 2023 and so the samples for each year are not directly comparable.

This KPI is based on rating "RPRA's performance related to public reporting" for four variables:

› Communicating to the public about Ontario's progress in advancing a circular economy

› Analysis of reported information

› Public reporting of RPRA compliance activity information

› Public reporting of resource recovery information reported in the registry

The KPI is calculated by taking an average of the mean scores for each of these variables and then calibrating it to be a score out of 10 (rather than the 7-point scale used for the means).

RRCEA
- 2024: 7.03
- 2023: 6.54

Digital Reporting
- 2024: 7.64
- 2023: 7.11

Legend: ■ 2024 ■ 2023

Scale: 1 2 3 4 5 6 7 8 9 10
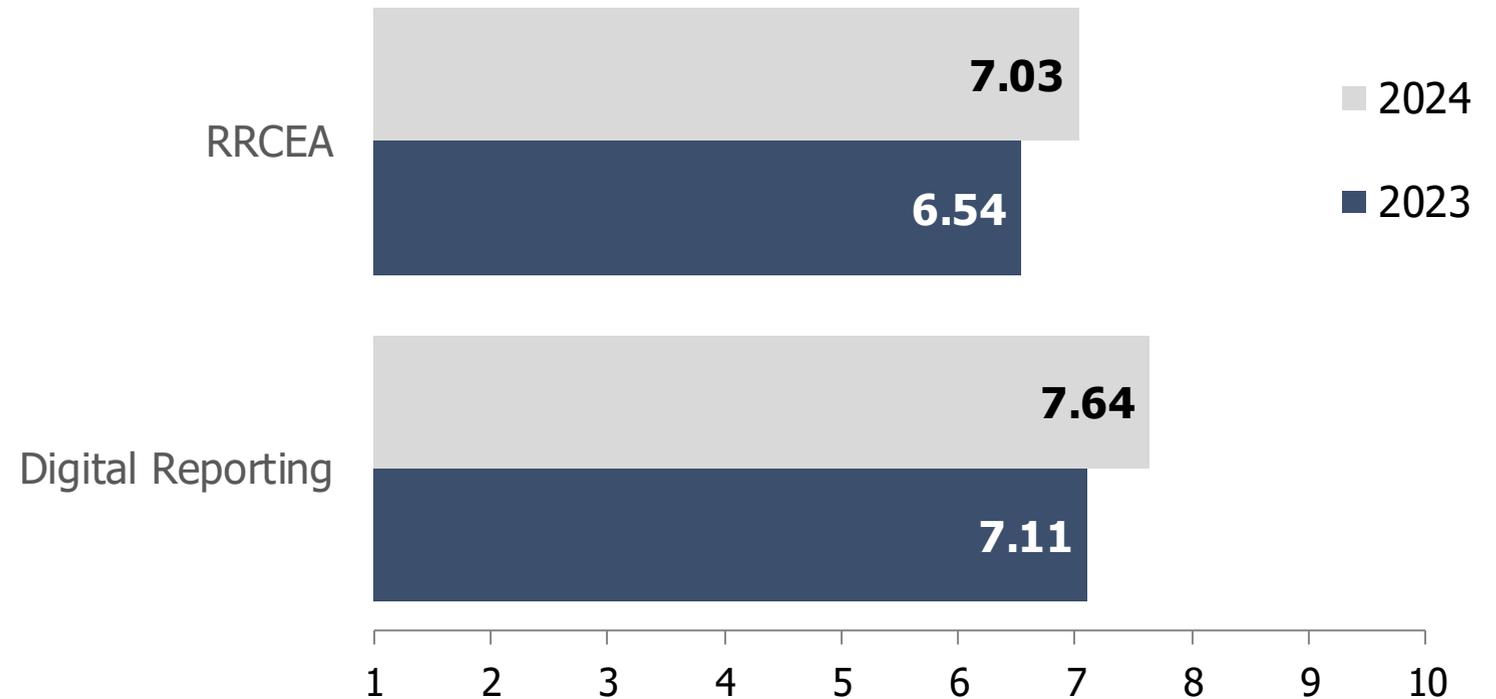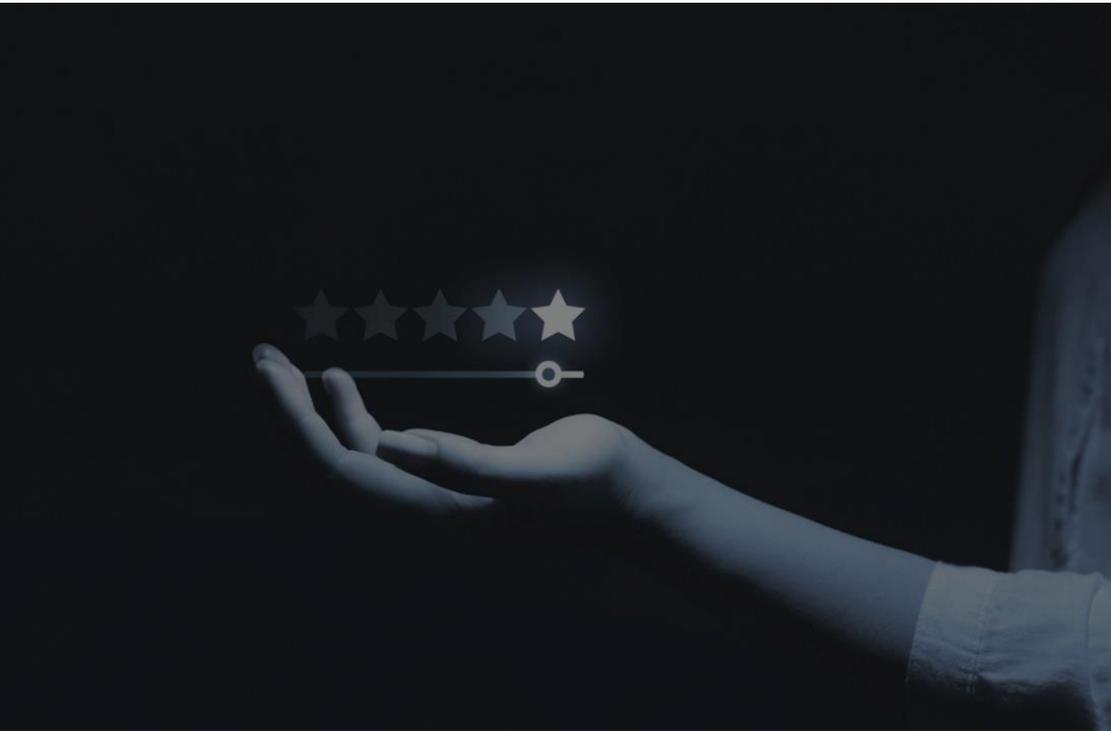
Reputation

Reputation

- Key Findings

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› There has been improvement for all indicators relating to reputation, particularly among Digital Reporting registrants: perceptions of adherence to mandate, transparency, trust, and providing a level playing field. While improved, there remains room for further growth, as positive feedback generally hovers around the one-half mark for RRCEA and two-thirds for Digital Reporting.

› Support for the mandate holds steady at just above one half for RRCEA and slightly below two-thirds for Digital Reporting.

› An increased number of RRCEA registrants agree (41%) that RPRA does a good job of ensuring a level playing field.

Overall Reputation

There has been a small but positive shift in overall reputation for both RRCEA and Digital Reporting.

As with virtually all survey findings that follow in this report, Digital Reporting has generally more favourable views on RPRA than RRCEA. This is likely due to the absence of an enforcement role in Digital Reporting's relationship with RPRA.

Overall, based on everything you may have seen or heard, what is your general impression of RPRA?

RRCEA

2021 2022 2023 2024

Unfavourable (1-3): 16% 22% 23% 18%
Neutral (4): 36% 33% 31% 32%
Favourable (5-7): 48% 43% 43% 47%

Digital Reporting

2023 2024

Unfavourable (1-3): 8% 6%
Neutral (4): 27% 25%
Favourable (5-7): 60% 65%

RRCEA: n=365 (DK=4%), DR: n=1,145 (DK=3%)
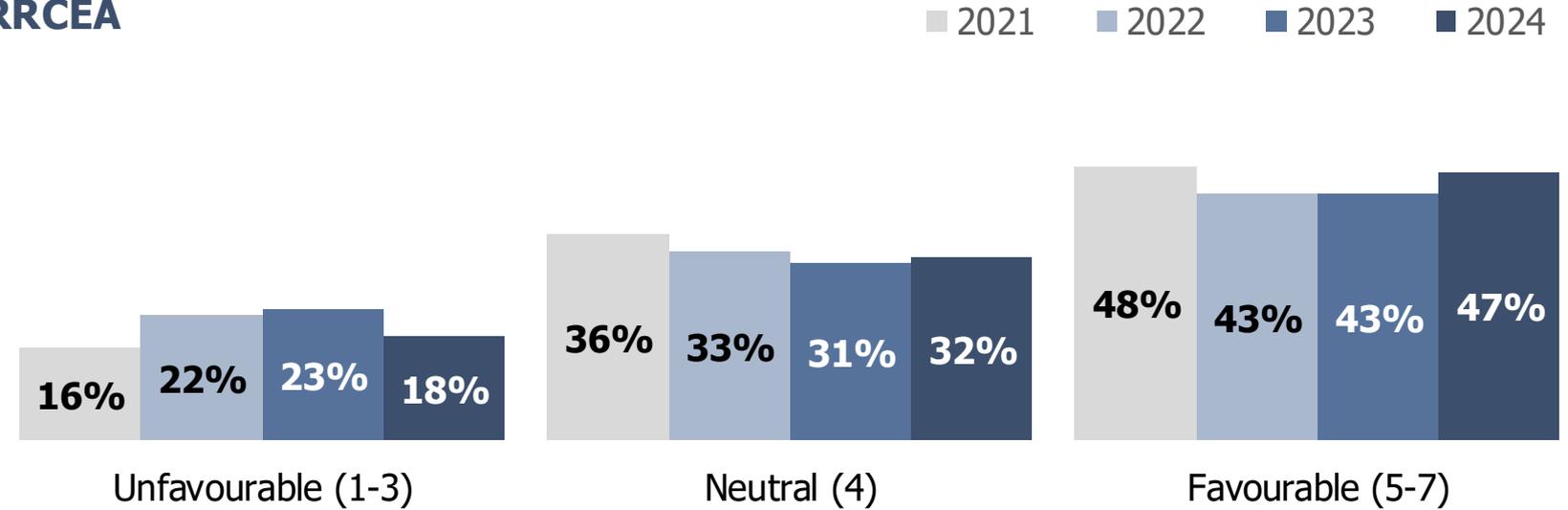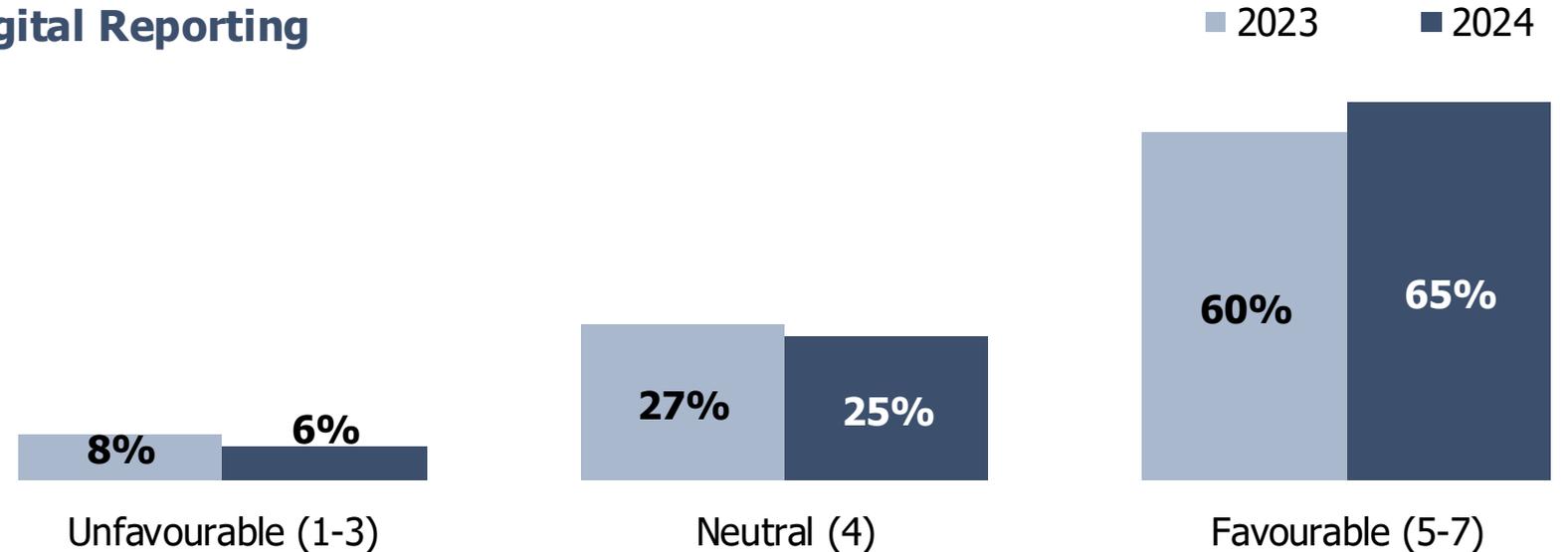
Support for Mandate

Support for the mandate dropped significantly for RRCEA in 2023 and remains at that level for 2024. This change did not result in a shift to greater opposition but higher neutrality/non-response (possibly due to a more elaborate description of the mandate introduced in 2023).

Digital Reporting has higher support and also lower opposition compared with RRCEA.

Respondents were provided with the following statement about RPRA's mandate:

›   *RPRA is the regulator mandated by the Government of Ontario to enforce the province's circular economy laws. RPRA is responsible for the oversight of the wind up and transitioning of the legacy of waste diversion programs operated under the WDTA. For programs that have transitioned to the RRCEA, RPRA oversees the implementation of the new producer responsibility regulatory framework for waste diversion and resource recovery where producers are individually accountable and financially responsible for their products and packaging once consumers dispose of them.*
RPRA is also responsible for developing and operating digital reporting services for the Ministry of the Environment, Conservation and Park's excess soil and hazardous waste management programs.

How strongly do you support or oppose this mandate?

RRCEA

Legend: 2021, 2022, 2023, 2024

	Oppose (1-3)	Neutral (4)	Support (5-7)	Unsure
	8% / 10% / 9% / 10%	23% / 19% / 28% / 29%	69% / 71% / 55% / 54%	0% / 1% / 7% / 7%

Digital Reporting

Legend: 2023, 2024

	Oppose (1-3)	Neither (4)	Support (5-7)	Unsure
	3% / 3%	22% / 24%	64% / 64%	12% / 9%

RRCEA: n=365, DR: n=1,145
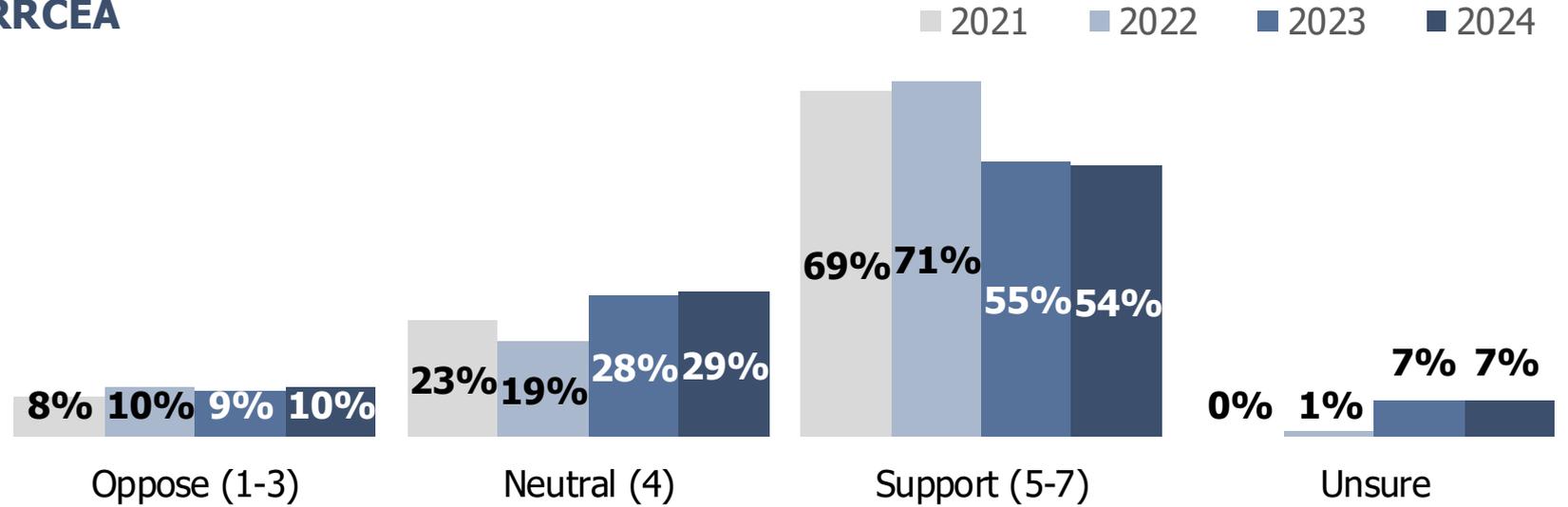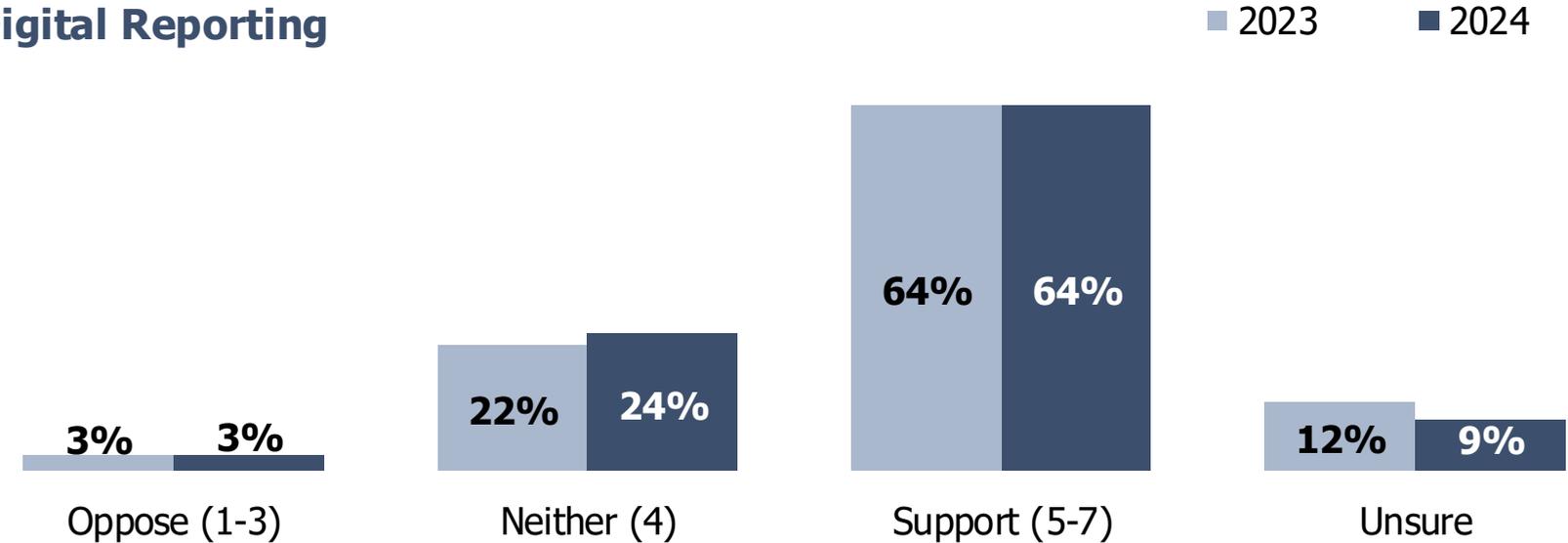
Trusted Authority

Perceptions that RPRA is a trusted authority have improved for both RRCEA and Digital Reporting in 2024.

Digital Reporting has significantly higher agreement (and much lower disagreement) with the statement than RRCEA, perhaps reflecting that trust in authority ties closely with enforcement.

RPRA is a trusted authority

RRCEA

■ 2021 ■ 2022 ■ 2023 ■ 2024

	Disagree (1-3)	Neutral (4)	Agree (5-7)	Unsure
2021	12%	27%	52%	10%
2022	14%	29%	50%	6%
2023	18%	21%	51%	10%
2024	14%	24%	55%	7%

Digital Reporting

■ 2023 ■ 2024

	Disagree (1-3)	Neutral (4)	Agree (5-7)	Unsure
2023	5%	25%	60%	9%
2024	3%	23%	68%	6%

RPRA Adhering to its Role

On assessing whether RPRA strictly adheres to its role, the results for RRCEA and Digital Reporting are very similar. Both see an uptick in 2024.

Digital Reporting is only somewhat more favourable on this indicator than RRCEA.

Uncertainty about this assessment appears to be trending down over time but roughly 1 in 10 are still unable to provide a judgement.

RPRA strictly adheres to its role implementing policy decisions made by the Ontario government and its legislated mandate.

RRCEA

Legend: ■ 2021 ■ 2022 ■ 2023 ■ 2024

	Disagree (1-3)	Neutral (4)	Agree (5-7)	Unsure
2021	10%	27%	49%	14%
2022	8%	29%	52%	10%
2023	12%	25%	52%	11%
2024	11%	25%	55%	9%

Digital Reporting

Legend: ■ 2023 ■ 2024

	Disagree (1-3)	Neutral (4)	Agree (5-7)	Unsure
2023	3%	26%	55%	15%
2024	3%	25%	61%	11%
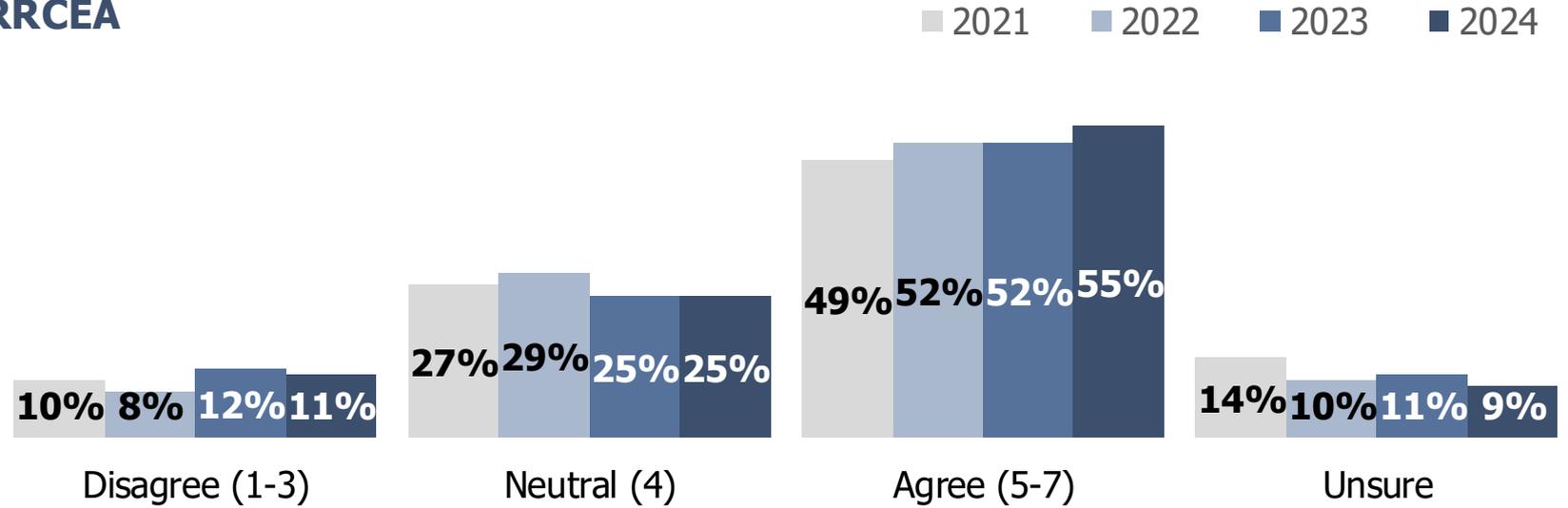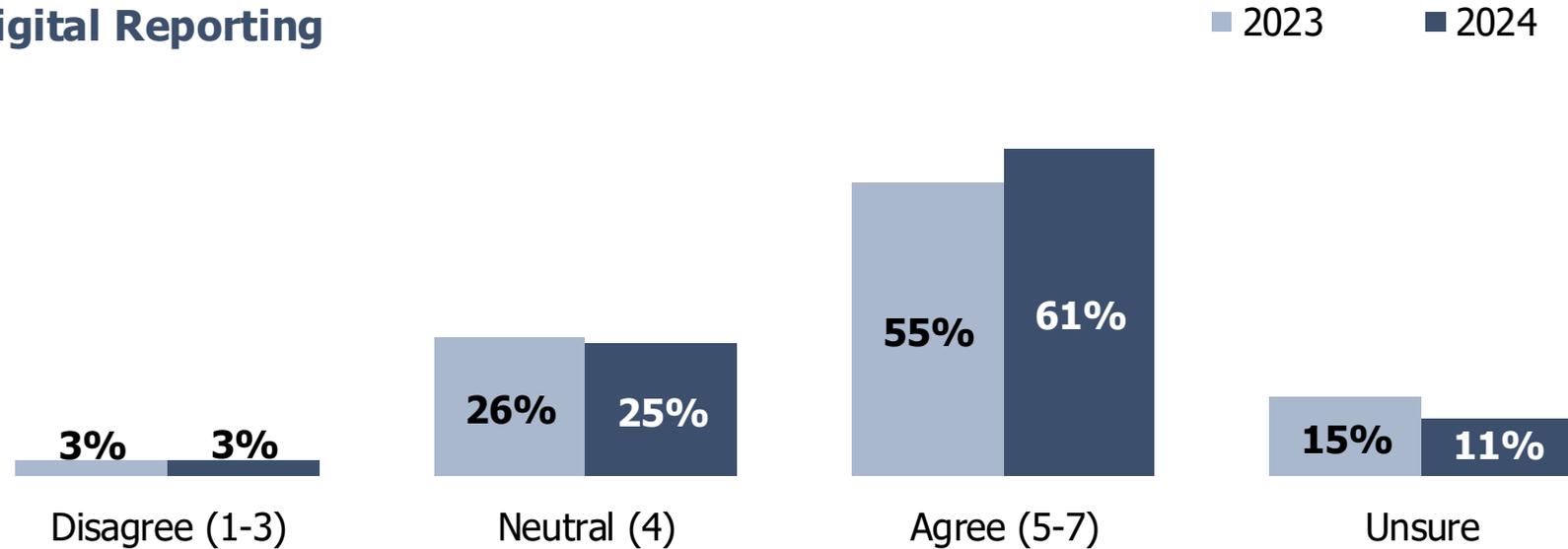
Transparency

There is a fairly sharp difference between RRCEA and Digital Reporting on transparency – the former is much more likely to disagree that RPRA is transparent.

That said, disagreement is trending down since 2022 for RRCEA. Digital Reporting has seen a reasonable upswing since its baseline measurement last year – a majority now say that RPRA is transparent in its decision-making.

RPRA is transparent in how it makes decisions.

RRCEA

■ 2021   ■ 2022   ■ 2023   ■ 2024

	Disagree (1-3)	Neutral (4)	Agree (5-7)	Unsure
2021	17%	28%	42%	14%
2022	26%	27%	36%	10%
2023	22%	23%	43%	12%
2024	20%	27%	44%	9%

Digital Reporting

■ 2023   ■ 2024

	Disagree (1-3)	Neutral (4)	Agree (5-7)	Unsure
2023	7%	31%	47%	16%
2024	5%	29%	55%	12%

RRCEA: n=365, DR: n=1,145
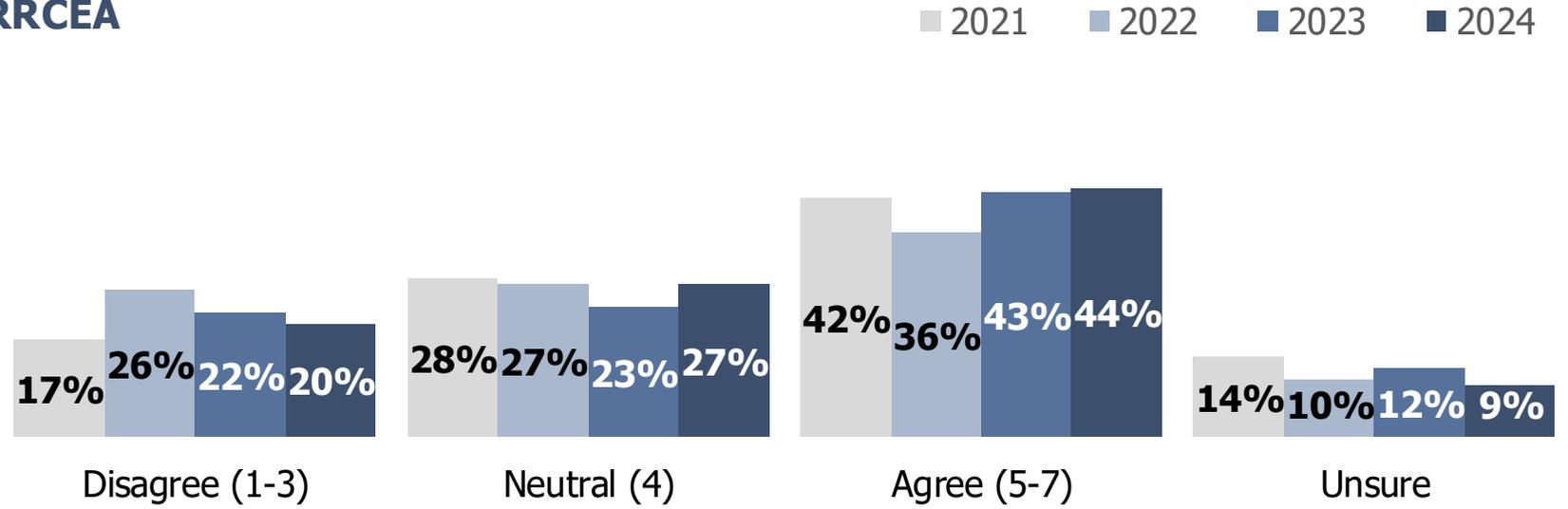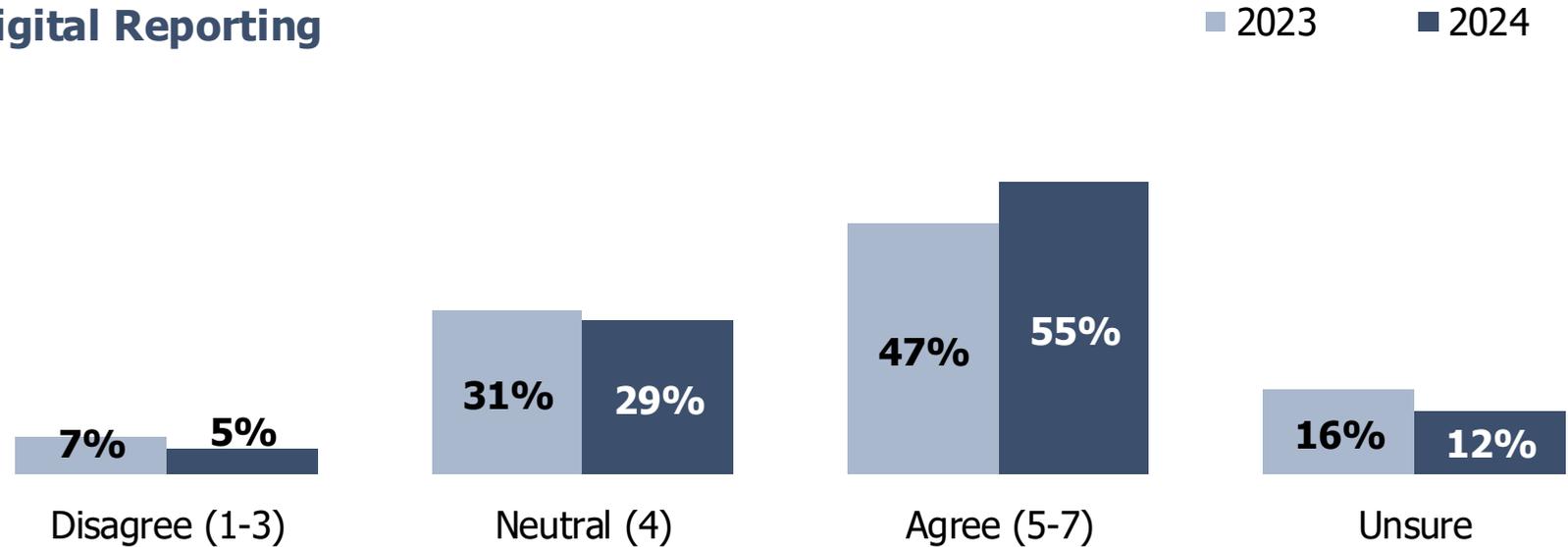
Ensuring a Level Playing Field

There has been an upswing in the number of RRCEA registrants who think RPRA does a good job of ensuring a level playing field. At the same time, the number disagreeing remains high relative to early years of tracking (likely reflecting the roll out of enforcement).

Overall, there is a net shift from +10 to +18 (difference between agree and disagree) as registrants move off uncertainty in 2024.

RPRA does a good job of ensuring a level playing field.

RRCEA

	2024	2023	2022	2021
Agree (5-7)	41%	34%	37%	36%
Neutral (4)	27%	27%	33%	35%
Disagree (1-3)	23%	24%	18%	16%
Unsure	9%	15%	12%	12%
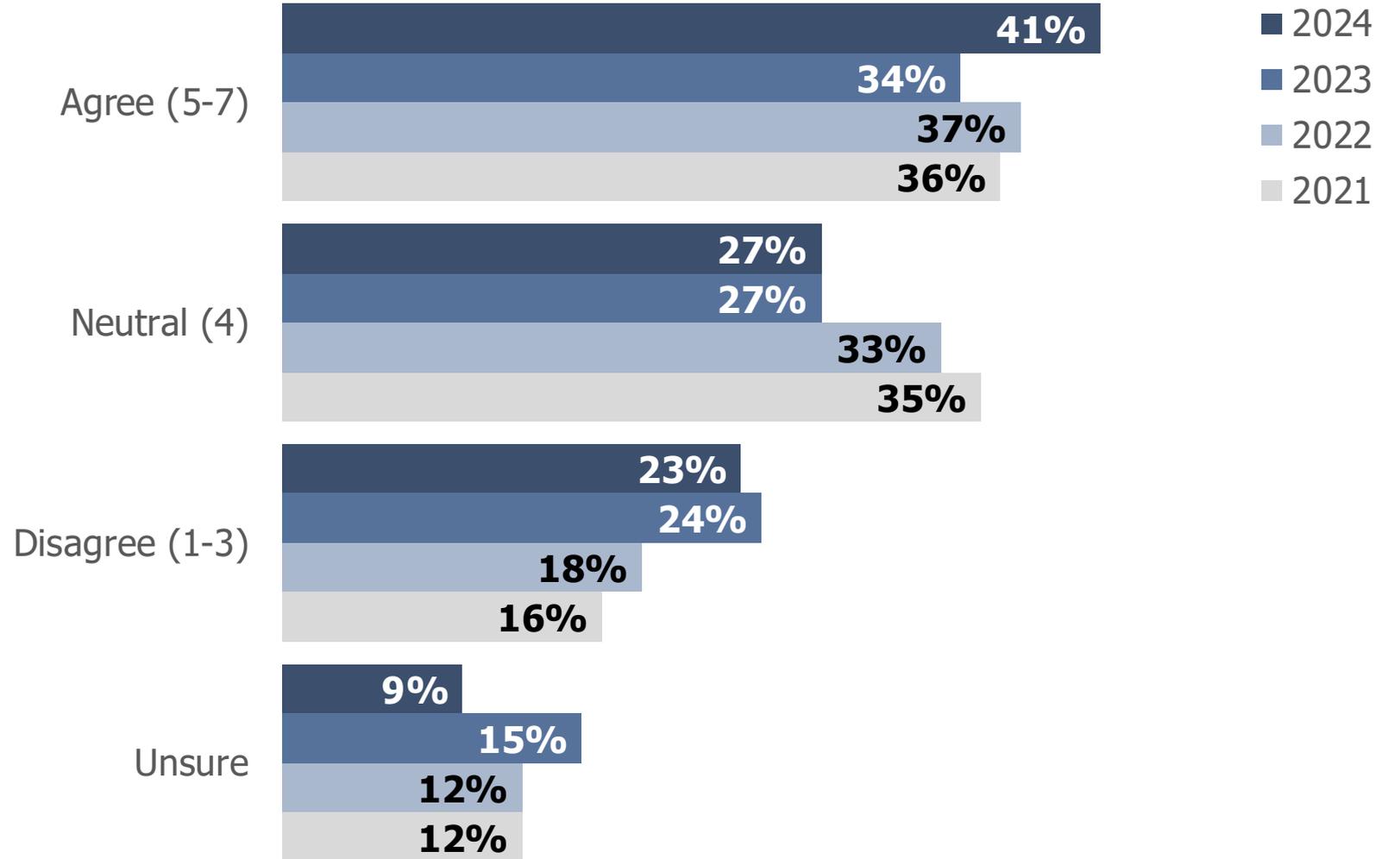
Performance

Performance
- Key Findings

Performance metrics also show improvement across all indicators.

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- Digital Reporting is consistently more favourable than RRCEA. This difference shows in the positive ratings and also the negative, where RRCEA has much higher numbers that are often just below the one-quarter mark.

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› The Gap Analysis on service attributes has somewhat mixed results for RRCEA and across the board improvements for Digital Reporting. For RRCEA gaps have generally improved or remained flat with a few exceptions: tech support and, to a lesser extent, the website and consulting/engaging stakeholder.

- All attributes have seen more or less steady performance for RRCEA with the exception of tech support where there is a 10 point drop in positive ratings. For Digital Reporting, every attribute is rated higher in 2024 than 2023.

Rating RRPA on Fulfilling its Mandate

Fulfilling its mandate is an important performance metric. A majority of both RRCEA and Digital Reporting rate RPRA favourably on this score, and both improved over 2023.

As with most other survey results, RRCEA has a higher negative rating than Digital Reporting and lags (8 points) on positive ratings.

› Note: for Digital Reporting, ES has a significantly higher negative rating than HWP (12% vs. 3%, respectively), reflecting a trend seen often with the Digital Reporting survey. Much of the higher positivity with Digital Reporting is driven by HWP.

Based on everything you may have heard or seen to date, how would you rate RPRA in terms of fulfilling its mandate?

RRCEA

■ 2021　■ 2022　■ 2023　■ 2024

	Poor (1-3)	Neutral (4)	Good (5-7)	Unsure
2021	7%	21%	58%	15%
2022	12%	18%	61%	8%
2023	14%	20%	53%	13%
2024	12%	21%	57%	9%

Digital Reporting

■ 2023　■ 2024

	Poor (1-3)	Neutral (4)	Good (5-7)	NR
2023	5%	18%	60%	18%
2024	4%	16%	65%	15%

RRCEA: n=365, DR: n=1,145
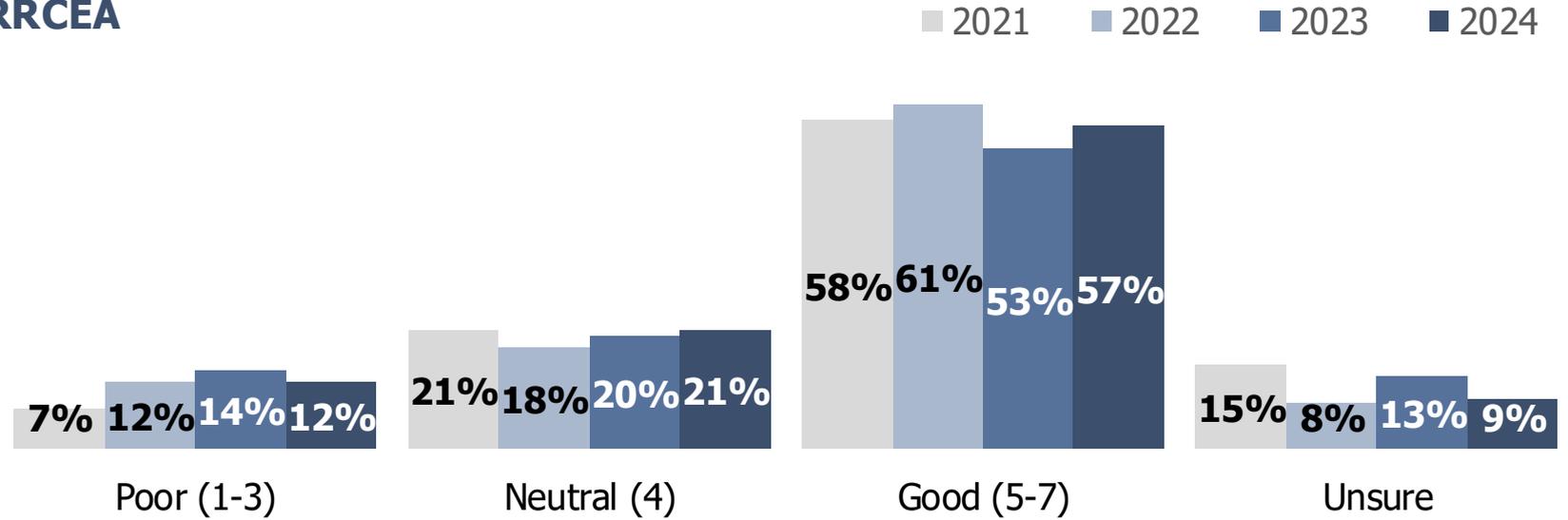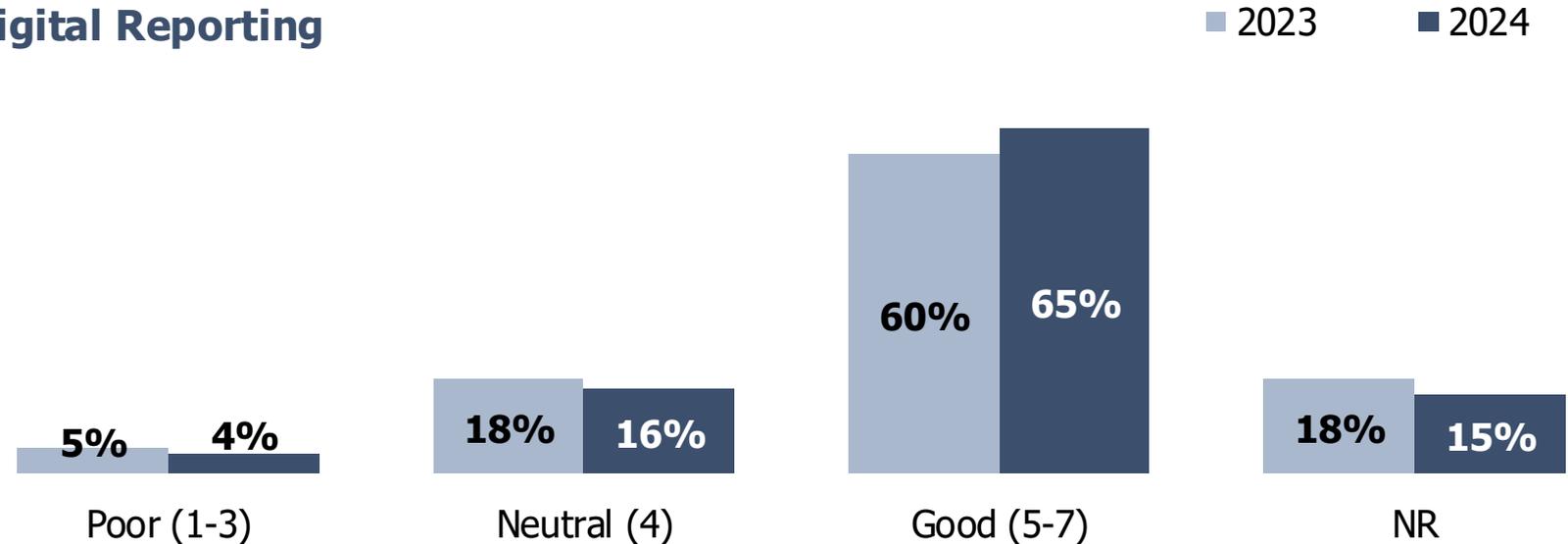
Supporting for Compliance with Regulatory Requirements

Positive ratings for RPRA's support with compliance have improved for both RRCEA and Digital Report in 2024.

This is one area where we see a high level of negativity, at least for RRCEA – over 1 in 5 rate RPRA poorly on its support with compliance. While positive ratings improved over last year, there is just a bare majority rating RPRA positively – a full 10 points behind Digital Reporting.

› As with the previous indicator in this section, ES is much more negative than HWP among Digital Reporting registrants (16% vs. 7%, respectively).

How would you rate RPRA on each of the following?
Supporting you to be compliant with regulatory requirements.

RRCEA

Legend: ■ 2021 ■ 2022 ■ 2023 ■ 2024

	Poor (1-3)	Neutral (4)	Good (5-7)	Unsure
2021	16%	22%	57%	5%
2022	23%	17%	57%	3%
2023	22%	24%	48%	5%
2024	22%	20%	53%	5%

Digital Reporting

Legend: ■ 2023 ■ 2024

	Poor (1-3)	Neutral (4)	Good (5-7)	Unsure
2023	9%	20%	59%	11%
2024	7%	20%	63%	10%

RRCEA: n=365, DR: n=1,145
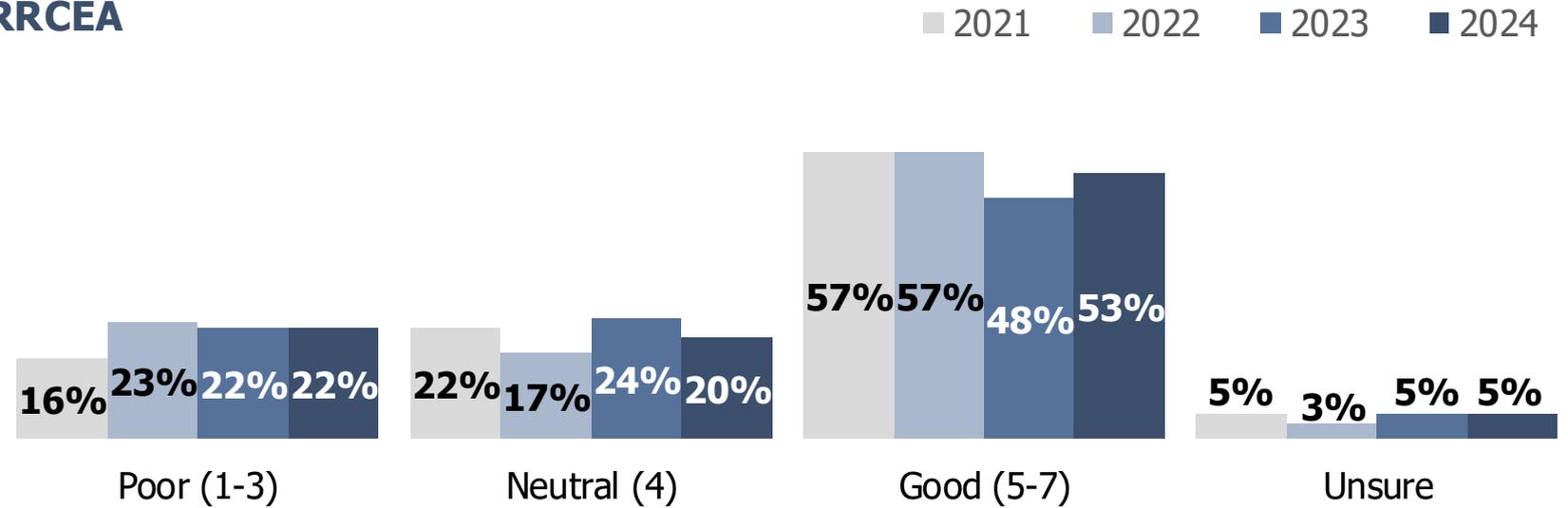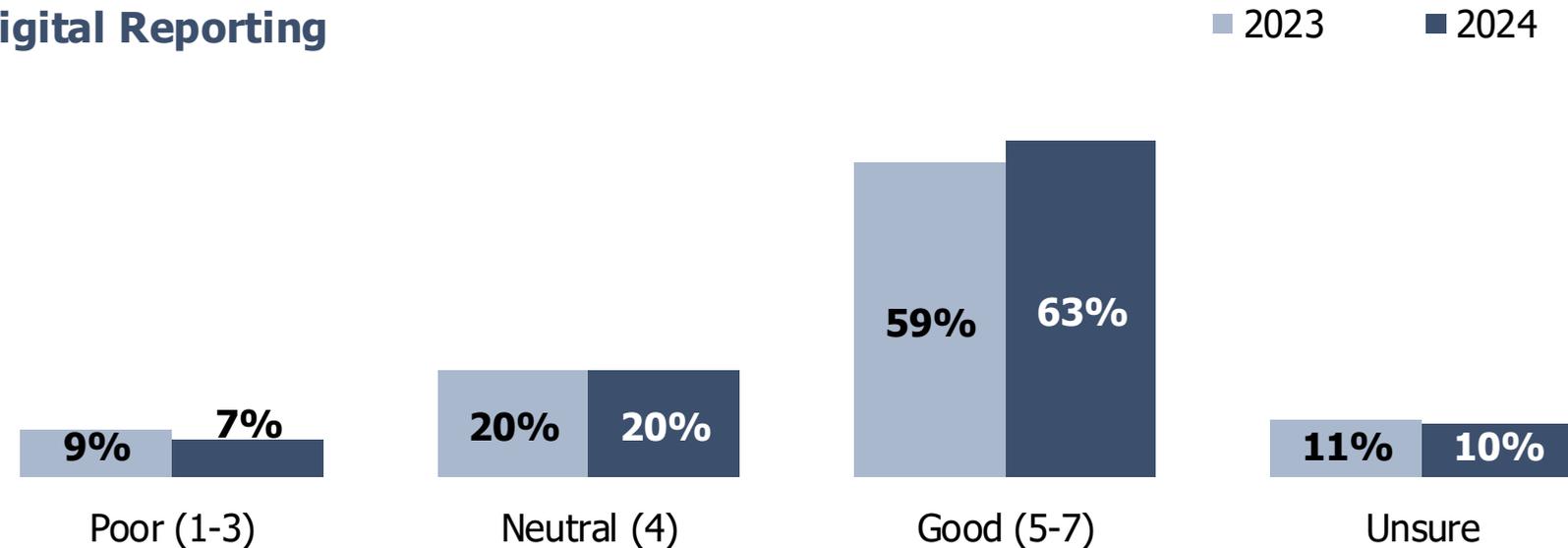
Helping Registrants Understand How to be Compliant

After an initially strong result on helping registrants understand compliance in 2021, RRCEA remains just slightly above the majority level rating RPRA positive on this dimension.

The 2024 result for Digital Reporting is slightly above its baseline measurement.

How would you rate RPRA on each of the following? Helping you understand what is needed to be compliant with regulatory requirements.

RRCEA

■ 2021 ■ 2022 ■ 2023 ■ 2024

	Poor (1-3)	Neutral (4)	Good (5-7)	Unsure
2021	14%	20%	63%	3%
2022	26%	20%	51%	2%
2023	23%	21%	52%	4%
2024	23%	19%	54%	5%

Digital Reporting

■ 2023 ■ 2024

	Poor (1-3)	Neutral (4)	Good (5-7)	Unsure
2023	11%	20%	58%	11%
2024	9%	20%	61%	10%
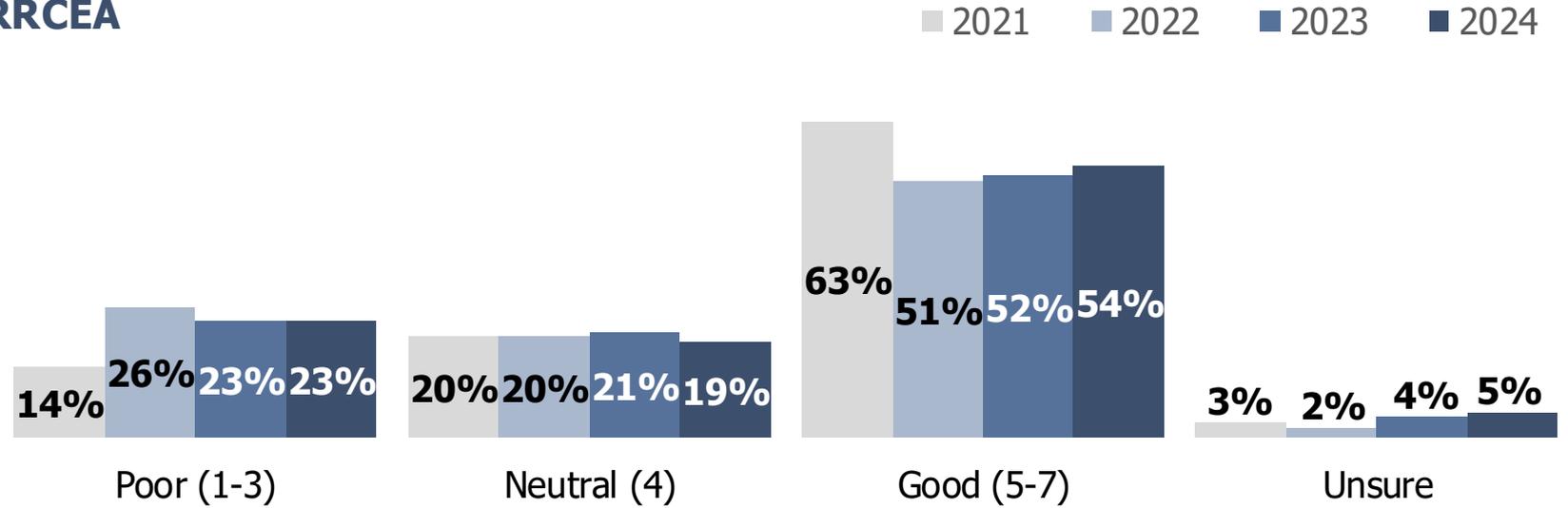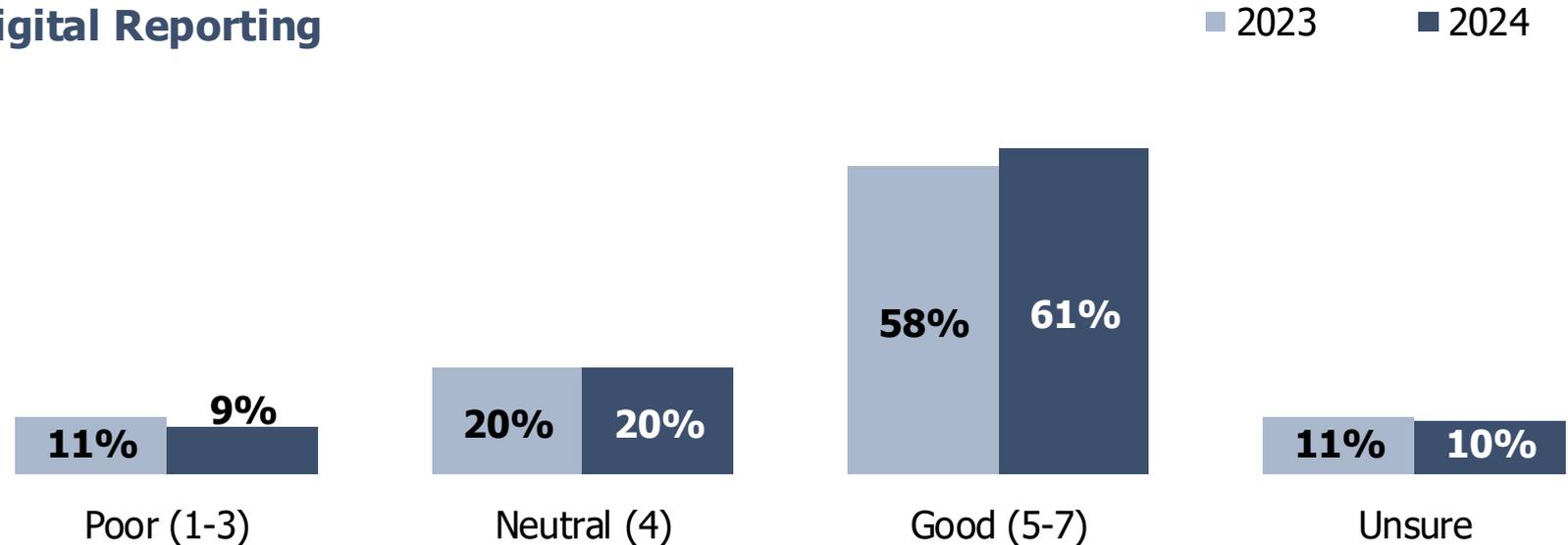
Helping Registrants Adapt to Regulations

While only marginally lower, help with adapting to the new regulatory environment is the lowest rated compliance-related variable in the surveys for both RRCEA and Digital Reporting.

Just under half of RRCEA continue to rate RPRA positively on helping them adapt to the new regulations, while Digital Reporting has seen a slight uptick to push the gap with RRCEA higher.

How would you rate RPRA on each of the following?
Helping you adapt to the new regulations.

RRCEA

Legend: 2021, 2022, 2023, 2024

- Poor (1-3): 17%, 26%, 22%, 23%
- Neutral (4): 27%, 27%, 26%, 23%
- Good (5-7): 51%, 44%, 47%, 47%
- Unsure: 4%, 3%, 6%, 7%

Digital Reporting

Legend: 2023, 2024

- Poor (1-3): 10%, 9%
- Neutral (4): 21%, 20%
- Good (5-7): 57%, 60%
- Unsure: 12%, 11%

RRCEA: n=365, DR: n=1,145
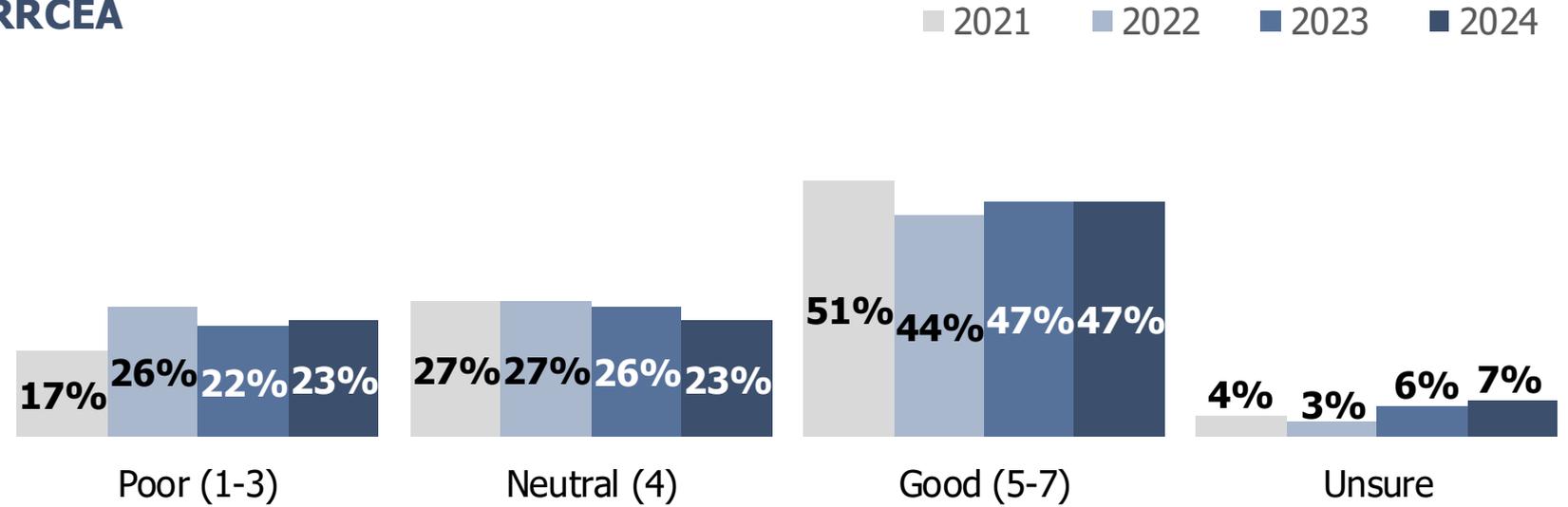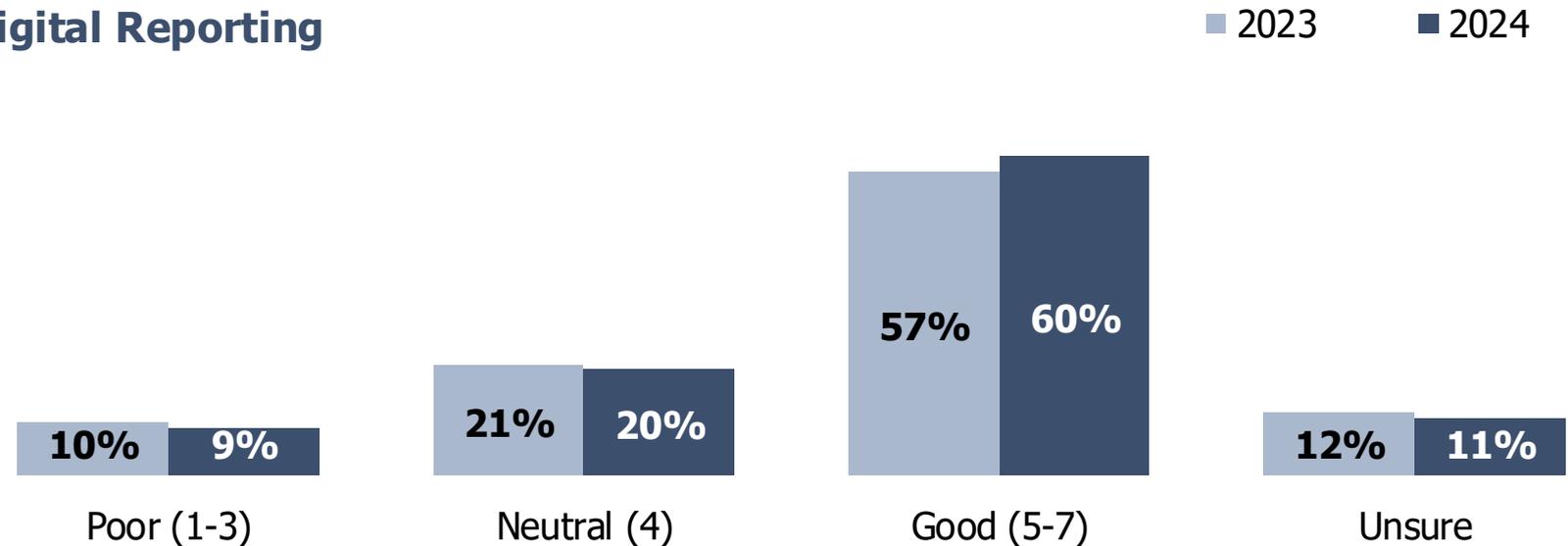
Satisfaction with Compliance and Registry Interaction

Satisfaction with the Compliance and Registry team runs high for both RRCEA and Digital Reporting and has improved for both groups over last year.

› Satisfaction for RRCEA has rebounded into three-quarters territory after a dip in 2023.

› With a bump over its baseline result, satisfaction for Digital Reporting runs 10 points higher than for RRCEA.

How satisfied are you with the interaction you had with the Compliance and Registry team?

Satisfied (5 to 7 on 7-point scale)

RRCEA

Year	
2024	74%
2023	68%
2022	74%
2021	76%

Digital Reporting

Year	
2024	84%
2023	77%

RRCEA: n=365, DR: n=1,145

Overall Rating of Reporting Experience

Digital Reporting has improved its overall reporting experience rating, while RRCEA has nudged up directionally.

› As with virtually all other indicators in the surveys, Digital Reporting's overall rating of its reporting experience is significantly higher than that for RRCEA.

› While these overall scores are lower than others, the results should be viewed in the context of reporting being a duty for registrants.

Overall, how would you rate your company's reporting experience with RPRA?

Positive ratings (5 to 7 on 7-point scale)

RRCEA

Year	Rating
2024	60%
2023	57%
2022	67%
2021	58%

Digital Reporting

Year	Rating
2024	73%
2023	63%

RRCEA: n=365, DR: n=1,145
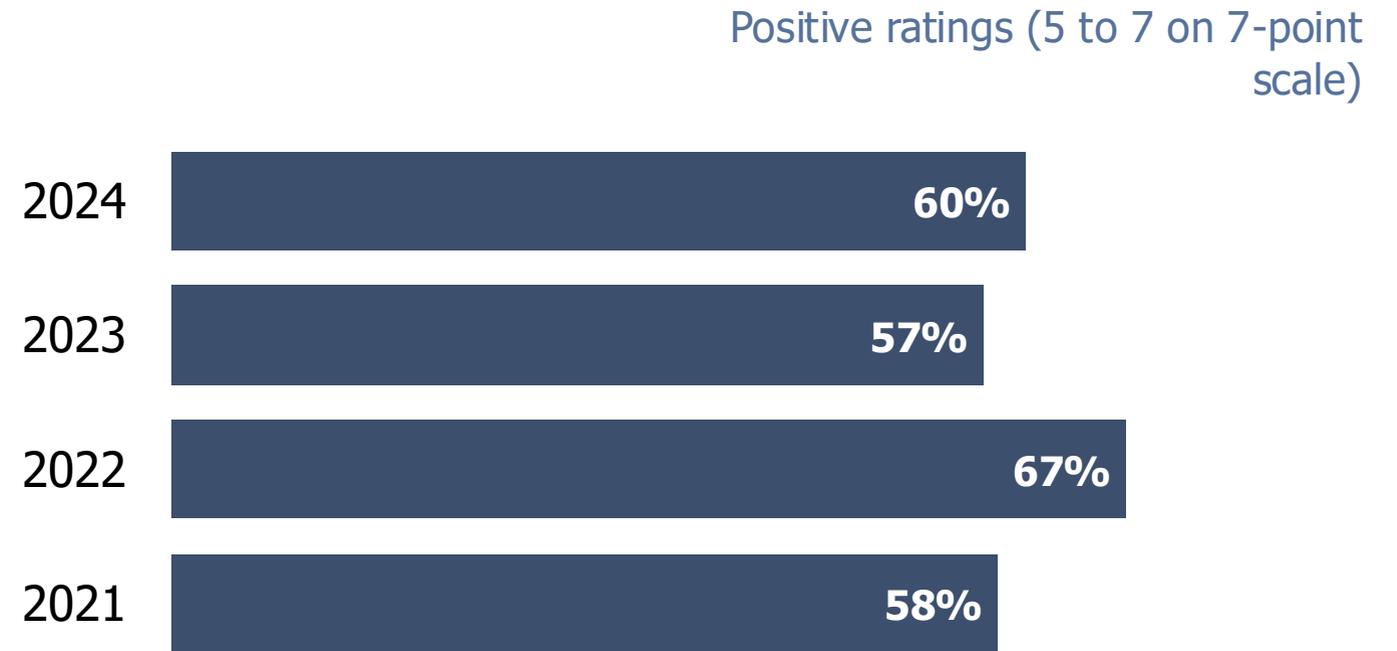
Rating Interactions with RPRA Overall

Ratings of interactions with RPRA have improved for both RRCEA and Digital Reporting over the 2023 results.

It is noteworthy that the downward trend in ratings for interactions for RRCEA over the previous three years has ceased; ratings have returned to the level found in 2022.

This is a rare instance where the level of positive ratings is virtually identical for RRCEA and Digital Reporting over the past two years.

That said, Digital Reporting has significantly lower level of poor ratings and higher non-response (likely reflecting the relative level of interaction between the two groups).

Thinking about the interactions you have had with RPRA to date, how would you rate these interactions overall.

RRCEA

Legend: 2021, 2022, 2023, 2024

	Poor (1-3)	Neutral (4)	Good (5-7)	Unsure
2021	8%	18%	73%	1%
2022	13%	19%	67%	1%
2023	15%	18%	62%	5%
2024	12%	18%	67%	3%

Digital Reporting

Legend: 2023, 2024

	Poor (1-3)	Neutral (4)	Good (5-7)	Unsure
2023	7%	18%	62%	13%
2024	5%	16%	68%	11%
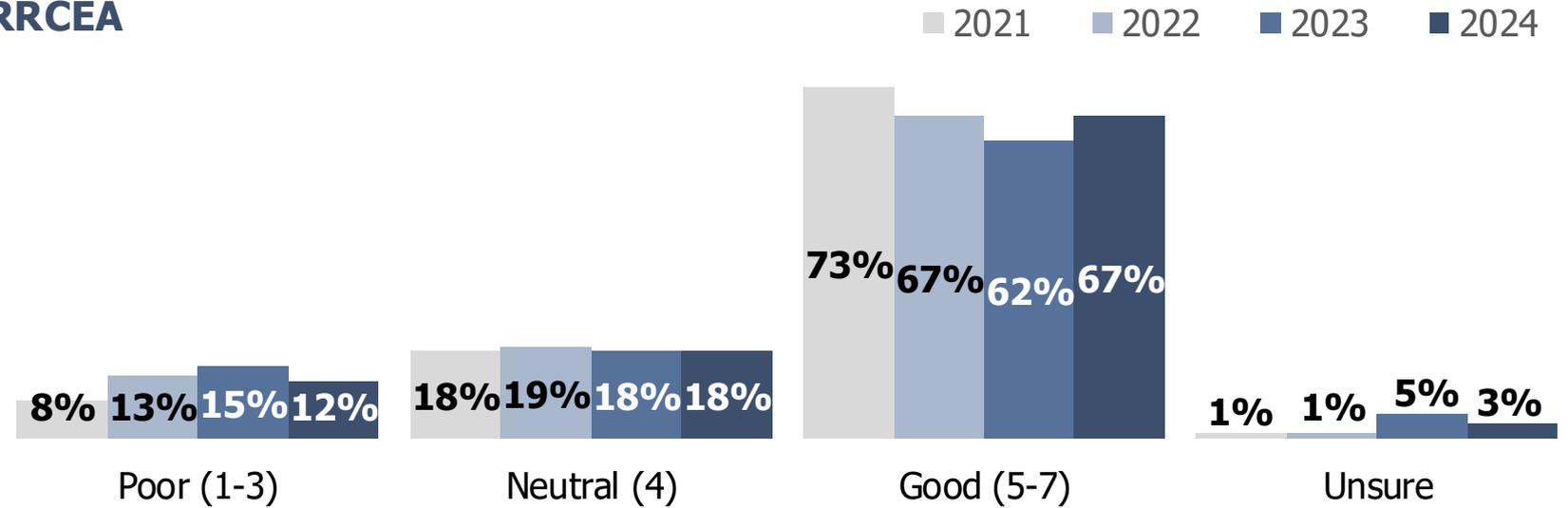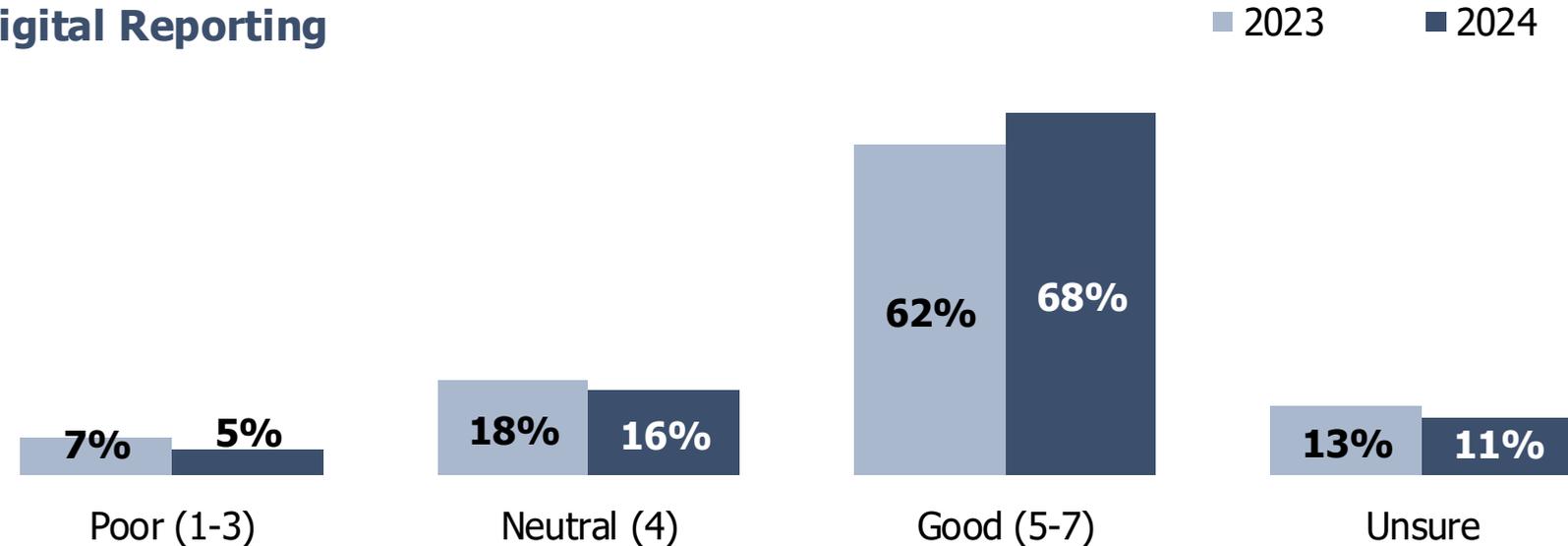
Gap Analysis – Performance versus Expectations

The surveys measure expectations and performance across a range of service or performance attributes. The gap analysis is created by subtracting the top-two box on expectations from the good ratings on performance.

This section shows the gap analysis for each group (RRCEA and Digital Reporting) first, followed by the detailed performance ratings and expectations scores.

Gaps: Performance versus Expectations for RRCEA

Gap Analysis - RRCEA

For RRCEA, the survey measures performance and expectations across nine service-related attributes. The table on this slide shows the differences between these performance ratings and registrants' expectations for each attribute.

A few trends can be noted for these gaps:

› Some have narrowed or remained flat relative to 2023.

› Every attribute has a higher gap than for its baseline measurement in 2021 (to be expected as enforcement is rolled out).

› Tech support has seen a relatively large increase in its gap over 2023 and is now at three times the level of its baseline measurement.

› The website and consultations have also seen increased gaps, albeit fairly modest.

Key priorities (largest gaps) remain much the same as previous years with the exception of tech support, which has escalated.

Positive ratings minus high importance

	2021	2022	2023	2024
Understanding your business needs	-23%	-22%	-31%	-25%
Being clear in its communications	-20%	-20%	-26%	-25%
Being fair	-16%	-16%	-23%	-24%
Providing tech support	-7%	-13%	-12%	-21%
Consulting stakeholders on important issues	-11%	-14%	-16%	-21%
Being accessible	-11%	-18%	-21%	-20%
Being responsive	-7%	-21%	-15%	-18%
Easy to use website	-8%	-9%	-11%	-17%
Being courteous and professional	9%	7%	0%	1%

n=365 (Gaps: positive ratings minus high expectations ranked from highest to lowest)

Gap Analysis – Digital Reporting

For Digital Reporting, the survey measures fewer attributes than for RRCEA – being fair and consultations are not included.

Gaps have improved across all attributes for Digital Reporting, due to improved performance scores across the board.

Accessibility and responsiveness have seen the greatest improvements, along with tech support (contrasting with RRCEA).

Gaps: Performance versus Expectations for Digital Reporting

Positive ratings minus high importance

■ 2024
■ 2023

Attribute	2024	2023
Being accessible (or making it easy to reach the people you need)	-10	-18
Being clear in its communications	-8	-14
Having a website that is easy to use	-8	-12
Being responsive (or responding quickly)	-8	-16
Providing technical support	-6	-14
Understanding your business needs	-6	-10
Being courteous and professional	1	-2
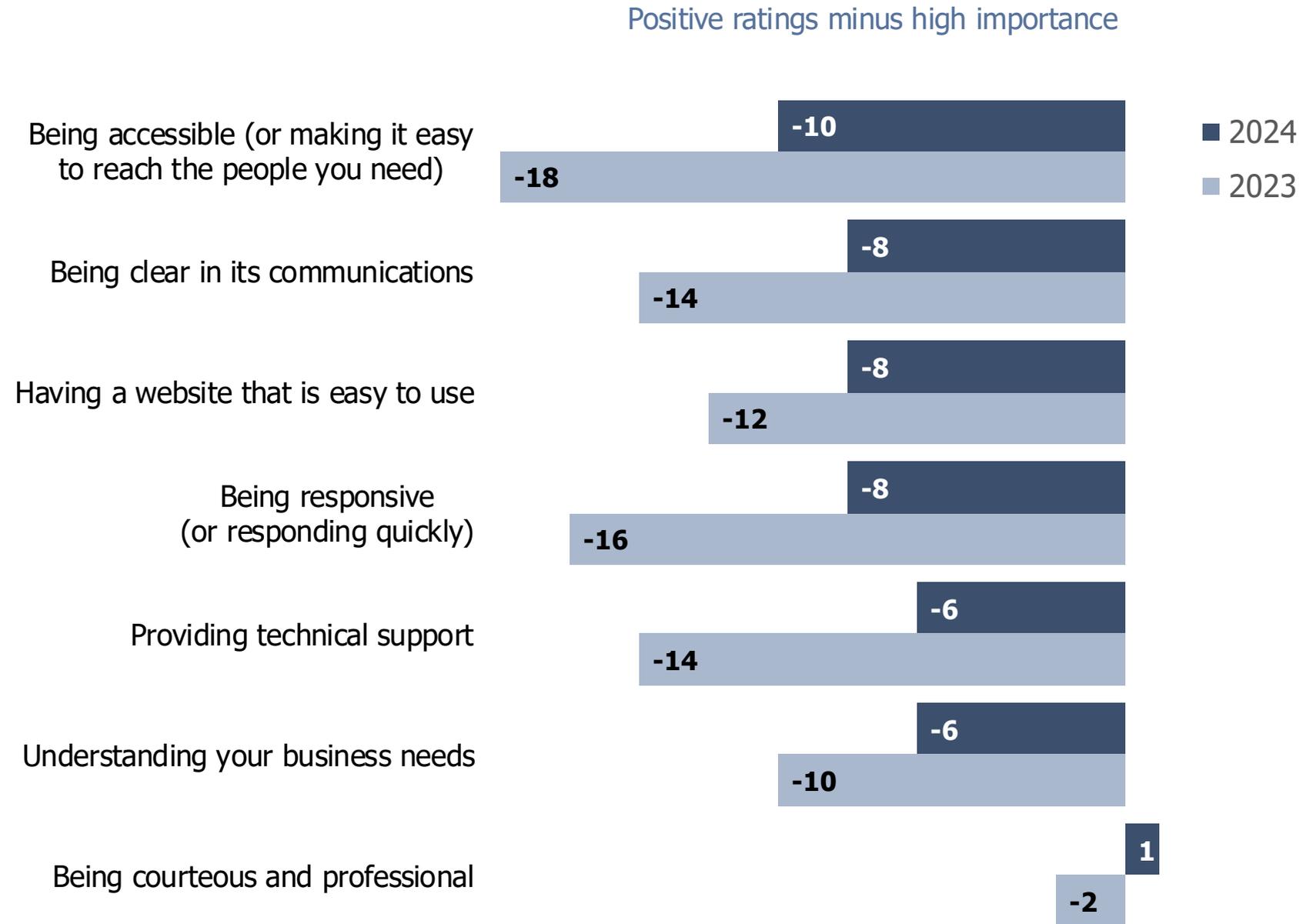
Performance on Service Attributes - RRCEA

For RRCEA, the survey measures performance across nine attributes.

As highlighted in the gap analysis for RRCEA, the performance rating for tech support has dropped by a full 10 points, while there are minor decreases in positive scores for the website and consultations.

Still thinking about your interactions with RPRA, how would you rate your experience across the following dimensions?

Positive ratings (5 to 7 on 7-point scale)

	2021	2022	2023	2024
Being courteous and professional	82%	85%	77%	78%
Easy to use website	69%	72%	69%	65%
Being responsive	71%	63%	64%	63%
Being accessible	67%	64%	58%	61%
Being clear in its communications	64%	65%	59%	60%
Being fair	64%	64%	56%	55%
Providing tech support	67%	64%	62%	52%
Consulting stakeholders on important issues	58%	58%	54%	51%
Understanding your business needs	52%	54%	47%	50%

Performance on Service Attributes – Digital Reporting

As noted in the gap analysis, the Digital Reporting survey measures performance and expectations across seven service attributes. This slide presents the performance results.

As with most other findings in the survey, ratings have improved across all attributes for Digital Reporting. Furthermore, all attributes receive strong majority positive feedback (most in the three-quarters territory).

Still thinking about your interactions with RPRA, how would you rate your experience across the following dimensions?

Positive ratings (5 to 7 on 7-point scale)

■ 2024
■ 2023

Attribute	2024	2023
Being courteous and professional	83%	79%
Having a website that is easy to use	77%	73%
Being clear in its communications	76%	72%
Being responsive (or responding quickly)	75%	68%
Providing technical support	73%	66%
Being accessible (or making it easy to reach the people you need)	71%	65%
Understanding your business needs	70%	64%
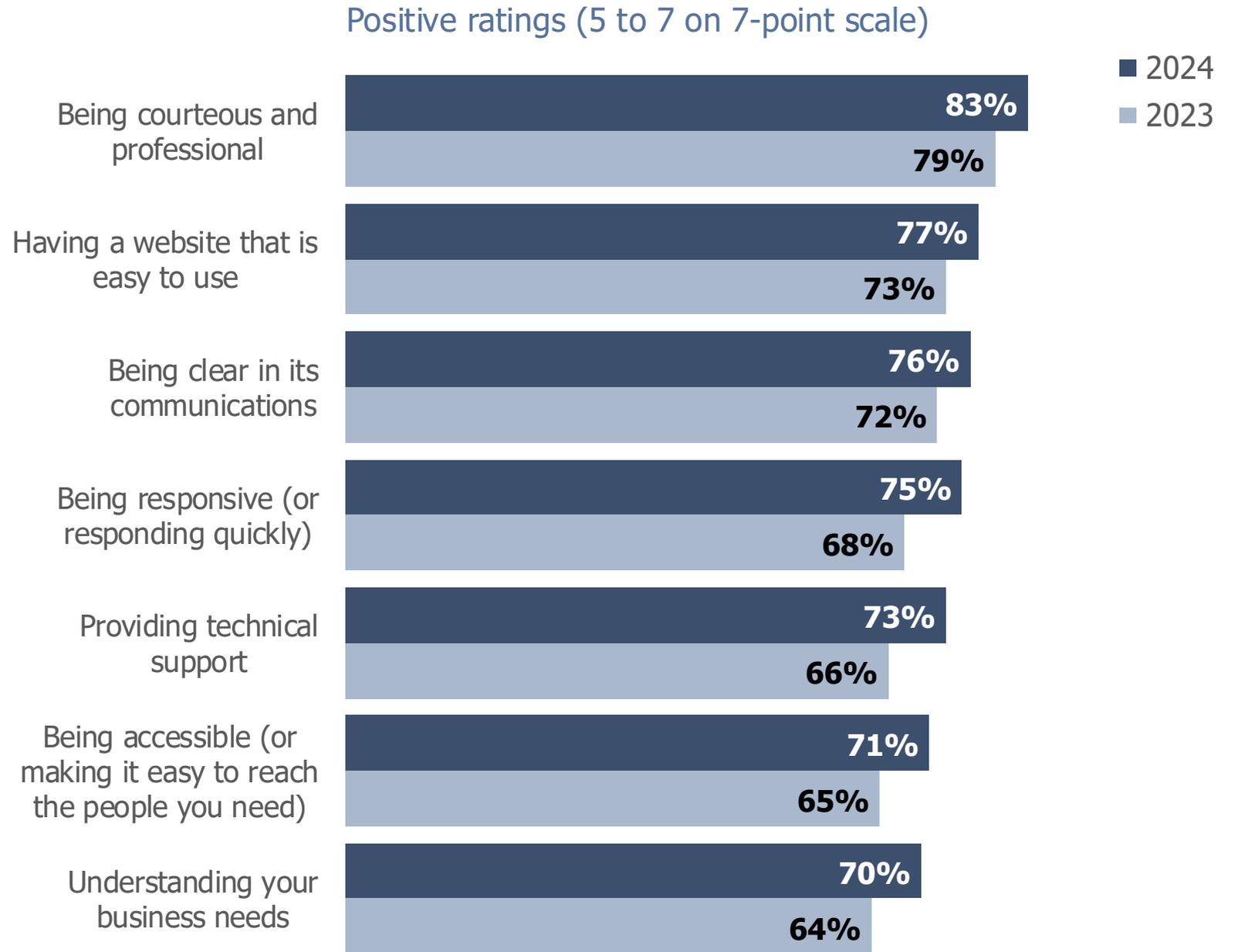
Expectations for Service Attributes – RRCEA

The other half of the gap analysis is expectations. The RRCEA survey measures expectations across the same nine attributes as are used for performance.

As can be seen in the table, expectations are remarkably consistent year-over-year.

How important are each of the following when dealing with RPRA?

High importance (6 to 7 on 7-point scale)

	2021	2022	2023	2024
Being clear in its communications	84%	85%	85%	85%
Easy to use website	77%	81%	80%	82%
Being accessible	78%	82%	79%	81%
Being responsive	78%	84%	79%	81%
Being fair	80%	80%	79%	79%
Being courteous and professional	73%	78%	77%	77%
Understanding your business needs	75%	76%	78%	75%
Providing tech support	74%	77%	74%	73%
Consulting stakeholders on important issues	69%	72%	70%	72%

Expectations for Service Attributes – Digital Reporting

Across the seven attributes used for Digital Reporting, we also find consistency year-over-year.

It is also noteworthy that Digital Reporting is very similar in its expectations to RRCEA.

How important are each of the following when dealing with RPRA?

High importance (6 to 7 on 7-point scale)

■ 2024
■ 2023

Attribute	2024	2023
Having a website that is easy to use	85%	85%
Being clear in its communications	84%	86%
Being responsive (or responding quickly)	83%	84%
Being courteous and professional	82%	81%
Being accessible (or making it easy to reach the people you need)	81%	83%
Providing technical support	79%	80%
Understanding your business needs	76%	74%
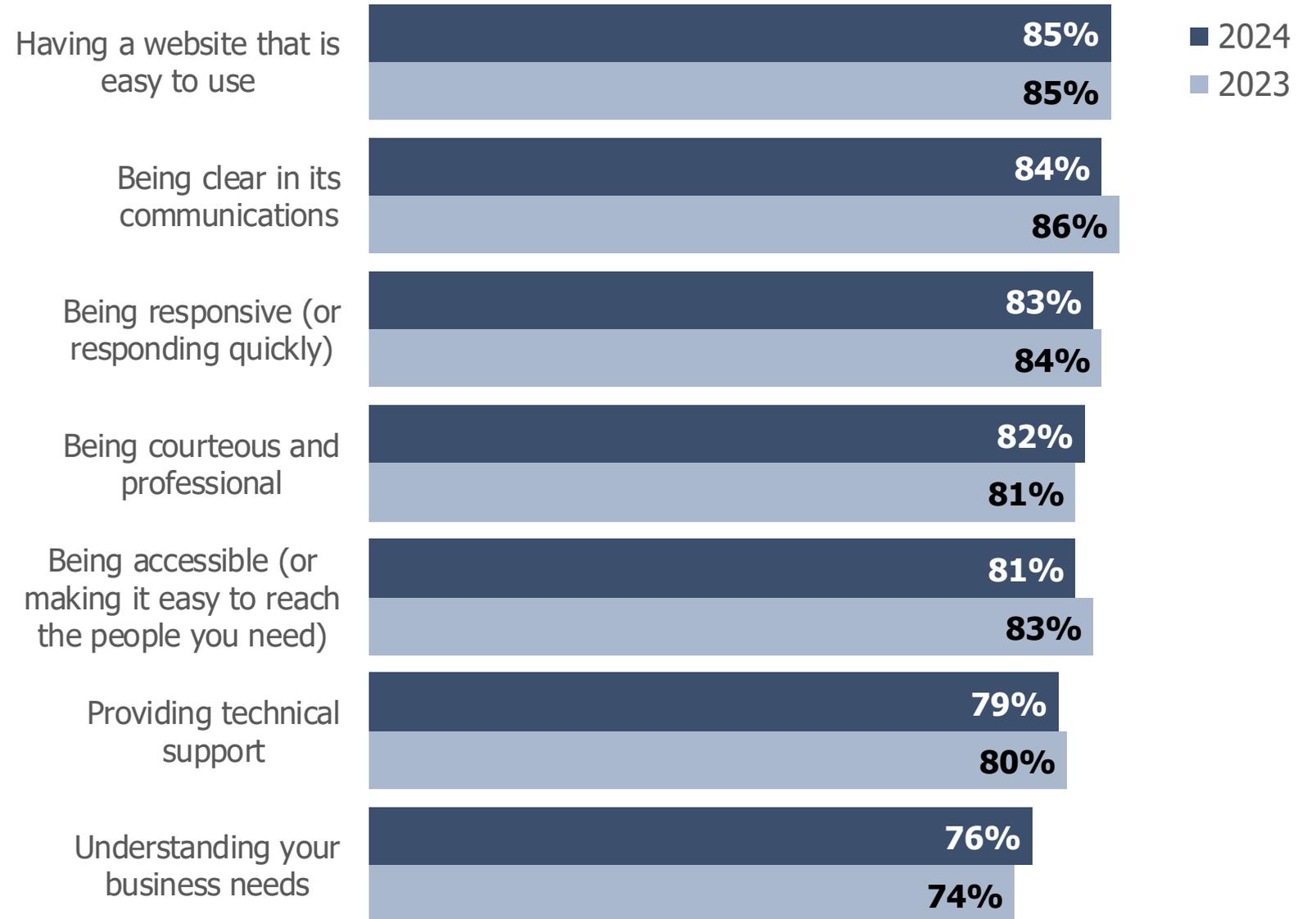
Awareness and Understanding

Perceptions of Responsibility – RRCEA

Understanding of each organization's responsibilities for Ontario's EPR programs is unchanged from 2023.

Registrants are equally likely to say they understand RPRA's and PRO's responsibilities but the Ministry's remain relatively opaque.

How would you rate your understanding of the various responsibilities the following organizations have for the operation of Ontario's extended producer responsibility programs?

PROs

	Unsure	Poor (1-3)	Neutral (4)	Good (5-7)
2024	7%	16%	17%	60%
2023	9%	14%	16%	61%

RPRA

	Unsure	Poor (1-3)	Neutral (4)	Good (5-7)
2024	4%	16%	19%	61%
2023	6%	15%	20%	59%

Ministry of the Environment, Conservation and Parks

	Unsure	Poor (1-3)	Neutral (4)	Good (5-7)
2024	11%	25%	24%	40%
2023	17%	18%	25%	41%

Legend: ■ Unsure   ■ Poor (1-3)   ■ Neutral (4)   ■ Good (5-7)
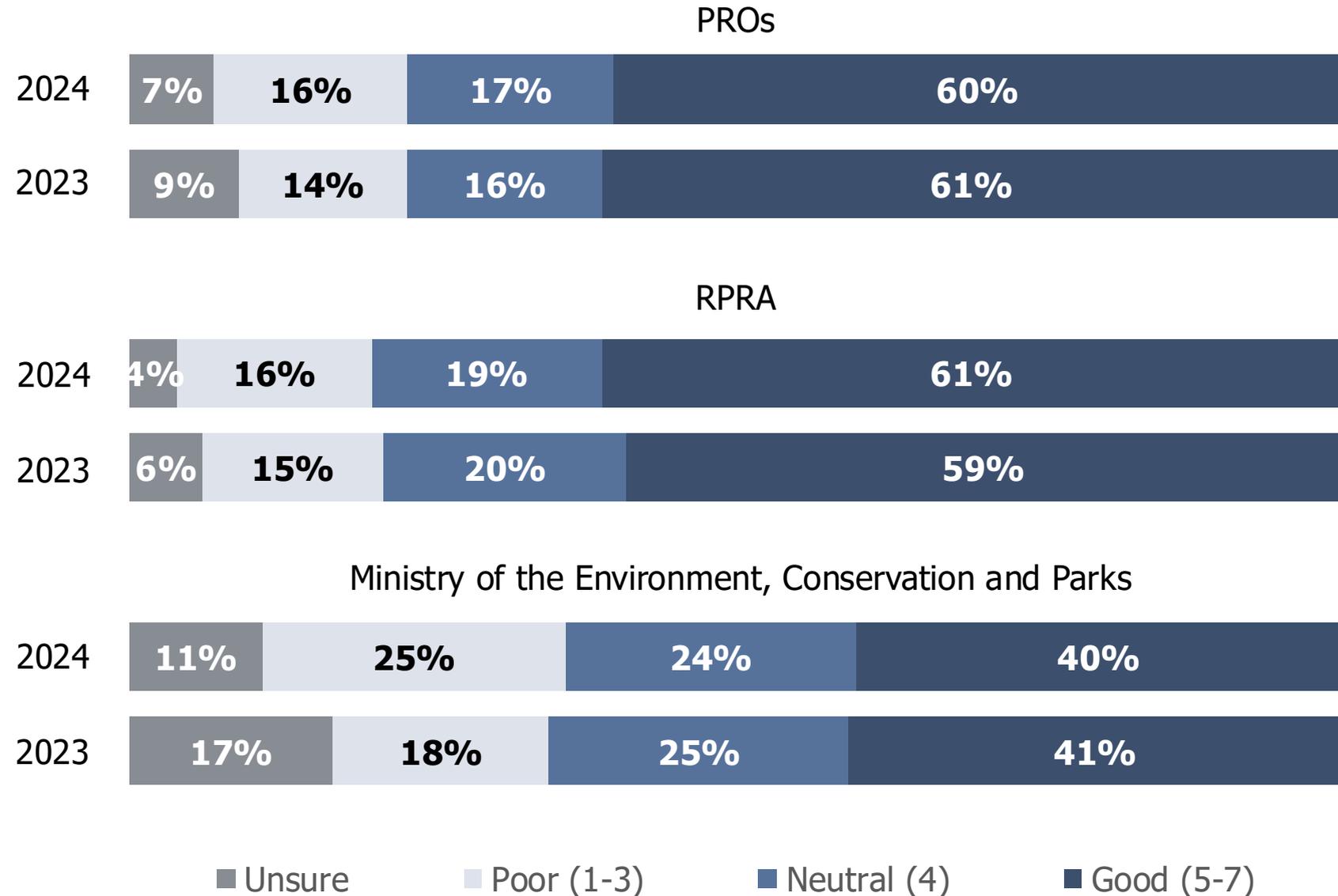
Perceptions of Responsibility – Digital Reporting

As with RRCEA, perceptions of responsibility for Digital Reporting are unchanged from 2023.

There is a much higher level of uncertainty for Digital Reporting as compared with RRCEA. Clarity on RPRA's role relative to the Ministry is very similar, however.

› HWP are much more uncertain than ES – 28% vs. 11% unsure on the Ministry and 19% vs. 6% on RPRA, respectively.

Based on your understanding, to what extent do each of the following have responsibility for the operation of the digital reporting services?

RPRA

	Unsure	Poor (1-3)	Neutral (4)	Good (5-7)
2024	19%	1%	19%	61%
2023	19%	1%	20%	60%

Ministry of the Environment, Conservation and Parks

	Unsure	Poor (1-3)	Neutral (4)	Good (5-7)
2024	27%	9%	31%	33%
2023	27%	10%	32%	31%

■ Unsure   ■ Poor (1-3)   ■ Neutral (4)   ■ Good (5-7)
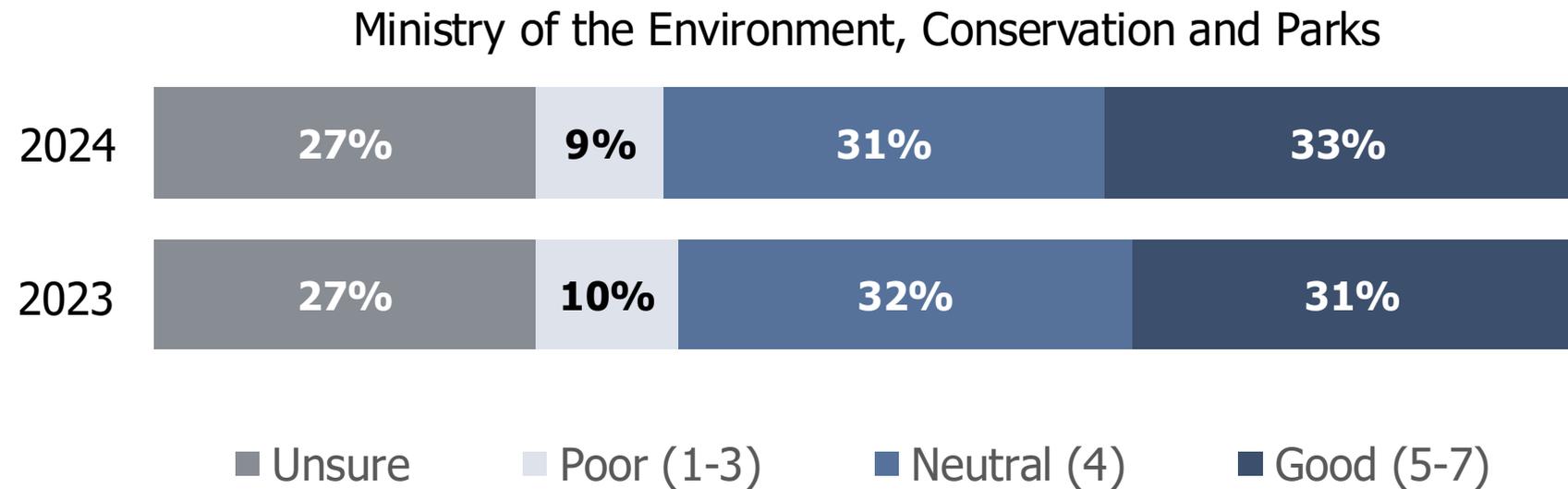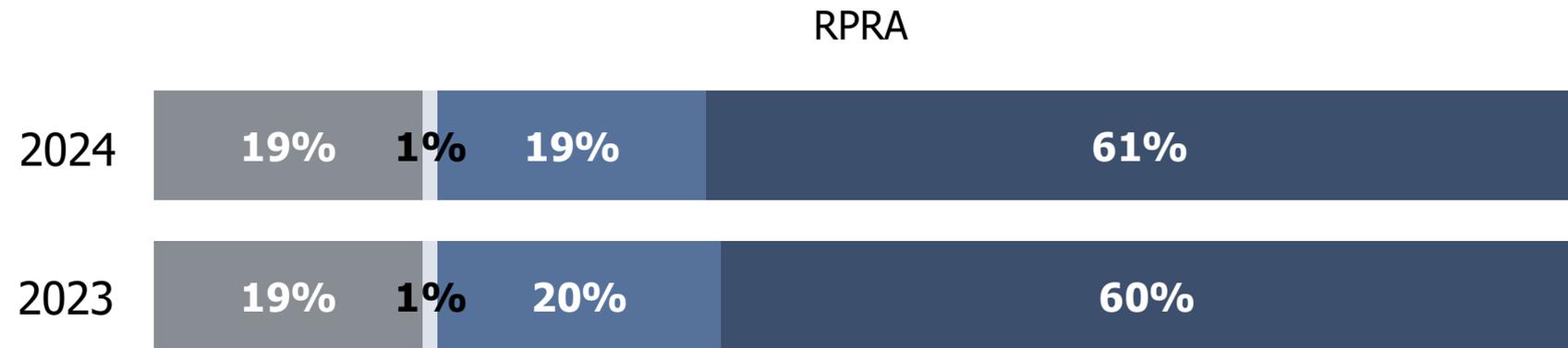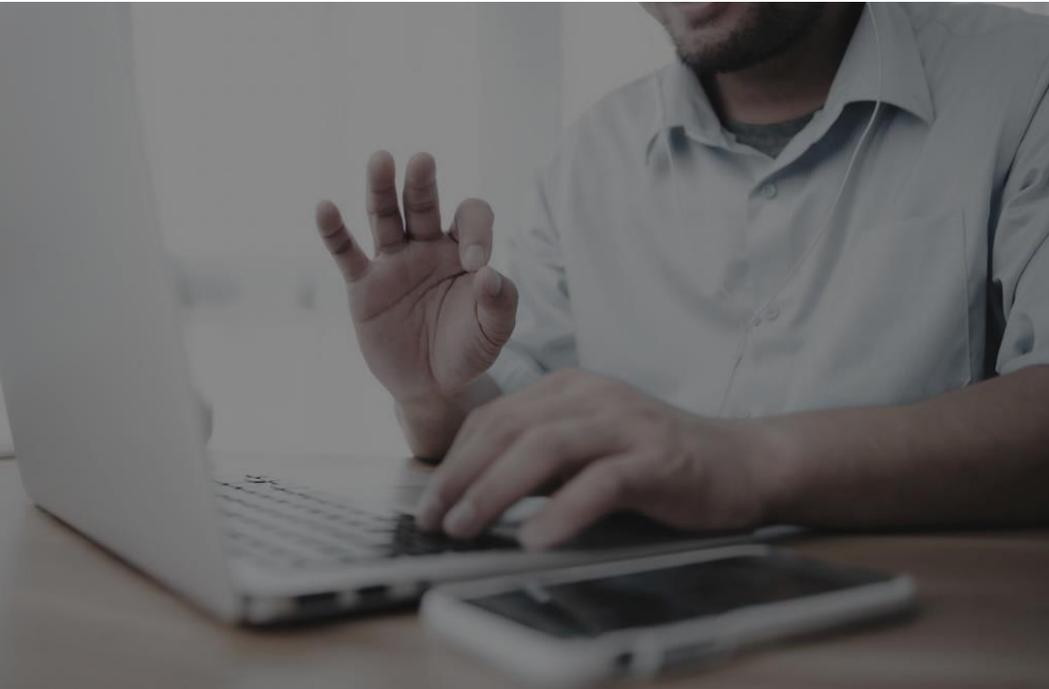
Interaction and Consultations

Interaction and Consultations
- Key Findings

› The website, emails, reporting/registration guides and FAQs are the most popular communications products used by both RRCEA and Digital Reporting. Usage of many communications products is more or less consistent with 2023 for RRCEA, while Digital Reporting's usage has dropped for all products outside of the website and email.

› Ratings for communications products have improved across the board for Digital Reporting and have more than 4 in 5 positive ratings for all products. Positive ratings for RRCEA are around the two-thirds mark, ratings for email and FAQs have improved, while there have been minor dips with rating the website, program overview videos, and Learning Series events.

› Feedback on consultations has improved somewhat on all dimensions measured for both RRCEA and Digital Reporting. Consultations is one area where the positive ratings for RRCEA and Digital Reporting are very similar.

› It is important to note, if unsurprising, that the level of interaction with RPRA is significantly higher for RRCEA than for Digital Reporting (79% vs. 67% contact in past year, respectively). This can be seen, for instance, in the level of non-response provided by Digital Reporting when answering questions about consultations.

Level of Interaction with RPRA

As would be expected, RRCEA has a higher level of interaction with RPRA than does Digital Reporting. Overall, two-thirds of the latter have had interaction over the past year, while over three-quarters of RRCEA say likewise.

› Among the Digital Reporting group, Service Providers are somewhat more likely than Generators to be in regular contact with RPRA (10% vs. 4% for 5+ contacts per month, respectively).

Since completing registration, on average, how often have you had contact with RPRA in the last year (either by telephone, email, postage mail, online or in-person)?

■ Digital Reporting
■ RRCEA

5 or more times/mo.
- Digital Reporting: 4%
- RRCEA: 7%

1 to 4 times/mo.
- Digital Reporting: 15%
- RRCEA: 18%

< once per month
- Digital Reporting: 48%
- RRCEA: 54%

Never/NR
- Digital Reporting: 33%
- RRCEA: 21%
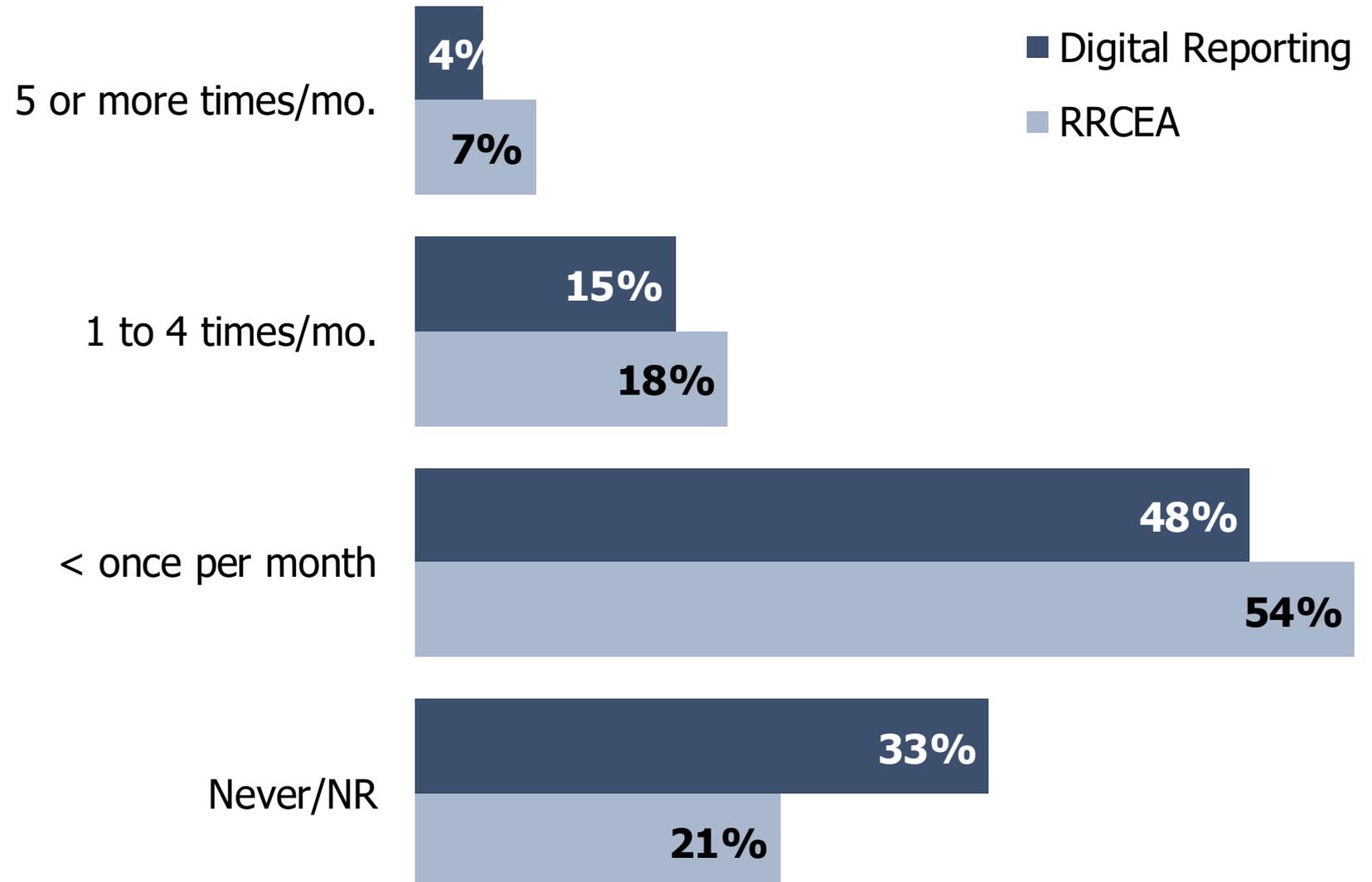
Usage of Communications Products – RRCEA

A great deal of the contacts for RRCEA involve visiting the website and using email. Large numbers also use reporting/registration guides, FAQs, Registry procedures, and compliance bulletins.

Fewer than 1 in 10 say they've not used any of the communications products listed.

Have you used or referenced any of the following RPRA communications products? *Please select as many as apply.*

	2021	2022	2023	2024
Website	77%	79%	73%	75%
Emails	84%	77%	65%	71%
Reporting/registration guides	62%	65%	56%	54%
FAQs	37%	32%	41%	43%
Registry procedures	--	--	46%	43%
Compliance bulletins	--	--	37%	35%
Program overview videos	14%	15%	20%	20%
Learning Series Events	--	--	26%	19%
None of the above	15%	9%	10%	8%

n=365

Usage of Communications Products – Digital Reporting

Like RRCEA, visiting the website and emails are the most popularly used communications products for Digital Reporting. Reflecting the overall lower level of interaction reported earlier, the level of usage of these two products is much lower than for RRCEA (20 or more points lower).

Overall, three-quarters of digital reporting registrants have made use of at least one communications product.

› Usage of all products except emails and the website have dropped off from 2023.

■ **2024**   ■ **2023**

Product	2024	2023
Website	55%	56%
Emails	38%	38%
Reporting/registration guides	28%	31%
FAQs	22%	30%
Quick reference guides	22%	23%
How to videos	15%	21%
Work instructions	12%	16%
Program overview videos	9%	12%
Learning Series	8%	11%
Simulations	3%	6%
None of above	24%	24%

Ratings of Communications Products – RRCEA

All communications products receive two-thirds or more positive ratings from RRCEA users, with the exception of Learning Series Events (just below this threshold).

These ratings are largely consistent with 2023 with FAQs, emails seeing notable improvement. The rating for Learning Series Events appears lower but this is rated by just 68 registrants.

How would you rate each of these in terms of their usefulness?

Positive ratings (5 to 7 on 7-point scale)

	2021	2022	2023	2024
FAQs	73%	63%	67%	72%
Emails	75%	73%	67%	72%
Reporting/registration guides	70%	73%	71%	71%
Program overview videos	76%	93%	73%	69%
Website	74%	72%	71%	68%
Registry procedures	--	--	68%	67%
Compliance bulletins	--	--	69%	66%
Learning Series Events	--	--	70%	63%

Rating Communications Products – Digital Reporting

As with most other ratings in the surveys, Digital Reporting rates every product very highly (over 4 in 5 positive) and significantly better than RRCEA. (Note the two lists of products are somewhat different for each group.)

Year-over-year, scores improved for each communications product over the already high scores registered in 2023.

These results are generally consistent across program area and role with a few notable exceptions:

› Generators are more likely to be positive than Service Providers on FAQs (80% vs. 69%, respectively) and on program overview videos (84% vs. 75%, respectively).

Note: there were just 30 users of Simulations. Caution should be exercised with a low subsample.

How would you rate each of these in terms of their usefulness? (Positive ratings, 5 to 7 on 7-pt scale.)

■ **2024**   ■ **2023**

Product	2024	2023
Simulations	93%	74%
Quick reference guides	90%	85%
Work instructions	90%	84%
Program overview videos	89%	84%
How to videos	87%	85%
Learning Series	86%	75%
FAQs	85%	80%
Website	81%	77%
Reporting/registration guides	81%	76%
Emails	81%	73%
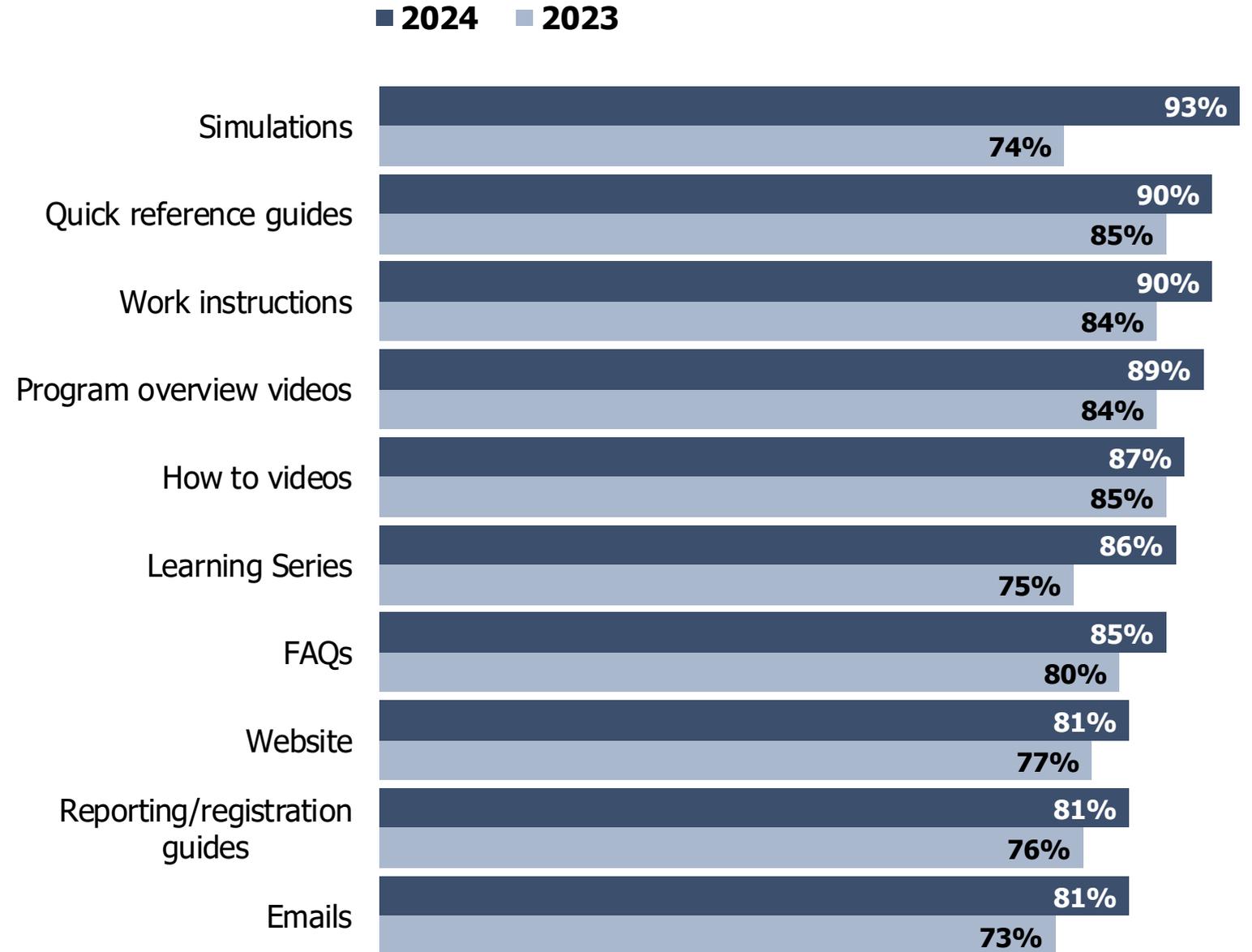
Consultations
– Informing and Engaging

The next four slides present the results on consultations. Each dimension explored in this set of questions is used for the Consultation Performance KPI.

The first of these asks if RPRA's consultations are informing and engaging. Both RRCEA and Digital Reporting agree at a higher level in 2024 than past years.

Reflecting the lower engagement level with Digital Reporting, we find a higher level of non-response than for RRCEA.

› For Digital Reporting, HWP has significantly higher non-response than ES by a factor of 2 to 1 or higher. This holds for each of the other three consultation indicators that follow.

Thinking about any consultations that RPRA may conduct with its stakeholders, how strongly do you agree or disagree with each of the following statements?

RPRA consultations are helpful in informing and engaging me on important issues

RRCEA

Year	Unsure	Disagree (1-3)	Neutral (4)	Agree (5-7)
2024	12%	15%	21%	53%
2023	15%	16%	23%	46%
2022	10%	16%	27%	48%
2021	16%	9%	25%	50%

Digital Reporting

Year	Unsure	Disagree (1-3)	Neutral (4)	Agree (5-7)
2024	22%	5%	23%	49%
2023	27%	7%	24%	42%

■ Unsure ■ Disagree (1-3) ■ Neutral (4) ■ Agree (5-7)

RRCEA: n=365, DR: n=1,145
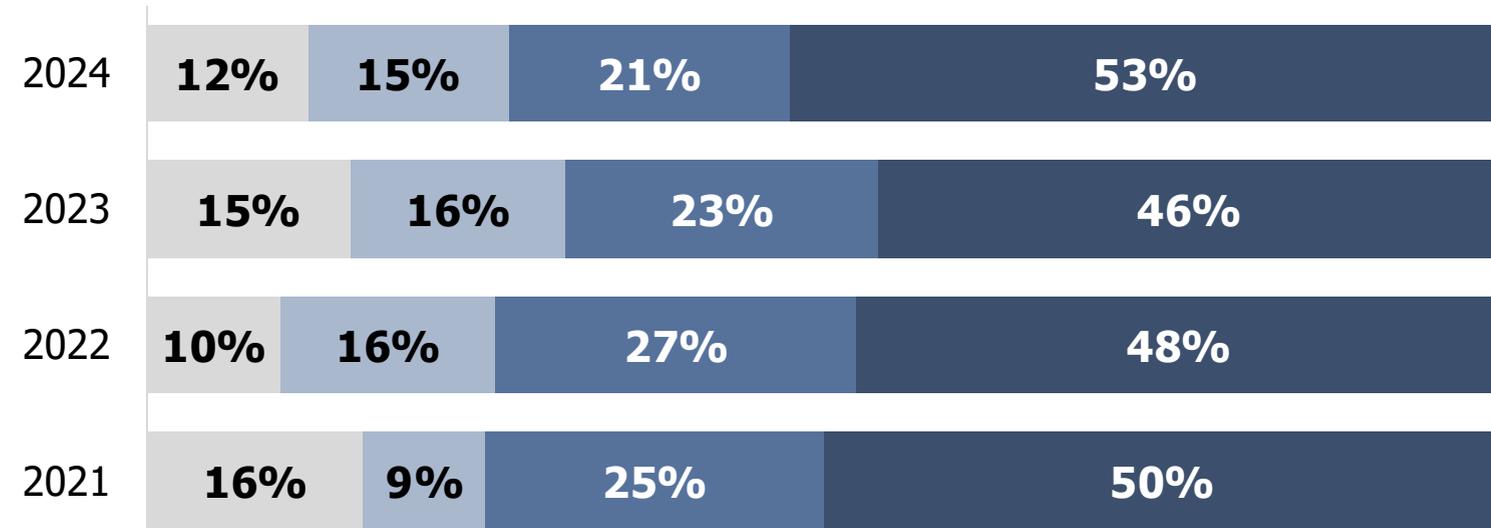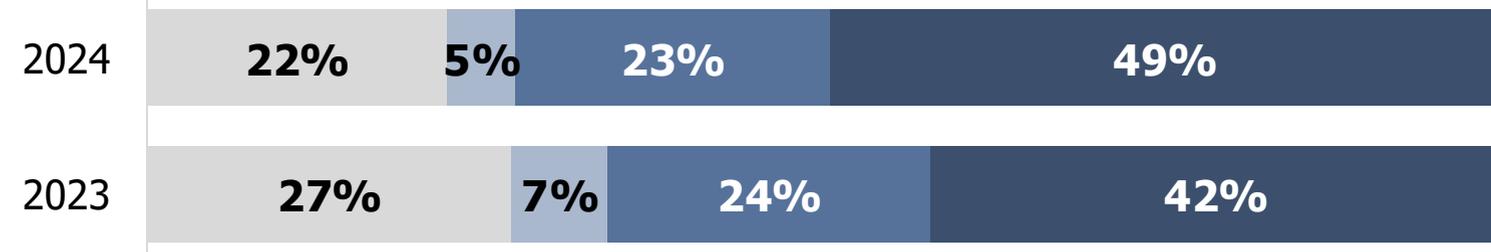
Consultations
— RPRA Listens to Registrants

Only just over a third of both groups feel that RPRA listens to their concerns.

While few with Digital Reporting disagree, there is a sizable level of disagreement with RRCEA (almost a quarter). The latter has been persistent for three years.

Thinking about any consultations that RPRA may conduct with its stakeholders, how strongly do you agree or disagree with each of the following statements?

RPRA listens to the concerns of people like me

RRCEA
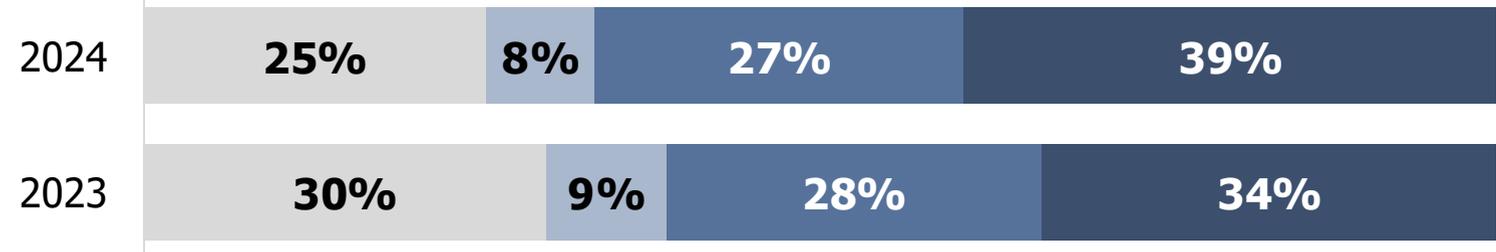
Year	Unsure	Disagree (1-3)	Neutral (4)	Agree (5-7)
2024	16%	22%	26%	37%
2023	17%	23%	26%	34%
2022	12%	21%	28%	39%
2021	19%	15%	30%	36%

Digital Reporting

Year	Unsure	Disagree (1-3)	Neutral (4)	Agree (5-7)
2024	25%	8%	27%	39%
2023	30%	9%	28%	34%

■ Unsure   ■ Disagree (1-3)   ■ Neutral (4)   ■ Agree (5-7)

RRCEA: n=365, DR: n=1,145

Consultations
– Open and Inclusive

Nearly half of both RRCEA and Digital Reporting agree that RPRA's consultations are open and inclusive.

There has been a similar improvement on this indicator for each over the 2023 results.

Thinking about any consultations that RPRA may conduct with its stakeholders, how strongly do you agree or disagree with each of the following statements?

RPRA consultations are open and inclusive

RRCEA

Year	Unsure	Disagree (1-3)	Neutral (4)	Agree (5-7)
2024	15%	12%	25%	48%
2023	18%	13%	28%	40%
2022	12%	10%	30%	47%
2021	18%	8%	28%	46%

Digital Reporting

Year	Unsure	Disagree (1-3)	Neutral (4)	Agree (5-7)
2024	26%	4%	26%	45%
2023	32%	5%	25%	38%

■ Unsure ■ Disagree (1-3) ■ Neutral (4) ■ Agree (5-7)

RRCEA: n=365, DR: n=1,145
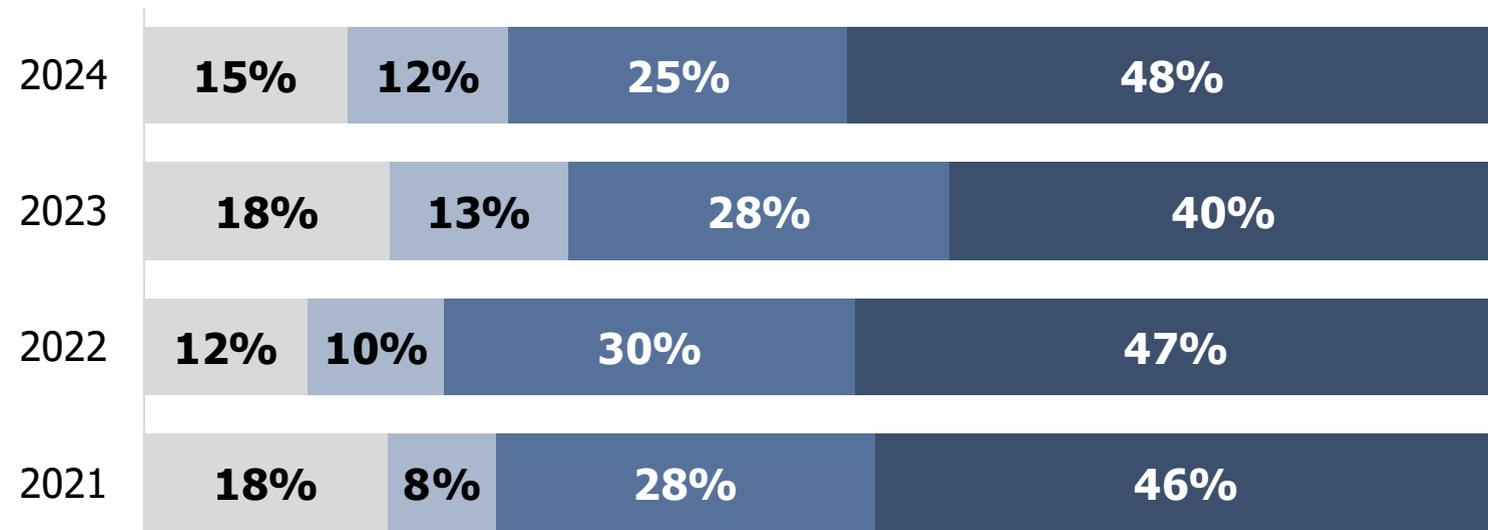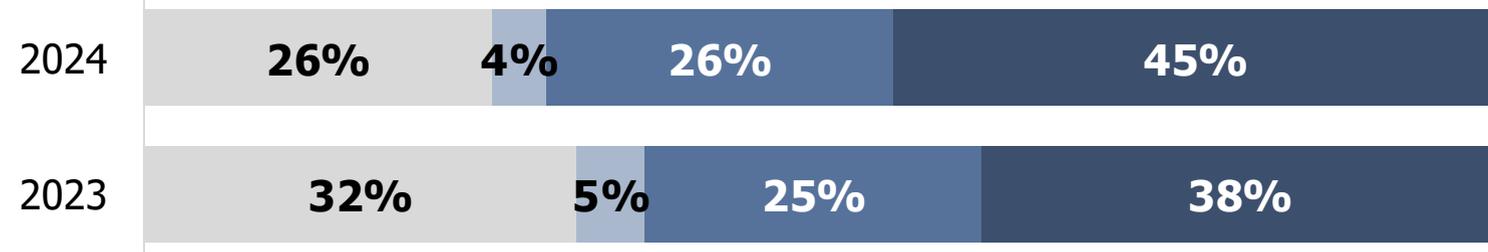
Consultations – Responsive to Feedback

More or less consistent with previous years, just over a third of both RRCEA and Digital Reporting agree that RPRA is responsive to the feedback it receives through its consultations.

Note there was a slight wording change to this question for 2024. Previously, the question stated: "RPRA is responsive to feedback received through consultations in their decision-making."


Thinking about any consultations that RPRA may conduct with its stakeholders, how strongly do you agree or disagree with each of the following statements?

RPRA does a good job of considering the feedback it receives through its consultations

RRCEA

Year	Unsure	Disagree (1-3)	Neutral (4)	Agree (5-7)
2024	19%	16%	28%	36%
2023	21%	20%	25%	33%
2022	17%	16%	32%	35%
2021	23%	12%	29%	37%

Digital Reporting

Year	Unsure	Disagree (1-3)	Neutral (4)	Agree (5-7)
2024	28%	6%	28%	38%
2023	33%	7%	27%	33%

Legend: ■ Unsure ■ Disagree (1-3) ■ Neutral (4) ■ Agree (5-7)

RRCEA: n=365, DR: n=1,145
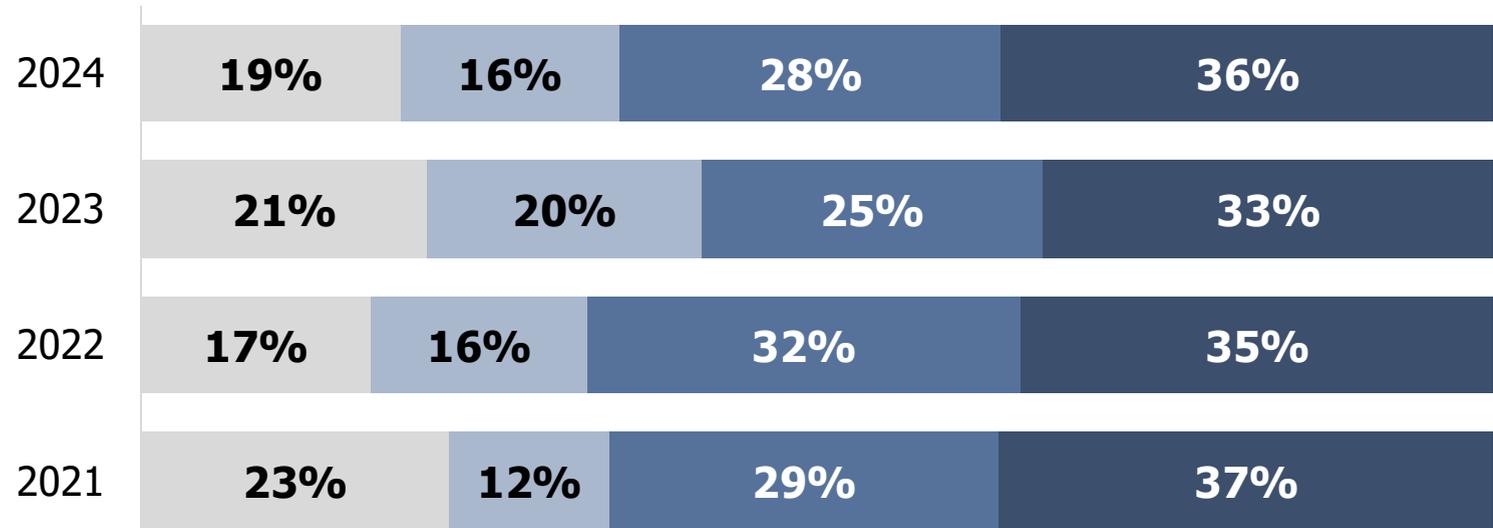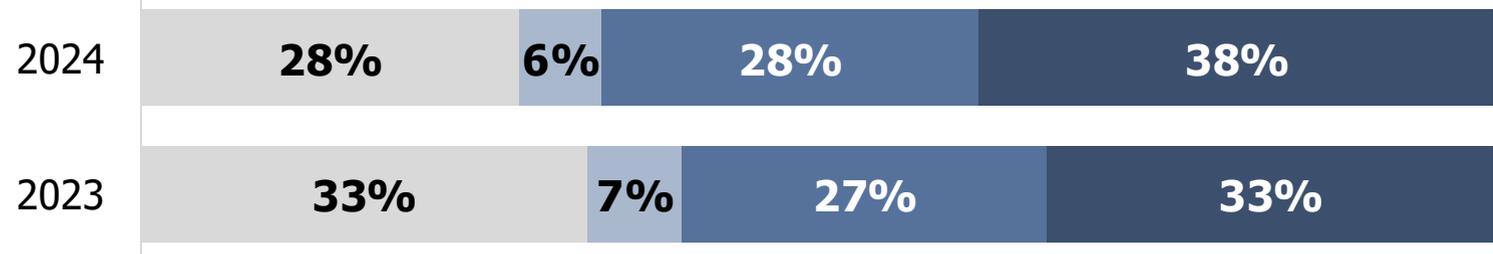
Reporting

Reporting
- Key Findings

On reporting, the survey measures an overall rating for the Registry, various dimensions of the reporting process, understanding of reporting requirements, and the support RPRA provides with reporting.

› Positive ratings for the overall rating of the Registry remains at the two-thirds level for RRCEA and has hit the three-quarters mark for Digital Reporting.

› Ratings for the different dimensions of the reporting process (logging in/using, entering data, submitting payments, and time and effort) are generally consistent year-over-year for RRCEA and Digital Reporting, although the latter provides higher levels of positive feedback (63% to 75%) than the former (54% to 66%).

› Large majorities of both RRCEA (69%) and Digital Reporting (75%) say they understand their reporting requirements.

› There are generally favourable results for the support RPRA provides with reporting for both RRCEA (55%) and Digital Reporting (64%).

Registry User-Friendliness

Solid majorities of both RRCEA and particularly Digital Reporting provide a positive overall rating for the Registry's user-friendliness.

While the result for Digital Reporting has edged up, RRCEA is flat but sustains the improvement seen in 2023.

Overall, how would you rate the Registry in terms of its user-friendliness?

Positive ratings (5 to 7 on 7-point scale)

RRCEA

2024 — 65%
2023 — 67%
2022 — 57%
2021 — 59%

Digital Reporting

2024 — 76%
2023 — 72%

Rating Dimensions of Reporting Process

The surveys ask for ratings across a number of dimensions of the reporting process for both groups. Digital Reporting is asked about an extra dimension – account creation.

Outside of time and effort, most dimensions are rated positively in the two-thirds or better range.

While Digital Reporting rate payment submission and data entry similarly to RRCEA, they rate logging in/using the Registry and time and effort significantly more highly.

How would you rate your experience with each of the following aspects of the reporting process? (Positive ratings – 5 to 7)

RRCEA

Legend: ■ 2021 ■ 2022 ■ 2023 ■ 2024

Submitting payment: 60%, 66%, 64%, 62%
Entering data: 58%, 60%, 66%, 66%
Using registry: 56%, 67%, 73%, 66%
Time and effort: 44%, 47%, 55%, 54%

Digital Reporting

Legend: ■ 2023 ■ 2024

Submitting payment: 59%, 63%
Entering data: 65%, 69%
Using registry: 70%, 75%
Time and effort: 66%, 69%
Account creation: 59%, 63%

Involved in reporting. RRCEA: n=326, DR: n=902

Modus Research 57
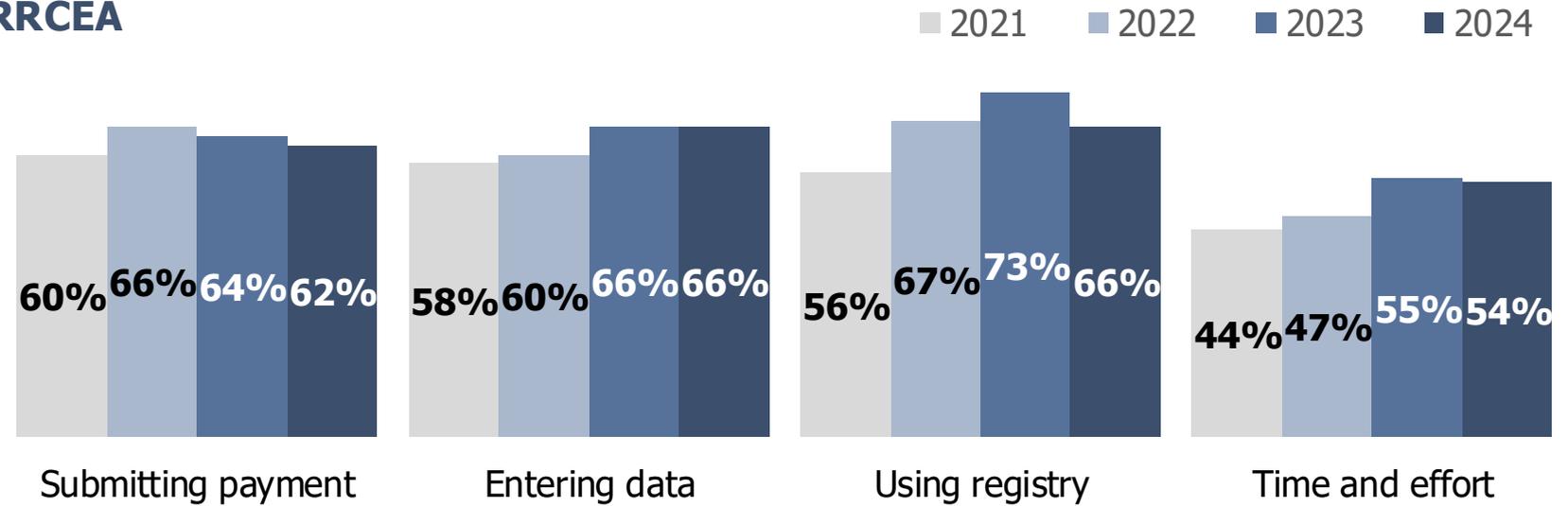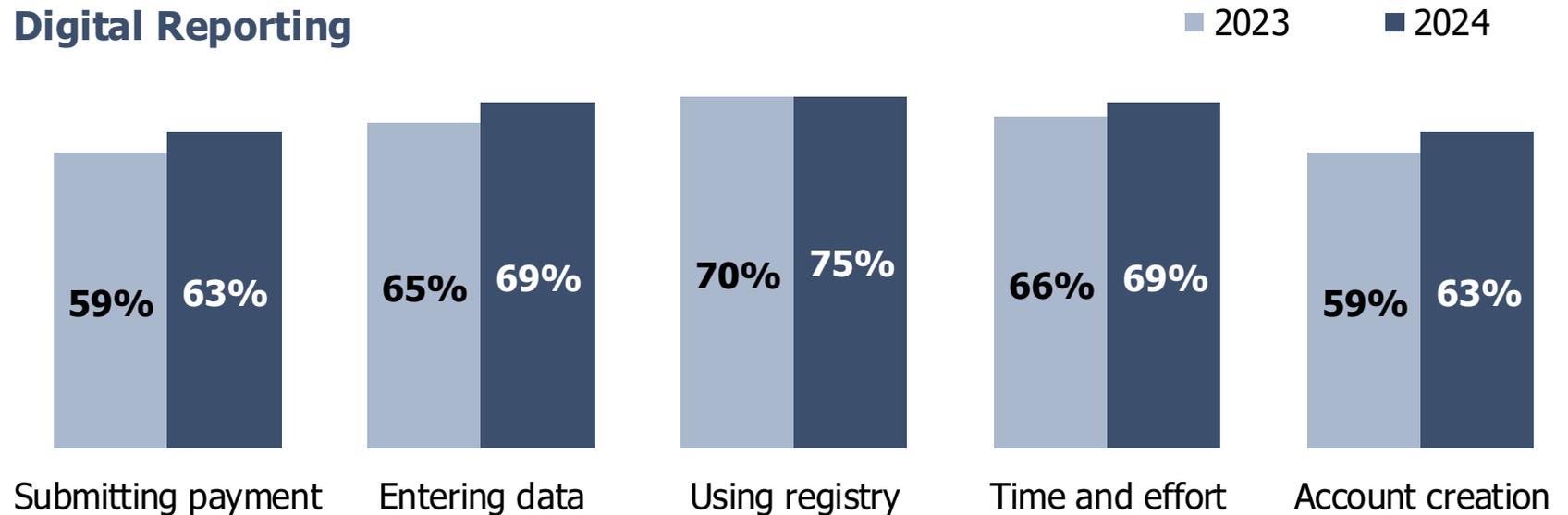
Understanding Reporting Requirements

Approximately 7 in 10 registrants from both RRCEA and Digital Reporting say they understand their reporting requirements.

The level of disagreement among RRCEA is roughly double that for Digital Reporting, although in absolute terms this is fairly low at under 1 in 6.

My company understands what is required for reporting with RPRA.

RRCEA

■ 2021   ■ 2022   ■ 2023   ■ 2024

	Disagree (1-3)	Neither (4)	Agree (5-7)	Unsure
2021	11%	15%	72%	2%
2022	11%	9%	79%	1%
2023	16%	17%	65%	3%
2024	13%	17%	69%	2%

Digital Reporting

■ 2023   ■ 2024

	Disagree (1-3)	Neither (4)	Agree (5-7)	Unsure
2023	8%	16%	68%	7%
2024	6%	14%	75%	5%

RPRA Support with Fulfilling Reporting Requirements

A majority of both RRCEA and Digital Reporting agree that RPRA provides good support with reporting.

Consistent with other survey findings, Digital Reporting is both slightly more positive and shows modest year-over-year improvement.

RRCEA continues to have a sizable level of disagreement, although it has dropped somewhat over the past year.

When needed, RPRA has provided good support to help us fulfill our reporting requirements.

RRCEA

2021   2022   2023   2024

	Disagree (1-3)	Neither (4)	Agree (5-7)	Unsure
2021	11%	22%	62%	4%
2022	18%	16%	63%	2%
2023	22%	19%	54%	4%
2024	16%	25%	55%	5%

Digital Reporting

2023   2024

	Disagree (1-3)	Neither (4)	Agree (5-7)	Unsure
2023	9%	23%	56%	12%
2024	8%	19%	64%	9%

Confidence in RPRA's Management of Registrants' Data

Majorities of both groups are confident in RPRA's management of their company data. Digital Reporting, however, shows significantly higher confidence than RRCEA.

There is a noticeable shift in the data for 2024. This is due to a subtle but important wording change. The wording now includes the qualification that it refers to data "obtained from my company," removing an element of speculation from the question. This results in a large reduction in non-response.

I am confident that RPRA responsibly manages the data it obtains from my company.*

RRCEA

Legend: 2021 2022 2023 2024

	Disagree (1-3)	Neither (4)	Agree (5-7)	Unsure
2021	3%	26%	39%	32%
2022	1%	29%	41%	28%
2023	8%	29%	38%	25%
2024	10%	24%	56%	10%

Digital Reporting

Legend: 2023 2024

	Disagree (1-3)	Neither (4)	Agree (5-7)	Unsure
2023	3%	23%	45%	29%
2024	3%	18%	70%	9%
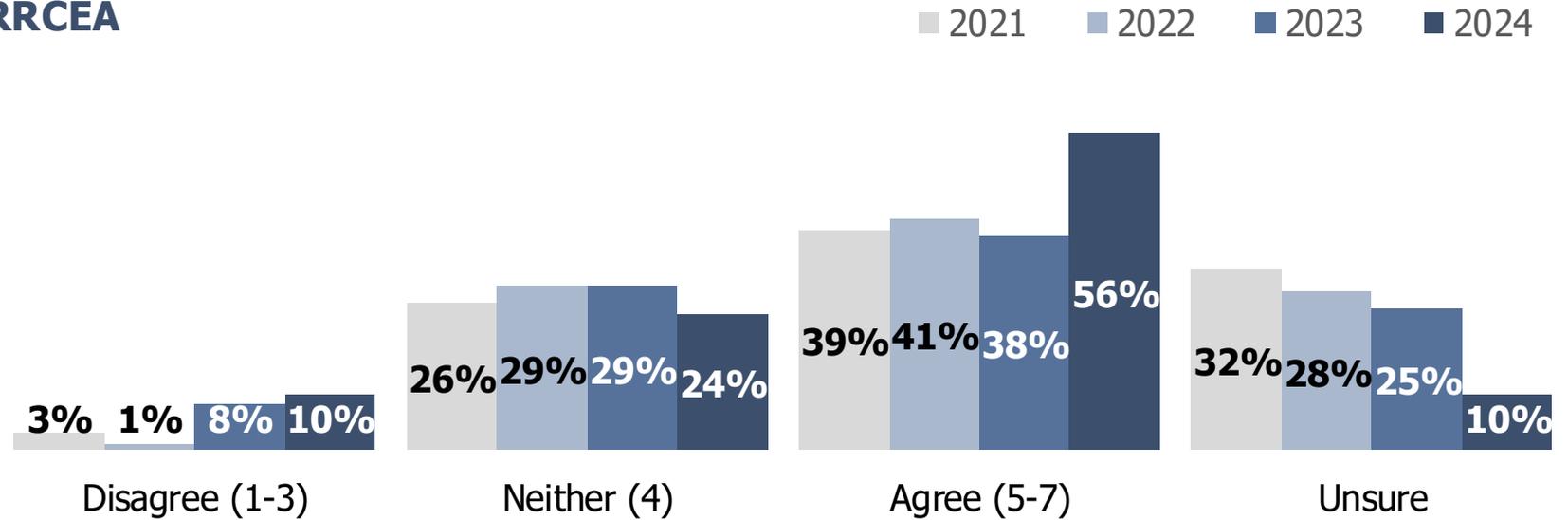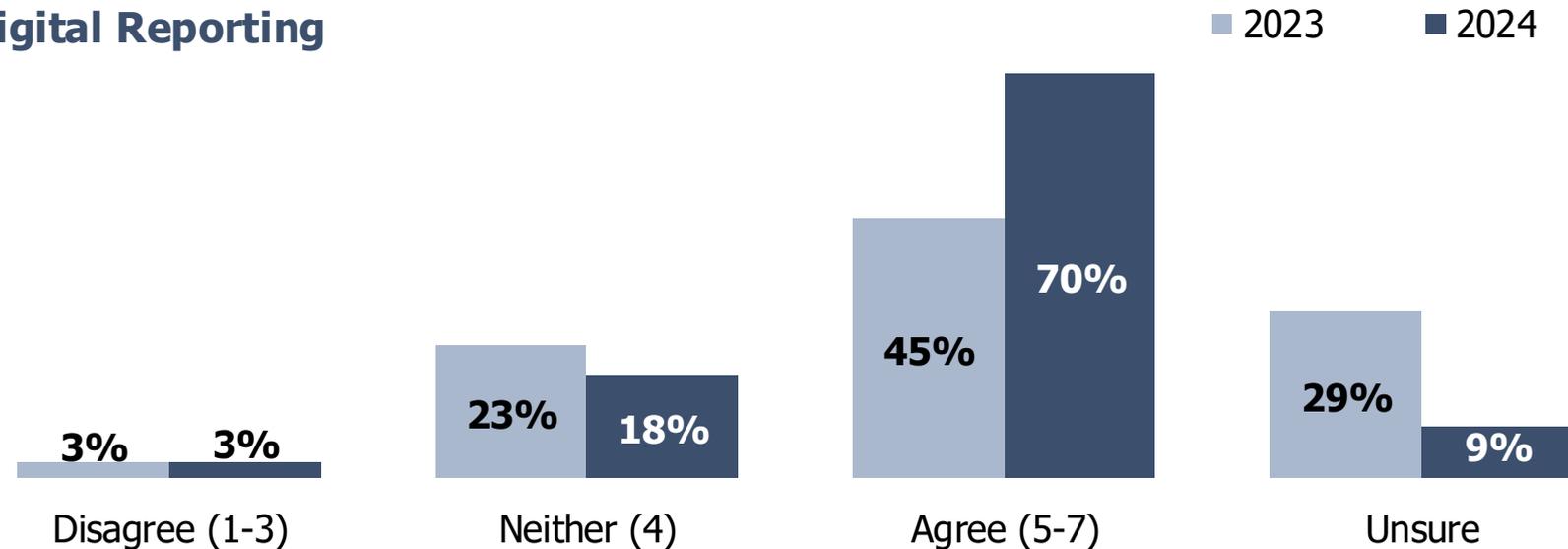
Public Reporting

Public Reporting
- Key Findings

› Very few registrants are familiar with RPRA's public reporting.

› For those who are familiar, about half of RRCEA registrants rate various dimensions of public reporting positive, while about 3 in 5 of Digital Reporting do likewise.

Familiarity with RPRA's Public Reporting

Due to the very high non-response in 2023, this year a screen was introduced to exclude those unfamiliar with RPRA's public reporting from responding to questions about public reporting.

The results reveal that large numbers of both RRCEA and particularly Digital Reporting registrants are unfamiliar with RPRA's public reporting. Further, only very small minorities have high familiarity.

This low familiarity is not surprising, as the public reporting program is still being rolled out. Digital Reporting's high unfamiliar number also reflects its lower overall engagement relative to RRCEA.

How familiar are you with RPRA's public reporting?

- Digital Reporting
- RRCEA

	Digital Reporting	RRCEA
Very familiar	4%	5%
Somewhat familiar	39%	55%
Not at all familiar	57%	40%
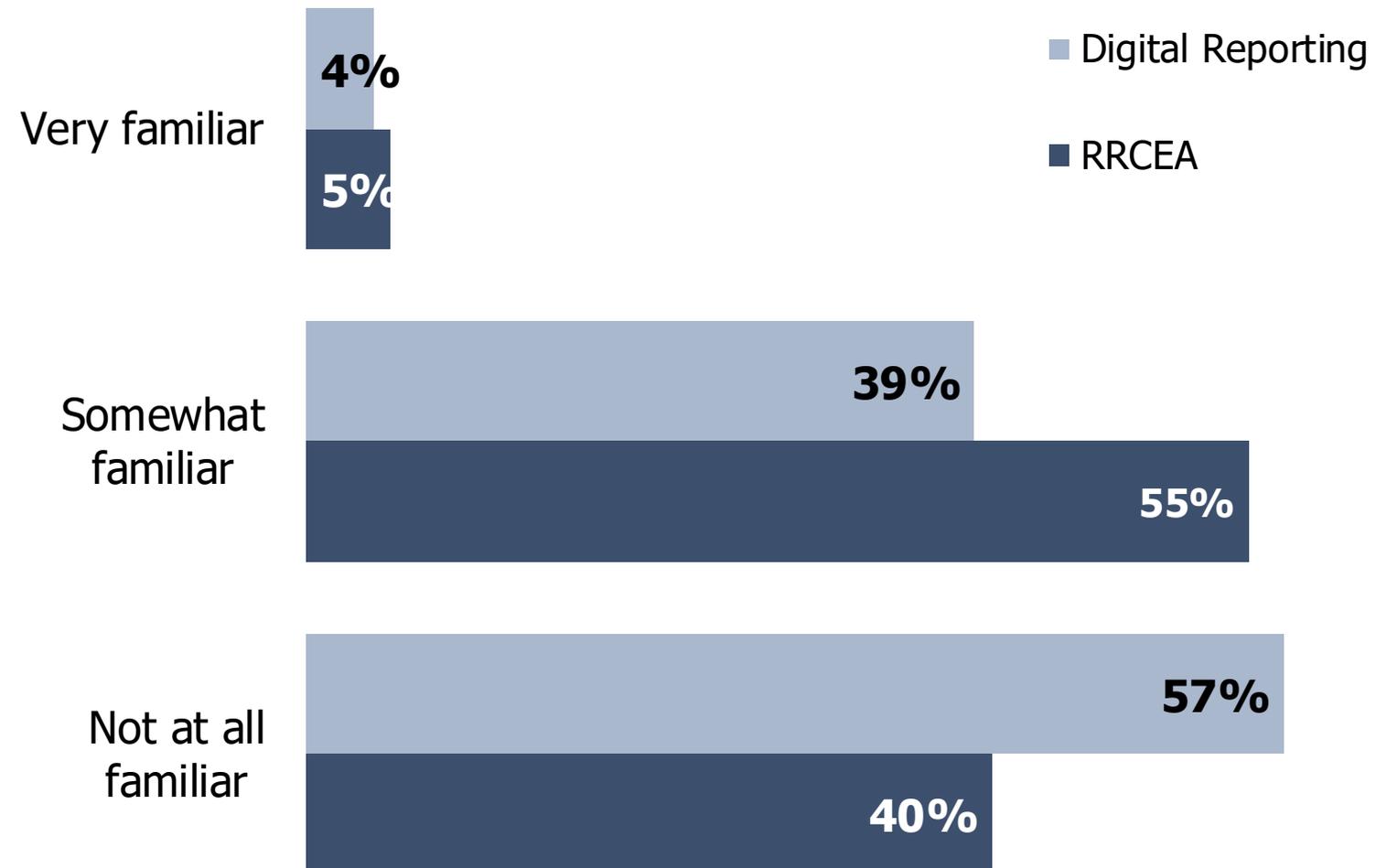
Importance of Public Reporting

Given the differing sample bases between 2023 and 2024, the tracking data is not presented for these questions and those that follow on the next slide.

The survey tested the importance of various elements of public reporting. It is striking that on each of these indicators, the results are nearly identical for each and also between RRCEA and Digital Reporting.

Approximately half say that each element of public reporting is of high importance.

How important to your business are each of the following related to RPRA's public reporting? Public reporting of...

Analysis of reported information

	Unsure	Low (1-2)	Medium (3-5)	High (6-7)
RRCEA	8%	7%	33%	52%
Digital Reporting	8%	4%	39%	50%

RPRA compliance activity information

	Unsure	Low (1-2)	Medium (3-5)	High (6-7)
RRCEA	7%	9%	31%	53%
Digital Reporting	9%	4%	36%	52%

Communicating to the public about Ontario's progress in advancing a circular economy

	Unsure	Low (1-2)	Medium (3-5)	High (6-7)
RRCEA	6%	10%	34%	51%
Digital Reporting	8%	4%	40%	48%

Resource recovery information reported in the registry

	Unsure	Low (1-2)	Medium (3-5)	High (6-7)
RRCEA	7%	9%	33%	51%
Digital Reporting	9%	4%	39%	48%

■ Unsure ■ Low importance (1-2) ■ Medium (3-5) ■ High importance (6-7)

Rating RPRA's Public Reporting

When asked to rate each element of RPRA's public reporting, about half of RRCEA and 3 in 5 Digital Reporting registrants who are at least somewhat familiar rate it positively.

Unlike importance, there is a clear difference between RRCEA and Digital Reporting that reflects the general trend in the survey – the latter are significantly more positive.

It is also notable that for RRCEA and Digital Reporting they both rate each dimension almost identically.

A final note: despite screening those who are unfamiliar, these rating questions continue to produce a high non-response. This suggests that among those with a moderate level of familiarity (the vast majority responding to these questions) many are not familiar enough to provide a judgement.

How would you rate RPRA's performance related to public reporting?

Analysis of reported information

	Unsure	Low importance (1-2)	Medium (3-5)	High importance (6-7)
RRCEA	21%	9%	23%	47%
Digital Reporting	17%	3%	19%	61%

RPRA compliance activity information

	Unsure	Low importance (1-2)	Medium (3-5)	High importance (6-7)
RRCEA	19%	10%	21%	51%
Digital Reporting	17%	3%	19%	61%

Communicating to the public about Ontario's progress in advancing a circular economy

	Unsure	Low importance (1-2)	Medium (3-5)	High importance (6-7)
RRCEA	19%	12%	19%	49%
Digital Reporting	18%	3%	19%	59%

Resource recovery information reported in the registry

	Unsure	Low importance (1-2)	Medium (3-5)	High importance (6-7)
RRCEA	20%	9%	22%	49%
Digital Reporting	18%	3%	20%	59%

■ Unsure ■ Low importance (1-2) ■ Medium (3-5) ■ High importance (6-7)

Fees

Fees

- Key Findings

› While RRCEA registrants' understanding of how fees are set is flat over the past three years, there has been an upswing in understanding for Digital Reporting. Both are now at the 2 in 5 level.

› There is a slight increase in the number of both RRCEA (35%) and Digital Reporting (46%) who agree with the notion that RPRA's fees are fair and reasonable.

Understanding Fees

The level of understanding of how fees are set is equally modest for RRCEA and Digital Reporting. Just 2 in 5 of each group agree that they understand how fees are set.

While RRCEA has been consistent over the past three years, Digital Reporting shows an improvement in understanding over its baseline result.

I understand how RPRA's fees are set.

RRCEA

■ 2021 ■ 2022 ■ 2023 ■ 2024

	Disagree (1-3)	Neither (4)	Agree (5-7)	Unsure
2021	26%	17%	50%	7%
2022	24%	27%	43%	6%
2023	27%	21%	40%	12%
2024	25%	23%	41%	10%

Digital Reporting

■ 2023 ■ 2024

	Disagree (1-3)	Neither (4)	Agree (5-7)	Unsure
2023	18%	23%	33%	26%
2024	15%	24%	41%	19%

RRCEA (Producers): n=303, DR: n=1,145
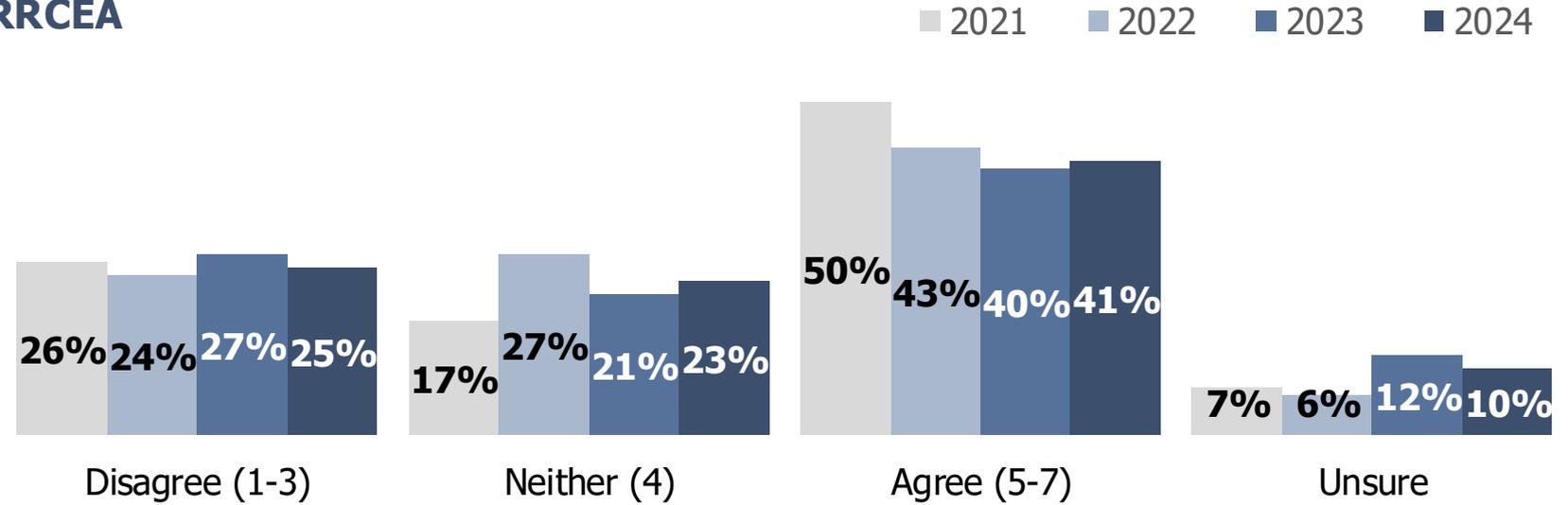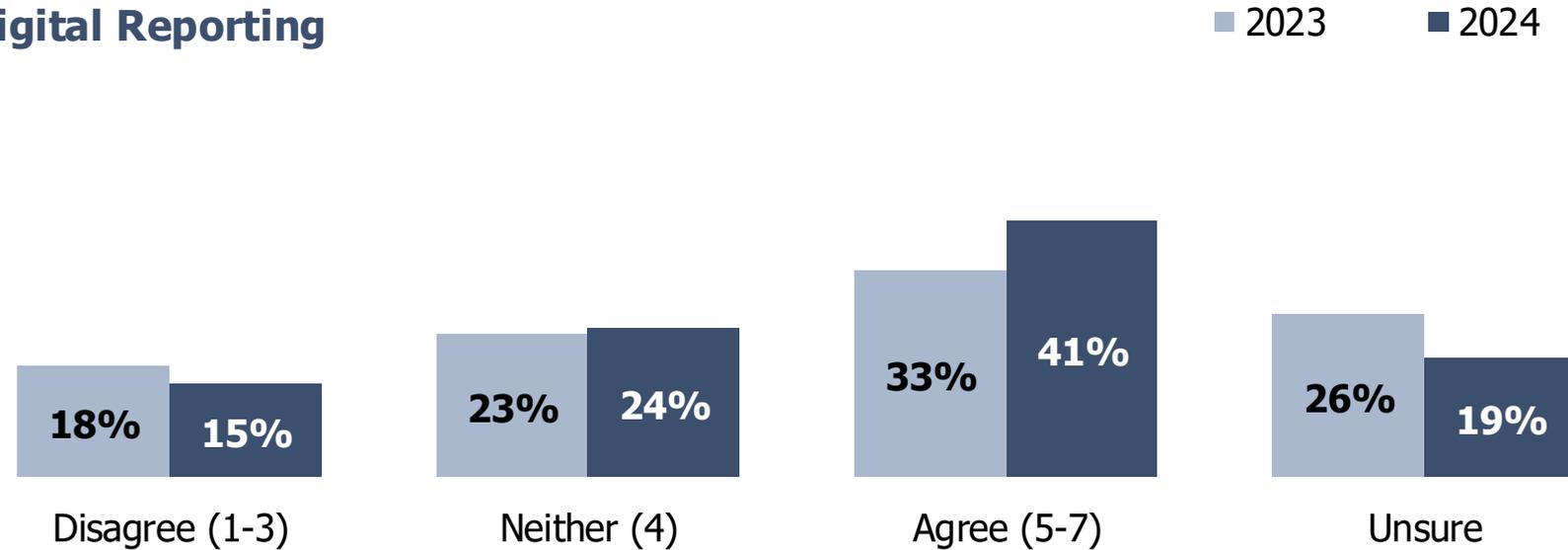
Fair and Reasonable Fees

While a sizable number of RRCEA registrants feel that RPRA's fees are not fair and reasonable, this number is quite small for Digital Reporting.

Importantly, RRCEA has ticked up on the number of agreeing after a notable drop in 2023.

› Across program areas for RRCEA, Tires is most likely to agree and is the only program in majority territory.

As with most other rating/assessment findings in the surveys, Digital Reporting is significantly more positive than RRCEA.

RPRA's fees are fair and reasonable.

RRCEA

2021 2022 2023 2024

	Disagree (1-3)	Neither (4)	Agree (5-7)	Unsure
	15% 18% 21% 21%	33% 32% 33% 34%	37% 40% 32% 35%	16% 9% 14% 11%

Digital Reporting

2023 2024

	Disagree (1-3)	Neither (4)	Agree (5-7)	Unsure
	6% 8%	30% 29%	40% 46%	23% 17%

RRCEA (Producers): n=303, DR: n=1,145
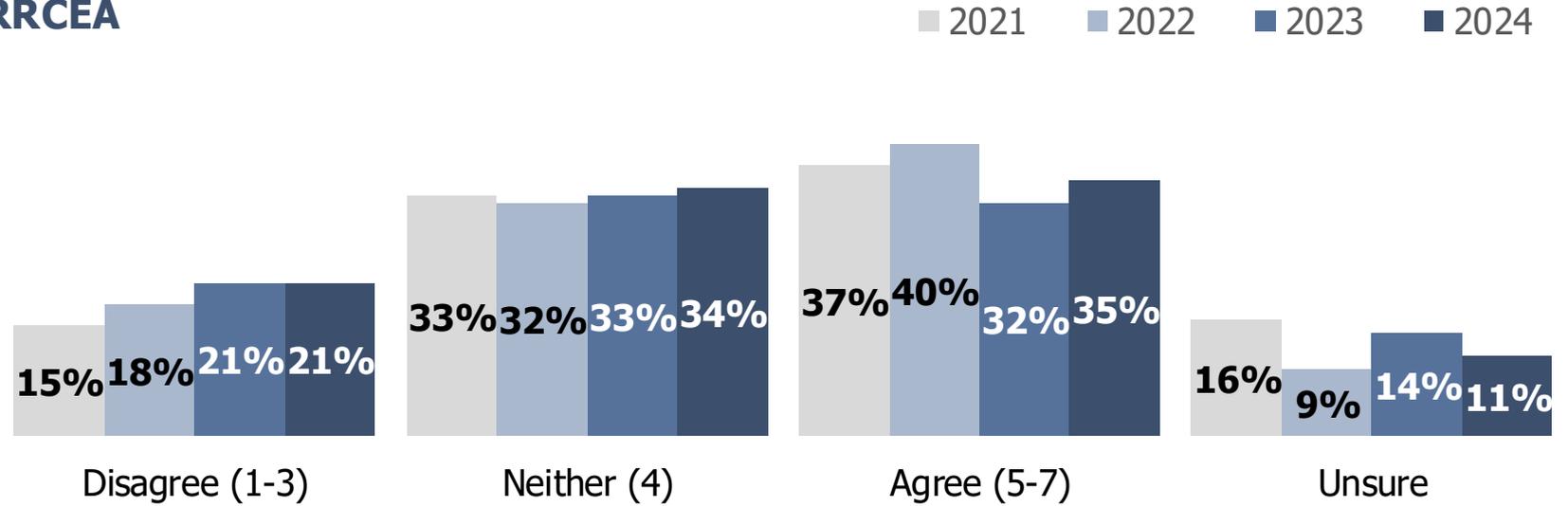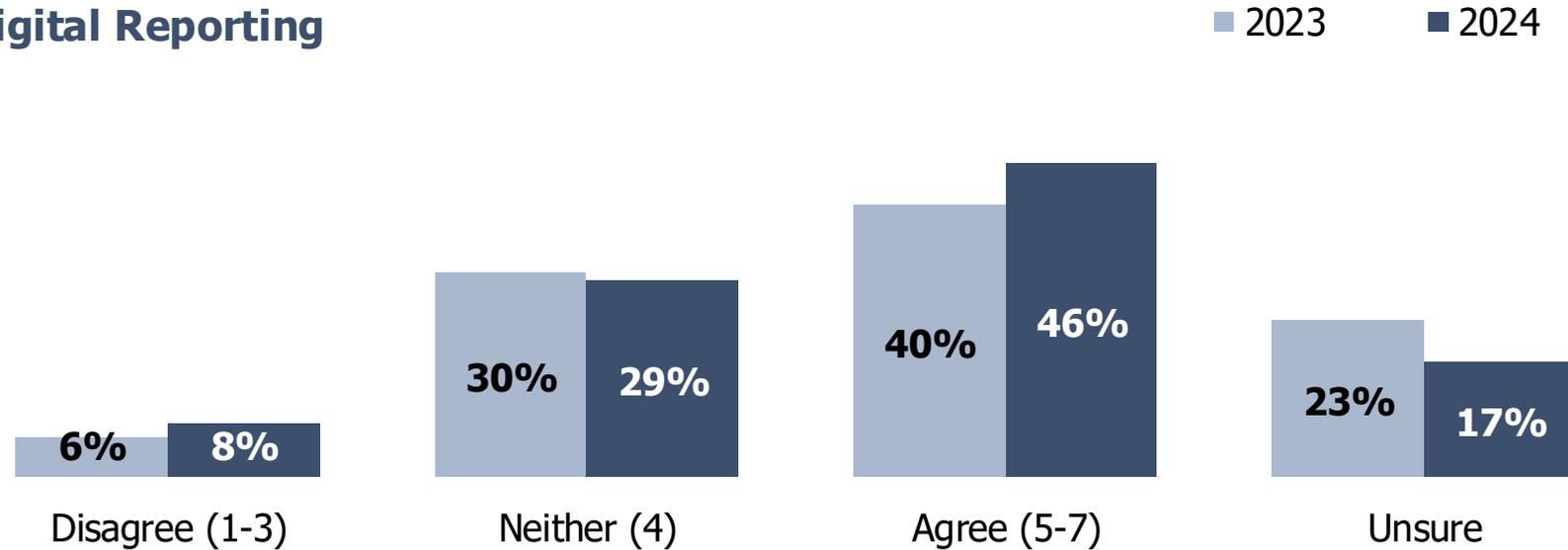
APPENDIX A - HazTrack

HazTrack Mobile App

HazTrack Mobile App

For this year's Digital Reporting survey, a wider array of questions about the HazTrack mobile app were included. Drivers were also surveyed on just these questions. It total, between the regular sample and drivers, 196 respondents (135 registrants and 61 drivers) qualified to answer the questions that follow in this section.

› Just under three-quarters of drivers say they use the app, while fewer than 1 in 6 non-driver registrants say likewise.

› While ES and HWP are at the same level of usage, Service Providers are much more likely than Generators to use the app.

Have you ever used the HazTrack mobile app for hazardous waste program reporting?

■ No/unsure
■ Yes

84%
16%
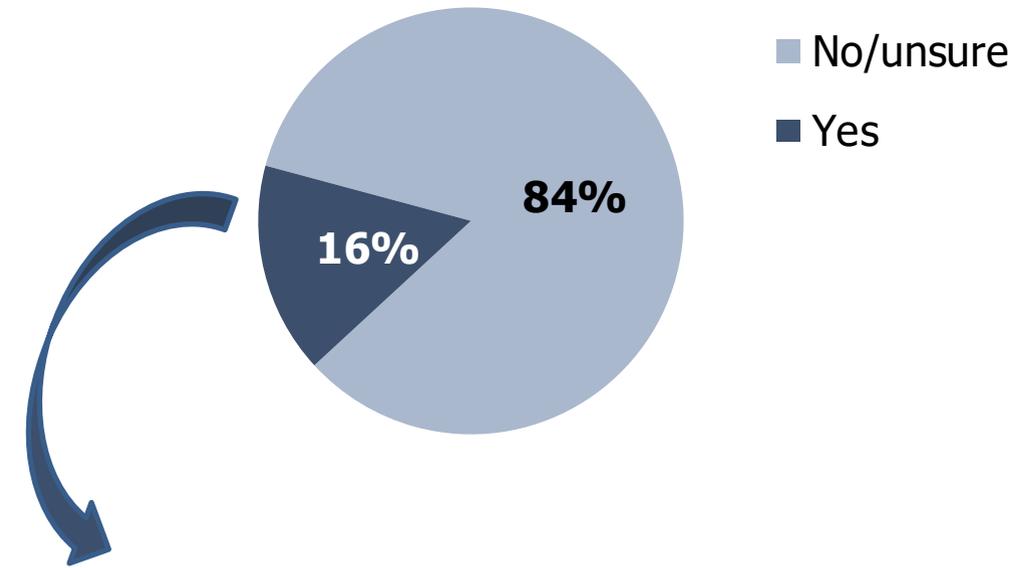
|	Yes	No
Drivers (n=84)	73%	27%
Non-drivers (n=1,111)	12%	88%
Generator (n=1,162)	16%	84%
Service Providers (n=275)	44%	56%

Devices and Operating Systems for Using HazTrack

A solid majority are using Apple devices, 2 to 1 over Android.

The vast majority are using their cell phones.

Which operating system are you using when accessing the HazTrack app?

- iOS: **61%**
- Android: **30%**
- Other: **4%**
- Unsure: **5%**
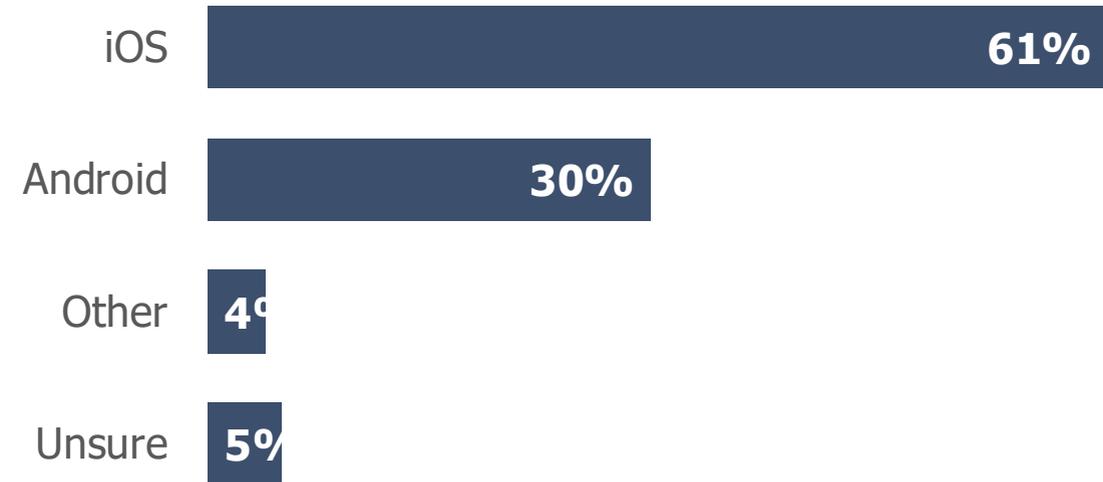
What kind of device do you use when accessing the HazTrack app?

- Cell phone: **85%**
- Tablet: **11%**
- Other: **2%**
- Unsure: **2%**
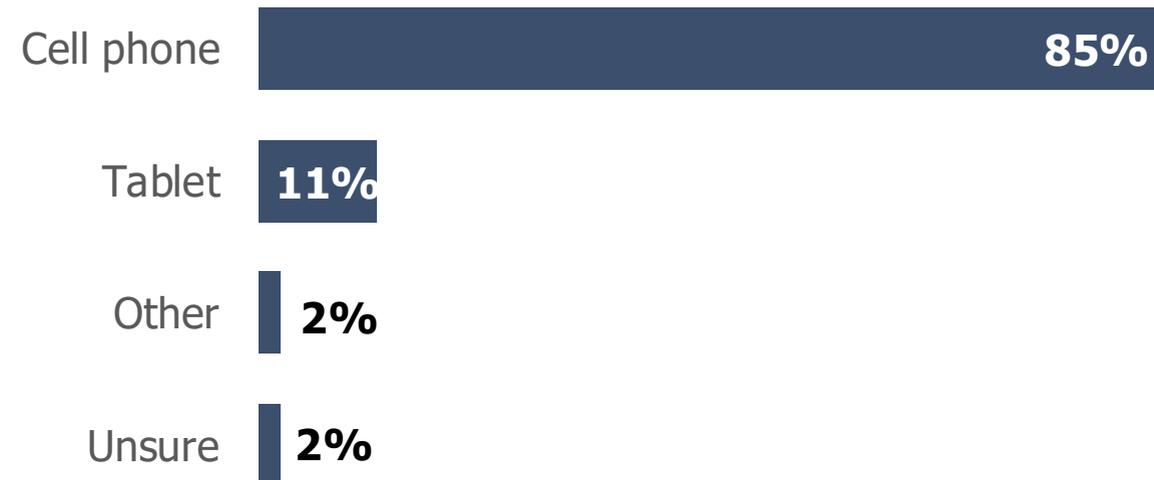
Overall, how do you rate the HazTrack app?

Overall Rating for HazTrack App

Two-thirds rate the app positively. There is a sizable but not alarming level of poor ratings.

In sum, it is working well for most but has room for improvement.
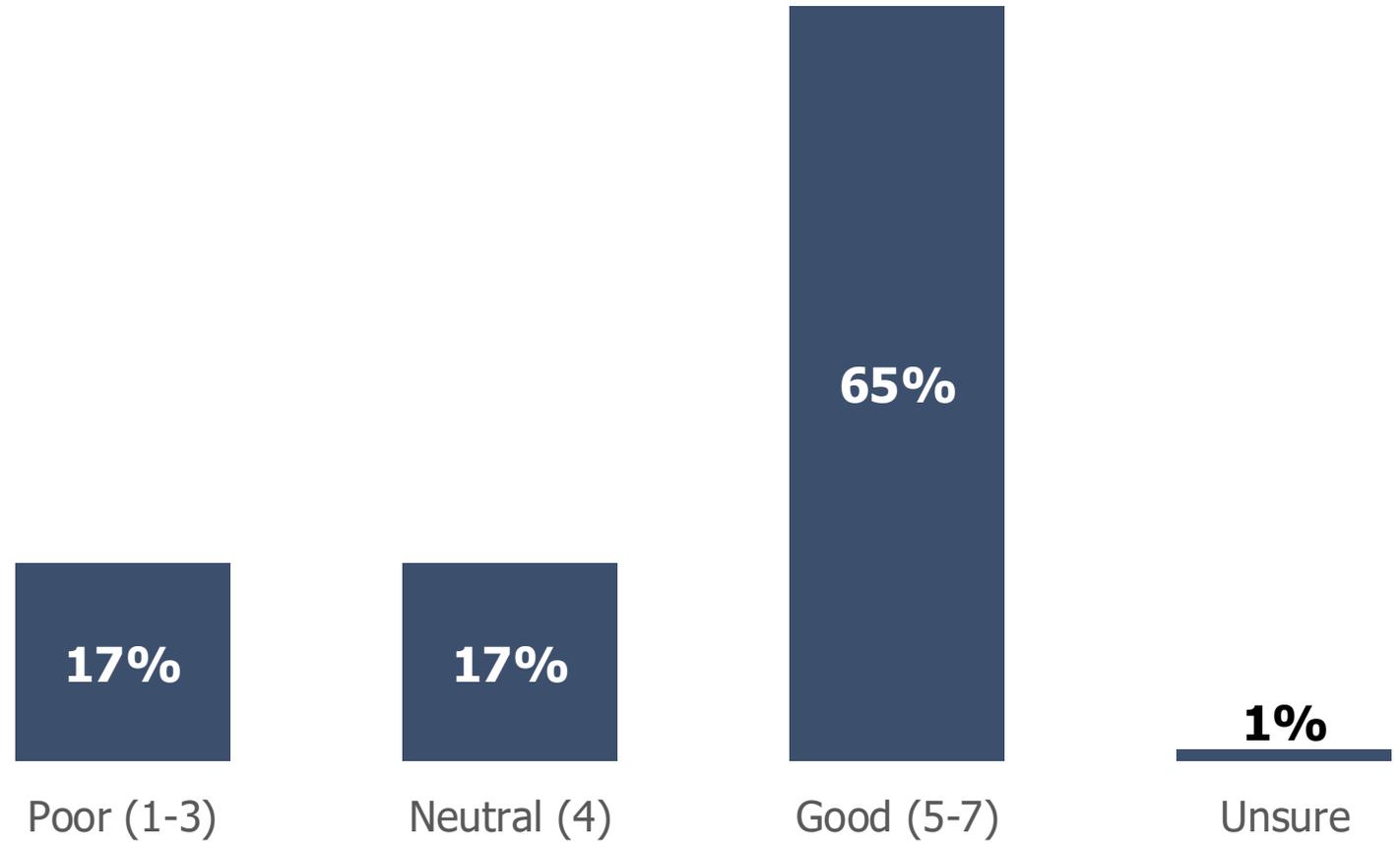
	Poor (1-3)	Neutral (4)	Good (5-7)	Unsure
	17%	17%	65%	1%

Rating Dimensions of the App

Ratings for individual dimensions of the HazTrack app are similar and in keeping with the overall rating shown on the previous slide.

The login process receives the lowest score with almost a quarter rating this negatively.

How would you rate your experience with each of the following aspects of the reporting process?

Manifesting process

| 3% | 17% | 14% | 66% |

Overall functionality

| 2% | 19% | 13% | 66% |

Look and feel

| % | 13% | 21% | 65% |

Navigation

| 3% | 17% | 18% | 63% |

Login process

| 2% | 23% | 17% | 58% |

■ Unsure/NA　　■ Poor (1-3)　　■ Neutral (4)　　■ Good (5-7)
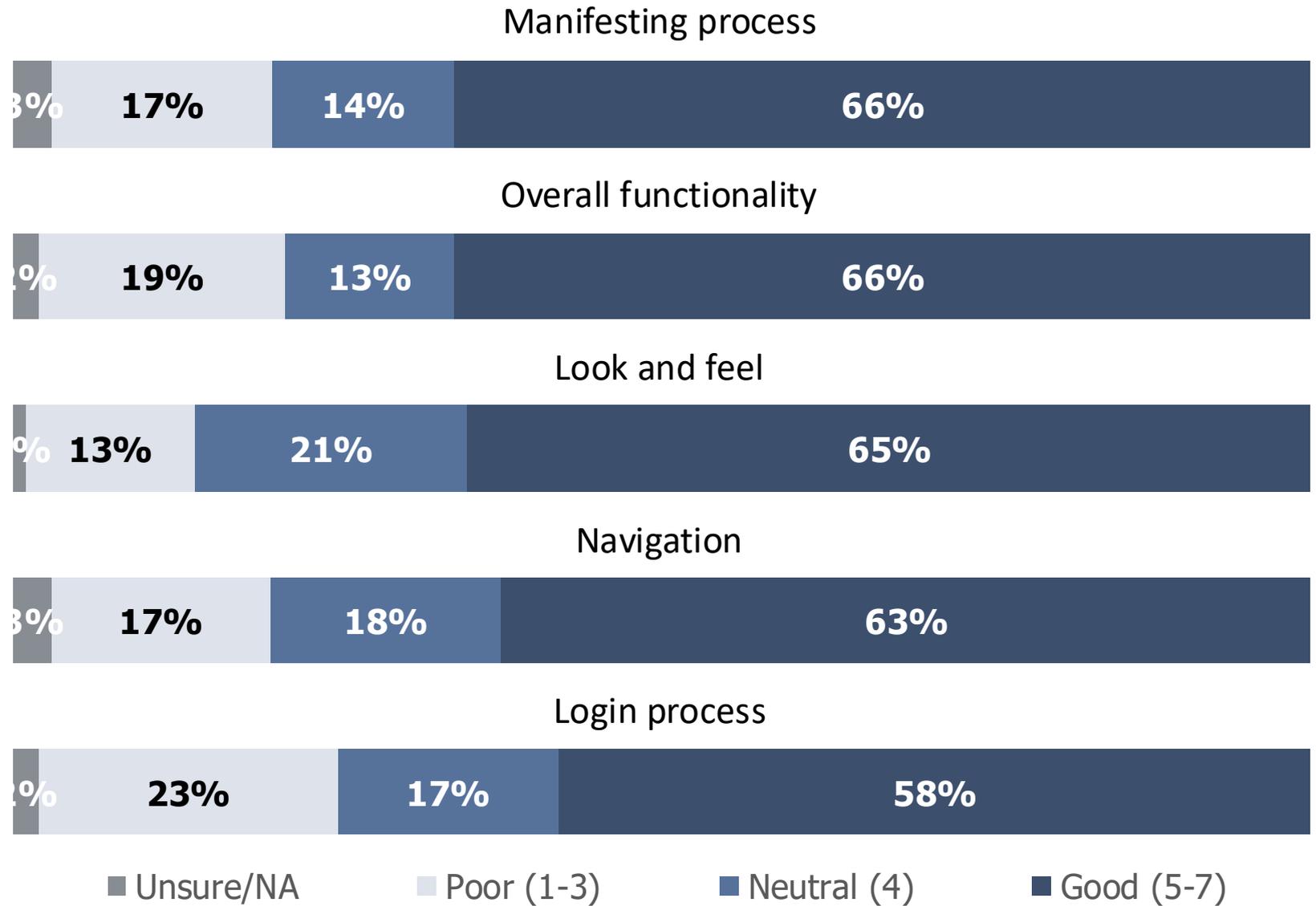
Real answers from real people