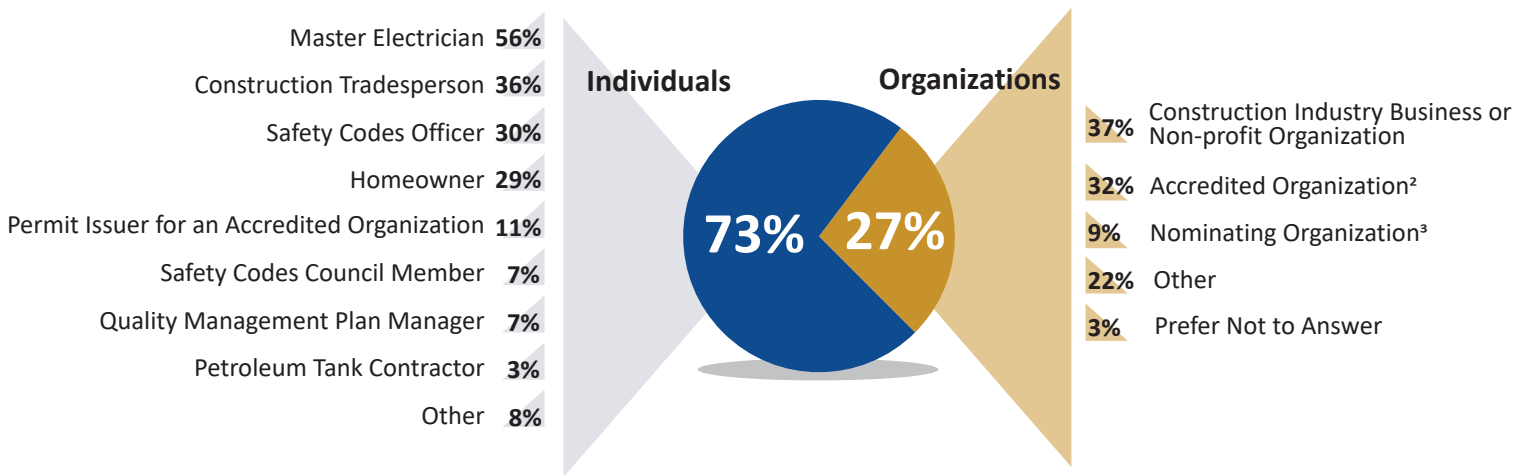


The Safety Codes Council surveyed those that use its programs and services to gauge their satisfaction, perception of quality, and gather ideas for improvements for programs and services.

Between November 29 and December 22, 2023, the Safety Codes Council engaged a random sample of **1,320** clients, including a few users who wished to self-select to participate using the social media and website links, and **271** Alberta property owners referred to as the public. This report summarizes the key findings.



Participating Client Profile¹



¹Only client data shown above; multiple response question. Numbers may exceed 100%
²Organizations which administer the Safety Codes Act in a specified jurisdiction
³Organizations which provide volunteers that make up the Safety Codes Council membership



Perceptions of Council

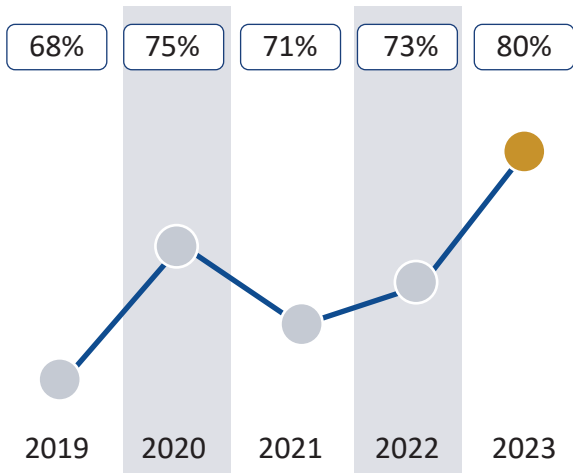
Percents shown represent users who agree or strongly agree



*15% of clients did not know how to respond to the statement, which is much higher than for other questions.



Satisfaction with Programs and Services

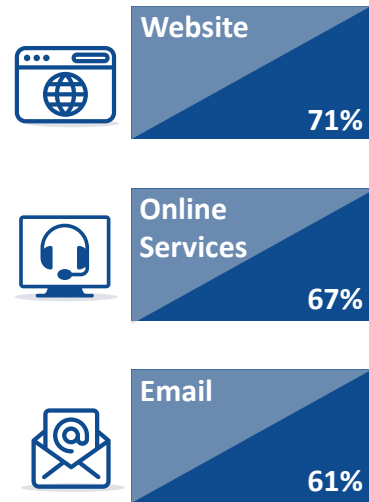


*Only client data shown above; the methodology was changed in 2023 so trend results are not directly comparable



Council Communications

Top ways to access services/programs

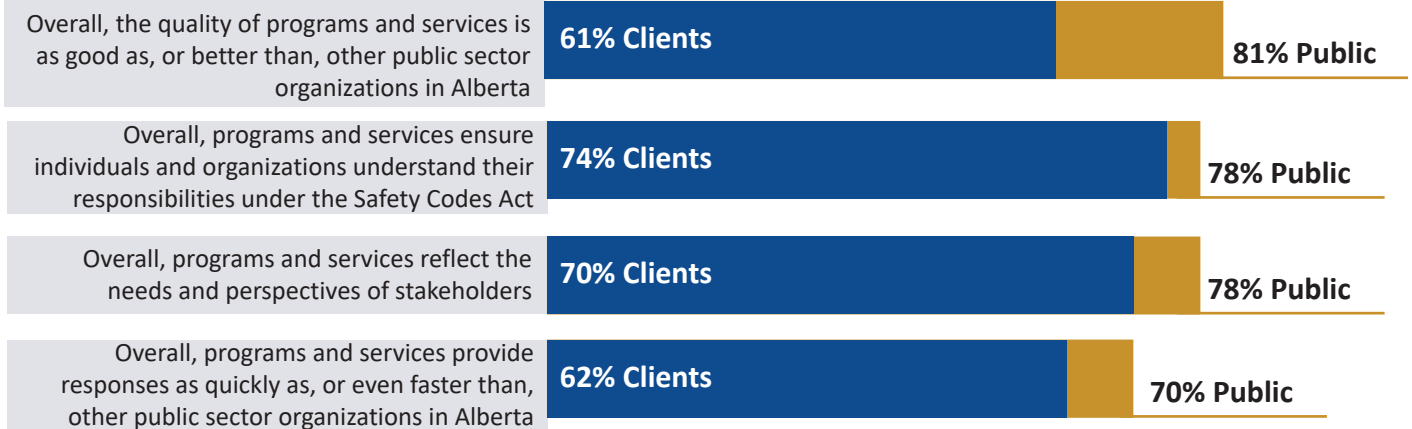


*Only client data shown above








Perceptions of Council's Programs and Services Quality

Percents shown represent users who agree or strongly agree



Top Suggestions for Improvement

- 1  Training and Education Enhancements
- 2  Website and Online Portal Improvements
- 3  Inspection and Certification Process Standardization
- 4  Communication and Stakeholder Engagement
- 5  Consider Feedback for Regulatory Requirement strengthening

*Only client data shown above