



Safety Codes Council

# 2024 Annual Programs and Services “What We Heard” Report

November 13, 2024

Prepared by

 PIVOTAL RESEARCH Inc.™



## TABLE OF CONTENTS

<b>Project Background</b>	Page 3
<b>Research Methodology</b>	Page 4
<b>Sampling Framework</b>	Page 5
<b>Survey Instrument &amp; Data Collection</b>	Page 6
<b>Respondent Profile</b>	Page 7
<b>Key Findings</b>	Page 13
<b>Detailed Results</b>	Page 17
Overall Perceptions of Council	Page 18
Usage of Safety Codes Council Services	Page 28
Overall Satisfaction with Council's Programs and Services	Page 30
Perceptions of Quality of Council's Programs and Services	Page 41
Satisfaction with Safety Codes Council's Online Tools	Page 47
Suggestions for Improvement	Page 54
General Feedback on Programs and Services	Page 55
<b>Public Survey</b>	Page 56
<b>Appendix A: Client Survey Instrument</b>	Page 62
<b>Appendix B: Public Survey Instrument</b>	Page 73

# Project Background

## Research Objectives

Safety Codes Council (Council) is interested in understanding satisfaction with, quality of, and potential improvements for its programs and services in alignment with its Engagement Framework.

The Council is specifically interested in:

- Assessing perceptions of the Council and its mandate.
- Measuring achievements of business outcomes from programs and services delivered by the Council.
- Understanding ways the various clients and partners access those programs and services.
- Identifying channels of communications most preferred and used by the various clients and partners.

This survey is an annual program continued from past years to assess and track these areas of interest. Pivotal Research Inc., a third-party independent firm was retained by the Council in 2023 to collect the data, analyze the results and create a report summarizing the key findings.

This report contains two sections: a client and partner survey, and a public survey. Information about the public survey can be found on page 56.

The target population for the study are detailed in Table 1 below.

**Table 1.** Target Population

Target Population Groups
Nominating Organizations
Appeal Appellants, Proponents and Decision-Makers
Members
Alberta Safety Codes Authority (ASCA) Permit Holders, ASCA Permit Applicants
Accreditation Organizations
Accreditation Permit Issuers
Master Electrician Applicants and those who are Certified
Safety Codes Officers applicants and who are Certified, and who have Designations of Powers
Petroleum Tank Contractors Approved
Public
Complainants

# Research Methodology

Pivotal Research relied on the Engagement Framework developed in 2023 to ensure a research methodology that is inclusive, comprehensive and statistically valid.

Specifically, the research methodology was based on a:

- Detailed review of the Engagement Framework.
- Analysis of the Council's client contact lists.
- Stratified sampling framework.
- Development of survey instrument that is simple and written in straightforward language, easy to access and complete in various forms.
- Analytical framework to summarize the results and report the findings.

## Target Population

The Council provided the Pivotal Research team contact lists which included email and phone numbers for all clients. Where duplicate email addresses between organizations and individuals were identified in the list of contacts, emails associated with organizations by specifically asking respondents to complete the survey as organizations were prioritized. Furthermore, as part of this data management approach, one single individual within the same organization was randomly selected to represent each organization in the study. Table 2 lists out the number of contacts provided by the Council for each group.

To ensure a broader and wider representation of all clients and partners in the study, a non-probability sample survey was conducted with property owners across Alberta. The survey relied on an online panel which contains hundreds of thousands of contacts across the province. Respondents who received an invitation to participate were asked to confirm whether they owned a property in Alberta in 2024, and whether they had heard of the Safety Codes Council or Alberta Safety Codes Authority (ASCA). Overall, 258 individuals completed the survey. More information can be found on page 56.

**Table 2.** Target Population Size

Client Type	Number of Contacts Provided
Accreditation Applicants/ Accredited Organizations	797
Master Electricians	4731
Members	152
Nominating Organizations	170
Permit applicants/ Permit holders	5917
Permit Issuers	301
Safety Codes Officers	2619
Complainants	7
Petroleum Tank Contractors Approved	407

# Sampling Framework

Given the various sizes of the client lists, sampling was either drawn randomly or was census based. Sample sizes were determined based on two factors: target population size for each groups; and desired margins of error (statistical validity at a minimum 90% confidence interval) corresponding to each group.

Where multiple individuals listed as a contact for the same organization, we randomly selected only one individual from each organization.

Stratified sampling was used to derive statistically valid sample sampling with different methods that are appropriate to each stratified group. This ensured that the Safety Codes Council obtained feedback from all types of clients and on all types of programs and services.

**Table 3.** Sampling Framework

Sampling Unit from the Survey Population	Sampling Method	Target Number of Responses
Nominating Organizations	Census sampling	43
Members	Census sampling	71
Accreditation Organizations	Census sampling	149
Accreditation Permit Issuers	Census sampling	89
Petroleum Tank Contractors Approved	Census sampling	26
Complainants	Census sampling	N/A
Appellants, Proponents, Decision-Makers	Participants who were invited from other client and partner groups were able to select this service if applicable.	N/A
Alberta Safety Codes Authority (ASCA) Permit Holders, ASCA Permit Applicants	Probability randomized sampling. Randomization was achieved using a computer-generated random selection program using the list of applicants and certificate holders provided by the Safety Codes Council.	353
Master Electrician Applicants and those who are Certified	Probability randomized sampling. Randomization was achieved using a computer-generated random selection program using the list of applicants and certificate holders provided by the Safety Codes Council.	354
Safety Codes Officers applicants and who are Certified, and who have Designations of Powers	Probability randomized sampling. Randomization was achieved using a computer-generated random selection program using the list of applicants and certificate holders provided by the Safety Codes Council.	324
Other public who received services in 2024	Non-probability quota sampling using an online survey panel. Panel management and data collection were handled by Pivotal Research.  AND  Non-probability volunteer sampling where the Safety Codes Council asked visitors to the site to fill out a survey. There will be a sorting question so that only individuals or organizations who have not received the survey through other mechanisms will be able to complete it.	N/A

# Survey Instrument

The survey instrument relied on the version used in 2023. In 2024, a few questions were added or modified to better understand client and partner perspectives on transparency.

Through a panel, Pivotal Research also launched a public survey using the same instrument from 2023 with a few additions and modifications for 2024 to members of the public to understand awareness of the Council and usage incidence rates.

The survey instruments are provided in Appendix A and Appendix B of this report.

## Data Collection

The Council:

- Informed clients and partners about the survey in newsletter.
- Invited all selected contacts via email on September 16<sup>th</sup>, 2024.

Pivotal Research invited all contacts on September 18<sup>th</sup>, 2024. Undeliverable emails were identified during the invitation process and were replaced where possible.

Overall, 178 emails bounced or were undeliverable. Overall, the estimated number of invitation emails delivered to contacts was: 7417. Reminder emails were sent between September 23<sup>rd</sup>, 2024 and October 10<sup>th</sup>, 2024. Follow ups by phone calls were administered between September 30<sup>th</sup> and October 10<sup>th</sup>, 2024.

While public clients of programs and services were not exclusively targeted for this study, the following approaches were employed to expand the reach of the study through non-probability sampling methods.

- Pop-up survey invitation on the Safety Code Council's website.
- Online panel to reach building owners across Alberta.
- Social media survey invitation on Facebook, LinkedIn and Instagram.

Data collection closed on October 14th 2024.

# Respondent Profile

## Client Survey





## Who Participated in the Survey

Overall, there were 1,477 respondents who completed the survey which represents a 3% margin of error at the 95% confidence level. Respondents were asked to identify whether they represented an organization or were completing the survey as an individual (Table 4).

Since respondents were able to select multiple roles in the safety codes system, the combined number of responses for all eight groups exceeds that of the actual number of completed surveys. Full details along with the corresponding margins of error are shown in the table below (Table 5).

In 2024, there were a higher proportion of responses from Accredited Organizations, Safety Codes Officers and Petroleum Tank Contractors than in 2023.

**Table 4.** Type of Respondent

Type of Respondent	Percent
Individual (e.g., member, property owner, safety codes officers, master electrician, Petroleum Tank Contractor) (n=1044)	71%
Organization (e.g., accredited organization, construction business) (n=433)	29%
<b>Overall</b>	<b>100%</b>

**Table 5.** Role in the Safety Codes System

Role	Responses	Margin of Error*
Master Electrician	562	±3% (90% CI)
Safety Code Officer	339	±4% (90% CI)
Permit Issuer	97	±5% (90% CI)
Petroleum Tank Contractor	32	±11% (90% CI)
Member	76	±5% (90% CI)
Permit Applicant/Permit Holder	290	±5% (90% CI)
Accredited Organization	285	±6% (90% CI)
Nominating Organization	62	±9% (90% CI)

\*Margins of error are given at the 90% confidence interval (CI).

Table 5 shows the margin of error associated with each client and partner role. When the margin of error exceeds ±6%, results should be considered directional.



## Data Analysis Framework

Given the wide variation in terms of number of responses received for each of the groups, a data weighting mechanism was applied to some questions to ensure no group dominates the overall metrics.

Questions in the survey that measure perceptions of, or satisfaction with, or agreement with services provided by the Council were equally weighted by applying a 12.5% weight for each of the eight groups. Questions that do not apply to all groups were not weighted in this report.

On the other hand, questions that pertain to services or tools accessed by respondents were not weighted and are shown based on actual frequencies.

Throughout the report, weighted results are identified by an asterisk (\*).

**Results for questions (or splits of respondents) that received fewer than 30 responses (n<30) are considered directional. Therefore, this report does not attempt to draw meaningful conclusions about those findings.**

## Data Limitations

In 2023, a new survey instrument and a new methodology were introduced. As such, year-to-year comparisons are only analyzed between 2023 and 2024.

Respondents did not always identify as how they are categorized in the original contact lists. For example, a master electrician could have selected that they are completing the survey only as a permit applicant. Similarly, some respondents who are listed as individuals in the contact list, chose to complete the survey as an organization. The analysis relied on how they self-identified rather than how they are originally classified in the contact lists.

The number of invalid/not-in-uses email addresses could not be ascertained since a significant number of email addresses use generic extensions (gmail.com, yahoo.ca, hotmail.com) and as such, the response rate was based on the number of contacts and the observed number of bounced emails.

Since many services are provided to or are accessed by only a small or specific type of respondents, throughout the report, there are many cases where the unit of analysis (n) is very small for either comparison with other group or for statistical significance testing.

## Profile of Individuals Who Completed the Survey

Overall, 1044 individuals completed the survey. Half (50%) indicated their role to be “master electrician” in the safety code system, followed by construction tradesperson (32%), homeowner (30%), and safety codes officer (30%).

Males made up most of the sample (90%). Those between the ages of 35 and 44 represented just over a quarter of respondents (29%), which was closely followed by respondents between the ages of 45 and 54 (27%).

**Table 6.** Role in the Safety Codes System (Multiple Response)

Role in Safety Codes	Percent
Master Electrician (n=526)	50%
Construction Tradesperson (n=339)	32%
Homeowner (n=318)	30%
Safety Codes Officer (n=316)	30%
Permit Issuer for an Accredited Organization (n=97)	9%
Quality Management Plan Manager (n=70)	7%
Safety Codes Council Member (n=70)	7%
Petroleum Tank Contractor (n=13)	1%
Other (n=55)	5%
Prefer Not to Answer (n=12)	1%

**Table 7.** Safety codes service authorization (multiple response)

Please select all the disciplines where you are authorized to provides safety code services. Select all that apply.	Safety Code Officers (n=316)
Fire (n=145)	46%
Building (n=102)	32%
Electrical (n=65)	21%
Plumbing (n=27)	9%
Gas (n=28)	9%
Petroleum Tank (n=16)	5%
Elevators (n=6)	2%
Amusement Rides (n=3)	1%
Pressure Equipment (n=2)	1%
Passenger Ropeways (n=2)	1%
Prefer Not to Answer (n=1)	<1%

## Profile of Individuals (Cont.)

**Table 8.** Gender

Gender	Percent
Male (n=943)	90%
Female (n=78)	7%
Non-binary (n=3)	<1%
Prefer not to answer (n=21)	2%

**Table 9.** Age

Age	Percent
Less than 18 years (n=0)	0%
18-24 years (n=1)	<1%
25-34 years (n=62)	6%
35-44 years (n=307)	29%
45-54 years (n=279)	27%
55-64 years (n=252)	24%
65-74 years (n=106)	10%
75+ years (n=18)	2%
Prefer Not to Answer (n=19)	2%

## Profile of Organizations

Overall, 434 organizations completed the survey. Just under two-thirds (64%) of organizations are Accredited Organizations, under three-in-ten (27%) are construction industry businesses or non-profit organizations, and 14% are nominating organizations. Just under half (45%) of organizations are small, a third (30%) are medium-sized, and a fifth (23%) are large.

**Table 10.** Organization Type

Organization Type (select all that apply)	Percent
Accredited Organization (n=285)	64%
Construction industry business or non-profit organization (n=119)	27%
Nominating Organization (n=62)	14%
Other (n=29)	6%
Prefer not to answer (n=10)	2%

**Table 11.** Size of Entire Organization

Size of Entire Organization	Percent
Small (less than 50 employees) (n=198)	45%
Medium (50 to 200 employees) (n=132)	30%
Large (201+ employees) (n=102)	23%
Prefer not to answer (n=5)	1%



# Key Findings

## Client Survey





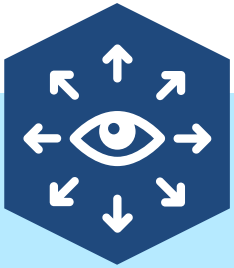
## Key Conclusions and Considerations

Top-two box scores for overall satisfaction with the Council's overall programs and services, perceptions of the quality of programs and services, and perceptions of Council all either increased or stay consistent since 2023.

Permit Applicants/Holders had less positive perceptions of Council and lower satisfaction overall than other clients and partners. Feedback from the open-ended comments suggest there is opportunity for Council to improve communication of permitting and inspection processes clear, regular, accessible and layperson-friendly language as well as work to improve the efficiency of the service.

While there was lower agreement that the Council is forthcoming with information that might be damaging to the organization (59%), the top-two box score increased from 48% in 2023, and those who didn't agree most frequently stated that they did not have any direct experience to help them form an opinion.

In 2024, satisfaction with ESite and EServices is low, consistent with satisfaction from 2023. One of the most frequent suggestions for improvement improve ease of use and customer support.



## Overall Perceptions of Council

Respondents agreed most (82%) that Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities, an increase from 77% in 2023.

Just over three-quarters (77%) of respondents either agree or strongly agree that the Council provides information that is easy for people like me to understand, 76% agreed that the Council delivers its delegated programs and services and 75% agreed that the Council provides information that is complete to people like me.

Over two-thirds (68%) of respondents agreed or strongly agreed that the Council values with clients and partners say and uses their input to make decisions, an increase from 63% in 2023.

While the statement "The Council is forthcoming with information that might damaging to the organization (e.g., not meeting targets, mistakes)" received the lowest agreement (59%), this was an increase from 48% in 2023. Those who did not agree with the statement most frequently stated it was because they had a lack of direct experience or were neutral because of uncertainty.





## Overall Satisfaction with Programs and Services

Overall satisfaction for all Safety Codes Council programs and services is 85%, an increase from 80% in 2023.

Respondents were the most satisfied with Fuel Storage Tank Installer Approval (95%, n=22), Accreditation (94%), and Master Electrician Certification (91%), with 89% of respondents indicating they were either satisfied or very satisfied. Conversely, respondents were the least satisfied with Complaint Investigation (63%) and the Appeal system (64%).

Overall, 203 respondents provided open-ended comments detailing the reason for their overall lack of satisfaction with programs and services delivered by the Safety Codes Council. Website and Portal Usability, lack of support or accountability, and communication and management concerns were some of the factors that contributed to satisfaction with overall programs and services.



## Perceptions of Programs and Services

From 2023 to 2024, agreement with all four statements assessing respondent perceptions of the quality of Council's programs and services increased significantly.

Agreement increased most that programs and services reflect the needs and perspectives of clients and partners from 70% in 2023 to 80% in 2024.

Just over eight-in-ten respondents (82%) agreed or strongly agreed that programs and services ensure individuals and organizations understand their responsibilities under the Safety Codes Act, 68% agreed that the quality of programs and services is as good as, or better than, other public sector organizations in Alberta, and 67% agreed that programs and services provide responses as quickly as, or even faster than, other public sector organizations in Alberta.





## Council Communications

Respondents identified three ways they tend to access the Council's programs services the most: the Website (67%); Online Services (67%); and Email (57%). Social Media is the least frequently used way to access information about programs and services at only 7%.

Satisfaction was highest for Council Connect (84%), the Council Members Portal (81%), and the Website (80%).

Satisfaction was lowest for the ESite (67%) and EServices (66%).

Improving ease of use was top suggestion for all communication tools except EServices which sought out better customer support.



## Suggestions for Improvement and General Feedback

Respondents were asked to provide general feedback and suggestions for improvement.

Overall, 96 respondents provided general feedback. Respondents most frequently mentioned the value and effectiveness of Council, staff helpfulness and professionalism, and the need for more communication and support. The number of positive comments increased in 2024 compared to 2023.

Of all 293 valid suggestions for improvement, enhancing training and education was most frequently mentioned, followed by improving the website and online portal, and inspection and compliance standardization. These are the same top 3 suggestions provided by respondents in 2023.

# Detailed Results

## Client Survey



# Overall Perceptions of Council

Respondents were asked to state their level of agreement with various statements regarding the Safety Codes Council using a five-point agreement scale ranging from Strongly Agree to Strongly Disagree. Overall agreement is measured as a top two-box score representing the combined percent of those who agree and those who strongly agree with each statement. Note that top-two box scores may not add up to the total of agree and strongly agree percentages shown due to rounding.

Top two-box scores are shaded in green to indicate that the score is statistically significantly higher than the other groups or years while scores that are shaded in red correspond to a score that is statistically significantly lower.

Overall, agreement was highest for the statement that *Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities* (82%), followed by *the Council provides information that is easy for people like me to understand* (77%), and *the Council delivers its delegated programs and services* (76%). Overall agreement that *the Council is forthcoming with information that might be damaging to the organization* was lowest at 59%.

Satisfaction increased significantly for the following statements: *Alberta safety codes have the knowledge and skills to fulfill their roles and responsibilities* (82%); *the Council values what clients and partners say and uses their input to make decision* (68%); and *the Council is forthcoming with information that might be damaging to the organization* (59%).

**Table 12.** Agreement with Various Statements About the Safety Code Council by Year

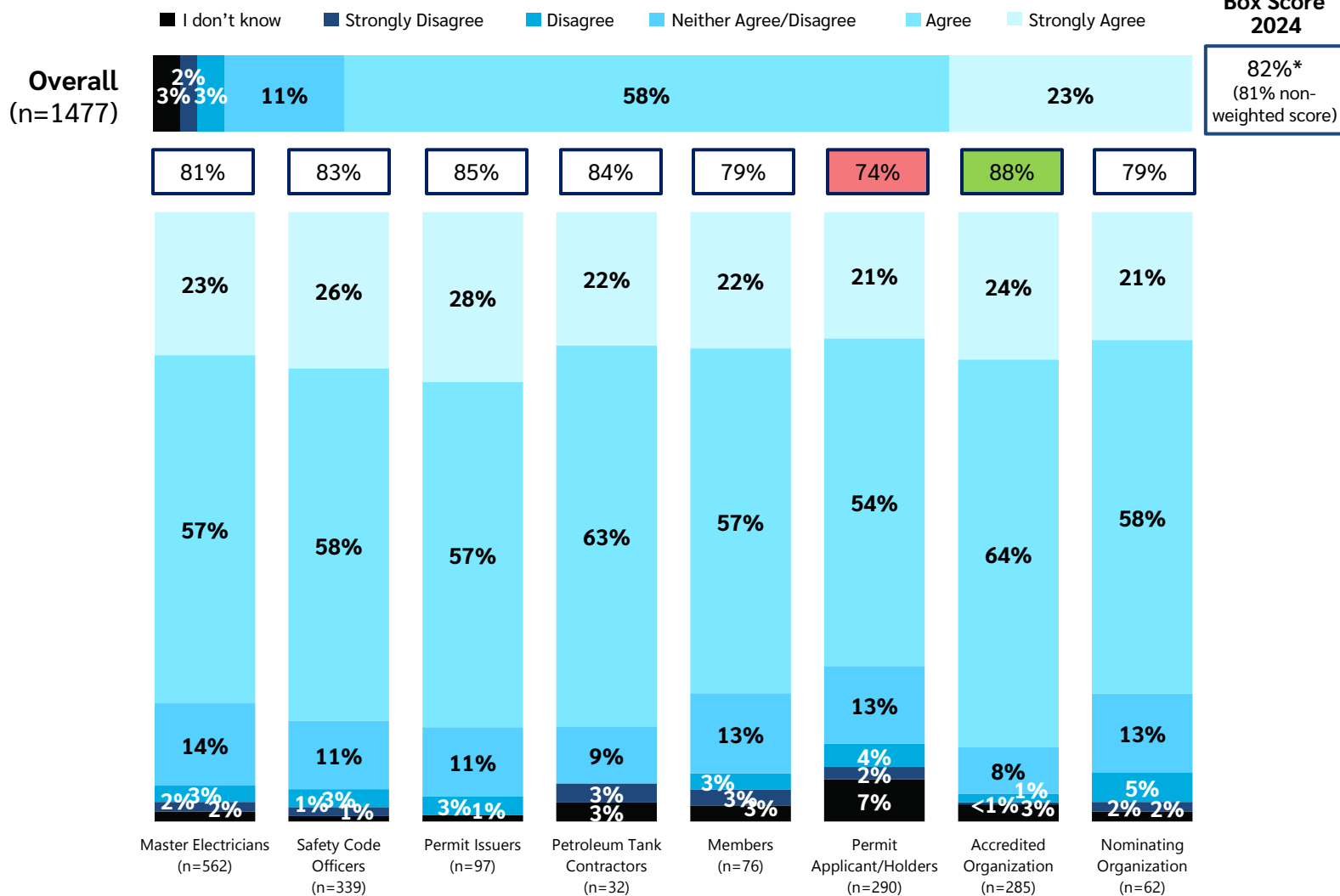
Statement	Top two-box Agreement Score*	
	2023 (n=1,320)	2024 (n=1,477)
Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities	77%	82%
The Council provides information that is easy for people like me to understand	N/A	77%
The Council delivers its delegated programs and services	77%	76%
The Council provides information that is complete to people like me	N/A	75%
The Council values what clients and partners say and uses their input to make decisions.	63%	68%
The Council makes it easy to find the information that people like me need	68%	67%
The way the Council runs its programs and services matches what Alberta needs right now	65%	65%
The Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes)	48%	59%

## Perceptions of Council by Demographics

Those who responded on behalf of Organizations had higher agreement than individuals that the Council is forthcoming with information that might be damaging (64% vs 54%) and that Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities (86% vs 79%).

## Agreement with: “Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities”

**Figure 2.** Agreement Level with : Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities

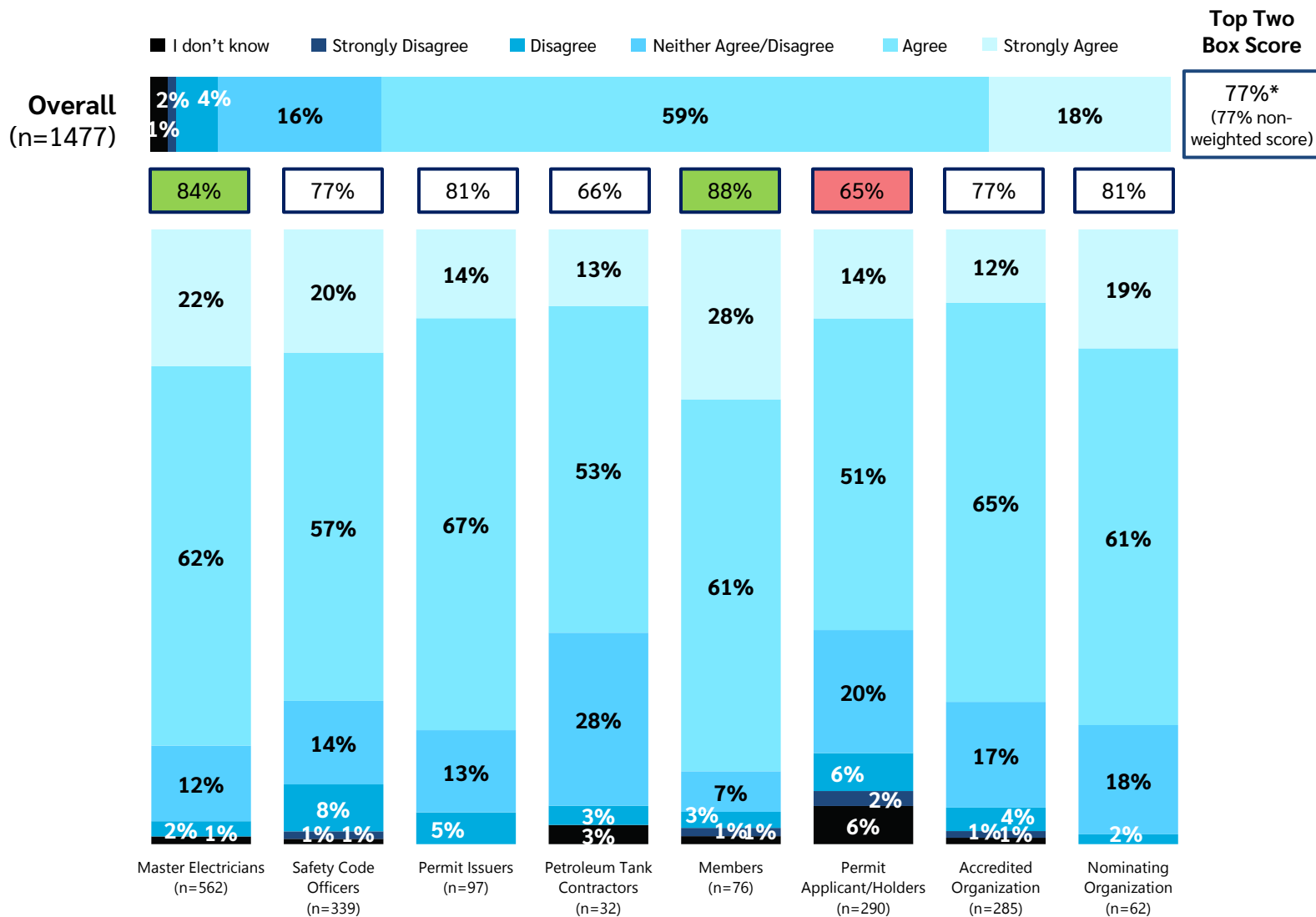


Overall, slightly more than four-fifths (82%) of respondents either agreed or strongly agreed that Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities.

Accredited Organizations were the more likely to agree with the statement (88%) while Permit Applicants/Holders were the least likely (74%) to agree.

## Agreement with: “The Council provides information that is easy for people like me to understand”

**Figure 6.** Agreement Level with : The Council provides information that is easy for people like me to understand

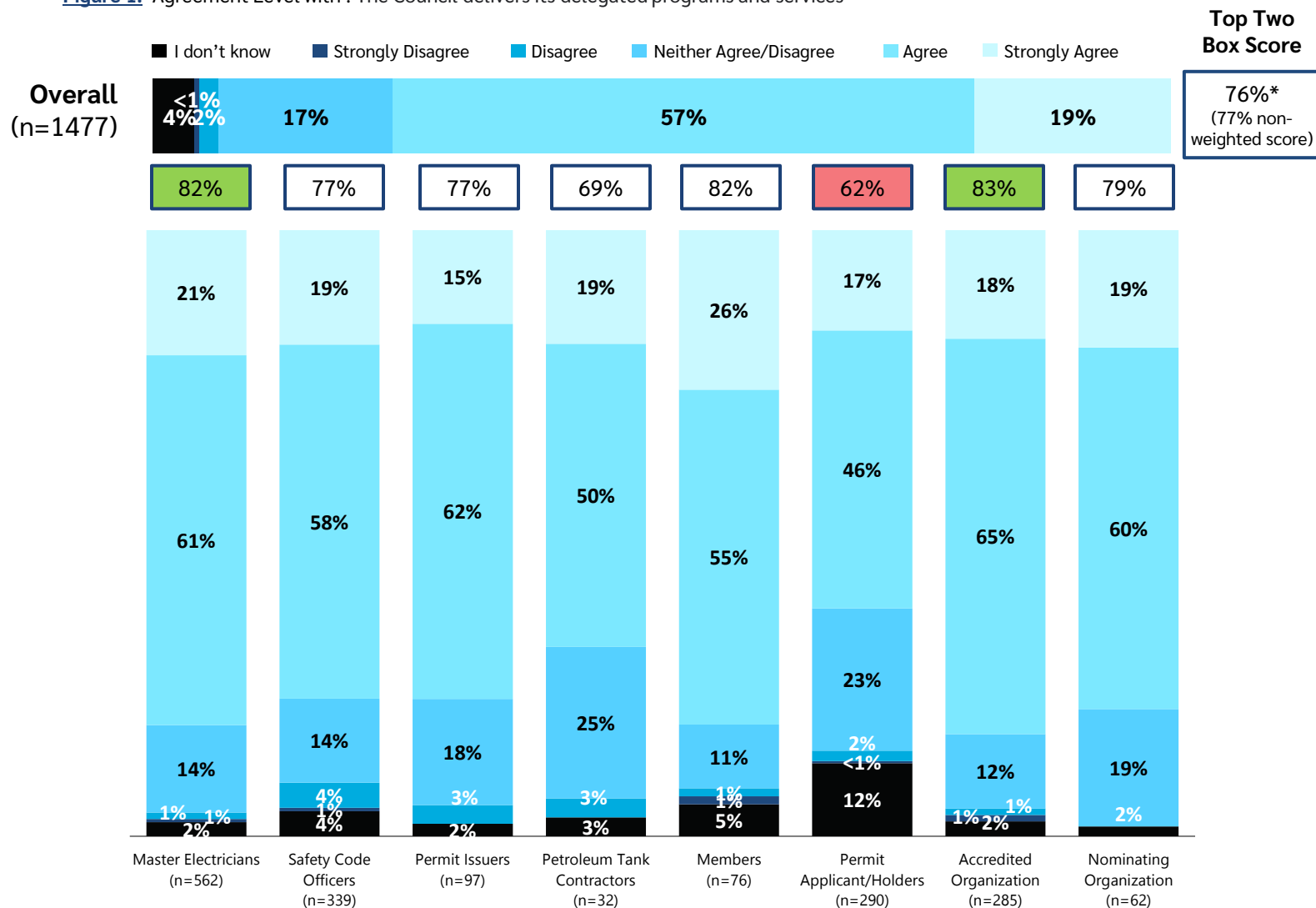


Overall, slightly more than three-quarters (77%) of respondents either agreed or strongly agreed the Council provides information that is easy for people like me to understand.

Members (88%) and Master Electricians (84%) agreed more while Permit Applicants/Holders (65%) were least likely to agree that the Council provides information that is easy for people like them to understand

## Agreement with: “The Council delivers its delegated programs and services”

**Figure 1.** Agreement Level with : The Council delivers its delegated programs and services

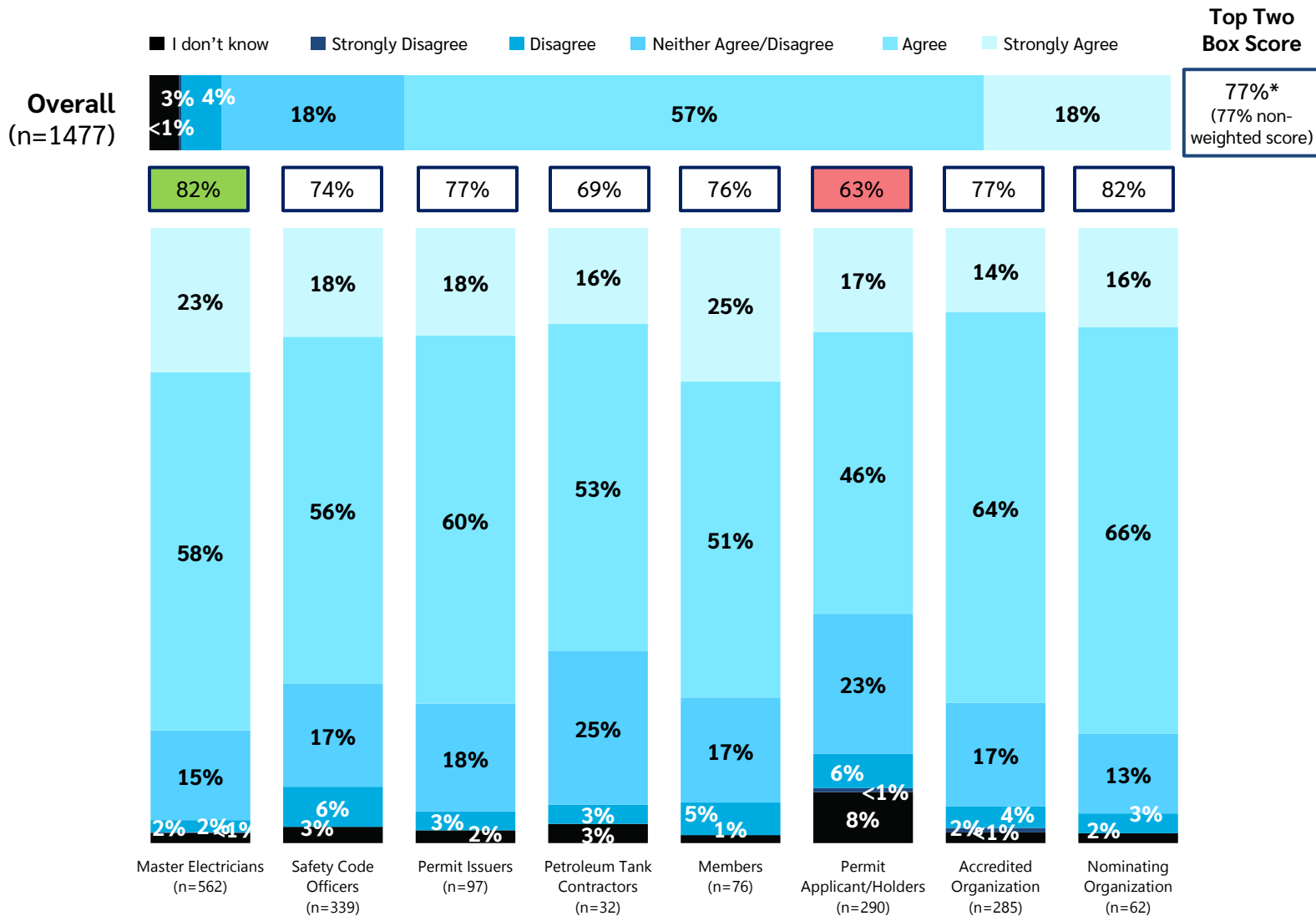


Overall, over three-quarters (76%) of respondents either agreed or strongly agreed that the Council delivers its delegated programs and services.

Accredited Organizations (83%) and Master Electricians (82%) agreed the most among all respondents, while Permit Applicants/Holders agreed the least (62%).

## Agreement with: “The Council provides information that is complete to people like me”

**Figure 6.** Agreement Level with : The Council provides information that is complete to people like me



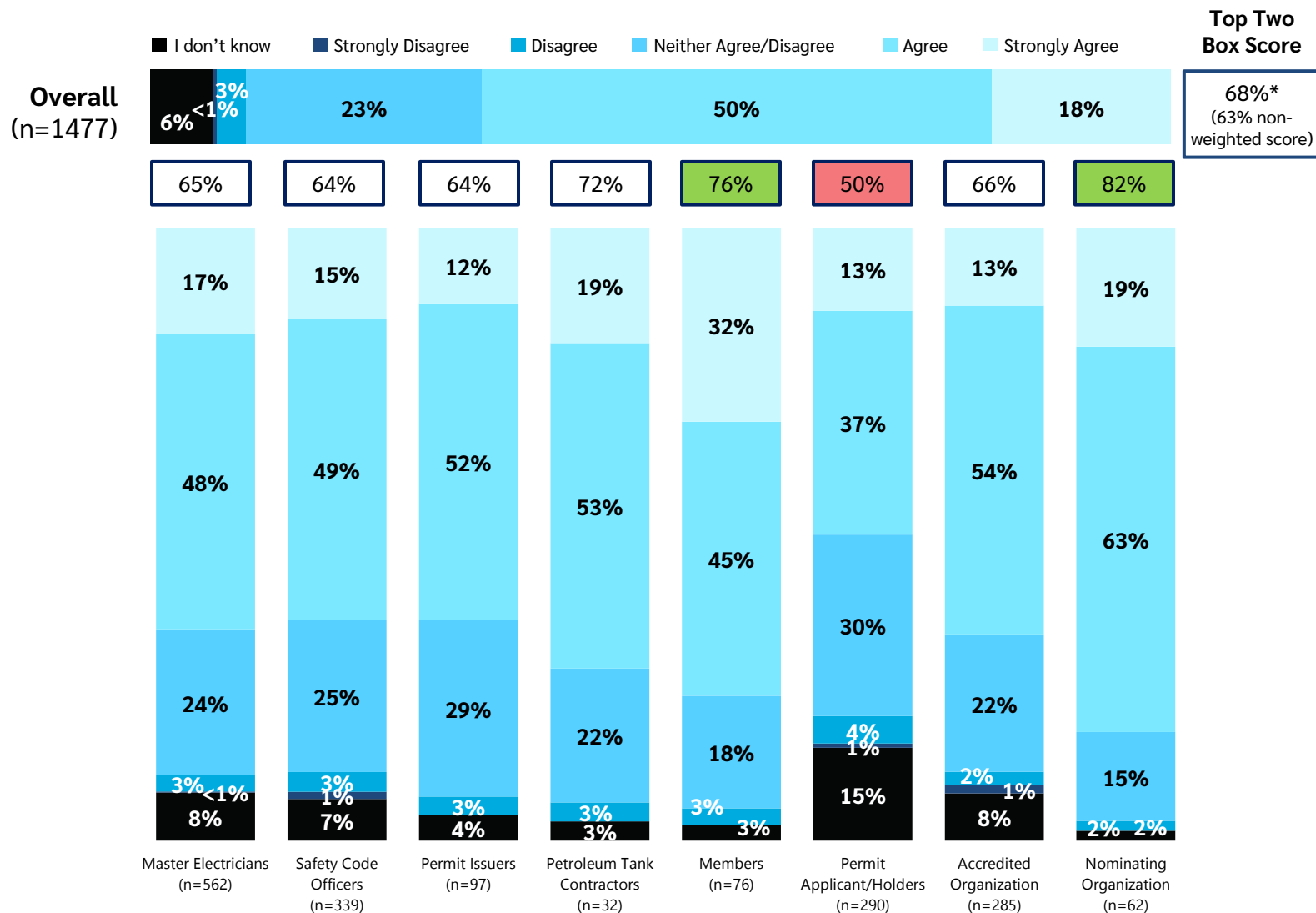
Overall, over three-quarters (77%) of respondents either agreed or strongly agreed that the Council provides information that is complete to people like me.

Master Electricians (82%) agreed the most among all respondents, while Permit Applicants/Holders agreed the least (63%).



## Agreement with: “The Council values what clients and partners say and uses their input to make decisions”

**Figure 5.** Agreement Level with : The Council values what clients and partners say and uses their input to make decisions

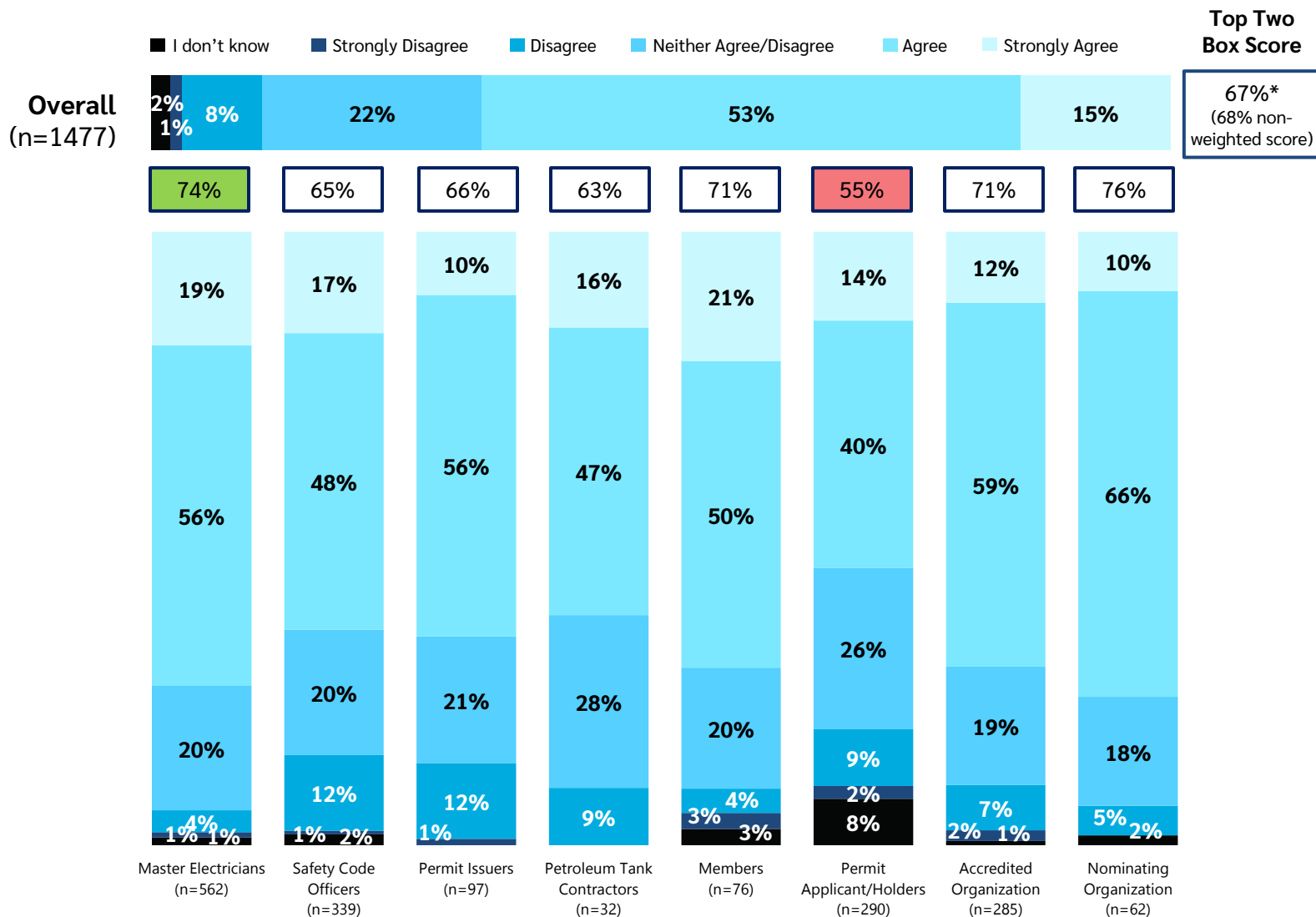


Just over two-thirds (68%) agreed or strongly agreed that the Council values what clients and partners say and uses their input to make decisions.

Nominating Organizations (82%) and Members (76%) are significantly more in agreement than other types of respondents. Permit Applicants/Holders (50%) were significantly less likely to agree that the Council values with clients and partners say and uses their input to make decisions.

## Agreement with: “The Council makes it easy to find the information that people like me need”

**Figure 3.** Agreement Level with : The Council makes it easy to find the information that people like me need

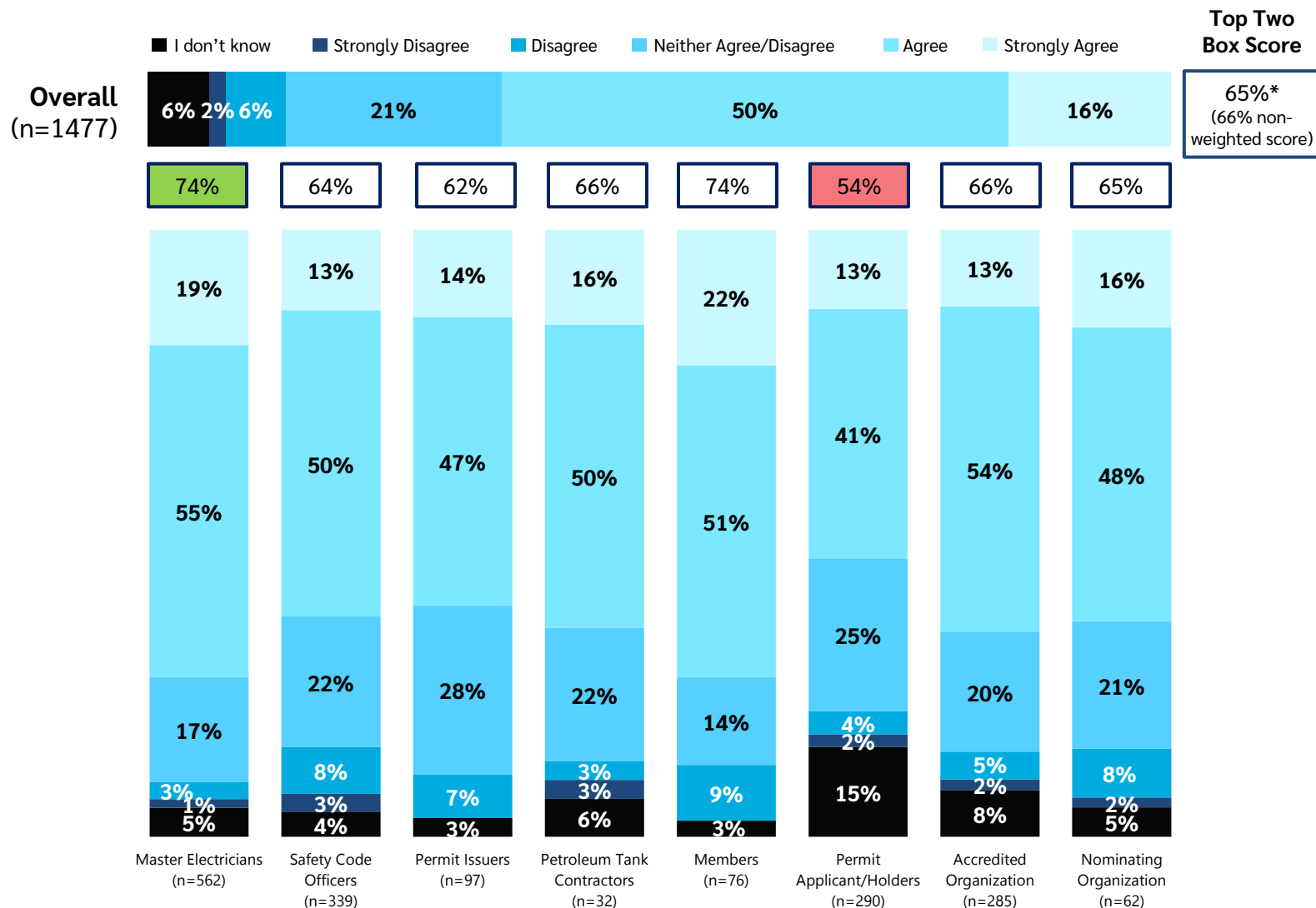


Overall, two-thirds (67%) of respondents agreed or strongly agreed that the Council makes it easy to find the information that people like me need.

Master Electricians (74%) were much more likely to agree while Permit Applicants/Holders (55%) were much less likely to agree with the statement.

## Agreement with: “The way the Council runs its programs and services matches what Alberta needs right now”

**Figure 4.** Agreement Level with : The way the Council runs its programs and services matches what Alberta needs right now

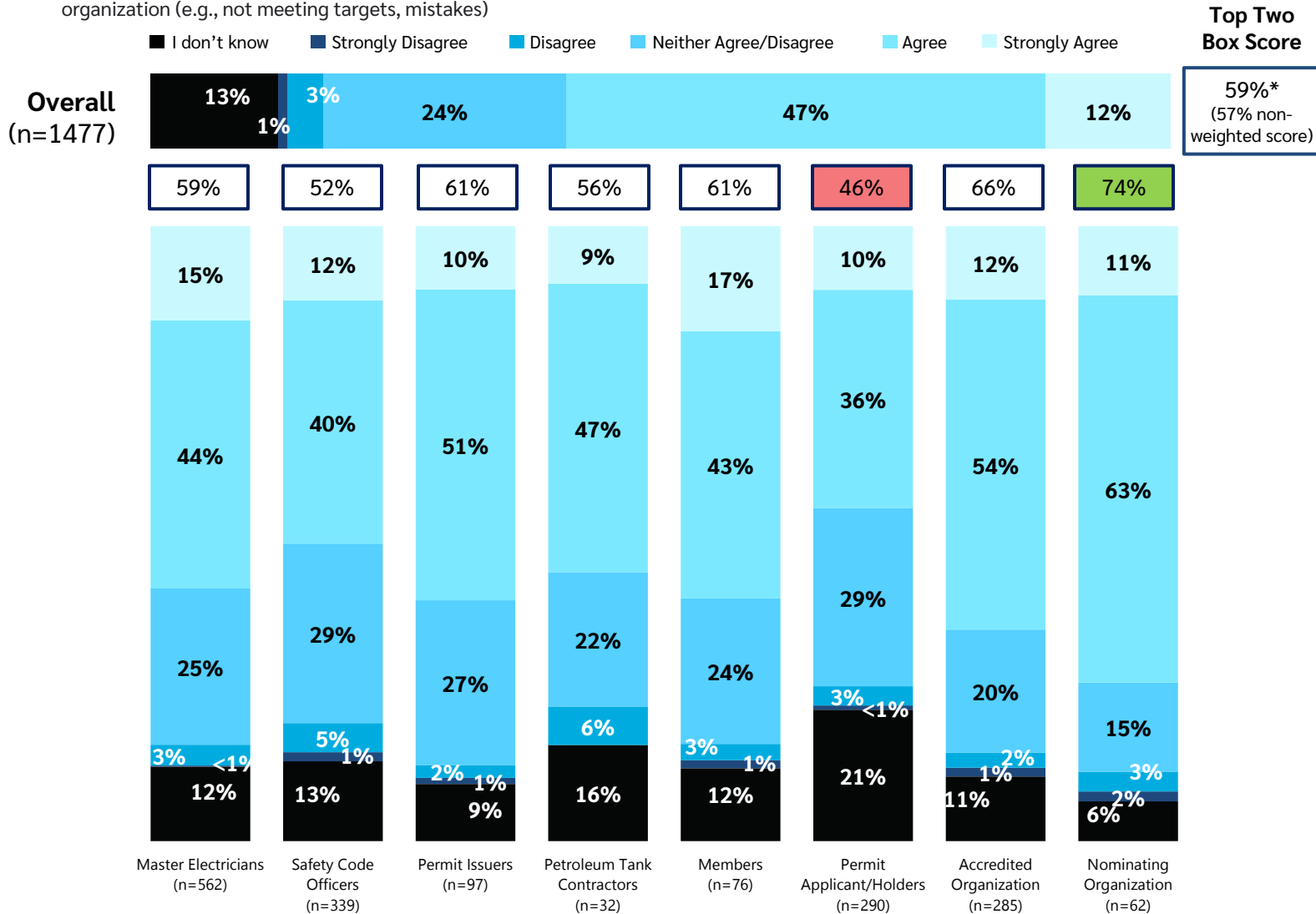


Overall, just under two-thirds (65%) of respondents either agreed or strongly agreed that the way the Council runs its programs and services matches what Alberta needs right now.

Members agreed the most (74%) among all respondents, while Permit Applicants/Holders (54%) are the least likely to agree.

## Agreement with: “The Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes)”

**Figure 6.** Agreement Level with : The Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes)



Overall, six-in-ten respondents (59%) agreed or strongly agreed that the Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes). The agreement level increased significantly since 2023 from a top-two box score of 48%.

Nominating Organizations (74%) were more likely to agree while Permit Applicants/Holders (46%) were less likely to agree with the statement. Other groups top-two box scores hovered between 53% and 66%.

Those who selected I don't know, neither agree/disagree, disagree and strongly disagree were asked to explain why they selected that response. The main themes are listed on the following page.

## Reasons for lack of agreement with: *“The Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes)”*

Respondents were asked to provide the reason why they did not agree or strongly agree with the statement that the Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes). Overall, 639 valid comments were themed as shown below.

### 1. Lack of Direct Experience or Knowledge (299 mentions)

- “I have no related information to judge.”
- “I am not in a position where I would see that information directly.”
- “I have not experienced a situation where this is relevant... I could not comment”

### 2. Neutrality Due to Uncertainty (181 mentions)

- “I am not aware of whether or not the Council is forthcoming with this type of information.”
- “I am unsure of what the council provides.”
- “Because if they don’t release potentially damaging information we would not know about it.”

### 3. Negative Observations of Council’s Communication (55 mentions)

- “They don’t want to look bad in the eyes of the public. They cover their asses.”
- “I’ve experienced mistakes that simply should not occur in a properly functional accreditation system.”
- “What are their targets? Have they made mistakes? No information made public raises questions.”

### 4. Specific Issues with Council’s Operations (31 mentions)

- “I sat an exam and 1 question was wrong on the test. I then had to retake the exam and pay for another attempt.”
- “Consult with large stakeholders before making decisions.”

### 5. General Disengagement or Lack of Interest (73 mentions)

- “I don’t look for this kind of information, so I don’t know if it is available or not.”
- “Not something I’ve ever thought about.”
- “I am a homeowner and not in an organization, so this does not apply to me as I see it.”
- “I don’t pay attention to this information. Is the council forthcoming?”

# Usage of Safety Codes Council Services

**Table 13.** Usage of Safety Codes Council Services by Year

Services	Overall 2023* (n=1,178)	Overall 2024 (n=1,477)
Master Electrician Certification	49%	42%
Accreditation	28%	32%
Safety Codes Permitting and Inspection Services	27%	29%
Safety Codes Officer Certification	23%	26%
Codes and Standards Development	20%	20%
Membership	13%	10%
Engagement	9%	9%
Fuel Storage Tank Installer Approval	5%	5%
Do anything else related to the Safety Codes Act	6%	5%
Complaint Investigation	5%	5%
Appeal System	4%	4%

Master Electrician Certification services were used less frequently in 2024, though this is likely due to a lower proportion of Master Electricians responding to the survey.

Similarly, Accreditation was accessed more frequently in 2024, likely due to a higher proportion of Accredited Organizations answering the survey.

Since 2023, the proportion those accessing membership services decreased from 13% to 10%.

\*\*"I did not use any programs or services in 2023" was removed from percentage calculations to be consistent with 2024 responses.

# Usage of Safety Codes Council Services

**Table 14.** Usage of Safety Codes Council Services by Respondent Group

Services	Master Electricians (n=562)	Safety Code Officers (n=339)	Permit Issuers (n=97)	Petroleum Tank Contractors (n=32)	Members (n=76)	Permit Applicant / Holders (n=290)	Accredited Organization (n=285)	Nominating Organization (n=62)	Overall (n=1,477)
Master Electrician Certification	96%	15%	51%	6%	26%	28%	13%	8%	42%
Accreditation	13%	38%	37%	19%	24%	20%	78%	39%	32%
Safety Codes Permitting and Inspection Services	16%	20%	28%	31%	12%	82%	31%	34%	29%
Safety Codes Officer Certification	9%	73%	33%	6%	26%	8%	35%	39%	26%
Codes and Standards Development	17%	26%	28%	6%	59%	16%	16%	68%	20%
Membership	5%	16%	10%	6%	49%	5%	11%	56%	10%
Engagement	2%	14%	12%	0%	24%	5%	17%	37%	9%
Fuel Storage Tank Installer Approval	0%	4%	3%	69%	3%	3%	8%	15%	5%
Do anything else related to the Safety Codes Act	2%	10%	4%	3%	9%	5%	10%	19%	5%
Complaint Investigation	2%	9%	5%	0%	3%	5%	9%	15%	5%
Appeal System	2%	8%	7%	0%	16%	2%	6%	18%	4%

Usage of services varied significantly according to type of respondents. As shown in Table 14 above, highest usage of services by each group of respondents is highlighted in yellow.

Overall, Master Electrician Certification services are used the most (42%) followed by Accreditation (32%) and Safety Codes and Permitting and Inspecting Services (29%). On the other hand, Complaint Investigation (5%) and Appeal System (4%) are used the least.

Of those who used the Appeal System, half or 40% were respondents (person or organization who made the decision that was reviewed or appealed), just under a third (29%) were an observer or witness, 19% were a decision-maker and 12% were appellants.



# Overall Satisfaction with Council's Programs and Services

Using a five-point Likert satisfaction scale ranging from very satisfied to very dissatisfied, respondents were asked to state their satisfaction with the Safety Codes Council's programs and services which they had used during 2024. Overall satisfaction was measured as a top two-box score by adding the percents of those who are satisfied and those who very satisfied with each of the services accessed. Note that top-two box scores may not add up to the total of satisfied and strongly satisfied percentages shown due to rounding.

Top two-box scores that are shaded in green indicate the score is significantly higher while scores that are shaded in red correspond to a score that is significantly lower. Top two-box scores that are shaded in grey indicate that the score is only directional due to small sample size (n<30).

Fuel storage tank installer approved received the highest level of satisfaction (95%, n=22), followed by Accreditation (94%) and Master Electrician Certification (91%). Complaint Investigation, however, was the service with the lowest satisfaction top two-box score at 63%.

In 2024, satisfaction overall, for all programs and services sits at 85%, a statistically significant increase from 2023 at 80%.

**Table 15.** Satisfaction with Safety Codes Council Programs and Services by Year

Services	Top-Two Satisfaction Score	
	2023	2024
Fuel Storage Tank Installer Approval	70% (n=33)	95% (n=22)
Accreditation	89% (n=147)	94% (n=258)
Master Electrician Certification	89% (n=528)	91% (n=541)
Membership	91% (n=75)	89% (n=71)
Safety Codes Officer Certification	80% (n=188)	83% (n=247)
Safety Codes Permitting and Inspecting Services	78% (n=229)	82% (n=239)
Codes and Standards Development	79% (n=236)	81% (n=292)
Engagement	69% (n=108)	78% (n=128)
Appeal System	74% (n=42)	64% (n=59)
Complaint Investigation	58% (n=54)	63% (n=76)
Anything else related to the Safety Codes Act	73% (n=72)	73% (n=81)
Overall, for all programs and services	80% (n=1,178)	85% (n=1,477)

The following section details satisfaction scores for all services/programs. Scores are based on responses from only those who use the service. The word "Overall" implies that services are used by all respondents.

## Satisfaction with: “Accreditation”

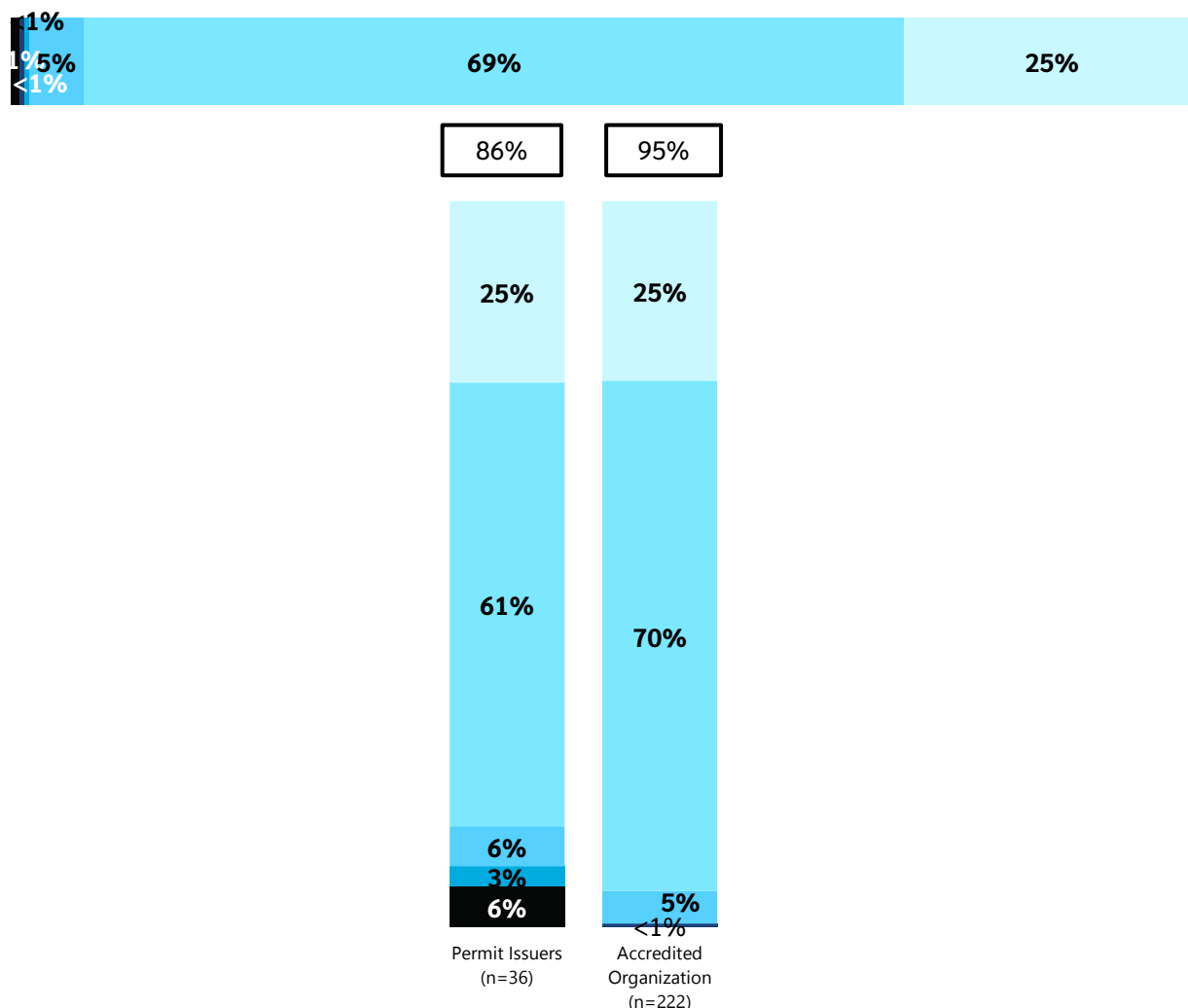
Figure 7. Satisfaction with Accreditation

■ I don't know ■ Very Dissatisfied ■ Dissatisfied ■ Neither Satisfied/Dissatisfied ■ Satisfied ■ Very Satisfied

**Top Two  
Box Score**

94%

(n=258)
Organizations (n=220)
Individuals (n=38)



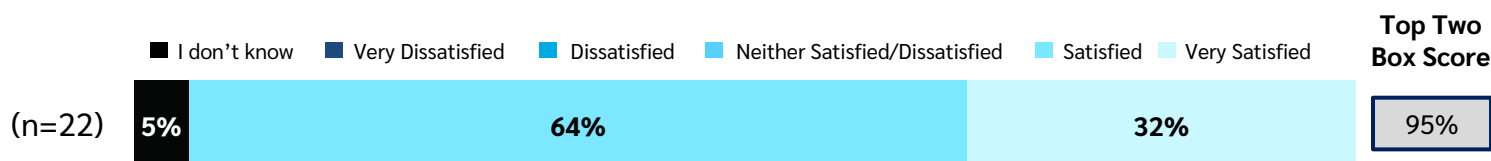
Over nine in ten (94%) respondents were either satisfied or very satisfied with the Council’s Accreditation services. Accredited Organizations reported higher satisfaction at 95%, compared to 86% for Permit Issuers.

Of those who were not satisfied, 11 respondents provided feedback and identified the following areas:

- Higher frequency of audits.
- SCOs are not required for audits.
- Communities are missing in the audit program.

## Satisfaction with: “Fuel Storage Tank Installer Approval”

**Figure 17.** Satisfaction with Fuel Storage Tank Installer Approval



Just over nine-in-ten (95%) respondents were either satisfied or very satisfied with fuel storage tank installer approval.

Results and comments are based on responses received from Petroleum Tank Contractors as they are the only client or partner able to access this service.

## Satisfaction with: “Master Electrician Certification”

**Figure 14.** Satisfaction with Master Electrician Certification



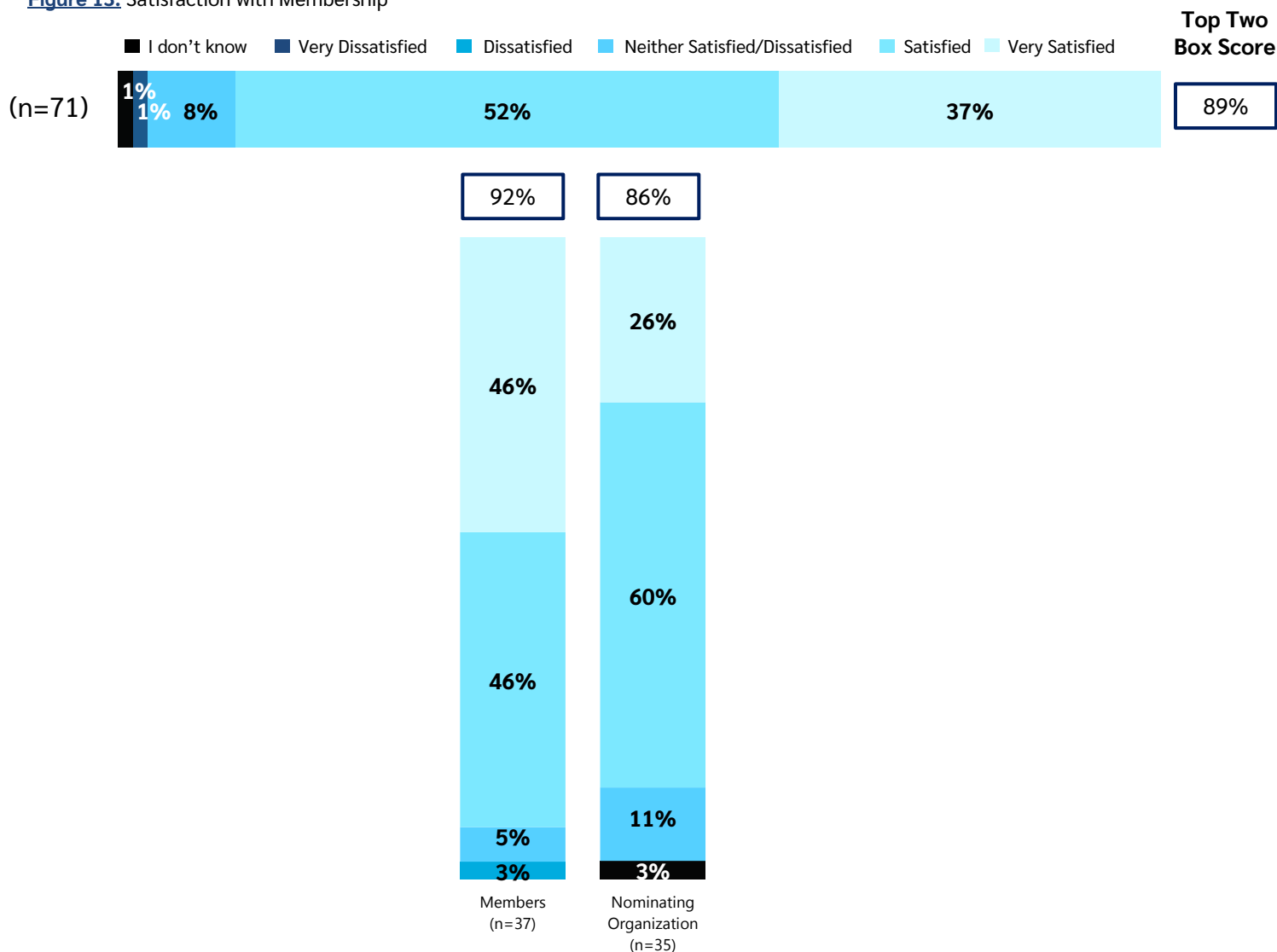
Nearly nine-in-ten (91%) respondents were either satisfied or very satisfied with Master Electrician Certification. A total of 45 comments were provided by respondents who were neither satisfied nor dissatisfied or not satisfied. Main themes included:

- Financial concerns, particularly with frequency of code updates.
- Quality and frequency of code update courses.
- Effectiveness of examinations.
- Overly time consuming.
- Accountability and standards enforcement.

Results and comments are based on responses received from Master Electricians as they are the only client or partner able to access this service.

## Satisfaction with: “Membership”

Figure 13. Satisfaction with Membership

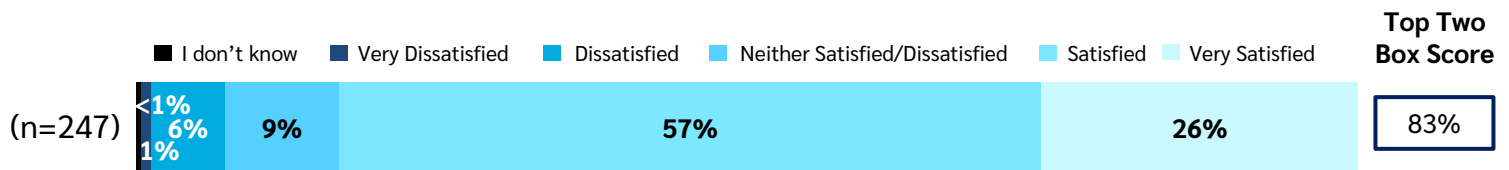


Almost nine-in-ten (89%) respondents were either satisfied or very satisfied with Membership. Respondents in the Members group reported higher satisfaction at 92%, compared to 86% for those in the Nominating Organization group.

Of those who were not satisfied with their memberships, concerns included the effectiveness of virtual sub-council meetings, and clarity of roles and expectations for sub council members.

## Satisfaction with: “Safety Codes Officer Certification”

**Figure 15.** Satisfaction with Safety Codes Officer Certification



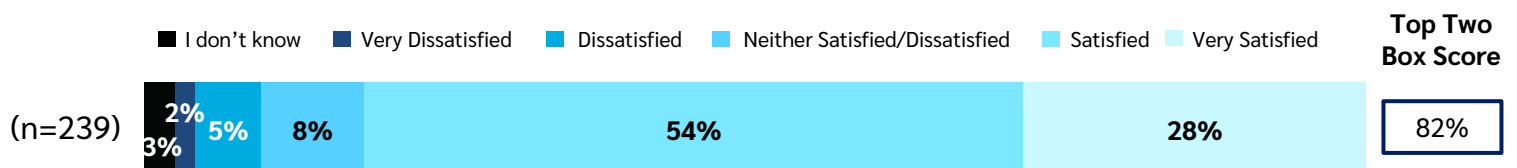
Just over four-fifths (83%) of respondents were either satisfied or very satisfied with Safety Codes Officer Certification. Overall, 40 respondents were not satisfied provided additional comments and identified the following:

- Quality of SCO and code update training.
- Lack of continuing education.
- Poor online tools or preference for in person training.
- Exam material not found in course.
- Underprepared safety codes officers after training.

Results and comments are based on responses received from Safety Codes Officers as they are the only client or partner who are able to access this service.

## Satisfaction with: “Safety Codes Permitting and Inspection Services”

**Figure 16.** Safety Codes Permitting and Inspection Services



Almost four in five respondents (82%) were either satisfied or very satisfied with safety codes permitting and inspection services.

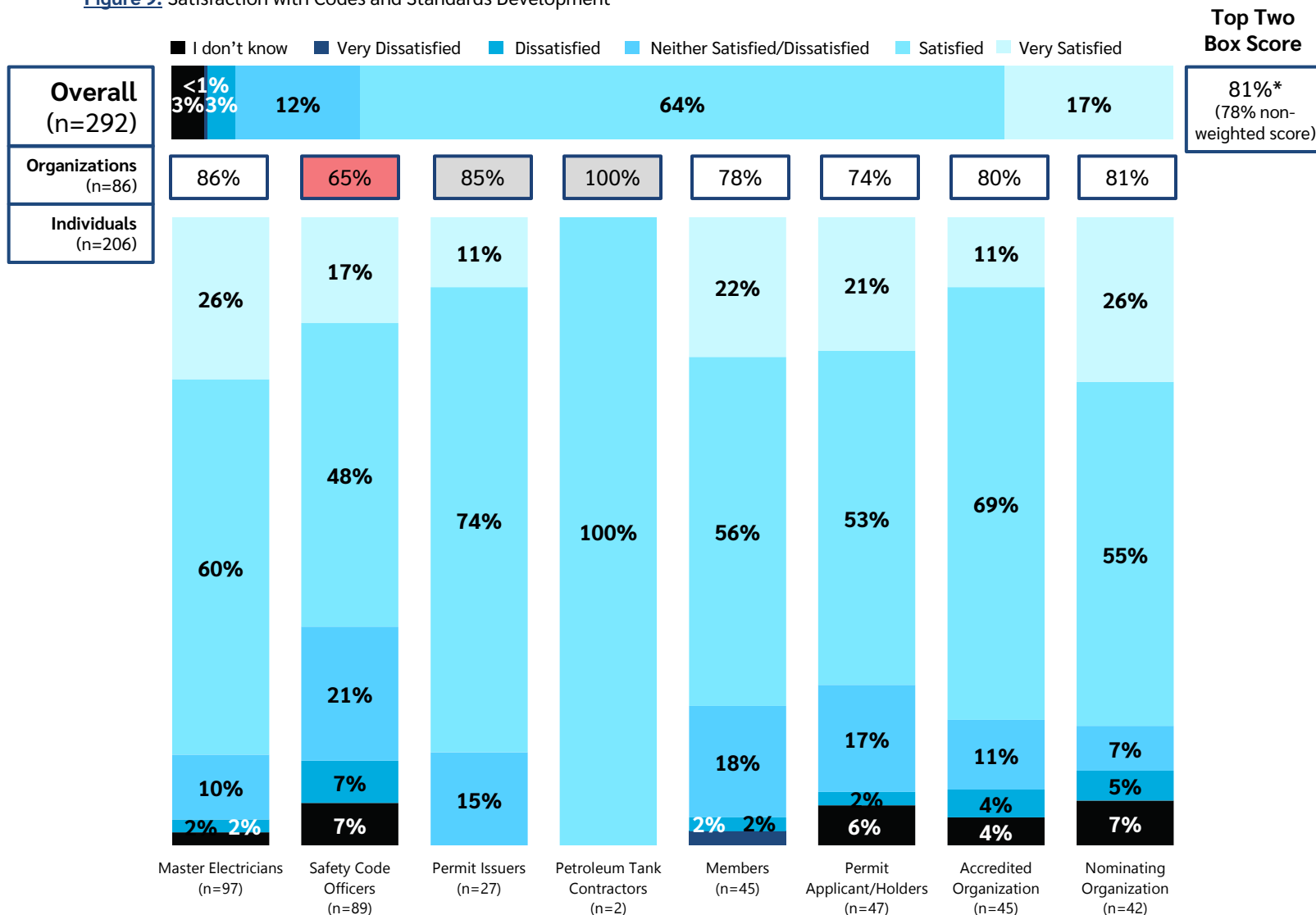
Fifty respondents provided comments regarding their lack of satisfaction. Key themes that emerged are the following:

- Quality of Inspector and which rules they enforce.
- Long wait times.
- Cost.
- Challenges navigating and finding information about permitting.

Results and comments are based on responses received from Permit Applicant/Holders as they are the only client or partner who are able to access this service.

## Satisfaction with: “Codes and Standards Development”

**Figure 9.** Satisfaction with Codes and Standards Development



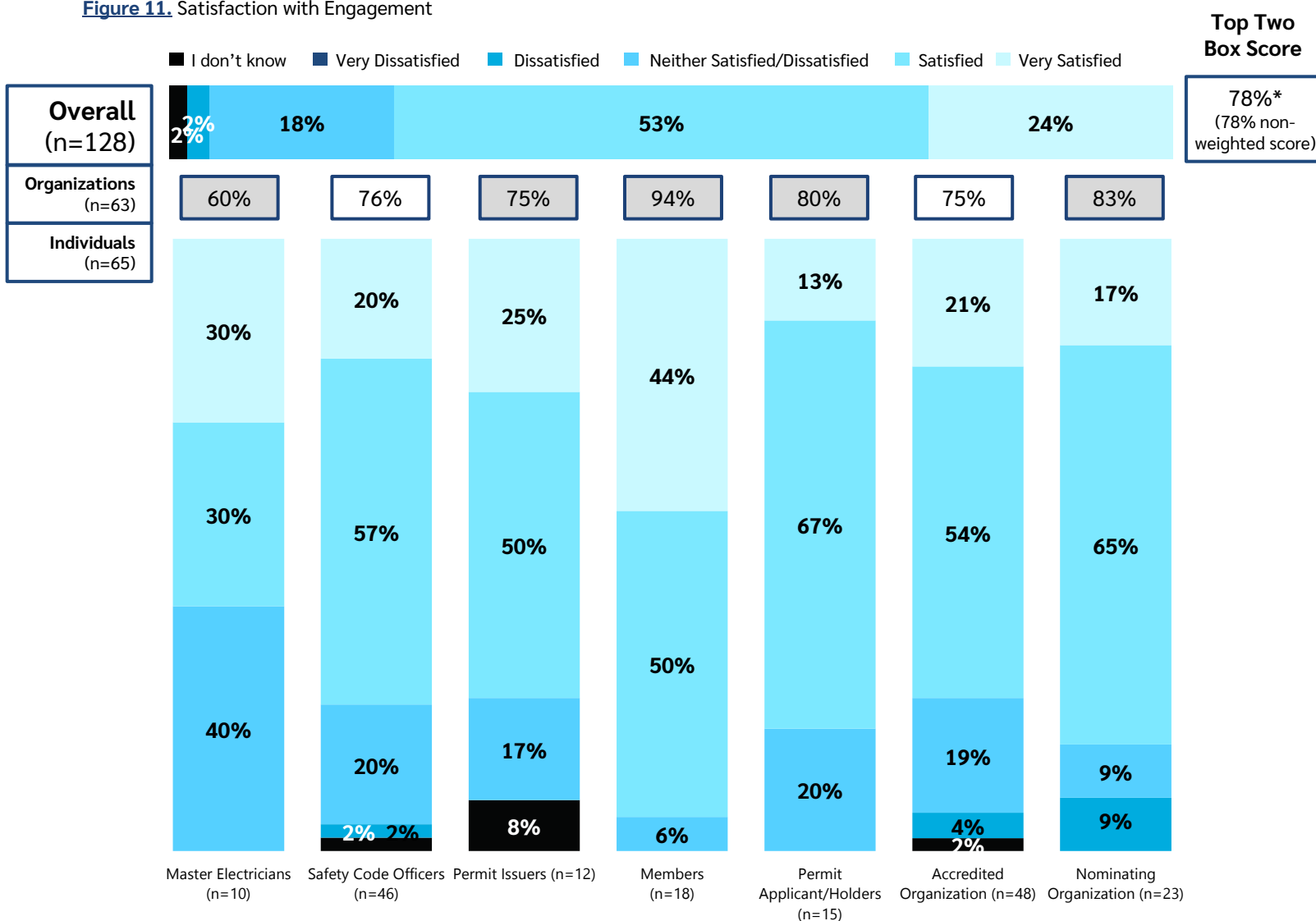
Overall, eight-in-ten (81%) respondents were either satisfied or very satisfied with Codes and Standards Development. Safety Code Officers were the least satisfied at 65%, while Master Electricians reported the highest satisfaction at 86%.

A total of 49 respondents who were not satisfied provided feedback related to codes and standards development. The main themes are:

- Codes need more work or lack clarity.
- Codes are not relevant to safety or are not practical.
- Timeliness of development.
- Lack of efficiency or participation from councils or committees.

## Satisfaction with: “Engagement”

Figure 11. Satisfaction with Engagement



Almost four-in-five (78%) respondents were either satisfied or very satisfied with engagement. While satisfaction levels varied across different groups, the small sample sizes prevent drawing meaningful conclusions.

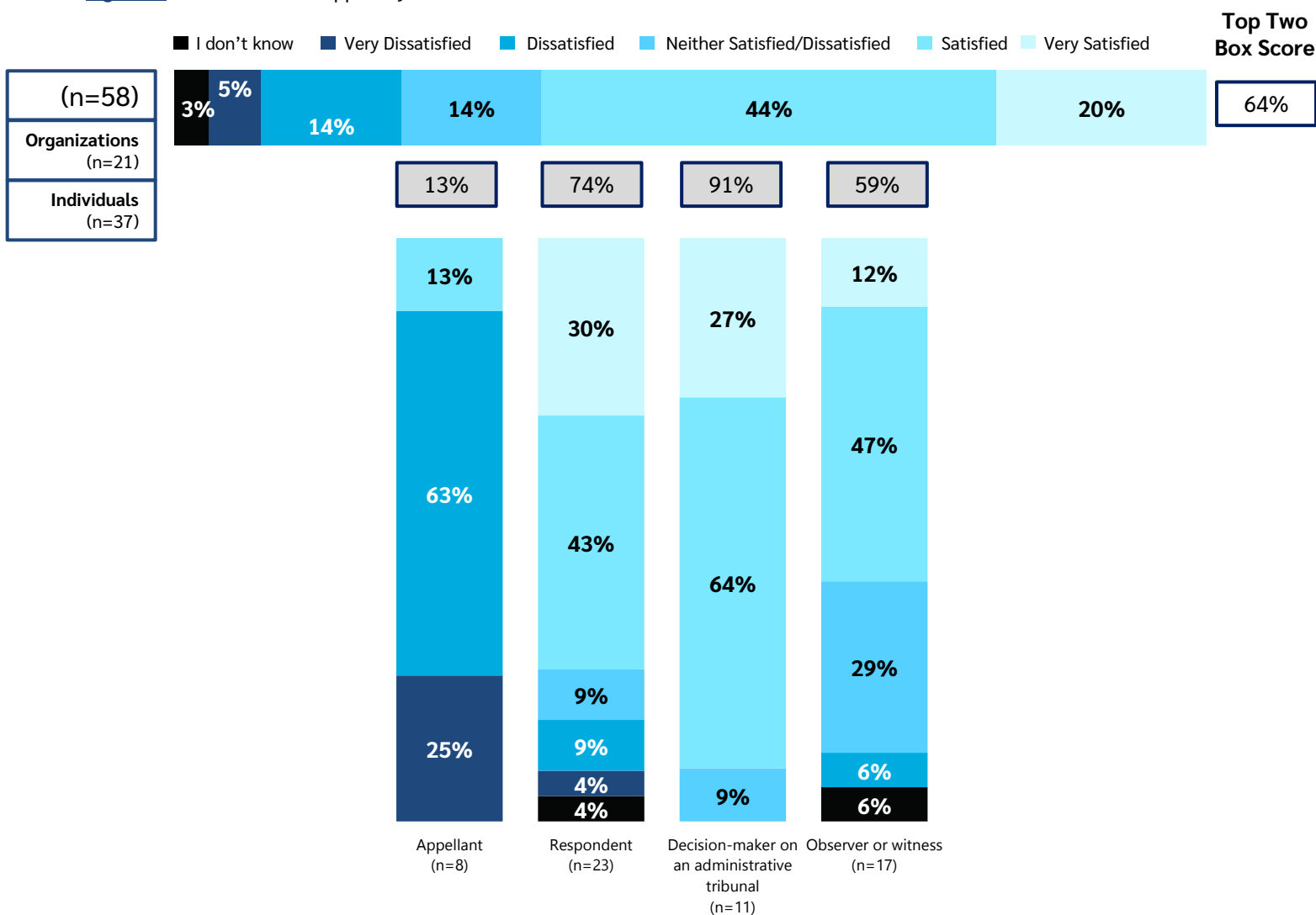
Nineteen respondents provided comments or reasons for not being satisfied. The main themes are:

- Feedback is often ignored by the Council or is not addressed accordingly.
- No engagement beyond this survey.
- Only engages the same actors (ex. engage with First Nations as partners).



## Satisfaction with: “Appeal System”

Figure 8. Satisfaction with Appeal System



About two-thirds (64%) of respondents were either satisfied or very satisfied with Appeals.

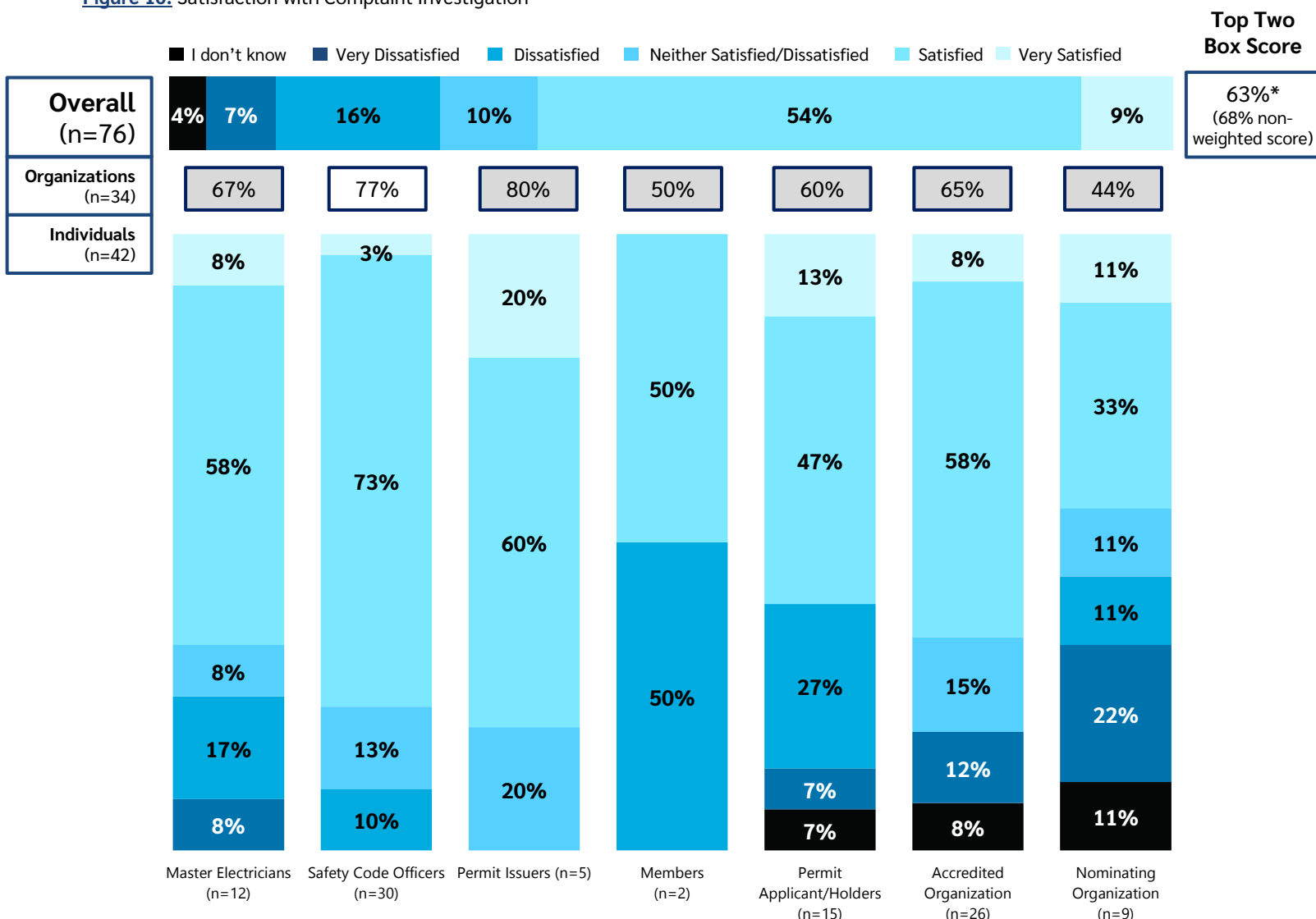
While satisfaction levels varied across different roles in the appeal system, the small sample sizes prevent drawing meaningful conclusions.

Eighteen comments were provided by respondents who were not satisfied. Main themes include:

- Timeliness.
- Preparedness or experience of decision-makers.
- Lack of participation due to hybrid nature.

## Satisfaction with: “Complaint Investigation”

Figure 10. Satisfaction with Complaint Investigation



Overall, nearly six-in-ten (63%) of respondents were either satisfied or very satisfied with Complaint Investigation. Safety Code Officers reported the higher satisfaction at 77%.

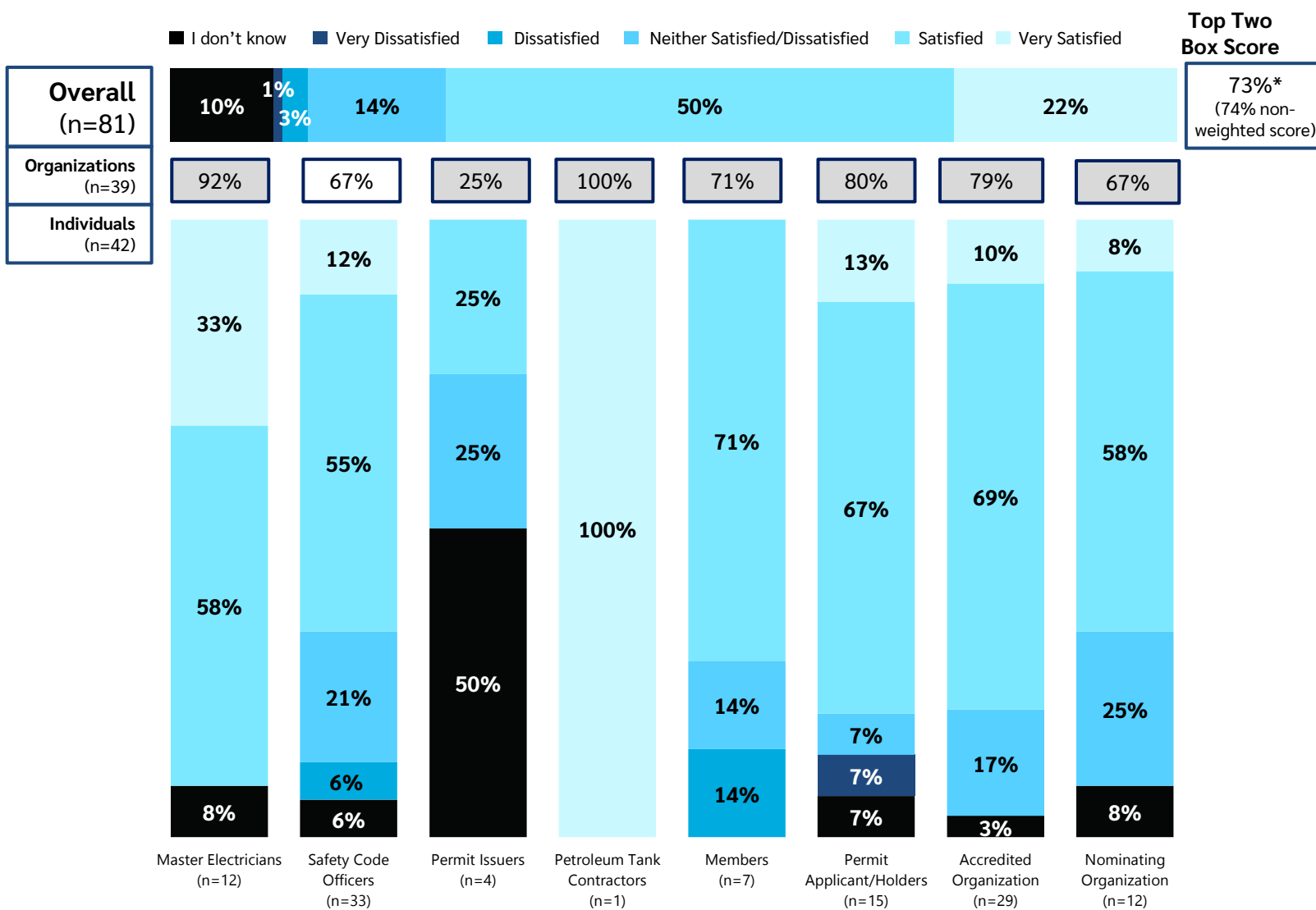
Sample sizes of the remaining groups are too small to make statistically significant comparisons.

Twenty-one respondents provided comments related to their lack of satisfaction. Main themes include:

- Council does not follow up on or never investigates complaints.
- Need for an objective investigation process.

## Satisfaction with: “Do anything else related to the Safety Codes Act required by the Minister”

**Figure 12.** Satisfaction with anything else related to the Safety Codes Act required by the Minister



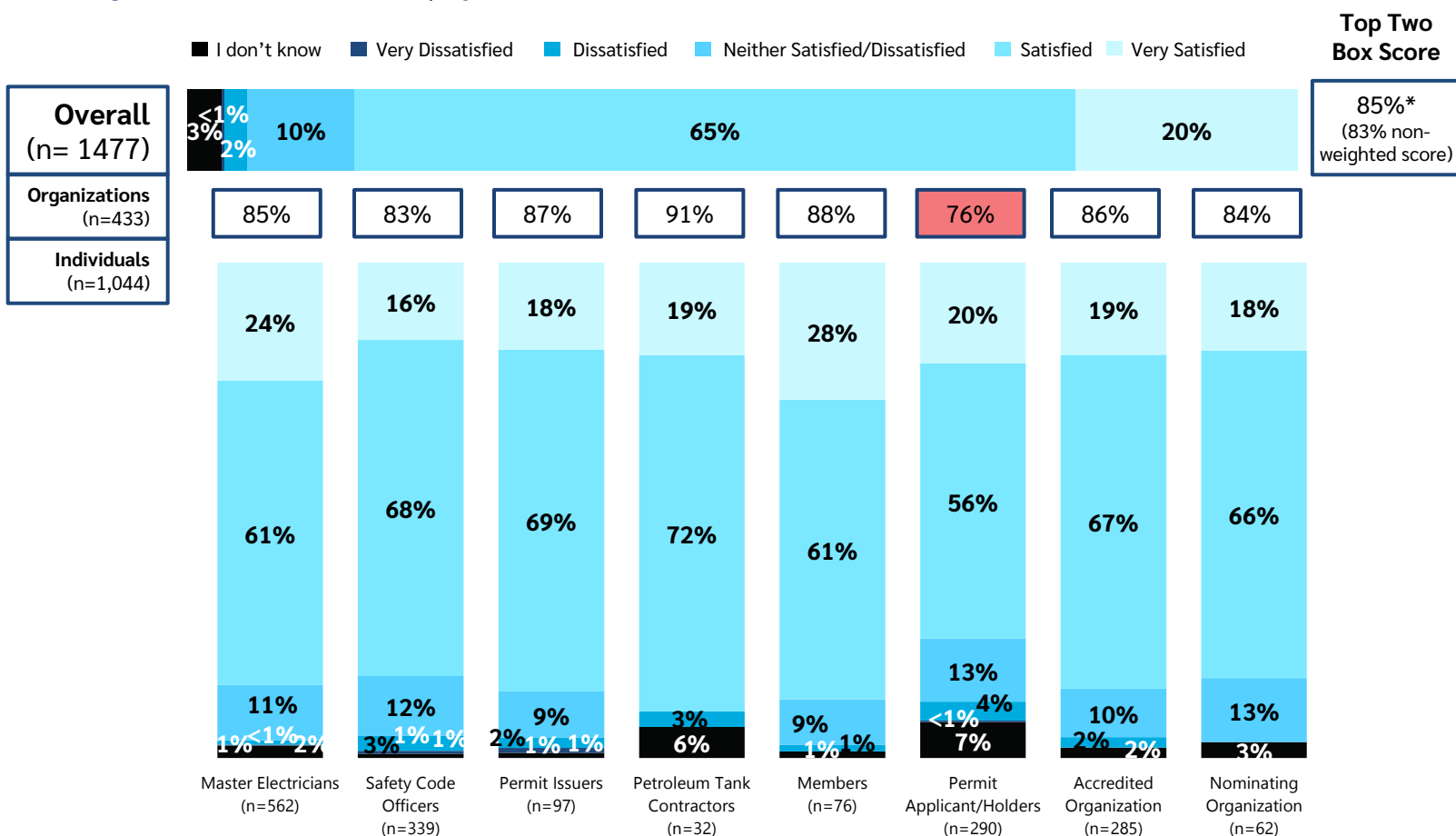
Overall, nearly three-quarters (73%) of respondents were either satisfied or very satisfied with other aspects related to the Safety Codes Act as required by the minister.

Sample sizes of the groups are too small to make statistically significant comparisons.

Three comments were provided relevant to this service. These comments discussed that there is too much influence from the government of Alberta, a lack of transparency about the directions of the Minister, and that the Council does not move recommendations on codes and standards to the Minister.

## Satisfaction with: “Overall, for all programs and services.”

Figure 18. Satisfaction with overall programs and services



More than four-fifths (85%) of respondents were satisfied with the Council's overall programs and services. Petroleum Tank Contractors reported the highest satisfaction levels at 91%, while Permit Applicants/Holders were the least satisfied, with 76% expressing satisfaction. Respondents were asked to provide comments related to their lack of satisfaction with programs and services. Of the 203 comments received, the main themes that emerged are the following:

### Website and Portal Usability Concerns (n=25)

“Poor response due strictly to SCC website.”  
 “Not good at recording information on council connect as well as its slow update process.”

### Lack of Support or Accountability (n=23)

“I feel the SCC is admin heavy with no technical support for me.”  
 “Program does not hold contractors accountable”  
 “I would like training that is more specific to my job.”

### Communication and Management Concerns (n=20)

“Take the red tape and lack of communication between the two GOA agencies.”  
 “Poorly managed.”

### Permitting and Inspection Process Inefficiencies (n=16)

“Convolutd process for detached home permitting.”  
 “Inspections by different codes officers the second time finds new issues.”

### Safety Codes and Regulatory Frustrations (n=13)

“Okay but too many changes with inspections and code.”  
 “More power for SCO's to provide enforcement”

### Cost-related Concerns (n=7)

“Allowing carte blanche mileage fees that border on grand theft. \$165 permit, \$300 contractor cost and \$500 mileage.”  
 “Permits too expensive, gas permits double dip in rural areas.”

### Neutral or Limited Interaction (n=99)

“Neutral bc don't access/engage services directly”  
 “Indifferent. Seems fine.”

# Perceptions of Quality of Council's Programs and Services

Top two-box scores that are shaded in green indicate the score is significantly higher than the other groups while scores that are shaded in red correspond to a score that is significantly lower than the other groups of respondents. Top two-box scores that are shaded in grey indicate that the score is only directional due to small sample size ( $n < 30$ ).

Note that top-two box scores may not add up to the total of satisfied and very satisfied percentages shown due to rounding.

Using on a five-point Likert agreement scale ranging from very satisfied to very dissatisfied, respondents were asked to state their agreement with several statements pertaining to the quality of the Safety Codes Council's programs and services which they had used during 2024.

In 2024, respondents had statistically significantly higher levels of agreement for all statements regarding the quality of Council's programs and services compared to 2023. Agreement was highest with the statement that overall, programs and services ensure individuals and organizations understand their responsibilities under the Safety Codes Act (82%). Agreement was lowest for the statement that overall, programs and services provide responses as quickly as, or even faster than, other public sector organizations in Alberta (67%).

**Table 16.** Perceptions of Quality of Safety Codes Council Programs and Services by Year

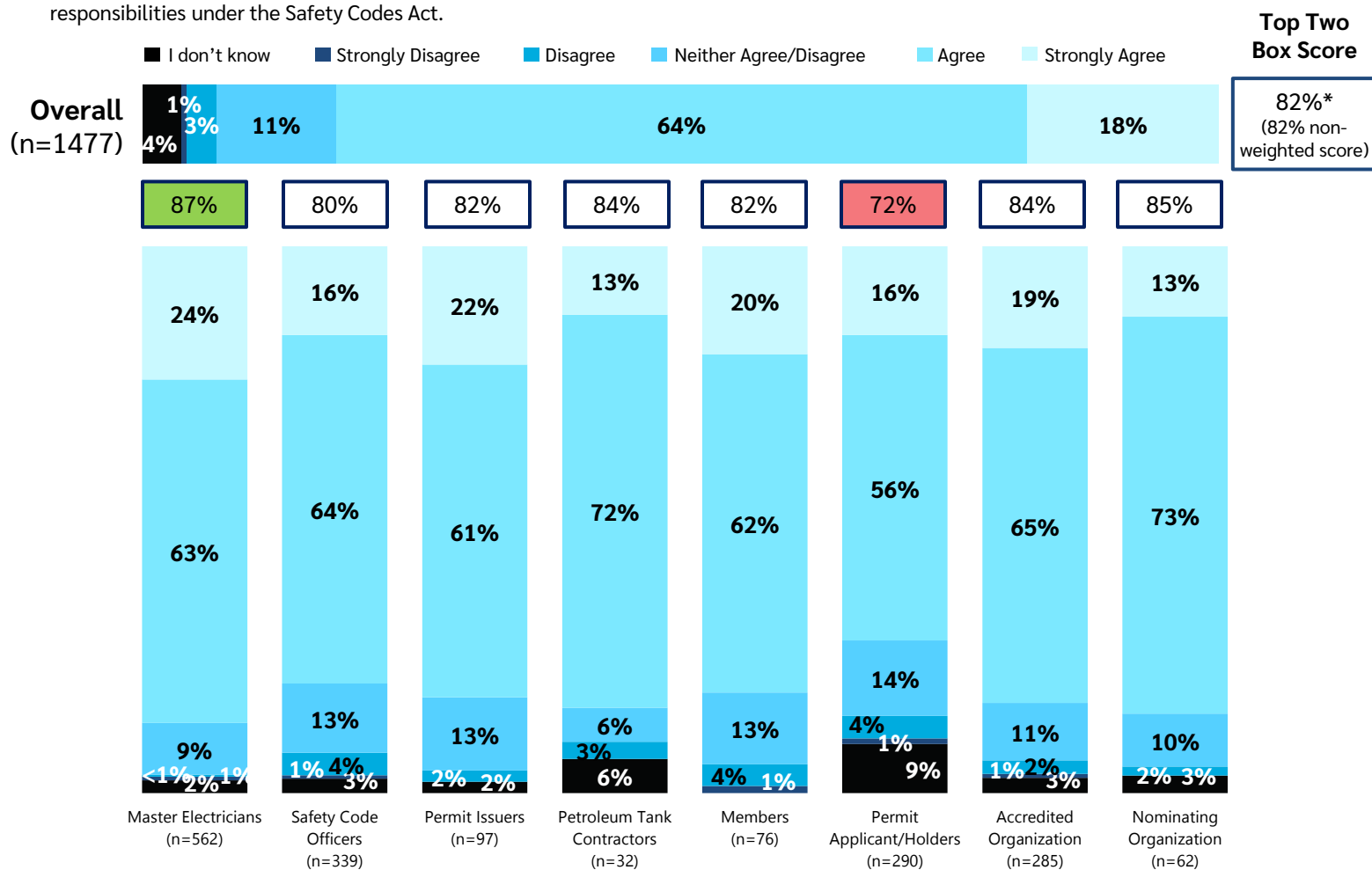
Services	Top-Two Satisfaction Score	
	2023 (n=1,178)	2024 (n=1,477)
Overall, programs and services ensure individuals and organizations understand their responsibilities under the Safety Codes Act	74%	82%
Overall, programs and services reflect the needs and perspectives of clients and partners	70%	80%
Overall, the quality of programs and services is as good as, or better than, other public sector organizations in Alberta	61%	68%
Overall, programs and services provide responses as quickly as, or even faster than, other public sector organizations in Alberta	62%	67%

## Perceptions of Quality of Council's Programs and Services by Demographics

Respondents aged 35 to 44 (76%) expressed stronger agreement with the statement that overall, programs and services provide responses as quickly or even faster than, other public sector organizations in Alberta.

## Agreement with: “Overall, programs and services ensure individuals and organizations understand their responsibilities under the Safety Codes Act.”

**Figure 19.** Agreement with: Overall, programs and services ensure individuals and organizations understand their responsibilities under the Safety Codes Act.

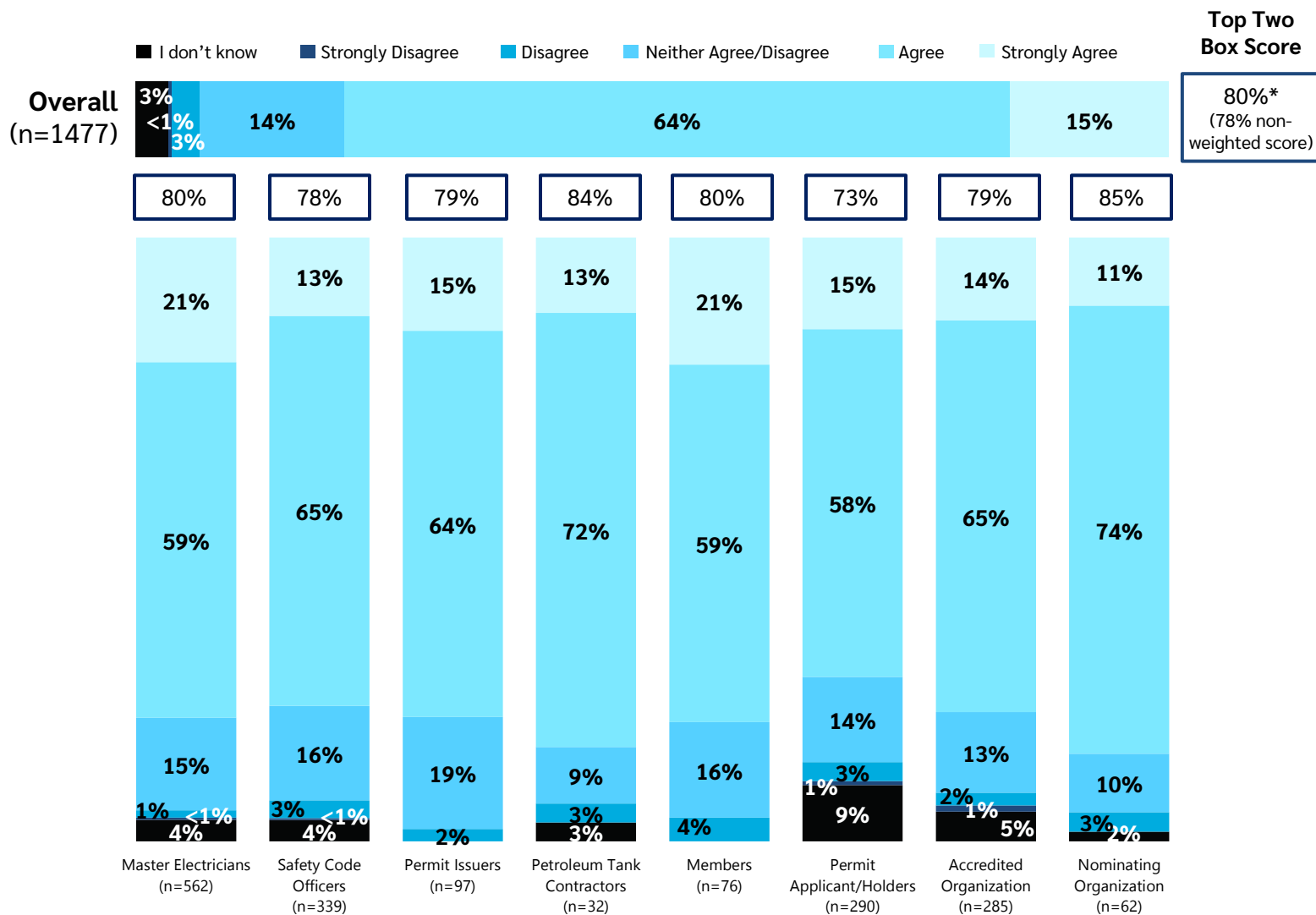


Just over eight in ten (82%) respondents agreed or strongly agreed that the Council's overall programs and services ensure individuals and organizations understand their responsibilities under the Safety Codes Act.

Master Electricians were the most likely to agree (87%), while permit applicants and holders were the least likely, with 72% in agreement.

## Agreement with: “Overall, programs and services reflect the needs and perspectives of clients and partners.”

**Figure 20.** Agreement level with: Overall, programs and services reflect the needs and perspectives of clients and partners

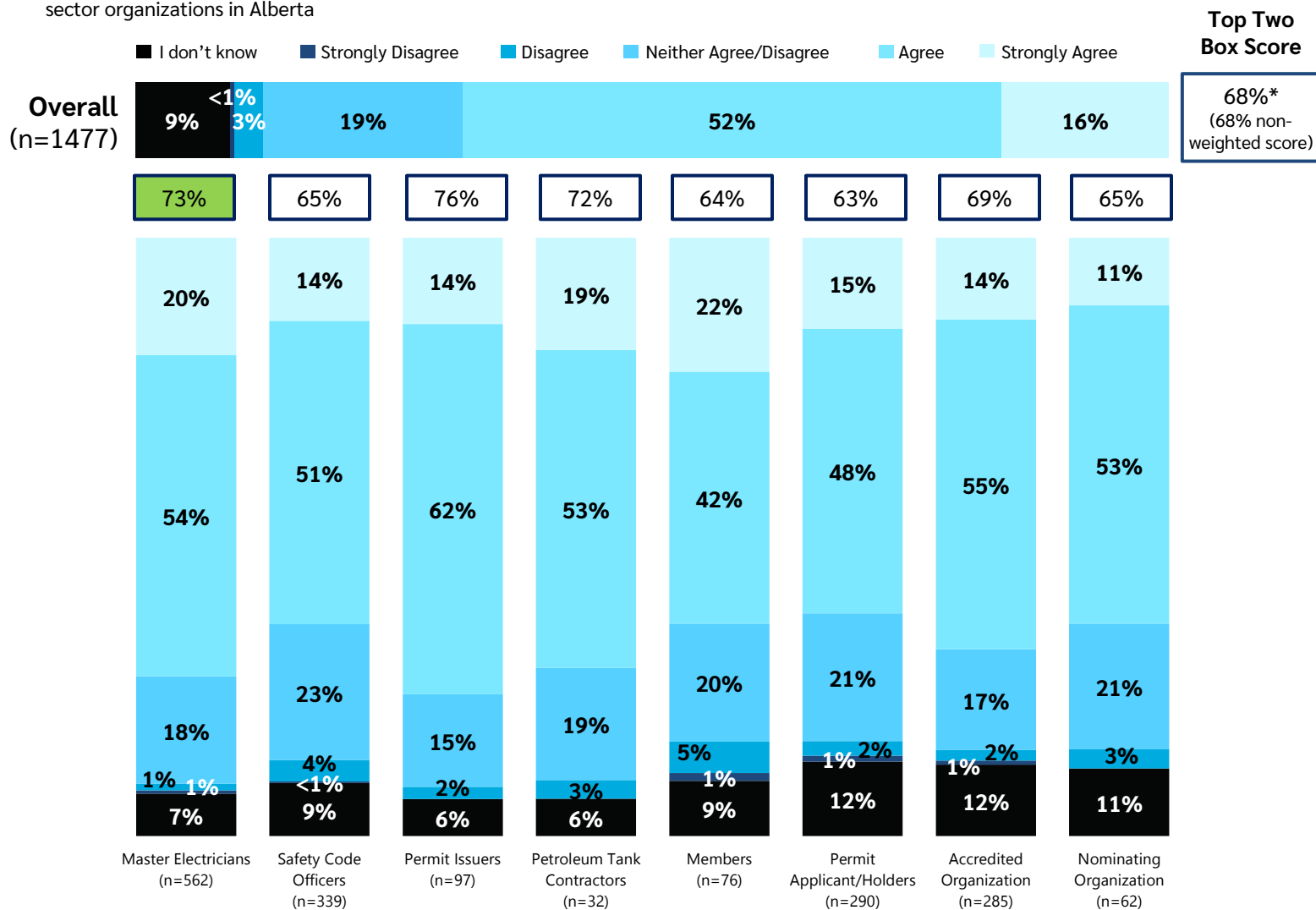


Eight in ten (80%) respondents agreed or strongly agreed that the Council's overall programs and services reflect the needs and perspectives of clients and partners.

While nominating organizations were the most likely to agree (85%), and permit applicants and holders were the least likely (73%), there is no statistically significant difference between groups.

## Agreement with: “Overall, the quality of programs and services is as good as, or better than, other public sector organizations in Alberta”

**Figure 22.** Agreement level with: Overall, the quality of programs and services is as good as, or better than, other public sector organizations in Alberta



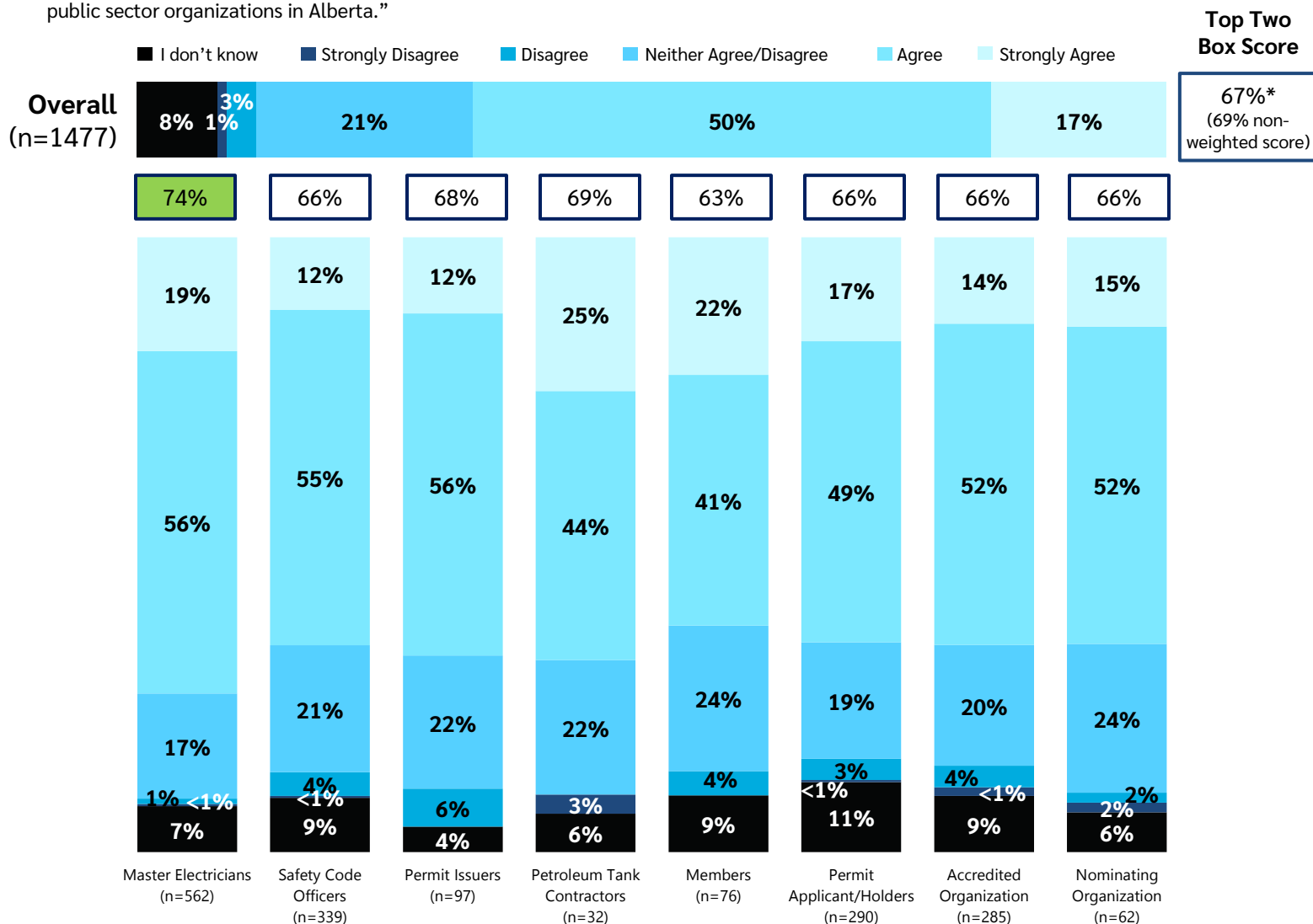
About two-thirds of respondents (68%) agreed or strongly agreed that overall, the quality of programs and services is as good as, or better than, other public sector organizations in Alberta.

Master Electricians were the most likely to agree (73%), while permit applicants and holders were the least likely, with 63% in agreement.



## Agreement with: “Overall, programs and services provide responses as quickly as, or even faster than, other public sector organizations in Alberta.”

**Figure 21.** Agreement with: “Overall, programs and services provide responses as quickly as, or even faster than, other public sector organizations in Alberta.”



Two-thirds of respondents (67%) agreed or strongly agreed that the Council’s programs and services provide responses as quickly as, or faster than, other public sector organizations in Alberta.

Master Electricians were the most likely to agree (74%), while members were the least likely (63%).

# Ways to Access Information About / Use Safety Codes Council's Programs and Services

**Table 17.** Usage of Various Tools by Year

Ways to Access Services/Programs	Overall 2023 (n=1,320)	Overall 2024 (n=1,477)
Website	71%	67%
Online Services	67%	67%
Email	61%	57%
Phone	35%	33%
In-Person	14%	11%
Mail	9%	8%
Social Media	8%	7%

Overall, respondents identified three ways they tend to access the Council's programs services the most: Website (67%); Online Services (67%); and Email (57%). In 2024, the website and in-person contact is being used less frequently than in 2023.

Social Media is the least frequently used way to access information about programs and services at only 7%.

Complete results are shown in Table 18. Cells highlighted in green indicate where the result is statistically significantly higher than other groups; cells highlighted in red indicate results that are statistically significantly lower than other groups.

**Table 18.** Usage of Various Tools by Respondent Group

Ways to Access Services/Programs	Master Electricians (n=562)	Safety Code Officers (n=339)	Permit Issuers (n=97)	Petroleum Tank Contractors (n=32)	Members (n=76)	Permit Applicant / Holders (n=290)	Accredited Organization (n=285)	Nominating Organization (n=62)	Overall (n=1,477)
Website	65%	81%	70%	66%	74%	48%	74%	76%	67%
Online Services	66%	85%	68%	59%	89%	37%	78%	82%	67%
Email	53%	60%	66%	59%	82%	51%	63%	77%	57%
Phone	29%	33%	39%	34%	33%	37%	39%	34%	33%
In-Person	9%	9%	11%	19%	37%	15%	7%	24%	11%
Mail	10%	8%	11%	6%	9%	7%	5%	8%	8%
Social Media	8%	8%	8%	9%	12%	8%	3%	15%	7%

# Satisfaction with Safety Codes Council's Online Tools

Respondents were asked to rate their satisfaction with the Safety Codes Council's various online tools.

Just over four-fifths (84%) expressed satisfaction with Council Connect, and a similar proportion (81%) were satisfied with the Council Members Portal. 80% indicated satisfaction with the Council's website.

Satisfaction was slightly lower for the ESite (67%) and EServices (66%).

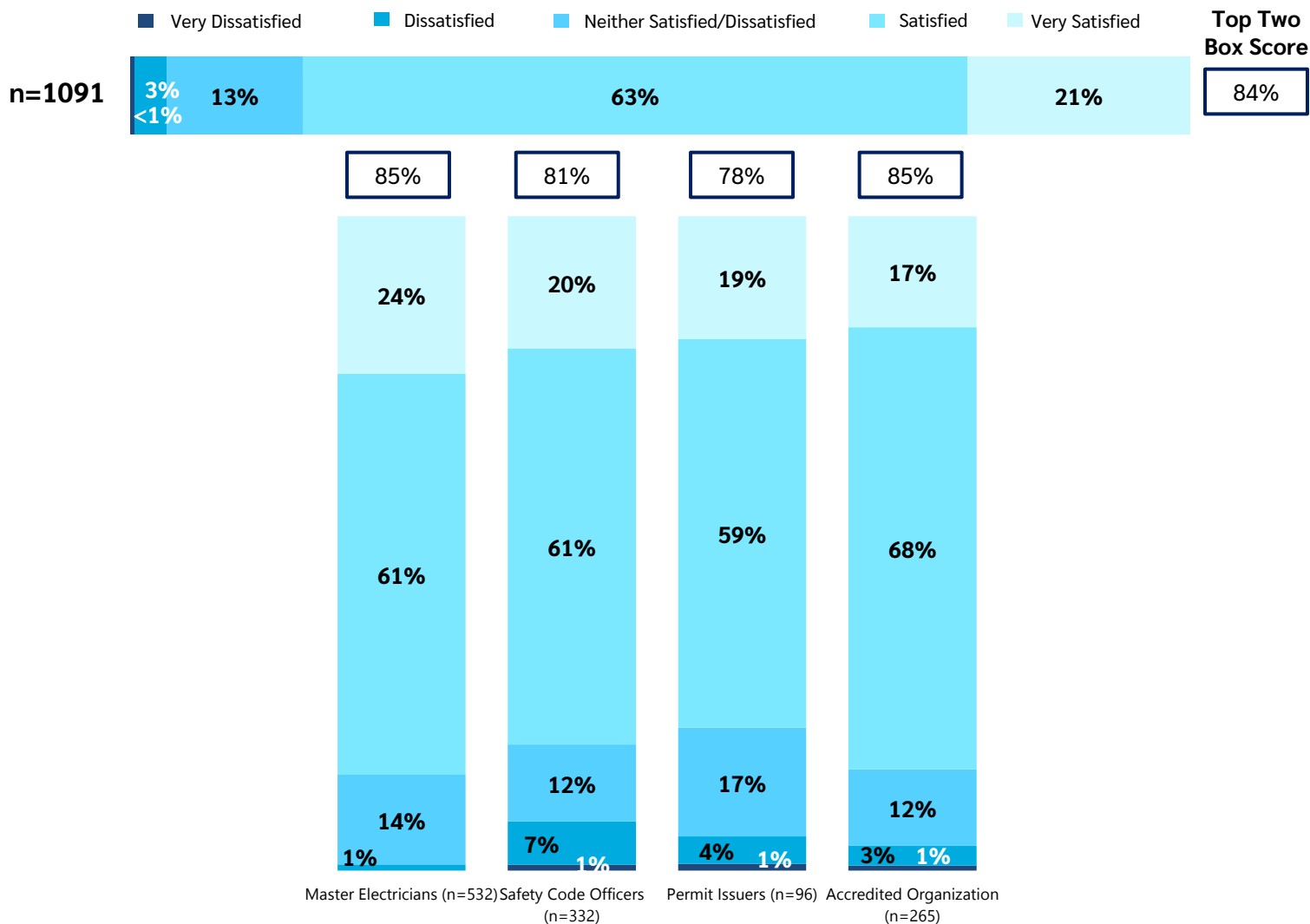
Since 2023, satisfaction with Council Connect and the Website both increased significantly.

**Table 19.** Satisfaction with Various Tools by Year

Online Tools	Top-Two Satisfaction Score	
	2023	2024
Council Connect (n=1,091)	80%	84%
Council Members Portal (n=67)	81%	81%
Website (n=1,343)	76%	80%
ESite (n=387)	63%	67%
EServices (n=158)	59%	66%

## Satisfaction with: *Council Connect*

**Figure 24.** Level of satisfaction related to the online tools that support the Council's programs and services based on Council Connect

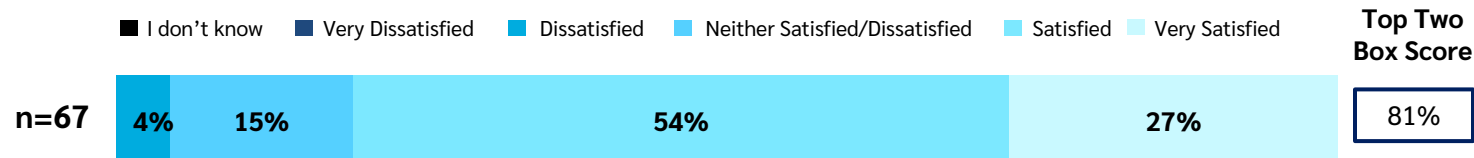


Overall, 84% of respondents reported being either satisfied or very satisfied with Council Connect.

There was no statistically significant difference in satisfaction between user groups.

## Satisfaction with: *Council Members Portal*

**Figure 23.** Level of satisfaction related to the online tools that support the Council's programs and services based on Council Members Portal



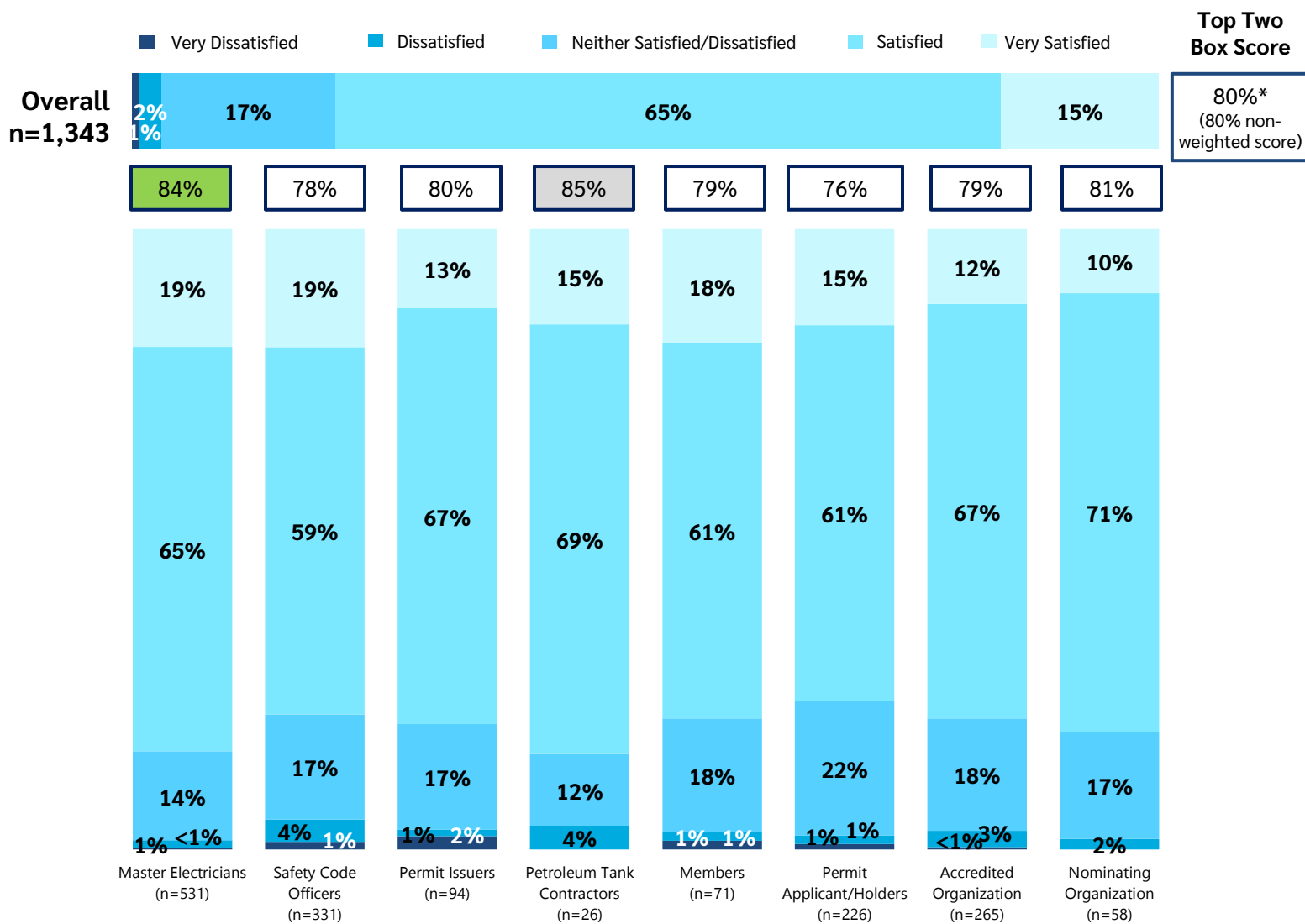
Just over four-fifths (81%) of member respondents were either satisfied or very satisfied with the Council Members Portal.

Results are based on responses received from Members as they are the only client or partner who can access the Portal.



## Satisfaction with: Website

**Figure 25.** Level of satisfaction related to the online tools that support the Council's programs and services based on Website

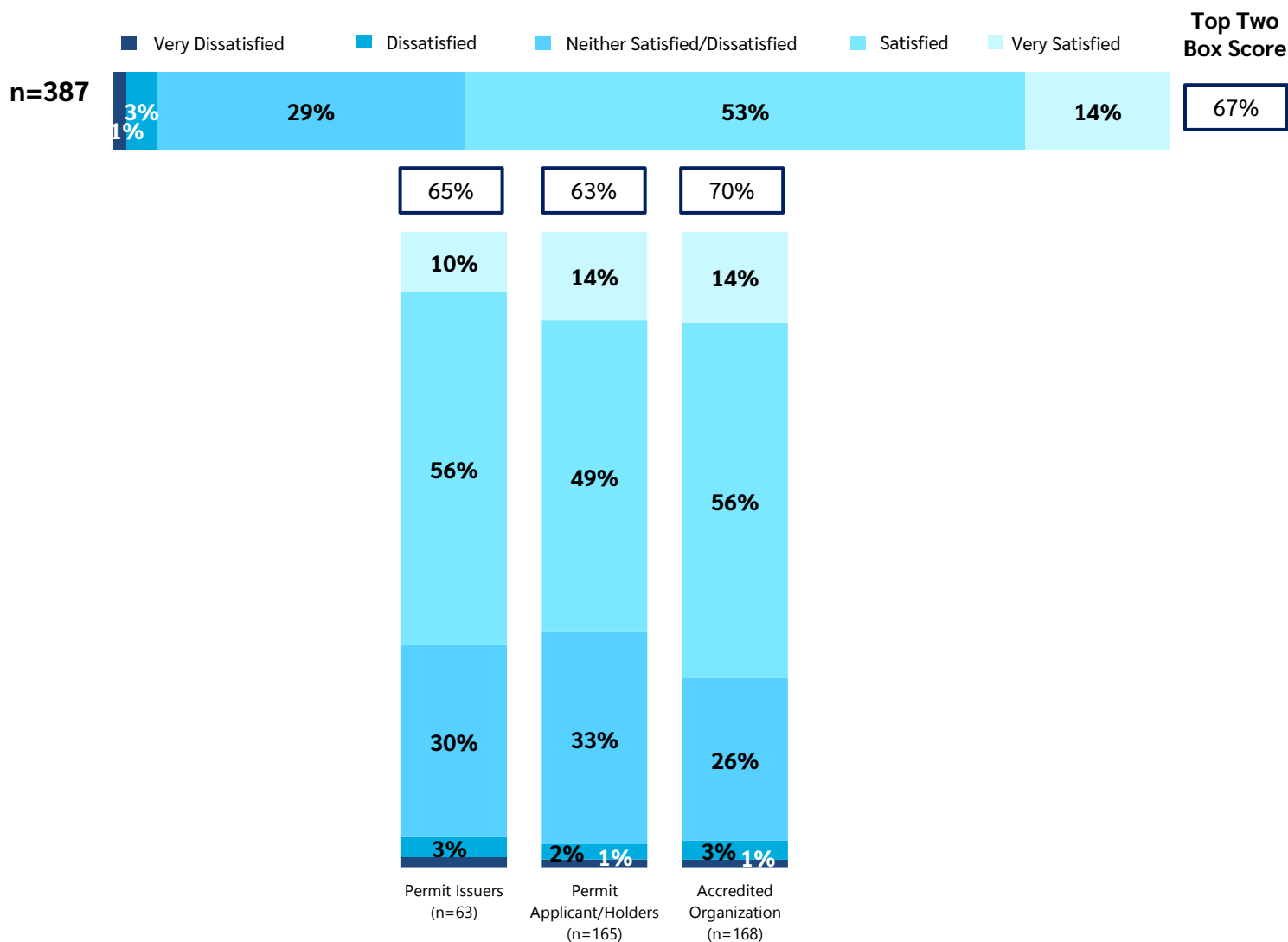


Overall, four-in-five (80%) respondents reported being either satisfied or very satisfied with the Council's website.

Satisfaction was significantly higher among Master Electricians (84%).

## Satisfaction with: *ESite*

**Figure 26.** Level of satisfaction related to the online tools that support the Council's programs and services based on ESite

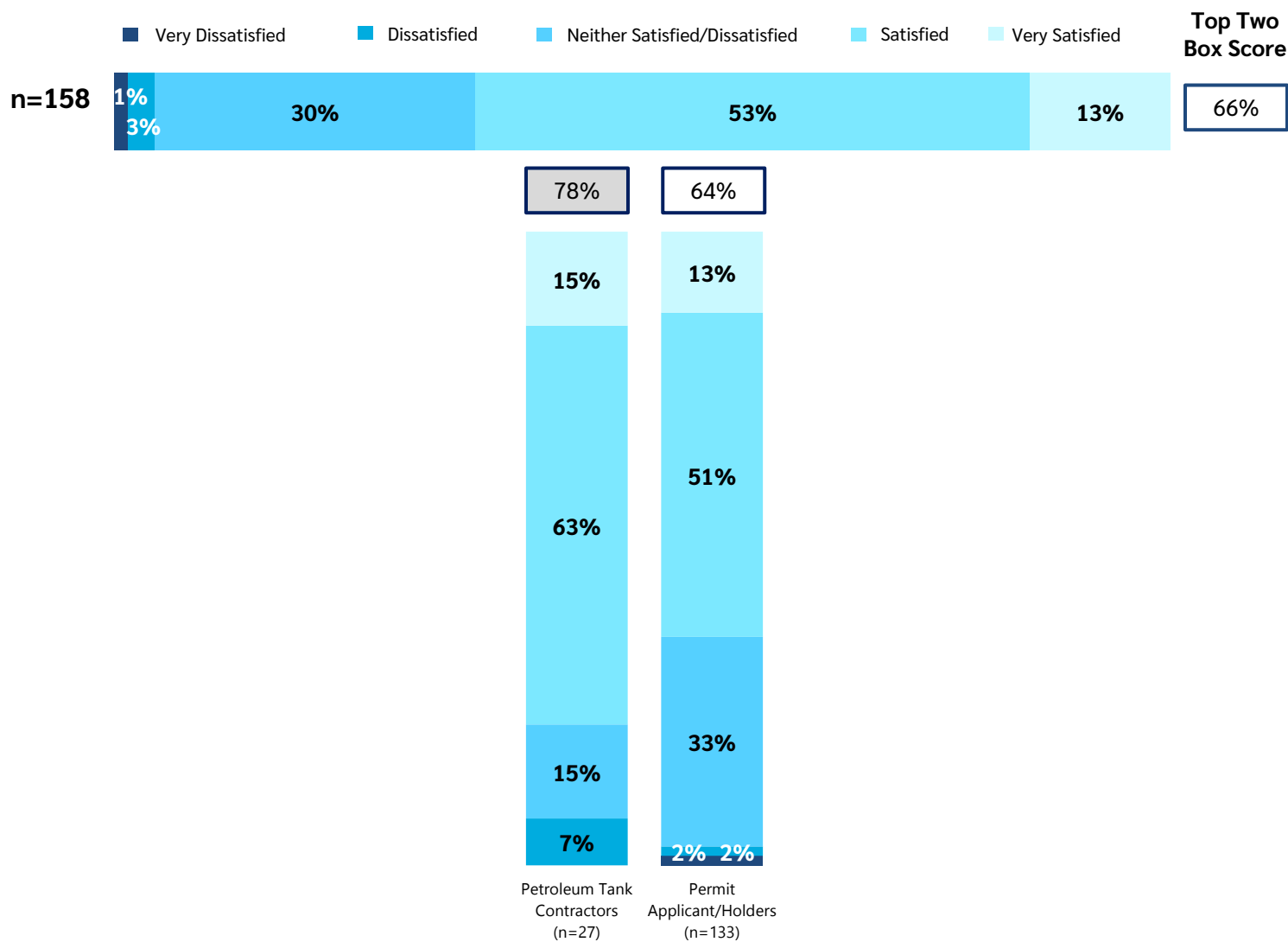


Two-thirds (67%) of respondents reported being either satisfied or very satisfied with ESite.

While satisfaction was highest among respondents from accredited organizations (70%), there was no statistically significant difference in satisfaction between user groups.

## Satisfaction with: *EServices*

**Figure 27.** Level of satisfaction related to the online tools that support the Council's programs and services based on EServices



Two-thirds (66%) of respondents reported being either satisfied or very satisfied with EServices.

Satisfaction levels were higher among petroleum tank contractors, with 78% expressing satisfaction. However, with only 27 petroleum tank contractors responding to this question, these results should be interpreted with caution.



# Ways to Increase Satisfaction with Online Tools

**Table 20.** Ways to increase satisfaction with online tools

Online Tools	Improve Ease of Use	Enhance Quality of Content	Provide Better Customer Support	Other
Website (n=36)	81%	42%	28%	17%
Council Member Portal (n=3)	100%	67%	0%	33%
Council Connect (n=41)	80%	34%	22%	7%
ESite (n=20)	60%	45%	30%	35%
EServices (n=16)	38%	31%	50%	44%

The most frequent suggestion for improvement across all online tools is to improve ease of use, followed by enhancing the quality of content which is consistent with responses in 2023. The number of responses pertaining to ESite, EServices and Council Member Portal fall below 30 and as such, these results should be interpreted with caution.

Respondents also provided other ways to increase satisfaction with online tools. A sample of the 16 suggestions are shown below.

- "Website should include more Code related information for homeowners with a FAQ section instead of such safety tips."
- "The Members Portal is outdated and poorly organized. Modernization and dashboard personalization would be a benefit."
- "the software [ESite] misses the mark, it is disjointed, failing to link permits and property/event history."
- "Drag and drop capabilities as downloading takes far too much time. Overall it is cumbersome and slow response. The inspection module is too complicated for SCOs to use in the field which means there needs to be extra admin people to do the job that SCOs should be able to do, a mobile device for SCOs is much needed."

# Suggestions for Improvement

Respondents were asked to provide any suggestions for improvements on programs and services. Overall, 293 valid comments were themed as shown below.

## 1. Training and Education Enhancements (110 mentions)

- "Online programming is not the answer to SCO training. In person seminars with feedback and discussion is essential to successful sco training."
- "Would be nice if the certificate renewal period matches the CEC electrical code new additions release."
- "Ensure that people not only get the " certificate" of completion of a course but that the skills are there to do the job"

## 2. Website and Online Portal Improvements (46 mentions)

- "Easier use of online, aim for the stars like a webby award."
- "Frustrated with recent issues within eSite after updates and hot fixes. I feel like there should be more time spent ensuring that these updates are in working order prior to deploying." "Make council connect easier to navigate, it's a bit confusing."
- "The council connect website is a bit old and clunky feeling, and not well structured."

## 3. Inspection Process and Compliance Standardization (37 mentions)

- "Stop outsourcing inspection services. Municipalities did a better job than the private inspection companies."
- "I have issue with the fact that how the rules are written can be interpreted by the permit inspector for one company can be different from another permitting company."
- "Make companies working without permits more at risk of fines and penalties. Hold apprentices accountable that are not working under a journeyman.."

## 4. Certification, Appeals and Permitting Process Streamlining (35 mentions)

- "I believe the council should be the only place I have to renew my master certificate to and all code courses all in 1 place and then municipalities should just check with the council instead of me having to renew master certificate."
- "Have stricter guidelines for the appeal process, including timelines required for safety codes officers to provide responses or Orders of Compliance so the appeal process can be streamlined."
- "Stated earlier that the permitting application process could be brought up to date by online permit issuing."

## 5. Communication and Outreach Improvement (29 mentions)

- "Would have preferred more in-person contact or guidance or virtual meetings."
- "Provide information to the homeowner as to what it does and why, plus what to expect they will do working with the builder and trades."
- "I wish there was a way to inform businesses that to allow their employees to do electrical and control work on their behalf is dangerous. Lots of employees can get it to work but seldom safely."

## 6. Code Updates and Standards Clarification (23 mentions)

- "Holding information sessions regarding code changes and seeking input from SCO's for code changes. Stop the red tape reduction. Regulations keep the public safe."
- "Make sure changes are actually needed before loading more rules on the guys building alberta."

## 7. Leadership and Accountability Calls (12 mentions)

- "As the council has many new faces over the past few years there seems to be a wide variation with the answers and expectations that we receive and are asked to provide."
- "provide some year end stats for the Council - how many accredited agencies and municipalities are there? How many SCOs? How many appeals in a year? Did you meet your targets?"

All comments have been themed – no Miscellaneous comments are grouped in this section.

# General Feedback on Programs and Services

Respondents were asked to provide any suggestions for general feedback on programs and services. Overall, 96 comments were provided. The key themes and subthemes are detailed below.

## 1. Value and Effectiveness of the Council (24 mentions)

- “Overall I believe the council does great work and is a valuable benefit to all of Albertans.”
- “Keep up the great work! The transparency with regard to helping us be successful with compliance to our program is extremely helpful.”
- “By and large the Council is doing good work. The Safety Codes Act is unique in the country and ahead of its time. The people are friendly, helpful, and informative. The one consistent thing I've heard as a barrier to progress has been a lack of capacity. It would be nice to see the Council grown to develop the capacity needed to fully support the accredited municipalities, agencies, and corporations.”

## 2. Staff Helpfulness and Professionalism (21 mentions)

- “The Staff at Safety Codes Council are always so helpful and friendly when i call or email for help.”
- “Whenever I actually did have a problem during both of my certification processes, the person on the phone helped me fully and immediately. The service was top notch.”
- “Staff was helpful and informative when I was enquiring about the masters program and support they could offer.”

## 3. Communication and Support Needs (20 mentions)

- “There is no support for a new SCO, it feels like they are left on their own, the only answer from the SCC is “It is up to the AHJ”, this is a non-answer and very frustrating.”
- “Interpretations on things like outdoor stages & permit issuing in secondary suites should be made more clear to SCO's & Permit issuers.”

## 4. Enforcement and Accountability Concerns (11 mentions)

- “Accreditation agencies should not operate as profit-driven entities. Plans must undergo thorough review.”
- “Better enforcement and follow through for inspectors. I see too many contractors get away with infractions that get called by inspectors but then not get corrected.”

## 5. Training and Certification Challenges (9 mentions)

- “I really hope that going forward after the Code update and recertification training and exam, that the Council will abandon online training and testing and keep to hard copies and traditional learning.”
- “Codes update exam has to many questions. Needs to be shorter.”

## 6. Permitting Process (7 mentions)

- “The Council needs to eliminate the ability for all homeowners to pull their own permits. Only a Master Electricians should be able to pull a permit for Electrical work.”
- “Council should remove the right of municipalities and counties to force the use of only one permitting authority. It has given the SCO's a power which they use in a dictatorial manner.”

## 7. Staffing and Resource Concerns (6 mentions)

- “I feel that the SCC is understaffed and spread very thin and are challenged with the current modelling to regulate the appropriate areas in both the accredited and unaccredited areas of the province.”
- “Hire more staff.”

## 8. Online Services Usability (4 mentions)

- “I find that when trying to find courses on council connect is not easy and streamlined. It would be better if there was a better Calander on the website to find current and future course.”
- “Safety Codes Council website need to be updated as is still copyright at 2020.”

# Public Survey

## Summary Results



# Public Survey Overview

To ensure a broader and wider representation of all clients and partners in the study, a non-probability sample survey was conducted with property owners across Alberta. The survey relied on an online panel which contains hundreds of thousands of contacts across the province.

Respondents who received an invitation to participate were asked to confirm their residence in Alberta, whether they owned a property, and whether they had heard of the Safety Codes Council or Alberta Safety Codes Authority (ASCA). Overall, 258 individuals completed the survey.

While results are directional given the small sample size, the survey provides general guidance to future studies with public members.

## Key Highlights

About two-thirds of property owners in Alberta (68%) are aware that there exists of a regulatory body in Alberta that is responsible for building permits and inspections. Of those who are aware, about one half (97%) are in fact used the Safety Codes Council.

Overall, the public highly perceives the Council in its ability to carry out its mandate. They agreed the most that The Council delivers its delegated programs and services (87%) and that safety codes officers have the knowledge and skills to fulfill their roles and responsibilities (85%). While respondents agreed less that the way the Council runs its programs and services matches what Alberta needs right now. (75%).

Of those who are aware of the Safety Codes Council, 24% have used its services which are mainly safety codes permitting and inspection services. Website, Online Service, Email, and Telephone are used the most to access services. Generally, those who accessed services are satisfied with the overall quality of services provided by the Council with overall satisfaction at 76%.

Agreement with various statements assessing the quality of programs and services is high, ranging from 93% to 76%.

All changes in top-two box scores are not statistically significant from 2023 to 2024 indicating relative stability.

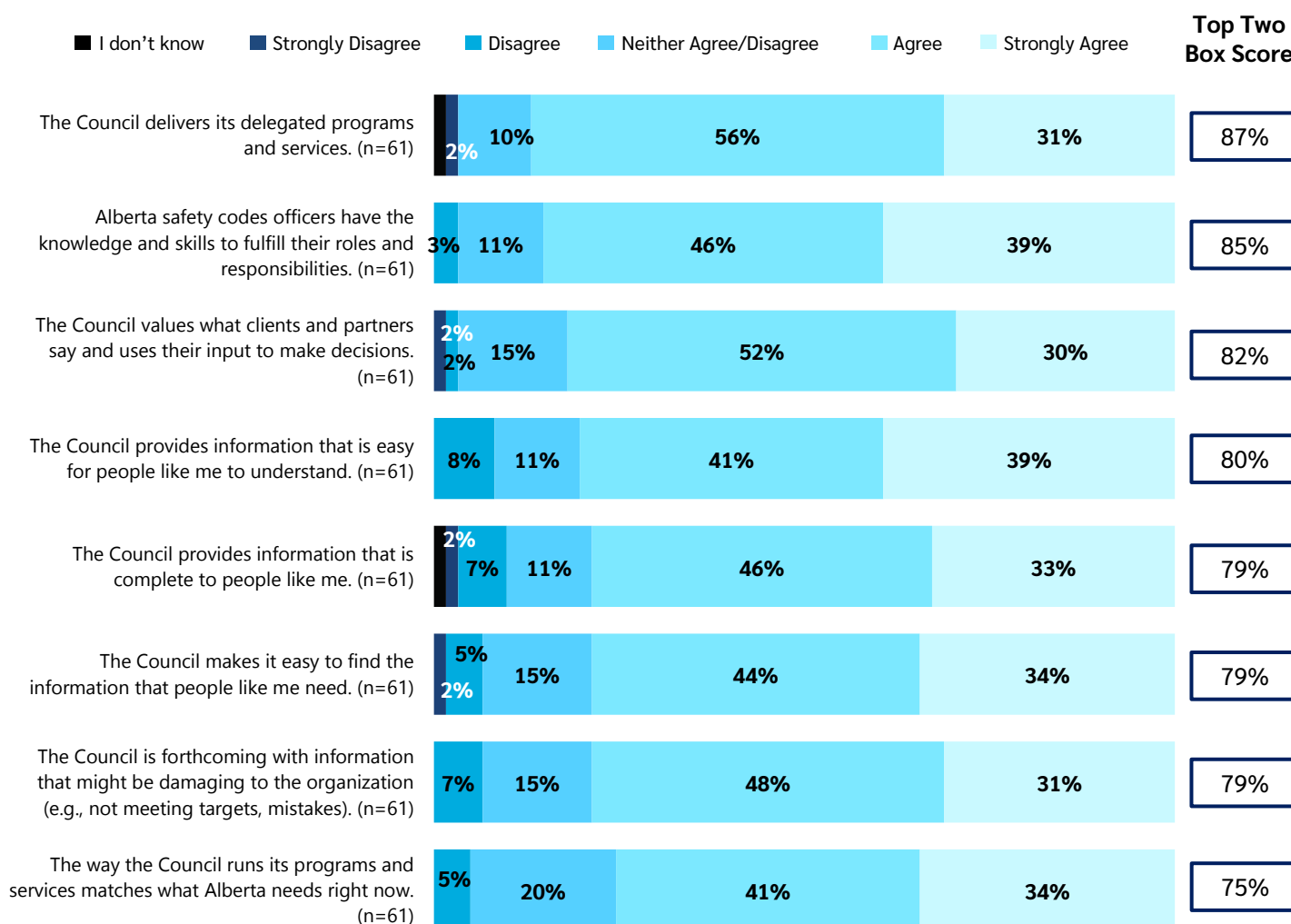
**Table 21.** Awareness of Alberta's Regulatory Body for Building Permits and Inspections

Awareness of Alberta's Regulatory Body for Building Permits and Inspections	Percent
Yes (n=175)	68%
No (n=51)	20%
Not sure/don't know (n=32)	12%

**Table 22.** Alberta Safety Codes Authority Usage for Permits and Inspections in 2024

Alberta Safety Codes Authority Usage for Permits and Inspections in 2024	Percent
Yes (n=61)	24%
No (n=187)	72%
Not sure/don't know (n=10)	4%

**Figure 28.** Agreement with Various Statements About the Safety Code Council



Results are based on respondents who used the Alberta Safety Codes Authority for permits and inspections in 2024.

**Table 23.** Usage of Safety Codes Council Services

Services	Percent
Safety Codes Permitting and Inspection Services (Alberta Safety Codes Authority provides services where there are no others providing safety codes services) (n=36)	59%
Complaint Investigation (investigate concerns related to certified individuals and accredited organizations) (n=15)	25%
Appeal System (facilitate reviews and hearings of appeals of decisions) (n=12)	20%
I did not participate in or use any of the above programs and services during 2024 (n=19)	31%

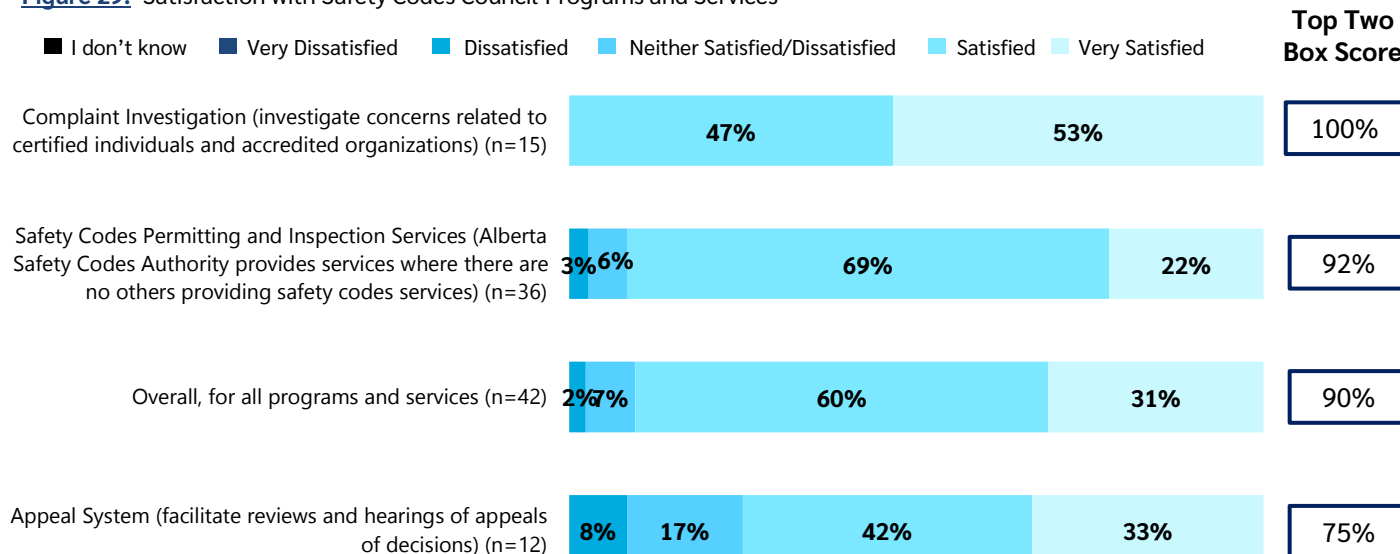
**Table 24.** What was your role in the appeal system? **Only asked to those who indicated having used the Appeal System (n=12)**

Role in Appeal Process	Percent
Appellant (person or organization requesting the appeal or review of a decision) (n=7)	58%
Respondent (person or organization who made the decision that is being reviewed or appealed) (n=2)	17%
Observer or witness (n=3)	25%

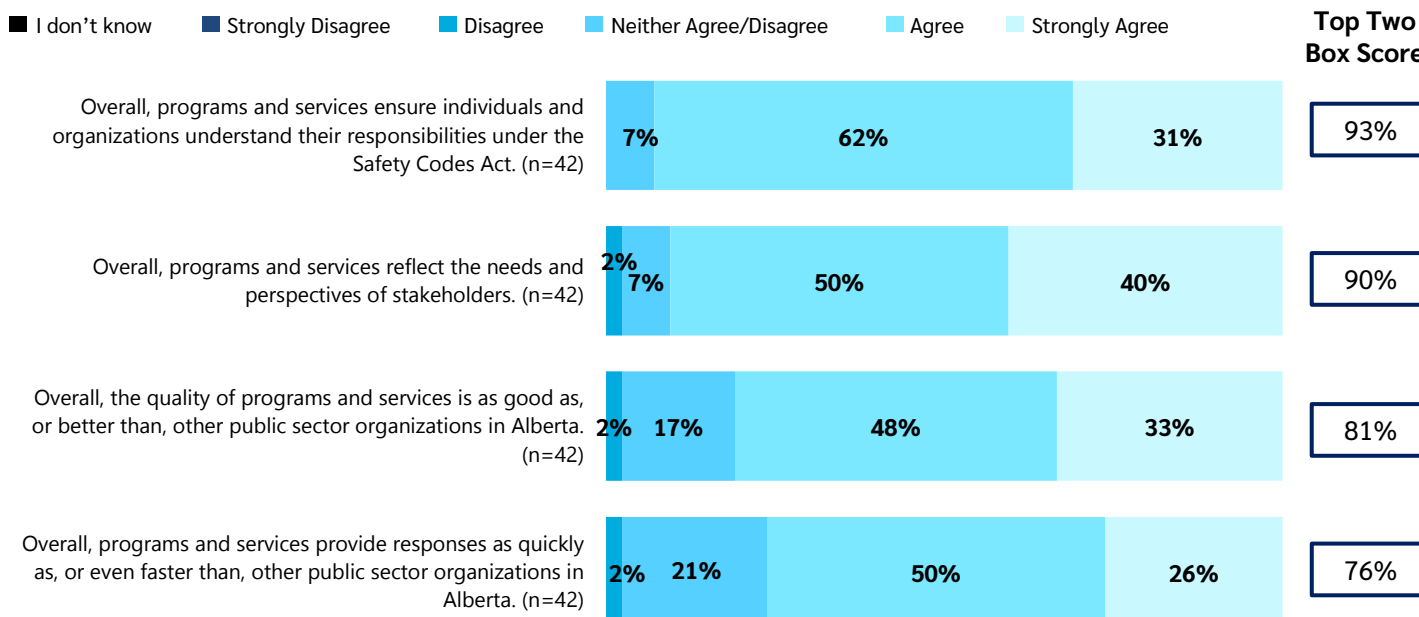
**Table 25.** Ways to Access Safety Codes Council Services – **Only asked to those who indicated having used services/programs in previous question (n=42)**

Ways to Access Services/Programs	Most of the times	Sometimes	Rarely	Never
Website (n=42)	48%	36%	12%	5%
Online Service (Council Connect, eSite, eServices, Council Member Portal) (n=42)	31%	43%	19%	7%
Email (n=42)	19%	57%	17%	7%
Phone (n=42)	19%	48%	26%	7%
In-Person (n=42)	19%	36%	33%	12%
Mail (n=42)	17%	38%	29%	17%
Social Media (e.g., LinkedIn) (n=42)	21%	31%	21%	26%

**Figure 29.** Satisfaction with Safety Codes Council Programs and Services

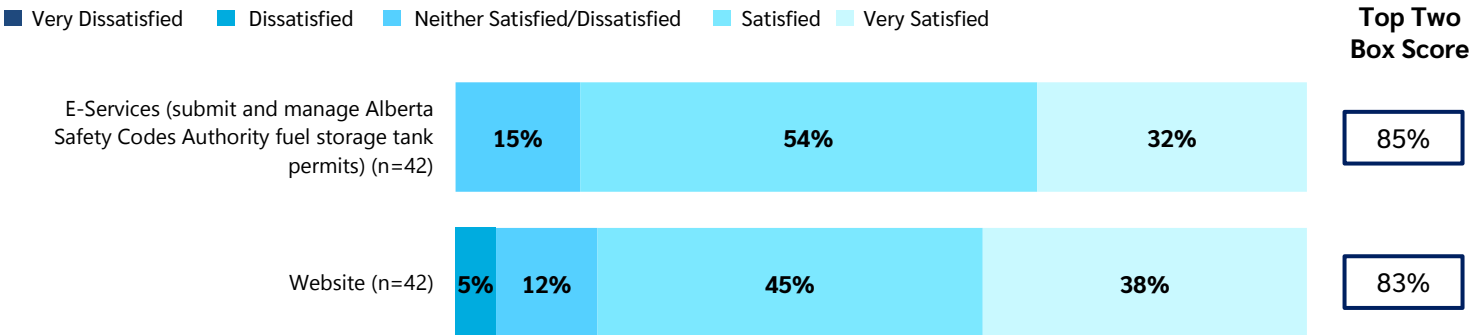


**Figure 30.** Perceptions of Quality of Safety Codes Council Programs and Services





**Figure 31.** Satisfaction with Safety Codes Council's Online Tools



**Table 26.** Ways to increase satisfaction with online tools

Online Tools	Website (n=7)	EServices (submit and manage Alberta Safety Codes Authority fuel storage tank permits) (n=6)
Improve Ease of Use	29%	17%
Enhance Quality of Content	71%	67%
Provide Better Customer Support	43%	67%
Other	0%	0%

# Appendix A

## Client Survey Instrument



**Main Survey Instrument:** This survey was the primary instrument used to collect information from those who have a role in the safety codes system.

## 2024 Annual Programs and Services Survey

For all respondents (except the public panel) .

### Introduction

The Safety Codes Council (Council) is an independent, regulatory organization mandated by the Government of Alberta to support the safety of Alberta's built environment.

Feedback from clients and partners is integral to improving the delivery of the Council's delegated roles and responsibilities, which is why we want to hear from you about your experiences in 2024.

The survey:

- Takes approximately **10 minutes** to complete.
- Can accept responses until October 11, 2024.

The personal information collected through this survey is for the purpose of understanding and improving the programs and services of the Safety Codes Council. This collection is authorized by section 33(c) of the *Freedom of Information and Protection of Privacy Act*. For questions about the collection of personal information, contact the Manager of Policy and Engagement at 780-413-0099, [engagement@safetycodes.ab.ca](mailto:engagement@safetycodes.ab.ca), or Suite 500, 10405 Jasper Avenue Edmonton, AB, T5J 3N4.

The survey is being administered by a private research firm, Pivotal Research Inc, to protect the anonymity of respondents. If you encounter any technical difficulties, please email [feedback@pivotalresearch.ca](mailto:feedback@pivotalresearch.ca) or call 1-877-421-1199.

### Questions

1. **Are you responding to this survey as an individual or on behalf of an organization?**
  1. Individual (e.g., member, property owner, safety codes officers, master electrician)
  2. Organization (e.g., accredited organization, construction business)
2. **[organizations only] What type of organization are you?**
  1. Accredited Agency
  2. Accredited Municipality
  3. Accredited Joint Municipality
  4. Accredited Corporation
  5. Accredited Regional Services Commission
  6. Accredited Metis Settlement
  7. Construction industry business or non-profit organization
  8. Other (Please describe):
  9. Prefer Not to Answer

3. **[organizations only]** Does your organization nominate members to the Safety Codes Council?

- ☐ Yes
- ☐ No
- ☐ Unsure

4. **[organizations only]** What is the size of your entire organization?

- ☐ Small (less than 50 employees)
- ☐ Medium (50 to 200 employees)
- ☐ Large (201+ employees)
- ☐ Prefer Not to Answer

5. **[individuals only]** Please select all the roles you currently have in the safety codes system. **[Select all that apply]**

- 1. Quality Management Plan Manager
- 2. Permit Issuer for an Accredited Organization
- 3. Safety Codes Officer
- 4. Master Electrician
- 5. Petroleum Tank Contractor
- 6. Safety Codes Council Member
- 7. Homeowner
- 8. Construction Tradesperson
- 9. Other (Please describe)
- 10. Prefer Not to Answer

6. **[individuals only]** Do you identify as...

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to answer

7. **[individuals only]** Please select your age range.

- ☐ Less than 18 years **[terminate]**
- ☐ 18-24 years
- ☐ 25-34 years
- ☐ 34-45 years
- ☐ 45-54 years
- ☐ 55-64 years
- ☐ 65-74 years
- ☐ 75+
- ☐ Prefer not to answer

8. **[individuals only]** Please select the type of organization at which you currently work.

- ☐ Accredited Agency

- ☐ Accredited Municipality
- ☐ Accredited Joint Municipality
- ☐ Accredited Corporation
- ☐ Accredited Regional Services Commission
- ☐ Accredited Metis Settlement
- ☐ Construction company
- ☐ Industry association
- ☐ Not currently employed
- ☐ Other (Please describe)
- ☐ Prefer not to answer

9. **[show only where Q1=1 & Q5=3]** Please select all the disciplines where you are authorized to provide safety code services. **[Select all that apply]**

- ☐ Plumbing
- ☐ Gas
- ☐ Electrical
- ☐ Building
- ☐ Fire
- ☐ Pressure Equipment
- ☐ Amusement Rides
- ☐ Passenger Ropeways
- ☐ Elevators
- ☐ Petroleum Storage Tank Systems
- ☐ Prefer not to answer **[exclusive]**

10. What are the first three digits of your postal code?

- ☐ \_ \_ \_
- ☐ Prefer not to answer

11. Under the *Safety Codes Act (Act)*, Ministerial Orders, and the Mandate and Roles Document, the Government of Alberta has delegated the following programs and services to the Safety Codes Council:

- Accreditation (authorize organizations to provide safety code services, audit their compliance, and give designation of powers to safety codes officers and other permit issuers)
- Appeal System (facilitate reviews and hearings of appeals of decisions)
- Codes and Standards Development (reviewing codes and standards, and developing accreditation and certification standards)
- Complaint Investigation (investigate concerns related to certified individuals and accredited organizations)
- Fuel Storage Tank Installer Approval (approve individuals to install/remove storage tanks)
- Master Electrician Certification (certify master electricians and provide code update training)

- Membership (members appointed to the Safety Codes Council to provide expert advice)
- Safety Codes Officer Certification (certify safety codes officers after completing required training and code update training)
- Safety Codes Permitting and Inspection Services (Alberta Safety Codes Authority provides services where there are no others providing safety codes services)
- Client and Partner Engagement (providing information to and gathering information from those affected by the Council's programs and services)
- Do anything else related to the *Safety Codes Act* required by the Minister.

Please indicate your level of agreement with the following statements. **[randomize rows]**

Question	 Strongly agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly disagree	I don't know
a. The Council delivers its delegated programs and services.						
b. The Council values what clients and partners say and uses their input to make decisions.						
c. The way the Council runs its programs and services matches what Alberta needs right now.						
d. The Council makes it easy to find the information that people like me need.						
e. The Council is forthcoming with information that might be damaging to the organization (e.g.,						

not meeting targets, mistakes)						
f. Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities.						
g. The Council provides information that is easy for people like me to understand.						
h. The Council provides information that is complete to people like me						

12. [Q11d=don't know, strongly disagree and disagree] Why did you select [insert response from Q11d] for "The Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes)"?

☐ \_\_\_\_\_

13. We now want to ask you questions about the specific programs and services you use. Please select all the Safety Codes Council's programs and services you used or participated in during 2024. [Select all that apply]

1. Accreditation (authorize organizations to provide safety code services, audit their compliance, and give designation of powers to safety codes officers and other permit issuers) [only show if Q5=2 OR Q2=1 to 6]
2. Appeal System (facilitate reviews and hearings of appeals of decisions)
3. Codes and Standards Development (reviewing codes and standards, and developing accreditation and certification standards)
4. Complaint Investigation (investigate concerns related to certified individuals and accredited organizations)
5. Fuel Storage Tank Installer Approval (approve individuals to install/remove storage tanks) [only show if Q5=5]
6. Master Electrician Certification (certify master electricians and code update training) [only show if Q5=4]
7. Membership (members appointed to the Safety Codes Council to provide expert advice) [only show if Q5=6]



8. Safety Codes Officer Certification (certify safety codes officers after completing required training and code update training) **[only show if Q5=3]**
  9. Safety Codes Permitting and Inspection Services (Alberta Safety Codes Authority provides services where there are no others providing safety codes services)
  10. Client and Partner Engagement (providing information to and gathering information from those affected by Council programs and services)
  11. Do anything else related to the *Safety Codes Act* required by the Minister.
  12. I did not participate in or use any of the above programs and services during 2024.  
**[exclusive] [terminate]**
- 14. [if Q12=2] What was your role in the appeal system?**
- ☐ Appellant (person or organization requesting the appeal or review of a decision)
  - ☐ Respondent (person or organization who made the decision that is being reviewed or appealed)
  - ☐ Decision-maker on an administrative tribunal **[show if Q3=6]**
  - ☐ Observer or witness **[show if Q1=1]**



15. In general, how frequently did you use the following ways to access, or find information about, the Council's programs and services during 2024?

	Most of the time	Sometimes	Rarely	Never
Website				
Online Service (Council Connect, eSite, eServices, Council Member Portal)				
Email				
Phone				
In-Person				
Mail				
Social Media (e.g., LinkedIn)				






16. Please indicate your level of satisfaction with the Council's programs and services based on your experiences during 2024.

	 Very Satisfied	 Satisfied	 Neither Satisfied nor Dissatisfied	 Dissatisfied	 Very Dissatisfied	I don't know
[List all programs/services the respondent indicated they received]						
Overall, for all programs and services.						


17. You indicated you were not satisfied. Please share the reasons you are not satisfied by a Council program and/or service. [neither satisfied nor dissatisfied and dissatisfied responses only and optional question]

Service	Reasons Not Satisfied
See list in the previous question where the respondent indicated they were not satisfied	Click or tap here to enter text.

18. Please indicate your level of agreement with the following statements related to the quality of Council programs and services based on your experiences during 2024. [randomize]

Statement	 Strongly agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly disagree	I don't know
Overall, programs and services reflect the needs and perspectives of clients and partners.						
Overall, the quality of programs and services is as good as, or better than, other public sector organizations in Alberta.						
Overall, programs and services ensure individuals and organizations understand their responsibilities under the <i>Safety Codes Act</i> .						
Overall, programs and services provide responses as quickly as, or even faster than, other public sector organizations in Alberta.						

Please indicate your level of satisfaction related to the online tools that support the Council's programs and services based on your experiences in 2024.

	 Very Satisfied	 Satisfied	 Neither Satisfied nor Dissatisfied	 Dissatisfied	 Very Dissatisfied	Did not use in 2024
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Members Portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(information sharing among Council members) [show only if Q5=6]						
Council Connect (Supports Accreditation and Certification programs and services) [show only if Q5=2, 4, 6 OR Q2=1-6]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESite (permit management software for accredited organizations) [show only if Q13=9 OR Q5=2 OR Q2=1-6]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-Services (submit and manage Alberta Safety Codes Authority fuel storage tank permits) [show only if Q13=9 OR Q5=5]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**19. What would increase your level of satisfaction with the following? [select all that apply]**

Tool used / low satisfaction	Improve Ease of Use	Enhance Quality of content	Provide better Customer support	Other: Please describe
[Show only for tools where satisfaction is very dissatisfied and dissatisfied]				

**20. How could the Council improve its programs and services? Please indicate the program or service you are referring to when making your suggestions.**

- ☐ \_\_\_\_\_
- ☐ I have no suggestions for improvements to programs and services.

**21. Please share any other feedback for the Council on its programs and services.**

- ☐ \_\_\_\_\_
- ☐ I have shared everything I wanted to share.

## Thank You

Thank you for taking the time to complete this survey.

The combined survey results will be posted on the Safety Codes Council website once available.

If you have any questions for the Safety Codes Council, please contact [engagement@safetycodes.ab.ca](mailto:engagement@safetycodes.ab.ca)

**Please click submit to complete the survey.**

# Appendix B

## Public Survey Instrument



Public Survey Instrument: This survey instrument was used to collect information from the public on their awareness and experience with the Council.

# 2024 Annual Programs and Services Survey

## General Public Panel

### Questions

**1. Please select your age range.**

- ☐ Less than 18 years [terminate]
- ☐ 18-24 years
- ☐ 25-34 years
- ☐ 35-44 years
- ☐ 45-54 years
- ☐ 55-64 years
- ☐ 65-74 years
- ☐ 75+
- ☐ Prefer not to answer

**2. Did you own any of the following in Alberta in 2024? [Select all that apply]**

- ☐ I owned a home
- ☐ I owned a commercial property
- ☐ I owned multi-residential properties
- a) I did not own property in 2024 [exclusive] [terminate]

**3. Are you employed as any of the following: [select all that apply]**

- b) Quality Management Plan Manager [terminate]
  - ☐ Permit Issuer for an Accredited Organization [terminate]
  - ☐ Safety Codes Officer [terminate]
  - ☐ Master Electrician [terminate]
  - ☐ Petroleum Tank Contractor [terminate]
- c) Safety Codes Council Member [terminate]
  - ☐ Construction Tradesperson
  - ☐ None of the above [exclusive]
  - ☐ Prefer not to answer [exclusive]

**4. Do you identify as...**

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to answer

5. What are the first three digits of your postal code?

- ☐ \_ \_ \_  
☐ Prefer not to answer

6. Are you aware that there is a regulatory body in Alberta, called the Safety Codes Council, which authorizes and oversees organizations that issue building, electrical, gas, plumbing, private sewage, fire, elevating devices, and pressure equipment permits and provide associated inspections for new constructions and renovations?

- ☐ Yes  
☐ No

7. In regions of the province where local governments lack accreditation to offer some permit and inspection services, the Alberta Safety Codes Authority provides these services through accredited agencies. To learn whether you get your permits from the Alberta Safety Codes Authority, you can visit [Where to get a Permit](#).

Have you used Alberta Safety Codes Authority to get building, electrical, gas, plumbing, private sewage, or storage tank systems permit or inspection services for new construction or renovations in 2024?

- ☐ Yes  
d) No [if both Q6 and Q7=No, skip to complete]

## Introduction

The Safety Codes Council (Council) is an independent, regulatory organization mandated by the Government of Alberta to support the safety of Alberta's built environment.

Feedback from clients and partners is integral to improving the delivery of the Council's delegated roles and responsibilities, which is why we want to hear from you about your experiences in 2024.

The survey takes approximately **5-10 minutes** to complete.

The personal information collected through this survey is for the purpose of understanding and improving the programs and services of the Safety Codes Council. This collection is authorized by section 33(c) of the *Freedom of Information and Protection of Privacy Act*. For questions about the collection of personal information, contact the Manager of Policy and Engagement at 780-413-0099, [engagement@safetycodes.ab.ca](mailto:engagement@safetycodes.ab.ca), or Suite 500, 10405 Jasper Avenue Edmonton, AB, T5J 3N4.






The survey is being administered by a private research firm, Pivotal Research Inc, to protect the anonymity of respondents. If you encounter any technical difficulties, please email [feedback@pivotalresearch.ca](mailto:feedback@pivotalresearch.ca) or call 1-877-421-1199.



**8. Under the *Safety Codes Act (Act)*, Ministerial Orders, and the Mandate and Roles Document, the Government of Alberta has delegated the following programs and services to the Safety Codes Council:**

- Accreditation (authorize organizations to provide safety code services, audit their compliance, and give designation of powers to safety codes officers and other permit issuers)
- Appeal System (facilitate reviews and hearings of appeals of decisions)
- Codes and Standards Development (reviewing codes and standards, and developing accreditation and certification standards)
- Complaint Investigation (investigate concerns related to certified individuals and accredited organizations)
- Fuel Storage Tank Installer Approval (approve individuals to install/remove storage tanks)
- Master Electrician Certification (certify master electricians and provide code update training)
- Membership (members appointed to the Safety Codes Council to provide expert advice)
- Safety Codes Officer Certification (certify safety codes officers after completing required training and code update training)
- Safety Codes Permitting and Inspection Services (Alberta Safety Codes Authority provides services where there are no others providing safety codes services)
- Client and Partner Engagement (providing information to and gathering information from those affected by the Council's programs and services)
- Do anything else related to the *Safety Codes Act* required by the Minister.

Please indicate your level of agreement with the following statements. **[randomize rows]**

Question	 Strongly agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly disagree	I don't know
The Council delivers its delegated programs and services.						
The Council values what clients and partners say and uses their input to make decisions.						
The way the Council runs its programs and services matches						



what Alberta needs right now.						
The Council makes it easy to find the information that people like me need.						
The Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes)						
Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities.						

9. We now want to ask you questions about the specific programs and services you use. Please select all the Safety Codes Council's programs and services you used or participated in during 2024. **[Select all that apply]**

- ☐ Appeal System (facilitate reviews and hearings of appeals of decisions)
- ☐ Complaint Investigation (investigate concerns related to certified individuals and accredited organizations)
- ☐ Safety Codes Permitting and Inspection Services (Alberta Safety Codes Authority provides services where there are no others providing safety codes services)
- ☐ I did not participate in or use any of the above programs and services during 2024. **[exclusive]**

10. **[If Q11=Appeal System]** What was your role in the appeal system?

- ☐ Appellant (person or organization requesting the appeal or review of a decision)
- ☐ Respondent (person or organization who made the decision that is being reviewed or appealed)
- ☐ Observer or witness

11. In general, how frequently did you use the following ways to access, or find information about, the Council's programs and services during 2024?

	Most of the time	Sometimes	Rarely	Never
Website				

Online Service (Council Connect, eSite, eServices, Council Member Portal)				
Email				
Phone				
In-Person				
Mail				
Social Media (e.g., LinkedIn)				






**12. Please indicate your level of satisfaction with the Council's programs and services based on your experiences during 2024.**

	 Very Satisfied	 Satisfied	 Neither Satisfied nor Dissatisfied	 Dissatisfied	 Very Dissatisfied	I don't know
[List all programs/services the respondent indicated they received]						
Overall, for all programs and services.						

**13. You indicated you were not satisfied. Please share the reasons you are not satisfied by a Council program and/or service. [neither satisfied nor dissatisfied and dissatisfied responses only and optional question]**



Service	Reasons Not Satisfied
See list in the previous question where the respondent indicated they were not satisfied	Click or tap here to enter text.

**14. Please indicate your level of agreement with the following statements related to the quality of Council programs and services based on your experiences during 2024. [randomize]**

Statement	 Strongly agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly disagree	I don't know

Overall, programs and services reflect the needs and perspectives of clients and partners.						
Overall, the quality of programs and services is as good as, or better than, other public sector organizations in Alberta.						
Overall, programs and services ensure individuals and organizations understand their responsibilities under the <i>Safety Codes Act</i> .						
Overall, programs and services provide responses as quickly as, or even faster than, other public sector organizations in Alberta.						

**15. Please indicate your level of satisfaction related to the online tools that support the Council's programs and services based on your experiences in 2024.**

	 Very Satisfied	 Satisfied	 Neither Satisfied nor Dissatisfied	 Dissatisfied	 Very Dissatisfied	Did not use in 2024
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-Services (submit and manage Alberta Safety Codes Authority fuel storage tank permits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. What would increase your level of satisfaction with the following? **[select all that apply]**

Tool used / low satisfaction	Improve Ease of Use	Enhance Quality of content	Provide better Customer support	Other: Please describe
[Show only for tools where satisfaction is very dissatisfied and dissatisfied]				

17. How could the Council improve its programs and services? Please indicate the program or service you are referring to when making your suggestions.

- ☐ \_\_\_\_\_
- ☐ I have no suggestions for improvements to programs and services.

18. Please share any other feedback for the Council on its programs and services.

- ☐ \_\_\_\_\_
- ☐ I have shared everything I wanted to share.

## Thank You

Thank you for taking the time to complete this survey.

The combined survey results will be posted on the Safety Codes Council website once available.

If you have any questions for the Safety Codes Council, please contact [engagement@safetycodes.ab.ca](mailto:engagement@safetycodes.ab.ca)

**Please click submit to complete the survey.**



Suite 700, 10339 – 124 Street NW  
Edmonton, AB T5N 3W1

780.421.119  
Toll Free 1.855.421.1199

[Pivotalresearch.ca](http://Pivotalresearch.ca)

Pivotal Research respectfully acknowledges that our office is headquartered on the traditional and ancestral land of the Nêhiyawak, Anishinaabe, Niitsitapi, Métis, Dene and Iyâhé Nakoda in Treaty 6 Territory and Métis Region 4.

