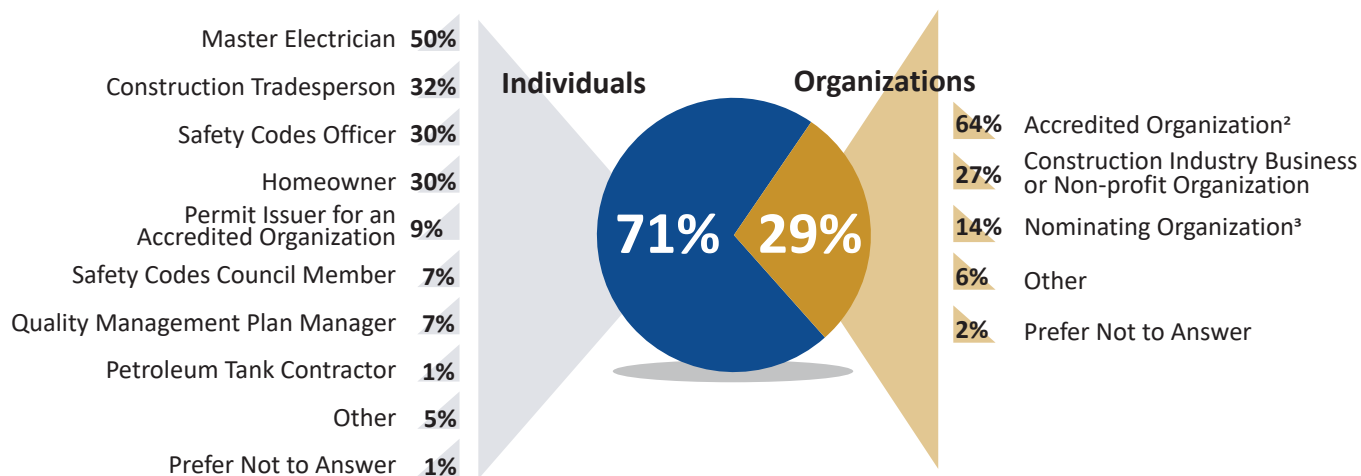


The Safety Codes Council (the Council) surveyed those who use its programs and services to gauge their satisfaction, perception of quality, and gather ideas for improvements.

Between September 18 and October 10, 2024, the the Council engaged a random sample of **1,477** clients and partners, including a few who self-selected to participate using a website link, and **258** Alberta property owners referred to as the public. This report summarizes the key insights.



Participating Client and Partner Profile¹



¹Only client and partner data shown above; multiple response question. Numbers may exceed 100%.

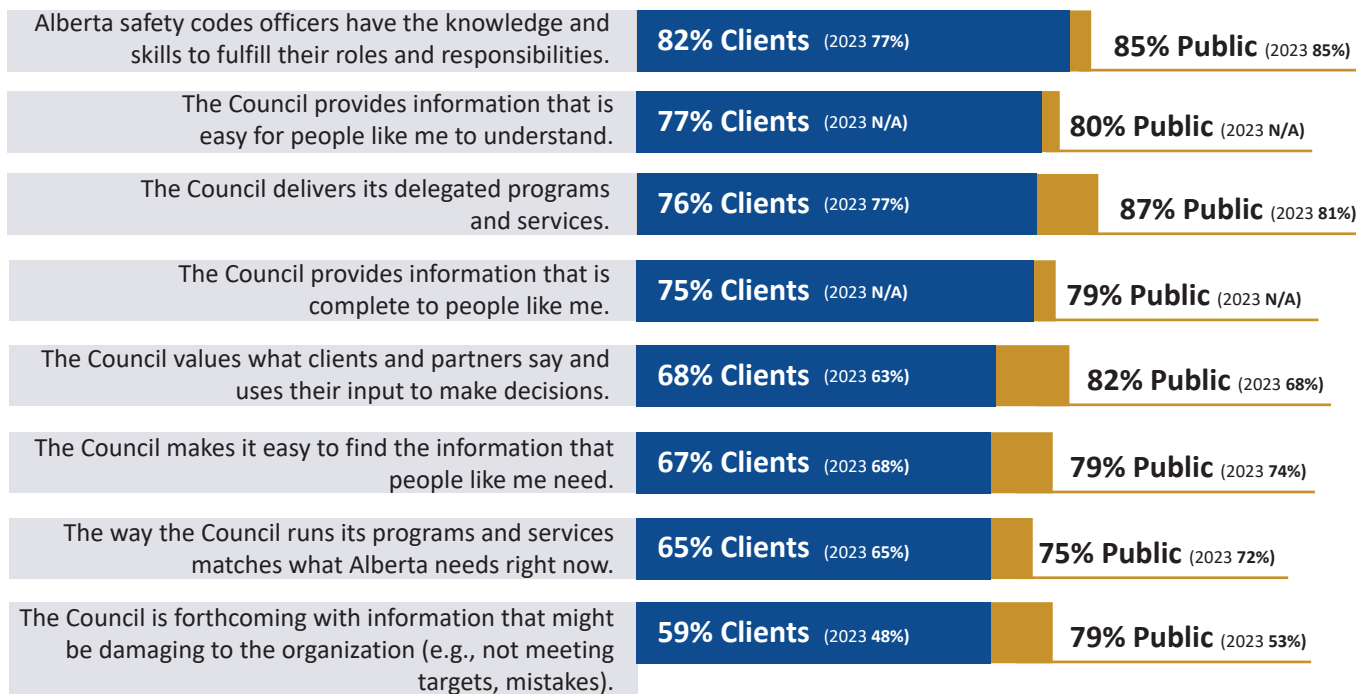
²Organizations that administer the *Safety Codes Act* in a specified jurisdiction.

³Organizations that provide volunteers that make up the Council membership.



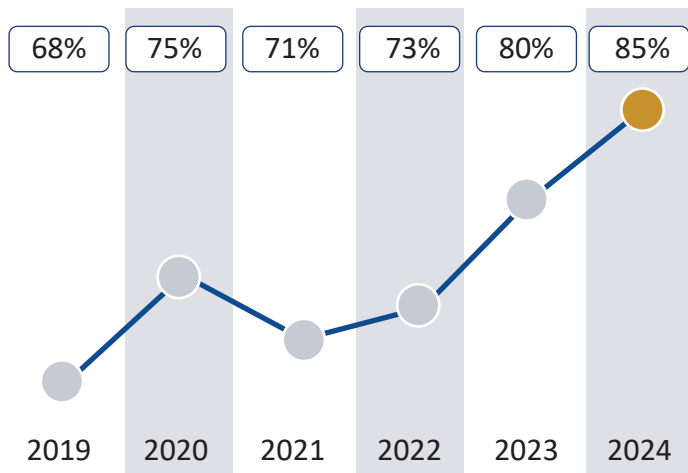
Perceptions of the Council

Percents shown represent users who agree or strongly agree





Satisfaction with Programs and Services

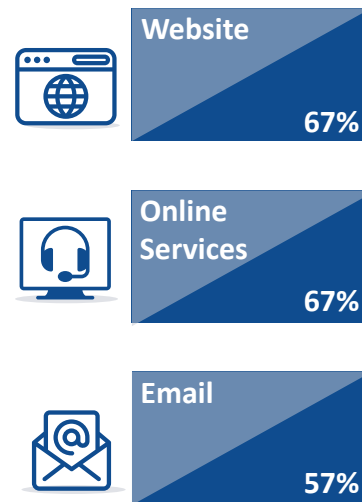


*Only client and partner data shown above; the methodology was changed in 2023 so trend results are not directly comparable.



Council Communications

Top ways to access services/programs

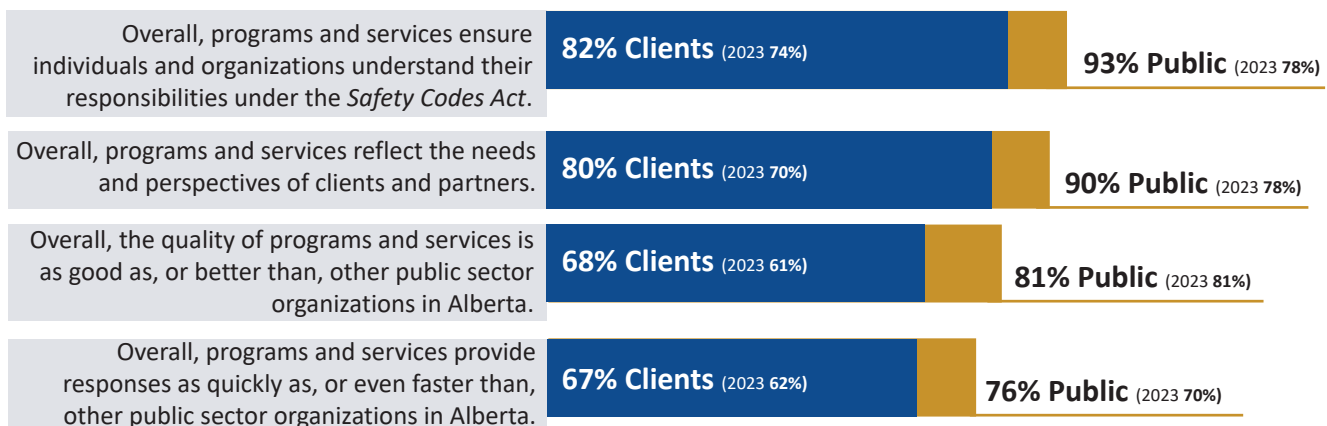


*Only client and partner data shown above.



Perceptions of the Council's Programs and Services Quality

Percents shown represent users who agree or strongly agree



Top Suggestions for Improvement

Respondents were asked to provide any suggestions for improvements on programs and services. There were 293 suggestions provided, and the most frequent themes are shown below. To theme the suggestions, responses are reviewed and broken into smaller coded segments, which are then grouped into broader categories based on patterns or similarities to create distinct themes that summarize the feedback.



1 Training and Education Enhancements



2 Website and Online Portal Improvements



3 Inspection and Certification Process Standardization



4 Certification, Appeals, and Permitting Process Streamlining



5 Communication and Outreach Improvement

*Only client and partner data shown above.