



**Safety Codes Council**

# 2025 Annual Programs and Services “What We Heard” Report

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Prepared by

 **PIVOTAL RESEARCH** Inc.™



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# Project Background

## Research Objectives

Safety Codes Council (Council) commissioned Pivotal Research Inc. , a third-party consulting firm, to conduct a survey with various stakeholders to gauge 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. Since 2023, Pivotal Research Inc. has collected the data annually, analyzed the results and created a report summarizing the key findings. In 2025, new questions related to the perception of public safety, public trust, and prosperity were included and therefore are not analyzed against 2024.

This report contains two sections: a client and partner survey, and a public survey. Information about the public survey can be found on page 62.

The target population for the study is 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 by the Council in 2023 and used in the last three years 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, easy to access and complete in various forms.
- Analytical framework to summarize the results and report the findings.

## Target Population

As done in previous years, 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 residents 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 2025, and whether they had heard of the Safety Codes Council or Alberta Safety Codes Authority (ASCA). Respondents that were non-property owners or had not heard of both the Safety Codes Council and ASCA received a shorter version of the survey. Overall, 300 individuals completed the survey. More information can be found on page 62.

**Table 2.** Target Population Size

Client Type	Number of Contacts Provided
Accreditation Applicants/ Accredited Organizations	458
Master Electricians	4135
Members	138
Nominating Organizations	96
Permit applicants/ Permit holders	1876
Permit Issuers	232
Safety Codes Officers	2339
Complainants	14
Petroleum Tank Contractors Approved	312

# 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 obtain statistically valid samples, with different methods tailored to each 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	45
Members	Census sampling	69
Accreditation Organizations	Census sampling	134
Accreditation Permit Issuers	Census sampling	87
Petroleum Tank Contractors Approved	Census sampling	36
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.	319
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.	352
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.	330
Other public who received services in 2025	Non-probability quota sampling using an online survey panel. Panel management and data collection were handled by Pivotal Research.	300

# Survey Instrument

The survey instrument relied on the version used in 2024. In 2025, a few questions were added or modified to better understand client and partner perspectives as an Albertan citizen on the sense of protection, support, and confidence provided by the safety codes system.

Through an online consumer panel, Pivotal Research also launched a public survey using the same instrument from 2024 with a few additions and modifications for 2025 to members of the public to understand the private sense of protection, support, and confidence provided by the safety codes system.

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.
- Displayed the survey on the landing page of the Safety Codes Council website.

Pivotal Research invited all contacts on October 2<sup>nd</sup>, 2025. Undeliverable emails were identified during the invitation process and were replaced where possible.

Overall, 519 emails bounced or were undeliverable. Overall, the estimated number of invitation emails delivered to contacts was 7,024. Reminder emails were sent between October 9<sup>th</sup>, 2025 and October 28<sup>th</sup>, 2025. Follow ups by phone calls were administered between October 27<sup>th</sup> and October 30<sup>th</sup>, 2025.

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 30<sup>th</sup>, 2025.

# Respondent Profile

## Client Survey



## Who Participated in the Survey

Overall, there were 1,337 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).

While the overall number of respondents in 2025 is similar to 2024, the number of respondents per category fluctuated. In 2025, there were a higher proportion of responses from Master Electricians and Nominating Organizations than in 2024. Results are still valid for comparison year over year.

**Table 4.** Type of Respondent

Type of Respondent	Percent
Individual (e.g., member, property owner, safety codes officers, master electrician, Petroleum Tank Contractor) (n=963)	72%
Organization (e.g., accredited organization, construction business) (n=374)	28%
<b>Overall (n=1,337)</b>	<b>100%</b>

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

Role	Responses	Margin of Error*
Master Electrician	557	±3% (90% CI)
Safety Code Officer	327	±4% (90% CI)
Permit Issuer	78	±8% (90% CI)
Petroleum Tank Contractor	26	±15% (90% CI)
Member	75	±6% (90% CI)
Permit Applicant/Permit Holder	281	±5% (90% CI)
Accredited Organization	242	±4% (90% CI)
Nominating Organization	64	±6% (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; weighted questions ensure that no single large group (e.g., Master Electricians) dominates the results, and each group contributes equally to the overall results and will ensure that year to year comparison can be applied.

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

Similar to previous years, 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 considerable 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 the other group(s) or for statistical significance testing.

Questions related to the Safety Codes Council's role in safety, privacy, health and well-being, environmental protection, personal space, and affordability generated a higher-than-usual proportion of "I don't know" responses. This suggests that some respondents may have limited awareness of the Council's mandate in these areas or may have found certain items difficult to interpret.

## Profile of Individuals Who Completed the Survey

Overall, 963 individuals completed the survey. Just under four-in-ten (39%) indicated their role to be “master electrician” in the safety code system, followed by construction tradesperson (24%), safety codes officer (22%), and homeowner (21%).

Males made up most of the sample (92%). Those between the ages of 35 and 44 represented just over a quarter of respondents (27%), which was closely followed by respondents between the ages of 55 and 64 (26%) and ages 45 and 54 (25%).

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

Role in Safety Codes	Percent
Master Electrician (n=517)	39%
Construction Tradesperson (n=315)	24%
Safety Codes Officer (n=298)	22%
Homeowner (n=287)	21%
Permit Issuer for an Accredited Organization (n=78)	6%
Safety Codes Council Member (n=67)	5%
Quality Management Plan Manager (n=48)	4%
Petroleum Tank Contractor (n=20)	1%
Other (n=66)	5%
Prefer Not to Answer (n=10)	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=249)
Fire (n=118)	40%
Building (n=86)	29%
Electrical (n=75)	25%
Plumbing (n=38)	13%
Gas (n=36)	12%
Petroleum Tank (n=15)	5%
Pressure Equipment (n=10)	3%
Elevators (n=4)	1%
Amusement Rides (n=2)	1%
Passenger Ropeways (n=1)	<1%
Prefer Not to Answer (n=2)	1%

## Profile of Individuals (Cont.)

**Table 8.** Gender

Gender	Percent
Male (n=887)	92%
Female (n=58)	6%
Non-binary (n=1)	<1%
Prefer not to answer (n=17)	2%

**Table 9.** Age

Age	Percent
Less than 18 years (n=0)	0%
18-24 years (n=0)	0%
25-34 years (n=50)	5%
35-44 years (n=260)	27%
45-54 years (n=242)	25%
55-64 years (n=247)	26%
65-74 years (n=128)	13%
75+ years (n=19)	2%
Prefer Not to Answer (n=17)	2%

## Profile of Organizations

Overall, 374 organizations completed the survey. Just under two-thirds (65%) of organizations are Accredited Organizations, over one-in-four (27%) are construction industry businesses or non-profit organizations, and 17% are nominating organizations. Half (50%) of organizations are small, a quarter (25%) are medium-sized, and another quarter (25%) are large.

**Table 10.** Organization Type

Organization Type (select all that apply)	Percent
Accredited Organization (n=242)	65%
Construction industry business or non-profit organization (n=100)	27%
Nominating Organization (n=64)	17%
Other (n=31)	8%
Prefer not to answer (n=5)	1%

**Table 11.** Size of Entire Organization

Size of Entire Organization	Percent
Small (less than 50 employees) (n=188)	50%
Medium (50 to 200 employees) (n=92)	25%
Large (201+ employees) (n=)	23%
Prefer not to answer (n=9)	2%



# Key Findings

## Client Survey





## Summary of Main Findings

Overall satisfaction with the Council's programs and services, perceptions of the quality of these programs and services, and perceptions of the Council more broadly remained generally consistent with 2024 results. In general, Members held more positive perceptions of the Council than other stakeholders and partner groups.

Although overall satisfaction with programs and services declined slightly, perceived quality of these programs and services has held steady.

Most respondents expressed strong confidence in the Council's critical role within Alberta's Safety systems (80%). Specifically, 75% of respondents were satisfied with the protection provided by the Safety Codes from hurt, injury or loss.

In terms of protection services, satisfaction with protection of physical health received the highest satisfaction (72%), whereas mental health (55%) ranked the lowest.

As to the Council's contribution to quality of life aspects, safety remained the strongest area, with 82%, while affordability ranked lowest at 65%.

Notably, some respondents were either unaware of, or unsure about protection related services such as physical health, social well-being, protection from financial loss, and mental health. These respondents may require further education regarding Council's strategic role in reducing personal risks and its impact on the quality of life of all Albertans.

In line with 2024 findings, agreement that the Council is forthcoming with information that could be damaging to the organization remained low (60%).

Satisfaction with Council Connect declined from 84% in 2024 to 78% in 2025, while satisfaction with ESite (60%) and EServices (55%) did not show much movement over 2024. The most frequently cited suggestions for improvement were to make these tools easier to use and enhance the quality of their content.



## Overall Perceptions of Council

Overall perceptions of Council were consistent with the 2024 survey.

The highest level of agreement was for the statement that *Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities* (77%).

Perceptions regarding the Council being forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes) continued to see relatively low scores (60%), with limited firsthand experience or understanding often cited as the primary reason for lower ratings.



## Programs and Services Satisfaction and Quality

Among the Safety Codes Council's various programs and services—each vital to supporting public safety in Alberta—Safety Codes Permitting and Inspection Services and Master Electrician Certification were the most frequently used in 2025 (both at 43%). Fuel Storage Tank Installer Approval was the least utilized service (1%).

Overall satisfaction with the Council's programs and services stands at 81% in 2025, a modest decline from % in 2024. Satisfaction is highest for Accreditation (91%) and Master Electrician Certification (90%), reflecting continued confidence in core regulatory functions.

In contrast, satisfaction with the Complaint Investigation process remains low at 52%, unchanged from 2024, indicating continued opportunities for improvement in communication, management, and accountability. Considering all programs and services of the Council together, dissatisfaction also appears to be driven by perceptions of communication and management challenges and a perceived lack of accountability, which collectively affect confidence in the Council's oversight role.

Perceptions of program quality remained stable, with 81% affirming that programs and services ensure individuals and organizations understand their responsibilities under the Safety Codes Act.



## Council Communications

Respondents most frequently accessed the Safety Codes Council's programs and services through channels that directly support its mandate to provide accessible regulatory and certification services. Online Services was the most commonly used channel in 2025 (72%), up from 67% in 2024. In contrast, social media and mail were the least frequently used channels for accessing program and service information (9%).

Satisfaction was highest with the Council Members Portal (84%), the website (82%), and Council Connect (78%)—all key tools that enable regulated individuals and organizations to efficiently access regulatory information, certification resources, and compliance requirements. Satisfaction was lowest for ESite (60%) and EServices (55%), indicating opportunities to strengthen the usability of systems that directly support regulatory activity and oversight.

Across all communication tools, improving ease of use was the most frequently cited area for improvement, underscoring the importance of user-friendly digital platforms in advancing the Council's mandate of effective, accessible safety regulation. Continued investment in simplifying and modernizing the Council's digital platforms will be critical to enhancing accessibility, regulatory effectiveness, and confidence in the Council's ability to deliver on its public safety mandate.



## Perceptions of the Safety System in Alberta

Overall, clients and members of the public continue to express strong confidence and trust in the Council's essential role within Alberta's safety system, with four in five (80%) affirming this confidence.

Satisfaction with perceived protection is strongest for physical health (72%), while it remains comparatively lower for mental health (55%). Although satisfaction levels are generally consistent across user groups, the public reports higher confidence across several protection dimensions than other stakeholders—pointing to an opportunity to better articulate the full scope and impact of the Council's work among regulated partners.

Contributions to quality of life support is highest for safety (82%), privacy (74%), and health and well-being (72%), while it is lowest for affordability (65%). Because contributions to quality-of-life support were evaluated for the first time this year, these findings serve as an initial baseline.

Similarly, satisfaction with Council's affordability continues to lag (65%). This underscores the importance of advancing cost-effective regulatory solutions without compromising safety outcomes.

Across most measures, Members report higher satisfaction than other respondent groups, reinforcing the strength of the Council's value proposition among its core constituency while underscoring the need for continued engagement and alignment with broader stakeholders.



## Suggestions for Improvement and General Feedback

Respondents were asked to provide general feedback and suggestions for improvement. Most frequently, they mentioned the need for more communication and support, training and certification challenges, and commented on the value and effectiveness of the Council.

Of the 264 valid suggestions for improvement, enhancing training and education was most frequently mentioned, followed by improving the website and online portal, and strengthening communication and outreach improvement.

# 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* (77%), followed by *the Council delivers its delegated programs and services* (76%), and *the Council provides information that is easy for people like me to understand* (75%). Overall agreement that *the Council is forthcoming with information that might be damaging to the organization* was lowest at 60%.

In 2025, satisfaction with the statement “*Alberta safety codes have the knowledge and skills to fulfill their roles and responsibilities*” decreased to 77%, compared to 82% in 2024.

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

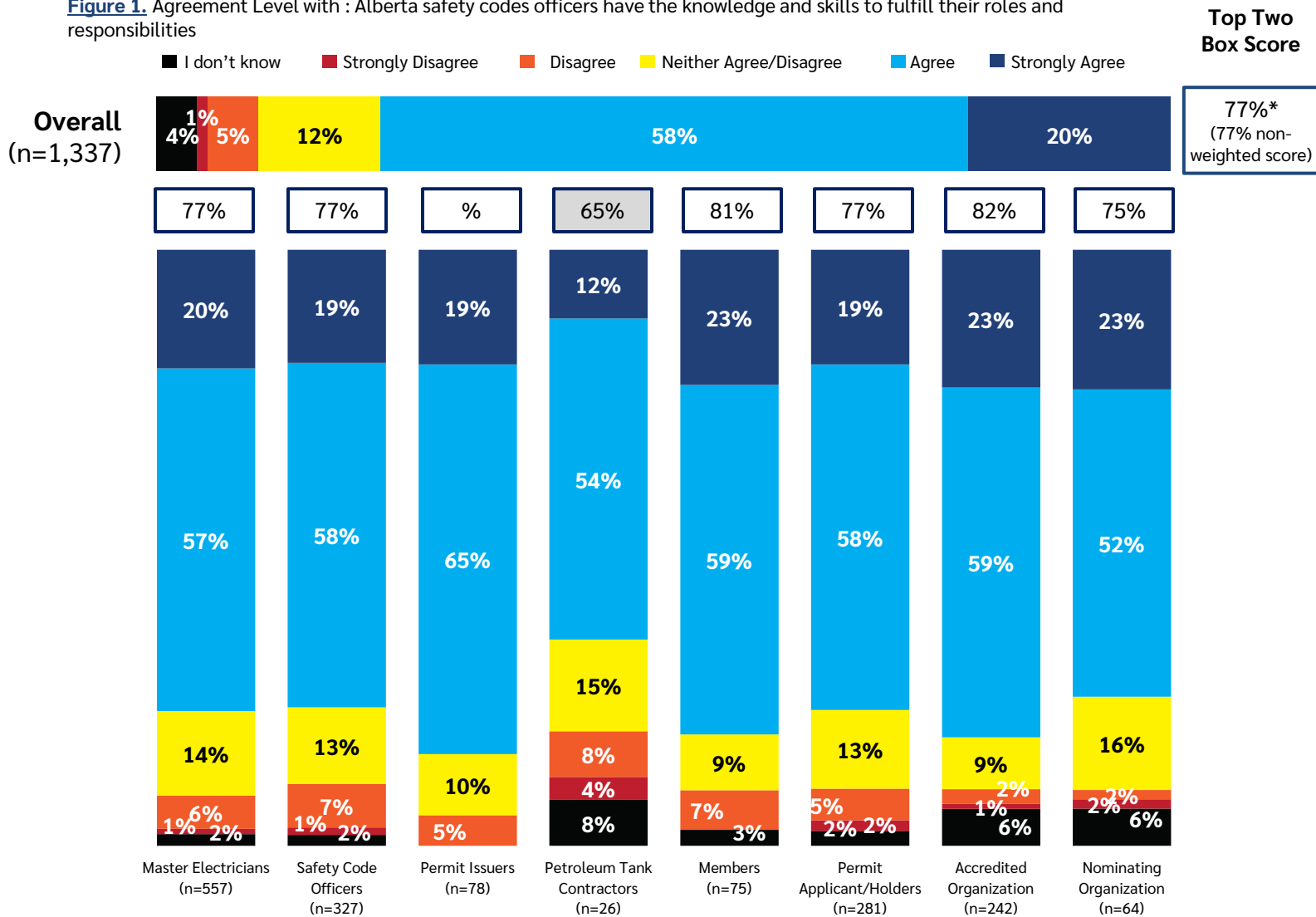
Statement	Top two-box Agreement Score*	
	2024 (n=1,477)	2025 (n=1,337)
Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities	82%	77%
The Council delivers its delegated programs and services	76%	76%
The Council provides information that is easy for people like me to understand	77%	75%
The Council provides information that is complete to people like me	75%	75%
The Council makes it easy to find the information that people like me need	67%	69%
The Council values what clients and partners say and uses their input to make decisions.	68%	69%
The way the Council runs its programs and services matches what Alberta needs right now	65%	67%
The Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes)	59%	60%

## Perceptions of Council by Demographics

Those who responded on behalf of Organizations had lower agreement than Individuals for the following statements: the Council values what clients and partners say and uses their input to make decisions (59% vs 66%), the way the Council runs its programs and services matches what Alberta needs right now (62% vs 69%), the Council makes it easy to find the information that people like me need (64% vs 71%), and the Council is forthcoming with information that might be damaging to the organization (54% vs 61%).

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

**Figure 1.** Agreement Level with : Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities

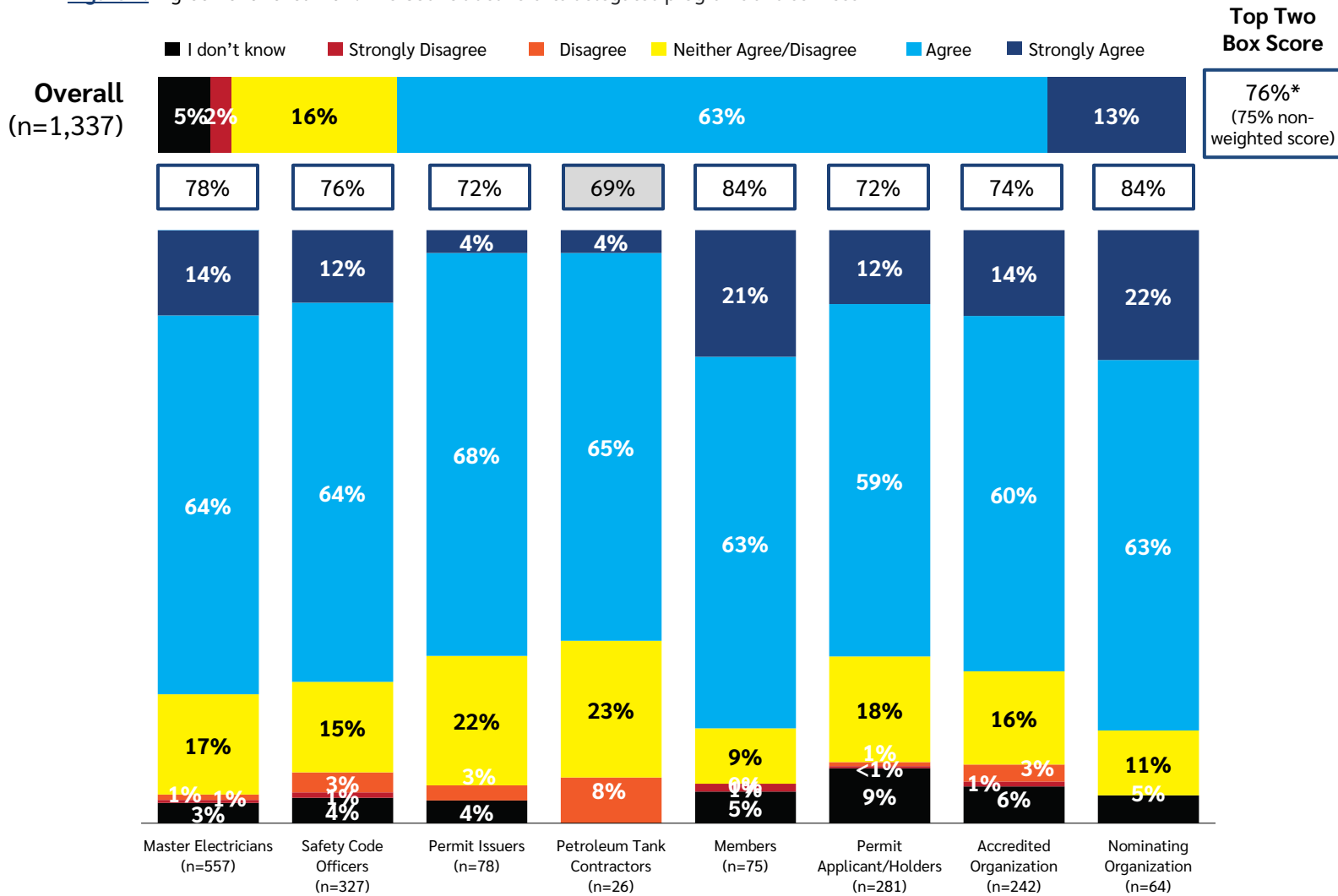


Overall, slightly more than three-fourths (77%) of respondents either agreed or strongly agreed that Alberta safety codes officers have the knowledge and skills to fulfill their roles and responsibilities.

While Permit Issuers were the most likely to agree with the statement (65%) and Petroleum Tank Contractors were the least likely (54%) to agree, there were no statistically significant differences between groups.

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

Figure 2. Agreement Level with : The Council delivers its delegated programs and services

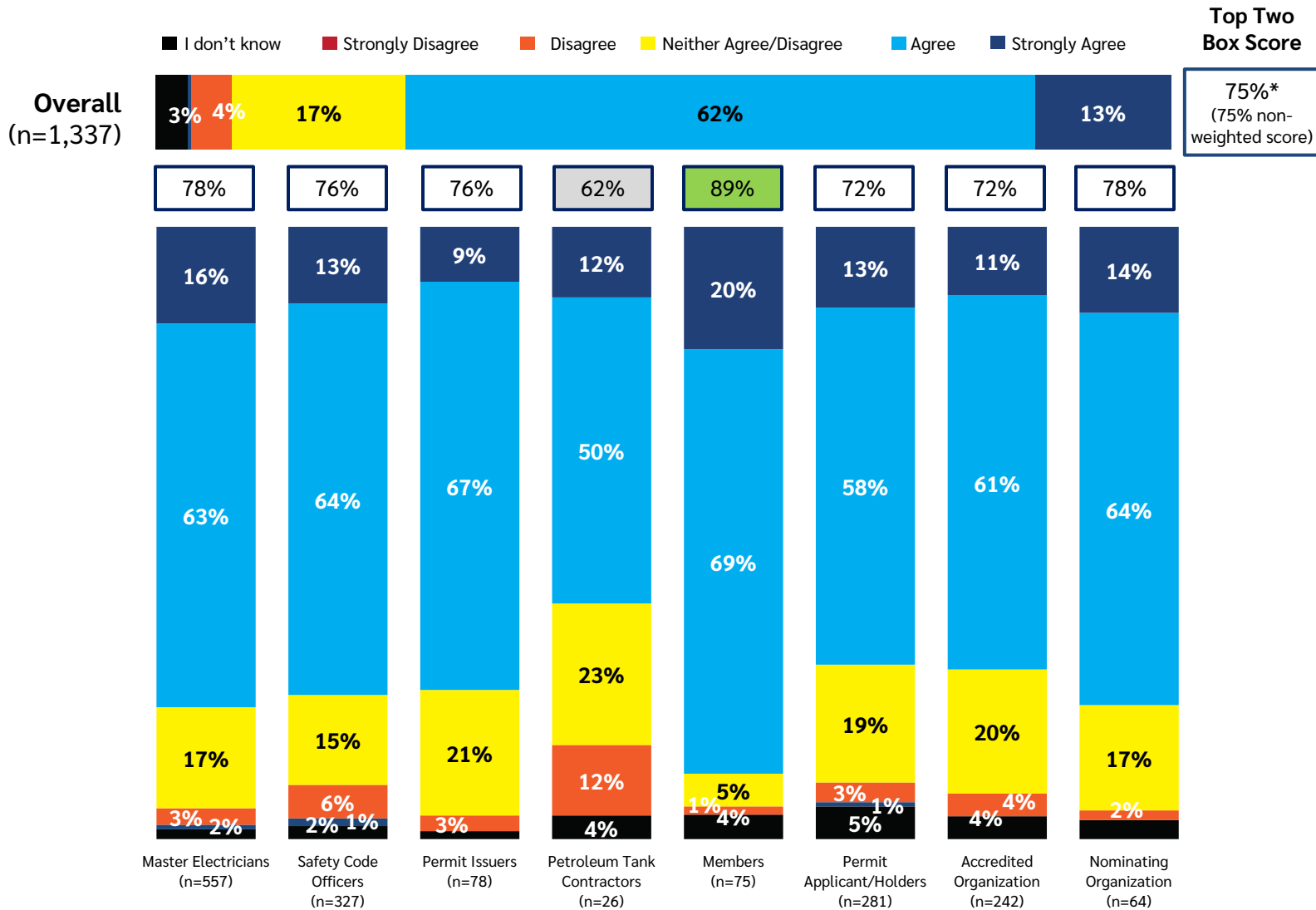


Overall, over three-quarters (76%) of respondents either agreed or strongly agreed that the Council delivers its delegated programs and services.

While Members and Nominating Organizations (84%) agreed the most and Petroleum Tank Contractors agreed the least (69%) with the statement among all respondents; there were no statistically significant differences between groups.

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

Figure 3. Agreement Level with : The Council provides information that is easy for people like me to understand

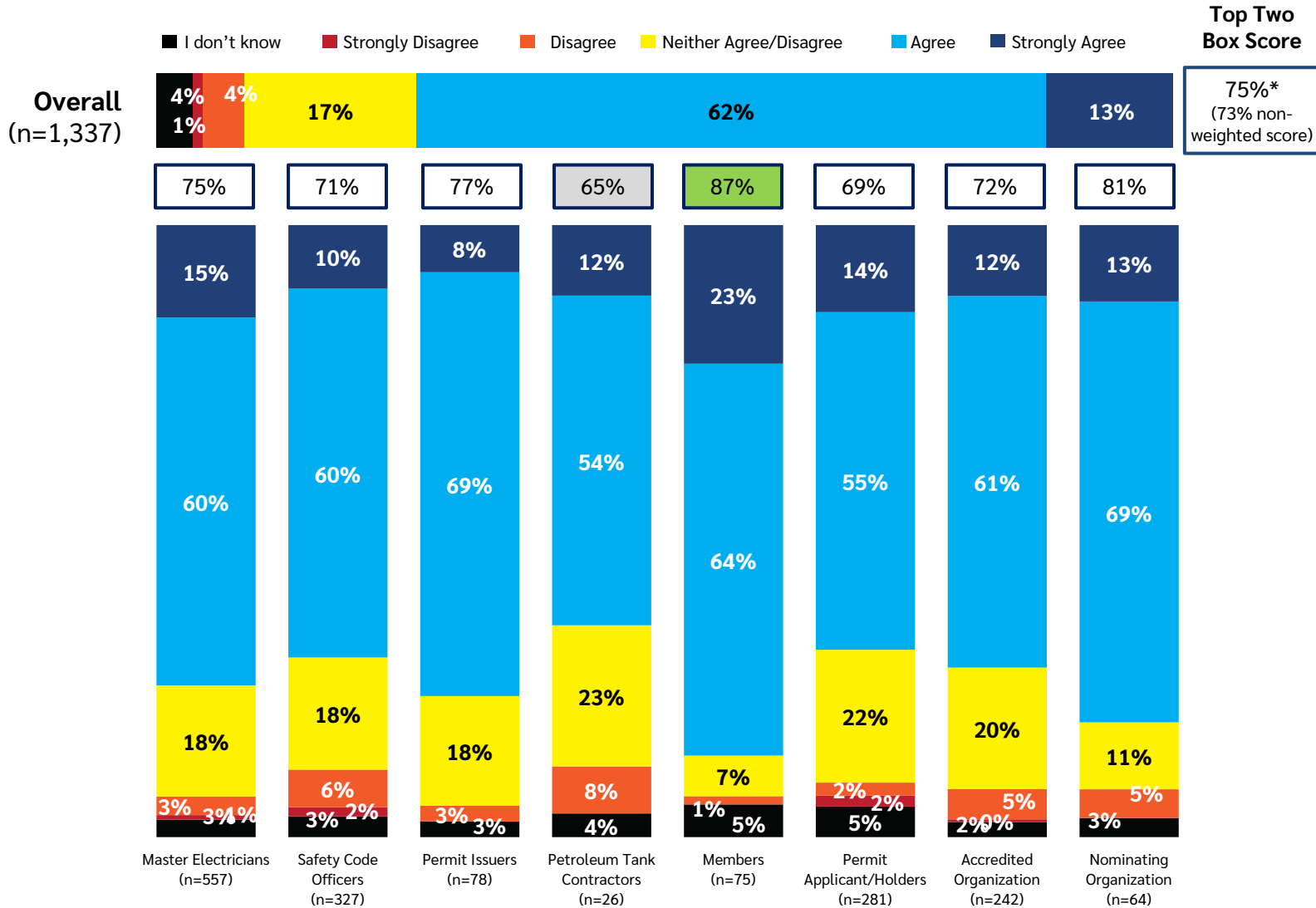


Overall, three-quarters (75%) of respondents either agreed or strongly agreed the Council provides information that is easy for people like me to understand.

Members (89%) were more likely to agree that the Council provides information that is easy for people like them to understand.

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

Figure 4. Agreement Level with : The Council provides information that is complete to people like me

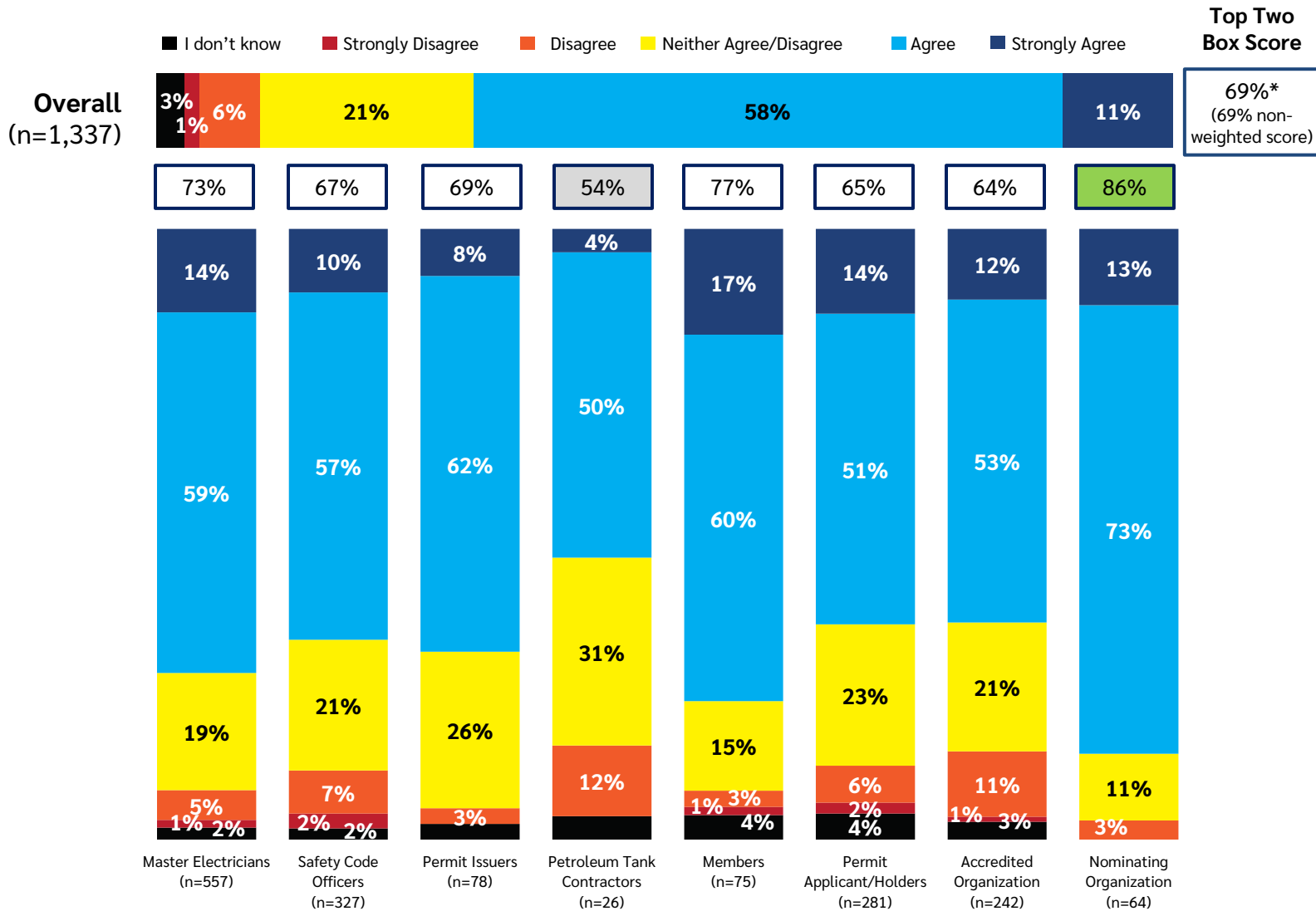


Overall, three-quarters (75%) of respondents either agreed or strongly agreed that the Council provides information that is complete to people like me.

Members (87%) agreed the most among all respondents.

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

Figure 5. Agreement Level with : The Council makes it easy to find the information that people like me need

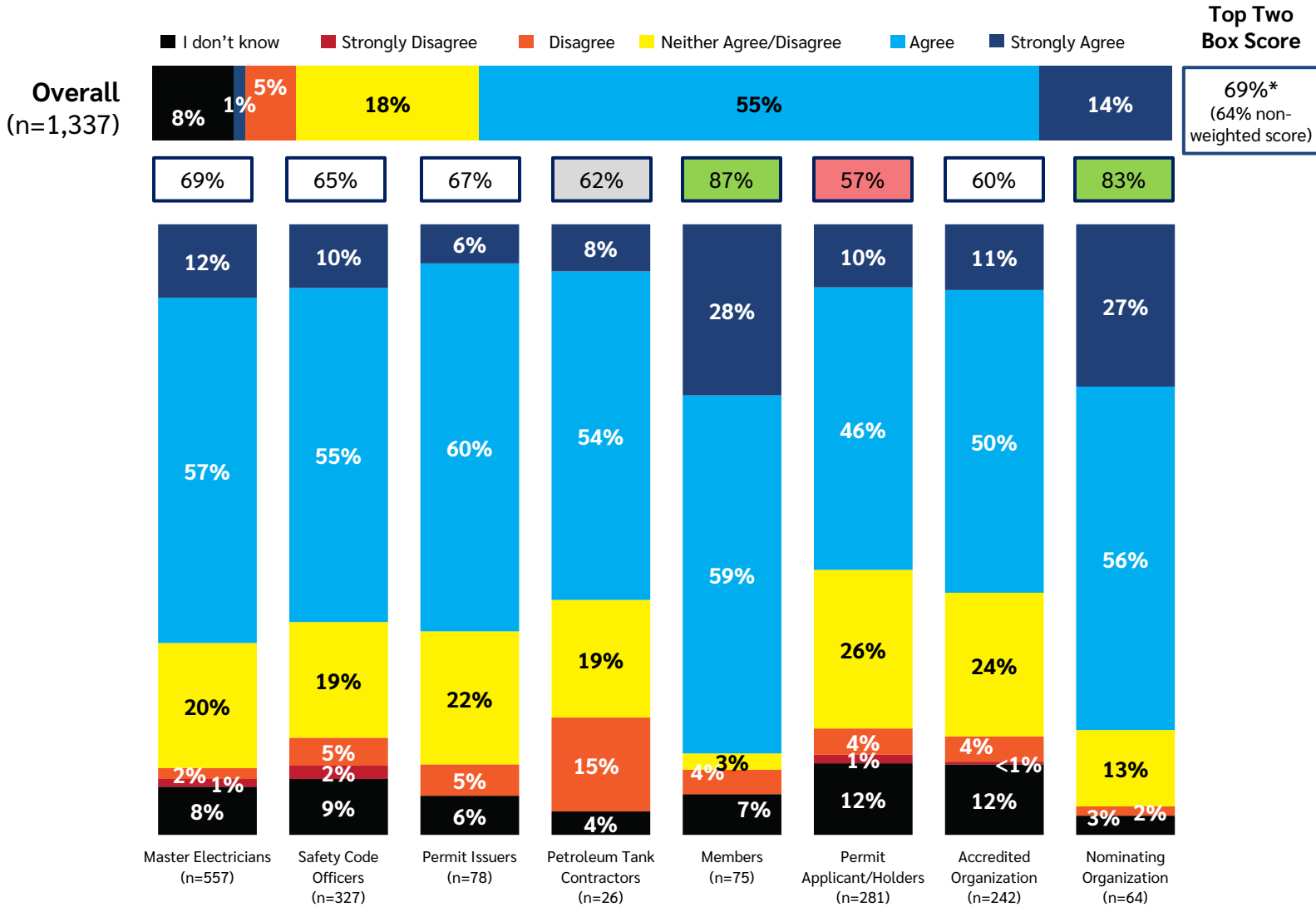


Overall, seven-in-ten (69%) respondents agreed or strongly agreed that the Council makes it easy to find the information that people like me need.

Nominating Organizations (86%) were much more likely to agree with the statement.

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

Figure 6. Agreement Level with : The Council values what clients and partners say and uses their input to make decisions

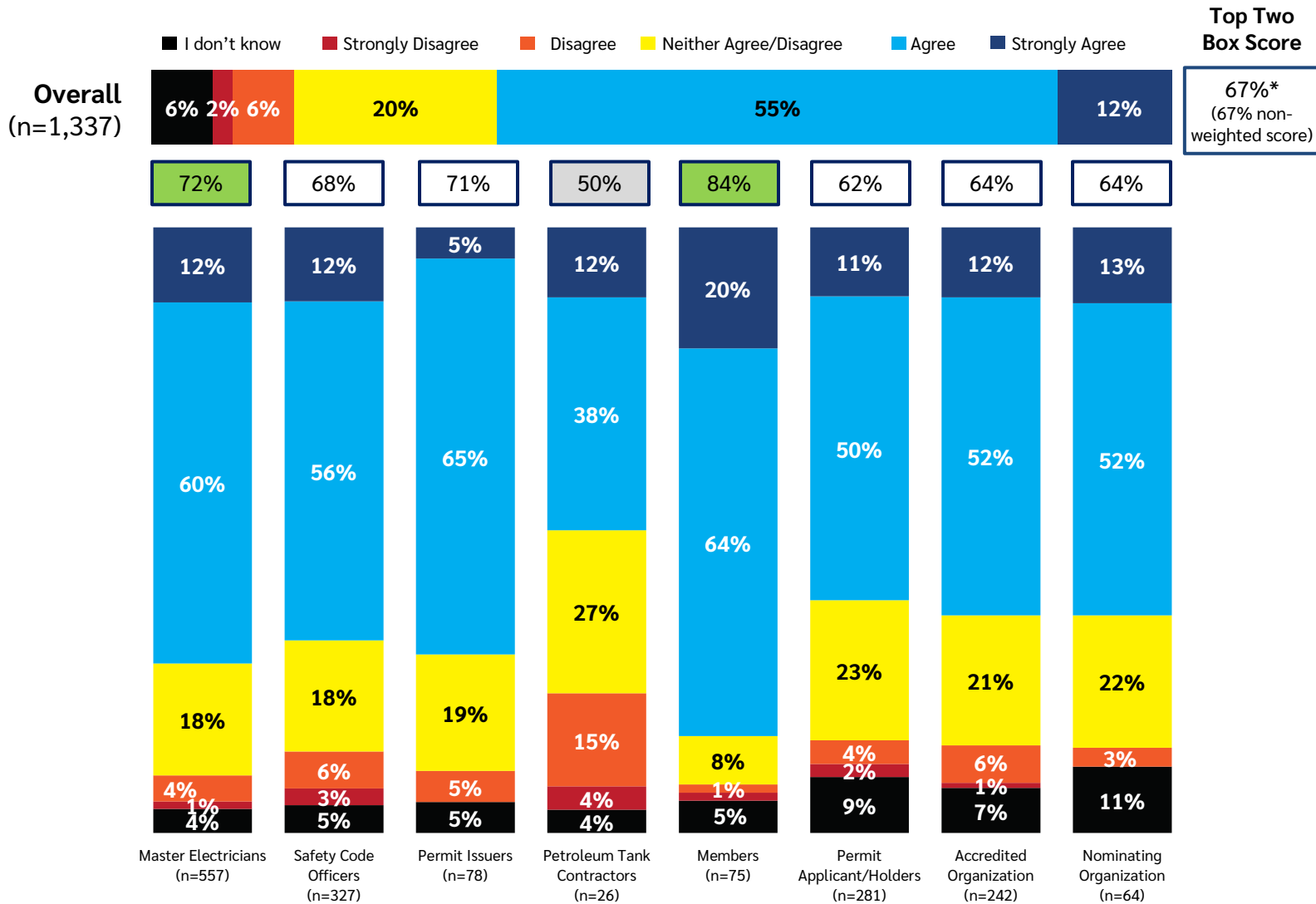


Seven-in-ten (69%) respondents agreed or strongly agreed that the Council values what clients and partners say and uses their input to make decisions.

Members (87%) and Nominating Organizations (83%) were significantly more in agreement than other types of respondents. Permit Applicants/ Holders (57%) 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 way the Council runs its programs and services matches what Alberta needs right now”

Figure 7. Agreement Level with : The way the Council runs its programs and services matches what Alberta needs right now

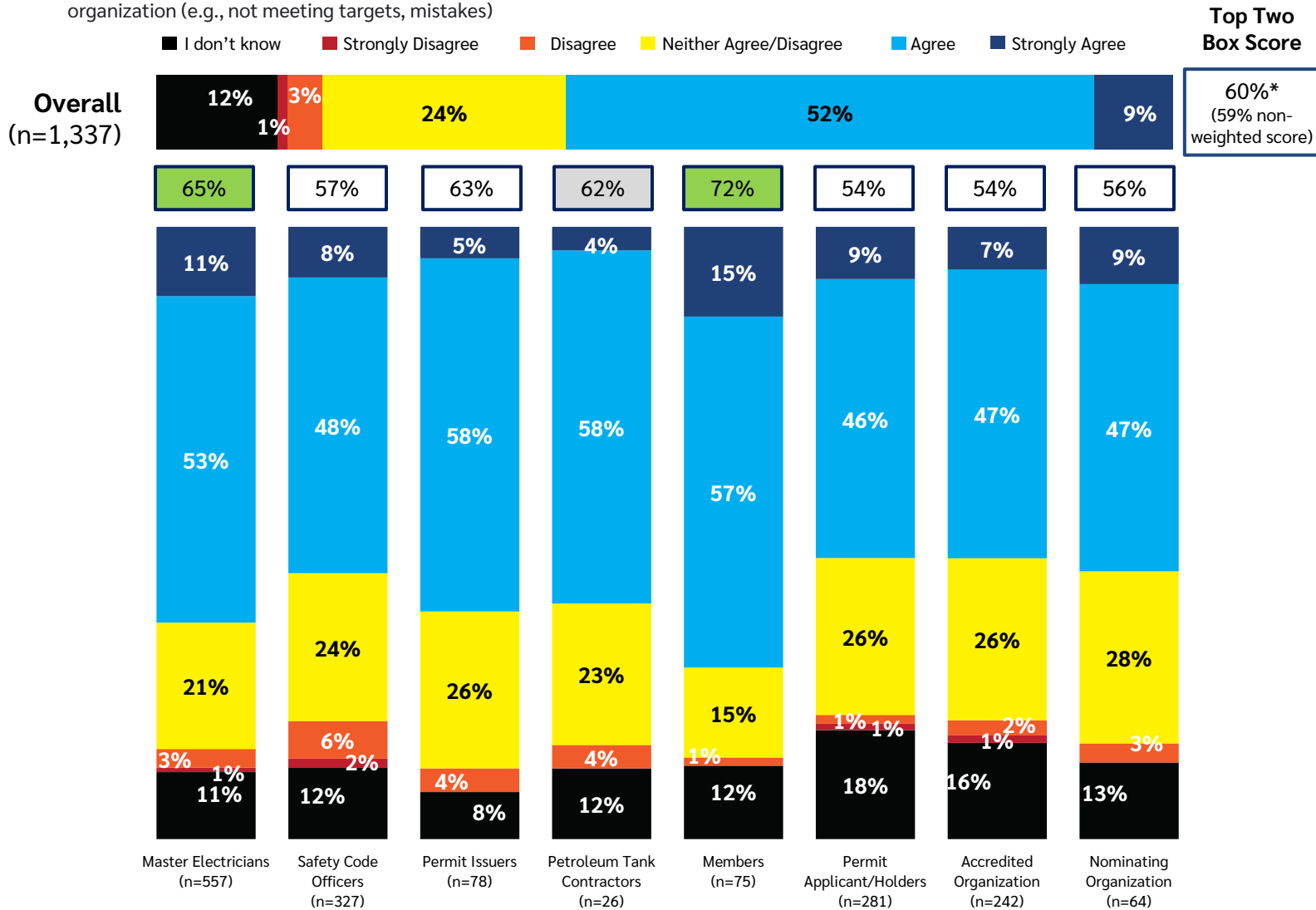


Overall, just over two-thirds (67%) of respondents either agreed or strongly agreed that the way the Council runs its programs and services matches what Alberta needs right now.

Members (84%) and Master Electricians (72%) were more likely to agree with the statement among all respondents.

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

**Figure 8.** 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 (60%) agreed or strongly agreed that the Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes).

Members (72%) and Master Electricians (65%) were more likely to agree with the statement. Other groups top-two box scores hovered between 54% and 63%.

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, 494 valid comments were themed as shown below.

### 1. Lack of Direct Experience or Knowledge (223 mentions)

- “To my knowledge there has been no incidents but if not notified by news or the SCC directly is there any way to know if there’s been an issue they were not forthcoming with?”
- "I am not up to date with the goings on of the council."
- “I have no knowledge of how the council has handled these items for better or worse, thus I do not know seemed fair.”

### 2. Neutrality Due to Uncertainty (123 mentions)

- "I do not have enough info to make a proper answer."
- "To date, I have not had any reason to search out any information, and I just don't know."
- "I don't know what I don't know. I'm not currently aware of anything that might be damaging to the organization but I doubt it's because there isn't anything and err on the side that it hasn't been shared."

### 3. Negative Observations of Council’s Communication (57 mentions)

- "They bring out scare tactics so builders get scared to invest and develop - this has happened multiple times."
- "Trying to find up dates to rules that have been updated isn’t easy."
- “The Council hides what matters most to the average person. More worried about protecting the system than the property owner.”

### 4. Specific Issues with Council’s Operations (55 mentions)

- "I feel that sometimes the Council acts as a silo with not much regard to how their decisions affect the average SCO working the job. It would appear that the non SCO employees at the Council do not have a good understanding of how the real world SCO operates."
- "Training is falling behind and the councils no longer adequately addressing technical inquiries and concerns."
- “I asked for historical audits and how my AO was passing them and they would not discuss it”

### 5. General Disengagement or Lack of Interest (36 mentions)

- "Because this has no bearing on me what’s so ever."
- “Never paid attention enough to be aware of any news about the SCC.”
- “I do not follow the going ons of the Safety Codes Council enough to know."
- "I do not pay enough attention to have an opinion”

# Level of Protection

Using a five-point Likert satisfaction scale ranging from very satisfied to very dissatisfied, respondents in 2025 were asked to rate their satisfaction with their sense of protection provided by Safety Codes by considering themselves as a member of the public/private citizen. In addition to overall protection from hurt, injury or loss in Alberta’s buildings and associated equipment, they were also asked to rate the sense of protection for physical health, social well-being, financial loss, and mental health.

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.

Three-quarters (75%) of individuals reported that they were satisfied or very satisfied with the level of protection provided by the Safety Codes from hurt, injury or loss in Alberta’s buildings and associated equipment.

Additionally, individuals reported the highest satisfaction with the protection for physical health at 72%, followed by social well-being (60%), financial loss (58%), and mental health (55%).

Those who selected I don’t know, neither satisfied/dissatisfied, dissatisfied, and very dissatisfied were asked to optionally explain why they selected that response. Notably, respondents were not clear on how social well-being, financial, and mental health protection related to safety codes.

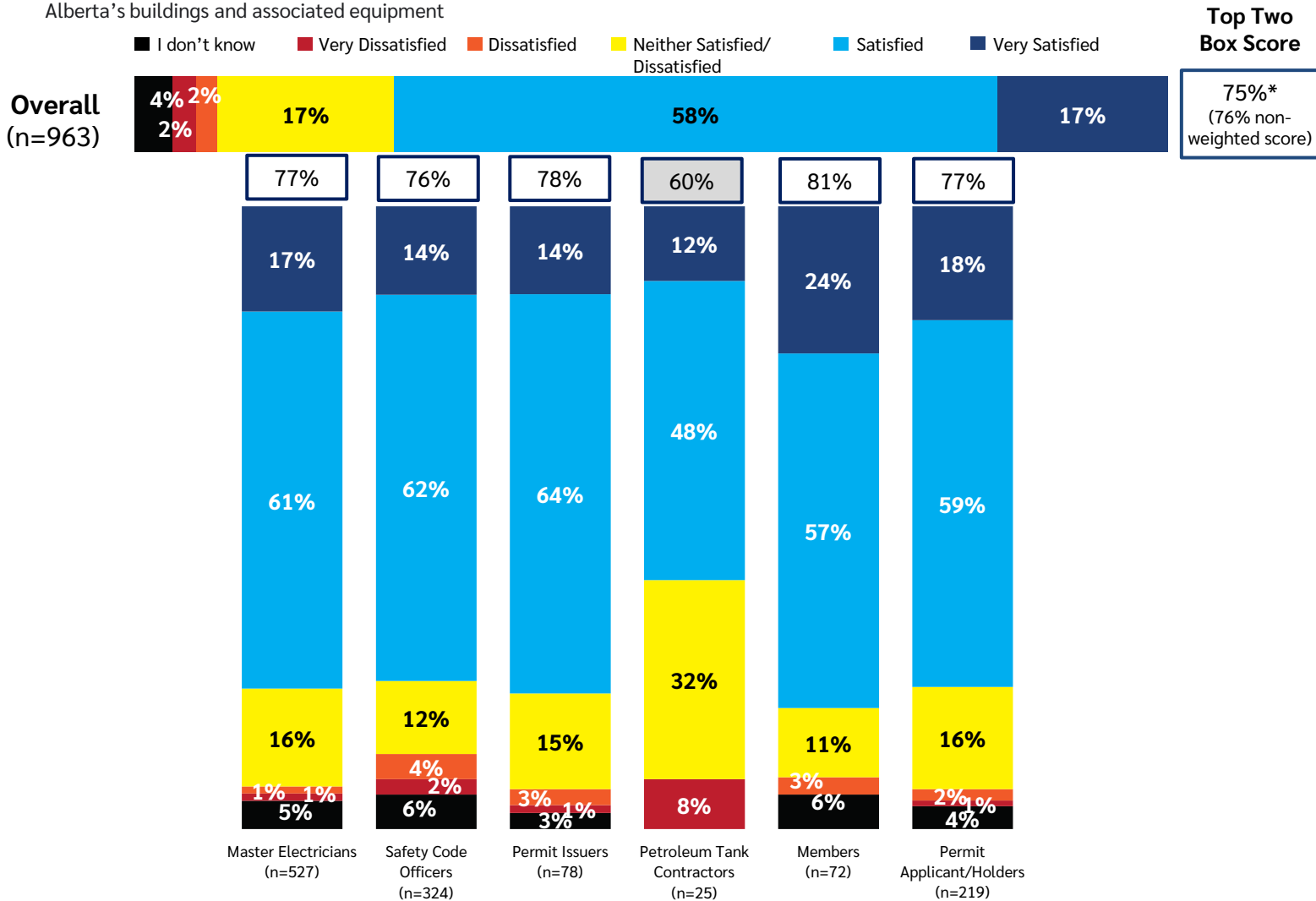
**Table 13.** Satisfaction with level of protection by area protected

Protection Services	Top-Two Box Satisfaction Score
Physical Health	72%
Social Well-Being	60%
Financial Loss	58%
Mental Health	55%

The following section details satisfaction scores for all areas covered.

## Satisfaction with: “The level of protection provided by the safety codes from hurt, injury or loss in Alberta’s buildings and associated equipment”

Figure 9. Satisfaction Level with : The level of protection provided by the safety codes from hurt, injury or loss in Alberta’s buildings and associated equipment



Overall, three-in-four respondents (75%) selected “satisfied” or “very satisfied” when rating the level of protection provided by the safety codes from hurt, injury, or loss in Alberta’s buildings and associated equipment.

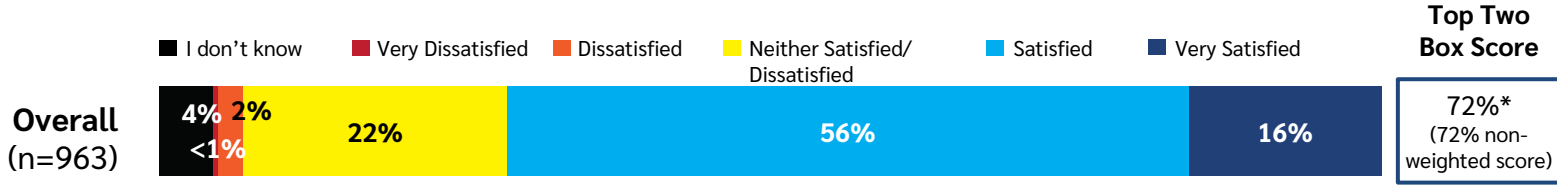
While Members (81%) were more likely to be satisfied, and Petroleum Tank Contractors (60%) were less likely to be satisfied, there were no statistically significant differences between groups. Other groups top-two box scores hovered between 76% and 78%.

Those who selected I don’t know, neither satisfied/dissatisfied, dissatisfied and strongly dissatisfied were asked to optionally explain why they selected that response. Of the 116 valid comments received, the key themes identified were:

- Inconsistency in expectations from SCOs.
- Cost and time delays in inspections.
- Safety requirements only being met by the bare minimum.

## Satisfaction with: *“Protecting your physical health”*

Figure 10. Satisfaction Level with : Protecting your physical health

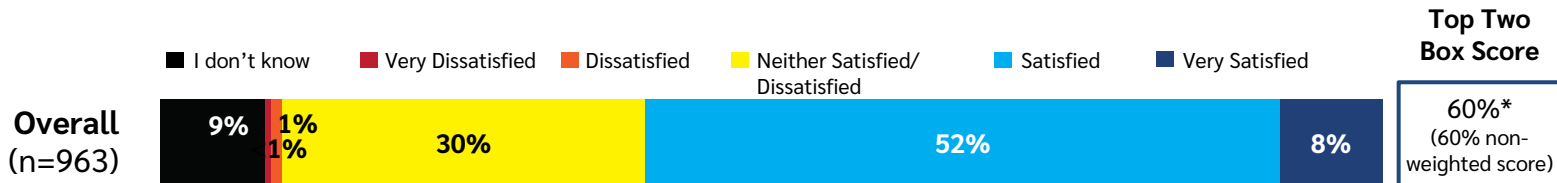


Overall, seven in-ten-respondents (72%) were satisfied or very satisfied with the level of protection provided to protect their physical health from injuries, fatalities, and unsafe exposures.

Respondents who indicated varying levels of dissatisfaction reported 66 valid comments. Among these, key themes emerging included confusion with what codes would protect physical health, prioritization of money over physical health, and greater regulation of modernizing old and potentially unsafe equipment.

## Satisfaction with: *“Protecting your social well-being”*

Figure 11. Satisfaction Level with : Protecting your social well-being

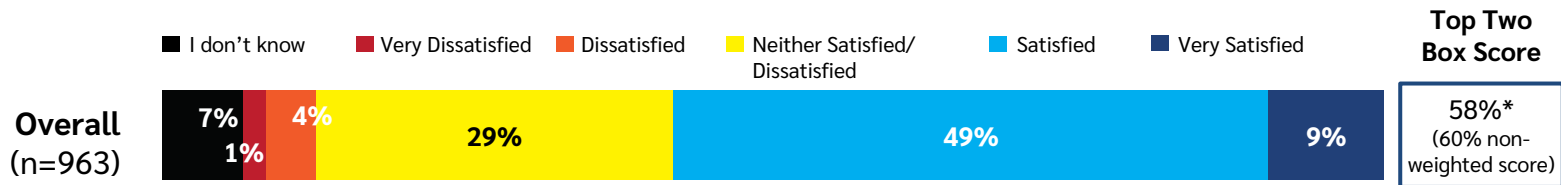


Overall, six-in-ten respondents (60%) were satisfied or very satisfied with the level of protection provided to protect their social well-being by ensuring communities, buildings, and public spaces are safe and functional.

115 respondents commented on the reasoning behind their dissatisfaction with social well-being protection from the codes. Themes among the comments were primarily related to feeling a lack of connection between codes and social well-being, not enough support for well-being from codes, and minimal follow up from reporting bad practice.

## Satisfaction with: “Protecting you from financial loss”

Figure 12. Satisfaction Level with : Protecting you from financial loss

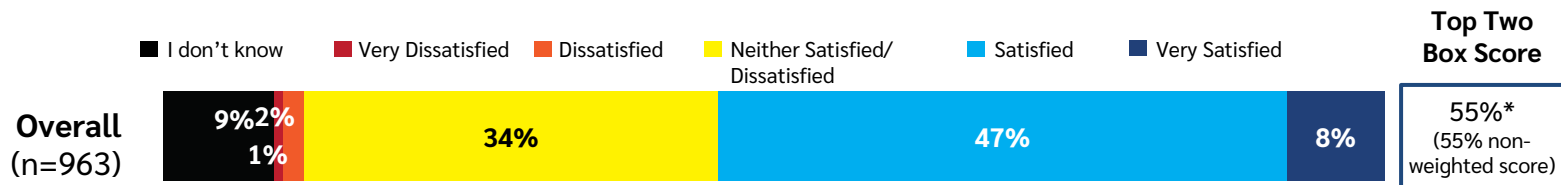


Overall, six-in-ten respondents (58%) were satisfied or very satisfied with the level of protection provided to protect them from financial loss such as reducing cost from fires, structural failures, disasters, liability, and uninsured damage.

Respondents shared 97 comments to explain their feelings of dissatisfaction; general unrest with the economy and lack of engagement with the SCC for financial loss protection were the key identifications of these respondent’s perspective.

## Satisfaction with: “Protecting your mental health”

Figure 13. Satisfaction Level with : Protecting your mental health



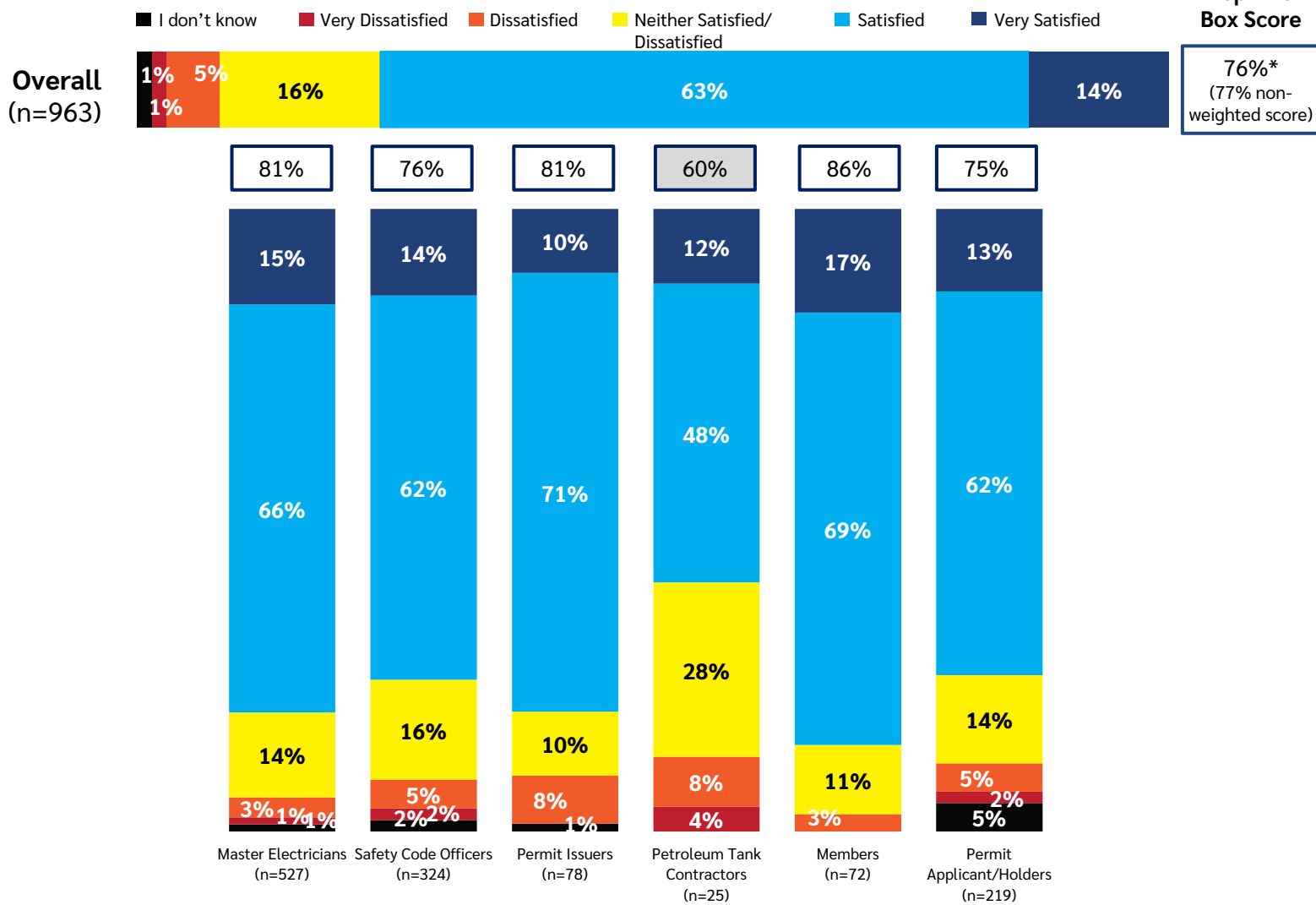
Overall, over a half (55%) of respondents were satisfied or very satisfied with the level of protection provided to protect their mental health such as minimizing trauma, fear, displacement, and stress caused by unsafe environments or emergencies.

When asked to rate the extent to which safety codes protect mental health, respondents expressed lower levels of satisfaction compared to other outcome areas. Feedback indicates some uncertainty about how mental health relates to the role of safety codes.

# Perceived Quality-of-Life Outcomes

Overall Satisfaction with: *“Buildings and equipment regulated by the safety codes system support your life”*

Figure 14. Overall Satisfaction Level with buildings and equipment regulated by the safety codes system support your life



Overall, three quarters (76%) of the respondents reported being satisfied or very satisfied with the Council’s efforts to ensure that buildings and regulated equipment in Alberta are planned, constructed, and maintained in a way that protects and supports daily living.

While Petroleum Tank Contractors (60%) were less likely to be satisfied with the buildings and equipment regulated by the safety codes system that support their lives, there were no significant differences between user groups.

# Satisfaction with Quality-of-Life Support

Using a five-point Likert scale, respondents in 2025 were asked to state their satisfaction with the Safety Codes Council's support for the quality of several life aspects, including safety, privacy, health and well-being, environmental performance, personal space, and affordability. Overall satisfaction was measured as a top two most favorable rating by adding the percents of those express they are satisfied and very satisfied with the specific areas.

**Table 14.** Satisfaction with the Safety Codes Council's supporting the quality of life of Albertans

Quality of Life Aspects	Top-Two Box Satisfaction Score*
Safety	82%
Privacy	74%
Health and well-being	72%
Environmental performance	71%
Personal space	71%
Affordability	65%

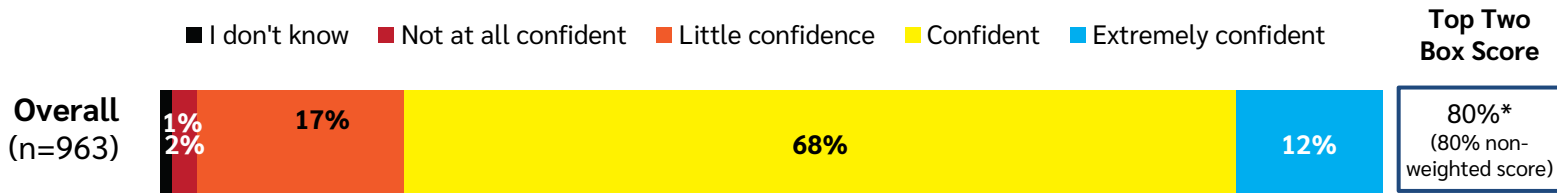
Safety ranked highest in satisfaction, with 82% of respondents pleased with the Council's role in ensuring Alberta's buildings, infrastructure, and regulated equipment are designed, built, and maintained to protect life, health, and property. Members (93%) were more likely to report satisfaction when it came to the Council's role in safety. Conversely, affordability received the lowest satisfaction rating (65%), highlighting the need for the Council to improve its role in providing cost-effective solutions while maintaining safety.

*\*Top-two scores are weighted.*

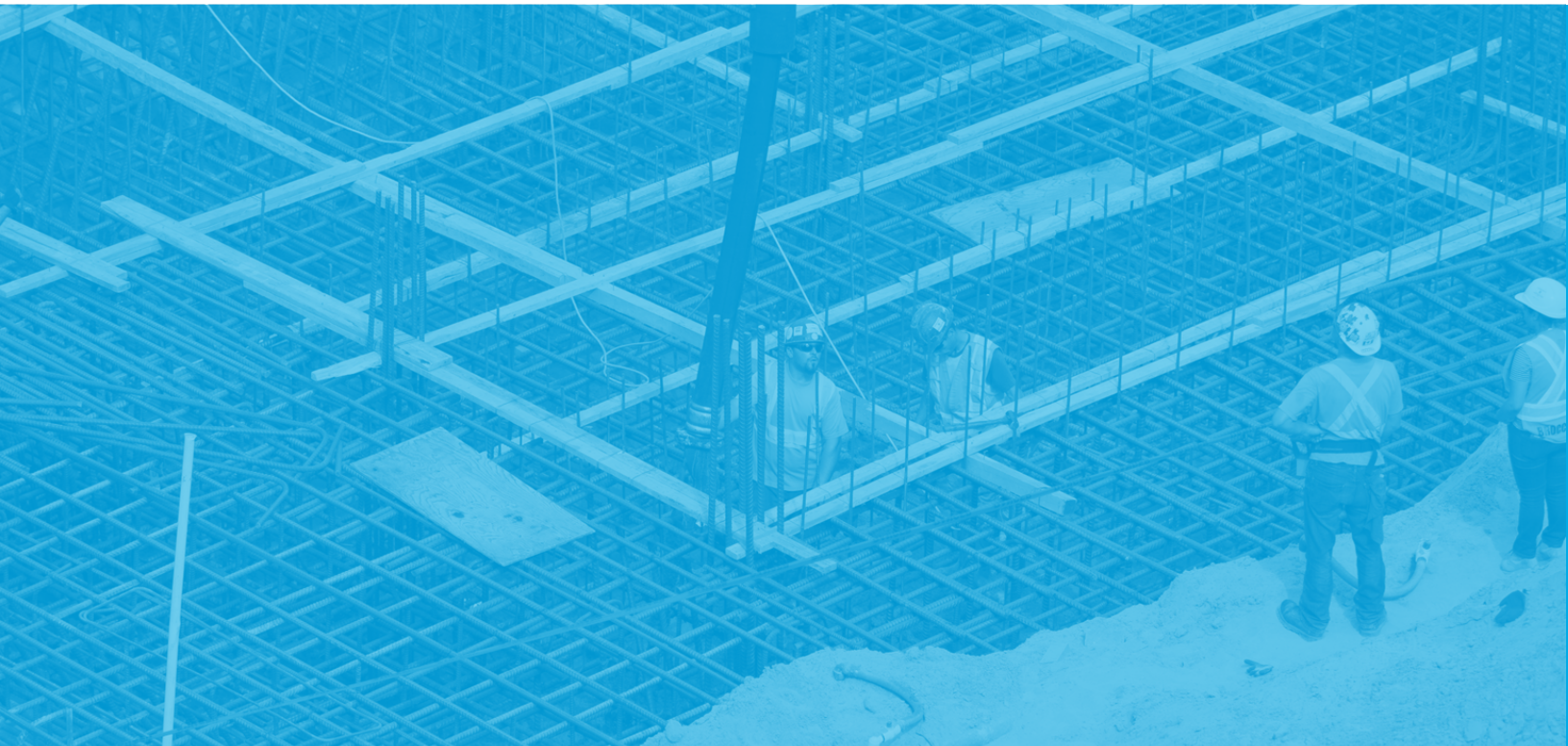
# Confidence in Council’s Critical Role

Confidence in “the Council’s critical role in Alberta’s safety system”

Figure 15. Confidence Level in Council’s Critical Role in Alberta’s safety system



Four-in-five respondents (80%) expressed confidence (extremely confident or confident) in the Safety Codes Council’s critical role in Alberta’s safety systems. There were no significant differences between user groups compared to the overall sample.



# Usage of Safety Codes Council Services

**Table 15.** Usage of Safety Codes Council Services by Year

Services	Overall 2025 (n=1,140)
Safety Codes Permitting and Inspection Services	43%
Master Electrician Certification	43%
Codes and Standards Development	24%
Safety Codes Officer Certification	18%
Accreditation	16%
Client and Partner Engagement	9%
Do anything else related to the Safety Codes Act	9%
Complaint Investigation	6%
Appeal System	4%
Membership	3%
Fuel Storage Tank Installer Approval	1%

Safety Codes Permitting and Inspection Services and Master Electrician Certification were the most frequently used services at 43% in 2025, which was followed by Codes and Standards Development (24%), Safety Codes Officer Certification (18%), and Accreditation (16%).

In contrast, Fuel Storage Tank Installer Approval (1%) and Membership (3%) were the least frequently used services in 2025.

\*"I did not use any programs or services in 2025" was removed from percentage calculations to be consistent with responses.

# Usage of Safety Codes Council Services

**Table 16.** Usage of Safety Codes Council Services by Respondent Group

Services	Master Electricians (n=521)	Safety Code Officers (n=255)	Permit Issuers (n=72)	Petroleum Tank Contractors (n=19)	Members (n=66)	Permit Applicant / Holders (n=256)	Accredited Organization (n=196)	Nominating Organization (n=50)	Overall (n=1,140)
Safety Codes Permitting and Inspection Services	36%	30%	39%	74%	26%	98%	40%	48%	43%
Master Electrician Certification	93%	15%	60%	11%	27%	40%	1%	0%	43%
Codes and Standards Development	17%	30%	31%	32%	64%	24%	22%	62%	24%
Safety Codes Officer Certification	7%	80%	25%	0%	21%	5%	1%	0%	18%
Accreditation	2%	5%	33%	0%	6%	3%	79%	34%	16%
Client and Partner Engagement	4%	11%	10%	5%	15%	6%	18%	44%	9%
Do anything else related to the Safety Codes Act	4%	13%	11%	0%	18%	8%	16%	24%	9%
Complaint Investigation	2%	11%	8%	5%	15%	3%	11%	20%	6%
Appeal System	2%	5%	3%	0%	21%	2%	5%	10%	4%
Membership	1%	5%	7%	5%	56%	2%	0%	0%	3%
Fuel Storage Tank Installer Approval	0%	0%	1%	74%	0%	2%	0%	0%	1%

Usage of services varied 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, Safety Codes Permitting and Inspection Services (43%) and Master Electrician Certification (43%) services are used the most followed by Codes and Standards Development (24%). On the other hand, Membership (3%) and Fuel Storage Tank Installer Approval (1%) are used the least.

Of those who used the Appeal System, just under half (40%) were respondents (person or organization who made the decision that was reviewed or appealed), just under a third (29%) were decision-makers, 21% were appellants, and 10% were observers or witnesses.

# 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 2025. 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).

Users of Accreditation expressed the highest level of satisfaction (91%, n=178), followed by users of Master Electrician Certification (90%) and Membership (89%). Complaint Investigation, however, was the service with the lowest satisfaction top two-box score at 52%.

In 2025, satisfaction overall, for all programs and services sits at 81%, marking a statistically significant decrease from 2024 at %.

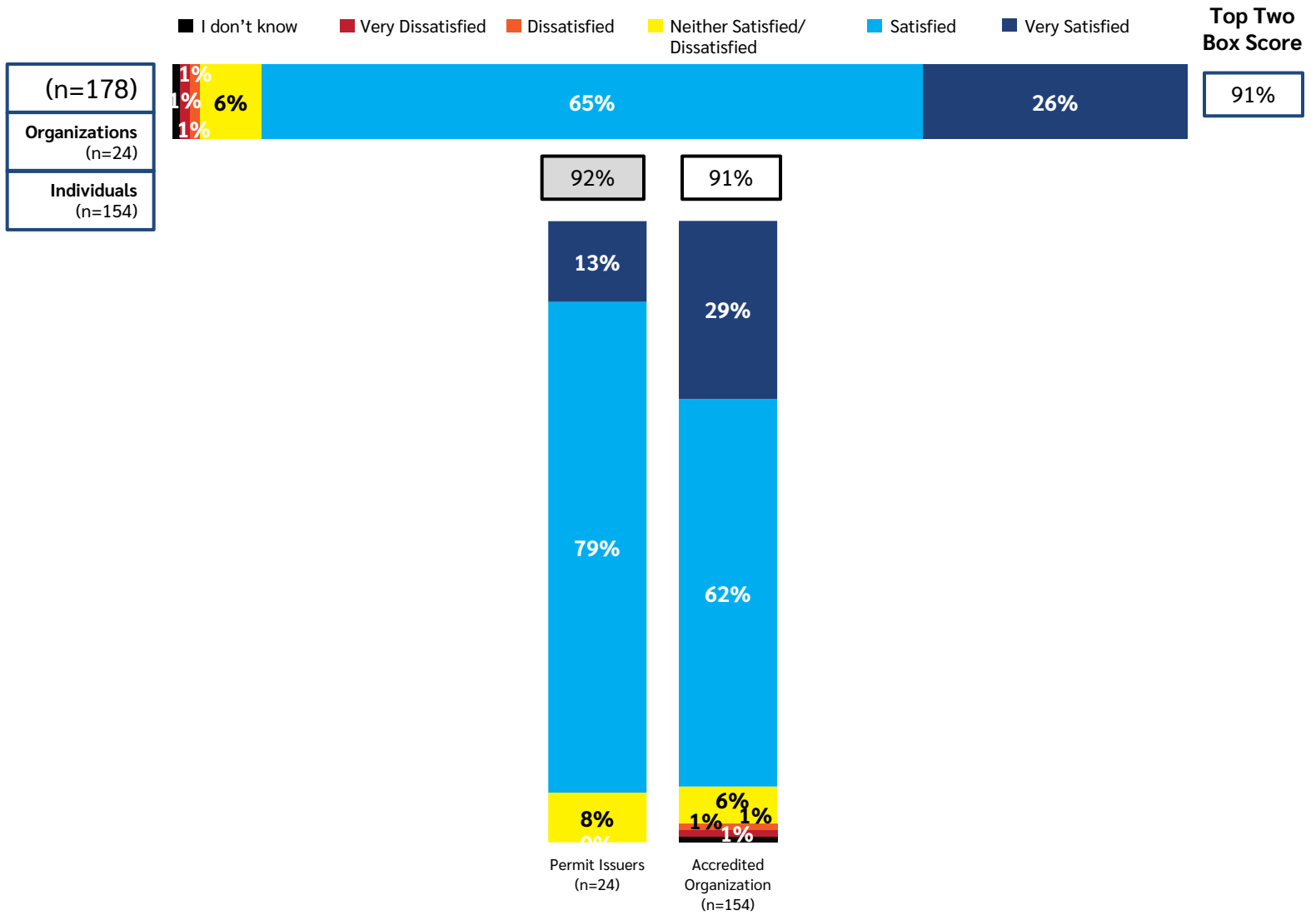
**Table 17.** Satisfaction with Safety Codes Council Programs and Services by Year

Services	Top-Two Satisfaction Score	
	2024	2025
Accreditation	94% (n=258)	91% (n=178)
Master Electrician Certification	91% (n=541)	90% (n=486)
Membership	89% (n=71)	89% (n=37)
Safety Codes Officer Certification	83% (n=247)	% (n=203)
Safety Codes Permitting and Inspecting Services	82% (n=239)	81% (n=252)
Codes and Standards Development	81% (n=292)	79% (n=277)
Fuel Storage Tank Installer Approval	95% (n=22)	71% (n=14)
Engagement	78% (n=128)	70% (n=101)
Appeal System	64% (n=59)	67% (n=42)
Anything else related to the Safety Codes Act	73% (n=81)	66% (n=101)
Complaint Investigation	63% (n=76)	52% (n=66)
Overall, for all programs and services	% (n=1,477)	81% (n=1,337)

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 16. Satisfaction with Accreditation



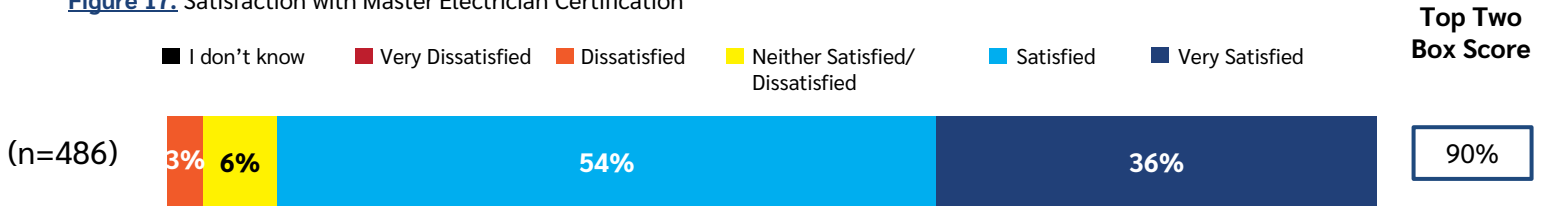
Over nine in ten (91%) respondents were either satisfied or very satisfied with the Council’s Accreditation services. Permit Issuers (92%) and Accredited Organizations (91%) reported similar satisfaction.

Of those who were not satisfied, 6 respondents provided feedback and identified the following areas:

- Lack of engagement on audits.
- Inconsistencies in different counties in the audit program.

## Satisfaction with: “Master Electrician Certification”

Figure 17. Satisfaction with Master Electrician Certification



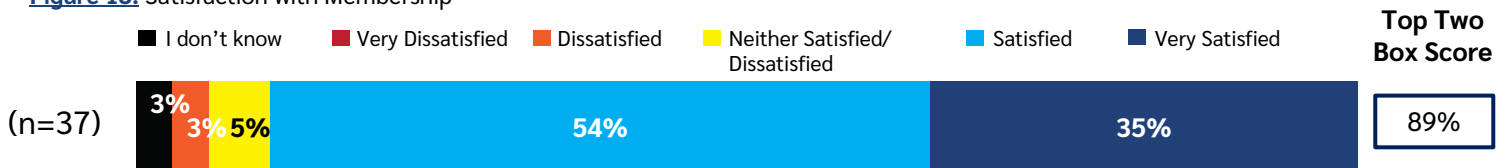
Nine-in-ten (90%) respondents were either satisfied or very satisfied with Master Electrician Certification. Of those who were neither satisfied nor dissatisfied and those that were dissatisfied, 39 respondents provided comments in the following themes:

- Booking exam process delays and fees.
- Discontent with the website.
- Refinements to training programs.

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 18. Satisfaction with Membership

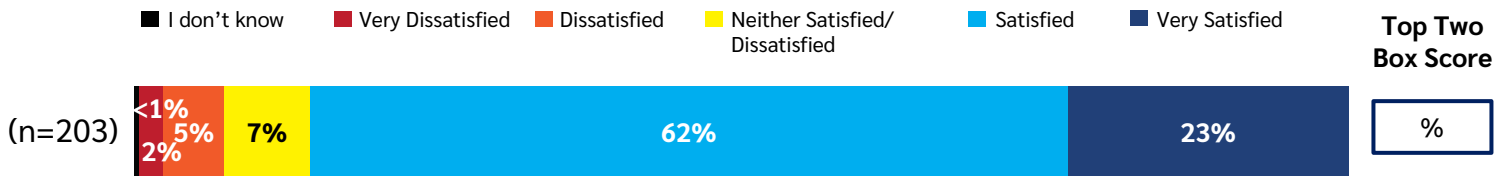


Nearly nine-in-ten (89%) respondents were either satisfied or very satisfied with Membership. Two comments were provided by respondents who were neither satisfied nor dissatisfied or not satisfied, who noted concerns with the productivity of sub-councils and not being a member long enough to have an educated view.

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

## Satisfaction with: “Safety Codes Officer Certification”

Figure 19. Satisfaction with Safety Codes Officer Certification



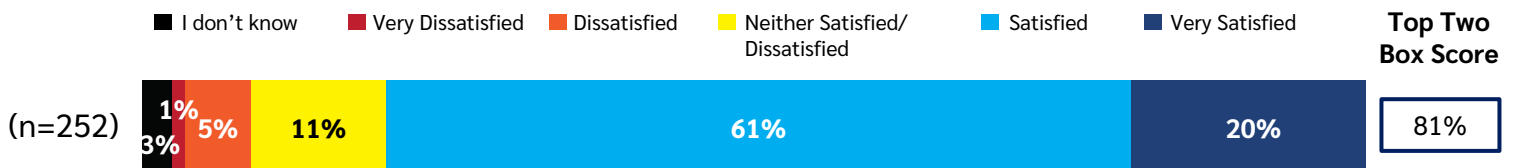
Over four-fifths (%) of respondents were either satisfied or very satisfied with Safety Codes Officer Certification. Overall, 25 respondents were not satisfied provided additional comments and identified the following:

- Quality of SCO and code update training.
- Lack of continuing education.
- Poor online tools or preference for in person training.
- Incorrect information or silence when asking the administration questions.
- 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 20. Safety Codes Permitting and Inspection Services



Four in five respondents (81%) were either satisfied or very satisfied with safety codes permitting and inspection services.

Of those dissatisfied, 47 respondents provided comments. Key themes that emerged are the following:

- Quality of Inspector and what information they have.
- Long wait times.
- Cost.
- Infrequent use of inspection services.

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.

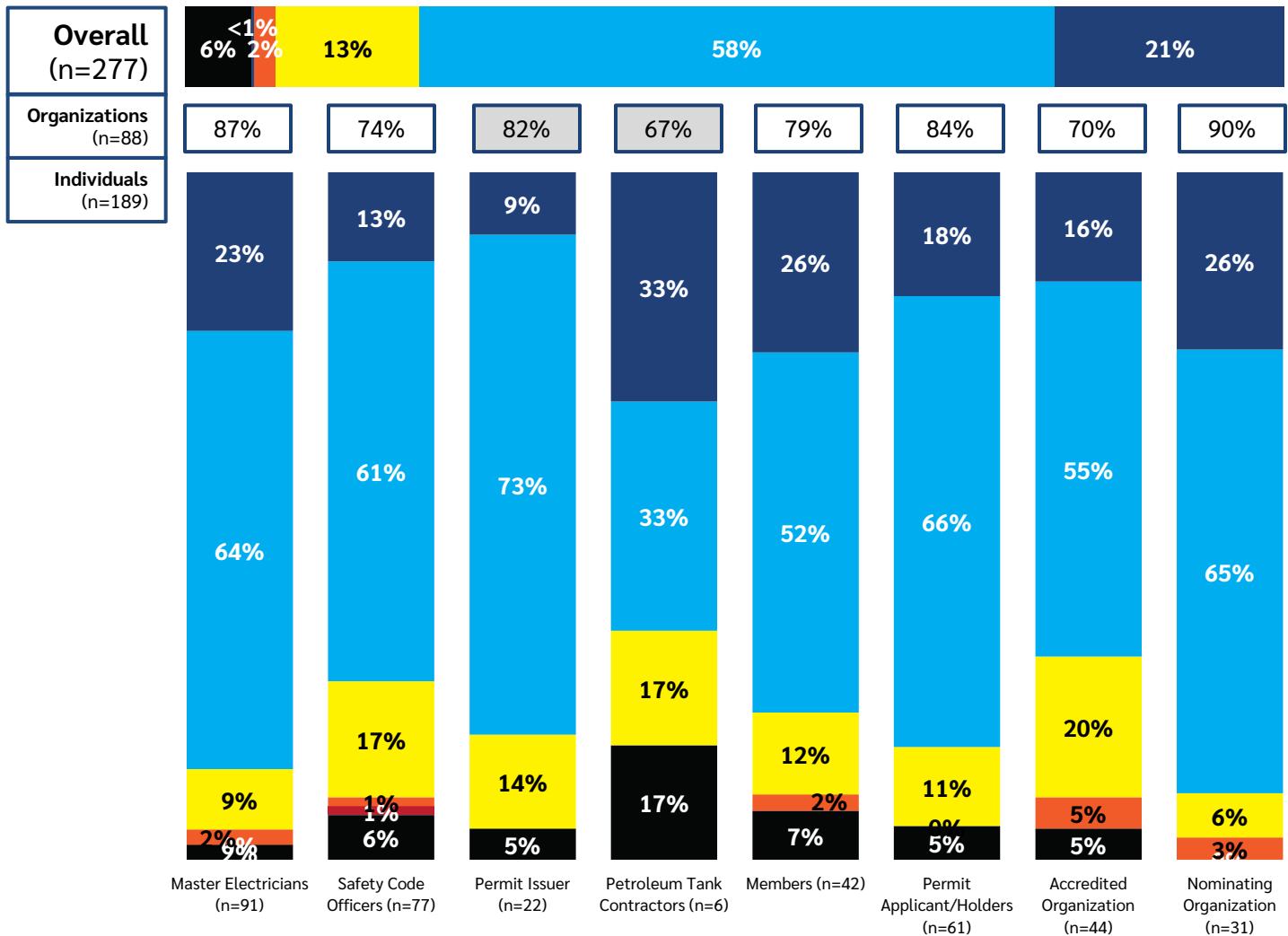
## Satisfaction with: “Codes and Standards Development”

Figure 21. Satisfaction with Codes and Standards Development

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

**Top Two Box Score**

79%\*  
(79% non-weighted score)



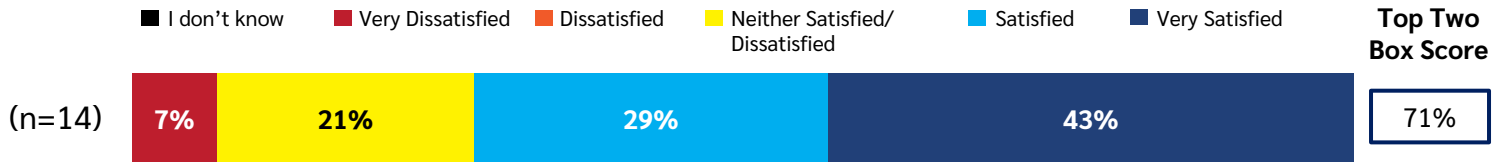
Overall, four-in-five (79%) respondents were either satisfied or very satisfied with Codes and Standards Development. While Nominating Organizations (90%) reported the highest and Petroleum Tank Contractors reported the lowest (67%) satisfaction, there were no significant differences between respondent groups.

A total of 22 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.
- Alignment of SCO priorities with interpretation of codes.
- Lack of efficiency or participation from councils or committees, relying on municipal resources instead.

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

Figure 22. Satisfaction with Fuel Storage Tank Installer Approval



Seven-in-ten (71%) 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.



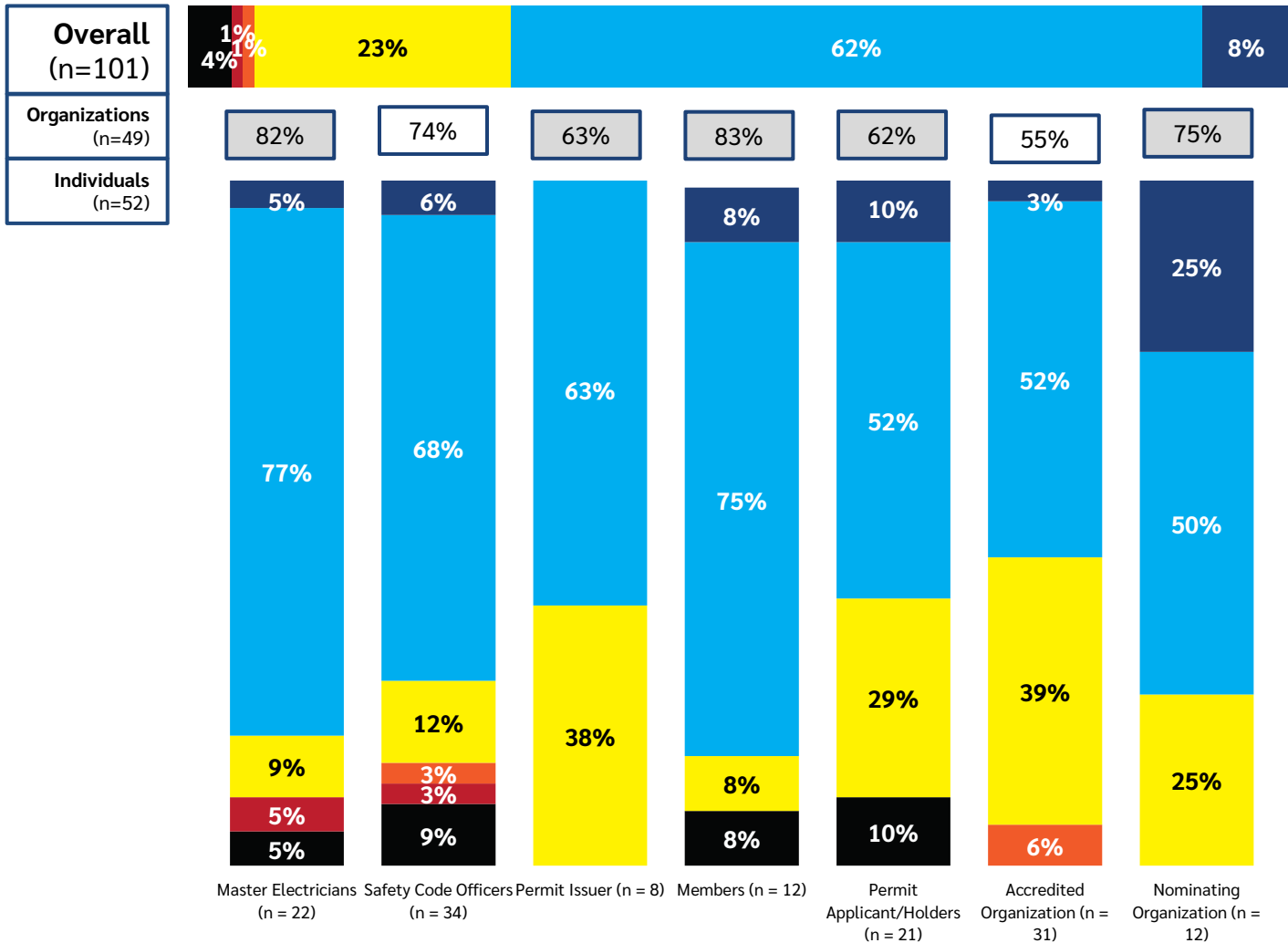
## Satisfaction with: “Engagement”

Figure 23. Satisfaction with Engagement

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

**Top Two Box Score**

70%\*  
(71% non-weighted score)



Seven-in-ten (70%) respondents were either satisfied or very satisfied with engagement provided by the Council. While satisfaction levels varied across different groups, the small sample sizes prevent drawing meaningful conclusions.

Overall, 14 respondents provided comments or reasons for not being satisfied. The main themes are:

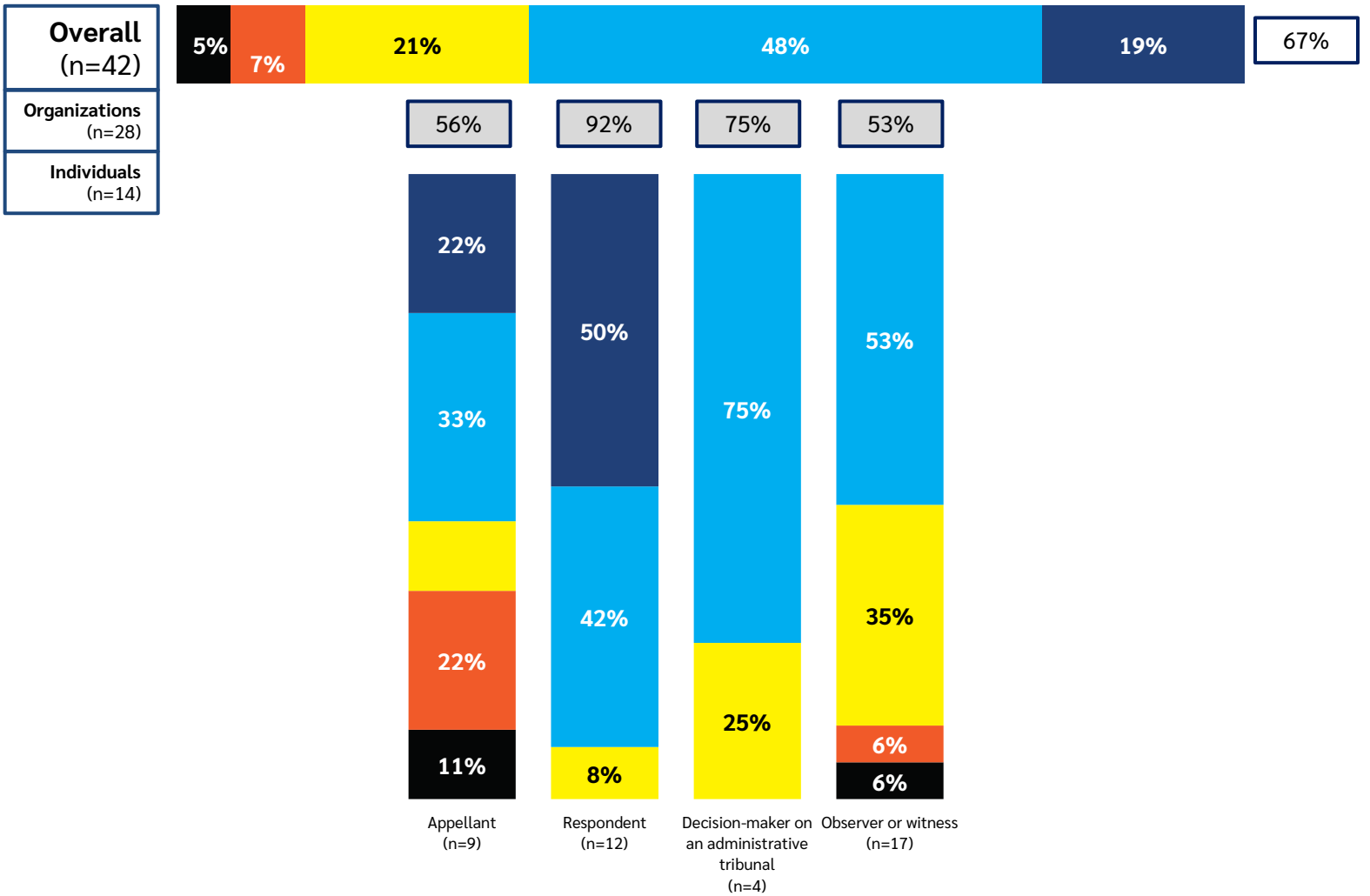
- Feedback is often ignored by the Council or is not addressed in a timely manner.
- Rare or no engagement beyond this survey.

## Satisfaction with: “Appeal System”

Figure 24. Satisfaction with Appeal System

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

**Top Two Box Score**



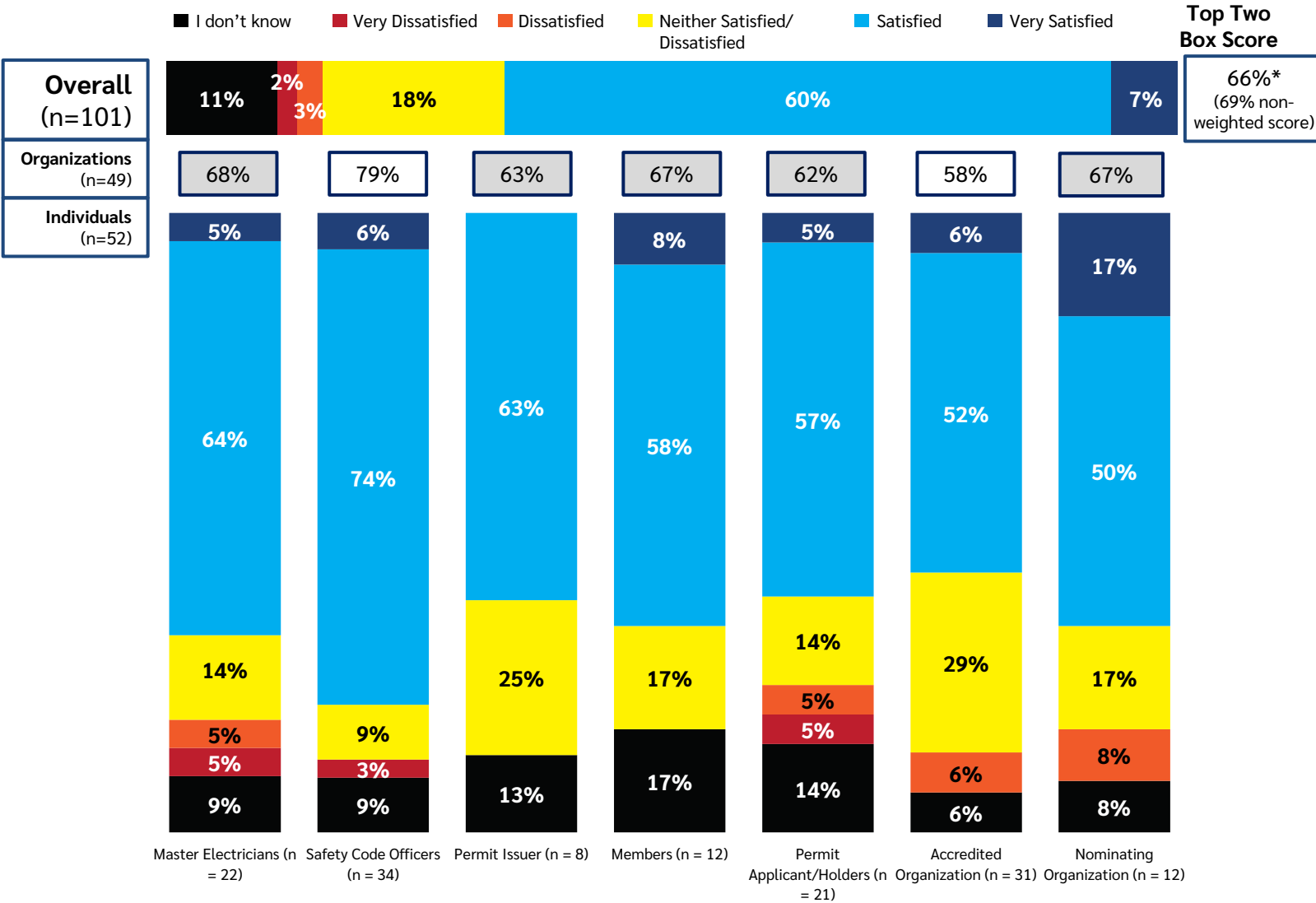
About two-thirds (67%) of respondents were either satisfied or very satisfied with how the Appeal System works.

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

Of those who were neither satisfied nor dissatisfied and those that were dissatisfied, six respondents provided comments about inconsistencies in the appeal system available and lack of transparency of results.

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

Figure 25. Satisfaction with anything else related to the Safety Codes Act required by the Minister



Overall, two-thirds (66%) of respondents were either satisfied or very satisfied with other aspects related to the Safety Codes Act as required by the minister.

Respondents provided 12 comments relevant to this service. These comments discussed that changes in the SCA are not well communicated, a lack of transparency about the quality of audits, and frustrations stemming from inconsistency in applied codes across counties.

## Satisfaction with: “Complaint Investigation”

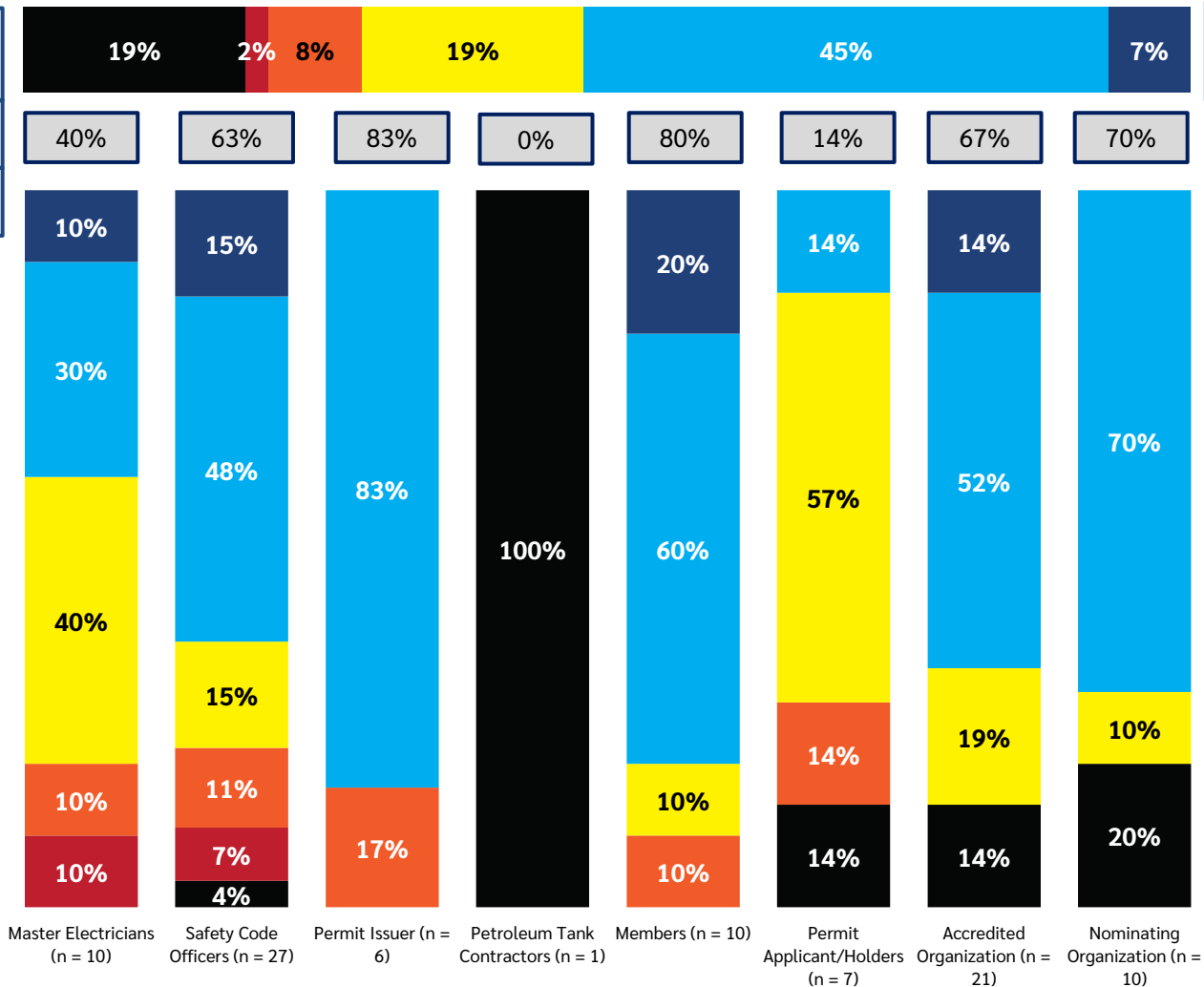
Figure 26. Satisfaction with Complaint Investigation

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

**Top Two Box Score**

52%\*  
(59% non-weighted score)

<b>Overall</b> (n=66)
<b>Organizations</b> (n=26)
<b>Individuals</b> (n=40)



Overall, half (52%) of respondents were either satisfied or very satisfied with complaint investigation.

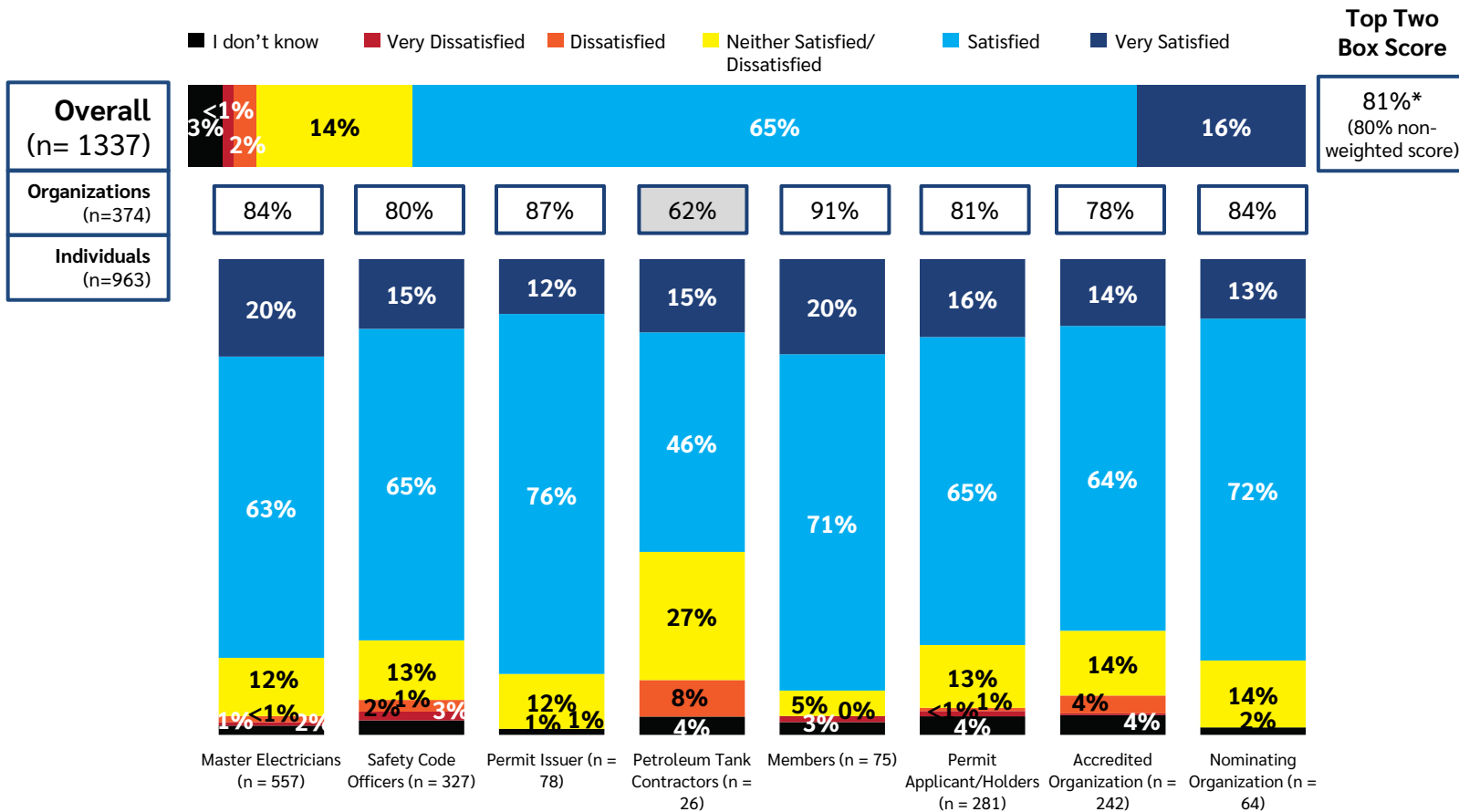
Sample sizes are too small to make statistically significant comparisons.

21 respondents provided comments related to their lack of satisfaction. Main themes include:

- Lack of clarity of action taken or updates to cases.
- Clearer oversight and regulation by the body.

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

Figure 27. Satisfaction with overall programs and services



More than four-fifths (81%) of respondents were satisfied with the Council's overall programs and services. While Members reported the highest satisfaction levels at 91% and Petroleum Tank Contractors were the least satisfied, with 62%, there were no significant differences between user groups. Respondents were asked to provide comments related to their lack of satisfaction with programs and services. Of the 154 comments received, the main themes that emerged are the following:

### Communication and Management Concerns (n=24)

“There is inconsistencies in answers depending who you speak to..”  
 “I dont receive too much communication from the safety codes council.”

### Lack of Support or Accountability (n=21)

*Some respondents reported challenges accessing timely guidance or clarity on responsibilities, and perceived gaps in accountability for resolving issues.*

### Safety Codes and Regulatory Frustrations (n=15)

“Frustrated with inconsistencies throughout different counties.”  
 “relative to keeping up with changes in technology that affect codes needs”

### Website and Portal Usability Concerns (n=13)

“It is very difficult to access relevant information about the program or service, which makes it hard to understand what is available or how to access it.”  
 “Website is hard to navigate. I found it hard to find exactly what i was looking for.”

### Permitting and Inspection Process Inefficiencies (n=11)

“Took along time waiting for a DOP to be processes, until i followed up with a second request, which then happened quickly.”  
 “Process felt harder than it needed to be.”

### Cost-related Concerns (n=9)

“It’s a money grab for every little thing that someone behind a desk can think of to charge the little guy.”

### Neutral or Limited Interaction (n=33)

“Never accessed any other programs”  
 “Don't use much.”

# 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 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 2025.

Agreement was highest with the statement that and organizations understand their responsibilities under the Safety Codes Act (81%). 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 (68%). No significant changes were noted between 2024 and 2025.

**Table 18.** Perceptions of Quality of Safety Codes Council Programs and Services by Year

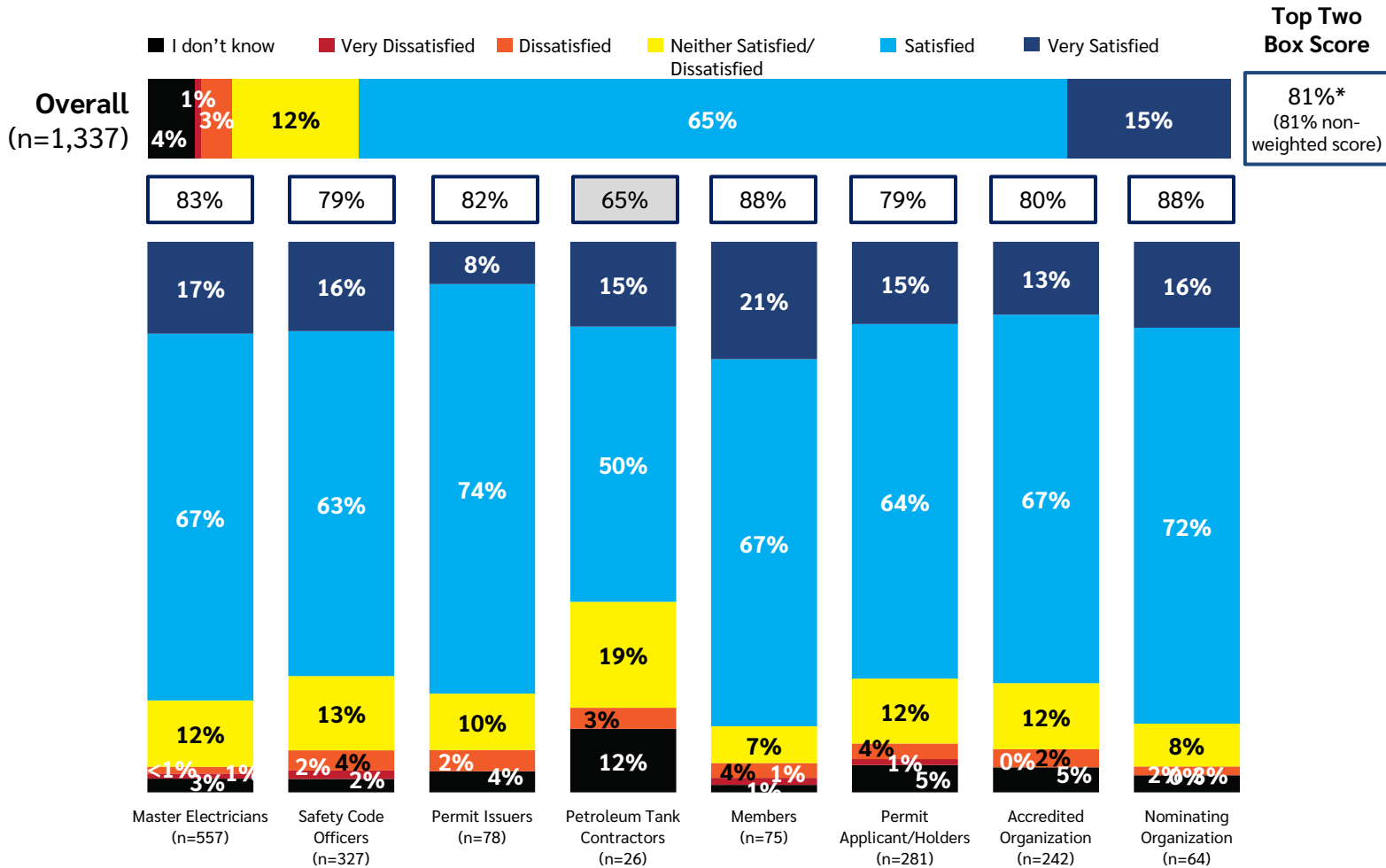
Services	Top-Two Satisfaction Score	
	2024 (n=1,477)	2025 (n=1,337)
Overall, programs and services ensure individuals and organizations understand their responsibilities under the Safety Codes Act.	82%	81%
Overall, programs and services reflect the needs and perspectives of clients and partners.	80%	78%
Overall, the quality of programs and services is as good as, or better than, other public sector organizations in Alberta.	68%	70%
Overall, programs and services provide responses as quickly as, or even faster than, other public sector organizations in Alberta.	67%	68%

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

Respondents aged 35 to 44 (74%) 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: “and organizations understand their responsibilities under the Safety Codes Act.”

Figure 28. Agreement with: and organizations understand their responsibilities under the Safety Codes Act.

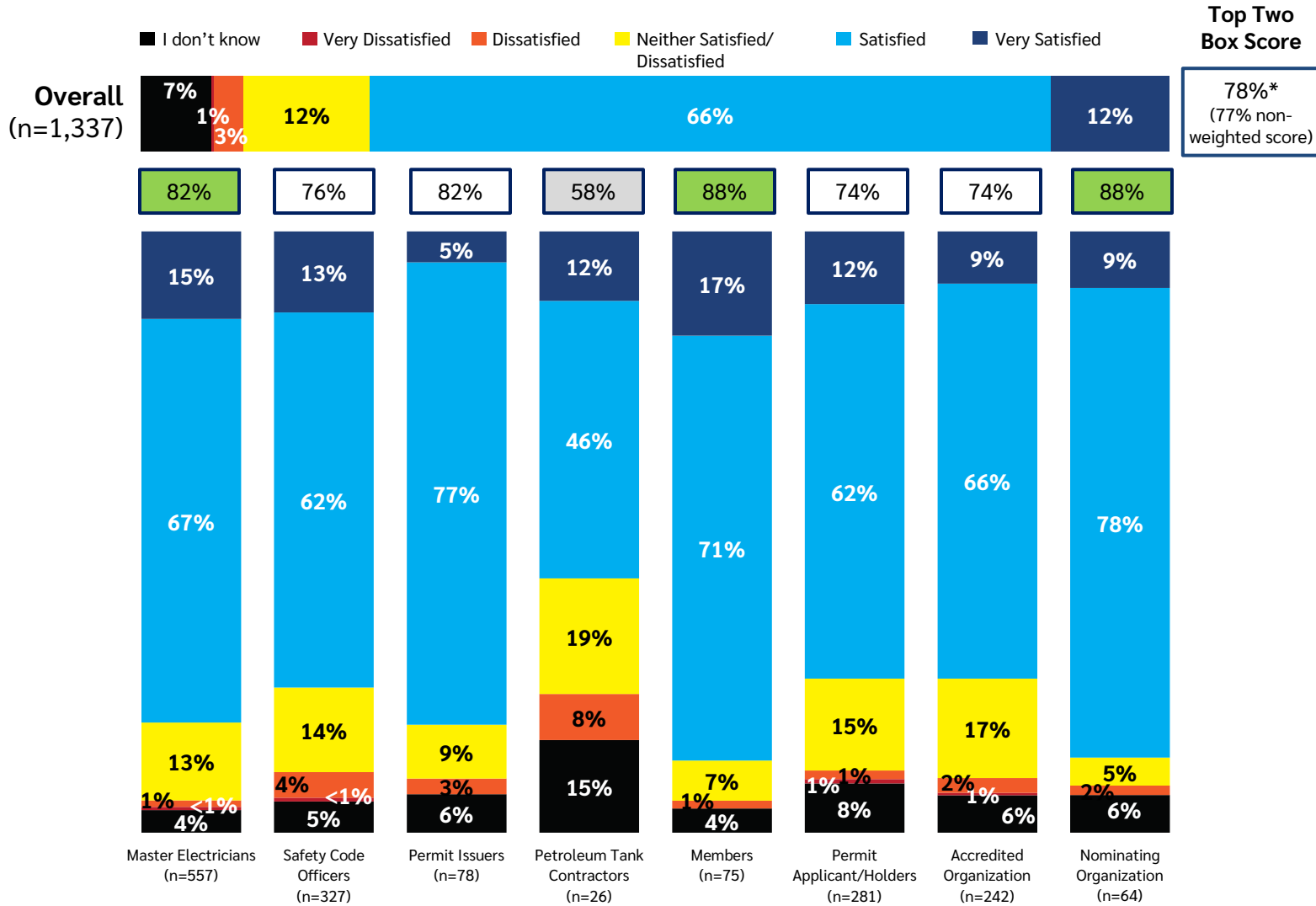


Four in five (81%) respondents agreed or strongly agreed that the Council's overall programs and services ensure individuals and organizations understand their responsibilities under the Safety Codes Act.

While agreement was highest among Members and Nominating Organizations (88%), there was no statistically significant difference in satisfaction between user groups.

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

Figure 29. Agreement level with: Overall, programs and services reflect the needs and perspectives of clients and partners

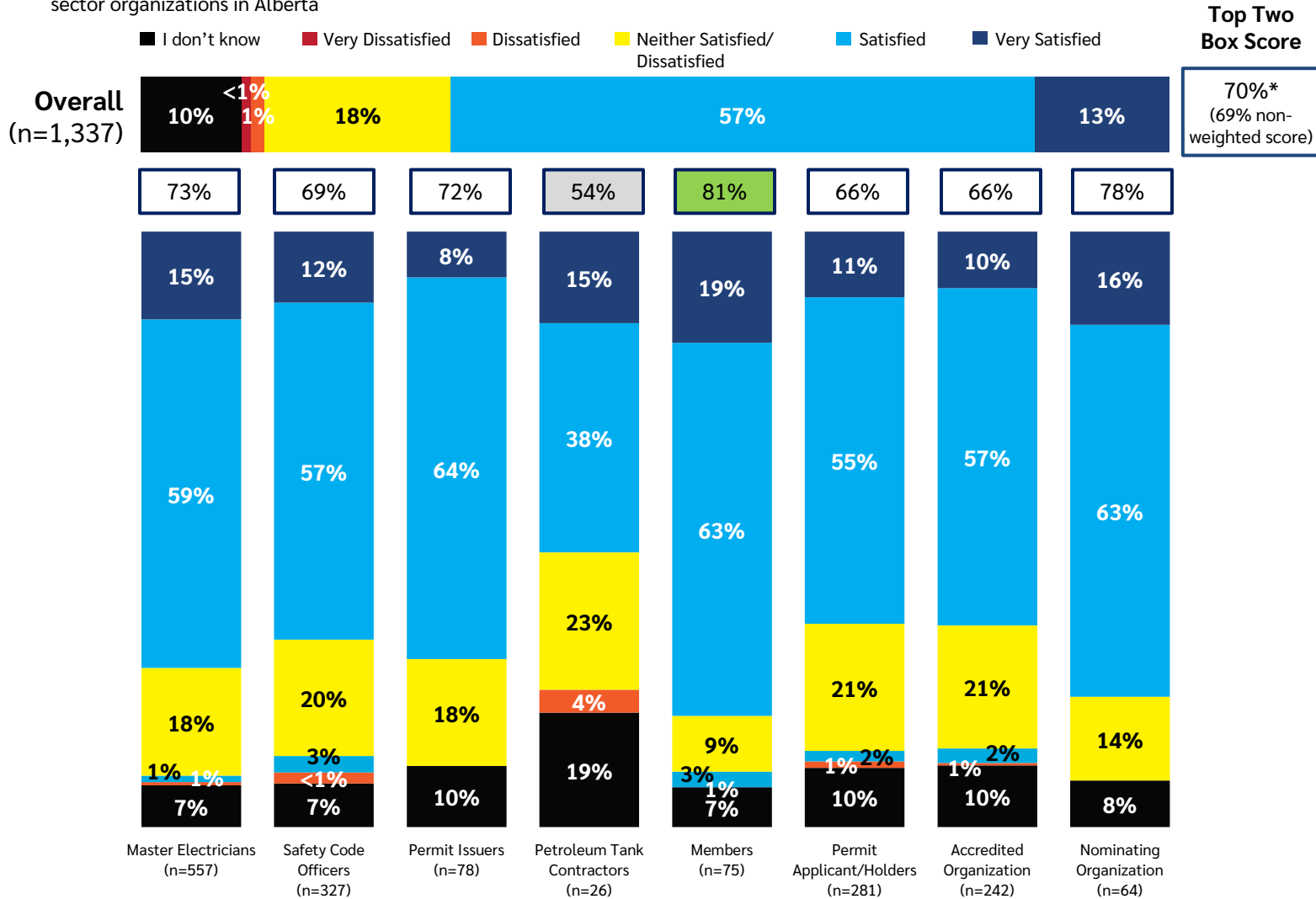


Almost eight in ten (78%) respondents agreed or strongly agreed that the Council's overall programs and services reflect the needs and perspectives of clients and partners.

Members (88%), Nominating Organizations (88%), and Master Electricians (82%) were the most likely to agree with the statement, while Petroleum Tank Contractors were the least likely, with just over half expressing agreement (58%).

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

Figure 30. Agreement level with: Overall, the quality of programs and services is as good as, or better than, other public sector organizations in Alberta

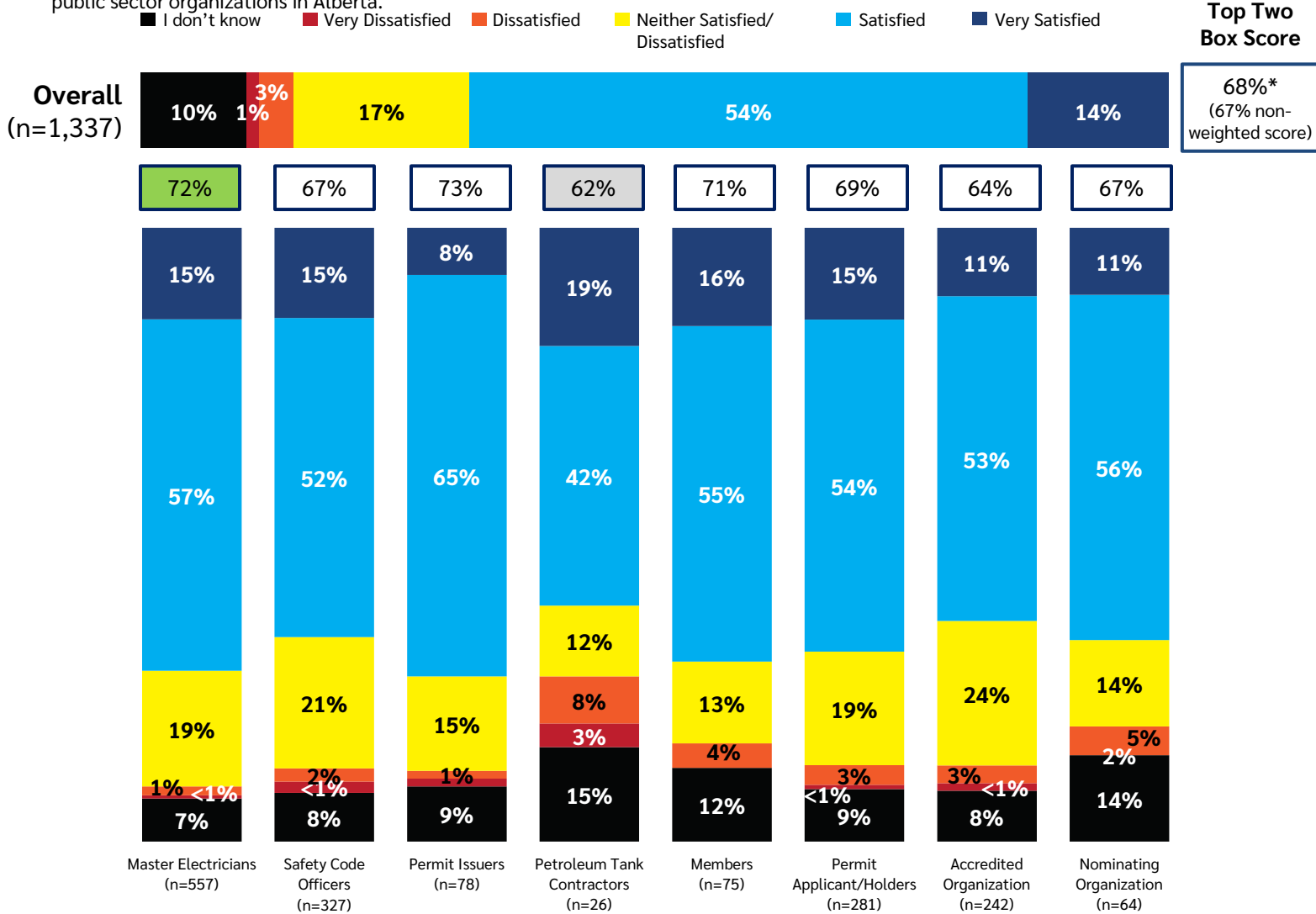


Seven-in-ten of respondents (70%) agreed or strongly agreed that overall, the quality of programs and services is as good as, or better than, other public sector organizations in Alberta.

Members (81%) were the more likely to agree with the statement, while Petroleum Tank Contractors were the least likely, with 54% in agreement.

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

**Figure 31.** Agreement with: “Overall, programs and services provide responses as quickly as, or even faster than, other public sector organizations in Alberta.”



Just above two-thirds of respondents (68%) 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 (72%) were significantly more likely to agree among the respondent groups.

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

**Table 19.** Usage of Various Tools by Year

Ways to Access Services/Programs	Overall 2024 (n=1,477)	Overall 2025 (n=1,337)
Online Services	67%	72%
Website	67%	70%
Email	57%	58%
Phone	33%	34%
In-Person	11%	13%
Mail	8%	9%
Social Media	7%	9%

Overall, in 2025, respondents identified three ways they tend to access the Council’s programs services the most: Online Services (72%); Website (70%); and Email (58%). In 2025, online services are being used more frequently than in 2024 (67%).

Social Media and Mail is the least frequently used way to access information about programs and services at only 9%.

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 20.** Usage of Various Tools by Respondent Group

Ways to Access Services/Programs	Master Electricians (n=557)	Safety Code Officers (n=327)	Permit Issuers (n=78)	Petroleum Tank Contractors (n=26)	Members (n=75)	Permit Applicant / Holders (n=281)	Accredited Organization (n=242)	Nominating Organization (n=64)	Overall (n=1,337)
Online Services	72%	86%	78%	54%	87%	56%	76%	67%	72%
Website	70%	82%	79%	73%	77%	58%	73%	72%	70%
Email	57%	63%	73%	54%	76%	56%	58%	66%	58%
Phone	29%	39%	45%	23%	28%	38%	34%	41%	34%
In-Person	13%	9%	21%	15%	29%	18%	8%	30%	13%
Mail	13%	6%	15%	12%	11%	10%	6%	11%	9%
Social Media	10%	9%	15%	15%	7%	7%	5%	19%	9%

# 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-in-five (84%) expressed satisfaction with the Council Members Portal, and a similar proportion (82%) were satisfied with the Council’s website. Just over three quarters (78%) indicated satisfaction with the Council Connect, marking a decrease since 2024 (84%).

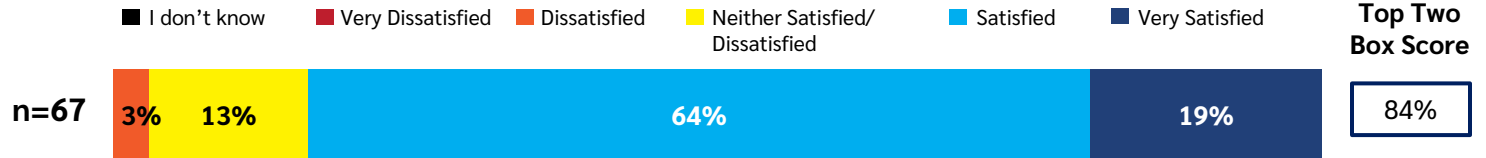
Satisfaction was slightly lower for the ESite (60%) and EServices (55%).

**Table 21.** Satisfaction with Various Tools by Year

Online Tools	Top-Two Satisfaction Score	
	2024	2025
Council Members Portal (n=67)	81%	84%
Website (n=1,216)	80%	82%
Council Connect (n=331)	84%	78%
ESite (n=287)	67%	60%
EServices (n=123)	66%	55%

## Satisfaction with: *Council Members Portal*

**Figure 32.** Level of satisfaction related to the online tools that support the Council's programs and services based on Council Members Portal



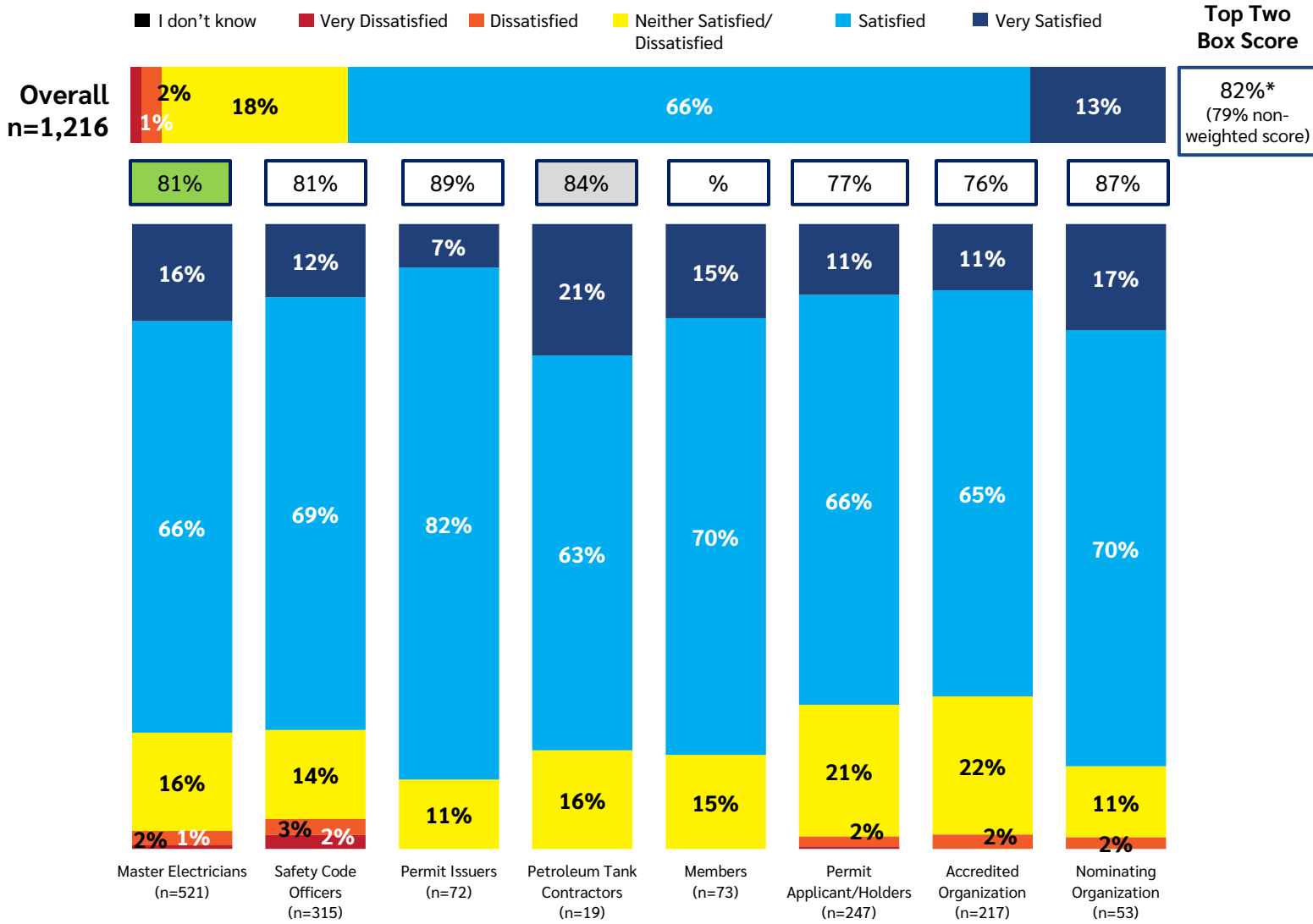
Over four-fifths (84%) of member respondents were either satisfied or very satisfied with the Council Members Portal.

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

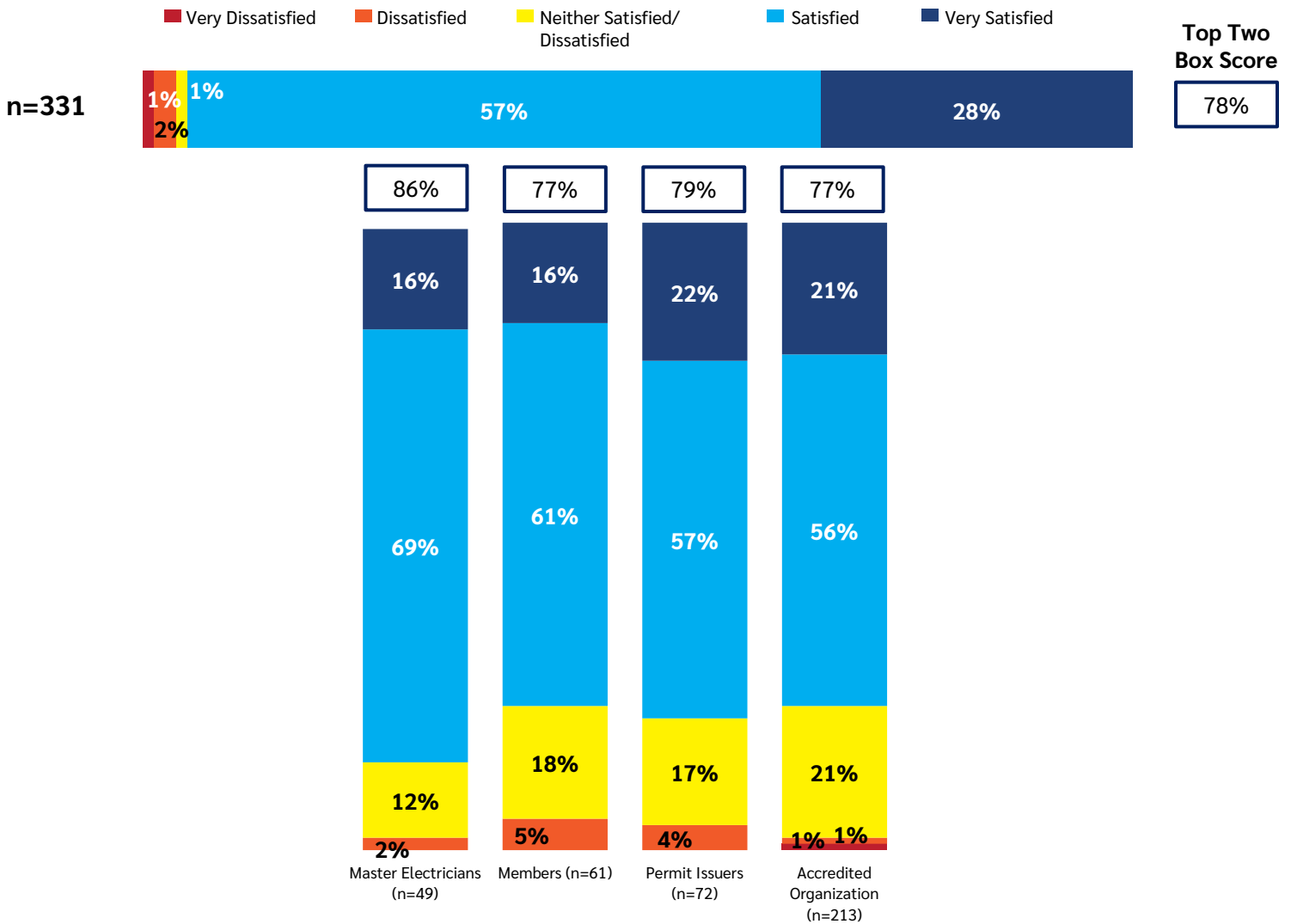


Overall, four-in-five (82%) respondents reported being either satisfied or very satisfied with the Council's website.

Satisfaction was significantly higher among Master Electricians (81%).

## Satisfaction with: *Council Connect*

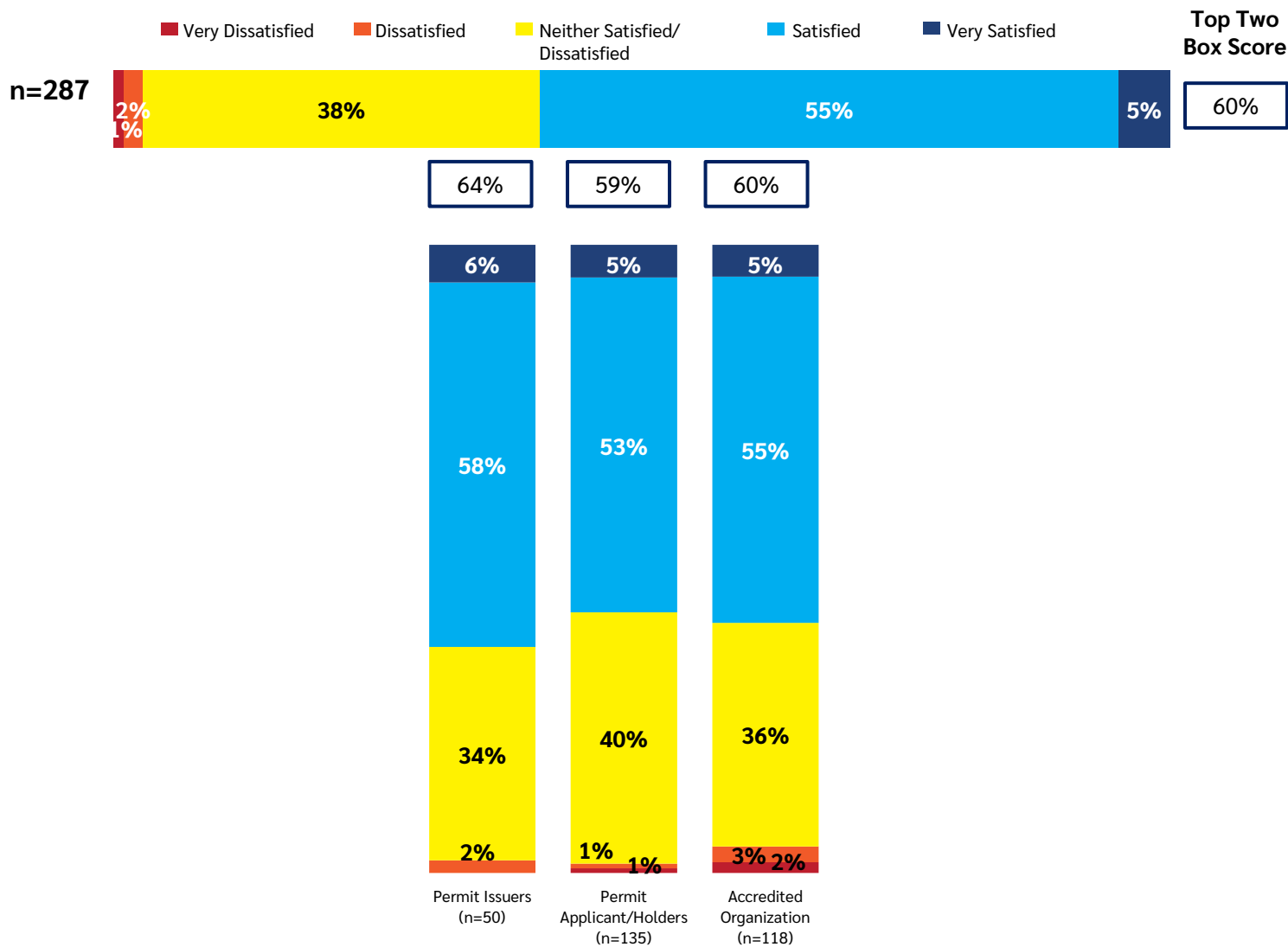
**Figure 34.** Level of satisfaction related to the online tools that support the Council's programs and services based on Council Connect



Overall, 78% of respondents reported being either satisfied or very satisfied with Council Connect. While Master Electricians reported the highest satisfaction with Council connect at 86%, there were no significant differences between user groups.

## Satisfaction with: *ESite*

**Figure 35.** Level of satisfaction related to the online tools that support the Council's programs and services based on ESite

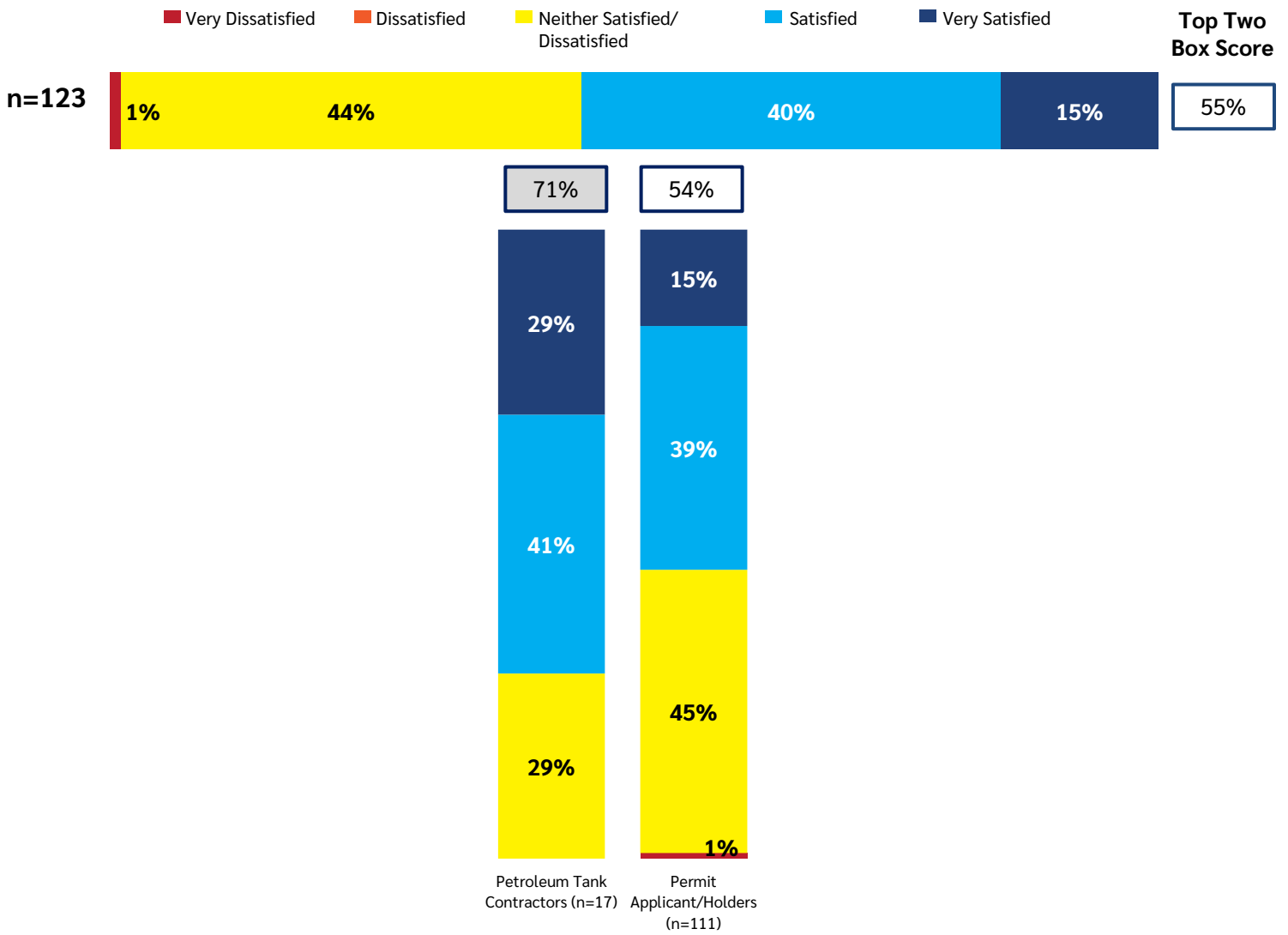


Three-in-five (60%) of respondents reported being either satisfied or very satisfied with ESite.

Satisfaction was highest among respondents from Permit Issuers (64%) although there were no statistically significant differences between groups.

## Satisfaction with: *E*Services

**Figure 36.** Level of satisfaction related to the online tools that support the Council's programs and services based on EServices



Just over a half (55%) of respondents reported being either satisfied or very satisfied with EServices.

Satisfaction levels were higher among petroleum tank contractors at 71%. However, with only 17 petroleum tank contractors responding to this question, these results should be interpreted with caution.

# Ways to Increase Satisfaction with Online Tools

**Table 22.** Ways to increase satisfaction with online tools

Online Tools	Improve Ease of Use	Enhance Quality of Content	Provide Better Customer Support	Other
Website (n=39)	79%	38%	59%	15%
Council Member Portal (n=2)	100%	100%	0%	0%
Council Connect (n=9)	60%	30%	30%	10%
ESite (n=11)	45%	45%	27%	9%
EServices (n=4)	50%	25%	25%	0%

The most frequent suggestion for improvement across all online tools is to improve ease of use, which is consistent with responses in 2024. This is followed by providing better customer support and enhancing the quality of content. 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 7 suggestions are shown below.

- "Put the fees with their corresponding service for one...add more clarity and explanation under the permit tool...often no 2 towns are alike. Provide a standard guide on each service that can be followed easily no matter what town or city it is."
- "website is confusing and difficult to navigate at first."
- "Most of the resources for the Master Electrician program are basically just to go to a third party to get information"

# Suggestions for Improvement

Respondents were asked to provide any suggestions for improvements on programs and services. Overall, 264 valid comments were themed as shown below.

## 1. Training and Education Enhancements (84 mentions)

- "Please ensure that training is updated and available for all disciplines as soon as possible, and in advance of enforcement dates for new codes.
- "Keep offering training courses for SCO's. Variance writing is great refresher course for all SCO's. Writing an order should be another course. Many SCO's do not get much experience for such tasks and could use refresher courses."
- "Enhance training requirements; it is far too easy for grifters to become Safety Codes Officers"

## 2. Website and Online Portal Improvements (67 mentions)

- "Make council connect easier to navigate, it's a bit confusing."
- "Navigating the portal can be rather confusing. Particularly with finding some courses (code updates) and booking exams can be a bit of a headache. Some areas like CE credits are not the most intuitive to navigate as well."

## 3. Communication and Outreach Improvement (63 mentions)

- "Post the meeting minutes for the sub-councils in a timely fashion rather than months later."
- "Work more on small municipalities to understand the Safety Code Act and what responsible that is for the municipality."

## 4. Code Updates and Standards Clarification (48 mentions)

- "Get back to basics with the code. Stop being everything so overly complex and expensive. As mentioned prior there are no need for these things. It's becoming more about making code rules just to make code rules then It is about safety and affordability. There has to be a balance"
- "When asking for clarification on a code question, I have not always been given a straight forward response."

## 5. Certification, Appeals and Permitting Process Streamlining (46 mentions)

- "Permitting needs to be sped up, taking over two weeks to get back to applicants is not acceptable. Having no real timelines when inspection's will be completed is not acceptable as well. We need more inspectors and inspections companies to speed up wait times."
- "If I have to renew my training for my masters every three years why can't I just pay for three years to coincide with the code update course. Instead of having to pay once per year."

## 6. Inspection Process and Compliance Standardization (44 mentions)

- "Clearly define expectations and have effective/timely compliance monitoring in place for improvement and/or corrective behaviour."
- "Inspection group in the city of Edmonton don't care about safety or common sense, they are just out to fail jobs to get more money. Everywhere else is great, so lots of people aren't getting permits now in Edmonton."

## 7. Leadership and Accountability Calls (17 mentions)

- "Amend the act to hold master electricians more accountable for the permits they pull."
- "Get government control less involved and business more involved"

*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, 101 valid comments were provided. The key themes and subthemes are detailed below.

## 1. Communication and Support Needs (21 mentions)

- “I was not really aware of the role of the council before joining. I think it is a service more Albertans should be aware of.”
- “As part of the council codes, it is important to consider the unique needs of people with neurodiversity. I would like to see a focus on ensure the codes attend to the physical and psychological safety of people with sensory differences (e.g., hearing loss, autism, blindness, etc.) and communication difficulties (i.e., those who require clear signage, quiet spaces, etc.).”
- “Better communication and systems in place to help new builders learn the process of safe, permitted construction”

## 2. Training and Certification Challenges (21 mentions)

- “As far as masters update goes, to be able to sign up for a more in-depth recert. c/w time for various calculations putting code rules into practice would be awesome. Most trades people won't put their hands up saying they are a bit rusty.”
- “Training could be better. A lot of missing documents that should be supplied for courses. We are paying for the course, we don't want to dish our more money for extra reading when we only need a couple of pages.”

## 3. Value and Effectiveness of the Council (19 mentions)

- “Overall I believe the council does great work and is a valuable benefit to all of Albertans.”
- “I believe the standards set for the profession are exceptional and the accountability is prominent and enforced. I agree with the council and support them.”

## 4. Permitting Process (16 mentions)

- “Too many steps. Should be simplified for simpler , smaller projects.”

## 5. Staff Helpfulness and Professionalism (12 mentions)

- “I've had a great experience with this program. I've learned a lot and the staff are very helpful when you need any questions answered.”
- “The quick responses and help through email is great.”

## 6. Enforcement and Accountability Concerns (10 mentions)

- “There doesn't appear to be any mechanism in the appeals process to rebut an appeals response beside the courts it seems like there should be a secondary appeal mechanism if the findings of an appeals process does not address the issue directly or clearly enough.”
- “Make sure your inspectors are following the codes and not their own ideas.”

## 7. Online Service Usability (9 mentions)

- “Please update your web page to make it more user friendly.”

## 8. Staffing and Resource Concerns (5 mentions)

- “AMA is understaffed. SCC needs to add technical supports for SCOS. discipline specific.”

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

# 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 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). Non-property owners and respondents who had not heard of the Safety Codes Council or ASCA completed a shortened version of the survey focused on high-level perceptions of the safety codes system, rather than questions about Council services. Overall, 300 individuals completed the survey.

Public respondent data is unweighted, unlike the client data, which makes comparison limiting. 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 (65%) 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-in-three (30%) respondents have used the Safety Codes Council in 2025.

Just under three-fourths (71%) of the public viewed the level of protection from damages provided by the codes system as satisfying, with the largest aspect protected being physical health (82%). Similarly, around four in five (79%) of respondents indicated confidence in the Safety Codes Council.

Overall, the public favourably perceives the Council in its ability to carry out its mandate. They agreed the most that safety codes officers have the knowledge and skills to fulfill their roles and responsibilities (87%) and that the Council delivers its delegated programs and services (86%). Respondents agreed least that the Council is forthcoming with information that might be damaging to the organization (74%).

Of those who are aware of the Safety Codes Council, 24% have used its services which are mainly safety codes permitting and inspection services. The website, the online service, and email are the primary channels used to access services; generally, those who accessed services are fairly satisfied with the overall quality of services provided by the Council with overall satisfaction at %.

Agreement with various statements assessing the quality of programs and services is high, ranging from 83% to 92%.

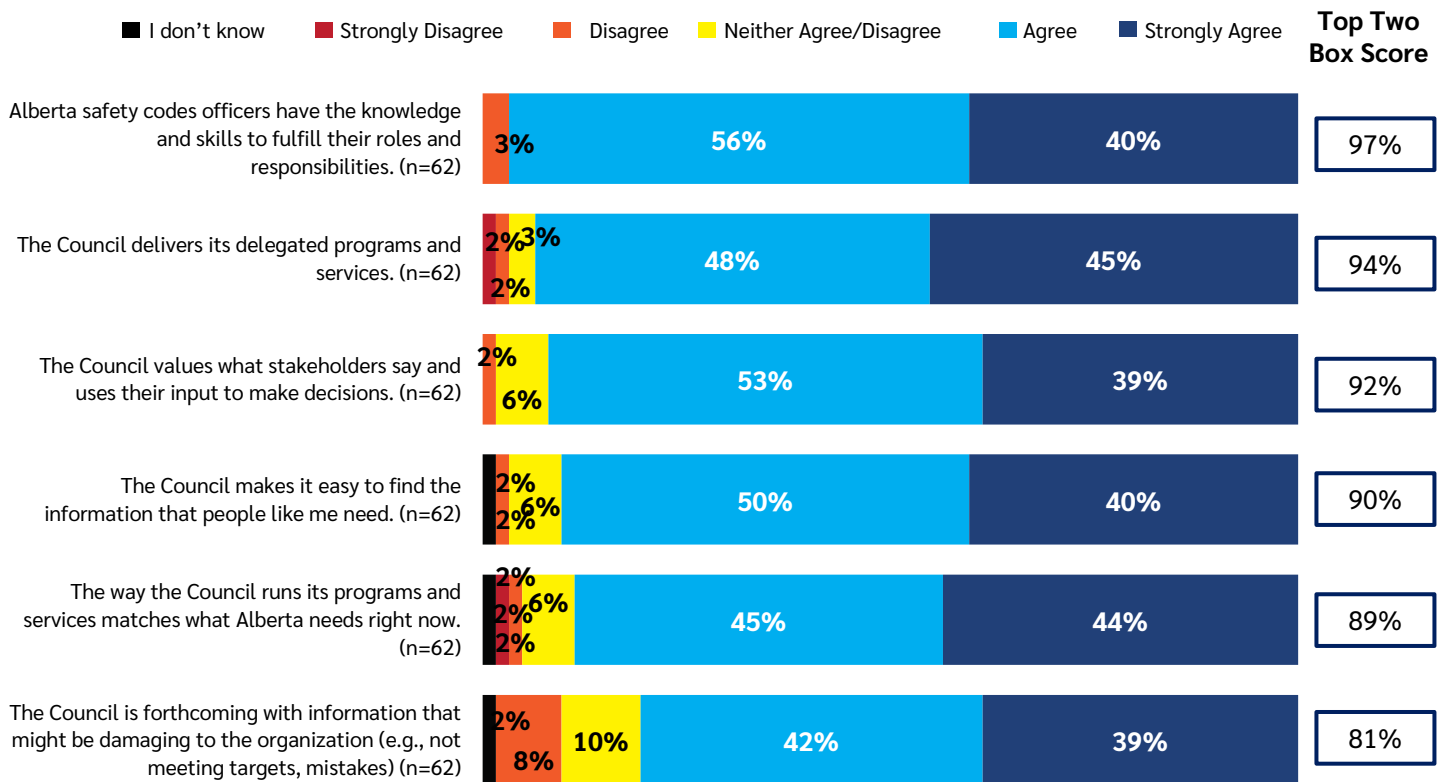
**Table 23.** Awareness of Alberta's Regulatory Body for Building Permits and Inspections

Awareness of Alberta's Regulatory Body for Building Permits and Inspections	Percent
Yes (n=194)	65%
No (n=106)	35%

**Table 24.** Alberta Safety Codes Authority Usage for Permits and Inspections in 2025

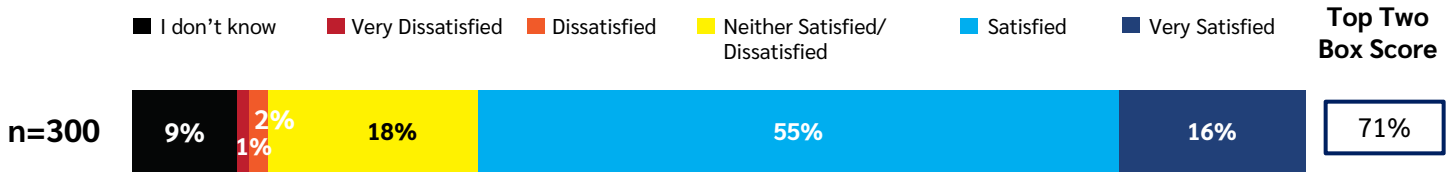
Alberta Safety Codes Authority Usage for Permits and Inspections in 2025	Percent
Yes (n=)	28%
No (n=215)	72%

**Figure 37.** Agreement with Various Statements About the Safety Code Council



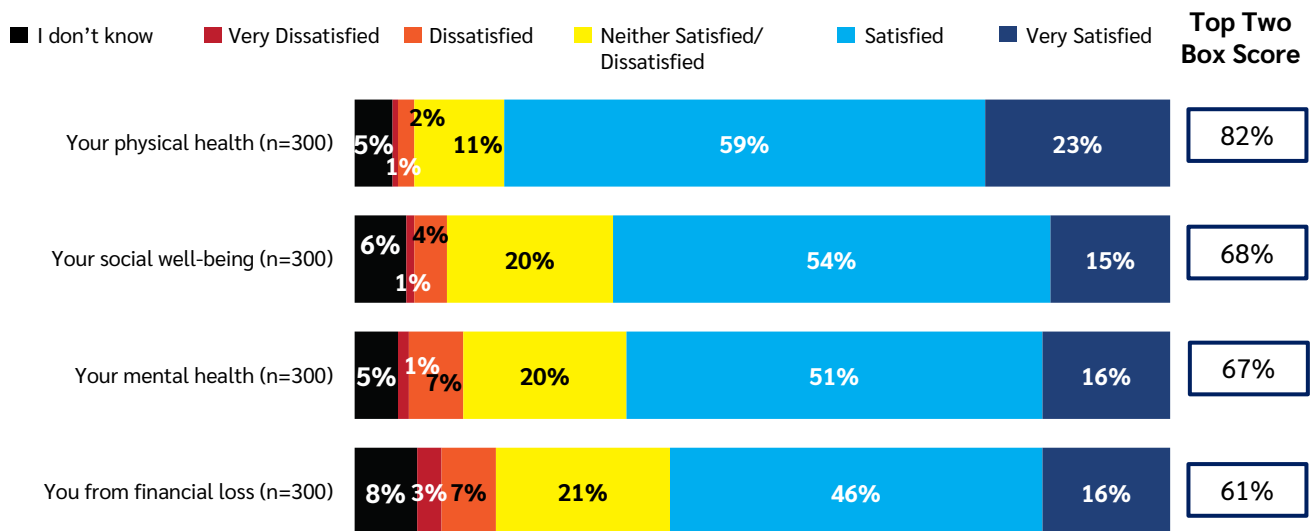
Results are based on respondents who used the Alberta Safety Codes Authority for permits and inspections in 2025.

**Figure 38.** Level of satisfaction related to the level of protection provided by the safety codes system from hurt, injury or loss in Alberta’s buildings and associated equipment



Seven-in-ten (71%) of the respondents reported that they were satisfied or very satisfied with the level of protection provided by the Council from hurt, injury or loss in Alberta’s buildings and associated equipment.

**Figure 39.** Satisfaction with Various Levels of Protection provided by the Safety Code Council on:

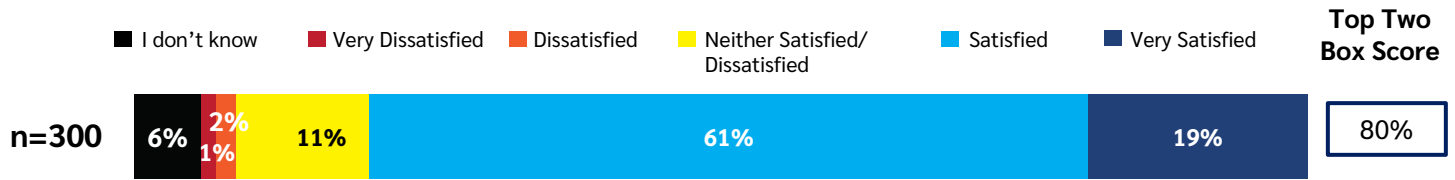


Overall, protection provided by the Council to protect physical health from injuries, fatalities, and unsafe exposures received the highest satisfaction at 82%.

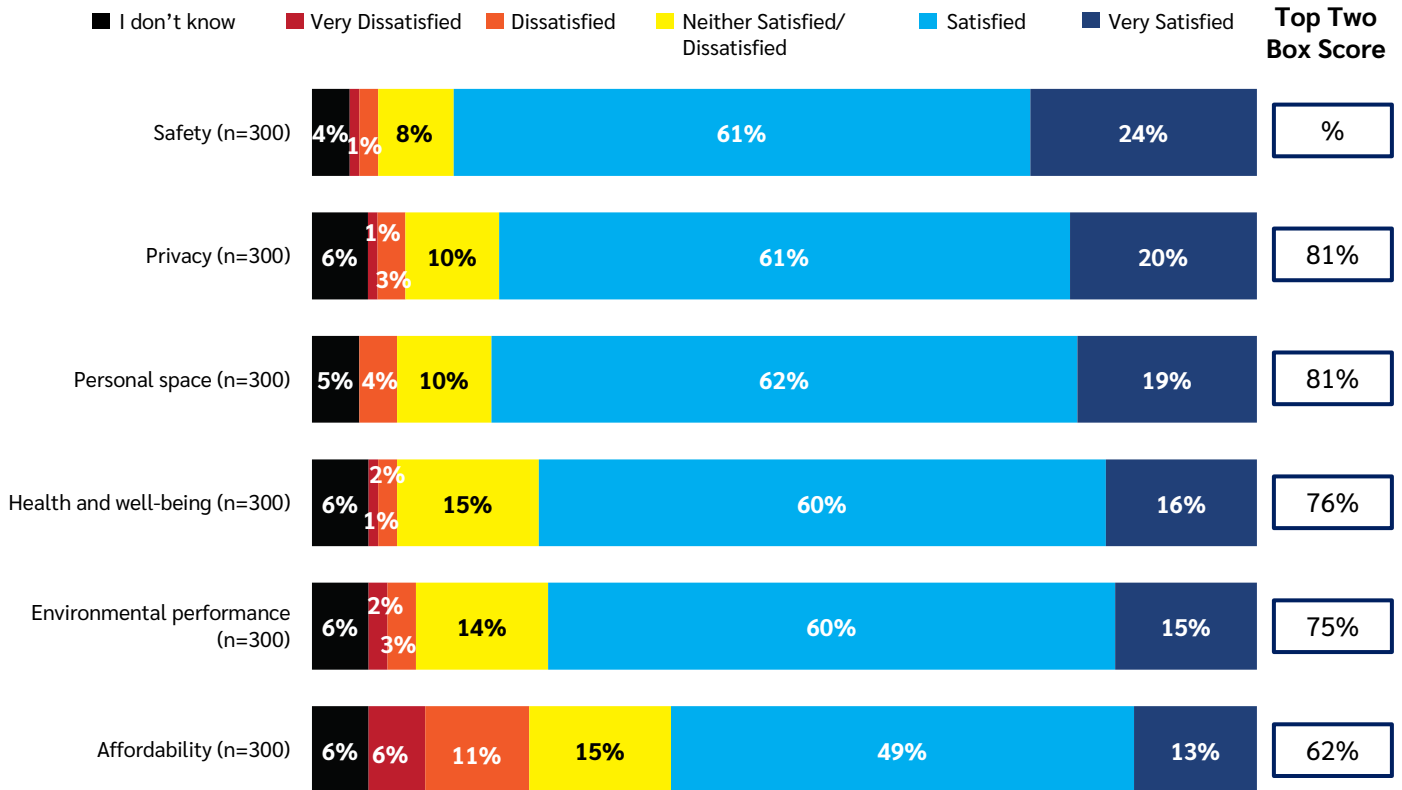
Conversely, respondents reported the lowest satisfaction for protection from financial loss (61%) such as reducing cost from fires, structural failures, disasters, liability, and uninsured damage.

Results are based on respondents who used the Alberta Safety Codes Authority for permits and inspections in 2025.

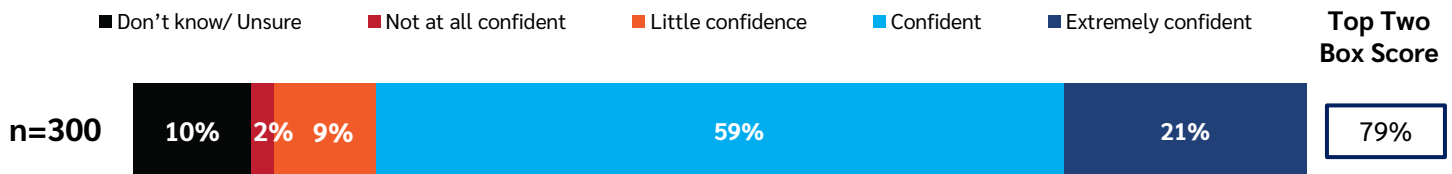
**Figure 40.** Level of satisfaction on the overall buildings and equipment regulated by the safety codes system to support your life as a whole



**Figure 41.** Satisfaction with Various Levels of the aspects of Quality of Life (n=300)



**Figure 42.** Level of Confidence in the Safety Codes Council (n=300)



Four-in-five (80%) respondents were satisfied with the Council’s efforts to ensure Alberta’s buildings and equipment are safe and well-maintained to support their daily living and safety.

Safety scored at highest at % of respondents expressing confidence in the Council’s efforts to ensure Alberta’s buildings, infrastructure, and regulated equipment are properly designed, constructed, and maintained to safeguard life, health, and property. However, affordability ranked lowest at 62%, signaling a need for the Council to strengthen its role in delivering cost-effective solutions without compromising safety.

Results are based on respondents who used the Alberta Safety Codes Authority for permits and inspections in 2025.

**Table 25.** Usage of Safety Codes Council Services (n=62)

Services	Percent
Safety Codes Permitting and Inspection Services (Alberta Safety Codes Authority provides services where there are no others providing safety codes services) (n=34)	55%
Complaint Investigation (investigate concerns related to certified individuals and accredited organizations) (n=19)	24%
Appeal System (facilitate reviews and hearings of appeals of decisions) (n=15)	31%
I did not participate in or use any of the above programs and services during 2025 (n=18)	29%

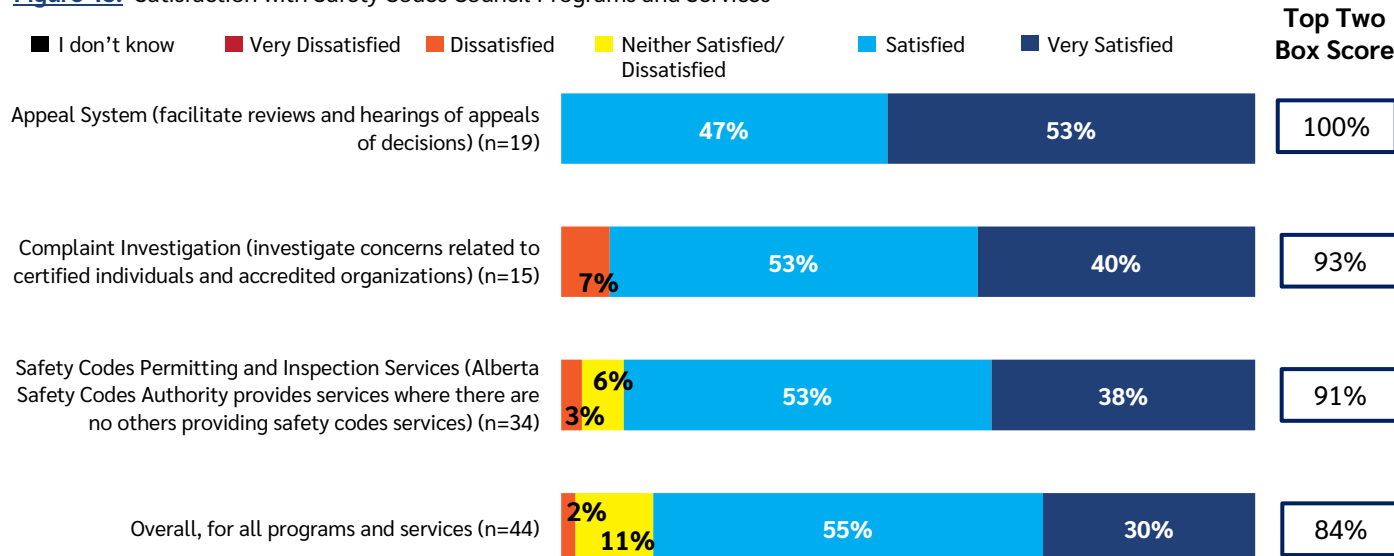
**Table 26.** What was your role in the appeal system? **Only asked to those who indicated having used the Appeal System (n=19)**

Role in Appeal Process	Percent
Appellant (person or organization requesting the appeal or review of a decision) (n=11)	58%
Respondent (person or organization who made the decision that is being reviewed or appealed) (n=6)	32%
Observer or witness (n=1)	11%

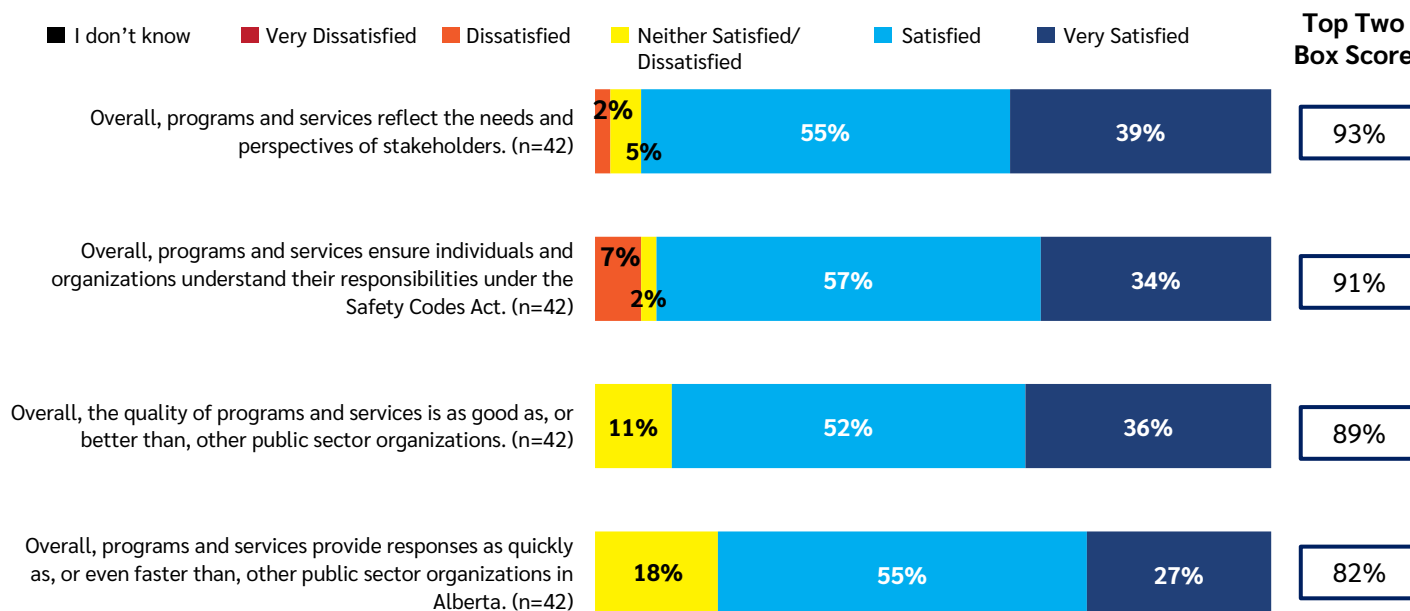
**Table 27.** Ways to Access Safety Codes Council Services – **Only asked to those who indicated having used services/programs in previous question (n=44)**

Ways to Access Services/Programs	Most of the times	Sometimes	Rarely	Never
Website	50%	41%	9%	0%
Email	41%	34%	18%	7%
Social Media (e.g., LinkedIn)	30%	43%	16%	11%
Online Service (Council Connect, eSite, eServices, Council Member Portal)	25%	52%	20%	2%
Phone	25%	45%	18%	11%
In-Person	16%	43%	32%	9%
Mail	16%	36%	23%	25%

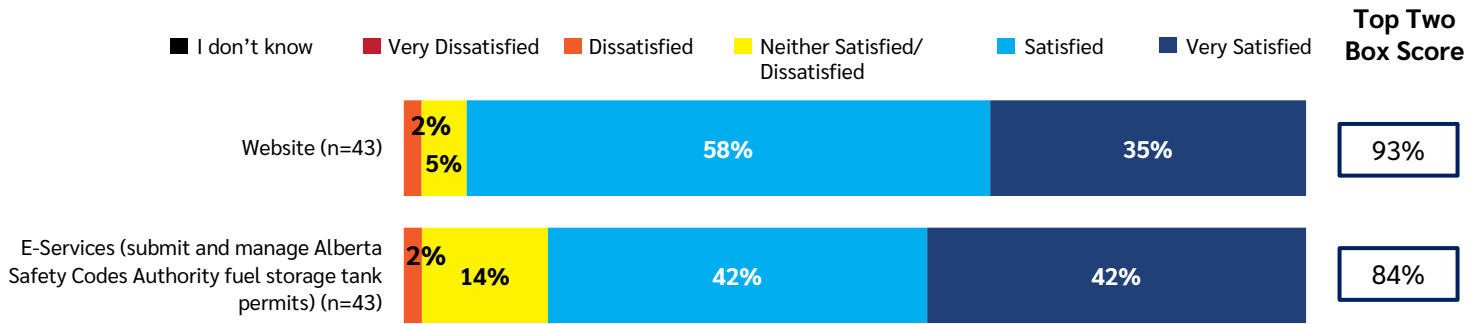
**Figure 43.** Satisfaction with Safety Codes Council Programs and Services



**Figure 44.** Perceptions of Quality of Safety Codes Council Programs and Services (n=42)



**Figure 45.** Satisfaction with Safety Codes Council's Online Tools (n=43)



**Table 28.** Ways to increase satisfaction with online tools

Online Tools	Website (n=3)	EServices (submit and manage Alberta Safety Codes Authority fuel storage tank permits) (n=7)
Improve Ease of Use	33%	57%
Enhance Quality of Content	33%	29%
Provide Better Customer Support	33%	29%
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.

# 2025 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. We oversee the safety codes system, a set of rules and oversight mechanisms that regulate the design, construction, installation, use, operation, occupancy, and maintenance of buildings and equipment to maintain and enhance the quality of life of Albertans.

By buildings and equipment, we mean the areas regulated under the Safety Codes Act, including:

- Buildings
- Electrical systems
- Elevating devices
- Gas systems
- Plumbing systems
- Pressure equipment
- Private sewage disposal systems

Feedback from clients and stakeholders 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 2025.

The survey:

- Takes approximately **10 minutes** to complete.
- Can accept responses until **October 30, 2025**.

*The personal information collected through this survey is for the purpose of understanding and improving the programs and services of the Safety Codes Council. Collection is authorized under section 9 of the Protection of Privacy Act (POPA), which permits public bodies to collect personal information when it is expressly authorized by statute or when it relates directly to and is necessary for their operating program or activity. For questions about the collection, use, or disclosure of personal information, contact the Council's Associate VP 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?**

- Individual (e.g., member, property owner, safety codes officers, master electrician)
- Organization (e.g., accredited organization, construction business)

**2. [organizations only] What type of organization are you?**

- Accredited Agency
- Accredited Municipality
- Accredited Joint Municipality
- Accredited Corporation
- Accredited Regional Services Commission
- Accredited Metis Settlement
- Construction industry business or non-profit organization
- Other (Please describe):
- 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]**

- Quality Management Plan Manager
- Permit Issuer for an Accredited Organization
- Safety Codes Officer
- Master Electrician
- Petroleum Tank Contractor
- Safety Codes Council Member
- Homeowner
- Construction Tradesperson
- Other (Please describe)
- 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
- 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. [organizations] What are the first three digits of your organizations postal code?  
[individuals] What are the first three digits of your postal code?**

- \_ \_ \_
- Prefer Not to Answer

## Strategy-related questions

[individuals only]

### *Sense of Protection*

The safety codes system is designed to enhance the quality of life for all Albertans. Please consider how you feel about the following questions as a member of the public/private citizen, as opposed to a client or stakeholder of the Council.

How satisfied are you with the level of protection provided by the safety codes system from hurt, injury or loss in Alberta’s buildings and associated equipment?

5-point scale:

Extremely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
---------------------	-----------	------------------------------------	--------------	-------------------

Plus I don’t know, and option to provide explanation if rated 3 or less

Thinking about your satisfaction with the level of protection provided, how satisfied are you with the level of protection in these specific areas:

- Protecting your physical health
- Protecting your mental health
- Protecting your social well-being
- Protecting you from financial loss

Options will be the same 5-pt scale as above.

### *Support for Your Life*

The safety codes system helps shape the buildings and equipment you use every day (such as housing, plumbing, electrical systems, heating, elevators, etc.). These affect many aspects of quality of life, including:

- Housing – safety, privacy, and personal space
- Affordability – costs of rent, utilities, and maintenance
- Environmental performance – energy efficiency, air quality, and sustainability
- Health and well-being – physical safety, comfort, and social or mental well-being

Overall, how satisfied are you that the buildings and equipment regulated by the safety codes system support your life as a whole right now?

Options: Same 5-pt scale as above; with option to provide explanation if rated 3 or less.

Thinking about your level of satisfaction from the previous question, please rate your level of satisfaction with these specific quality of life aspects.

- Safety
- Privacy
- Personal space
- Affordability
- Environmental performance
- Health and well-being

Options: Same 5-pt scale as above; with option to provide explanation if rated 3 or less.

**System Trust**

The Safety Codes Council plays a critical role in Alberta’s safety system. How much confidence do you have in the Safety Codes Council?

5-point scale from

Extremely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
---------------------	-----------	------------------------------------	--------------	-------------------

with option to provide explanation if rated 3 or less






**Strategy-related questions eds here**

**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.

Thinking once more as a client or stakeholder of the Council, 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 2025. [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]**  
Safety Codes Officer Certification (certify safety codes officers after completing required training and code update training) **[only show if Q5=3]**

- 8. Safety Codes Permitting and Inspection Services (Alberta Safety Codes Authority provides services where there are no others providing safety codes services)
- 9. Stakeholder Engagement (providing information to and gathering information from those affected by Council programs and services)
- 10. Do anything else related to the *Safety Codes Act* required by the Minister.
- 11. I did not participate in or use any of the above programs and services during 2025.

[exclusive]






**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 2025?**

	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 2025.**






	 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 2025. [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.						

**19. Please indicate your level of satisfaction related to the online tools that support the Council's programs and services based on your experiences in 2025.**

	 Very Satisfied	 Satisfied	 Neither Satisfied nor Dissatisfied	 Dissatisfied	 Very Dissatisfied	Did not use in 2025
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Members Portal (information sharing among Council members) <b>[show only if Q5=6]</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Connect (Supports Accreditation and Certification programs and services) <b>[show only if Q5=2, 4, 6 OR Q2=1-6]</b>	<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) <b>[show only if Q13=9 OR</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Q5=2 OR Q2=1-6]</b>						
E-Services (submit and manage Alberta Safety Codes Authority fuel storage tank permits)  <b>[show only if Q13=9 OR Q5=5]</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**20. 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
<b>[Show only for tools where satisfaction is very dissatisfied and dissatisfied]</b>				

**21. 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.

**22. 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.

# 2025 Annual Programs and Services Survey

## General 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. We oversee the safety codes system, a set of rules and oversight mechanisms that regulate the design, construction, installation, use, operation, occupancy, and maintenance of buildings and equipment to maintain and enhance the quality of life of Albertans.

By buildings and equipment, we mean the areas regulated under the Safety Codes Act, including:

- Buildings
- Electrical systems
- Elevating devices
- Gas systems
- Plumbing systems
- Pressure equipment
- Private sewage disposal systems

Feedback from clients and stakeholders 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 2025.

The survey:

- Takes approximately **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. Collection is authorized under section 9 of the Protection of Privacy Act (POPA), which permits public bodies to collect personal information when it is expressly authorized by statute or when it relates directly to and is necessary for their operating program or activity. For questions about the collection, use, or disclosure of personal information, contact the Council's Associate VP 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. To verify the validity of this project, please search project 20250925-P1887 on the [Canadian Research Insights Council Verification Service](#). If you encounter any technical difficulties, please email [feedback@pivotalresearch.ca](mailto:feedback@pivotalresearch.ca) or call 1-877-421-1199.*

## Questions

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

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

**2. Did you own property in Alberta in 2025? [Select all that apply]**

- I owned a home
- I owned a commercial property
- I owned multi-residential properties
- I did not own property in 2025

**3. Are you employed as any of the following:**

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

**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?**

Yes

No

***Sense of Protection***

**8. How satisfied are you with the level of protection provided by the safety codes system from hurt, injury or loss in Alberta’s buildings and associated equipment?**

**5-point scale:**

Extremely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
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**Plus option to provide explanation if rated 3 or less**

**9. Thinking about your satisfaction with the level of protection provided, how satisfied are you with the level of protection in these specific areas:**

- Protecting your physical health
- Protecting your mental health
- Protecting your social well-being
- Protecting you from financial loss

**Options will be the same 5-pt scale as above.**

***Support for Your Life***

**10. The safety codes system helps shape the buildings and equipment you use every day (such as housing, plumbing, electrical systems, heating, elevators, etc.). These affect many aspects of quality of life, including:**

- Housing – safety, privacy, and personal space
- Affordability – costs of rent, utilities, and maintenance
- Environmental performance – energy efficiency, air quality, and sustainability
- Health and well-being – physical safety, comfort, and social or mental well-being

**Overall, how satisfied are you that the buildings and equipment regulated by the safety codes system support your life as a whole right now?**

**Options: Same 5-pt scale as above; with option to provide explanation if rated 3 or less.**

**11. Thinking about your level of satisfaction from the previous question, please rate your level of satisfaction with these specific quality of life aspects.**

- Safety
- Privacy
- Personal space
- Affordability
- Environmental performance
- Health and well-being

**Options: Same 5-pt scale as above; with option to provide explanation if rated 3 or less.**

**System Trust**

**12. The Safety Codes Council plays a critical role in Alberta’s safety system. How much confidence do you have in the Safety Codes Council?**

**5-point scale from**

Extremely confident	Confident	Little confidence	Not at all confident	Don’t know/ Unsure
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**with option to provide explanation if rated 3 or less**






**[if Q2 = I did not own property in 2025 and/or Q6 and Q7=No, skip to complete]**

**13. 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)

- Stakeholder 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]**

[Outcome Measured]	Question	 Strongly agree	 Agree	 Neither Agree nor Disagree	 Disagree	 Strongly disagree	I don't know
“Safety Organizations understand their roles and responsibilities”	The Council delivers its delegated programs and services.						
“Stakeholders are engaged to inform policy, program, or regulatory changes”	The Council values what stakeholders say and uses their input to make decisions.						
“Safety Organizations adapt to a changing environment”	The way the Council runs its programs and services matches what Alberta needs right now.						
“Safety Organizations are transparent”	The Council makes it easy to find the information that people like me need.						
“Safety Organizations are accountable”	The Council is forthcoming with information that might be damaging to the organization (e.g., not meeting targets, mistakes)						
“Safety codes officers have the knowledge	Alberta safety codes officers have the knowledge and skills to fulfill their						

and skills to fulfill their roles and responsibilities.	roles and responsibilities.						
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**14. 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 2025. [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 2025. [exclusive] **[Go to Q22]**





**15. [If Q14=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 **[show only to individuals]**

**16. In general, how frequently did you use the following ways to access, or find information about, the Council’s programs and services during 2025?**

	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)				






**17. Please indicate your level of satisfaction with the Council’s programs and services based on your experiences during 2025.**

	 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.						

**18. 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.

**19. Please indicate your level of agreement with the following statements related to the quality of Council programs and services based on your experiences during 2025. [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 stakeholders.						
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.						

**20. Please indicate your level of satisfaction related to the online tools that support the Council's programs and services based on your experiences in 2025.**

	 Very Satisfied	 Satisfied	 Neither Satisfied nor Dissatisfied	 Dissatisfied	 Very Dissatisfied	Did not use in 2025
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"/>

**21. 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, dissatisfied, or neither sat/dissat]				

**22. 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.

**23. 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 1.5.421.1199

[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.

