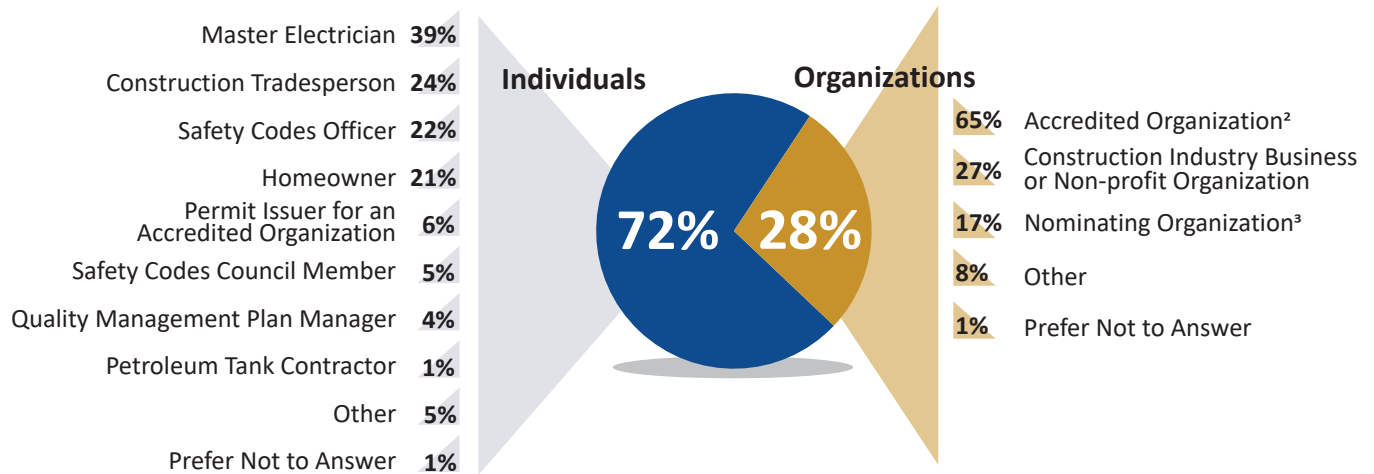


The Safety Codes Council (the Council) surveyed those who use its programs and services to gauge their satisfaction, perception of quality, and gather ideas for improvements.

Between October 2 and October 30, 2025, the Council engaged a sample of **1,337** clients and partners, including a few who self-selected to participate using a website link, and **300** Alberta property owners referred to as the public. This report summarizes the key insights.



Participating Client and Partner Profile¹



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

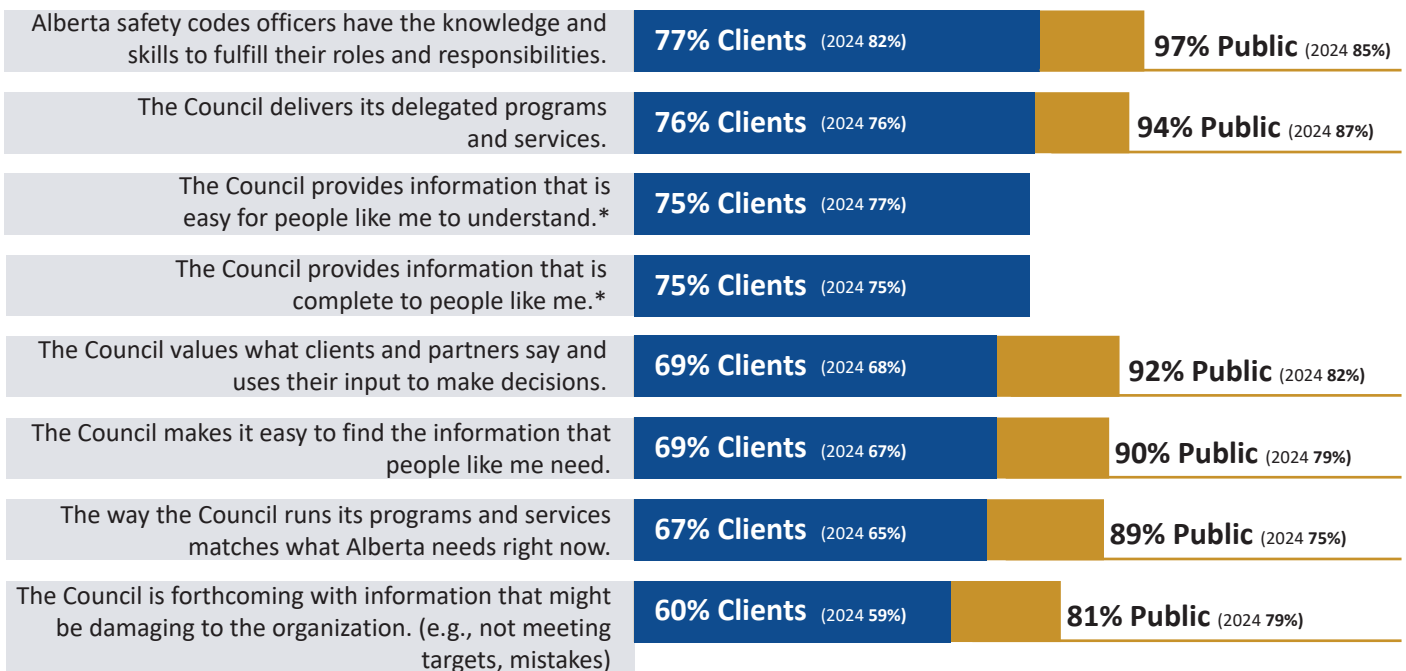
²Organizations that administer the *Safety Codes Act* in a specified jurisdiction.

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



Perceptions of the Council

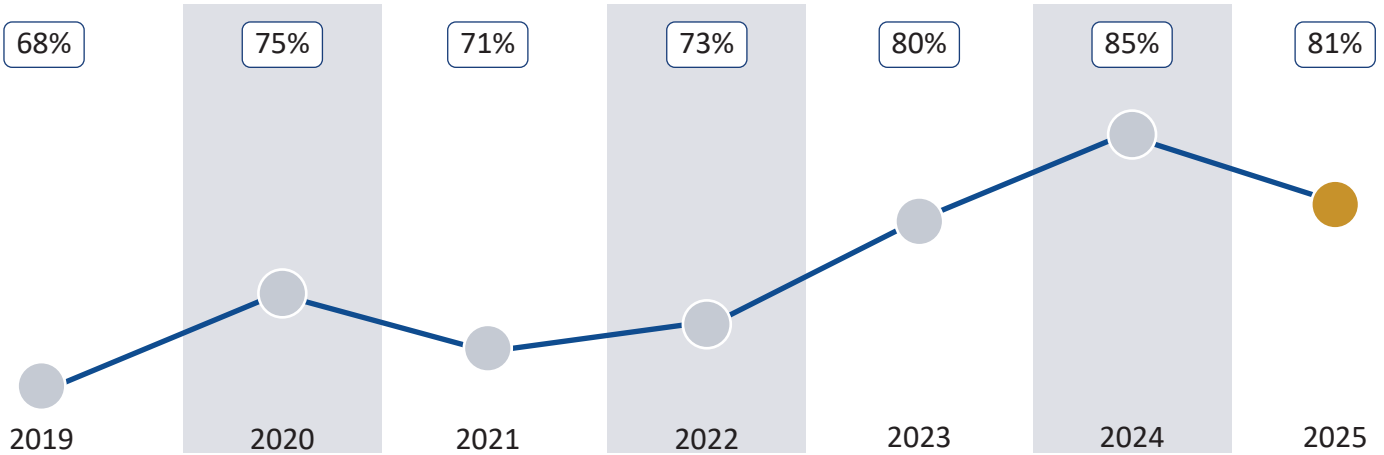
Percents shown represent users who agree or strongly agree



*Items were removed from the Public Survey in 2025.



Satisfaction with Programs and Services

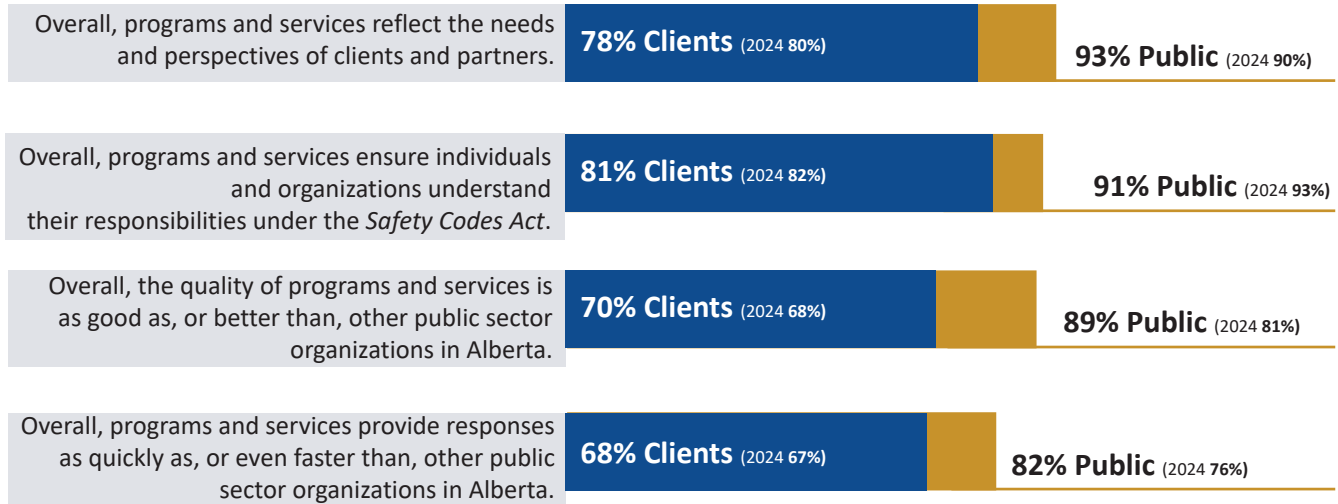


*Only client and partner data shown above; the methodology was changed in 2023 so trend results are not directly comparable.



Perceptions of the Council's Programs and Services Quality

Percents shown represent users who agree or strongly agree



Council Communications

Top ways to access services/programs



Online Services

72%



Website

70%

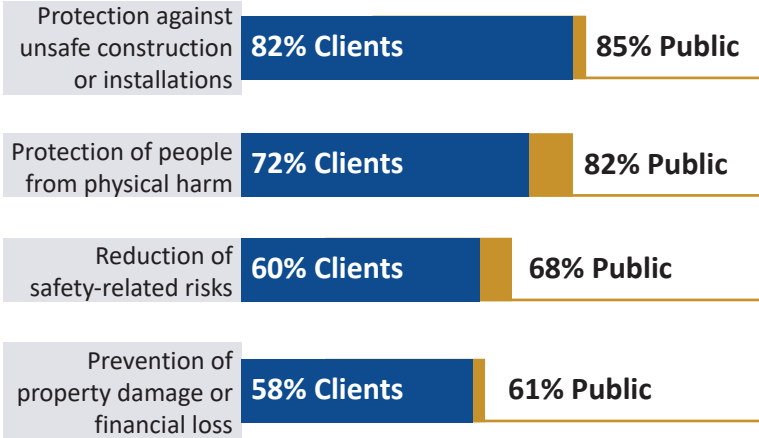


Email

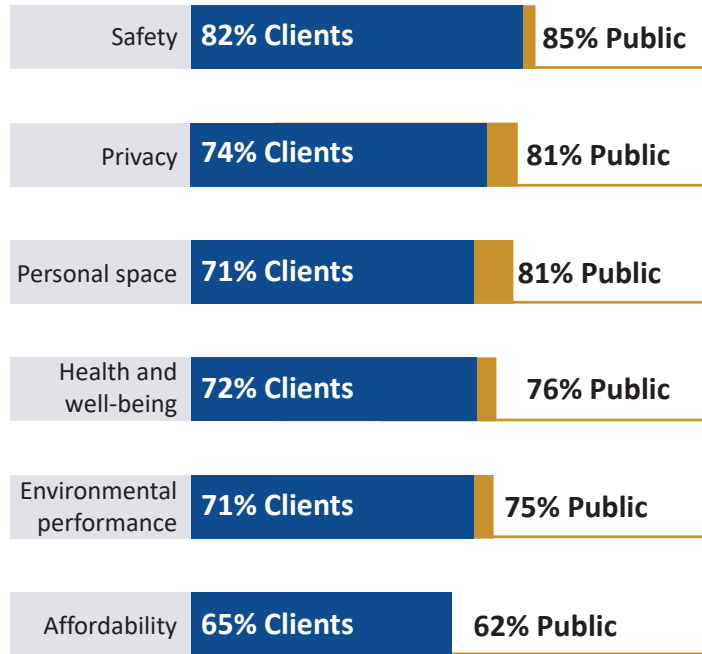
58%



Satisfaction With Risk and Harm Prevention



Satisfaction With Support for Quality of Life



Confidence in Council's Critical Role in Alberta's Safety System



**Client
80%**



**Public
79%**



Top Suggestions for Improvement

264 suggestions were provided through open-ended responses. These suggestions were reviewed, coded into smaller segments, and grouped into broader themes based on common patterns and similarities. The most frequently mentioned themes are shown below.



1 Training and Education Enhancements



4 Code Updates and Standards Clarification



2 Website and Online Portal Improvements



5 Certification, Appeals and Permitting Process Streamlining



3 Communication and Outreach Improvement

*Only client and partner data shown above.