



Technical Standards
and Safety Authority

2022 Customer Value Survey

Report Prepared by



Methodology

Sample

TSSA provided a customer database that contained 87 549 different contacts and their email addresses.

Sampling Method

Computer-Assisted Web Interviewing

Fieldwork dates

February 28, 2022- April 8, 2022

Sampling Size

3781

Margin of Error

+/- 1.6 %

Background & Objectives

Background:

It is important to keep in mind the context for the survey:

- Covid-19 was prevalent during this period. This impacted some of TSSA's services, such as exams
- The TSSA's transformation was underway
- A new business model/fee structure was introduced
- Inspection Scheduling (Workforce Planning) was added as a new staff category for respondents to evaluate

Objectives:

- Assess changes in the TSSA's Perceived Value Index (PVI) over the last three surveys conducted (in 2017/18, 2019/20, and 2022)
- Provide actionable insight to support TSSA's commitment to enhancing and maintaining value provided to TSSA customers.

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Executive Summary

- The Perceived Value Index (PVI) score has remained relatively stable since 2017/18.
- The PVI was 6.9 in 2017/18, and although it did reduce to 6.8 in 2019/20, it has returned to 6.9 in 2022.
 - The increase in PVI in 2022 came from two components, Respect (7.3, up from 7.1) and Good Value (6.5 up from 6.2), which outweighed a decrease in Overall Service Satisfaction (7.0, down from 7.1)

Overall Perceptions of Value

	2017/18	2019/20	2022
Perceived Value Index	6.9	6.8	6.9

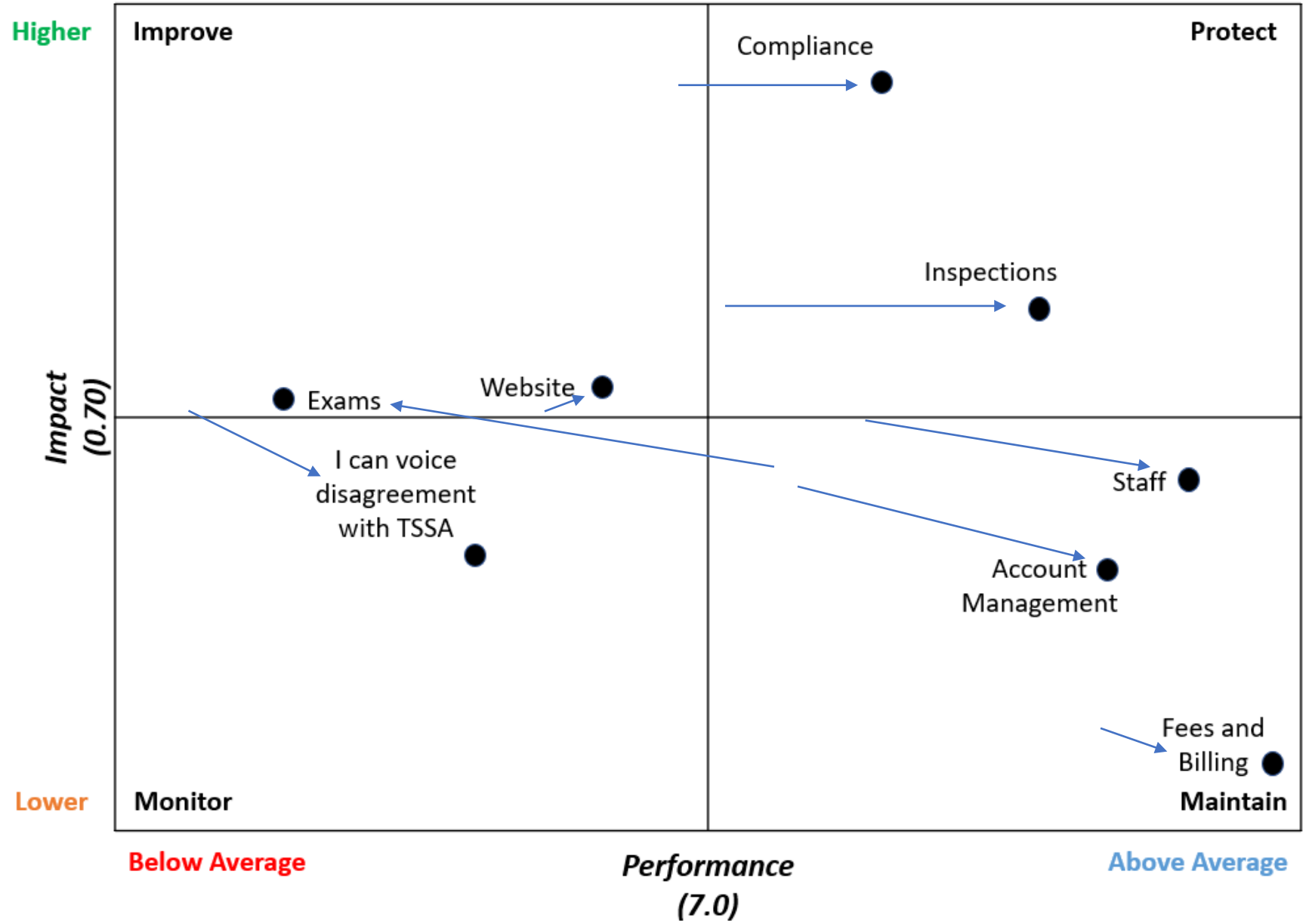
Components of PVI			
	2017/18	2019/20	2022
TSSA has the respect of people in my industry	7.2	7.1	7.3
TSSA provides good value for the fees we pay	6.3	6.2	6.5
Overall, I am satisfied with the service I receive from TSSA	7.2	7.1	7.0

PVI by Program Area			
	2017/18	2019/20	2022
Ski Lifts	n/a	7.5	7.1*
Operating Engineers	7.5	7.1	6.5
Elevating Devices	7.1	7.0	7.0
Boilers and Pressure Vessels	7.0	6.8	6.7
Certificate Holder	n/a	6.8	N/A
NET- Fuel Safety	6.7	6.7	7.0
Accredited Training Provider	n/a	6.5	N/A
Amusement Devices	6.6	6.3	7.0
Propane	N/A	N/A	6.8
Liquid Fuels	N/A	N/A	6.5
Natural Gas	N/A	N/A	7.0
Pipelines	N/A	N/A	7.0

*Ski Lifts was previously phrased as “Ski Lift Operator” before 2022

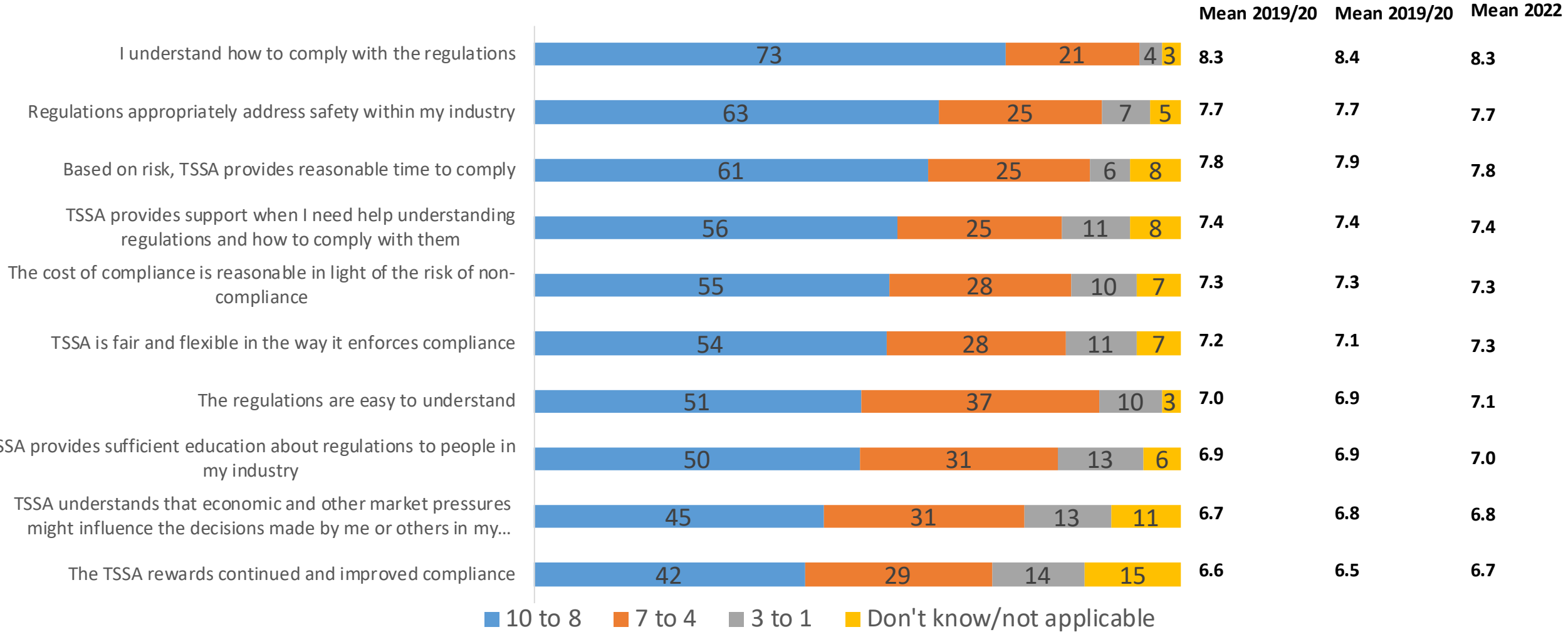
Overall Key Learnings

- Looking simultaneously at service area impact on the Perceived Value Index (PVI) and satisfaction with each service area, two areas stand out as having a high impact on the PVI and a high level of satisfaction: *Compliance** and *Inspections.*** The goal for these areas is a Protect Goal. Everything should be done to ensure a high level of satisfaction.
- There are two areas which are impactful but which performance is lagging, Exams and the Website. Here the goal should be to improve.



Perceptions of Regulations and Compliance

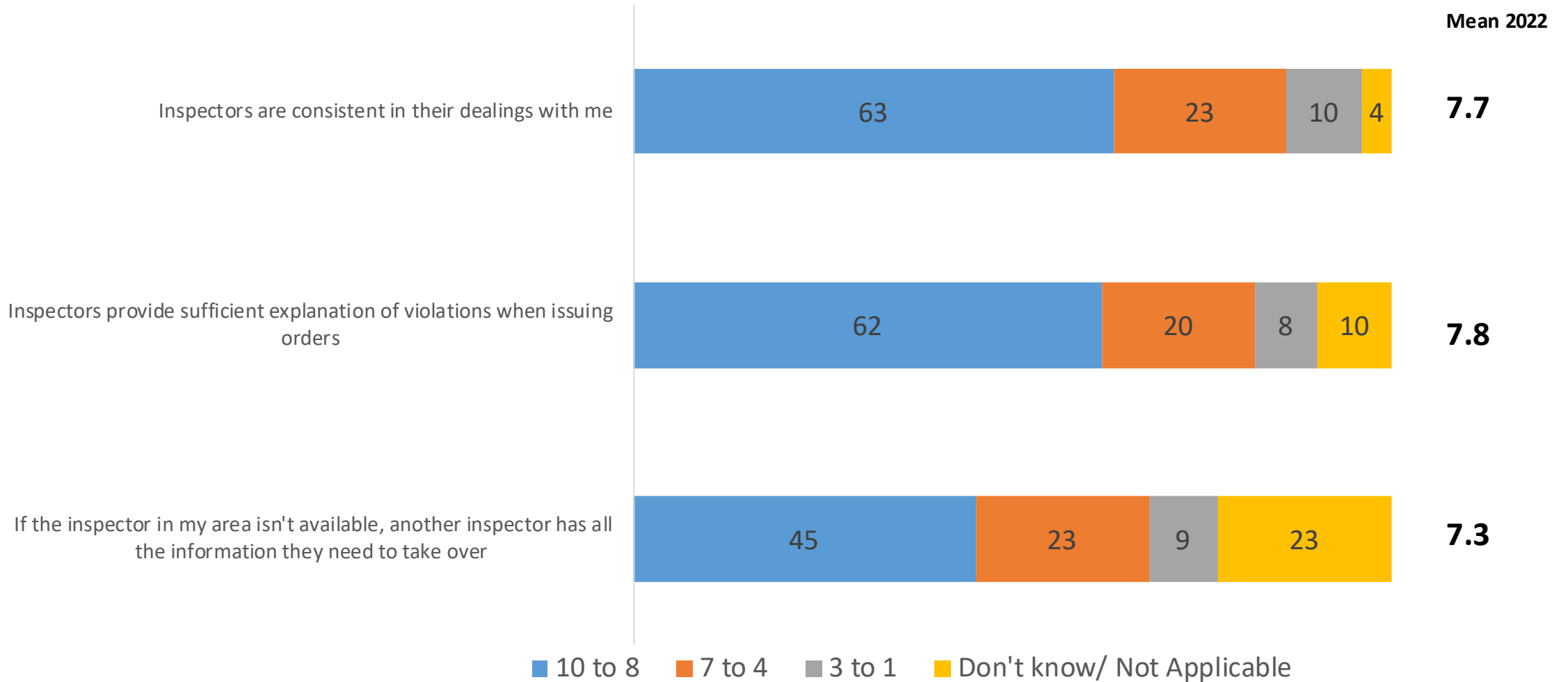
Using the 10-point scale, respondents were asked to assess how much they agree or disagree with the following statements on regulations and compliance. Year-over-year averages suggest that views on these statements have remained relatively consistent since 2017/18.



Q13a. The next statements relate to your understanding and impressions of the regulations enforced and administered by TSSA. Using a 10-point scale, please indicate how much you agree or disagree with the following statements. (n=3781)

Perceptions of Inspections Performed by TSSA

Using the 10-point scale, respondents were asked to assess how much they agree or disagree with the following statements on inspections performed by TSSA. Respondents scored inspectors the highest on their ability to provide sufficient explanation of violations when issuing orders, giving them an average score of 7.8 out of 10.



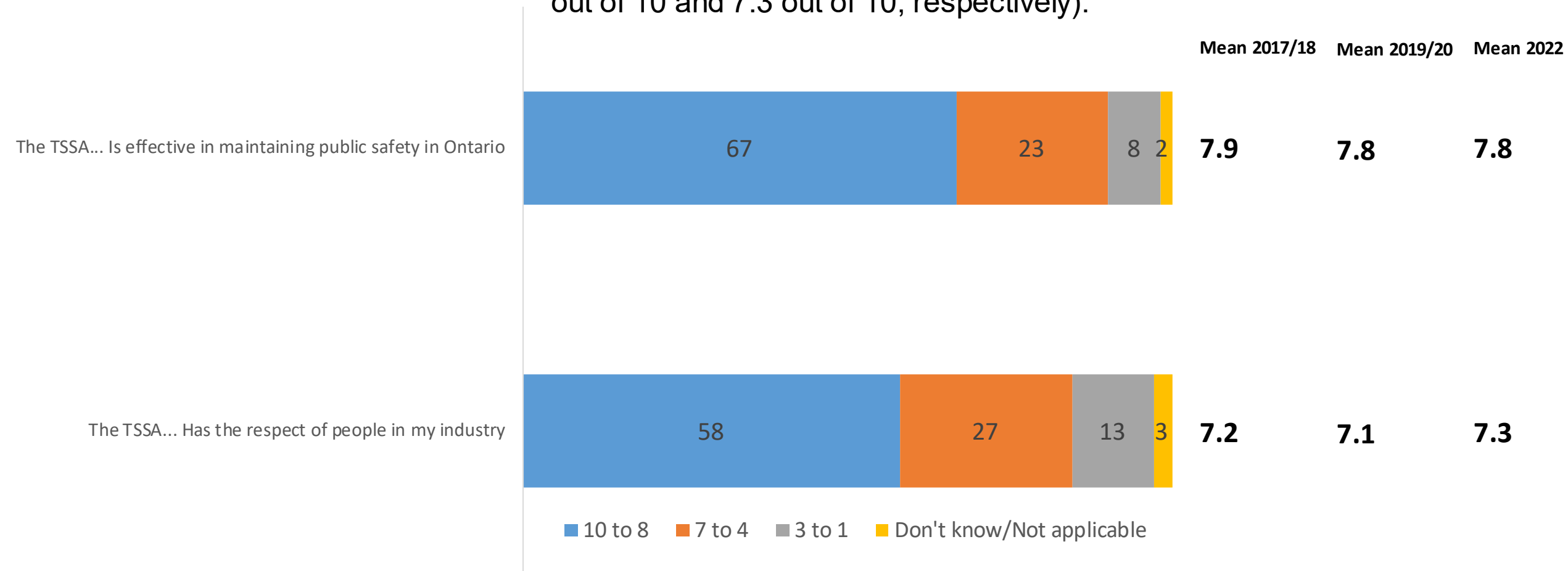
Q14. The following statements are about your experience with inspections performed by TSSA. (n=2320)

Overall Perceptions of TSSA

Impressions of TSSA as an Organization



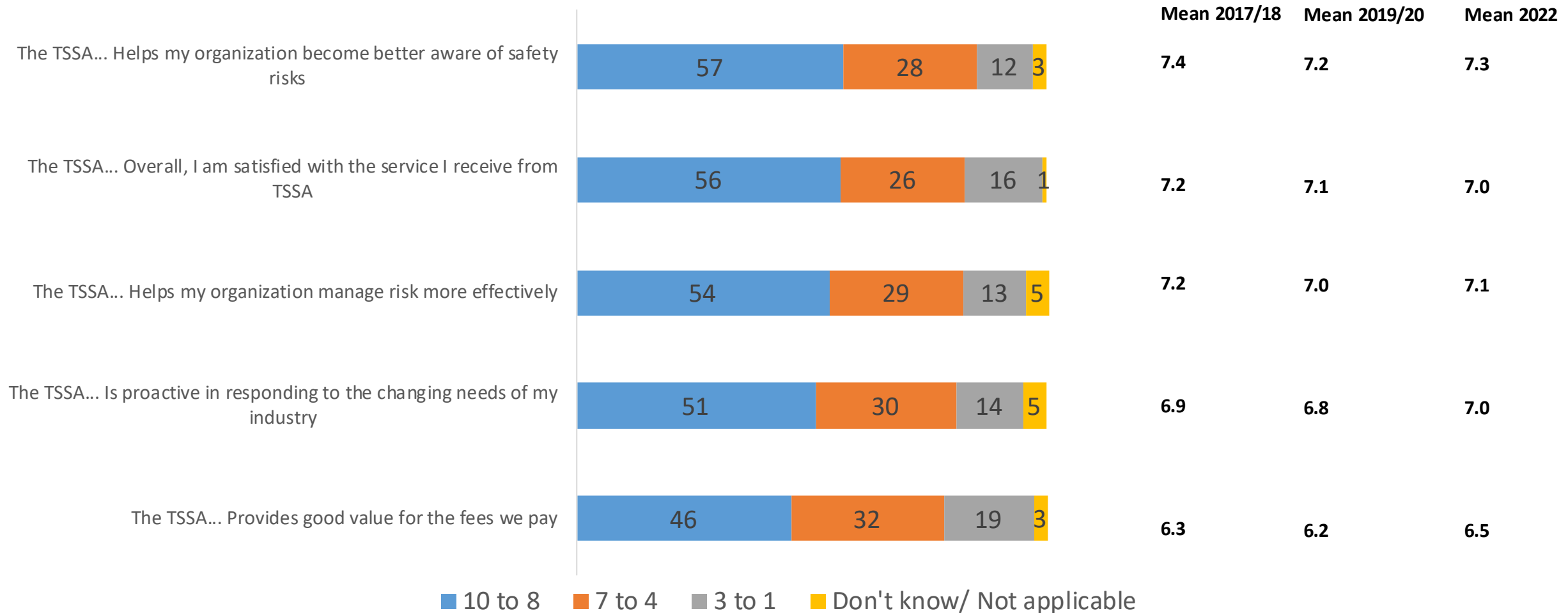
Respondents were asked to score TSSA on a scale of 1 to 10, with 1 being the lowest possible score and 10 being the highest. Since 2017/18, the average score respondents have provided TSSA when it comes to both “maintaining public safety” and “having the respect of people in the industry” has remained relatively stable (7.8 out of 10 and 7.3 out of 10, respectively).



Q6. The following statements are about your impressions of the TSSAs as an organization. Please rate the extent to which you agree or disagree using a 10-point scale where 1 means you disagree strongly and 10 means you agree strongly. (n=3781)

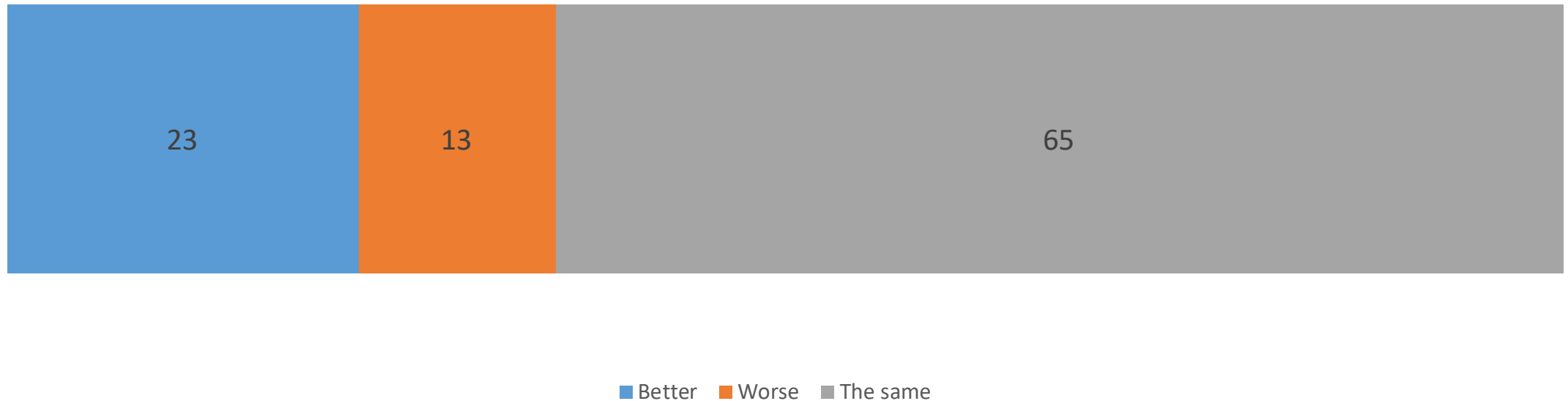
Impressions of interactions with TSSA

Using the 10-point scale, respondents were asked to score their impressions of how TSSA interacts with them and others in their industry. Average scores again remained consistent, with a slight increase in average for “provides good value for the fees we pay (6.2 to 6.5 out of 10).”



Quality of service over the last two years

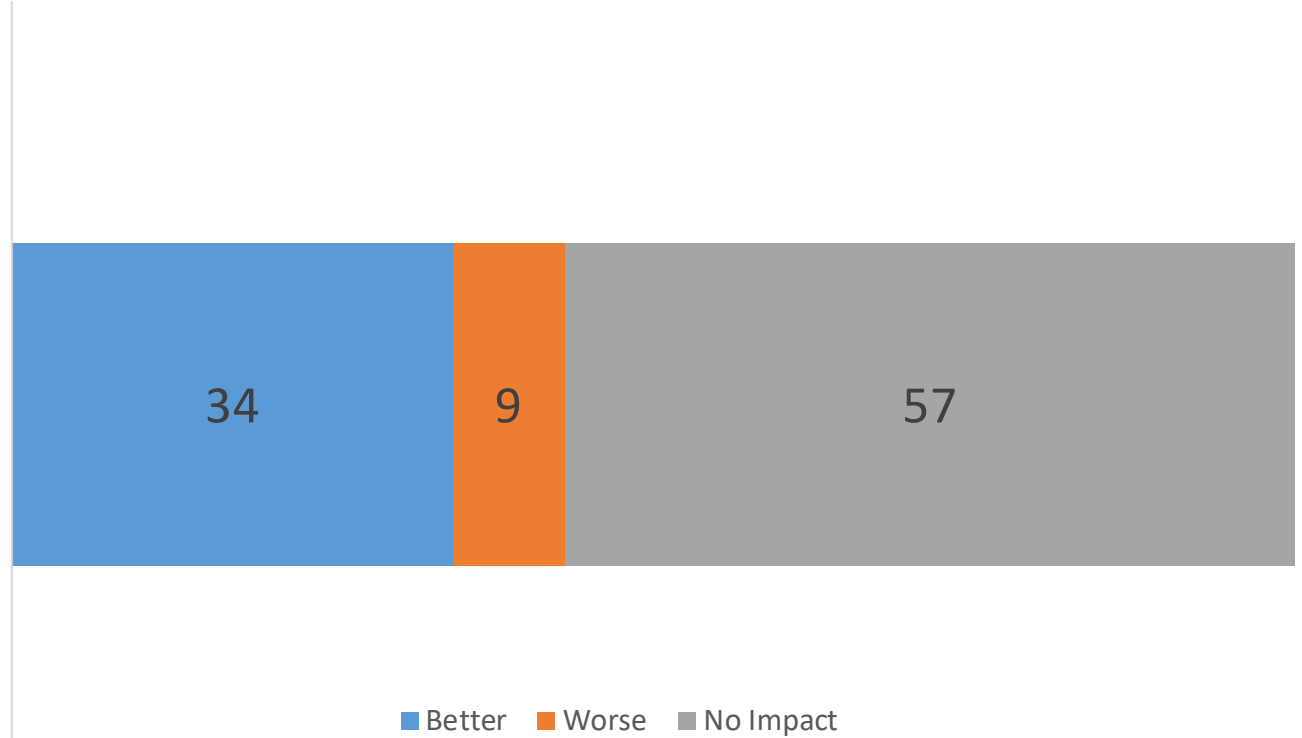
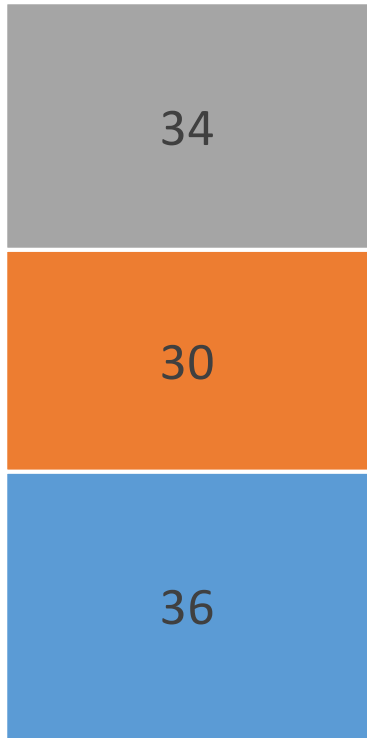
Respondents were asked if the quality of service from TSSA over the last two years has been better, worse or the same. 23% said the service has been better, 13% said it has been worse, and 65% indicated it has been the same.



Q24. Has the quality of service received from TSSA over the last year been better, worse or the same as previous years? (n=3781)

Awareness and impact of TSSA modernization

The 36% of respondents that said they were aware of TSSA's modernization over the last two years were asked if these changes have made the service received from TSSA better, worse, or if they have had no impact. Those who were aware indicated more positive results than those who were not. 34% of those who were aware said that service has been better (compared to 23% in the overall results), and 9% said it has been worse (compared to 13% in the overall results).



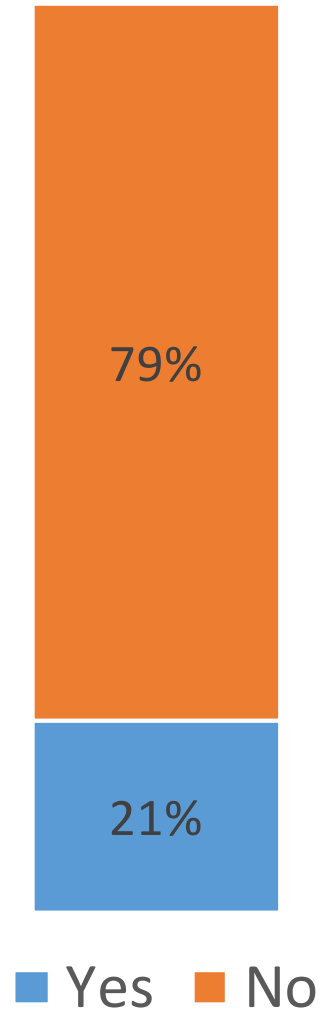
■ Yes ■ No ■ Don't know

Q25. Are you aware that over the last TWO years TSSA has been modernizing its approach to safety by focusing on high-risk devices and activities and strengthening partnerships with industry as a method for managing risk? (n=3781)

Q26a. Have any of these changes made the service you received from TSSA better, worse or Base: (Q25) Those who were aware that over the last TWO years TSSA has been modernizing its approach to safety by focusing on high-risk devices and activities and strengthening partnerships with industry as a method for managing risk (n=1378) have they had no impact?

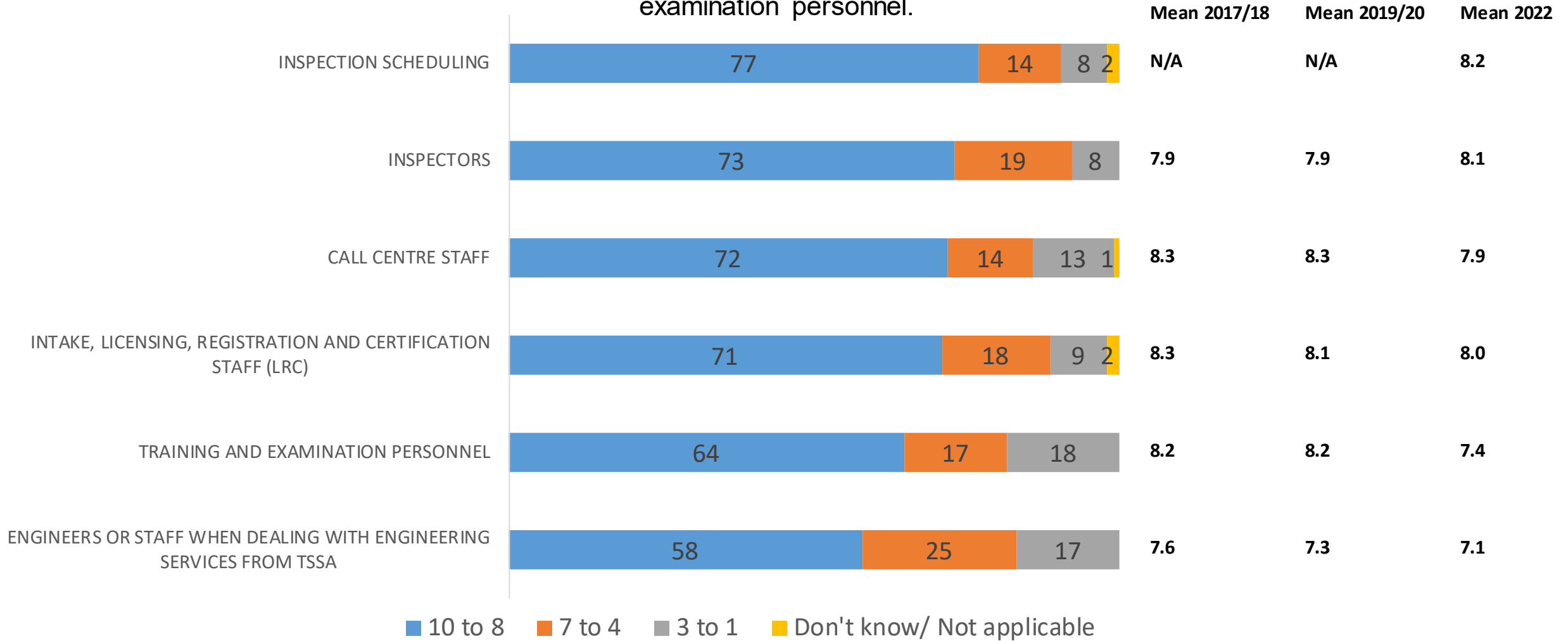
Perceptions of new method of fee model (New Business Model)

Q17a. TSSA has introduced a new method of fee collection that involves a fixed annual fee that covers safety services such as licenses, permits, business registrations, and regular inspections (i.e. periodic & 1 follow-up where applicable. Has this new method of fee collection impacted your business / organization"?
(n=3781)



Satisfaction with the quality of service by professional field

Using the 10-point scale, respondents were asked to assess the last TSSA personnel they interacted with in specific professional fields. Below shows the overall satisfaction scores with TSSA staff broken out by professional field. Year-over-year averages suggests a slight decline in every field since 2017/18, with the most noticeable drop being among training and examination personnel.



Q11a/12a. Thinking about your most recent interaction with <INSERT> TSSA personnel, specifically the last person you dealt with, how satisfied were you with the quality of the service you received from them overall? (call centre staff n=891; engineering n=365; inspectors n=2320; intake, licensing, registration and certification n=1276; training and examination personnel n=373; inspection scheduling n=237)

If you have questions about the customer value survey or would like more information, please contact media@tssa.org