



**Technical Standards
and Safety Authority**

2026 Customer Value Survey

May 5, 2026

Prepared by



Methodology

Sample

TSSA provided a customer database with 106,923 contacts and email addresses

Sampling Method

CAWI (Computer Assisted Web Interviewing)

Fieldwork dates

January 16, 2026 – March 2, 2026

Sampling Size

2,808

Margin of Error

+/- 1.82 % at a 95% confidence level

Key Findings

The Perceived Value Index (PVI) score has increased significantly, from 6.8 in 2024 to 7.3 in 2026. In many organizations, metrics of this kind tend to be relatively stable and can be difficult to shift meaningfully over time. As a result, this increase likely reflects more substantial underlying changes rather than incremental improvements. While scores have rebounded to or exceeded previous levels, the PVI has moved beyond its historical range, suggesting the impact of more fundamental developments, such as the new portal and creation and expansion of compliance standards.

Key Findings

Compared to 2024, all three components that make up the PVI increased. Overall Service Satisfaction increased from 6.8 in 2024 to 7.3 in 2026. Respect increased from 7.2 in 2024 to 7.7 in 2026, while Good Value increased from 6.4 to 6.9. These PVI changes are all statistically significant.

The Drivers Analysis on the PVI identified Compliance and the Portal as the primary areas to focus on in order to increase score, as both have a high impact on the PVI score but lower levels of satisfaction given their importance. Staff and Account Management are identified as key areas to protect, as they demonstrate both a relatively high impact on the PVI score and strong satisfaction levels. Meanwhile, Website and Exams are identified as areas to monitor, given their relatively lower satisfaction levels, although their impact on the PVI score is relatively low.

Key Findings

Overall, most areas in 2026 have increased compared to the previous years, while other areas have shown stability. General satisfaction with the quality of service received from TSSA staff has increased across all professional fields, with the most notable increase seen among Inspectors, LRC staff, Call Centre staff, and Training and Examination personnel. Respondents most commonly deal with Inspectors, who also have the highest levels of satisfaction.

While many satisfaction scores have recovered to levels seen in earlier surveys, the overall increase in the Perceived Value Index (PVI) likely reflects changes beyond these rebounds alone, indicating the influence of more fundamental improvements.

In terms of the quality of service provided by TSSA over the past two years, 32% of respondents reported improvement, 10% reported decline, and 57% indicated no change. Compared to 2024, perceptions have shifted in a positive direction, with a higher proportion reporting improvement and a lower proportion reporting decline.

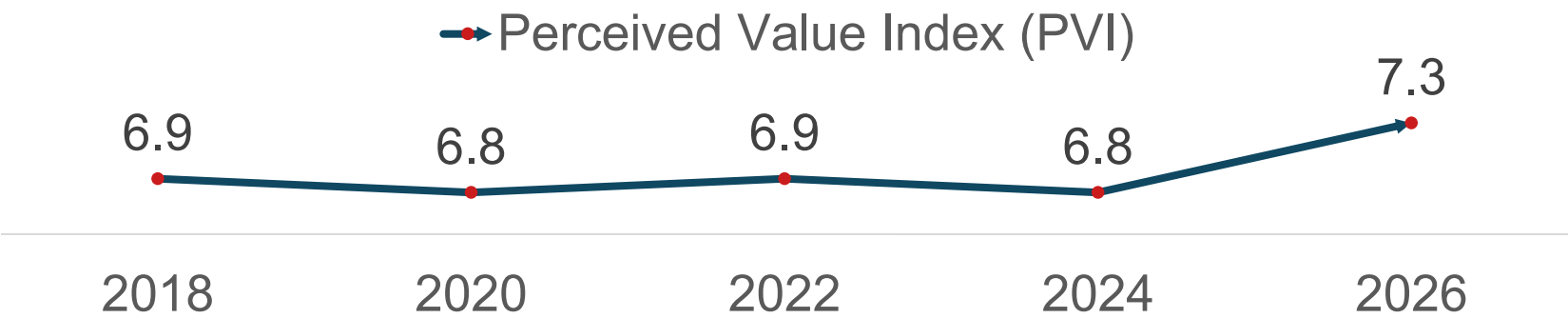
Key Findings

Those who have visited TSSA's website were asked to assess how much they agree or disagree with statements about the website. Respondents scored the website the highest on providing needed information, with 61% of respondents giving it a score of 8 or above out of 10, and a mean score of 7.5 out of 10, which has increased significantly compared to 2024. In terms of ease of navigation and the ability to find applications, forms, and documents, scores have remained stable (7.0 out of 10) compared to 2024.

Among users of the TSSA Client Portal, paying invoices is the most common activity (74%) and receives the highest satisfaction, with 70% rating it 8 or higher, and having a mean score of 7.9. Across client portal metrics, results are closely aligned, with 49% to 53% of respondents rating their experience 8 or higher and mean scores ranging from 7.2 to 7.6 across all measures.

Impressions related to the fees and billing process, the examination and certification process, how TSSA manages their accounts, and TSSA branding have all increased significantly in 2026.

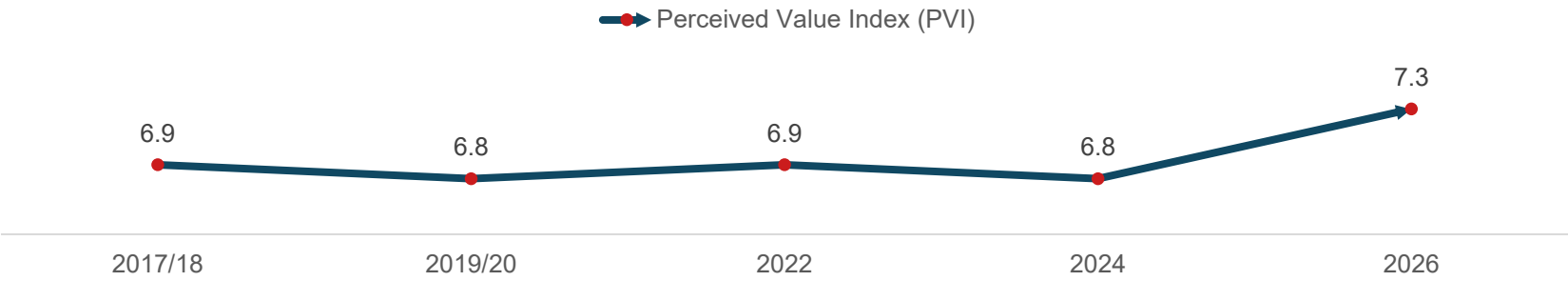
Overall Perceptions of Value



Components of PVI					
	2018	2020	2022	2024	2026
TSSA has the respect of people in my industry (n=2,659)	7.2	7.1	7.3	7.2	7.7
TSSA provides good value for the fees we pay (n=2,701)	6.3	6.2	6.5	6.4	6.9
Overall, I am satisfied with the service I receive from TSSA (n=2,766)	7.2	7.1	7.0	6.8	7.3

Q7. Next, we're interested in your impressions of how the TSSA interacts with you and others in your industry, using the same 10-point scale.
Sample size: Shown in chart above
Framework: All respondents excluding Don't Know responses

Overall Perceptions of Value (con't)



PVI by Program Area

	2017/18	2019/20	2022	2024	2026
Ski Lift Operator (n=34)	n/a	7.5	7.1	6.4	7.0
Operating Engineers (n=457)	7.5	7.1	6.5	6.0	6.7
Elevating Devices (n=598)	7.1	7.0	7.0	6.9	7.5
Boilers and Pressure Vessels (n=959)	7.0	6.8	6.7	6.5	7.0
Certificate Holder (n=1,959)	n/a	6.8	n/a	6.6	7.2
Fuel Safety (n=1,794)	6.7	6.7	7.0	6.9	7.2
Amusement Devices (n=61)	6.6	6.3	7.0	6.2	6.1

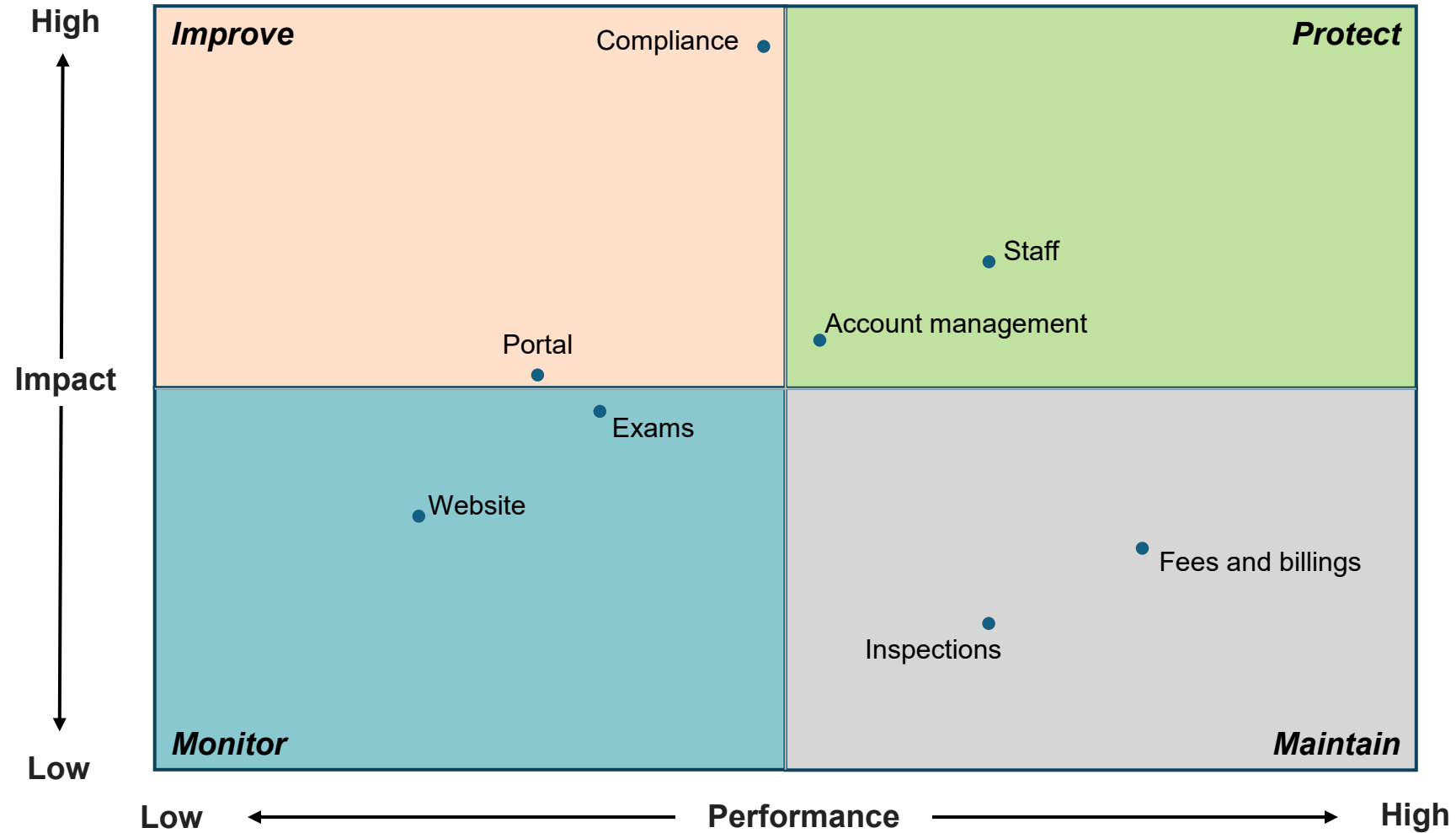
Q7. Next, we're interested in your impressions of how the TSSA interacts with you and others in your industry, using the same 10-point scale.
Sample size: Varies per program area
Framework: All respondents excluding Don't know responses

Perceptions of Value Matrix 2026

(Original Method with Portal Questions)



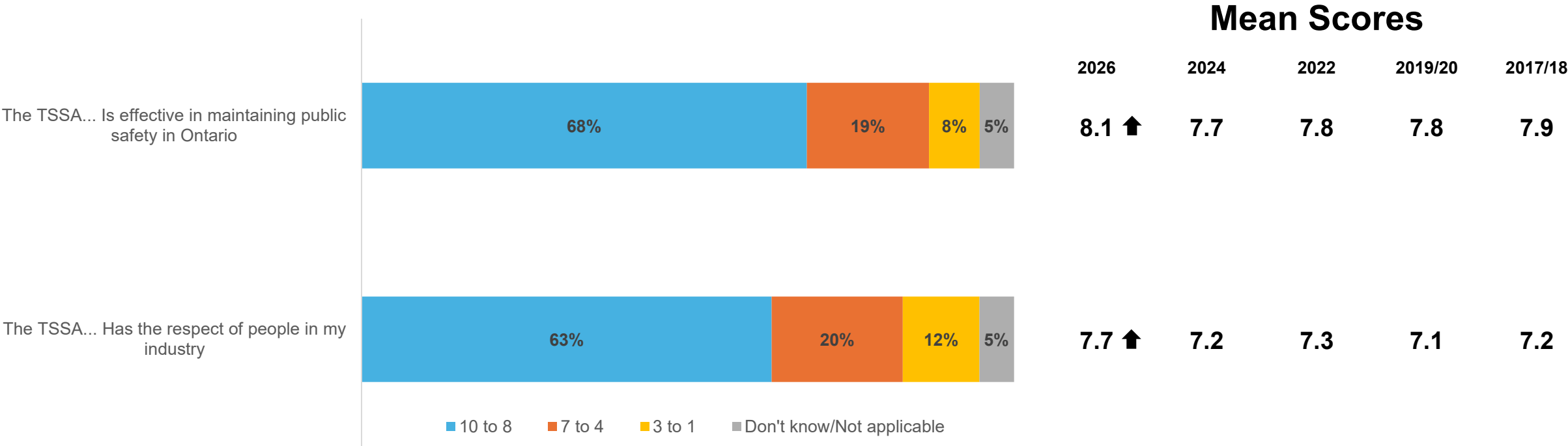
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$R^2 = 0.84$

Impressions of TSSA as an Organization

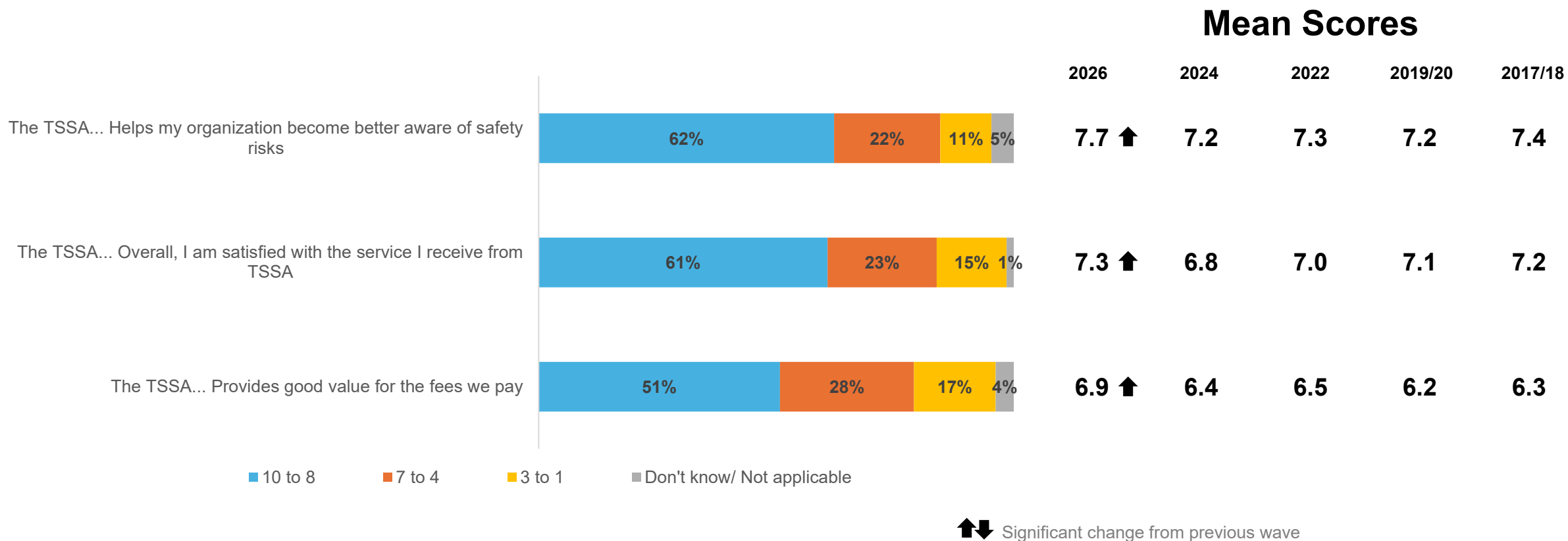
In 2026, the mean scores respondents have provided TSSA when it comes to both maintaining public safety and having the respect of people in the industry have increased significantly (8.1 out of 10 and 7.7 out of 10, respectively).



↑↓ Significant change from previous wave

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. Mean scores increased significantly in 2026.

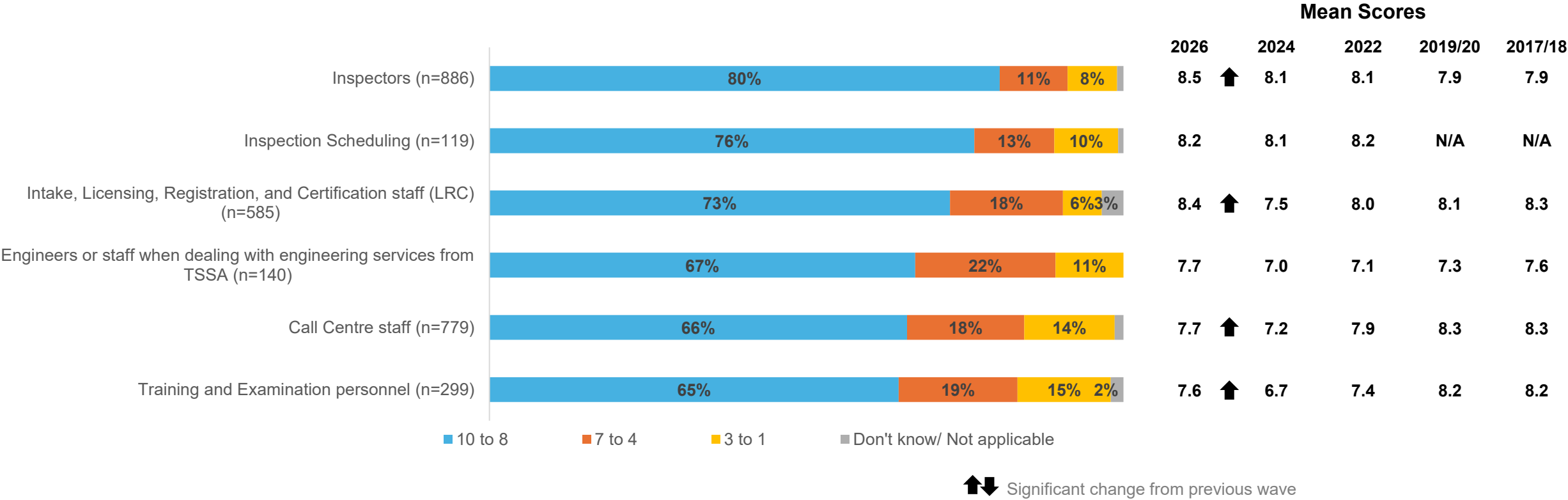


Q7. Next, we're interested in your impressions of how the TSSA interacts with you and others in your industry, using the same 10-point scale.
Sample size: 2,808
Framework: All respondents

Satisfaction with the Quality of Service By Professional Field



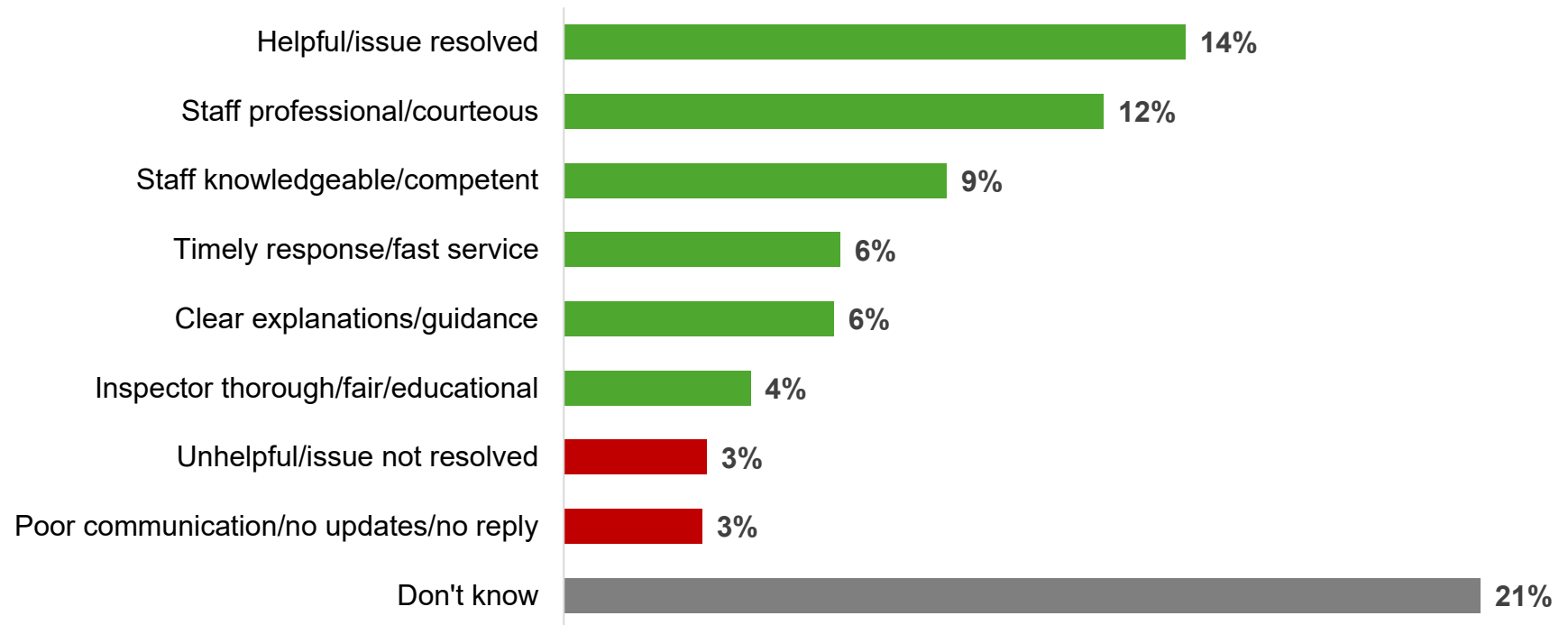
Below shows the overall satisfaction scores with TSSA staff broken out by professional field. Year-over-year mean scores suggests an increase in almost all fields compared to 2024, with the most noticeable increase being among LRC staff and training and examination personnel. Meanwhile, year-over-year mean scores for inspection scheduling has been consistent.



Q11a. Thinking about your most recent interaction with TSSA _____, specifically the last person you dealt with, how satisfied were you with the quality of the service you received from them overall?
Sample size: Shown in chart above
Framework: All respondents

Satisfaction with the Quality of Service By Professional Field (con't)

When asked to explain their service rating, most respondents cited positive experiences with TSSA staff, particularly helpful issue resolution (14%), professionalism and courtesy (12%), and staff knowledge or competence (9%). On the other hand, a small proportion noted challenges, including unresolved issues (3%) and poor communication or lack of updates (3%).



Responses <3% are hidden in the visualization

[This is a new question in 2026]

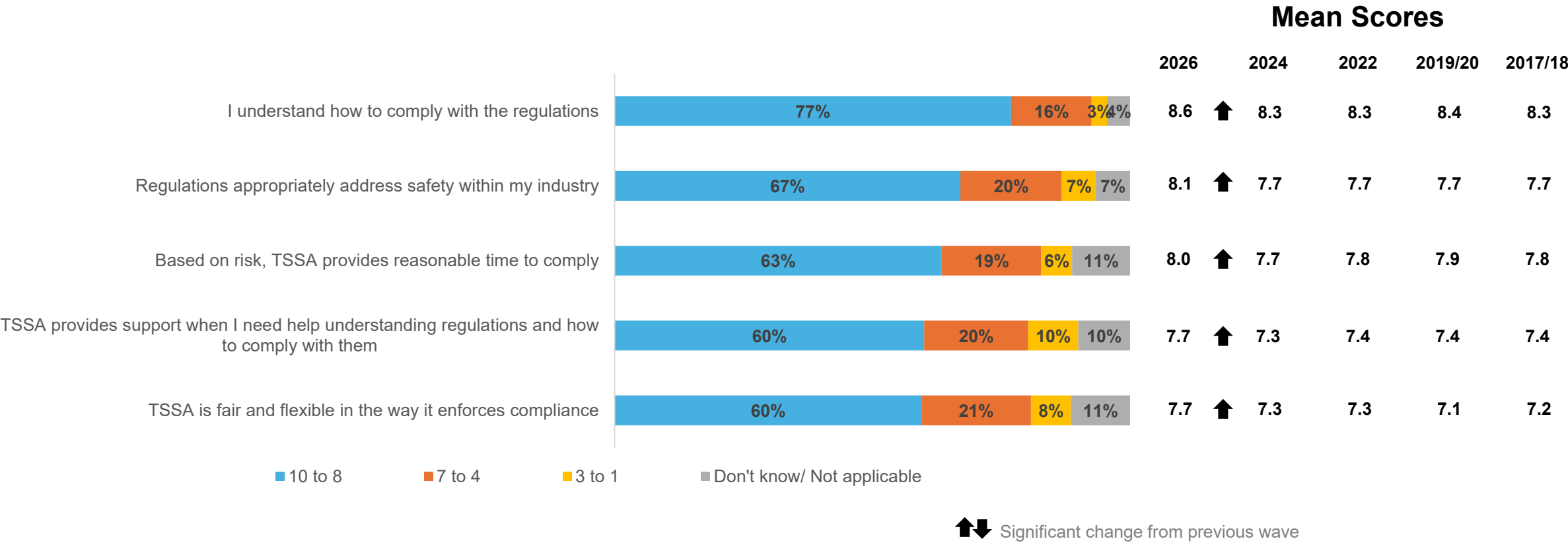
Q11b. Please explain why you gave a rating of <Q10 answer>? [OPEN-ENDED QUESTION]

Sample size: n=2,808

Framework: All respondents

Perceptions of Regulations and Compliance

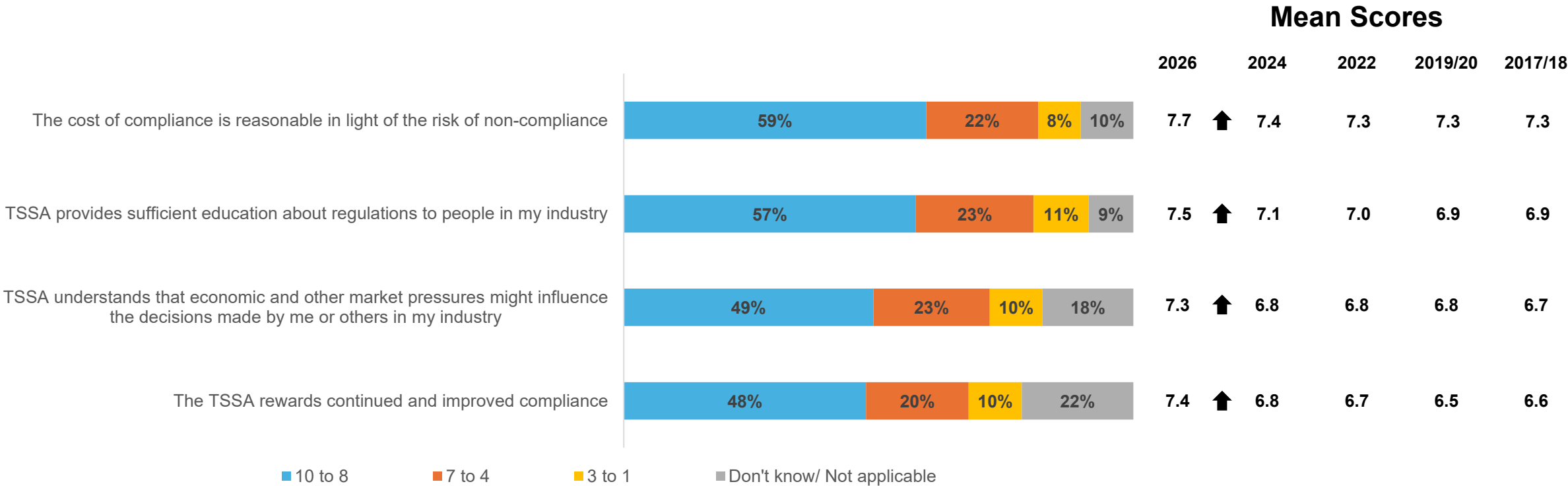
Using the 10-point scale, respondents were asked to assess how much they agree or disagree with the following statements on regulations and compliance. Year-over-year mean scores suggest that views on these statements have increased significantly in 2026.



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.
Sample size: n=2,808
Framework: All respondents

Perceptions of Regulations and Compliance (con't)

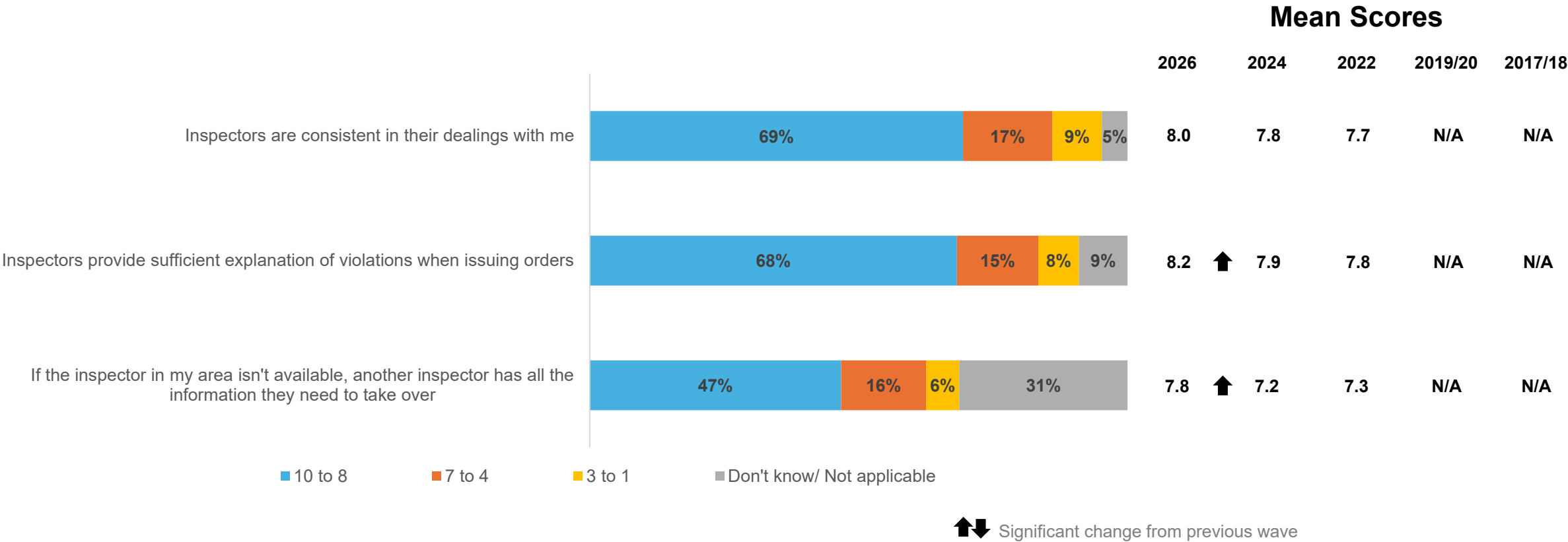
Using the 10-point scale, respondents were asked to assess how much they agree or disagree with the following statements on regulations and compliance. Year-over-year mean scores suggest that views on these statements have increased significantly in 2026.



↕ Significant change from previous wave

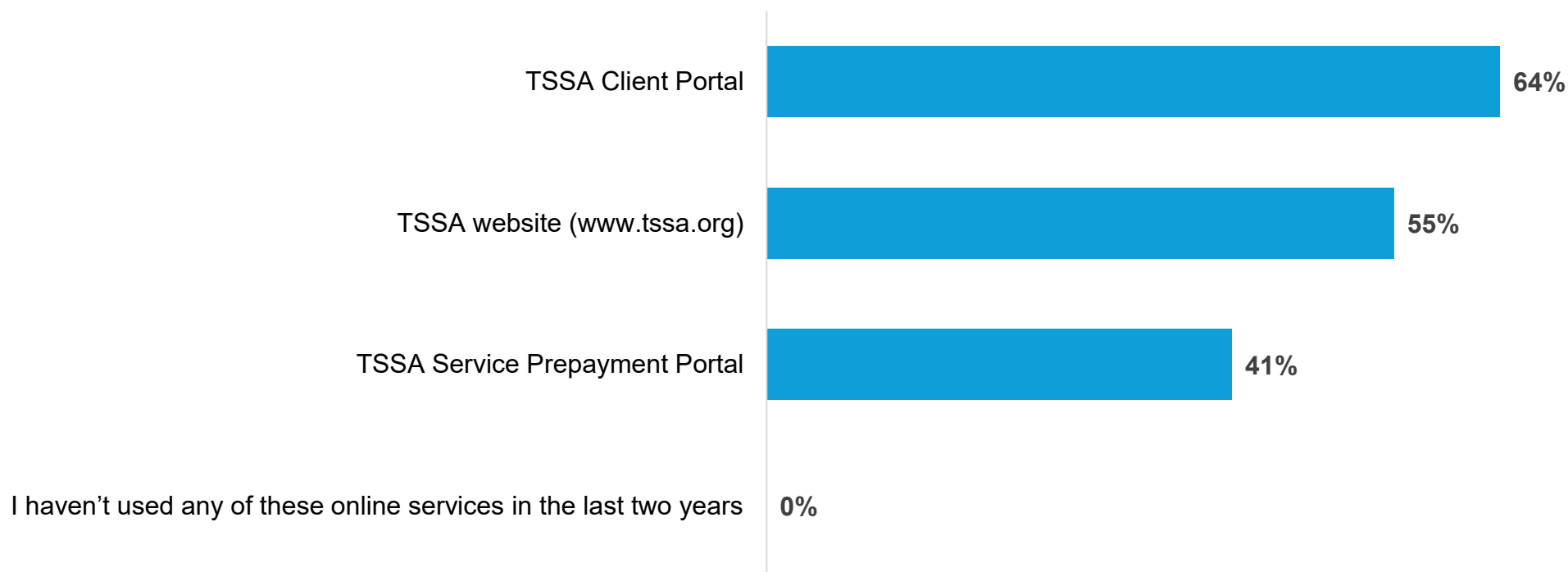
Perceptions of Inspections performed by TSSA

Agreement with TSSA inspection statements remains strong, with significant increases in 2026 for inspectors' clarity in explaining violations (8.2 out of 10) and continuity of information between inspectors (7.8 out of 10).



Q14. The following statements are about your experience with inspections performed by TSSA.
Sample size: n=886
Framework: Respondents who have dealt with TSSA Inspectors the most in the last two years.

In the last two years, more than half of respondents (55%) have used the TSSA website.



[This is a new question in 2026]

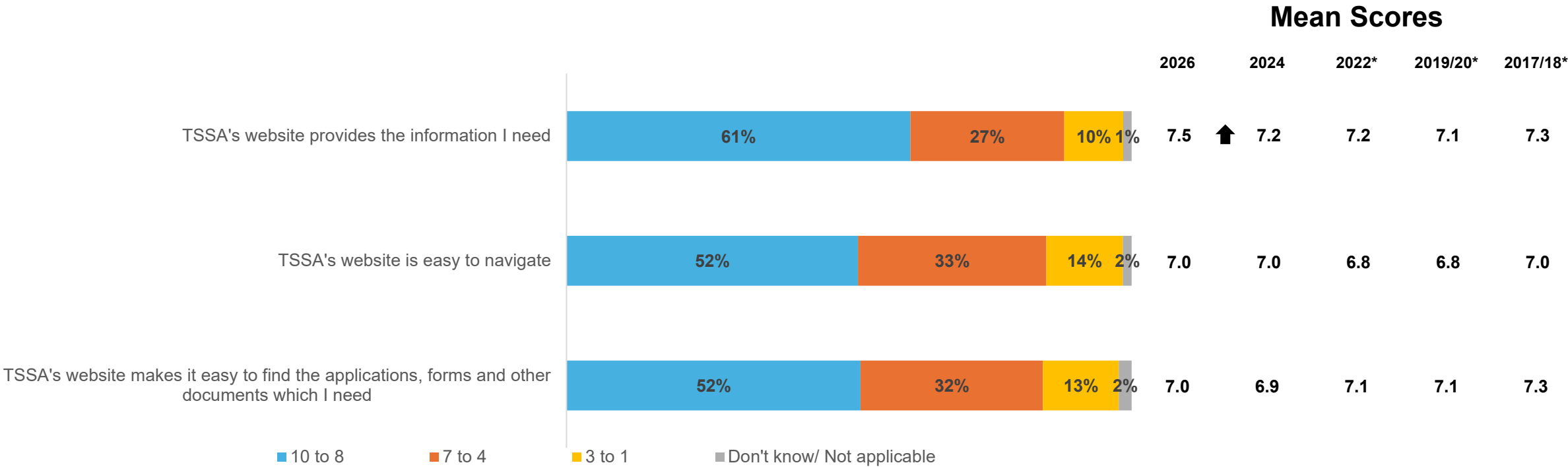
Q15. Thinking about the last two years, have you used any of these online services offered by TSSA? Please select all that apply.

Sample size: n=2,808

Framework: All respondents

Perceptions of TSSA Website

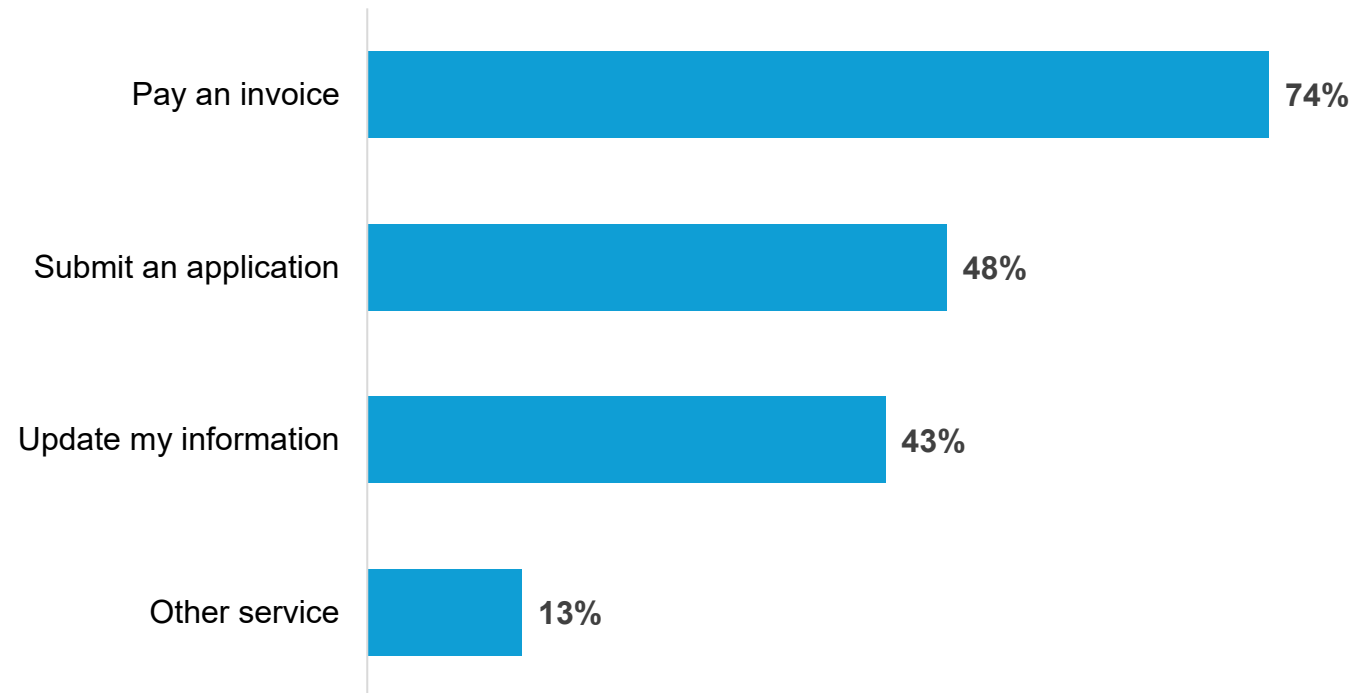
Among those who have used the TSSA website in the past two years, perceptions of ease of navigation and the ability to find applications, forms, and documents have remained stable (7.0 out of 10), while mean scores for the website providing the information needed (7.5 out of 10) increased significantly in 2026.



*2017-2022 mean scores reflect perceptions of the old website

↕ Significant change from previous wave

Among those who have used the TSSA Client Portal in the last two years, paying an invoice is the most commonly used service, reported by about 3 in 4 respondents (74%).



[This is a new question in 2026]

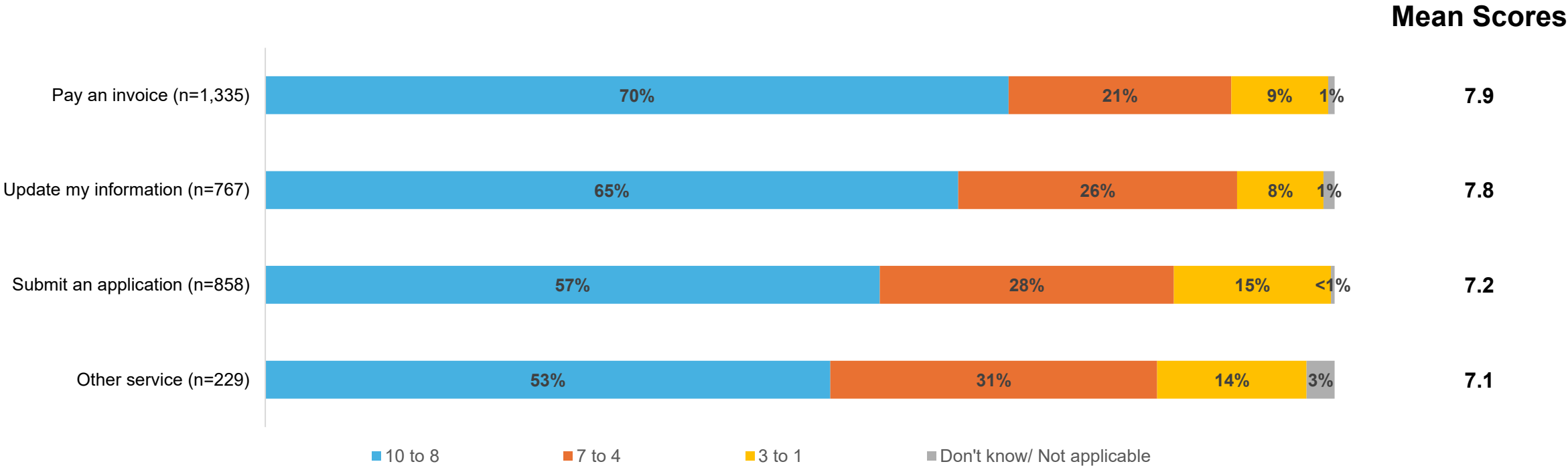
Q16b. Which of the following services have you used on the TSSA Client Portal? This is the new innovative platform offering automated self-service functions and direct access to TSSA's highest-volume applications.

Sample size: n=1,804

Framework: Respondents who have used the TSSA Client Portal in the last two years

Perceptions of TSSA Client Portal Services

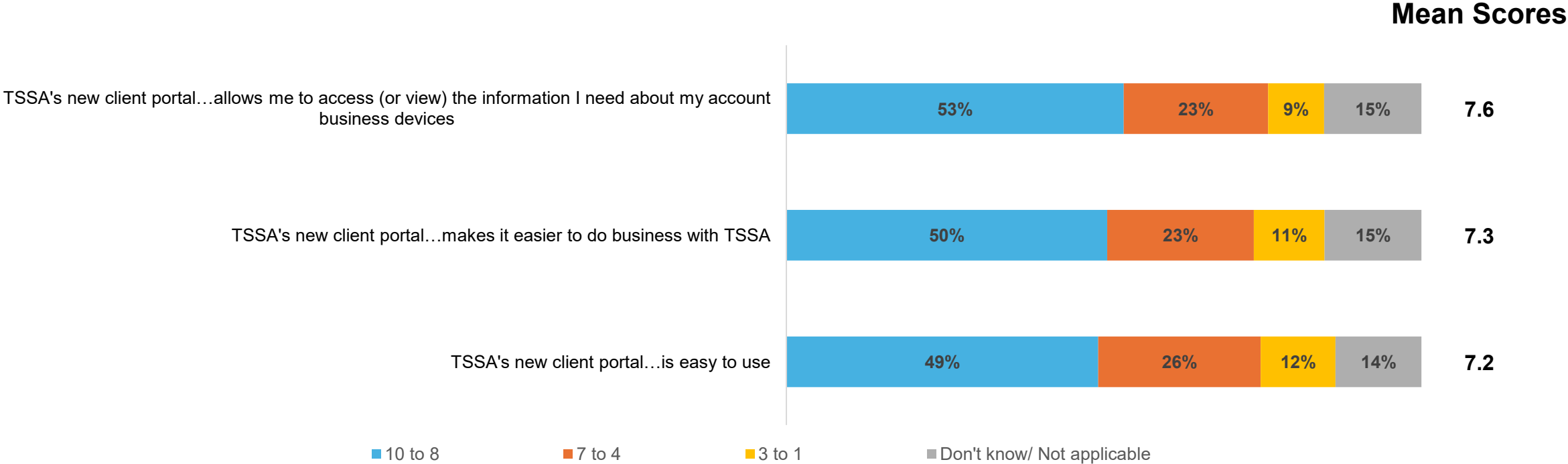
In 2026, respondents who used the TSSA Client Portal in the past two years were asked to rate their satisfaction with its services. Paying an invoice received the highest satisfaction ratings, with 70% of respondents giving a score of 8 or higher and a mean score of 7.9 out of 10.



[This is a new question in 2026]
Q16c. How satisfied are you with each of the following services offered on the TSSA Client Portal?
Sample size: Shown in chart above
Framework: Respondents who have used the TSSA Client Portal in the last two years

Impressions of TSSA Client Portal

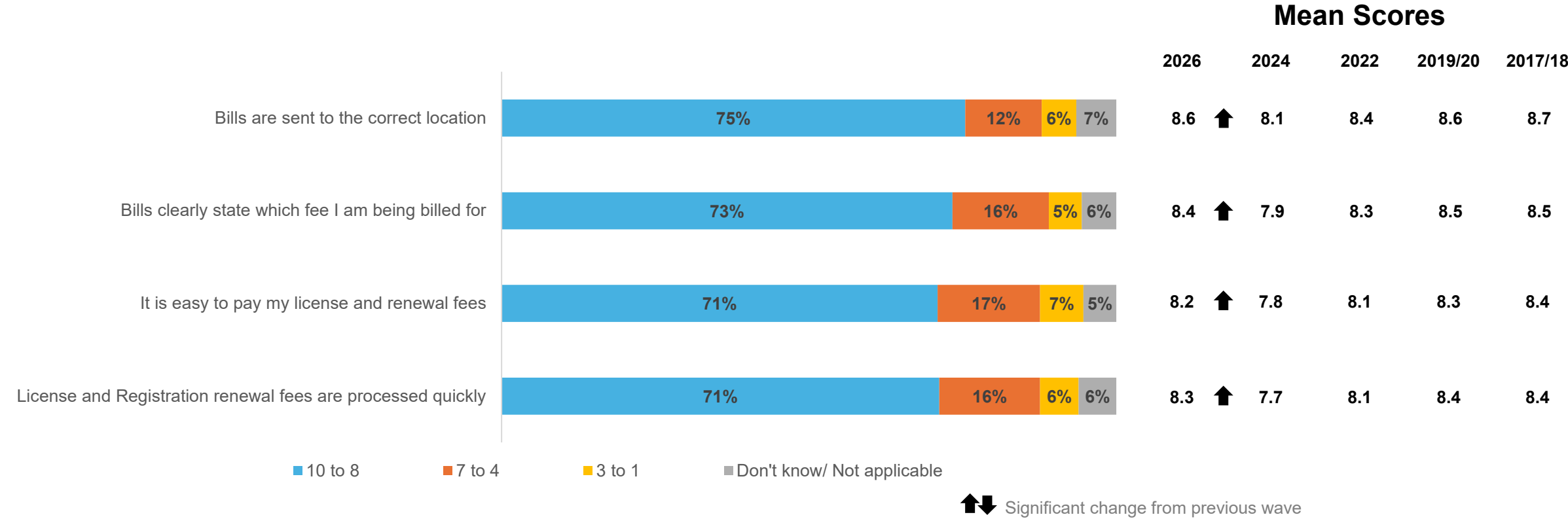
Overall impressions of the TSSA Client Portal are consistent, with about half of respondents (49% to 53%) providing satisfaction ratings of 8 to 10 across all statements, and mean scores ranging from 7.2 to 7.6.



[This is a new question in 2026]
Q16d. The following statements are about your overall impressions of the TSSA Client Portal. Please rate the extent to which you agree or disagree.
Sample size: n=2,808
Framework: All respondents

Perceptions of Fees and Billing Process

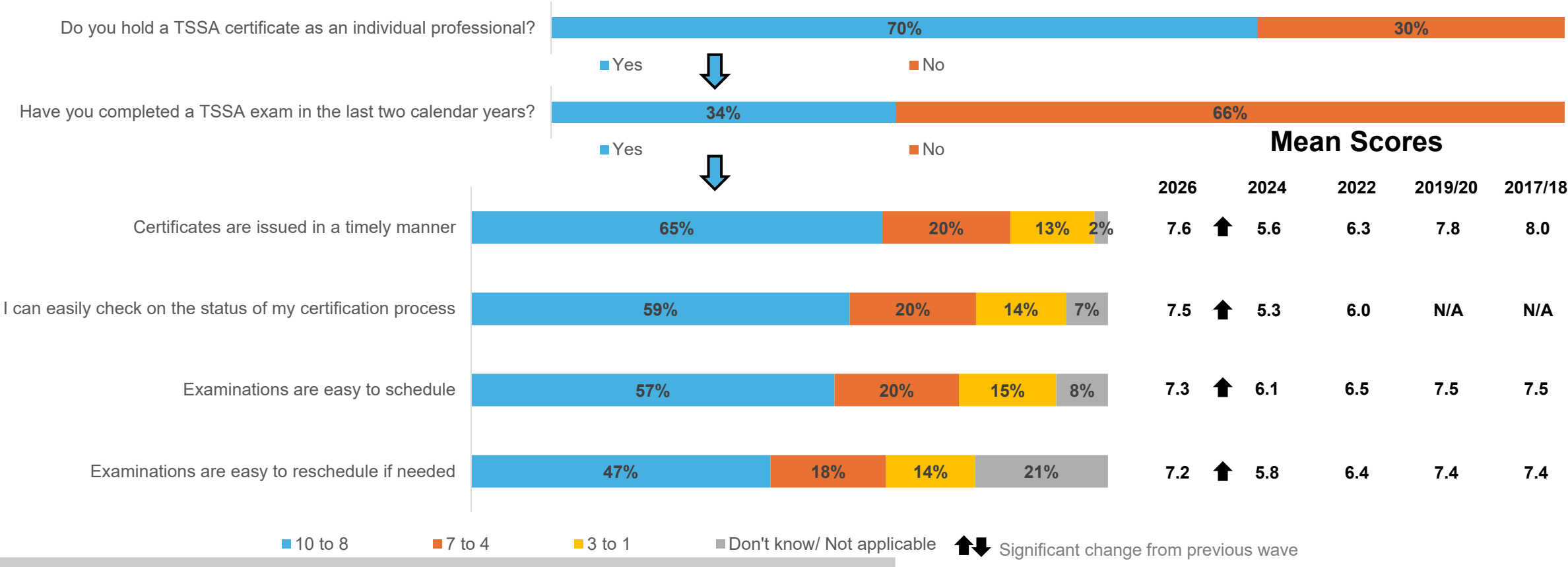
Using the 10-point scale, respondents were asked to assess how much they agree or disagree with the following statements on the fees and billing process. Respondents scored “bills are sent to the correct location” the highest, with 75% of respondents providing a score of 8 or above, and a mean of 8.6 out of 10. Overall, perceptions of fees and billing improved significantly across all statements in 2026.



Q17c. The following statements are about your impressions of TSSA's fees and billing processes. Please rate the extent to which you agree or disagree.
Sample size: n=2,808
Framework: All respondents

Perceptions of Examination and Certification Process

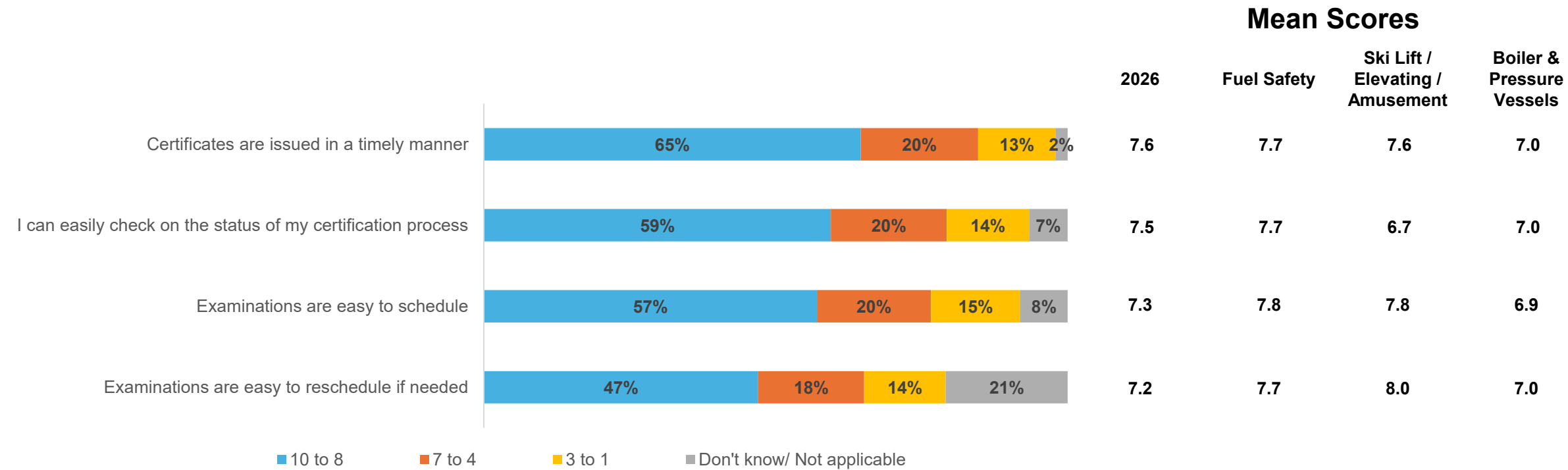
The 34% of respondents who indicated that they had completed an exam in the last two years were asked to assess how much they agree or disagree with the following statements about the examination process. In 2026, perceptions of examination and certification process improved significantly across all statements.



Q3b. Do you hold a TSSA certificate as an individual professional? | **Q18a.** Have you completed a TSSA exam in the last two calendar years? | **Q18b.** The following statements are about your impressions of the examination/certification process; please rate the extent to which you agree or disagree.
Sample size: Q3b. n=2,808 | Q18a. n=1,959 | Q18b. n=666
Framework: Q3b. All respondents | Q18a. Respondents who hold a TSSA certificate as an individual professional | Q18b. Respondents who have completed a TSSA exam in the last two calendar years.

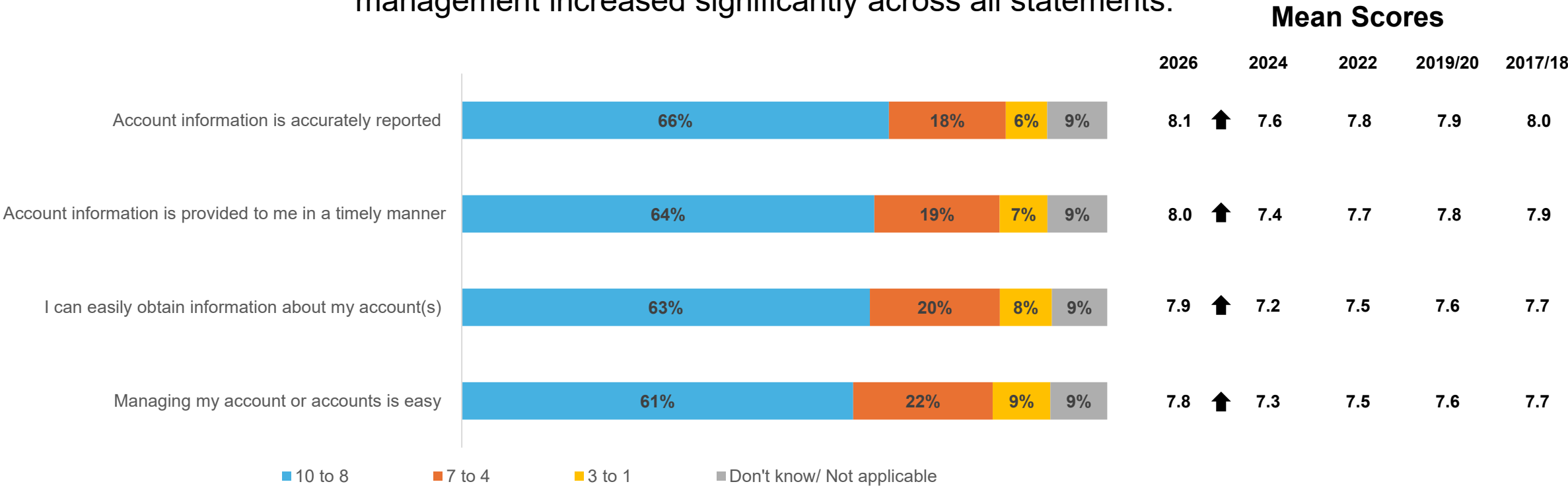
Perceptions of Examination and Certification Process (By Program Area)

When comparing perceptions of the examination and certification process across various program areas, those from Fuel Safety have an overall score of 7.7, while Ski Lift Operators/Elevating Devices/Amusement Devices have an overall score of 7.5, and Boiler and Pressure Vessels have an overall score of 7.0.



Perceptions of Account Management

Using the 10-point scale, respondents were asked to assess how much they agree or disagree with the following statements on account management. Respondents scored account management highest for information being accurately reported, with 66% of respondents providing a score of 8 or above. In 2026, perceptions of account management increased significantly across all statements.

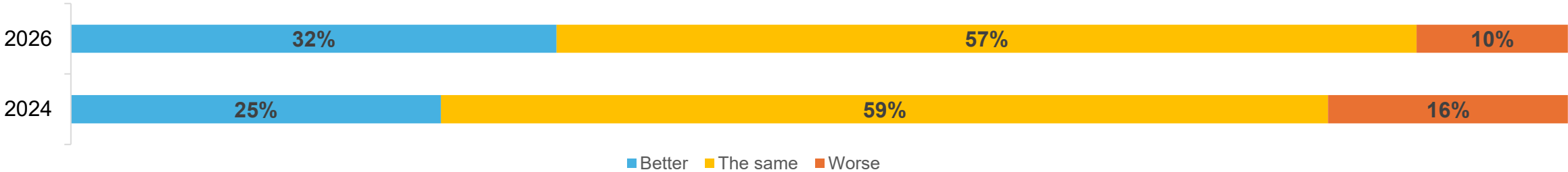


↑↓ Significant change from previous wave

Q19. The following statements are about your impressions of how TSSA manages your account(s). Please rate the extent to which you agree or disagree using a 10-point scale.
Sample size: n=2,808
Framework: All respondents

Quality of Service over the Last Two Years

Respondents were asked whether the quality of service from TSSA over the past two years has improved, declined, or remained the same. Overall, 32% reported that service has improved, 10% said it has declined, and 57% indicated it has stayed the same. Compared to 2024, a higher proportion of respondents reported improvements, while fewer reported declines in service quality.



More Information

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