

Commercial Inspections Branch Survey Results

August 20, 2020 – December 31, 2020

The commercial inspections branch developed a survey to follow-up with applicants after their inspection. Survey criteria included that the inspection must have been completed five days earlier. One of every 10 inspections received a survey. All inspection types were included (open and closed permits within building, electrical, mechanical and plumbing inspections).

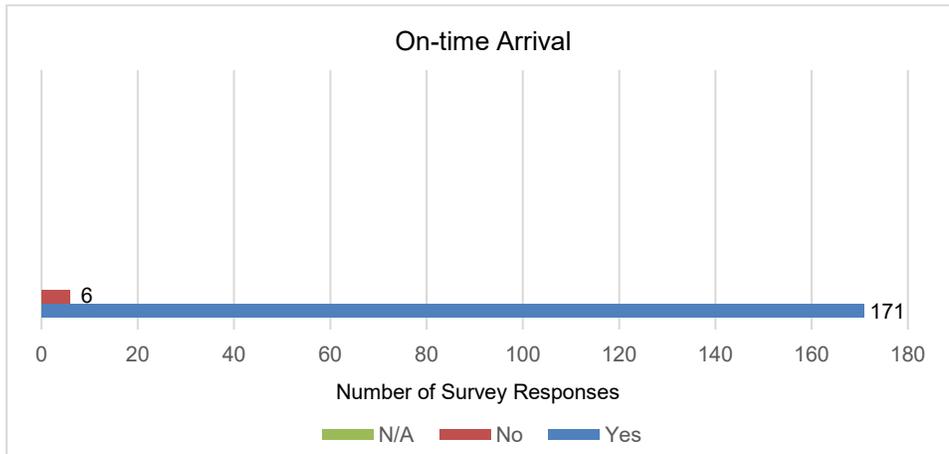
Survey questions:

1. Did the inspector arrive on time?
2. How long did the inspection last?
3. Was the inspector courteous and professional?
4. Were code deficiencies discovered during the inspection?
5. If yes, did the inspector explain the code deficiencies when asked?
6. Is there anything else you would like us to know about your inspection?

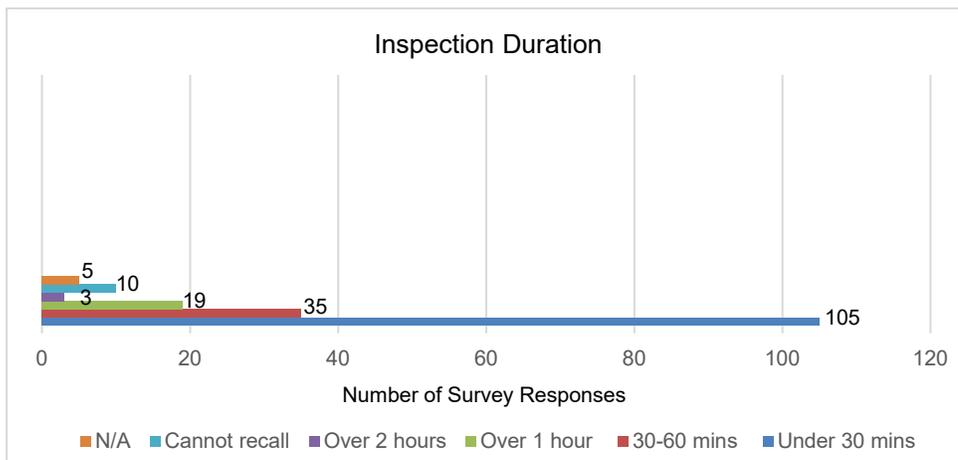
Results are displayed on the following pages.

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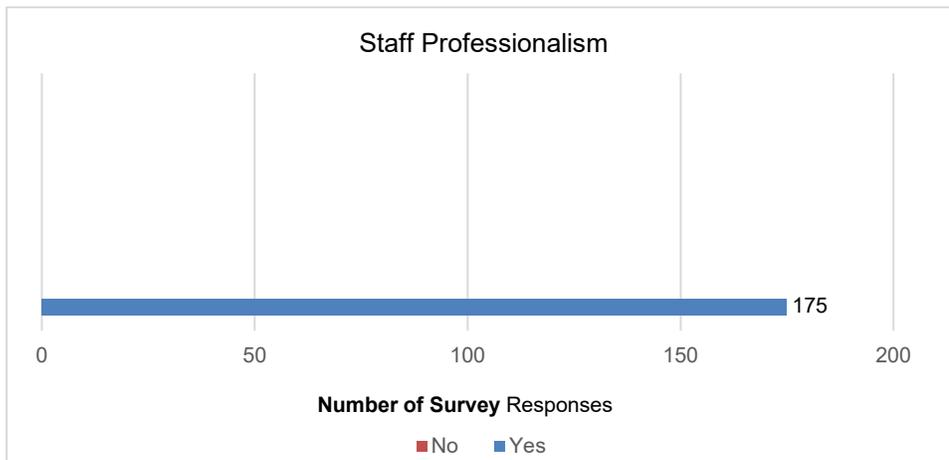
1. Did the inspector arrive on time?



2. How long did the inspection last?



3. Was the inspector courteous and professional?



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4. Were code deficiencies discovered during the inspection?

Out of 177 inspection surveys, 32 had defects communicated to them.

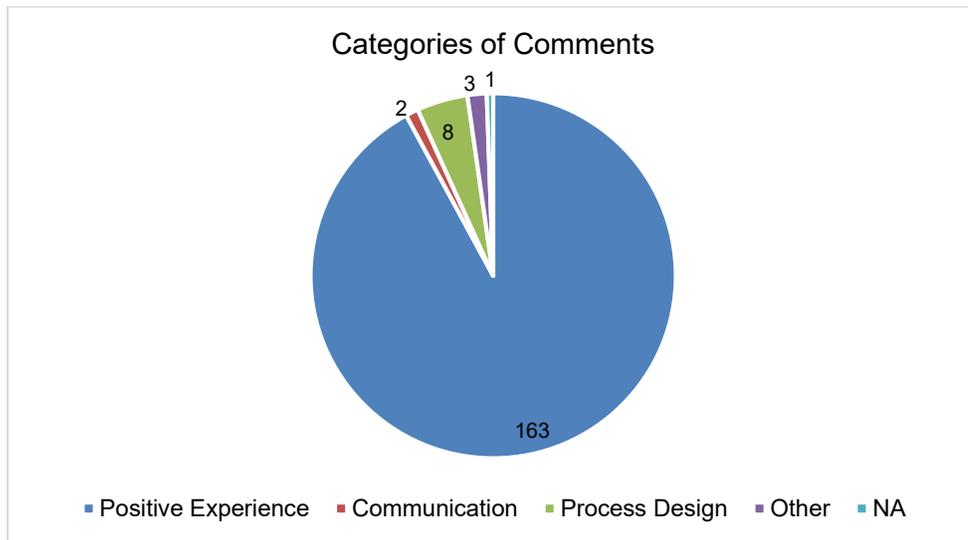
5. If yes, did the inspector explain the Code deficiencies when asked?

100% of applicants said their defects were explained by the inspector.

6. Is there anything else you would like us to know about your inspection?

Answers were sorted into the following categories:

- Positive Experience
- Communication
- Process Design
- Other



Positive Experience

The majority of responses were positive. Types of comments included that inspectors were excellent, helpful and straightforward.

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Communication

The types of comments that were included in this category relate to the ability to speak directly to the inspector as well as some difficulties with the ability to reach the office. The City is aware that office communication has changed with staffing levels related to COVID-19 restrictions.

Process Design

The types of comments that were included in this category relate to the revised practices for booking inspections. This change started in 2019 with the introduction of an intake centre. The inability to request same-day inspections was also flagged as an issue for applicants.

Other

The types of comments that were included in this category relate to a specific issue with the type of defect found and a concern related to site requirements.