

Commercial Inspections Branch Survey Results

May 13, 2020 - August 19, 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).

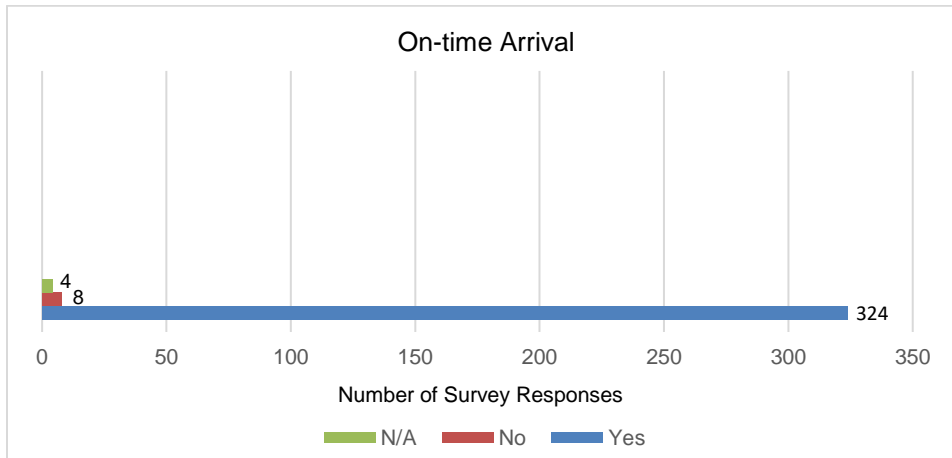
Survey questions:

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?

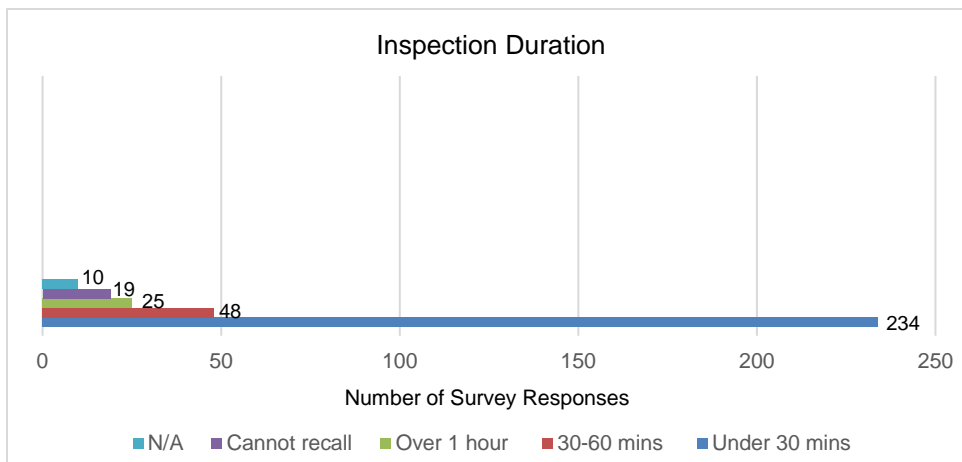
Results are displayed on the following pages.

Commercial Inspections Branch Survey Results

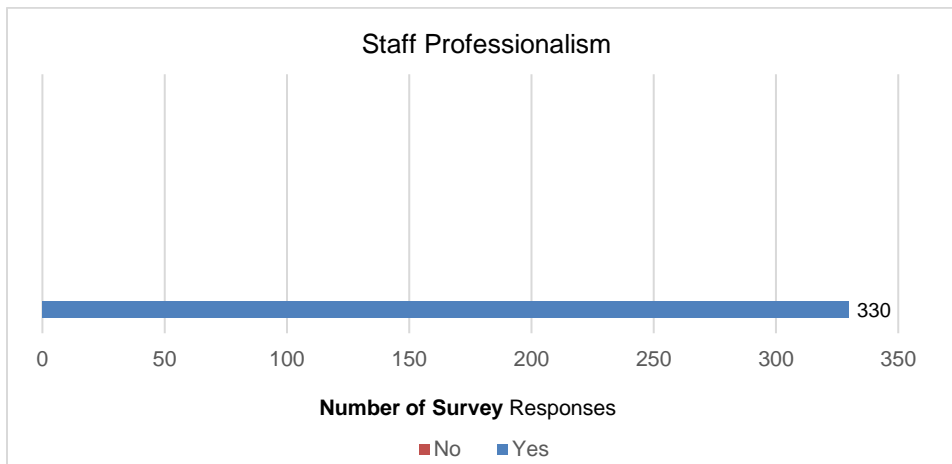
1. Did the inspector arrive on time?



2. How long did the inspection last?



3. Was the inspector courteous and professional?



Commercial Inspections Branch Survey Results

4. Were code deficiencies discovered during the inspection?

Out of 336 inspection surveys, 77 had defects communicated to them.

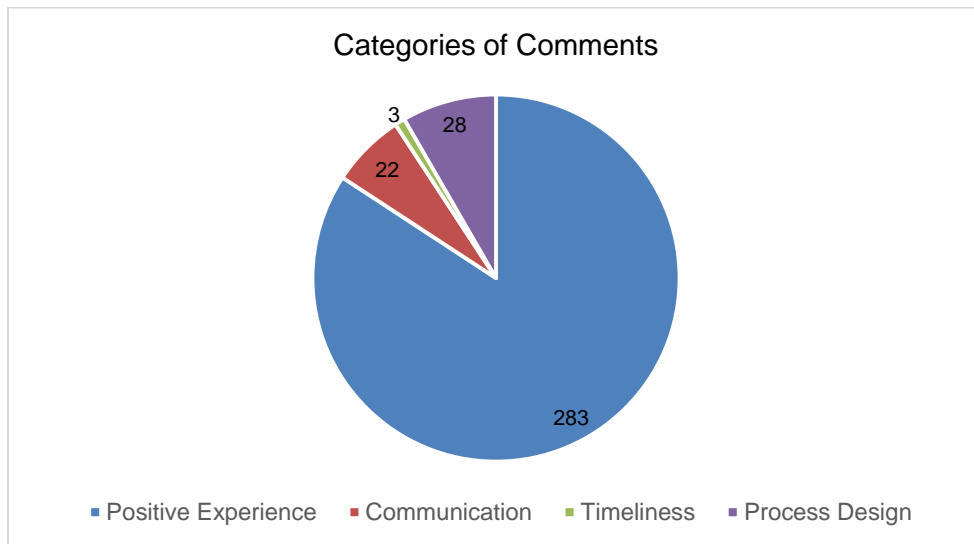
5. If yes, did the inspector explain the Code deficiencies when asked?

98% of applicants that 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
- Timeliness
- Process Design



Positive Experience

The majority of responses were positive. Types of comments included that inspectors were respectful, on time, and that the inspections experience was better overall. Comments were also shared relating to the revised inspection process, including that applicants appreciated the ability to schedule in advance and they've adapted well to the new system.

Commercial Inspections Branch Survey Results

Communication

The types of comments that were included in this category relate to the ability to speak directly to the inspector. This process changed in 2019 and based on feedback, clarification of the revised inspection process is needed.

Timeliness

The types of comments that were included in this category relate to the amount of time between inspection requests and follow up. This follow up could have been from the scheduler, the email notifications, or the inspector.

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.