

Compliance and Enforcement Fee Consultation: What We Heard

Brief Consultation Results

- 197 clients and industry partners responded to the online survey
- **Respondents stated in the consultation feedback that it would be fair to charge non-compliant performers for the cost of investigations and audits, but unfair for compliant performers to bear associated costs.**
 - Most respondents were supportive of Technical Safety BC recovering the costs of investigations and audits by charging non-compliant actors directly (**61% in favour**)
 - Most respondents opposed the suggestion of spreading the cost of compliance and enforcement investigations and audits across all permits (**70% opposed**)
 - Nearly two-thirds of respondents were supportive of Technical Safety BC using compliance and enforcement cost-recovery fees against non-compliant performers as a strategy to level the playing field (**64% in favour**)
- **50%** of respondents stated there would be **minimal impact** to their business if they incurred a re-inspection fee for Amusement Device Operating Permits, although participation in this section was low (n=4)
- Overall, feedback about compliance aligned with the principles within the Safety Standards Act and Regulations. No specific areas of concern or gaps in understanding were noted in the comments received
- Respondents shared their preference to learn about compliance and regulations regarding the Safety Standards Act through **more formal education such as a course (26%), Information Bulletins and Directives (20%), or by other methods (29%), specifically in-person or through all proposed channels**
 - Respondents placed an emphasis on clear and easy-to-understand language in all education regarding rules and regulations

Summary of Responses

To view all proposed updates to the fee schedule, [please visit the Engage page](#).

Survey participants provided feedback and perspectives on proposed updates to the Compliance and Enforcement fee schedule. The tables below summarize the feedback received through the survey.

Fairness

Survey participants shared feedback on the perceived fairness of how Technical Safety BC is proposing to charge Compliance and Enforcement fees.

Question	Response	Sentiment
Do you think it is fair for TSBC to recover the costs of investigations and audits by charging non-compliant actors directly? (n= 177)	61% Yes 29% No 10% I don't know	Supportive
Do you think it would be fair to spread the cost of compliance and enforcement activity across all permits? (n=177)	70% No 20% Yes 10% I don't know	Opposed
Do you think that implementing compliance and enforcement cost-recovery fees against non-compliant performers is a good strategy to level the playing field? (n=177)	64% Yes 25% No 11% I don't know	Supportive

Qualitative feedback: Fairness

Overall, respondents were supportive of Technical Safety BC's proposal of charging non-compliant performers directly for the cost of investigation or audit, if a major non-compliance is found. There were some hesitations against using compliance and enforcement cost-recovery fees to level the playing field, mostly around fairness and equity for both compliant and non-compliant performers:

"I support the general principle behind the proposed compliance and enforcement fee changes. Contractors, license holders, and duty holders who operate outside the rules should be held accountable..."

"Punitive action against "non-compliant actors" should be supplemented with positive reinforcement action towards "compliant actors" to promote and incentivize compliance."

“Implementing compliance and enforcement cost-recovery fees against non-compliant performers is a good strategy only if it reduces fees against compliant performers...”

Compliance

Survey participants shared feedback on the topic of their own compliance with the Safety Standards Act.

Question	Response	Sentiment
Is it clear to you what non-compliant activities are? (n=170)	83% Yes 13% No 4% I don't know	Supportive
Do you consider yourself fully compliant with the Safety Standards Act? (n=170)	92% Yes 3% No 5% I don't know	Supportive
Are there any times where you feel uncertain about whether you're following all the rules and regulations? (n=169)	53% No 41% Yes 6% I don't know	Neutral

Qualitative feedback: Compliance

Overall, feedback aligned with the principles of compliance within the Safety Standards Act and Regulations. No specific areas of concern or gaps in understanding were noted in the comments received.

“Most contractors are compliant and only do permitted, legal work. However there are a percentage that give the industry a bad name and should be responsible for their actions.”

“I believe it is important to consider the financial impact on certificate holders, especially experienced professionals who maintain their certification even when they are not actively working full-time in the industry.”

Education

Survey participants rated their preferences for learning about compliance and regulations regarding the Safety Standards Act.

What is your preferred way for TSBC to support your overall understanding of the rules and regulations as defined in the Safety Standards Act? (n=79)	
Sharing more information about the rules and regulations through formal education (i.e. with a course specifically about the Safety Standards Act)	26%

Sharing information about the rules and regulations through more formal channels such as Information Bulletins and Directives	20%
Sharing information about the rules and regulations via “casual” channels such as the website, email, blog posts, and social media	15%
Sharing more information about the rules and regulations through self-directed educational content (i.e. video content or self-directed course)	10%
Other - In-person (30%) - All the above (17%)	29%

Qualitative Feedback: Education

A key theme that arose in the qualitative feedback was support for ongoing education of the rules and regulations throughout the industry, in clear and plain language.

“I think bulletins are great for these options but more than anything I would love concise and clear language. I feel like code books...can be so wordy and unnecessarily complex, being in trades this isn't a language I normally communicate in and I wish it was just simplified a bit so it wouldn't take as much energy to try and decipher the sentence.”

“All of the above, specifically including my ability to call someone and ask questions...”

Amusement Devices

Survey participants rated the impact of a newly proposed fee for Amusement Device Operating Permits.

Question	Response	Sentiment
If you were to incur the re-inspection fee for Amusement Device Operating Permits, how would it impact your business? (n=4)	50% minimal impact 25% low impact 25% moderate impact	Supportive

Consultation Context

From April 29 – May 29, 2026, we engaged with our clients and industry partners on proposed updates to the Compliance and Enforcement (C&E) fee schedule. The proposed updates included:

- New fee for investigations into any non-compliances of the Safety Standards Act and any associated regulation, which could include undervalued work and unpermitted work. This new “Investigation Fee” will be charged at a minimum of two hours at the Professional Services Rate (\$670); each additional hour will be charged at \$335/hr
- New fee for “Regulatory Audit performed by an Enforcement Specialist” charged at the hourly administrative rate \$90/hr
- New reinspection fee for Amusement Devices Operating Permits charged at the Safety Service Rate of \$223/hr
- Change “Special Inspection” to “Unauthorized Work Inspection” increasing scope of inspection
- Change “Reinspection” to “Reinspection of Unauthorized Work” increasing scope of reinspection
- Rename “Compliance Audit” to “Regulatory Audit”
- Rename “Administrative Rate for Non-Compliance” and “Professional Services Rate for Non-Compliance” to “Administrative Rate” and “Professional Service Rate”
- Remove “Permit Amendment Review”

The proposed fees only apply to non-compliant individuals or businesses. License holders, certificate holders, equipment owners, and facility owners or managers who are compliant with the Safety Standards Act will **not** be subjected to these fees.

Outreach and Participation

Before we launched the public consultation, we sent pre-consultation materials to six industry partners to collect early feedback and gather questions about the changing C&E fee schedule. We notified over 40,000 clients and 93 industry association representatives by email across all technologies except Rail¹. In total, we received over 1,900 visitors to the engagement page, 225 visitors downloaded a document and/or visited multiple pages, and 197 clients and industry partners submitted survey responses.

Method	Participants
Survey	197
Emails	6
Phone calls	1
Social media	1
Industry association meeting (formal request)	1

¹ Rail clients and safety partners were exempt from this consultation as the Rail technology falls under a separate regulatory oversight model under the Railway Safety Act BC.

¹Rail clients and safety partners were exempt from this consultation as the Rail technology falls under a separate Safety Act (the Railway Safety Act) and regulatory oversight model.

Demographics

Most survey respondents worked with the Electrical (55%), Gas (29%), and Boiler, Pressure Vessel and Refrigeration (27%) industries, in a contractor (47%) and certificate holder (29%) role.

Technology	Participants
Electrical	55%
Gas	29%
Boilers, Pressure Vessels and Refrigeration	27%
Elevating Devices	14%
Amusement Devices	2%
Passenger Ropeways	1%
Rail	1%
Other	6%

Participant Type	Participants
Contractor	47%
Certificate Holder	29%
Facilities Operator	6%
Facility or Equipment Owner	5%
Facility Administrator	4%
Industry Association	2%
Training Provider	1%
Government/Regulatory authority	1%
Other	5%

Next Steps

We will consider all feedback received through the public consultation and the pre-consultation with our safety partners in the final recommendation to the Compliance and Enforcement team. In addition, we will bring the recommendations to our executive team for approval.

We will share the final decision on the Compliance and Enforcement fee schedule by the end of Q3 on the [consultation page](#).