

Consultation Summary Report

2021 – 2023 Fee Changes

Overview

Technical Safety BC thanks all clients and industry stakeholders who participated in the consultation for proposed 2021 – 2023 fee changes. Your input and perspectives help to guide our decision-making and improve our services.

We heard from 874 clients and industry stakeholders through a feedback survey and learned that 68% of respondents would prefer the option of a 2% fee increase over the remainder of 2021, and then a 3% increase each year, in 2022 and 2023.

Additionally, 68% of respondents were supportive of a fee exemption for an industry that has been severely impacted by COVID-19.

Respondents¹

Table 1. Demographic and industry breakdown of respondents

Electrical	Gas	Boiler Pressure Vessels	Elevating Devices	Passenger Ropeways	Amusement Devices	Railway
44%	31%	34%	11%	1%	2%	2%
Owner / Operator	Licensed Contractor	Certified Individual	Other			
17%	35%	36%	12%			
Lower Mainland	Interior / Southern BC	Northern BC	Vancouver Island			
41%	25%	14%	20%			

Key Insights

Fee proposal item	Responses received	Feedback received
1. Fee Increase	874	Preference for Option 1: 68% Preference for Option 2: 32% - Option 1 (increase of 2% in 2021, 3% in 2022, 3% in 2023) - Option 2 (increase of 2% in 2021, 2% in 2022, 4% in 2023)
2. Support of fee exemption for a severely impacted industry	720	- Strongly Supportive: 43% - Supportive: 25% - Neutral: 18% - Opposed: 6% - Strongly Opposed: 8%

¹ Several clients selected working in multiple technologies, therefore percentage total equals more than 100

Key Sentiments and Themes

Out of 207 respondents who provided additional comments regarding the impact of the proposed increase, 55% provided comments with a negative sentiment and 45% provided comments with a neutral or positive sentiment.

Two key themes were presented through open comments of the consultation survey.

1. COVID-19 economic impacts to industry
 - We heard that nearly all clients and businesses have been affected by the pandemic in varying degrees and recovery is top of mind for our clients.
2. Technical Safety BC services
 - We heard that clients believe improvements can be made to current contact centre response times, as well as remote assessment program.

Outcomes

In our final decision on the 2021-2023 fees, Technical Safety BC will consider all feedback from this consultation, as well as information gathered from BC industry economic recovery reports, pre-consultation outreach, and other data. It is notable that the 2018-2020 fee increase consultation received a similar level of negative sentiment from clients (56% were strongly opposed or opposed). This level of negative sentiment is not unique to the 2021 fee increase consultation, and reflects the nature of fee increases in general.

We sincerely appreciate the input, suggestions and recommendations received. Your feedback allows our teams to refine our programs and be responsive to your business needs.