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# Member Satisfaction Survey

## Summary Report

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An overview of the 2016 Member Satisfaction Survey Results  
Presented to Council on June 24, 2016

## Executive Summary

A strategic objective of the approved 2015-2017 Strategic Plan is that PEO have a sustainable, organization-wide, continuous improvement culture. One of the strategies is that PEO conduct a survey to assess the relevance of PEO to member needs. To achieve the strategy, a Member Satisfaction Survey questionnaire was developed to seek input from professional engineers practising in Ontario on how well PEO regulates and advances the practice of engineering.

The survey was conducted from January 5 to February 5, 2016, using SurveyMonkey, and was distributed through an eblast to PEO licence holders. Reports validate that a total of 57,870 licence holders successfully received the eblast. As 3,885 respondents completed the survey, the participation rate was 6.7 per cent.

Some notable demographics from the first section of the survey, provides the following information about the survey respondents:

- The majority indicated they had been licensed as a professional engineer by PEO for more than 20 years (45 per cent of the respondents).
- 54 per cent of respondents pay their licence fee themselves; while 39 per cent identified that their employer pays their licence fee.
- 88 per cent hold a professional engineering licence in only one province.
- 70 per cent of survey respondents are not internationally educated (compared to 30 per cent who identified as internationally educated professionals).
- 65 per cent of respondents had registered in the Engineering Intern (EIT) program during the PEO licence application process (compared to 35 per cent not registered).
- The overwhelming majority (90 per cent) identified that they have no connection to PEO, other than being a P.Eng. The remaining 10 per cent identified their connection as a chapter or committee volunteer, or as a member of Council.

In section II, My Relationship with PEO, noteworthy responses include:

- The majority of respondents (75 per cent) indicated they have not attended any chapter functions in the past year.
- However, in response to question 15, on programs/events attended in the past two years, 57 per cent of survey respondents identified they had attended their chapter AGM while 37 per cent attended PEO's AGM events.
- The top three chapter activities respondents reported attending were social/recreational events (51 per cent), professional development (50 per cent) and professional networking (47 per cent).

Highlights from sections V (Council) and VI (Committees) include:

- A mixed range of responses on Council size and composition, with 33 per cent indicating the current size and composition is the best, 30 per cent selecting the option "Don't know", and 18 per cent opting for "Too big, wrong composition".
- 57 per cent of survey respondents believe there should be term limits for volunteers serving on a committee (compared to 43 per cent who disagree).

The results of the ranked questions were generally favourable, given an overall weighted average score of 3.54, as summarized in the table below:

<b>Evaluation Factor</b>	<b>Weighted Average</b>
My Relationship with PEO <ul style="list-style-type: none"> <li>Satisfaction with service delivery</li> </ul>	3.54
PEO's Regulatory Role <ul style="list-style-type: none"> <li>General satisfaction with regulatory efforts</li> <li>PEO focuses its resources appropriately</li> </ul>	3.62 2.85

[Note: Calculation of weighted average described on page 4 – Background section]

To identify the key areas of strength and opportunities for improvement, the next series of tables identify the highest ranked rating scores and the lowest scores:

<b>Evaluation Factor</b>	<b>AVG Score</b>	<b>Highest Rated Questions</b>
My Relationship with PEO: Q9 – Share your opinion regarding these statements about PEO:	3.91	Is interested in advancing the practice of professional engineering
	3.91	Keeps me informed about new government requirements pertaining to professional engineering practice
	3.67	Does a good job of protecting the public from incompetent and/or unethical professional engineers

<b>Evaluation Factor</b>	<b>AVG Score</b>	<b>Highest Rated Questions</b>
My Relationship with PEO: Q10 – Provide feedback on service delivery:	3.80	PEO staff conduct themselves in a professional manner
	3.76	Renewal fees billing issues are fairly and satisfactorily resolved
	3.66	PEO effectively communicates regulatory information to licence holders

<b>Evaluation Factor</b>	<b>AVG Score</b>	<b>Highest Rated Questions</b>
PEO's Regulatory Efforts:	3.85	Q21 – One of PEO's duties is to investigate all complaints made against licence holders in a fair and impartial manner. Do you agree that PEO is doing a good job in this respect?
	3.82	Q23 – One of PEO's duties is to discipline members for misconduct or incompetence. Do you agree that PEO is doing a good job in this respect?
	3.77	Q18 – Do you believe PEO's efforts in establishing, developing and maintaining professional ethics are sufficient?

<b>Evaluation Factor</b>	<b>AVG Score</b>	<b>Lowest Rated Questions</b>
Q24 – Do you believe PEO focuses its resources correctly in the following areas:	2.61	Pre-university education outreach
	2.72	Repeal of industrial exemption
	2.75	Communications
	2.76	Enforcement

## Background

The development of the Membership Satisfaction Survey involved the following process:

- Two previous PEO-administered surveys were reviewed (Member Evaluation Questionnaire from October 2004 and Licensing Process Customer Survey from November 2005). Many of the same questions were incorporated in the 2016 Survey.
- PEO's senior management team reviewed and edited the survey questions.
- At its May 29, 2015 meeting, Council directed the RCC to peer review the survey. Also, Councillors were encouraged to provide any comments.
- RCC met on October 24, 2015 and passed a motion that Council proceed with the Member Satisfaction Survey with some RCC suggested changes.
- The survey was revised to incorporate the RCC suggested changes.
- The revised survey was presented to Council at its November 20, 2015 meeting, and a motion was passed to approve the administration of the survey.
- The survey was open for response from January 5 to February 5, 2016. It was successfully delivered by eblast to 57,870 members, with 3,885 respondents completing the survey and 10,422 open answers being submitted.

The survey comprised 28 questions divided into seven sections. Both closed and open questions were included. Closed questions are those for which the respondent selects answers from a list. Open questions are free text boxes allowing the respondent to express an opinion. Many of the closed questions were accompanied by open questions for elaboration. The table below provides a summary of the sections:

Section	Topic	No. of Questions	Closed	Open
I	Demographics	1-8	1-2, 4-8	3
II	My Relationship with PEO	9-10	All	
III	My Engagement with PEO	11-15	All	12, 14
IV	PEO's Regulatory Role	16-24	16-24	16-23
V	Council	25-26	25	26
VI	Committees	27	27	
VII	Conclusion	28		28

*Note: Respondents had to complete Section I – Demographics to submit a questionnaire. All remaining questions were optional.*

The weight assigned to ranked questions depended on agreement with the statement as follows: 5=strongly agree, 4=agree, 3=neutral, 2=disagree, 1=strongly disagree. "Don't know" was also a response option, however it carries no weight and is not included in the total.

The weighted average of a question is automatically calculated, where *r* represents the number of selections of a particular rank.

$$(5 \times r^1) + (4 \times r^2) + (3 \times r^3) + (2 \times r^4) + (1 \times r^5)$$

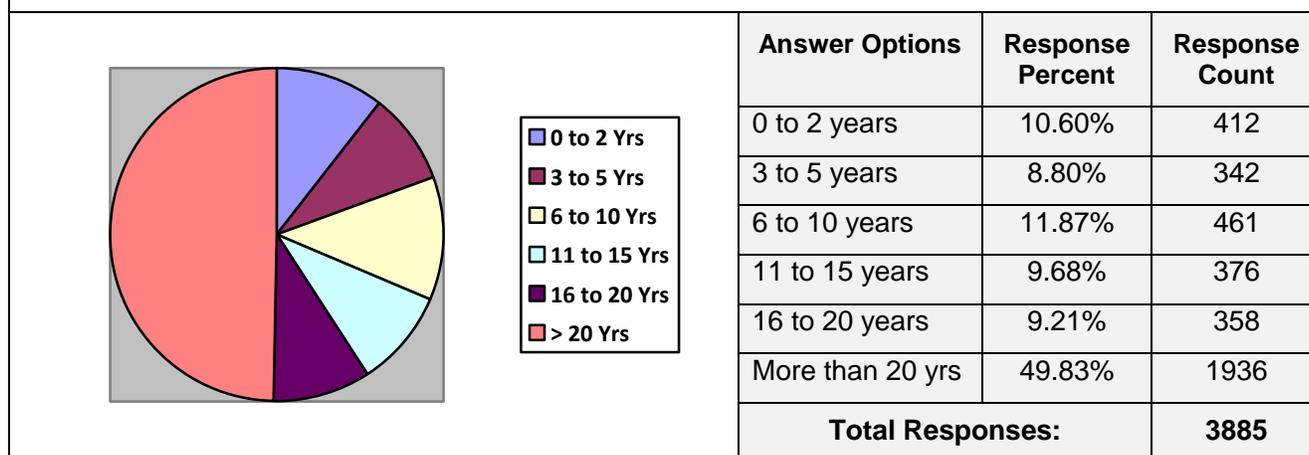
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(Total responses – "Don't Know" responses)

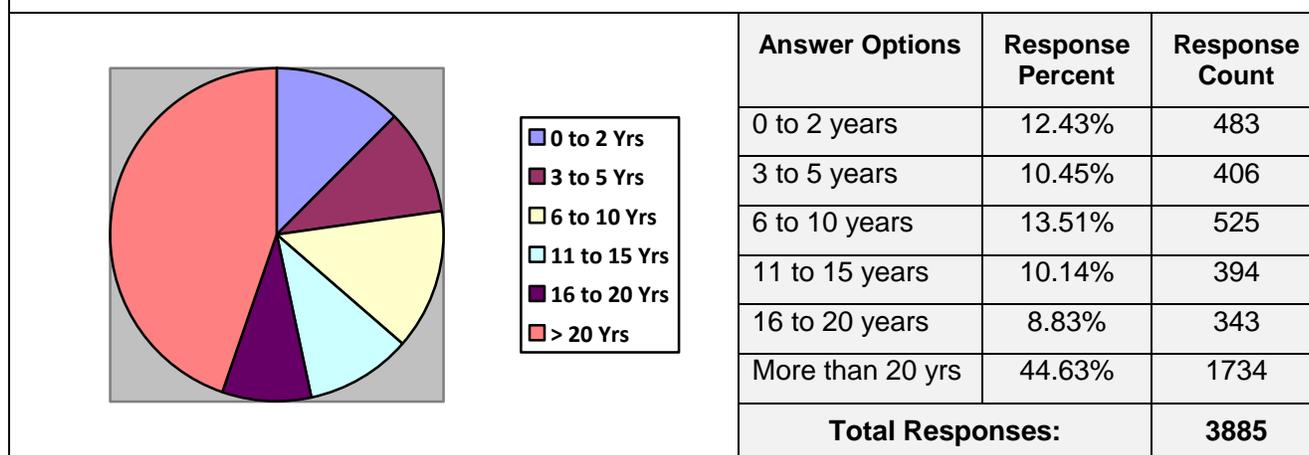
## Overview of Survey Results

### Section I – Demographics

#### Q1 – Number of years licensed as a professional engineer in any jurisdiction:



#### Q2 – Number of years licensed by PEO:



#### Q3 – What other professional association(s) do you belong to?

Only 1533 responses were received, as most respondents skipped this question. Many respondents listed more than one association. The highest response occurrences were:

- 218 are also members of Ontario Society of Professional Engineers (OSPE);
- 204 members belong to the Project Management Institute
- 165 members are also members of the Association of Professional Engineers and Geoscientists of Alberta;
- 112 were members of the Institute of Electrical and Electronics Engineers;
- 108 members are also members of Ordre des Ingénieurs du Québec;
- 86 were also members of the Association of Professional Engineers & Geoscientists of BC;

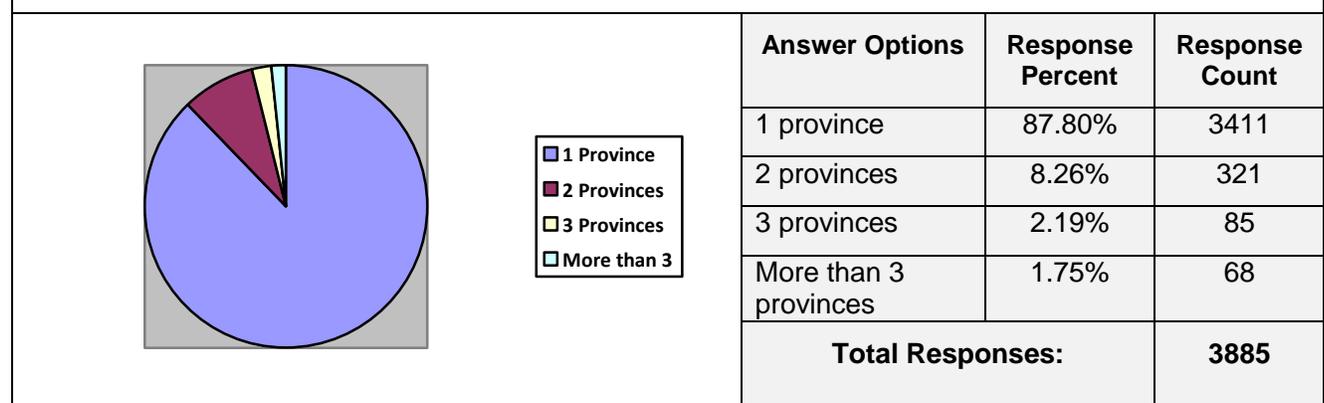
- 84 members are also members of the Association of Professional Engineers & Geoscientists of Saskatchewan; and
- 57 belong to the Association of Professional Engineers and Geoscientists of Manitoba.

**Q4 – Who pays your licence fee?**

More than half (54.03 per cent) of the 3885 respondents indicated they pay their own licence fee, while 39.28 per cent indicated employer pays the fee.

Answer Options	Response Percent	Response Count
Self	54.03%	2099
My Employer	39.28%	1526
Self-employed; My Business	6.36%	247
Honourary Member	0.33%	13
<b>Total Responses:</b>		<b>3885</b>

**Q5 – In how many provinces do you hold a professional engineering licence?**

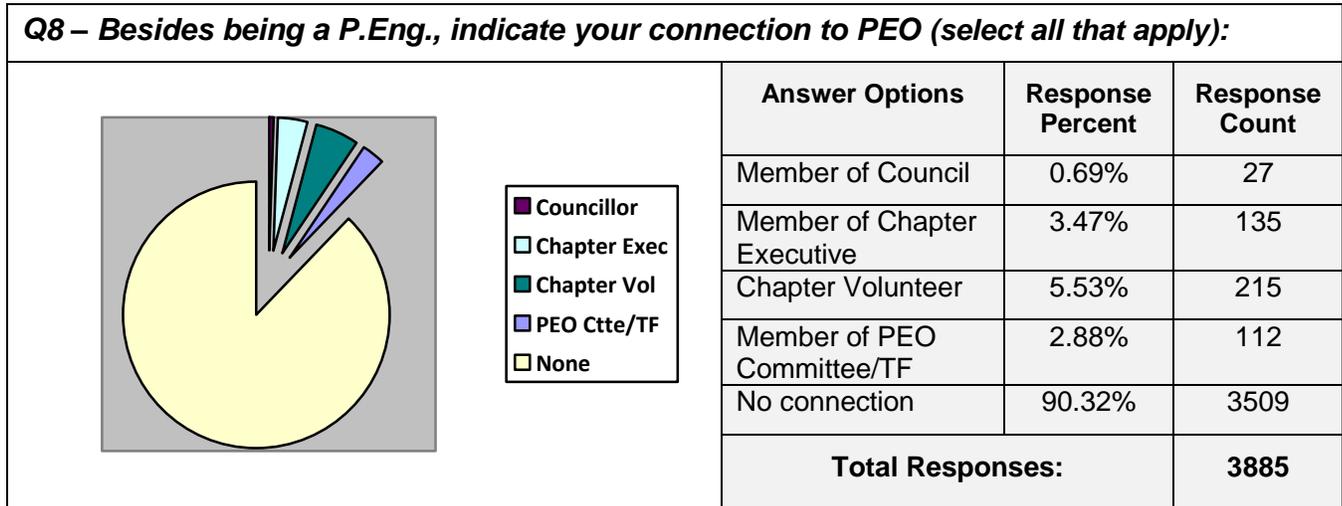


**Q6 – Are you an internationally educated professional?**

Answer Options	Response Percent	Response Count
Yes (internationally educated)	29.81%	1158
No	70.19%	2727
<b>Total Responses:</b>		<b>3885</b>

**Q7 – Were you registered in the Engineering Intern (EIT) program during the PEO license application process?**

Answer Options	Response Percent	Response Count
Yes	34.83%	1353
No	65.17%	2532
<b>Total Responses:</b>		<b>3885</b>

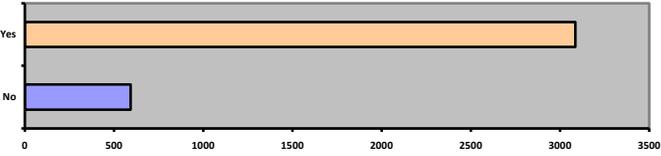


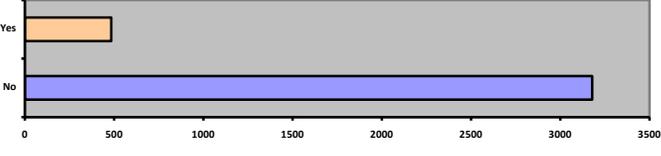
**Section II – Relationship with PEO**

Q9 – Share your opinion regarding these statements about PEO.  PEO...	AVG Score	Percentage Score (by Rating)					
		5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	Don't Know
Is interested in advancing the practice of professional engineering	3.91	25.70%	48.66%	16.14%	5.45%	2.56%	1.48%
Keeps me informed of new government requirements pertaining to professional engineering practice	3.91	21.07%	54.87%	16.19%	4.67%	1.56%	1.65%
Does a good job of protecting the public from incompetent and/or unethical P.Engs	3.67	20.44%	44.22%	17.93%	9.42%	5.16%	2.83%
Provides valuable and timely professional practice guidelines, standards, bulletins and updates	3.47	11.67%	40.66%	29.47%	10.46%	4.02%	3.72%
Respects my professional opinions and consultation feedback	3.42	9.54%	29.49%	34.38%	6.38%	3.70%	16.51%
Understands how the practice of professional engineering is changing	3.39	11.43%	37.64%	27.32%	11.48%	6.24%	5.89%
Understands the daily challenges and opportunities in practising in Ontario	3.37	11.43%	37.88%	26.02%	12.19%	6.97%	5.51%
Does a good job of influencing legislation in a way that supports the regulation of the practice of professional engineering	3.31	10.42%	33.77%	29.07%	12.50%	6.67%	7.58%
Wants to help me to improve my professional practice	3.24	8.37%	30.86%	35.12%	11.61%	6.67%	7.37%

<b>Q10 – Please provide feedback on service delivery.</b>	<b>AVG Score</b>	<b>Percentage Score (by Rating)</b>					
		<b>5</b> Strongly Agree	<b>4</b> Agree	<b>3</b> Neutral	<b>2</b> Disagree	<b>1</b> Strongly Disagree	<b>Don't Know</b>
PEO staff conduct themselves in a professional manner	3.80	15.31%	42.12%	19.03%	3.43%	1.79%	18.33%
Renewal fees billing issues are fairly and satisfactorily resolved	3.76	10.47%	31.28%	18.87%	1.85%	1.06%	36.47%
PEO effectively communicates regulatory information to licence holders	3.66	11.41%	50.64%	24.46%	6.65%	1.91%	4.93%
Staff respond quickly and efficiently to questions/enquiries	3.58	11.03%	29.85%	20.86%	5.28%	3.05%	29.93%
PEO's website is a good source of information	3.53	9.88%	43.35%	27.97%	7.24%	3.40%	8.16%
Transfer of P.Eng. licence from another province to PEO was simple process	3.51	5.72%	7.66%	16.76%	0.92%	0.89%	68.06%
The website is easy to use	3.42	8.57%	39.45%	30.85%	8.90%	4.45%	7.78%
Overall, PEO delivers fair value for license fees	3.27	10.17%	37.18%	27.89%	15.44%	7.80%	1.52%

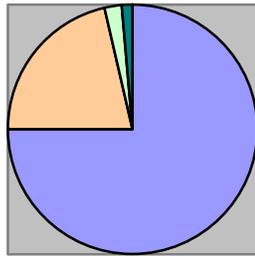
### **Section III – Engagement with PEO**

<b>Q11 – Are you aware of your PEO Chapter affiliation?</b>			
 <p>A horizontal bar chart showing the distribution of responses for Q11. The x-axis represents the number of responses, ranging from 0 to 3500 in increments of 500. The y-axis lists two options: 'Yes' and 'No'. The 'Yes' bar is orange and extends to approximately 3086. The 'No' bar is blue and extends to approximately 593.</p>	<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
	Yes	83.88%	3086
	No	16.12%	593
	<b>Total Responses:</b>		<b>3679</b>

<b>Q12 – Do you regularly attend chapter meetings and/or events?</b>			
 <p>A horizontal bar chart showing the distribution of responses for Q12. The x-axis represents the number of responses, ranging from 0 to 3500 in increments of 500. The y-axis lists two options: 'Yes' and 'No'. The 'Yes' bar is orange and extends to approximately 484. The 'No' bar is blue and extends to approximately 3178.</p>	<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
	Yes	13.22%	484
	No	86.78%	3178
	<b>Total Responses:</b>		<b>3662</b>

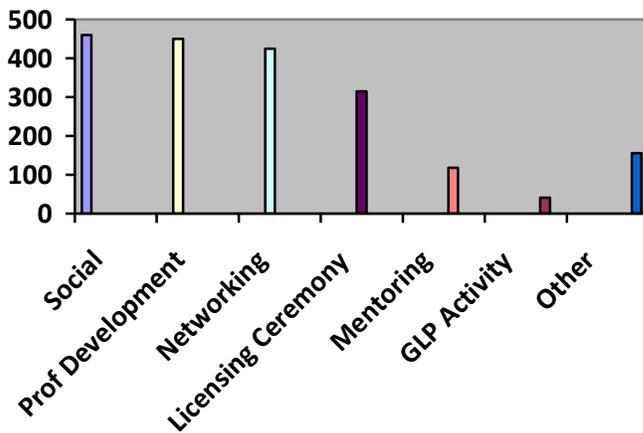
A total of 2345 respondents provided written comments to the follow-up open question on the reasons for not attending chapter events.; 1107 indicated they were too busy., 827 cited the nature of the events (i.e. no value, not interested, merely a social or “old boys club”). Other reasons included location (296); retired (129); poor communication (125); and no reason (96).

**Q13 – How many chapter functions did you attend this year?**



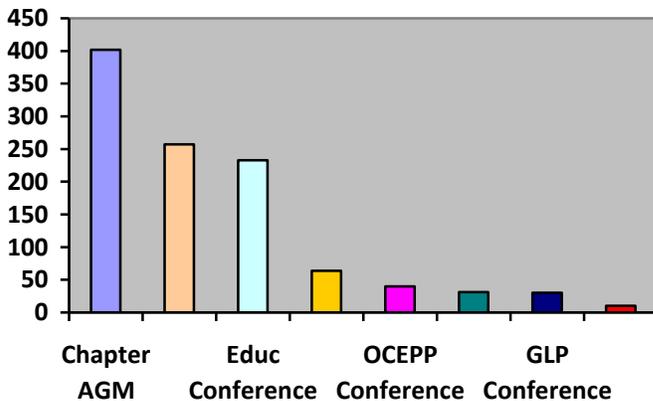
Answer Options	Response Percent	Response Count
None	75.09%	2752
1 to 4	21.28%	780
5 to 10	2.13%	78
More than 10	1.50%	55
<b>Total Responses:</b>		<b>3665</b>

**Q14 – What types of activities do you attend in your chapter? (select all that apply)**



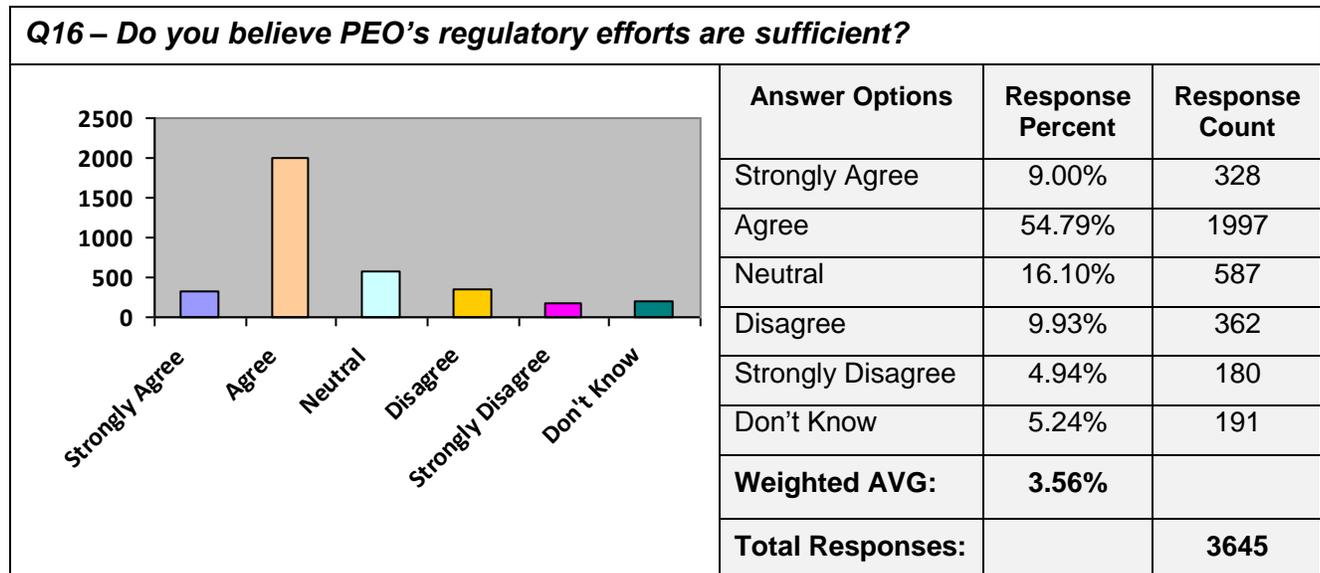
Answer Options	Percent	Count
Social / recreational event	50.66%	460
Prof development / education	49.56%	450
Professional networking	46.81%	425
Licensing ceremony	34.69%	315
Mentoring	13.00%	118
GLP activities	4.52%	41
Other	17.18%	156
<b>Total Responses:</b>		<b>908</b>

**Q15 – Did you participate in any of the following programs in the last 2 years?**



Answer Options	Percent	Count
Chapter AGM	57.18%	402
PEO AGM	36.56%	257
Education Conf	33.14%	233
Queen's Park Day	9.10%	64
OCEPP Conf	5.69%	40
GLP Academies	4.41%	31
GLP Conference	4.27%	30
None	0.00%	0
<b>Total Responses:</b>		<b>703</b>

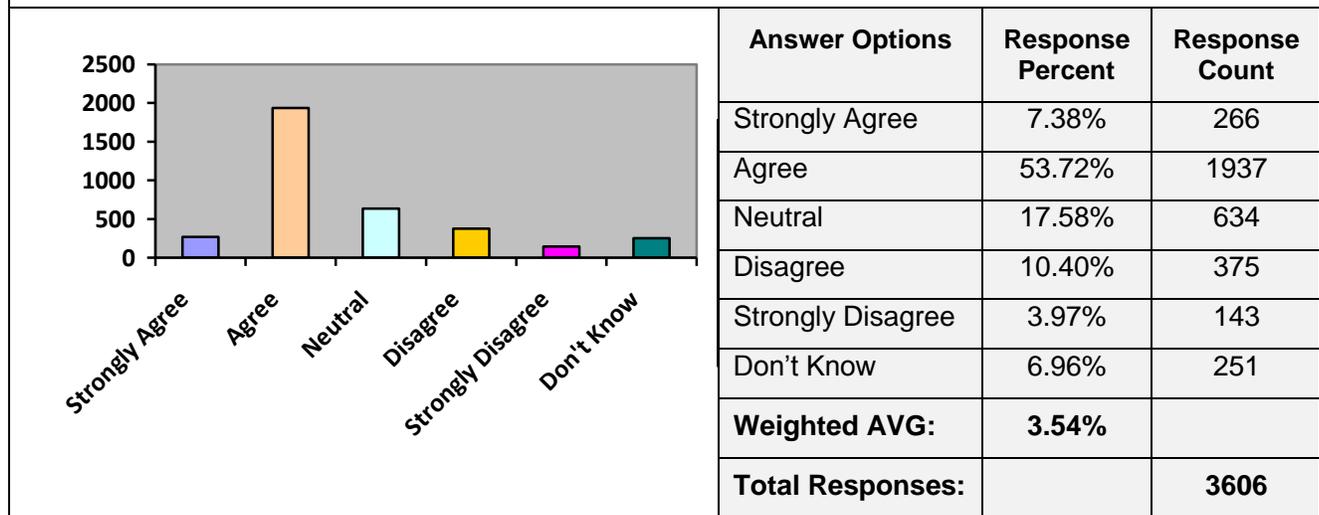
## Section IV – PEO’s Regulatory Role



Respondents who selected the options of neutral or disagree were invited to provide comments. Some 747 written comments were received. Below is a list of the top common themes, ranked by occurrence in descending order:

- 358 referenced “Enforcement / Engineering Title” – Predominant comments include the need to increase enforcement efforts regarding the misuse of engineering title; complaints should be investigated and resolved more quickly; protect members from frivolous complaints; and increase fees and penalties.
- 160 commented on “Licensing, Evaluation and Standards” – Comments include the need for stricter supervision of professionals; conduct audits and technical checks; as well as to improve applicant process through continuous review of internal and external processes to check education and professional experience.
- 68 referenced “Communication Issues” – Comments include making information easier to comprehend and more accessible; and improving communication effort.
- 63 relate to “Promoting the Profession” – Include increasing public recognition of licensing requirements and the engineering title; as well as more effective negotiations with the government to advance professional engineering practice.
- 51 concerns on “Continuing Professional Development” – Comments include mandating CPD; implementing online Ethics course required for licence renewal; or periodic testing.

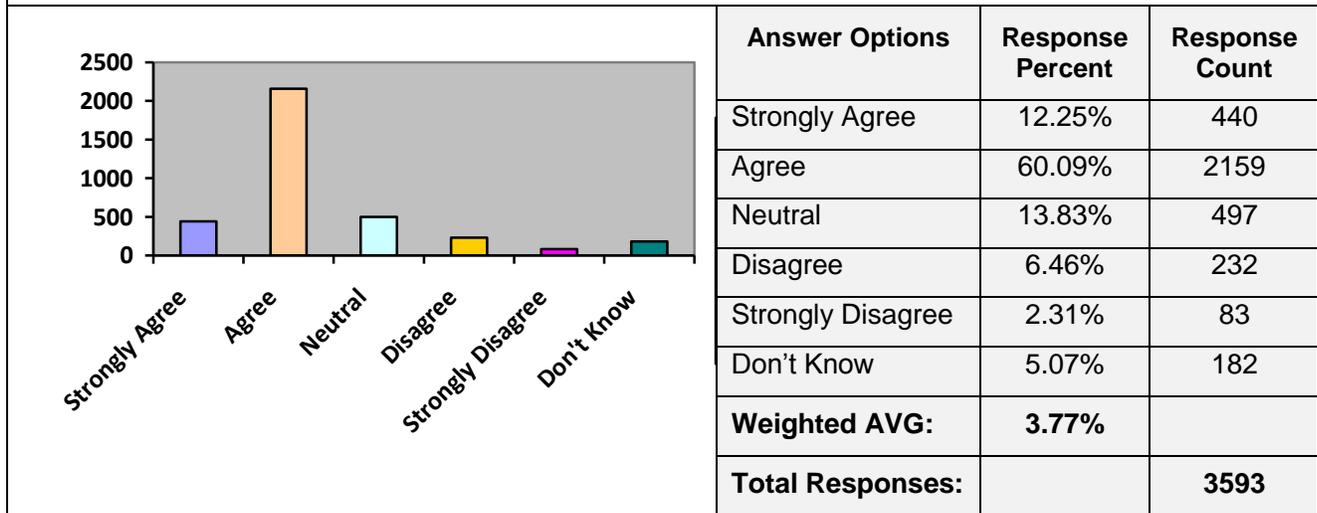
**Q17 – Do you believe PEO’s efforts in establishing, developing, and maintaining standards are sufficient?**



Respondents who reported being neutral or disagreeing were asked to comment on what should be done to deal with the perceived deficiencies; 757 written comments were received. Below is a list of the top common themes, ranked by occurrence in descending order:

- 182 referenced “Continuing Professional Development” – Predominant comments include implementing annual mandatory minimum CPD hours; and offering courses that would be pertinent and of interest to more diverse types of engineers.
- 178 comments related to “Standards” – Include comments that standards take years to write and are sometimes obsolete by the time they are introduced; standards are generally narrow and poorly written; most standards focus on a narrow group of industries/disciplines; and there is a need to develop standards for risk identification and classification in newer applications of science and technology.
- 74 commented on “PEO’s Focus / Collaboration / External Examples” – PEO should be more proactive than reactive; seek inspiration from other Ontario regulators (e.g. College of Physicians); and collaborate with other provincial associations (e.g. APEGBC).
- 61 comments related to “Engineering Title / Enforcement” – Specifically the need to strengthen actions toward individuals who use title inappropriately and organizations who hire non-licensed “engineers”.
- 40 referred to “Communication Issues” – Comments include improving engagement and communication with members; strengthening communication with members outside the GTA, and introducing a Q & A column in *Engineering Dimensions*.

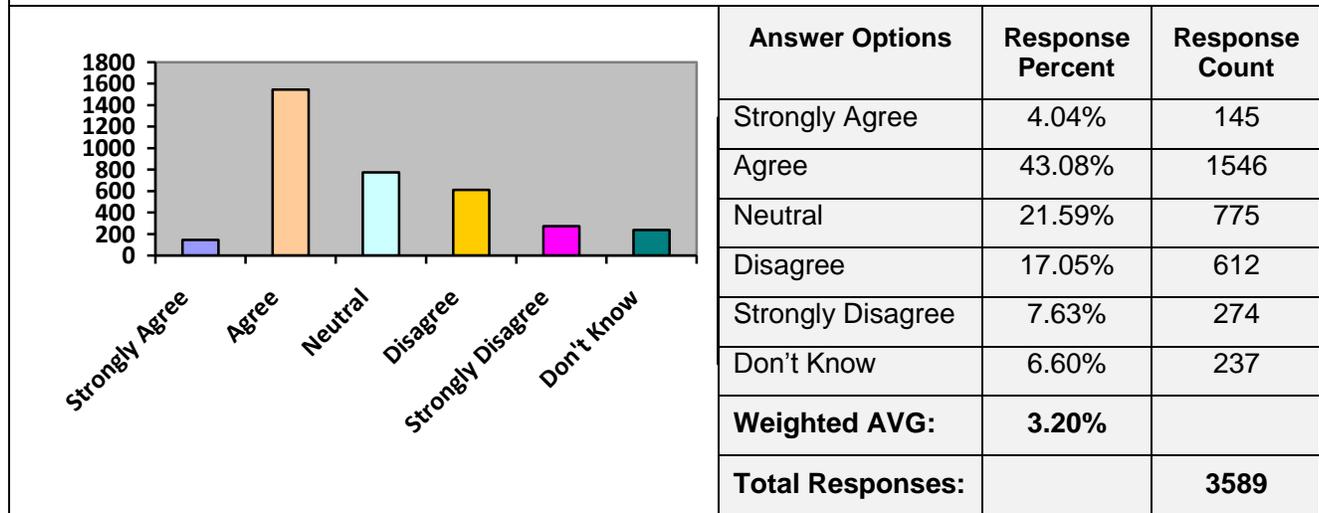
**Q18 – Do you believe PEO’s efforts in establishing, developing, and maintaining professional ethics are sufficient?**



Respondents who reported being neutral or disagreeing were asked to comment on what efforts should be made to deal with perceived deficiencies; 444 written comments were received. Below is a list of the top common themes, ranked by occurrence in descending order:

- 136 referenced “Code of Ethics / Ethics in general” – Predominant comments include more effort needed to ensure practitioners understand that ethics are important and not punitive; create a CPD or outreach program focusing on ethics; regular refresher on Code of Ethics; and free chapter events on ethics with case studies.
- 63 comments related to “Standards” – Include comments that ethics are important but cannot be practically implemented without proper standards; ethics are the domain of the legal system, standards of engineering are the domain of PEO; and the need to prevent engineers from working outside their area of expertise.
- 49 referred to “Communication” – Mention enhancing effectiveness of *Engineering Dimensions* by publicizing professional ethics questions and answers for typical professional situations and using the Blue Pages to illustrate aspects of ethics. Other comments included better communication on ethics and transparency with the public; and more outreach.
- 47 referred to “Enforcement” – Comments include the need to improve and increase enforcement activities; provide more support for whistleblowers; and that enforcement should be more proactive than reactive (not just dealing with events or individuals who are reported).
- 34 comments on “Education” – Largely that mandatory professional development reviews, exams or presentations are required at regular intervals (at PEO and chapters).

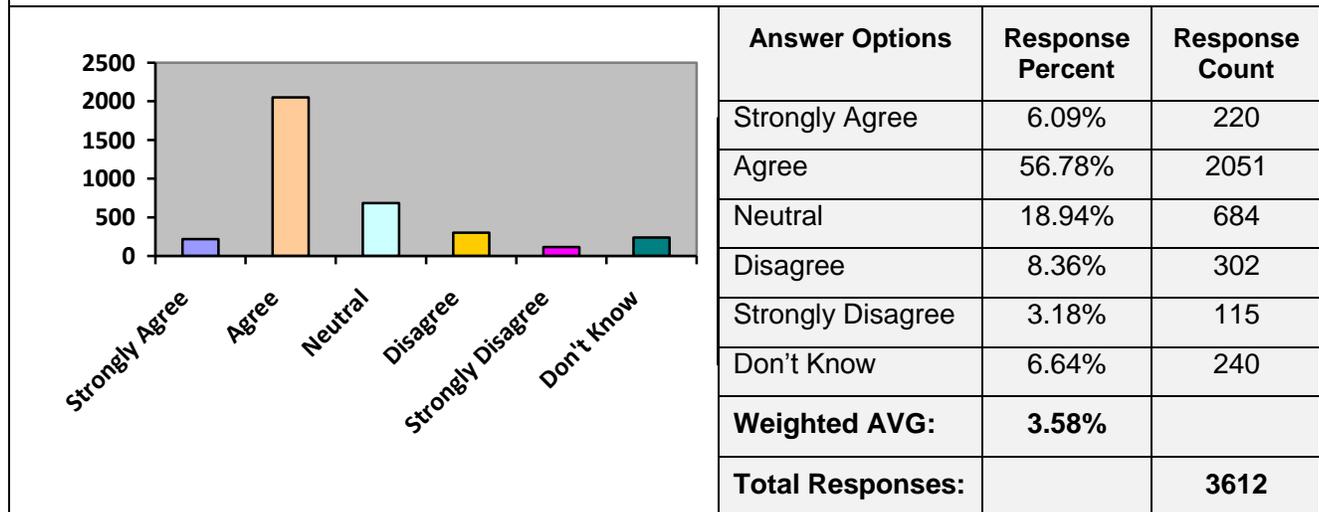
**Q19 – Do you believe PEO’s promotional efforts are sufficient?**



Respondents who reported being neutral or disagreeing were asked to comment on what efforts should be made to deal with perceived deficiencies; 965 written comments were received. Below is a list of the top common themes, ranked by occurrence in descending order:

- 546 referenced “Public Awareness” – Predominant comments include increasing awareness in large engineering firms; placing greater emphasis on public rather than member awareness; and more public awareness initiatives generally.
- 215 comments related to “Advertisements / Media Presence” – Include the need to increase advertising/marketing efforts; better/more consistent branding and image; focus on successes, achievements and good news stories; and increase media presence. Many suggestions offered regarding types of advertising campaigns and initiatives.
- 47 referred to “OSPE” – Comments include improve/increase distinction between PEO and OSPE in PEO’s promotional efforts; and only OSPE should be responsible for promotion.
- 47 commented on “External Examples” – Include comments to review or follow example of other regulators’ promotional activities (Chartered Professional Accountants’ advertising efforts, Teachers, Physicians, etc). Other comments included refocusing on becoming an advocacy organization for the engineering profession similar to physicians and lawyers.

**Q20 – An objective for PEO as a professional regulatory body is to increase the level of understanding of professional regulation among our members. Do you agree that PEO is doing a good job in this respect?**

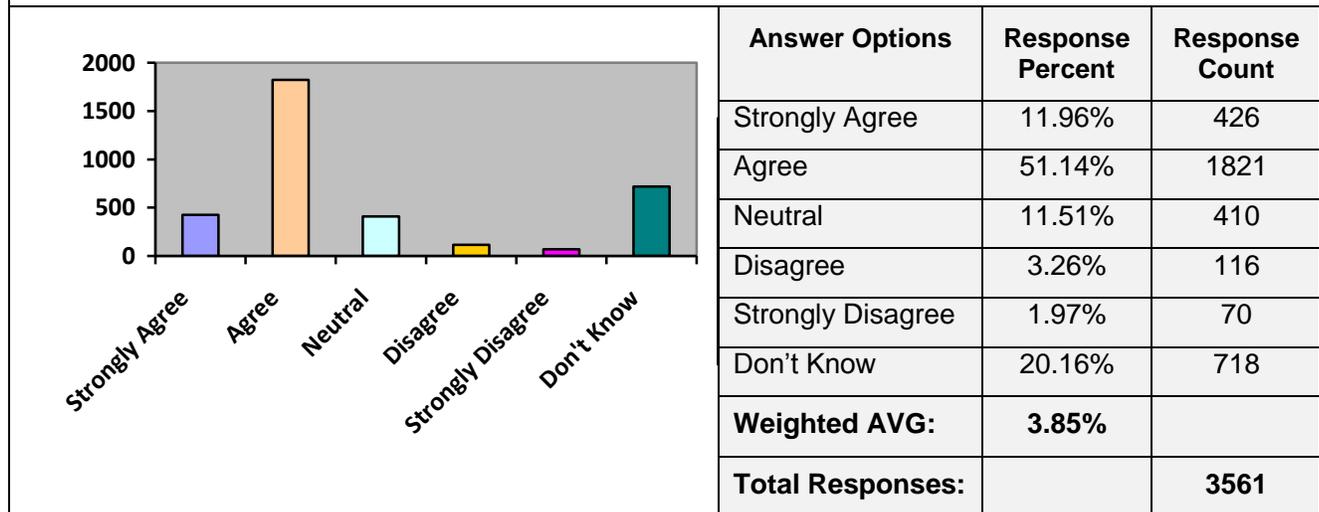


Respondents who reported being neutral or disagreeing were asked to comment on what efforts should be made to deal with perceived deficiencies; 449 written comments were received.

Below is a list of the top common themes, ranked by occurrence in descending order:

- 138 referenced “Communications” – Predominant comments include sending critical information via short and dedicated emails; more articles in *Engineering Dimensions* on sections of the *PE Act* and Code of Ethics (with examples); lack of awareness from only reading Blue Pages; increased social media presence; and webinars.
- 109 comments related to “Don’t Know” – Include comments such as do not know about professional regulation and do not understand what this is.
- 47 referred to “Education” – Comments that mandatory continuing education (CPD) be provided; and provide members with training in regulation of the profession.
- 45 commented on “Standards” – Include comments that updated professional regulations should require members to read and sign; practice bulletins and opportunities to reference the standards such as an on-line information library; Industrial Exemption must be repealed; and that tighter admission standards are required.

**Q21 – One of PEO’s duties as a professional regulatory body is to investigate all complaints made against licence holders in a fair and impartial manner. Do you agree that PEO is doing a good job in this respect?**

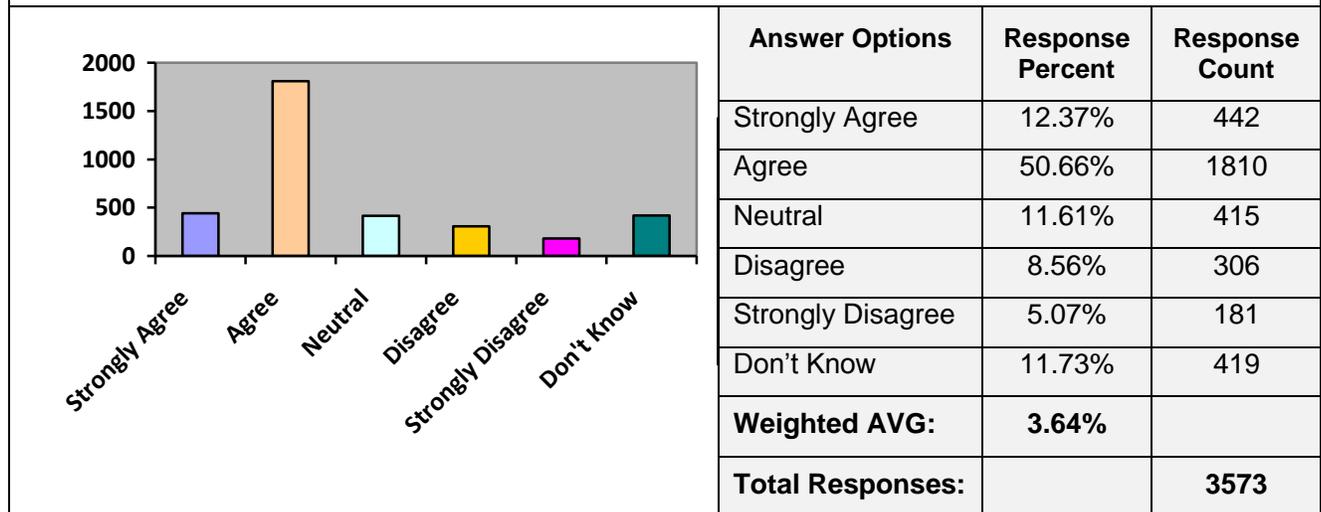


Respondents who reported being neutral or disagreeing were asked to comment on what efforts should be made to deal with perceived deficiencies; 336 written comments were received.

Below is a list of the top common themes, ranked by occurrence in descending order:

- 224 referenced “Investigating Complaints / Complaints” – Predominant comments include increase the speed of investigations; investigate frivolous complaints; improve impartiality of panels (judge complainant and defendant equally); and place more emphasis on peer review than on legal process. Process comments on introducing an easier way of reporting complaints; introduce better filter for frivolous complaints; and increase protection from vexatious complaints.
- 106 comments related to “Don’t Know” – Include comments such as not aware of PEO’s investigation process or methods; cannot give an informed opinion; and limited exposure through Blue Pages only.
- 62 referred to “Publicize Investigations” – Comments that all complaints / investigations should be published (not just civil engineers in building industry); findings of investigations should be made available to members; increase public awareness of the complaints and discipline process. Some proposed that PEO protect the identifies of all parties involved and others proposed that PEO disclose the identities of all parties involved.
- 28 comments on “Penalties” – Include input to implement harsher penalties.

**Q22 – One of PEO’s duties as a professional regulatory body is to enforce against illegal practice of professional engineering, or illegal use of engineering titles. Do you agree that PEO is doing a good job in this respect?**

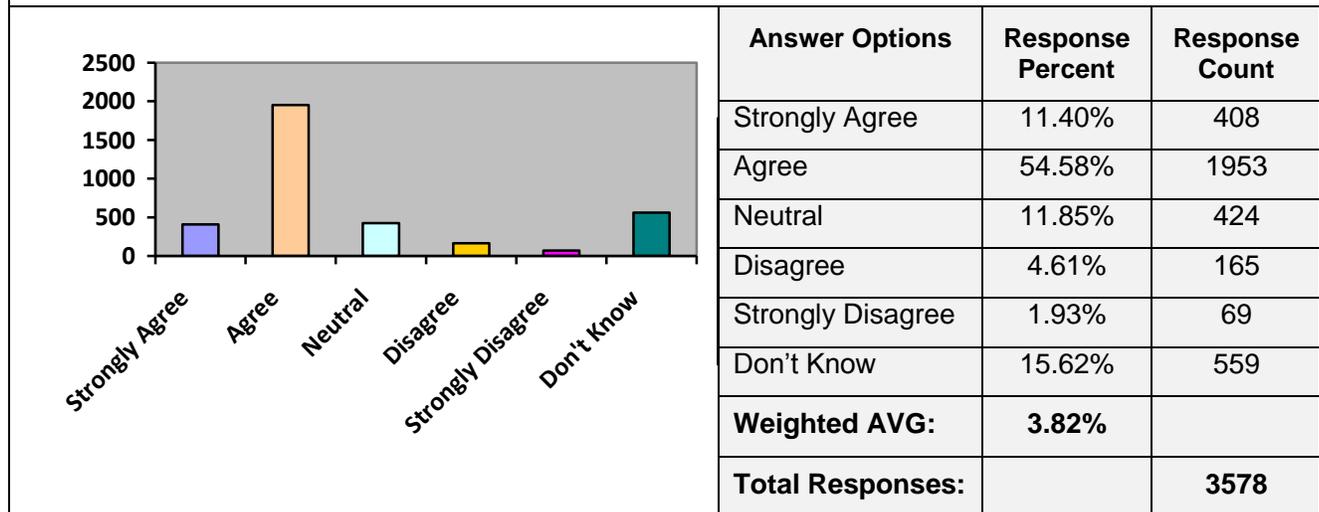


Respondents who reported being neutral or disagreeing were asked to comment on what efforts should be made to deal with perceived deficiencies; 547 written comments were received.

Below is a list of the top common themes, ranked by occurrence in descending order:

- 234 referenced “Illegal Use of Engineering Titles” – Predominant comments regarding holding companies responsible for allowing misuse of engineering title and/or designation.
- 80 comments related to “Enforcement” – Comments to more quickly process investigations; implement proactive approach to pursue cases rather than react to complaints; and pursue both employers and employees when title is misused. Suggestions include creating a task force that is empowered to issue fines; consulting with engineering firms for more robust enforcement; and random review and investigation of the practices followed by employers.
- 60 referred to “Penalties” – Comments include increase fines; need for stronger penalties in general; and more severe penalties for individuals who misuse the title and reproach employers.
- 44 commented on “No Awareness” – Include comments such as not aware or have rarely heard of cases; unaware of PEO efforts; and have not seen statistics to prove PEO efforts.

**Q23 – One of PEO’s duties as a professional regulatory body is to discipline members for misconduct or incompetence. Do you agree that PEO is doing a good job in this respect?**



Respondents who reported being neutral or disagreeing were asked to comment on what efforts should be made to deal with perceived deficiencies; 319 written comments were received.

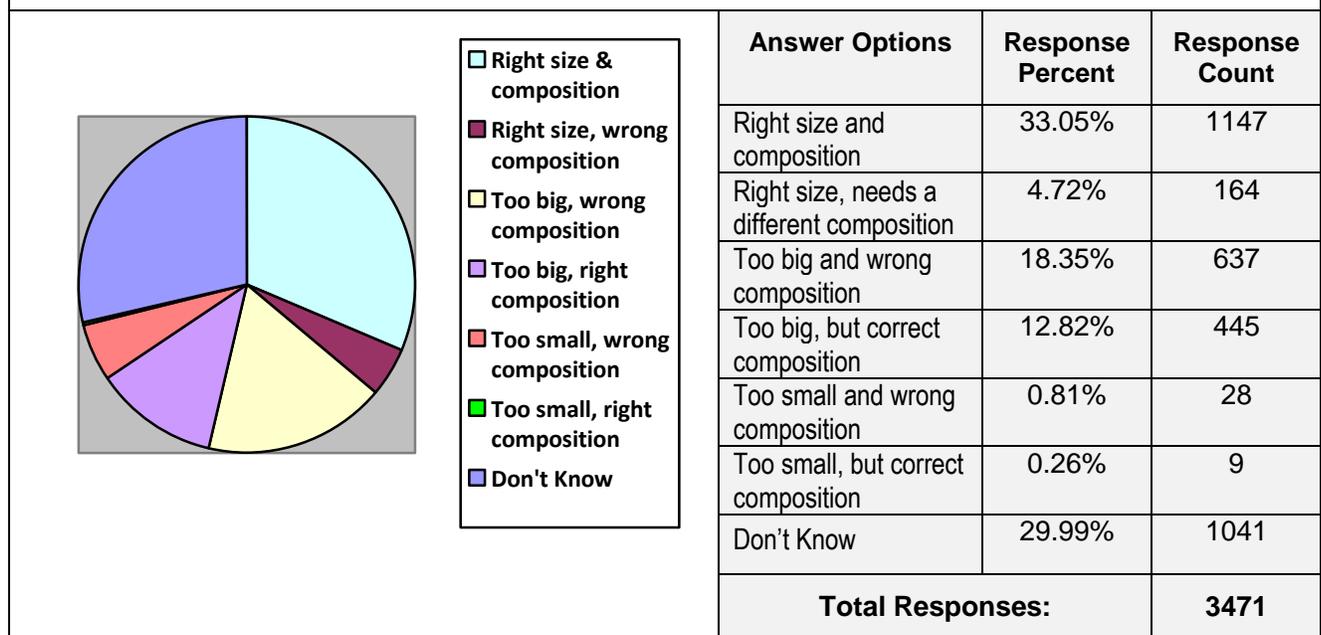
Below is a list of the top common themes, ranked by occurrence in descending order:

- 70 comments related to “General Focus / Process” – Diversity of general comments, such as improve efforts to investigate and discipline all disciplines (move beyond civil and structural engineering); need for more proactive approach rather than reactive; and non-members should go through the same process (get the same attention as P.Engs). Several comments that incompetence is too broad and should be narrowed to smaller categories of more and less severe to aid prosecution.
- 58 commented on “Communications / Visibility” – Comments that more information and diverse examples of misconduct and discipline cases should be reported in *Engineering Dimensions*; increased visibility of the magnitude or scope of the misconduct or incompetence problem; and more public statistics.
- 56 referred to “Penalties” – Comments include increasing penalties and longer probation periods in general; increased penalties for those who know violators; and increasing fines for repeat offenders.
- 44 commented on “Reporting / Enforcement” – Comments to improve communication with complainants; encourage members and non-members to report incompetent engineers; discipline both organizations and individuals; and expert witnesses who are clearly biased should be disciplined.

<b>Q24 – Please indicate whether you believe PEO focuses its resources appropriately in the following areas:</b>	<b>AVG Score</b>	<b>Percentage Score (by Rating)</b>					
		<b>5 Far Too Little</b>	<b>4 Too Little</b>	<b>3 Right Amount</b>	<b>2 Too Much</b>	<b>1 Far Too Much</b>	<b>Don't Know</b>
PEO Awards Programs	3.17	0.97%	5.54%	49.41%	11.11%	4.25%	28.71%
Licensing	2.98	1.98%	6.94%	67.02%	4.81%	2.25%	17.00%
Chapters	2.91	2.14%	13.40%	49.06%	6.95%	1.96%	26.48%
Complaints	2.90	1.49%	8.16%	55.18%	2.34%	1.11%	31.73%
Discipline	2.90	1.72%	9.19%	58.11%	2.80%	1.14%	27.03%
Engineers Canada	2.90	2.20%	7.84%	40.92%	3.49%	1.67%	43.88%
Student Membership Program (SMP)	2.84	1.87%	10.12%	35.34%	3.19%	1.11%	48.36%
Government Liaison Program (GLP)	2.82	3.19%	11.54%	34.35%	3.84%	2.14%	44.95%
Engineering Intern (EIT) Program	2.81	2.25%	14.01%	47.27%	3.65%	0.93%	31.88%
Enforcement	2.76	3.82%	15.27%	52.93%	2.45%	1.20%	24.32%
Standards and guidelines	2.76	3.05%	17.43%	57.56%	2.47%	0.82%	18.67%
Communications	2.75	3.43%	18.98%	59.27%	2.90%	0.65%	14.76%
Repeal of industrial exemption	2.72	7.37%	16.35%	30.09%	5.41%	4.01%	36.78%
Pre-university education outreach	2.61	4.29%	22.14%	33.09%	3.48%	1.23%	35.78%

## Section V – Council

### Q25 – Is the size and make up of Council the best to carry out PEO’s mandate?

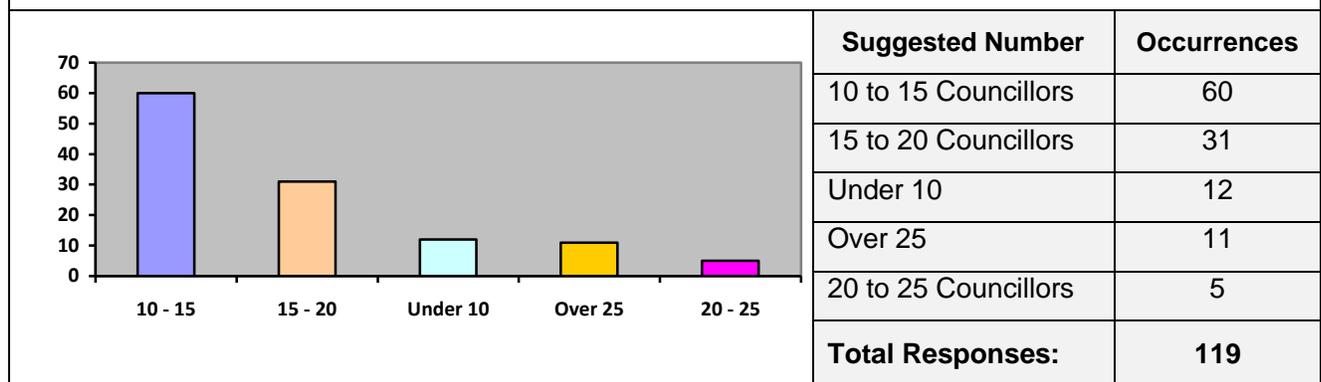


### Q26 – If you believe that the size and/or composition of Council needs to change, what do you suggest? Why?

Respondents submitted 967 written comments.

Below is a summary of common factors. Within each factor, the suggested input is ranked by occurrence in descending order.

#### A – Suggested Total Number of Council



<b>C – General Comments</b>	<b>Occurrences</b>
<b>There are too many Presidents</b> (Elect, Current, Past)	77
<b>Broader representation</b> – Representation by wider scope of engineering discipline and industry sector better than by region; involvement from accredited engineering faculty advisors	37
<b>Smaller Council</b> – To improve efficiency and decision-making	32
<b>Increases in Term Years</b> – Annual elections are too frequent and too short to permit productivity or change. President’s term should be 2–3 years; Councillors’ terms should be 2–3 years.	31
<b>Council’s Emphasis and Focus</b> (various comments) – Council requires less discussion and more action. Place more emphasis on true professional practice: updating, evaluation and professional/academic affairs. Consider standing observers at meetings, with no voice but who can build relationships outside PEO, such as graduate students or unsuccessful candidates.	24
<b>There are too many Vice Presidents</b>	22
<b>Fees</b> – Fee increases should be limited through reduced administration and overhead costs. A larger Council results in higher costs/expenses.	17
<b>Good size</b> – The current composition and size are just right.	11
<b>Younger Councillor Representation</b> –Diverse age representation is important. More young professionals are needed on Council to adapt to the changing world and perspectives. All stages of the licensing process should be represented. Consider students and EITs for Councillors.	11
<b>Term Limits</b> – Councillors should be subject to term limits.	4
<b>Gender Representation</b> – Women should have an increased presence on Council. 50/50 gender balance is ideal.	2
<b>Other</b> – No opinion / N/a / Not sure.	50
Total Responses:	<b>318</b>

**Section VI – Committees**

<b>Q27 – Do you feel there should be term limits for volunteers serving on a Committee?</b>			
	<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
	Yes	56.94%	1970
	No	43.06%	1490
<b>Total Responses:</b>			<b>3460</b>

## **Section VII – Other Comments**

Other Comments	Occurrences
<b>Good Job</b> <ul style="list-style-type: none"> <li>• Satisfaction with PEO. Keep up the good work. Thank you.</li> </ul>	84
<b>Council</b> <ul style="list-style-type: none"> <li>• Term limits required for Council; abolish 1-year terms.</li> <li>• Younger Council members should be encouraged.</li> <li>• No more than two terms for President.</li> <li>• PEO is too bureaucratic.</li> </ul>	79
<b>Survey</b> <ul style="list-style-type: none"> <li>• Good questions.</li> <li>• A lot of the questions are based on perception. What are the PEO operational benchmarks, targets and objectives?</li> <li>• Survey questions focus on issues PEO seems to feel are of vital importance but have limited relevance.</li> <li>• In future, make the survey more mobile-friendly.</li> <li>• There should be more research surveys of practitioners coming from academics in the fields of engineering or engineering management.</li> </ul>	72
<b>Fee</b> <ul style="list-style-type: none"> <li>• Fees are too high. Annual licence renewal fee is too expensive.</li> <li>• Increase transparency of where fees are channelled.</li> <li>• Should be able to get receipt immediately when paying for dues online.</li> </ul>	64
<b>Volunteering</b> <ul style="list-style-type: none"> <li>• PEO is not receptive to new volunteers for committees. Few openings.</li> <li>• More volunteer positions for younger people to get involved.</li> <li>• Committee volunteers should have set term limits.</li> <li>• More volunteer recognition.</li> </ul>	55
<b>Communication</b> <ul style="list-style-type: none"> <li>• Decrease email correspondence in general; eblasts specifically.</li> <li>• Improve phone and email response on Licensing and C of A issues/inquiries.</li> <li>• Better communication with members and inclusion of all members.</li> <li>• The magazine is effective.</li> <li>• Create link on website about information relative to all the Regulations or Codes to be satisfied by engineering disciplines.</li> </ul>	53
<b>Irrelevant</b> <ul style="list-style-type: none"> <li>• PEO does little to raise P.Eng. status with organizations and public.</li> <li>• PEO is losing relevance.</li> </ul>	47
<b>Continuing Professional Development</b> <ul style="list-style-type: none"> <li>• CPD should be mandatory.</li> </ul>	44
<b>Promotion and Public Awareness</b> <ul style="list-style-type: none"> <li>• Use general media to convey messages and PEO mandate to the public.</li> <li>• The public requires a greater understanding of the profession.</li> <li>• Promote PEO members' image in society; help members with job placement and enhance the value of engineers.</li> </ul>	41

Other Comments - continued	Occurrences
<p><b>Enforcement / Engineering Title</b></p> <ul style="list-style-type: none"> <li>• PEO should more effectively enforce the <i>Professional Engineers Act</i>.</li> <li>• Advance the interests of engineers beyond the enforcement mandate.</li> <li>• Stop employers from placing non-engineers into jobs for P.Engs.</li> <li>• Better monitoring required regarding use of the seal.</li> <li>• Increase focus on members to protect them from external interference; protect our own.</li> <li>• Create more jobs that respect the P.Eng. title.</li> </ul>	36
<p><b>Retired</b></p> <ul style="list-style-type: none"> <li>• Retired and not active, but read survey with interest.</li> <li>• Retired members in good standing should be encouraged to provide input in less demanding form.</li> <li>• Consider fee exemption for retired engineers.</li> </ul>	24
<p><b>Industrial Exemption</b></p> <ul style="list-style-type: none"> <li>• Continue efforts to have industrial exemption repealed.</li> <li>• Repealing industrial exemption should be PEO's main focus.</li> <li>• Focus less on industrial exemption.</li> </ul>	23
<p><b>Location Issues</b></p> <ul style="list-style-type: none"> <li>• PEO is only representative of Southern Ontario, not rest of the province.</li> <li>• Volunteer participation is limited by having events only in the GTA. Host more meetings/events outside GTA.</li> </ul>	23
<p><b>Civil / Structural Engineering</b></p> <ul style="list-style-type: none"> <li>• There is too much focus on these fields.</li> <li>• Spend more resources on less recognized fields: municipal and utility engineering, software, chemical, etc.</li> <li>• PEO should reach out to licensed members who deploy their skills in completely different field of practice.</li> </ul>	19
<p><b>Standards</b></p> <ul style="list-style-type: none"> <li>• Standards should be on par with advancing technology.</li> <li>• The P.Eng. should achieve the same level of regulation as lawyers or doctors.</li> </ul>	19
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Inviting university professors to be part of different committees.</li> <li>• Liaise with universities and have discussions on relevant questions.</li> <li>• Increase pre-university interest in engineering with students who are 10 – 12 years of age (or possibly younger).</li> </ul>	17
<p><b>Young Engineers</b></p> <ul style="list-style-type: none"> <li>• PEO must engage young engineers.</li> <li>• How can / should the organization evolve to meet the modern environment and younger people?</li> </ul>	16
<p><b>Government</b></p> <ul style="list-style-type: none"> <li>• More liaison work could be done with the federal government.</li> <li>• Provide training for engineers to enter the provincial and federal government.</li> </ul>	15

Other Comments - continued	Occurrences
<b>Chapters</b> <ul style="list-style-type: none"> <li>• Chapters should only be involved with licensing, regulatory, enforcement and discipline issues. Chapter mandate requires updating.</li> <li>• Greater participation in Chapter events is necessary.</li> <li>• Chapters only serve the GTA.</li> </ul>	14
<b>Discipline</b> <ul style="list-style-type: none"> <li>• More needs to be done to investigate all complaints.</li> <li>• Ensure engineers are given an unbiased hearing when disciplined.</li> <li>• Streamline complaints review process.</li> </ul>	14
<b>International Engineers</b> <ul style="list-style-type: none"> <li>• Proper evaluation &amp; strict conditions for internationally trained seeking licences.</li> <li>• PEO qualification process for qualified overseas candidates is far too stringent and bureaucratic.</li> <li>• The public needs to be protected from unqualified internationally trained engineers.</li> </ul>	14
<b>Employment</b> <ul style="list-style-type: none"> <li>• Help laid-off engineers get back on their feet and get a career.</li> <li>• All P.Eng. jobs in the country must be posted and recruited thru PEO only.</li> <li>• There is no engagement with employers regarding professional engineering.</li> </ul>	14
<b>Events</b> <ul style="list-style-type: none"> <li>• Consider adding option of online participation for meetings and training.</li> <li>• Web meetings should support computer audio, not just phoning in.</li> <li>• The AGM should move around the province, within Regions, working with organizers to bring more profile to the event.</li> <li>• Many activities can occur outside business hours so more volunteers can actively participate.</li> </ul>	13
<b>PEO Staff / 40 Sheppard Ave. W.</b> <ul style="list-style-type: none"> <li>• Staff members need to be professional.</li> <li>• Staff do a poor job of returning phone calls and information during the application/licensing process.</li> <li>• Publish sunshine list for senior staff.</li> <li>• Disprove of purchase and renovations of the building. Spending needs to be kept under control.</li> </ul>	11
<b>Applications</b> <ul style="list-style-type: none"> <li>• C of A renewal should be done online instead of paper.</li> <li>• Wait time for delivery of seal following successful application needs to be shorter.</li> <li>• Interviews felt unnecessary.</li> </ul>	3
<b>No Comment</b>	157
<b>Total</b>	971