



Confined Feeding Operations Survey

Final Report

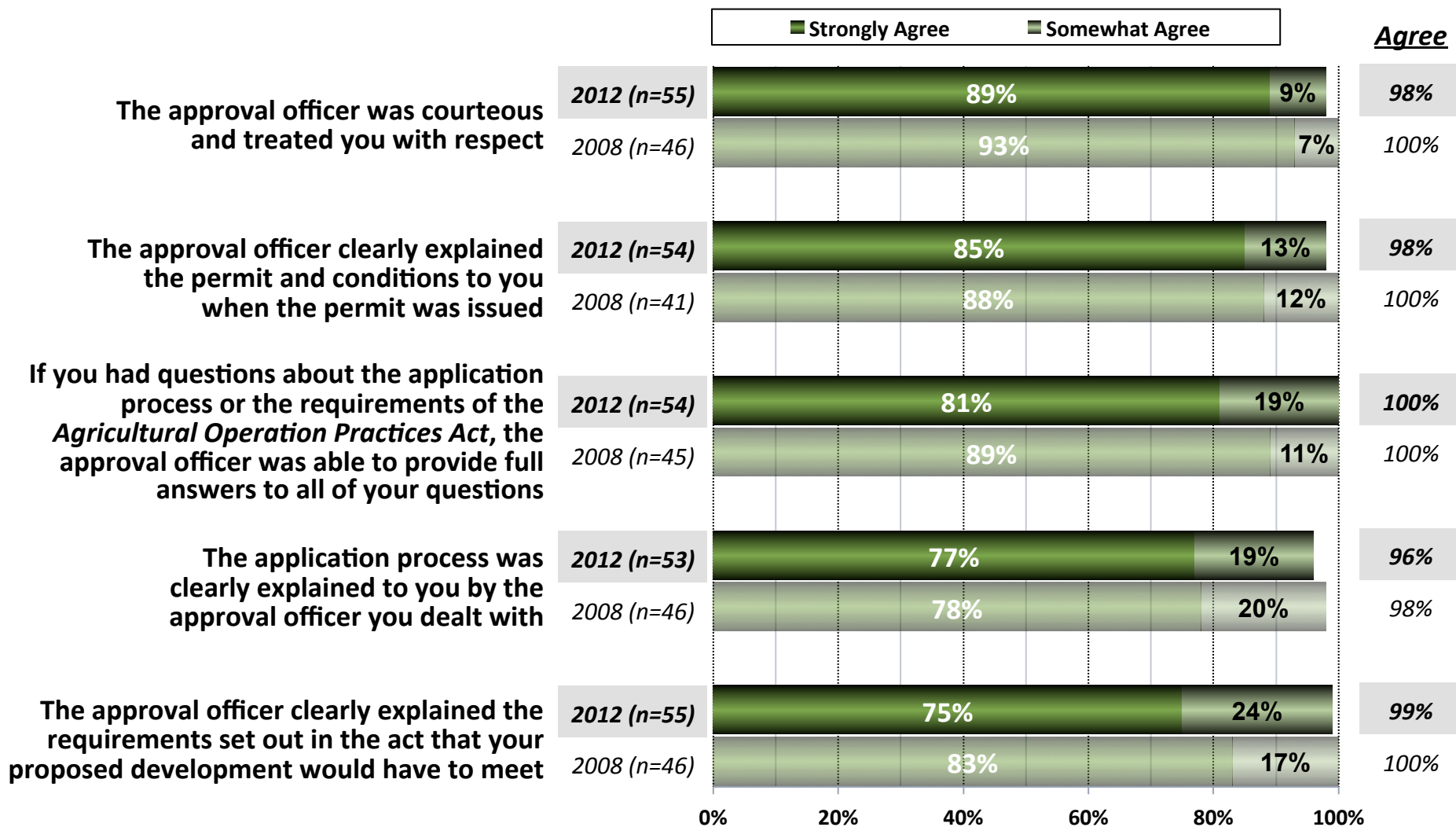


Background and Methodology

- ❖ In 2008, the Natural Resources Conservation Board (NRCB) commissioned Ipsos Reid to conduct research to help determine how well it is dealing with its clients under the *Agricultural Operation Practices Act*.
 - Specific clients included applicants, operators with a compliance issue and complainants.
- ❖ NRCB wished to replicate the research in 2012 in order to gain feedback from recent clients and track changes from the 2008 baseline.
- ❖ Ipsos Reid conducted telephone interviews with the past year's applicants, operators and complainants using lists provided by the NRCB – a total of 169 interviews were conducted in 2012 and 126 interviews in 2008
 - 2012 interviews were conducted from February 28th and March 12th, 2012 and averaged four minutes in length, while 2008 interviews were conducted from September 4th to 16th, 2008 and averaged three minutes in length.
- ❖ The sample size per segment and associated margins of error (taking into account the finite populations) are as follows:
 - Applicants – 2012: n=56, ±9.5 percentage points, 19 times out of 20 / 2008: n=46, ±10.9 percentage points, 19 times out of 20.
 - Operators – 2012: n=34, ± 14.5 percentage points, 19 times out of 20 / 2008: n=31, ±16.2 percentage points, 19 times out of 20.
 - Complainants – 2012: n=90, ± 7.8%, 19 times out of 20 / 2008: n=49, ±11.8 percentage points, 19 times out of 20.

NRCB Approval Process

There is near unanimous consensus among applicants that NRCB approval officers provide a high level of service



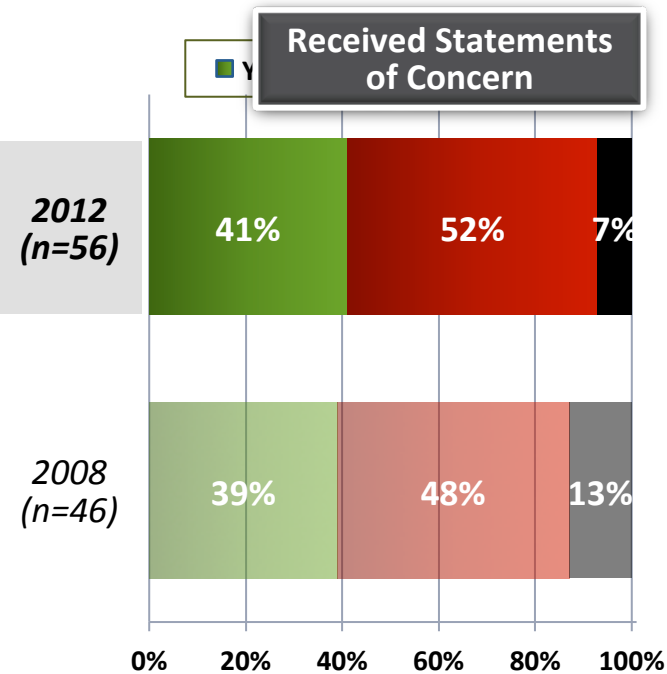
Base: Applicants (excluding Don't know and Not applicable)

Q1. Thinking about your most recent application for a permit, please indicate your agreement or disagreement with each of the following statements. Would you say you strongly agree, somewhat agree, somewhat disagree or strongly disagree?

Approval officers also receive strong marks for their assistance when statements of concern were received

Handling of Statements of Concern

One should note that agreement with the two statements remains universal. While there is a negative directional shift in 'strongly agree' responses, due to the small sample sizes, the change is not statistically significant. Given the sample sizes, 10% is the equivalent of roughly 2 respondents.

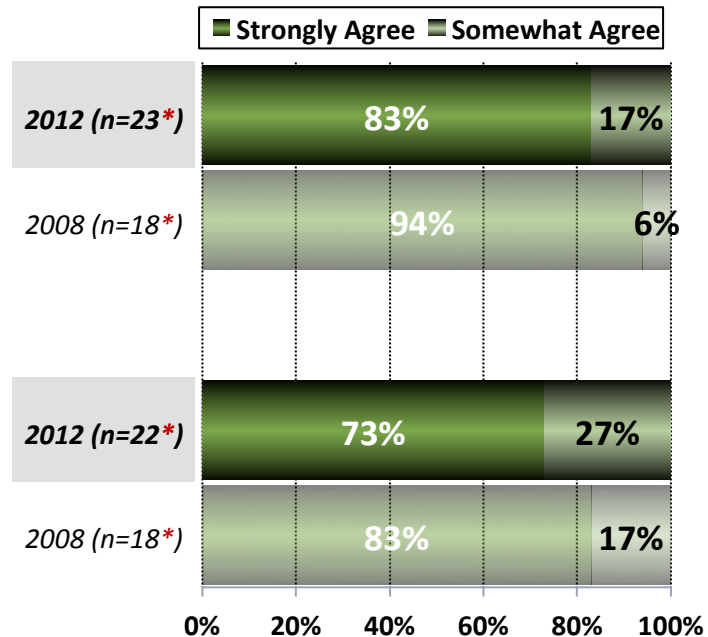


Base: Applicants

Q2. Were statements of concern – that is, letters of opposition – received when notice of your application was published?

The approval officer brought to your attention issues in the statements of concern that he or she felt you should be aware of

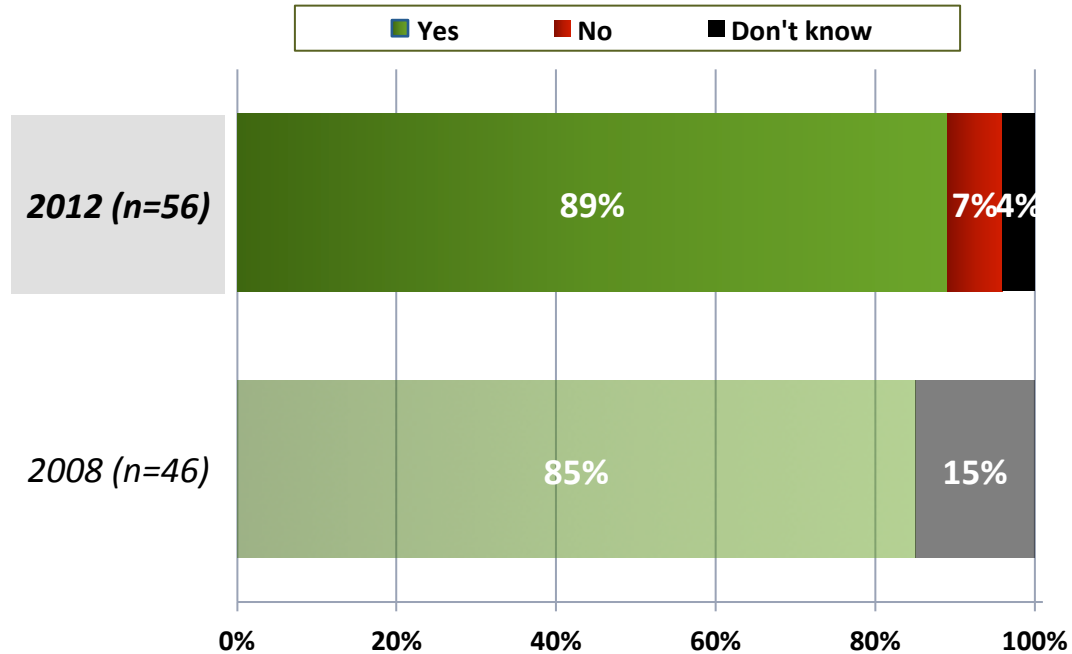
The approval officer clearly explained that you had the option of responding or not responding to the statements of concern



Base: Applicants who received a statement of concern (excluding Don't know) ***Caution: Very small base size**

Q3. Please indicate your agreement or disagreement with the following statements. Would you say you strongly agree, somewhat agree, somewhat disagree or strongly disagree?

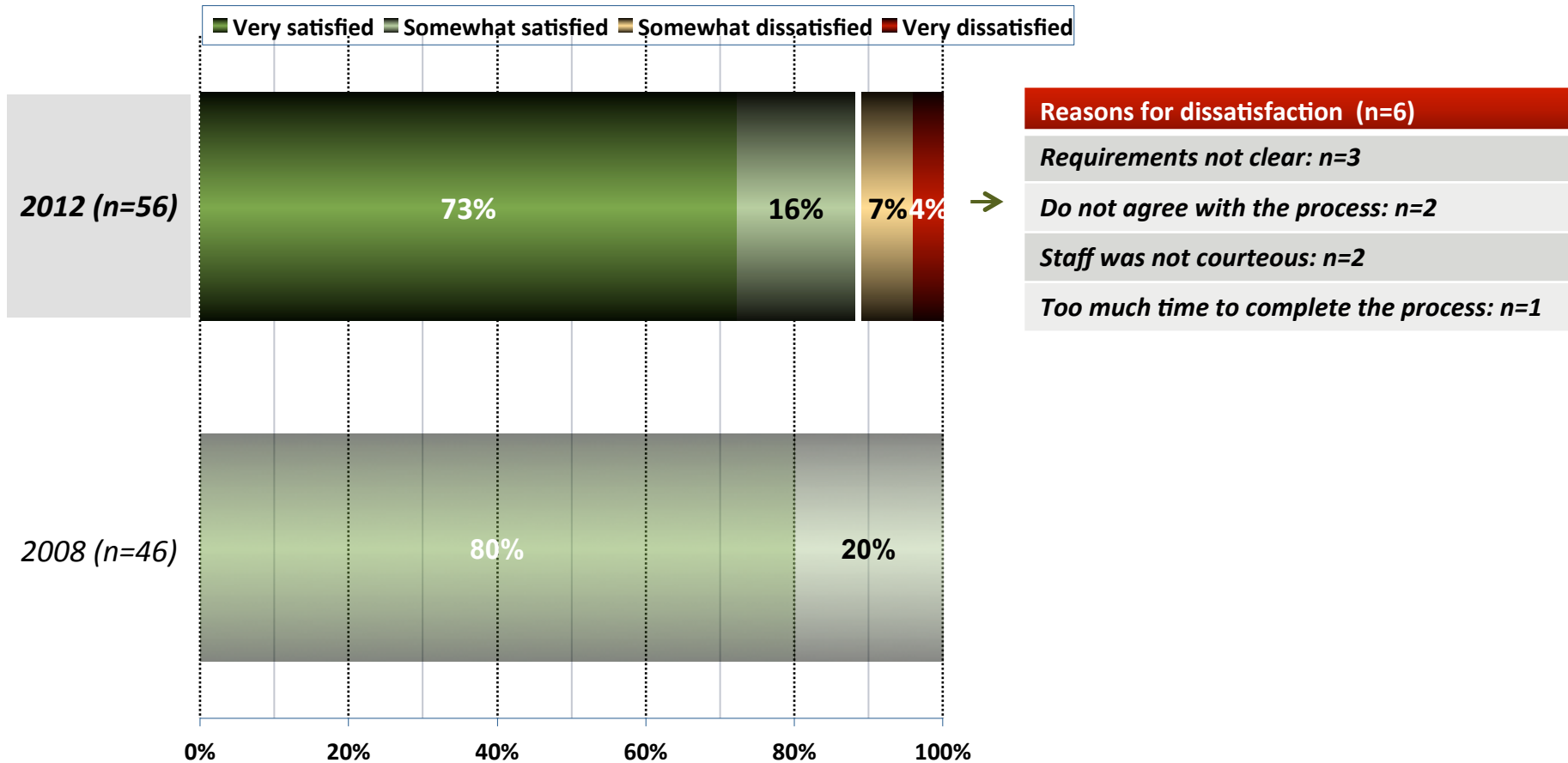
There is strong agreement that it was helpful to have all information related to their application in one binder



Base: Applicants

Q4. At the end of the process, you were provided with a binder that contained your permit, copies of your application, and other information. Did you find it helpful to have all of the information in one binder?

The majority of applicants continue to be satisfied with their overall experience – though very low, dissatisfaction is up from 2008.



Base: Applicants

Q5. Thinking about your overall experience with the NRCB during the approval process for your application, how satisfied were you, overall, with the service you received from the NRCB? Would you say very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

A number of applicants offered suggestions for improving the application process, with speeding it up being the most frequent request

Suggestions for improving the application process (n=16)

Speed it up/the process should be faster: n=7

Streamline the process/avoid duplication: n=3

Work more closely with municipalities/counties: n=2

Ensure staff are educated and knowledgeable about farming: n=2

Comments unrelated to improving the application process: n=3

Base: Applicants who offered suggestions

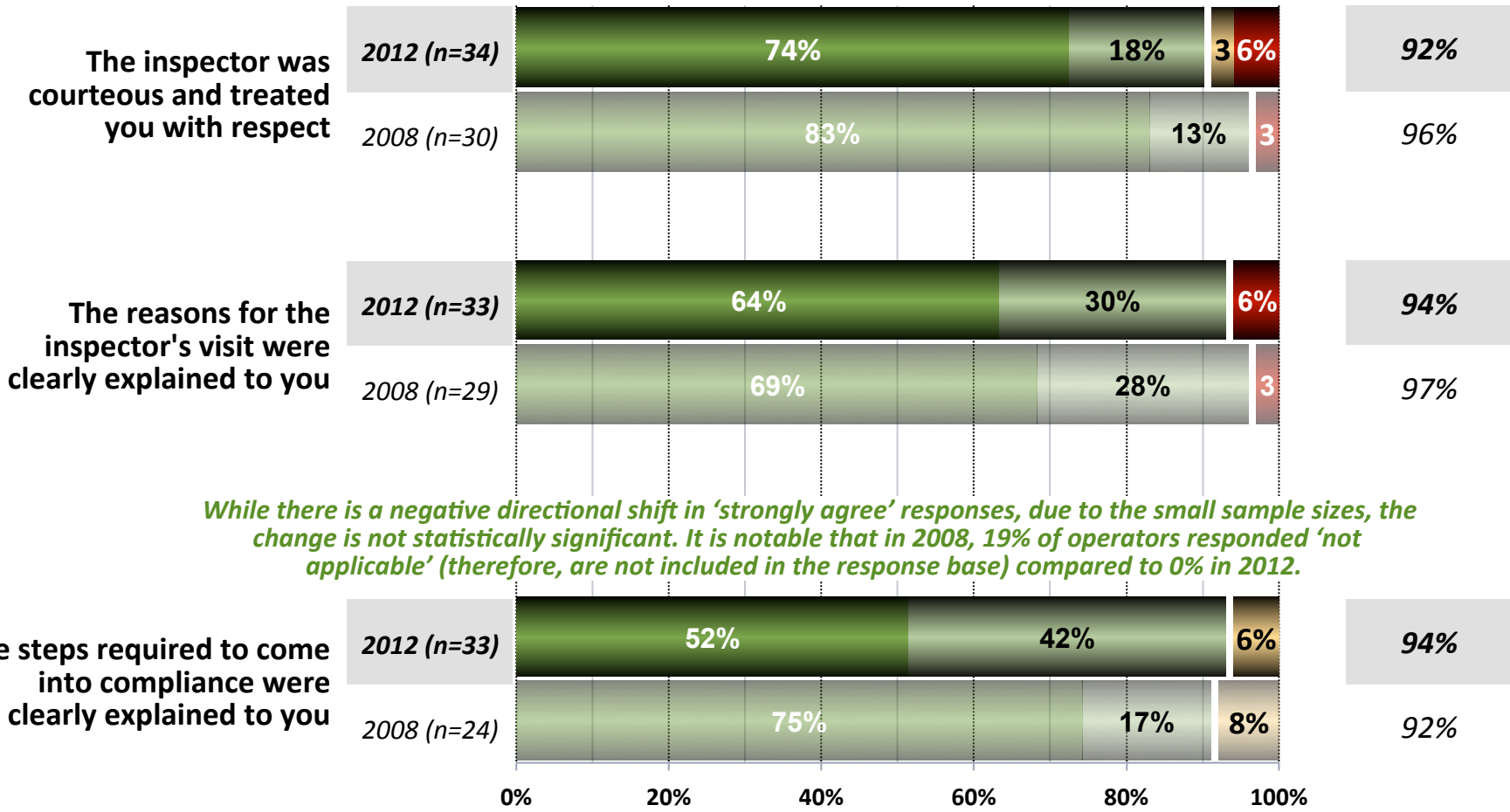
Q7. Do you have any suggestions for improving the application process itself – not legislated requirements – for a permit under the Agricultural Operation Practices Act?

NRCB Compliance Process

More than nine-in-ten operators agree the NRCB inspector was courteous, and that the reasons for the visit and steps required to come into compliance were clearly explained

■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree

Agree



While there is a negative directional shift in 'strongly agree' responses, due to the small sample sizes, the change is not statistically significant. It is notable that in 2008, 19% of operators responded 'not applicable' (therefore, are not included in the response base) compared to 0% in 2012.

Base: Operators with compliance issues (excluding Don't know and Not applicable)

Q10. Thinking about your most recent dealings with an inspector from the NRCB, please indicate your agreement or disagreement with each of the following statements. Would you say you strongly agree, somewhat agree, somewhat disagree or strongly disagree?

Operators provided a variety of suggestions for improving communications or the compliance process

Suggestions for improving communications or the compliance process (n=14)

Do a better job of explaining the situation/what is expected: n=3

Thoroughly review all aspects of the situation prior to taking action: n=3

Provide more direction/guidance on how to solve the problem: n=2

Call ahead of time/before they show up: n=2

Proactively provide information/education about infractions that could lead to a compliance issue: n=1

Ensure inspectors treat clients with courtesy and respect: n=1

Don't accept anonymous complaints: n=1

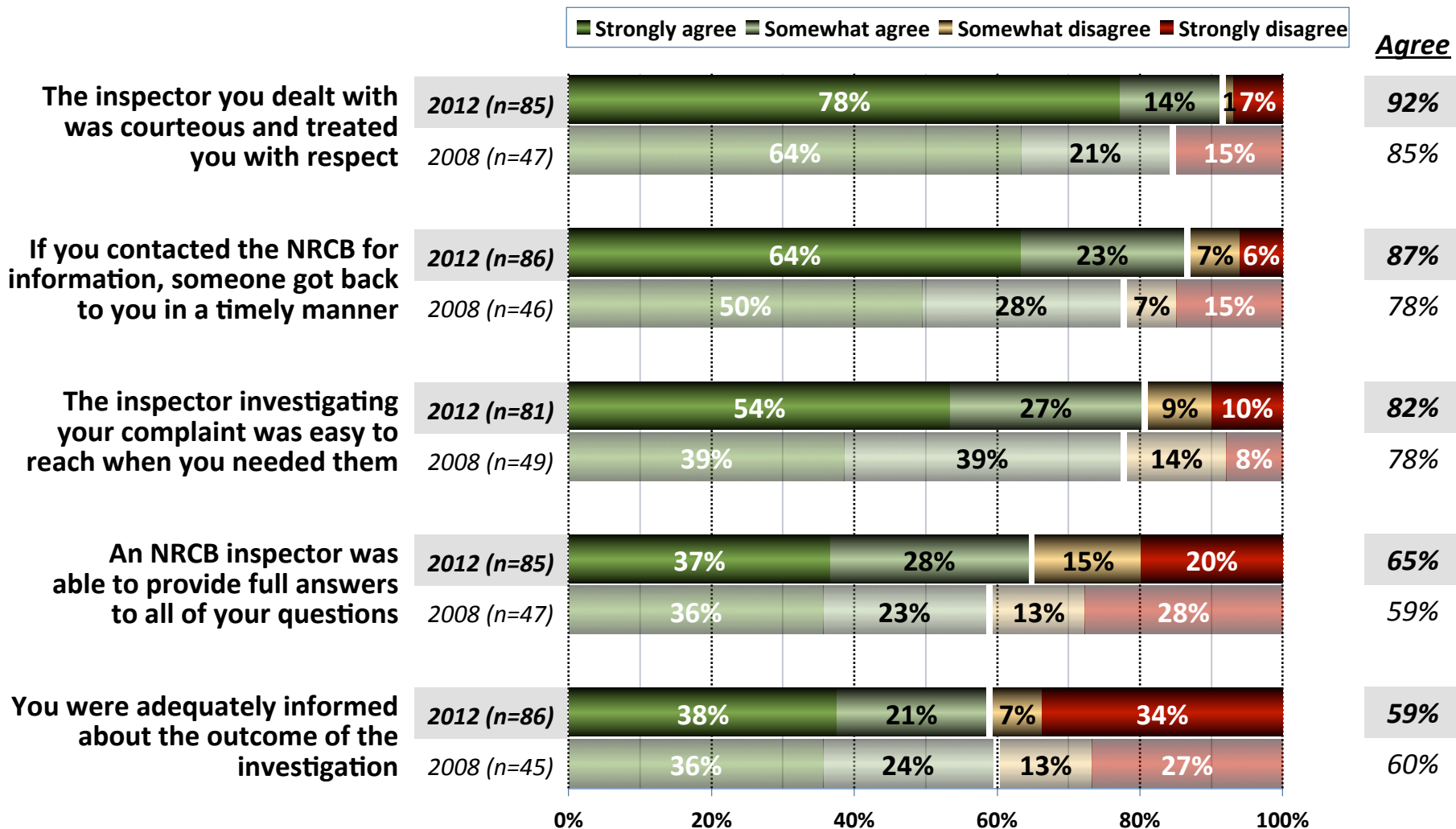
Other: n=2

Base: Operators who offered suggestions

Q11. Keeping in mind the NRCB cannot change the regulations or legislation, do you have any suggestions for improving communications or the process when dealing with a compliance issue?

NRCB Complaint Process

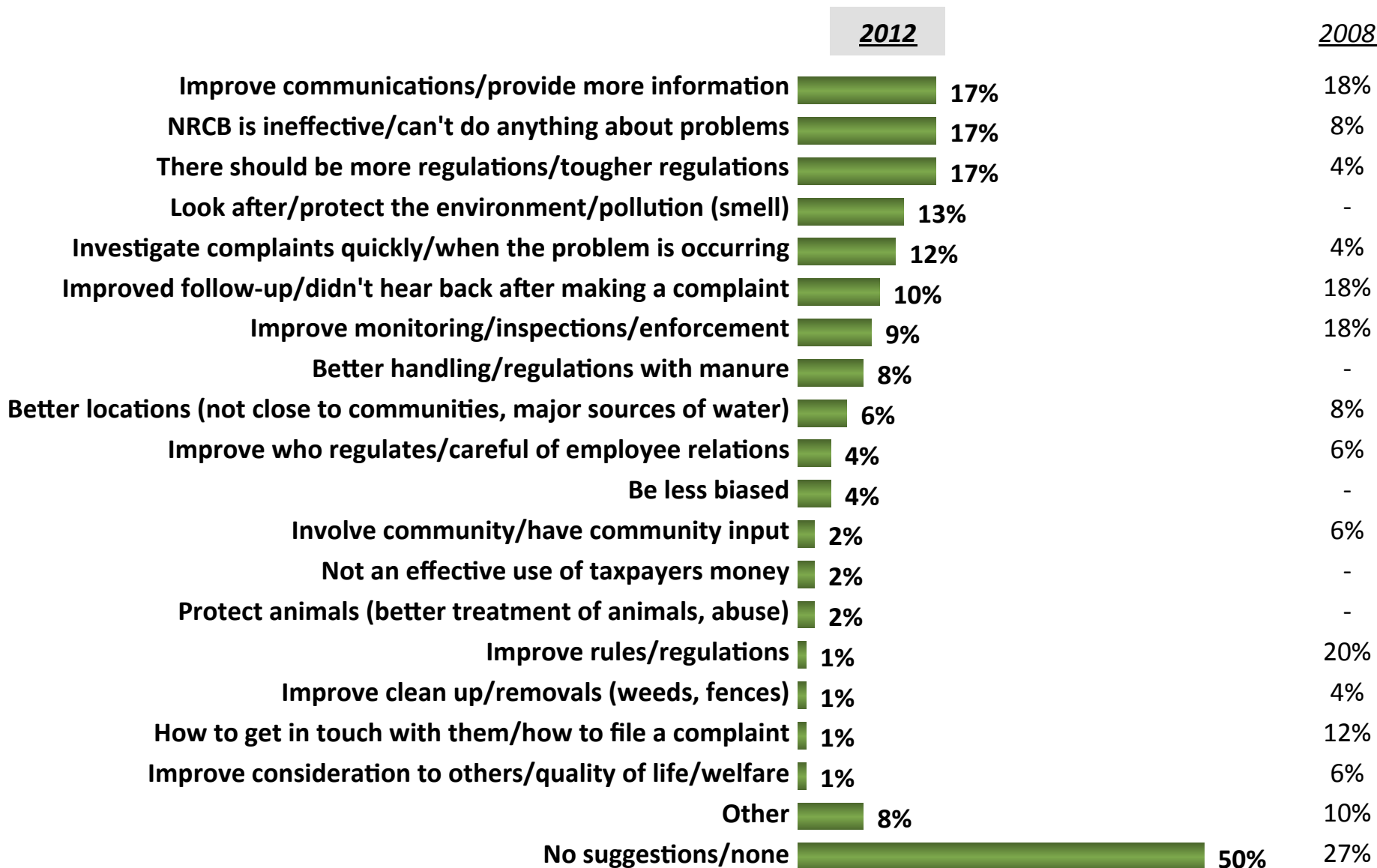
Being treated with courtesy and respect, timeliness of response and ease of reaching inspectors all receive high marks



Base: Complainants (excluding Don't know and Not applicable)

Q12. Thinking about the most recent time you registered a complaint, please indicate your agreement or disagreement with each of the following statements. If the statement does not apply to you, please say so. Would you say you strongly agree, somewhat agree, somewhat disagree or strongly disagree?

A wide array of suggestions were given for improving communications or processes, though half of complainants offered no comments



Base: Complainants – 2012: n=90 / 2008: n=49

Q13. Keeping in mind the NRCB cannot change the regulations or legislation, do you have any suggestions for improving communications or processes when dealing with a complaint?



CONTACT INFORMATION

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