



2017 Red Tape Survey

The Surrey Board of Trade actively encourages red-tape reduction strategies at all levels of government. Filing forms and applying for licenses are a part of doing business, however, we want to ensure that it isn't onerous on our members.

This survey is intended to provide us with a baseline of your experiences from which we can measure improvement over time. Your input will assist us target our advocacy efforts to those areas that need improvement.

Thank you for sharing your time and experience as we work on behalf of our members.

Company Profile

1. Are you:

- An Employer?
- An Employee?
- Self-Employed, Contractor, Consultant?
- Other (please specify)

2. How many individuals (including FT, PT, casual, temporary/term, and regular contractors) are employed by your company?

- Sole contractor or consultant
- 1 to 5 employees
- 6 to 10 employees
- 11 to 50 employees
- 51 to 100 employees
- Over 100 employees

3. Which category would best describe your company? (NAICS based choices)

- Agriculture, Fishing and Hunting
- Forestry
- Mining and Oil and Gas Extraction
- Utilities
- Construction
- Manufacturing
- Wholesale Trade
- Retail Trade
- Transportation and Warehousing
- Information and Cultural Industries
- Finance and Insurance
- Real Estate and Rental and Leasing
- Professional, Scientific and Technical Services
- Management of Companies and Enterprises
- Administrative and Support, Waste Management and Remediation Services
- Educational Services
- Health Care and Social Assistance
- Arts, Entertainment and Recreation
- Accommodation and Food Services
- Other Services (except Public Administration)
- Public Administration

Business Experience with Regulatory Requirements

4. Impact on business of complying with government regulatory requirements

- Major impact
- Moderate impact
- Minor impact
- No impact

5. Time spent per week on complying with government (federal, provincial, local) regulatory requirements

- Less than 1 hour
- 1 - 5 hours
- 6 - 10 hours
- 11 - 20 hours
- More than 20 hours
- None, I outsource the services

6. Most costly stage of compliance

- Understanding the obligations
- Preparing the information
- Submitting the information
- Dealing with the follow -up
- Not sure
- Other (please specify)

7. Reporting the same information to different government agencies

- Yes
- No
- Not sure

Cost of Compliance

8. Overall cost of compliance with government regulations in last 2 years

- Increased
- Stayed the same
- Decreased
- Not sure

9. Overall time it takes to comply with government regulations in last 2 years

- Increased
- Stayed the same
- Decreased
- Not sure

10. Time spent on last tax return

- 1 - 4 hours
- 5 - 15 hours
- 16 - 30 hours
- 31 - 50 hours
- More than 50 hours
- None, I outsource the services
- N/A

11. Compliance with regulatory requirements preventing business from making changes to grow the business

- Yes
- Somewhat
- No
- Not sure

12. Rate the following for the **cost** of compliance

	High	Moderate	Low	N/A
Starting a business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a special purpose grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dealing with licenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employing workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registering a property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting credit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting Investors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trading across borders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing Contracts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closing a business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Rate the following for the **time** it takes to comply

	High	Moderate	Low	N/A
Starting a business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a special purpose grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dealing with licenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employing workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registering a property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting credit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting Investors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trading across borders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing Contracts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closing a business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Communicating with Governments

14. Communication effectiveness with federal government

- Good communication, I am aware of new developments and reviews
- I spend some time searching but information is available.
- I spend a lot of time searching in order to keep up to date
- Inadequate communication, I rarely know about new developments and reviews
- Not sure

15. Communication effectiveness with provincial government

- Good communication, I am aware of new developments and reviews
- I spend some time searching but information is available.
- I spend a lot of time searching in order to keep up to date
- Inadequate communication, I rarely know about new developments and reviews
- Not sure

16. Communication effectiveness with local government

- Good communication, I am aware of new developments and reviews
- I spend some time searching but information is available.
- I spend a lot of time searching in order to keep up to date
- Inadequate communication, I rarely know about new developments and reviews
- Not sure

Reducing Red Tape

17. Opportunity to streamline reporting and make it less of a burden on business

- Yes
- No
- Not sure

18. Rate the following measures that would have the greatest impact on reducing the cost of compliance

1 - Definitely! 2 - Would probably help 3 - Possible 4 - Not really 5 - No impact Not sure

Reduce the frequency of reporting requirements to a minimum

Agencies sharing information and making sure there are no duplicate information requirements

Better communication and consultation with businesses when developing new regulations

Improving accessibility of web-based reporting

One agency which collects all required information

Other (please specify)

19. Level of red tape in dealing with various federal and provincial regulatory authorities

	High	Moderate	Low	N/A
Canada Revenue Agency (CRA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canadian Border Services Agency (CBSA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PST	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BC Business Registry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My LTSA - Land Titles Directory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BC Assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WorkSafeBC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workers Compensation Board (WCB)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there other regulatory agencies to add here? If so, please list and rate them as indicated. Thank you!

20. Level of red tape in dealing with various local government regulations

	High	Moderate	Low	N/A
Building & Construction Permits - From submission to completion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building & Construction - Inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building & Construction - Fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building & Construction - Public Hearing Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By-Law & Licensing Forms - Business Licenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By-Law & Licensing Forms - All Others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engineering Services - All	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Services (Sanitation, Waste, Water)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Online Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Property Tax/Payment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaints & Resolutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other? Please specify & rate as above. Thank you!

21. Do you have any further comments or suggestions that you would like to share with us?

Thank you!

Your input on this survey will help us advocate for improvements in red-tape reduction strategies. If you have any questions or further comments, please email Anne Peterson, Policy & Research Manager at anne@businessinsurrey.com.

