

# **ABC FP Services Survey**

Comparison of April 2008 and January 2009 results

## Introduction

In April 2008 we surveyed members to find out how well the ABCFP was meeting their needs in several areas including:

- Guidance
- RFT scope of practice
- The Increment
- Enforcement of the *Foresters Act* and Bylaws
- Advocacy
- The website
- Customer service when members call or e-mail the ABCFP

The April survey was the benchmarking one and we told you that we would resurvey the membership to see if we were able improve our service to you. The second survey took place in January 2009. Although we did not have as many members answer the second survey as took part in the first one, the results were still encouraging. Below you will find a comparison of the results between the two surveys.

## Comparison of Survey Results

Survey Question – How satisfied are you in regards to:	April 2008	January 2009	Trend
Guidance on matters relating to forest practices legislation	Negative 25% Neutral 35% Positive 40%	Negative 20% Neutral 37% Positive 43%	Improvement
Guidance on matters relating to standards of practice	Negative 21% Neutral 32% Positive 47%	Negative 16% Neutral 29% Positive 54%	Improvement
RFT scope of practice	Negative 22% Neutral 38% Positive 39%	Negative 20% Neutral 35% Positive 45%	Improvement
The Increment	Negative 11% Neutral 19% Positive 70%	Negative 11% Neutral 17% Positive 72%	Improvement

Enforcement of the <i>Foresters Act</i>	Negative 39% Neutral 34% Positive 26%	Negative 36% Neutral 30% Positive 34%	Improvement
Enforcement of the Bylaws	Negative 31% Neutral 36% Positive 34%	Negative 28% Neutral 33% Positive 40%	Improvement
Advocating for good forest stewardship	Negative 29% Neutral 31% Positive 41%	Negative 24% Neutral 29% Positive 48%	Improvement
Communication via the website	Negative 13% Neutral 25% Positive 61%	Negative 17% Neutral 21% Positive 61%	Deterioration
Service received when you phone or e-mail the association (results show only members who have used this service)	Negative 11% Neutral 9% Positive 32%	Negative 11% Neutral 8% Positive 38%	Improvement