

Business Satisfaction and Red Tape Reduction Survey 2021

Respondent Role



31%

Employees



60%

Business Owner/Manager

Respondent Locations

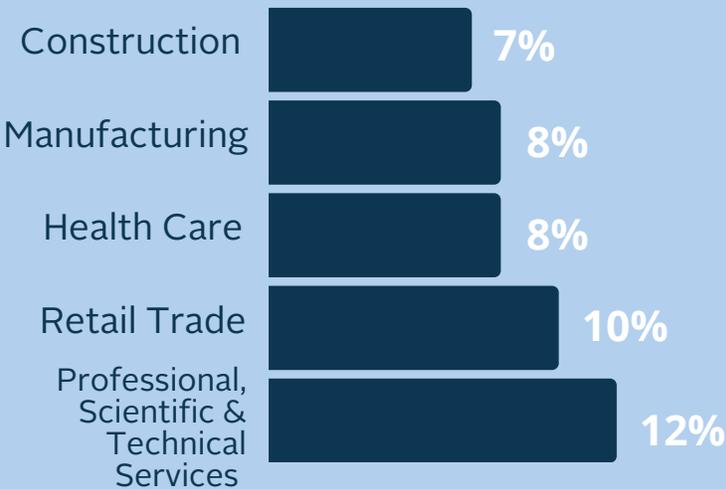


District 2
16%

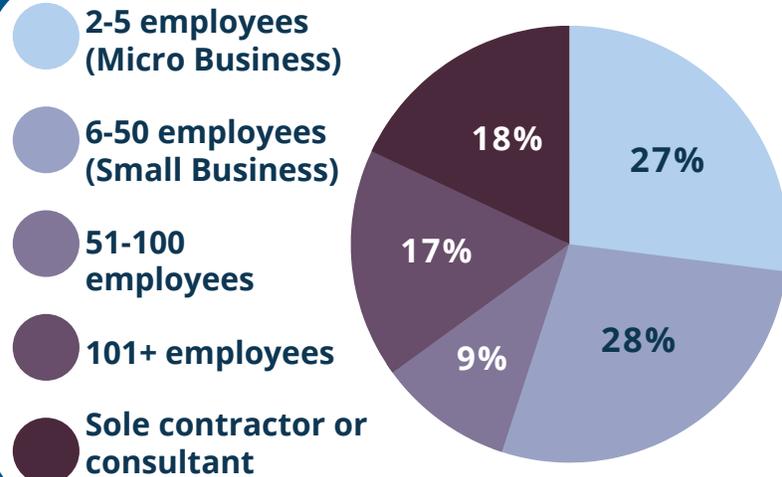


District 7
14%

Type of Business



Size of Business



39%

of business customers strongly agree that HRM regulatory red tape has negatively impacted their ability to start or conduct business

52%

of business customers experienced a high level of red tape dealing with building permits

Business customers' biggest issues meeting HRM regulatory requirements

52%

The time it takes for HRM to process the application

41%

Understanding who to contact for support during the process

30%

Understanding the application process



What can HRM do to reduce the time business customers spend for regulatory requirements?

Reduce duplication of regulatory requirements



Improve web-based and online services



Better communication and consultation with businesses when considering or adopting new regulations

How can HRM improve the quality of customer service?



Better/easier access to administrative process and By-law information



Better communication of requirements and new regulations



Simplification of By-law regulation and language



Modernizing service standards



HALIFAX