

Registrar's Report

for the year 2023

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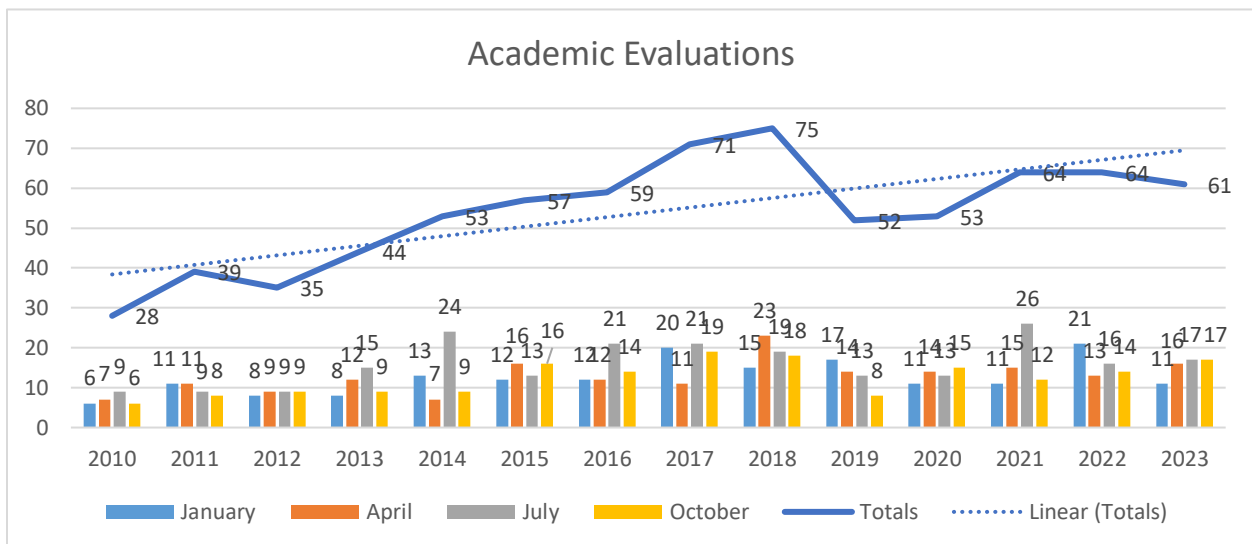
The Registrar is appointed by Council under Section 3(8) of the *Surveyors Act* and is responsible for overseeing the statutory responsibilities of the Association of Ontario Land Surveyors (AOLS).

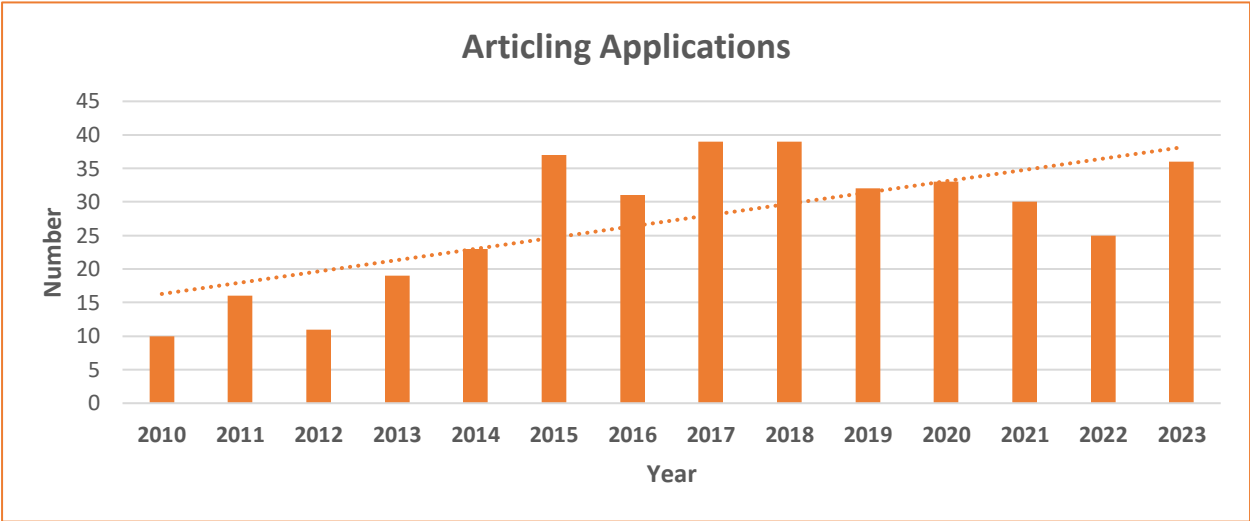
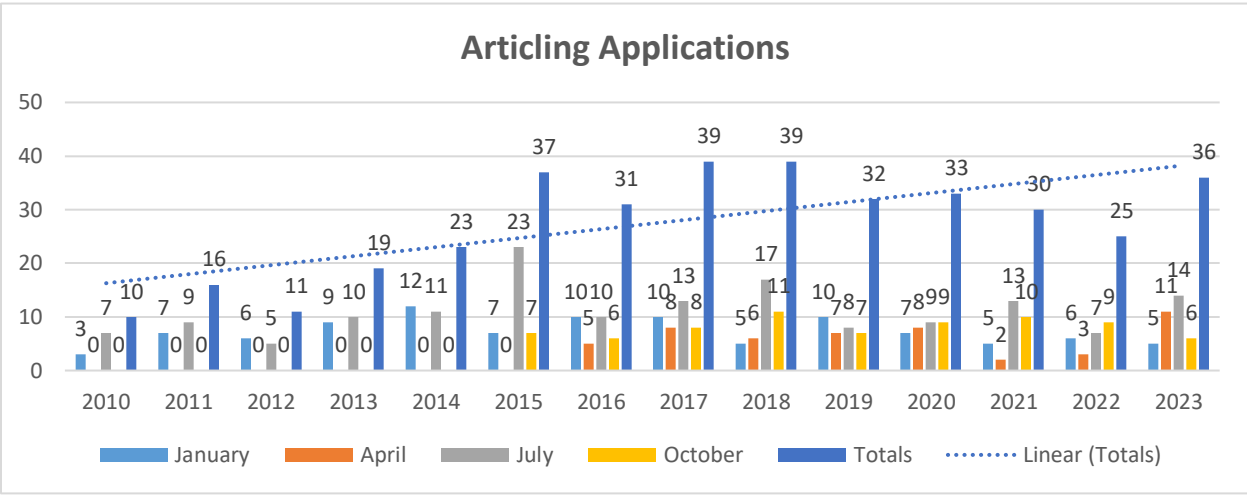
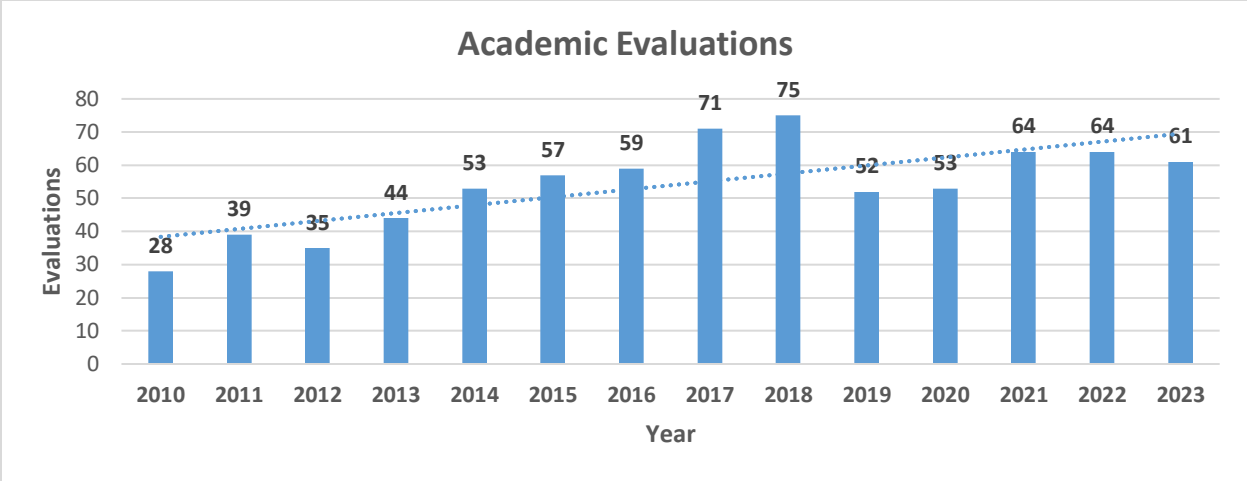
The Registrar's activities are concentrated primarily in the areas of Academic and Experience Requirements, Public Inquiries, Licences, Certificates of Registration, Certificates of Authorization, Complaints and Discipline.

Academic and Experience Requirements Committee (AERC)

The Registrar is not a voting member of the Academic and Experience Requirements Committee, but carries out its administrative activities, including preparation of the agendas, motions and minutes for each meeting. On behalf of the Committee, the Registrar's Office also responds to requests for information regarding academic evaluations, requirements for membership, articling, monitoring, and examinations. Deputy Registrar Maureen Mountjoy assists in coordinating the activities of the Committee, in consultation with the Registrar and the AERC Chair, ensuring that all relevant issues are brought to the Committee's attention. In 2023, the Registrar presented four articling information sessions, assisted with the Statutes, Oral and Written Professional Examinations, organized and participated in the annual Professional Lecture Course. Deputy Registrar Maureen Mountjoy retired as of December 31, 2023.

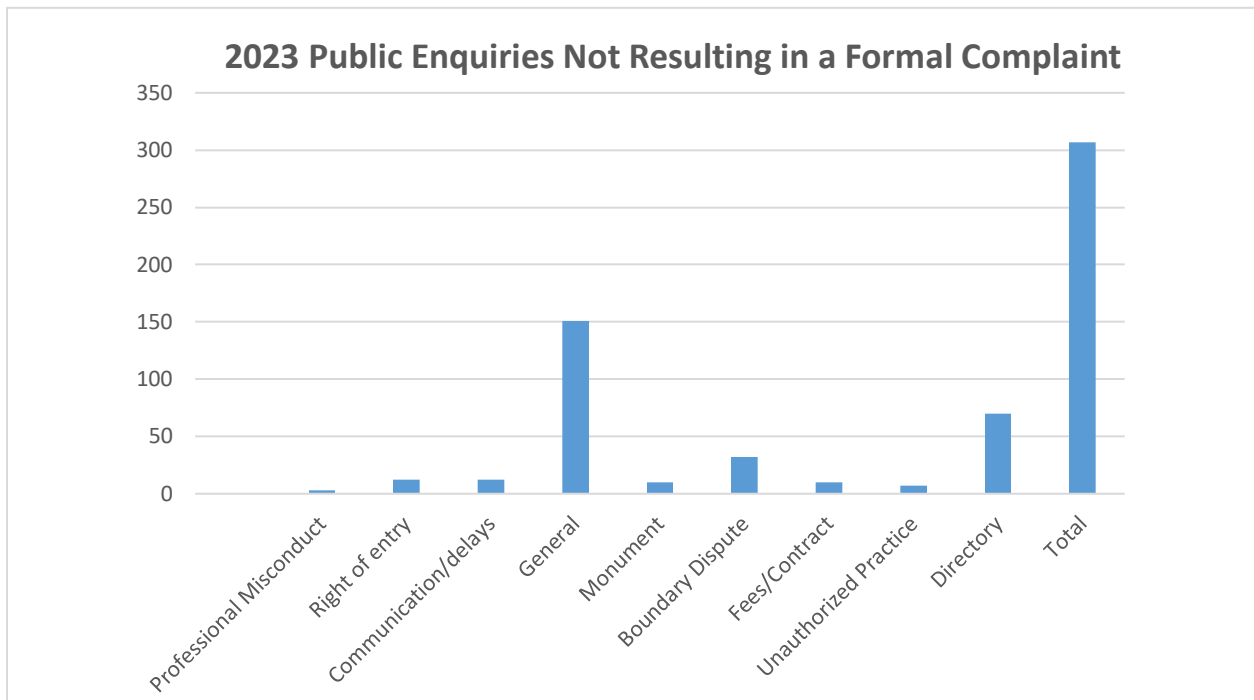
Thirty-six (36) new students entered into articles during 2023. As of February 12, 2024, there are one hundred and four (104) articling students, an increase of fifteen (15) from last year. The Academic and Experience Requirements Committee also approved sixty-one (61) academic evaluations during 2023 with twenty-six (26) being internationally educated applicants. The following charts provide a graphical illustration of these statistics.





Educational Services

The Registrar responds to inquiries from both the membership and the public. Many requests for information are satisfied during the initial contact, but others require research and written responses after appropriate discussions with other surveyors, staff and occasionally Council. Typical issues include non-OLS activity in cadastral surveying, right-of-entry inquiries from the public, concerns from the public regarding lack of response from members for various reasons, and requests from the public to assist in encouraging members to honour their business and/or financial responsibilities. It is often possible to resolve issues at this level and avoid a formal written complaint, which by statute, must be directed to the Complaints Committee. The following chart provides a graphical illustration of the various inquiries received by the AOLS during the year of 2023:



Compensation Fund

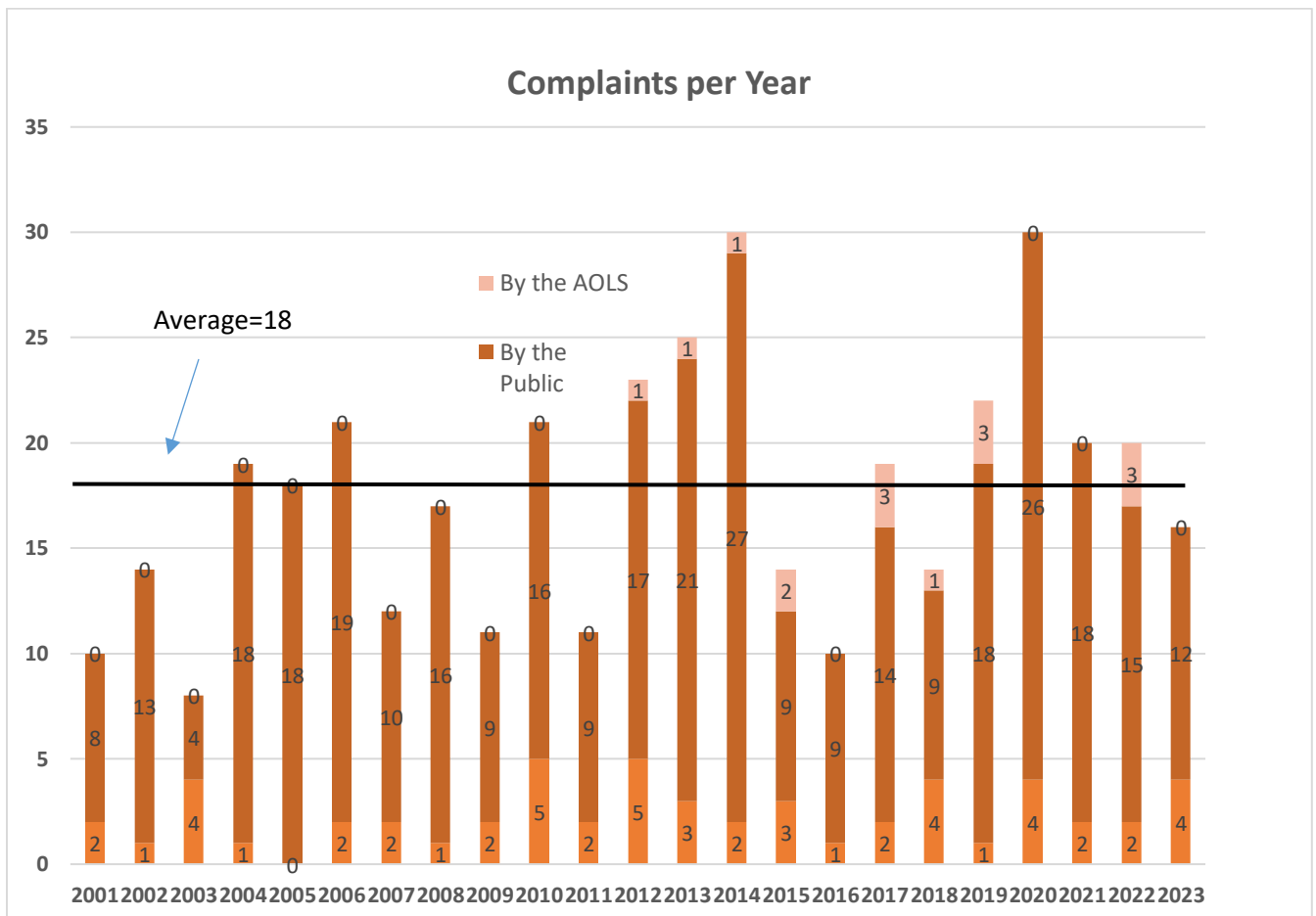
The Compensation Fund is set out under *Section 33* of the *Surveyors Act*. Council established a Compensation Fund Committee in 1998 and delegated its powers pursuant to *Section 33 (10)* of the *Surveyors Act* to this Committee, made up of the Executive Director, Registrar and Finance Councillor, for any application up to \$5,000. During 2023, no applications to the Compensation Fund were received.

Complaints Committee

Formal complaints regarding the actions or conduct of a member of the Association must be filed in writing with the Registrar. The Registrar acknowledges receipt of the complaint and notifies the member who is the subject of the complaint. The member is provided with a copy of the complaint letter and materials and is given at least two weeks to provide an explanation and supporting documentation in response. The member's response is provided to the complainant, who is also allowed two weeks to make any further response, and

the member is also provided with the complainant's second response and allowed to make a final submission. The Registrar compiles the information submitted by both the complainant and the surveyor and presents the file, without comment, to the Complaints Committee in a timely fashion. The Registrar also acts as the recording secretary of the Complaints Committee and distributes all correspondence and decisions resulting from the Committee meetings. The Registrar is not a member of the Committee and attends meetings at the request of the Committee to provide information and administrative support. This committee makes extensive use of their secure area of the AOLS website for the exchange of information, and committee meetings are held using Zoom, allowing members from all areas of the province to easily participate.

Sixteen (16) new complaint files were opened in 2023, compared to twenty (20) in 2022, twenty (20) in 2021 and thirty (30) in 2020. The Committee held eleven (11) teleconference meetings during 2023. Twelve (12) of the sixteen (16) complaints originated from members of the public and four (4) from Association members and zero (0) were Registrar referrals. The Committee issued five (5) final and one (1) interim decision during 2023. Interim decisions usually request specific action on the part of the surveyor. If the surveyor complies, the interim decision becomes final and no further action is required. If the surveyor does not comply, the Committee must reconsider the matter and determine an appropriate course of action. Of the five (5) final decisions issued in 2023, two (2) referred a member to AOLS Council for further action. The following chart shows the total number of complaints per year from 2000 to 2023, the average number over that period being 18 per year.



Discipline Committee

No discipline hearings were held in 2023. The role of the Discipline Committee, if directed by the Council to do so, is to hear and determine allegations of professional misconduct or incompetence against any member of the Association in accordance with section 26, to prepare for the Council's approval rules governing the practice and procedures before a discipline panel appointed under section 26; and to perform the other duties that are assigned to it by the Council. 2009, c. 33, Sched. 22, s. 11 (25).

Fees Mediation Committee

In 2023, one (1) case was brought to the Fees Mediation Committee for consideration and the matter was not settled. Unless the Committee considers it inappropriate to do so, the duties of the Fees Mediation Committee include the requirement to mediate any written complaint by a client of a member of the Association or of a holder of a certificate of authorization in respect of a fee charged for services in the practice of professional surveying provided to the client.

Registrar's Investigations

Section 30 of the *Surveyors Act* allows the Registrar to undertake an investigation where the Registrar believes that there are reasonable and probable grounds that a member of the Association has committed an act of professional misconduct or incompetence, or that there is cause to refuse to issue, or to suspend or revoke a Certificate of Authorization. Zero (0) Registrar's Investigations were initiated during 2023.

Registration Committee

The Registration Committee is a statutory committee, created under Section 9 of the *Surveyors Act*, having a Statutory Power of Decision that allows it to hold a hearing under the *Statutory Powers Procedure Act*. When the Registrar proposes to revoke or refuse to issue a licence, Certificate of Registration or Certificate of Authorization, or proposes to issue one of these subject to conditions, the member or applicant may appeal to the Registration Committee, who must then hold a formal hearing.

Regulation 1026 of the *Surveyors Act* requires that this committee approve applications from members who wish to be in charge of more than one survey office.

Seven (7) applications for a Certificate of Authorization (C of A) were made during 2023 with one (1) refused by the Registrar resulting in a Registration Committee Hearing in 2024.

Survey Review Department Referrals

During the past year, several firms were referred to the Registrar from the Survey Review Department pursuant to Regulation 1026, S.40(8), subsequent to a Comprehensive Review. Most referred files are closed after the firms provide satisfactory explanations and/or implement remedial procedures to address the concerns identified in the review report. Some may undergo a follow-up review to assess progress in addressing the concerns. Zero (0) members were referred to the Complaints Committee during 2023 as a result of a Survey Review Department referral to the Registrar.

Licences, Certificates of Registration and Certificates of Authorization

The Registrar is responsible for the issuance and renewals of Licences, Certificates of Registration and Certificates of Authorization (C of A). Since the 2023 AGM, eight (8) new Licences and several new or revised Certificates of Authorization were issued. As detailed in the Statistics section below, there has been an increase of 20.6% in the overall number of associate members and a decrease of -3.2% in the number of licensed members due to retirements. There is an increase of 8.5% in the number of Certificates of Authorization as of February 12, 2024.

Elections and By-Laws

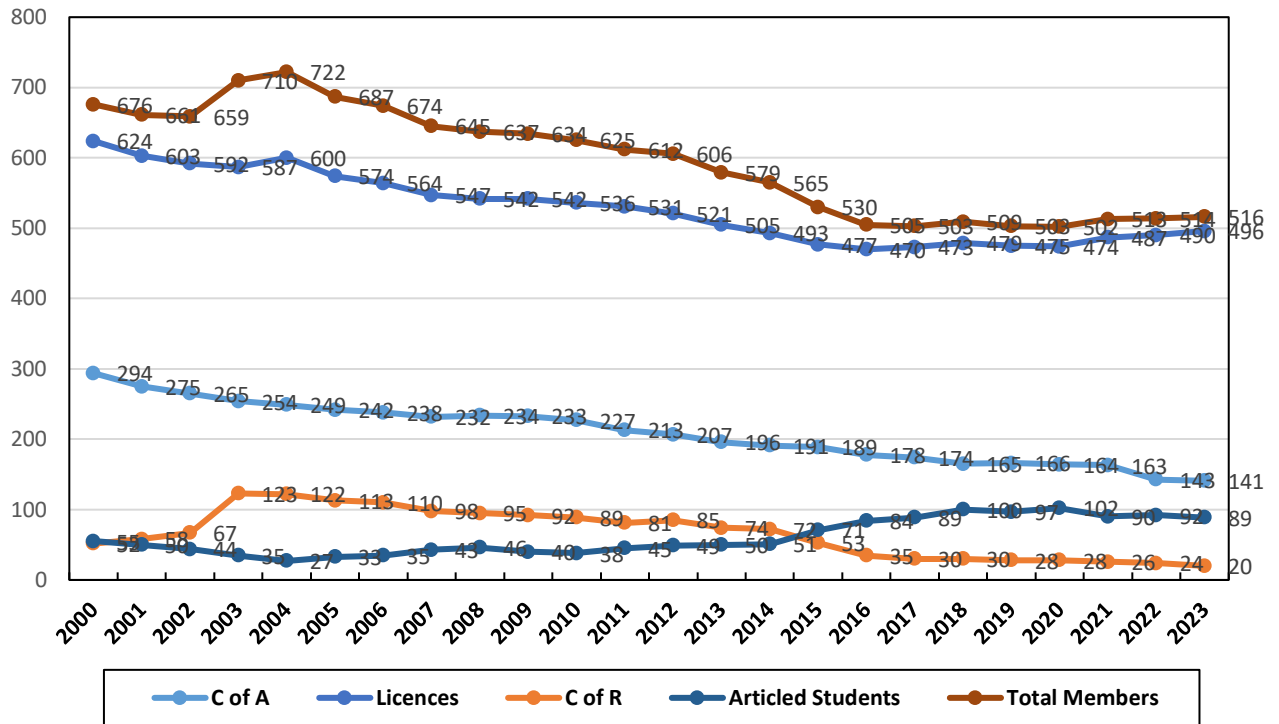
The Registrar oversees the distribution and counting of ballots for voting on By-laws, Regulations and elections to Council. By-laws: 2023-01, 2023-02 and 2023-03 were approved by secret vote of the membership since the 2023 AGM, and nominations for the two 2024 Junior Councillor positions were confirmed.

For the 2024 Council, Vice-President Amar Laoi was acclaimed as President and Councillor Saša Krcmar was acclaimed as Vice-President. Two members were nominated as candidates for the two Junior Councillor positions with Gavin Seaman and Peter Nielsen confirmed.

Below are some relevant statistics of the Association, current to February 9, 2024

	As of February 9, 2024	Last Year	Change	% Change
Total Membership	498	516	-18	-3.5%
Licenses	480	496	-16	-3.2%
Certificate of Registration	18	20	-2	-10.0%
Certificate of Authorization	142	141	1	0.7%
Members who have passed away	17	22	-5	-22.7%
Retired Members	139	115	24	20.9%
Newly Commissioned Since last AGM	8	22	-14	-63.6%
Articling Students	104	89	15	16.9%
Associate Members	41	34	7	20.6%

AOLS Statistics - 2000 to 2023



Statistics

The above chart illustrates the trends in our membership over the past 23 years, during which we have seen a decline of 20.5% in the number of licensed members. Total membership during this period has decreased by 160, a drop of 23.7%. The number of Certificates of Authorization has declined from 294 in 2000 to 142 as of February 9, 2024, a drop of 51.7%. This, in part, may be because many firms continue to have been bought out and amalgamated with others over the past few years. The number of articling students has risen steadily from a low of 27 in 2004 to the current number of 104.