Dashboard Draft

2021/07/13

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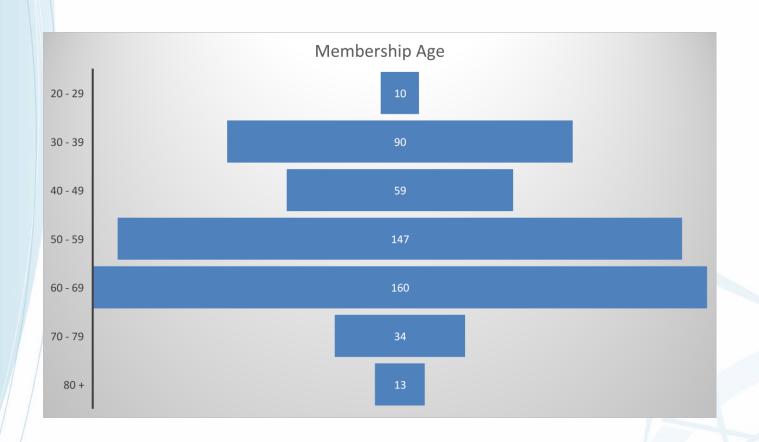
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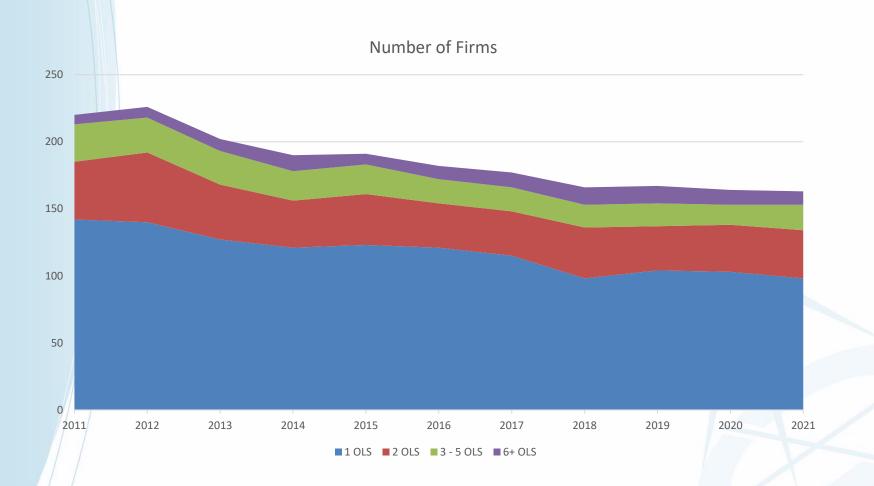
Member Statistics



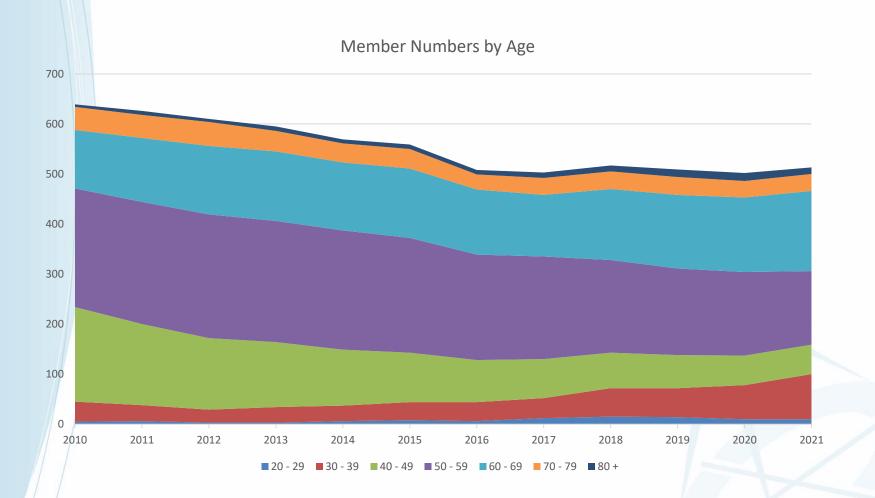
Membership Demographics (March 2021)



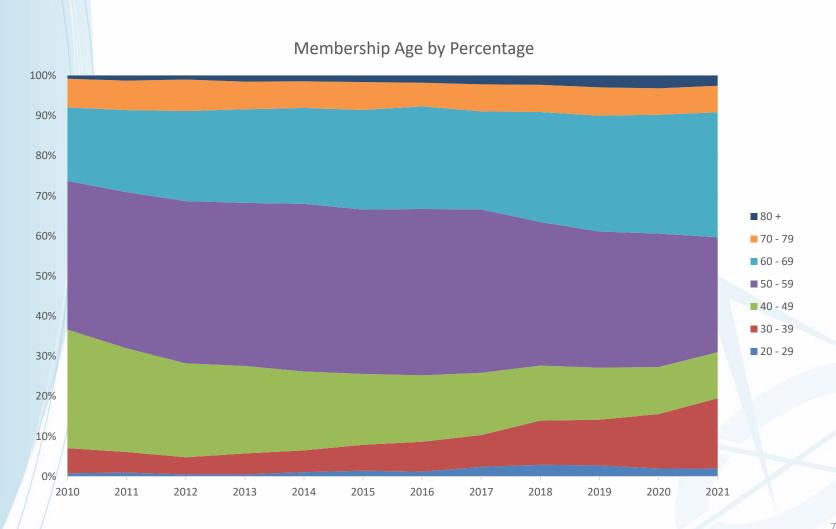
Member Statistics (March 2021)



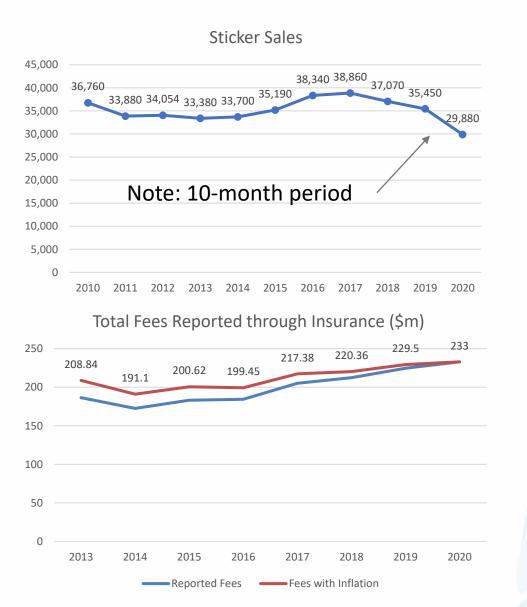
Member Statistics (March 2021)



Member Statistics (March 2021)



Member Statistics - Work Volume Indicators

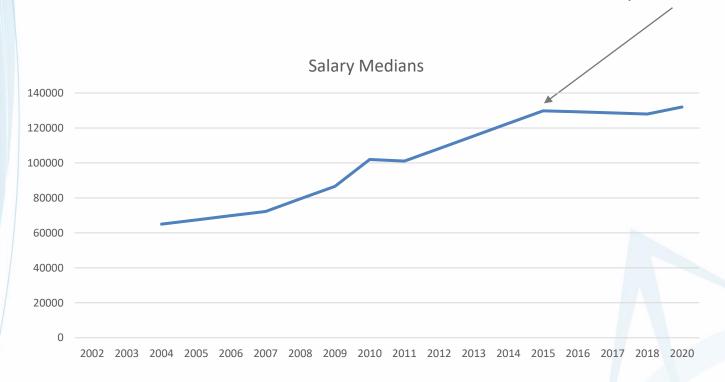


Member Statistics - Work Volume Indicators



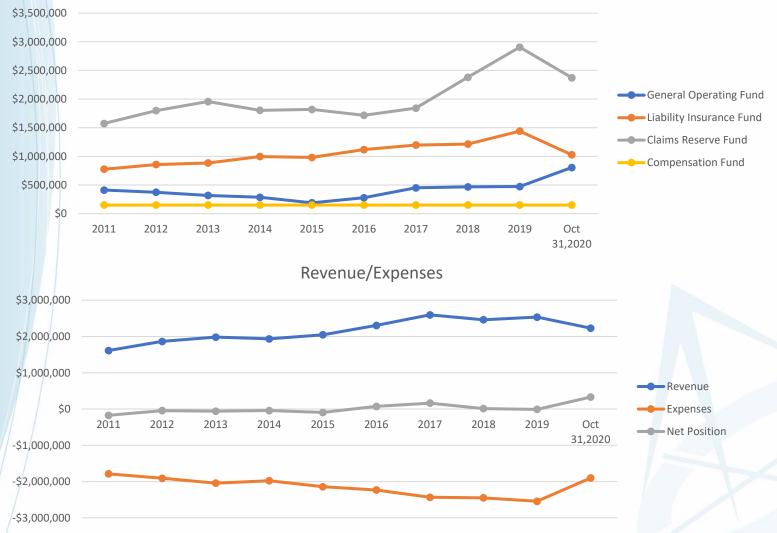
Member Statistics

Raw Data was unavailable and multiple medians had to be used to calculate this point, which may not be correct



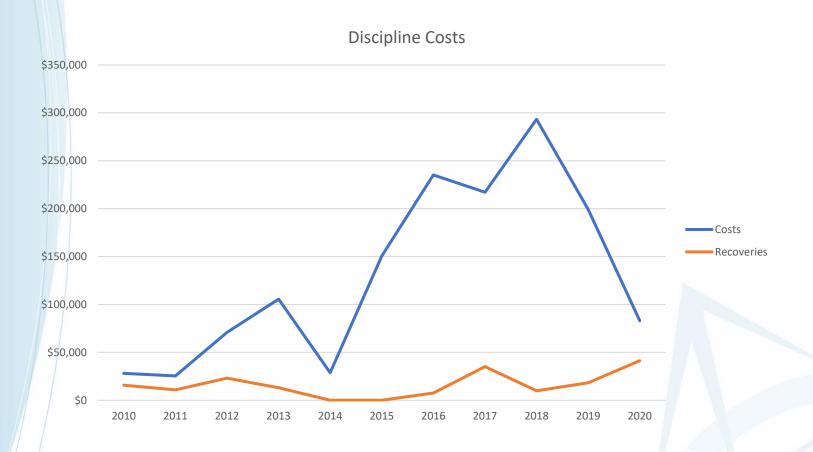
AOLS Finances



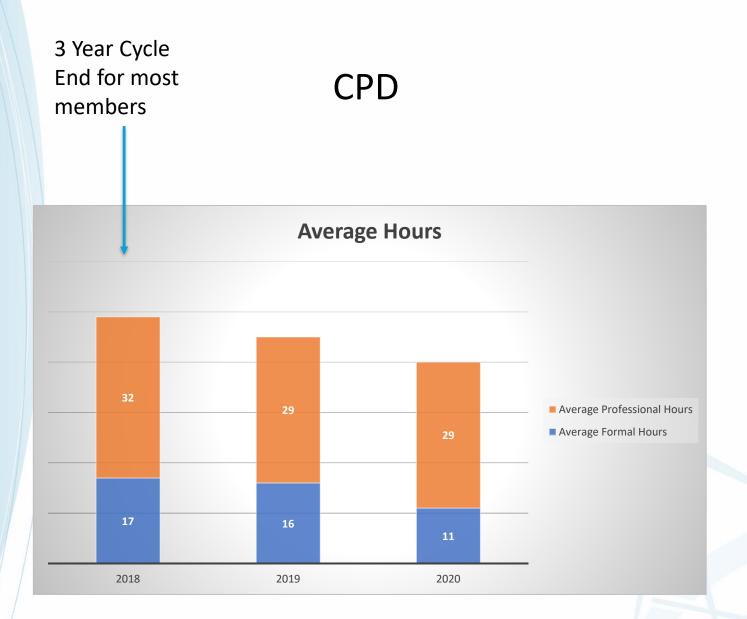


Note: 2020 includes 10 months due to change in fiscal year

Discipline Costs



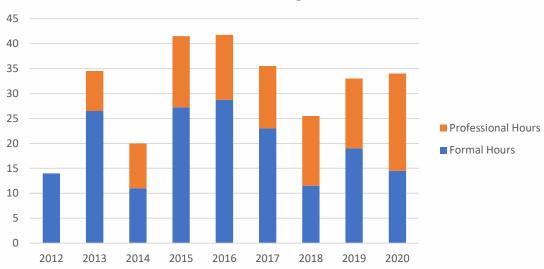
Note: 2020 included only 10 months due to fiscal year change



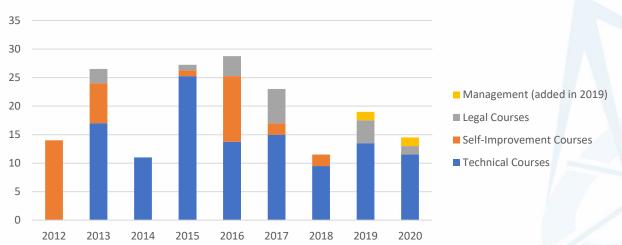
Members entered: 422 313 312

CPD – AOLS Training Offered



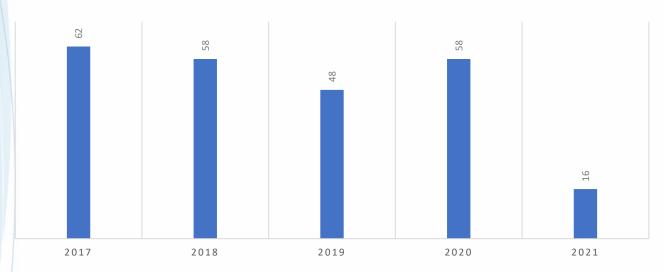


Formal Hours

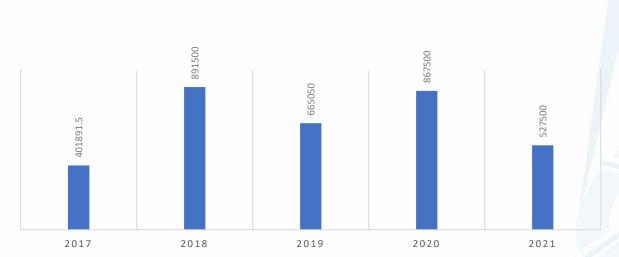


Professional Liability Insurance

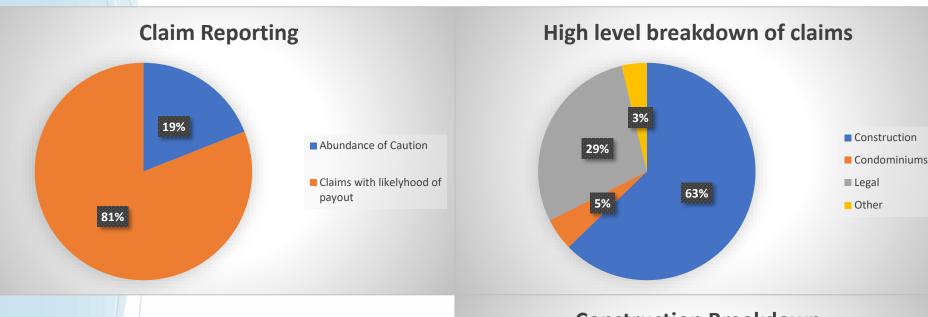
NUMBER OF CLAIMS

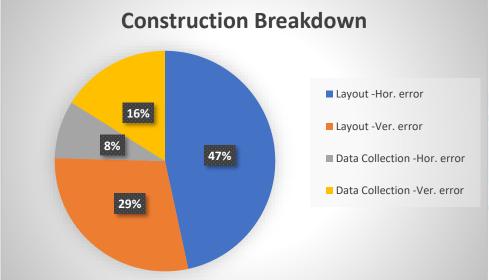


INITIAL ESTIMATE OF CLAIMS



High Level Breakdown of Insurance Claims by Numbers (From 2017 to July 5, 2021 – 242 claims)



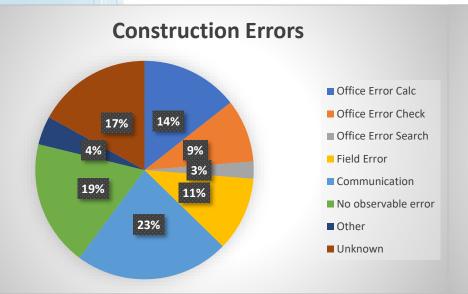


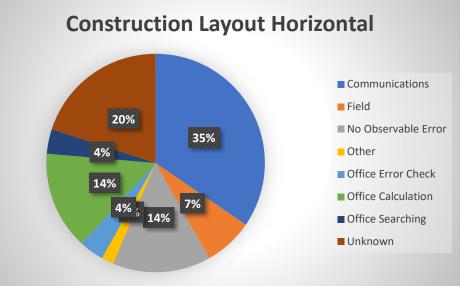
Error Types

Errors were broken down into the following categories

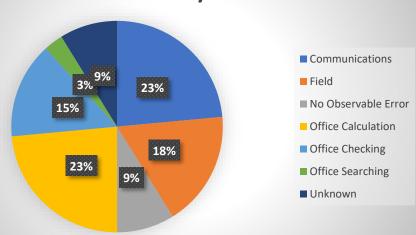
- Office Error Calculation this was used when it was clear that error flowed from a calculation error in the office
- Office Error Check this was used where it was obvious that the error should have been caught by a check but was not used when it was a calculation error (e.g. wrong lot number on plan, wrong unit number on condo plan)
- Office Error Search this was used where there was a lack of information that would have been available with a reasonable search (e.g. title search, municipal bylaw search)
- Field Error this was used where there was admission that the error was in the field (even though it should have been caught by a check)
- Communication used where internal and/or external communications caused the error (e.g. wrong version used)
- No observable error
- Other errors not covered above
- Unknown the surveyor did not provide enough information to derive a source of error

Construction Breakdown of Error Types by Numbers (From 2017 to July 5, 2021 – 118 claims)

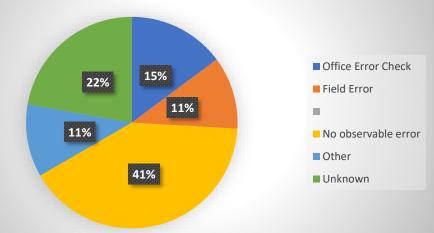




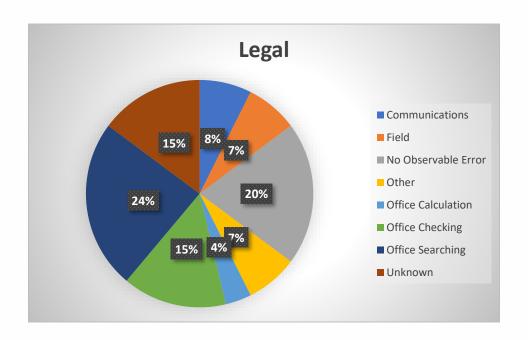
Construction Layout Vertical



Construction Data Collection

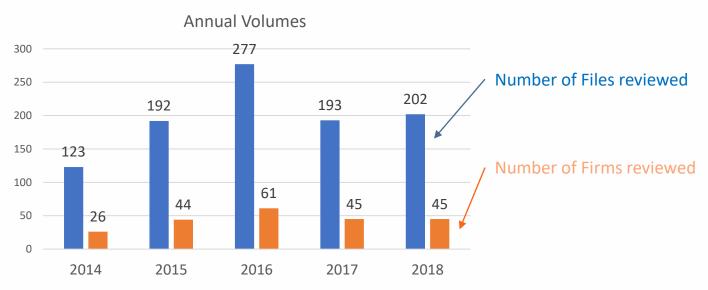


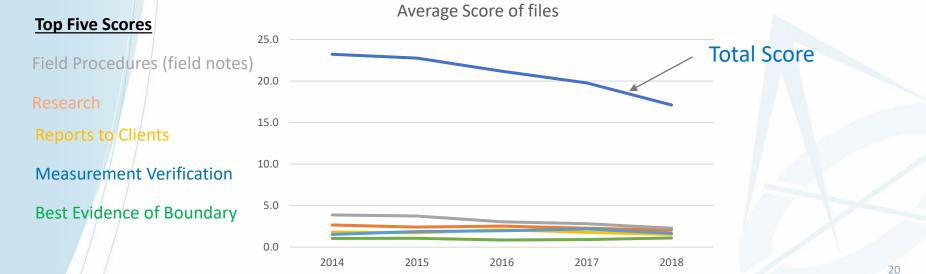
Legal Breakdown of Error Types by Numbers (From 2017 to July 5, 2021 – 54 claims)



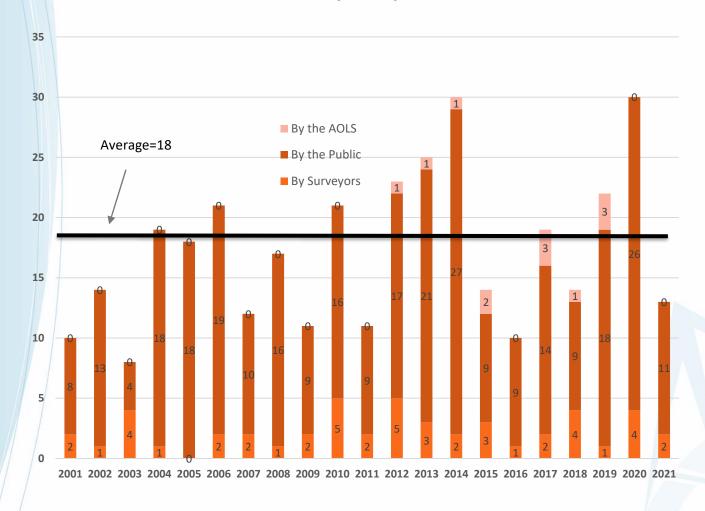
Needs Update

Comprehensive Survey Reviews





Complaints per Year



Complaints Breakdown

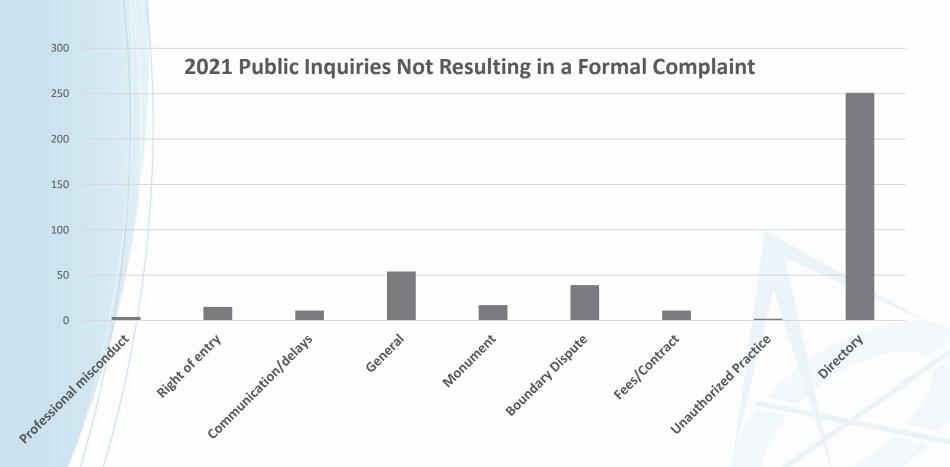
Complaints Committee

Total complaints:	14	21	30	13	
Nature of Complaints:					
Sketches Issue	1		1		
Right-of-Entry	1	1		3	
Contractual – (Protracted Timeline / Communication) Incl. Client aware of the complexity of a project and the nature of fees? Includes undertaking work that is beyond the member's resources to complete in the time agreed upon?	6	5	5	3	
Professional Misconduct	3	2	9	4	
SRD Referral	1	3			
Incorrect Survey?	1	9	9	3	
CAD File – Grid vs. Ground	1				
Incompetence			3		
Not Truly a complaint (Who is responsible ?)		1			
Disgruntled complainant seeking additional information on old complaint			5		
Complaint initiated by another OLS			4	2	

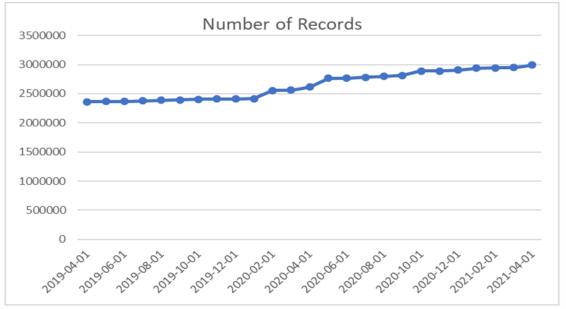
Complaints Breakdown Continued

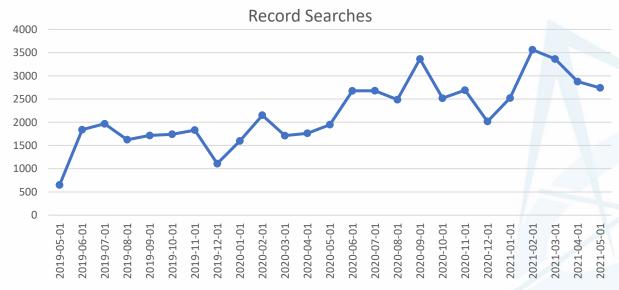
- Some of the above complaints do not readily fit within one category. Professional Misconduct and Incorrect Survey tend to be catch-alls.
- Complaints under the heading "Incorrect Survey" often involve a third party who was affected by the survey and is refuting its accuracy or correctness.
- Professional Misconduct included issues such as conflicts of interest, allegations of dishonesty, not adhering to standards for monumentation, research and plan preparation.
- In 2021, 2 of the professional misconduct complaints were initiated by other members.
- The practical application of Bulletin 2020-01 (Pricing of Survey Records) was the focus of a complaint. Questions of when an hourly rates basis applies and how many hours records research should take were raised.

Public Inquiries



PSRI Statistics





PSRI Statistics



Survey Review Department Statistics

Statistics as of June 30, 2021

- 72 of overall firms (at the start of 2021)
- Target 74 of reviews to be completed (within 12 months of start date)
- 8.3% of systematic reviews completed (per month)
- There are 47 reviews in progress as of June 30, 2021
- There have been 17 field inspections since May 10, 2021
- There have been 17 files delivered to the Consultants for their report
- 6 months on average to complete the 6 reviews (from start to finish) The start date is deemed to be the date we receive the supporting material
- Sticker sales this month 3,080 (June); last month 2,990
- Sticker sales YTD Nov 1, 2020 to June 30 2021 26,440

SRD Sticker Sales



AERC Statistics

2020

- 52 Academic Evaluations completed
- 33 Articling students approved
 - (6 Ryerson, 8 York, 2 UNB, 1 U of T, 2 Georgian College, 1 Northern College, 1 Western, 1
 McMaster, 1 Waterloo, 8 internationally trained, 1 Nova Scotia Community College, 1 Lakehead University)
- 2.60 years average term of articles for new surveyors
- 13 Statutes Exams graded, 0 failures
- 45 Professional Exams given

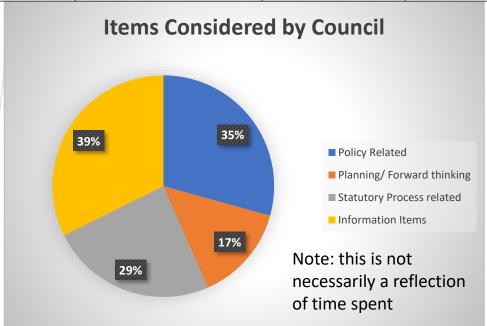
2021

- 23 Academic Evaluations completed
- 7 Articling students approved
 - (3 UNB, 1 U of O, 2 York, 1 Internationally trained)
 - 8 Statutes Exam graded, 0 failures
 - 21 professional exams delivered in 2021 to date

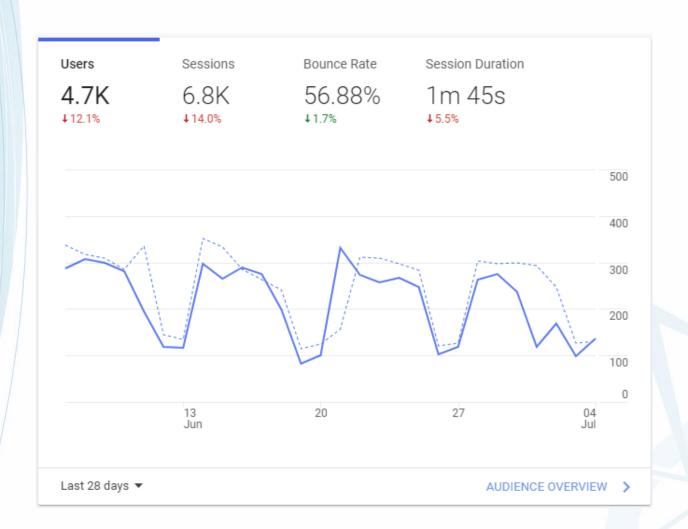
Council (since Jan 2020)

- Number of By-laws approved 3
- Number of Bulletins approved 1
- Number of Regulations approved 3

Discipline							
Number of		Number to		Number to		Number	
referrals		Mediation		Discipline		Dismissed	
	5		1		2		2



AOLS Website



AOLS Website



AOLS Website

Page	Pageviews	Page Value
/	844	\$0.00
/find-a-surveyor	282	\$0.00
/resources/public-resources/faqs	265	\$0.00
/membership/become-an-ols	209	\$0.00
/resources/public-reyment-opportunities	188	\$0.00
/resources	174	\$0.00
/resources/list-of-registration-numbers	121	\$0.00
/membership	112	\$0.00
/public-protection	99	\$0.00
/membership/become-aevaluationstep-1-	87	\$0.00
Last 7 days ▼	PAGE	S REPORT >

Committee/Task Force Summary

Committee/Task Force	Status	Council Attention Req'd
Fees Mediation		Seeking approval of manual
Government Relations		
Legislation and Regulations TF		seeking RFP approval
Nominating		
Registration		
Fees for Field Notes TF		
Complaints		
Discipline		
LRO Task Force		
Monument Protection		
LRO Task Force		
Professional Standards		
Province-Wide SRI Committee		
Survey Review Department		
Underground Utilities		
AERC		
Continuing Education		
CPD Audit		
Geomatics Recruitment & Liaison		
Expanded Profession TF		
Harassment & Discrimination Prevention		
Public Awareness		
University & College Liaison		
Website Maintenance		
Municipal Surveyors		
AGM		
		Seeking decision on Yates
Archival and Historical		Database
Insurance Advisory		

Legend

On Track
Somewhat on Track
Needs Attention
Inactive

Statutory Committee - Fees Mediation Committee

Key Commitments/Expectations

- Procedural Manual reviewed regularly
- Decisions or Interim decisions issued within 60 days of parties delivering final submissions
- Annual reporting completed on (likely by Registrar):
 - Number of Mediations
 - Number of Arbitrations
 - Average time to resolve fee complaints

Progress

- One case has been resolved
- The second case appears to have been resolved between both parties. The Presiding Officer (Brent) continues to follow up to ensure finalization that this happens.
- Mediation training complete for most members
- Manual Updated for Council approval

Other Comments

Manual Updated for Council approval

Status: (e.g. On-track)

On track

Non statutory Committee - Government Relations Committee

Key Commitments/Expectations

- Meetings held with Key ministries:
 MNRF, MGCS and MTO annually
- Issues requiring attention addressed

Progress

 Inactive, although ED continues to meet with Ministry staff as required

Other Comments

Status: (e.g. On-track)

Inactive

Non-Statutory Committee - Legislation and Regulations Task Force

Key Commitments/Expectations

- Determine where to derive suitable and progressive legislative change
- Determine Suitable Act Changes

Progress

- Reading list provided to help better inform the group
- RFP for external review of regulatory activities to be reviewed and recommendations made to Council.
- Discussion were held to refine the purpose and focus of stakeholder interviews
- Regional group meetings/presentations now underway.
- Jurisdictional Scan, Future Technology, Social Impacts, Administrative Challenges and Membership Concerns still to be considered

Other Comments

 A special meeting was scheduled to review results of RFP submissions prior to this Council Meeting.

Status: (e.g. On-track, behind schedule)

Statutory Committee - Nominating Committee

Key Commitments/Expectations

- By August 31st elect a chair from its members
- By November 15th send the Registrar a slate of candidates nominated for Council
- Give consideration to diversity in their selections

Progress

- Meeting took place on June 9, 2021 to discuss possible candidates.
- The committee identified a number of potential candidates and is in the process of contacting them to confirm if they are willing to run for Council.

Other Comments

Status: (e.g. On-track, behind schedule)

Inactive

Statutory Committee - Registration Committee

Key Commitments/Expectations

- Procedural Manual reviewed regularly
- Decisions or Interim decisions issued within 60 days of applications to the Committee.
- Annual reporting completed on (likely by Registrar):
- Number and type of hearings
- Average time to resolve application

Progress

- Applications usually take 1-2 weeks to resolve. These have been done most recently via email
- Usually 1-2 applications per year
- Most current applications have been requests for OLS' to be able to have one OLS to operate more than 1 office under 1 C of A
- Manual of Procedures being developed

Other Comments

No hearings have been requested

Status: (e.g. On-track, behind schedule)

Inactive

Non-Statutory Committee - Fair Fees for Field Notes Task Force

Key Commitments/Expectations

 Report considering the "reasonable fees" for survey records.

Progress

 Have met to consider next steps but no consensus reached

Other Comments

The Task Force will be performing another survey of the membership in 2021

Status: (e.g. On-track, behind schedule)

Statutory Committee - Complaints Committee

Key Commitments/Expectations

- Procedural Manual reviewed regularly
- Disposed of complaints within 90 days after the day the complaint was filed {Surveyors Act s. 23(3)(b)}

Progress

- The Committee has completed its review of the Manual of procedures and is seeking approval from Council.
- 2 Complaints remain from last year and 13 new complaints have been received to date this year.

Other Comments

- The manual has been approved by Council
- Need to find a way of balancing workload, particularly in advance of meetings and away from the Chair
- Need to find a better way of using the AOLS portal
- Can use another member

Status: (e.g. On-track, behind schedule)

Statutory Committee - Discipline Committee

Key Commitments/Expectations

- Procedural Manual reviewed regularly
- Hearings scheduled within 60 days
- Written orders and reasons issued after hearing within 30 days
- Annual reporting completed on:
 - % of Joint submissions
 - % of decisions with appeals
 - # of days to schedule a hearing after Council referral (expected 60 days)
 - # of days to deliver written Order and Reasons after hearing (expected 30 days)

Progress

- The last hearing was on April 22, 2021, which was a Zoom hearing.
- Decisions were posted to the website and In Sight.
- 11 members of the Discipline Committee are expected to be enrolled in the basic and advanced modules of the Discipline Orientation Workshop offered by the Health Profession Regulators of Ontario (HPRO) to be held on October 1 and 7, 2021

Other Comments: Next DC meeting scheduled for September 15, 2021

Status: (e.g. On-track, behind schedule)
On Track

Non-Statutory Committee - LRO Task Force

Key Commitments/Expectations

 Address changes resulting from the closure of Land Registry
 Office Counter Services

Progress

- Have met several time with MGCS to discuss progress and provide advice
- Working with MGCS to create a plan preview tool which will prevent surveyors from purchasing unnecessary plans

Other Comments

Webinar planned on E-plans for July

Status: (e.g. On-track, behind schedule)

On-track

Non-Statutory Committee - Monument Protection Committee

Key Commitments/Expectations

- Provide Public Awareness related to monument protection
- Consider Deferred Monumentation

Progress

- Prepared proposed deferred monumentation regulation changes.
 Presented these changes to chairpersons of the Standards & Regs, Survey Review, Municipal Surveyors, President of AOLS and Executive Director on May 26th.
- At meeting on June 8th discussed the comments from other committee chairs – next steps.

Other Comments

Reconsideration of deferred monumentation.

Status: (e.g. On-track, behind schedule)

Non-Statutory Committee - Professional Standards Committee

Key Commitments/Expectations

- Office Calculations and Drafting Webinar
- Best Practices for Preparation of Sketches
- Best Practices for Topographic Surveys including Drones.
- Review regulatory requirements for modern day practices and technology.
- Construction Survey Guidelines.

Other Comments

 New tasks to be determined by committee, Executive Director, SRD Manager and/or AOLS Council.

Progress

- CEC to hire a presenter for webinar(s).
- Working on various best practices documents.
- Appropriate Firm Survey Records Research for Legal Surveys guidelines started.
- Starting review of Regulations.
- Draft document being reviewed by committee.
- Reviewed bulletin on sketches and made recommendations to Council

Non-Statutory Committee - Province Wide SRI Committee

Key Commitments/Expectations

- Create new Terms of Reference
- Support Legislation and Regulations
 Task Force in creating regulations
- Ensure Data Administrator is on-track
- Ensure members are using the system

Progress

- Continued to guide the development of the Provincial Survey Records Index (PSRI) with some enhancements:
 - Undockable plan views to allow better views of plans when adding records
 - Inclusion of "&" in records
 - Allowed linking multiple file types to records
 - Removal of "all" when searching for concessions or plans and removed searching limit as a result
 - Ability to clone record attributes to save data entry
- For the 2020 calendar year
 - 490,427 new records were added to the PSRI
 - 27,604 record searches were performed
 - 64 error observations were recorded
 - 203 firms have credentials, but many have **not** been actively using the system

Other Comments

Addressing processes once the regulation requiring mandatory use is passed

Status: On Track

Non-Statutory Committee - Survey Review Department Committee

Key Commitments/Expectations

- Implement reviews on construction surveys
- Implement reviews for C of R members
- Redesign Master Tabular Report
- Generate Summary Statistics for historical reviews

Progress

- 2021 73 CR scheduled for this year
- The Department intends to rebalance the workload for 2022
- Some supplemental reviews
- Goal is to complete all within 12 months of the start date
- CR reviews 40 started as of May 12, 2021 start date is defined as the date the information is received from the firm
- 36 files opened; 3 dropped due to M & A or other; 1 file completed
- Field inspections began this week (May 10, 2021) once both of the field crew had received their first does of the COVID vaccine.
- Sticker sales for April were 2010 P-stickers and 710 Vstickers.
- Total sticker sales to the end of April

Other Comments

- Consolidating and updating the SRD Practice Manual
- Moving forward with review of registered members and of construction projects
 <u>Status:</u> On-track

Non-Statutory Committee - Underground Utilities Committee

Key Commitments/Expectations

- Inform membership of industry developments
- Craft a model utility survey product for AOLS members conforming to regs
- Create a proposed set of products for different purpose

Progress

- Reviewed new items in CSA S250:20 revised mapping/survey standard for OPS; purchased copy
- Article published on CSA S250:20 for OPS
- Reviewed draft plan/profile of UG survey; updated SABUR proposal for three products
- Completed sample utility service sketch
- Updated draft article on public/private lands
- Reviewed ORCGA Dirt Report 2020
- Reviewed SP w/ Chair MonPro cmee

Other Comments

- New Chair in July 2020
- Met: Dec 1, 2020, 2021: January, Mar, April, May (x2), June 29, 2021

Status: (e.g. On-track, behind schedule)

On track

Statutory Committee - Academic and Experience Requirements Committee

Key Commitments/Expectations

- Procedural Manual reviewed regularly
- Academic Evaluations completed
- Statutes and Professional Exams held and evaluated
- Policies considered, particularly in response to requests from the Office of the Fairness Commissioner

Progress

- Committee is meeting regularly and achieving required outcomes in terms of evaluations, exams and articling approvals
- The Committee is undertaking an exam question repository renewal and maintenance project
- The Committee is considering the psychometric analysis review

Other Comments

The committee is well resourced and performing well

Status: (e.g. On-track, behind schedule)

Non-Statutory Committee - Continuing Education Committee

Key Commitments/Expectations

Consider the educational needs of the members and set up CPD opportunities

Provide a minimum of 12 hours Formal and 12 hours Professional a year through AOLS presentations or sanctioned events.

Progress

- The Committee met on eight occasions this year
- Party Chief Seminar in December

Party Chief Revenue \$12,073.25
 Party Chief Expense \$10,117.35
 Profit \$1,955.90

- Working with the Professional Standards
 Committee on checklists
- Moved CPD from office staff to GeoEd platform
- Initiation of a CPD Audit Committee and first audit in June
- Working with the membership on the use and content of the AOLS website

Other Comments

- Continuing to Provide adequate Content during COVID-19
- Training on construction layout to lessen Liability Claims

Status: (e.g. On-track, behind schedule)

Non-Statutory Committee - CPD Audit Committee

Key Commitments/Expectations

- Perform a detailed audit of CPD for 5% of members annually
- Annually review their audit processes
- Share results of the audit with Council

Progress

- Developed processes, procedures and policies for audits
- Reviewed CPD entries for 5% of members. The large majority of entries reviewed were appropriate. Entering more than 30 hours per cycle continues to be concern
- The Registrar asked the Committee to provide their input to two questions in relationship to a member's CPD hour submission: Do the claimed hours appear to fall into the respective requirements for satisfying their professional and formal hours respectively; and Do the hours that satisfy the two categories fulfill the required amount of CPD for a practicing member? If not, what would be the total time allocated to the CPD claimed.

Other Comments

- Refine instructions to and expectation of members
- Add details to the Terms of Reference
- The Committee will meet as a group on January 21 to discuss the questions above and the member's CPD hour submission.

Status: (e.g. On-track, behind schedule)

Non-Statutory Committee - Geomatics Recruitment & Liaison Committee

Key Commitments/Expectations

- Provide outreach to organizations that can help interest students in considering surveying as a career (e.g. high schools, career days, teacher events)
- Provide material to surveyors to assist them in providing outreach as previously noted

Progress

- Online mobile device published for creating interests among high school students in surveying
- VR applications with digital sand box
- Jointly sponsored "Get Kids into Survey" with poster and characters inform students about surveying
- Working with UNB, Loyalist, York on recruitment
- Webinar completed for presentation in Q3 or Q4 with PAC and UCLC on priorities, progress and resources for members
- Virtual classrooom for high school students in SHSM Construction and AOLS survey certificate field tested for province-wide teaching module
- Career articles in GoGeomatics and Geolgnite
- Participation in online career and education fairs

Other Comments

2020 and 2021 tactical plan significantly impacted by COVID-19 (conferences cancelled and schools closed – but – progress continues using online technology)

Status: (e.g. On-track, behind schedule)

(On-track) according to 2021 Tactical Plan

Non-Statutory Committee - Expanded Profession Task Force

Key Commitments/Expectations

- Support the SRD Committee in developing reviews for CofR members
- Support AERC in the development of resources for applicants trying to become CofR members
- Develop a business case to move from CofR to a licensed requirement to practice in Geodesy, Photogrammetry, Hydrography and Geographic Information Management

Progress

- Creating a letter and questionnaire to solicit support for One License model with key Stakeholders
- Plan to initiate calls and letters this summer (2021)
- Working to provide SRD Committee with recommendations on C of R reviews
- Next meeting is July 7, 2021

Other Comments

Plan on providing input into proposed changes to the Surveyors Act.

Status: (e.g. On-track, behind schedule)

Non-Statutory Committee - Harassment and Discrimination Prevention

Key Commitments/Expectations

- Research, survey and keep relevant statistics
- Identify issues and provide advice to Council on actions to prevent harassment & discrimination
- Identify support mechanisms and resources

Progress

- Drafted Terms of Reference
- Completing jurisdictional scan
- Reviewing potential support resources
- Considering actions

Other Comments

New Committee

Status: (e.g. On-track, behind schedule)

On-track

Non-Statutory Committee - Public Awareness Committee

Key Commitments/Expectations

- Manage the AOLS Brand and marketing communications to reinforce public awareness of the geographic information professionals in Ontario
- Support members in terms of promotional products and education tools for local public awareness initiatives
- Represent the AOLS at external events (e.g., Realtor Quest, Science Rendezvous)

Progress

- AOLS Public Advertisement "Minimizing Risk" Ad
- Support of International Women's day
- Jointly sponsored "Get Kids Into Survey"
- Co-sponsoring an educational video on the activities of a surveyor – over 50 hours of footage shot, being edited.
- Cadastral promotion piece as it is now being added to the educator's page on the public side of the AOLS website.

Other Comments

 Their normal work has been impacted by COVID-19 (e.g. conferences cancelled) but will continue to seek advertising opportunities in print media and online.

Status: (e.g. On-track, behind schedule)

On-Track

Non-Statutory Committee - University and College Liaison Committee

Key Commitments/Expectations

- Maintain ongoing relationship with universities and colleges
- Support university and college surveying programs as possible

Progress

- COVID-19 impacted much of the normal outreach activities, however, the Committee maintained relations with Colleges and Universities providing surveying courses.
- Provided regular outreach to all colleges and universities with surveying courses
- Supported UNB in their transition to an Online program
- Started new relationship with Seneca College
- Supported the College of Geographic Science (COGS) in the creation of a new online introduction to surveying program (it is now accepting registrations)
- Participated on numerous Advisory Committees
- Trying to support a start up program at Sir Sandford Fleming College

Other Comments

Increasing outreach and support for colleges

Status: (e.g. On-track, behind schedule)

On-track

Non-Statutory Committee - Website Maintenance Committee

Key Commitments/Expectations

 Support the creation and maintenance of the AOLS website

Progress

- The committee met in April and set priorities for this year:
 - Database improvement (Scope of project completed and provided to Glacier Digital for costing)
 - Update to Splash page (better organization)
 - Having Job adds expire
 - Investigate adding a shopping cart

Other Comments

- Continued expansion of content
- Launching a publicly available Register
- Launching a more robust member directory for use by surveyors

Status: (e.g. On-track, behind schedule) on track

Non-Statutory Committee - Municipal Surveyors Committee

Key Commitments/Expectations

- Provide advice to municipalities regarding surveying matters and advocate for best practices regarding municipal matters.
 - Increase awareness of Ontario
 Land Surveyors throughout
 municipalities in Ontario

Progress

- Assisted AOLS in discussions with a municipality about legal survey information shown on pre-engineering drawings, without the supervision or assistance of an OLS.
- With changes to the LRO, where offices are being closed, discussed the procedure to continue to get copies of all registered and deposited plans delivered to municipalities.

Other Comments

- Put in place procedure to receive plans from LRO and arrange to get missed plans
- Continue to promote to municipalities, the important role surveyors for municipalities

Status: (e.g. On-track, behind schedule)

Non-Statutory Committee - AGM Task Force

Key Commitments/Expectations

Plan and operate the AGM

Progress

Inactive at this time

Other Comments

The AGM will be conducted virtually due to COVID-19.

Status: (e.g. On-track, behind schedule)

Inactive

Non-Statutory Committee - Archival and Historical Committee

Key Commitments/Expectations

- Catalogues, displays, maintains, repairs, accepts and/or purchases archival equipment, documents, photographs and survey artifacts.
- Prepares and collects historical information about the Association and its member.
- Researches related matters and answers relevant, public inquiries.

Progress

- The Committee had its first meeting of 2021 on Wednesday, January 6, 2021. It has to be noted that attendance appears to be negatively affected by the Covid 19. The physical meeting of members is a stimulus to attend meetings and the longer patrons are requested to limit gatherings, the more difficult it will become to re-establish attendance. This is the opinion of only the Chair.
- Will be meeting in July and August

Other Comments

Request to Council to consider making the Yates Database available to members

Status: (e.g. On-track, behind schedule)
Somewhat on Track

Non-Statutory Committee - Insurance Advisory Committee

Key Commitments/Expectations

- Reviews claims and provides advice to the insurer and adjusters
- Sets rates for insurance based on advice from the insurer
- Maintain statistics to inform other committees

Progress

- Committee met May 12, 2021 to review current claims
- Committee discussed \$2 Million should be the minimum coverage for all firms due to increased costs of construction
- Next Committee meeting September 30, 2021

Other Comments

Status: (e.g. On-track, behind schedule)