

Dashboard Draft

2020/06/02



Work to be done

- Add discipline recoveries



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Annual Statistics

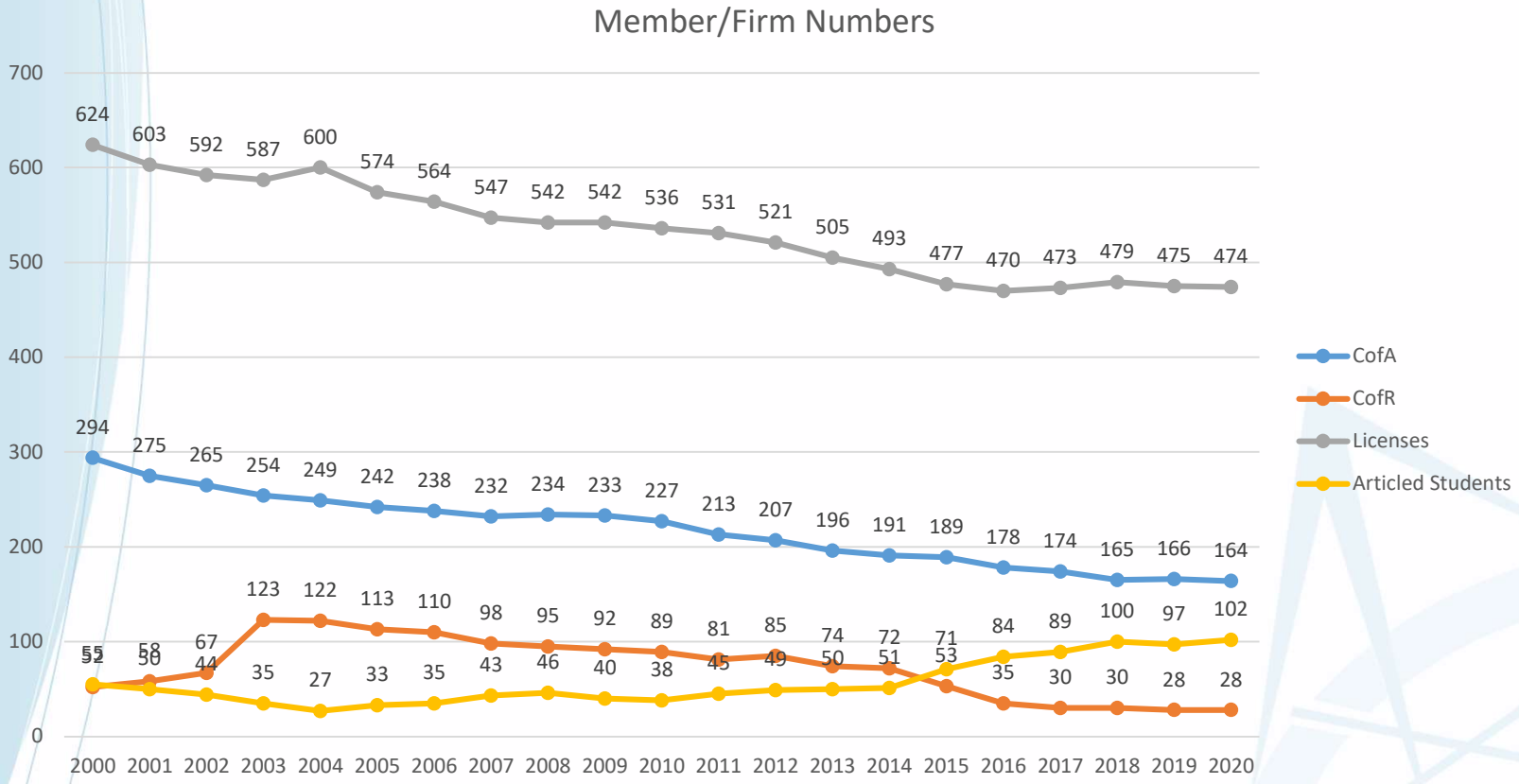
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- Slide 12 & 13 – CPD Statistics
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In-Year Information

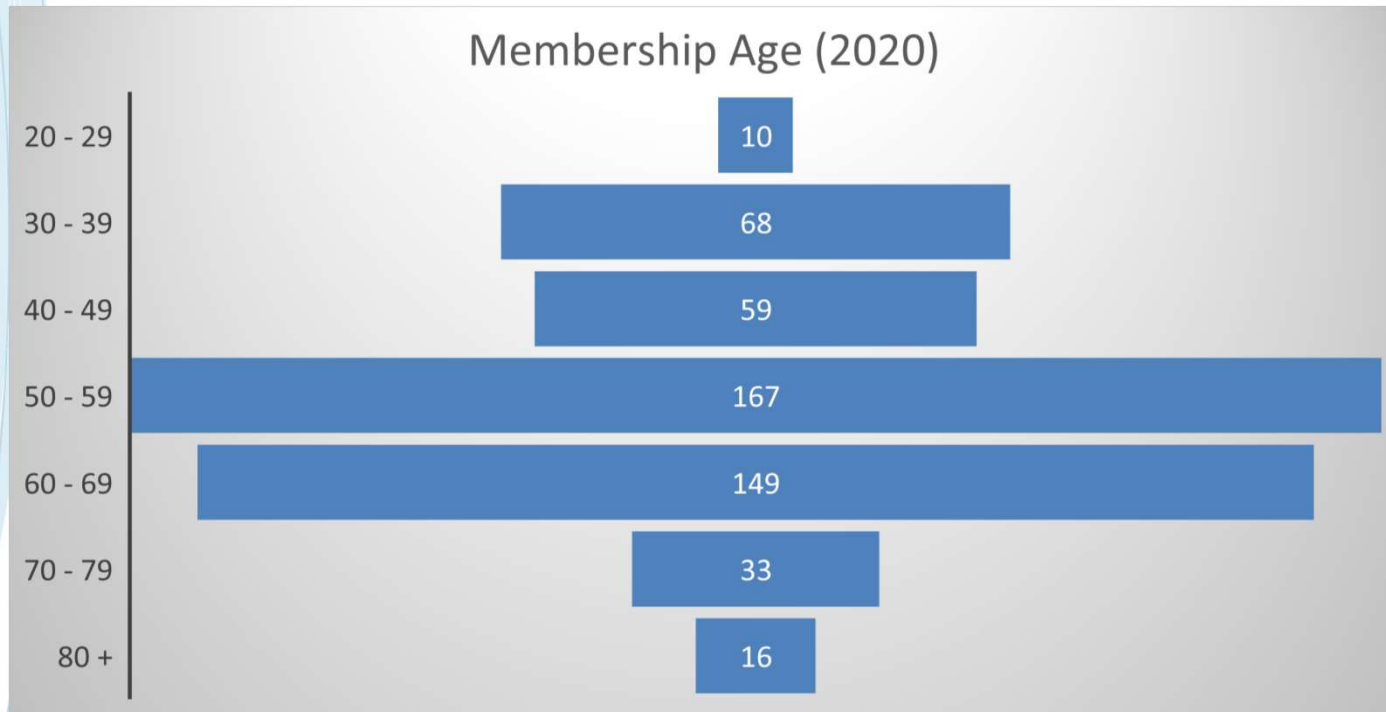
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Member Statistics

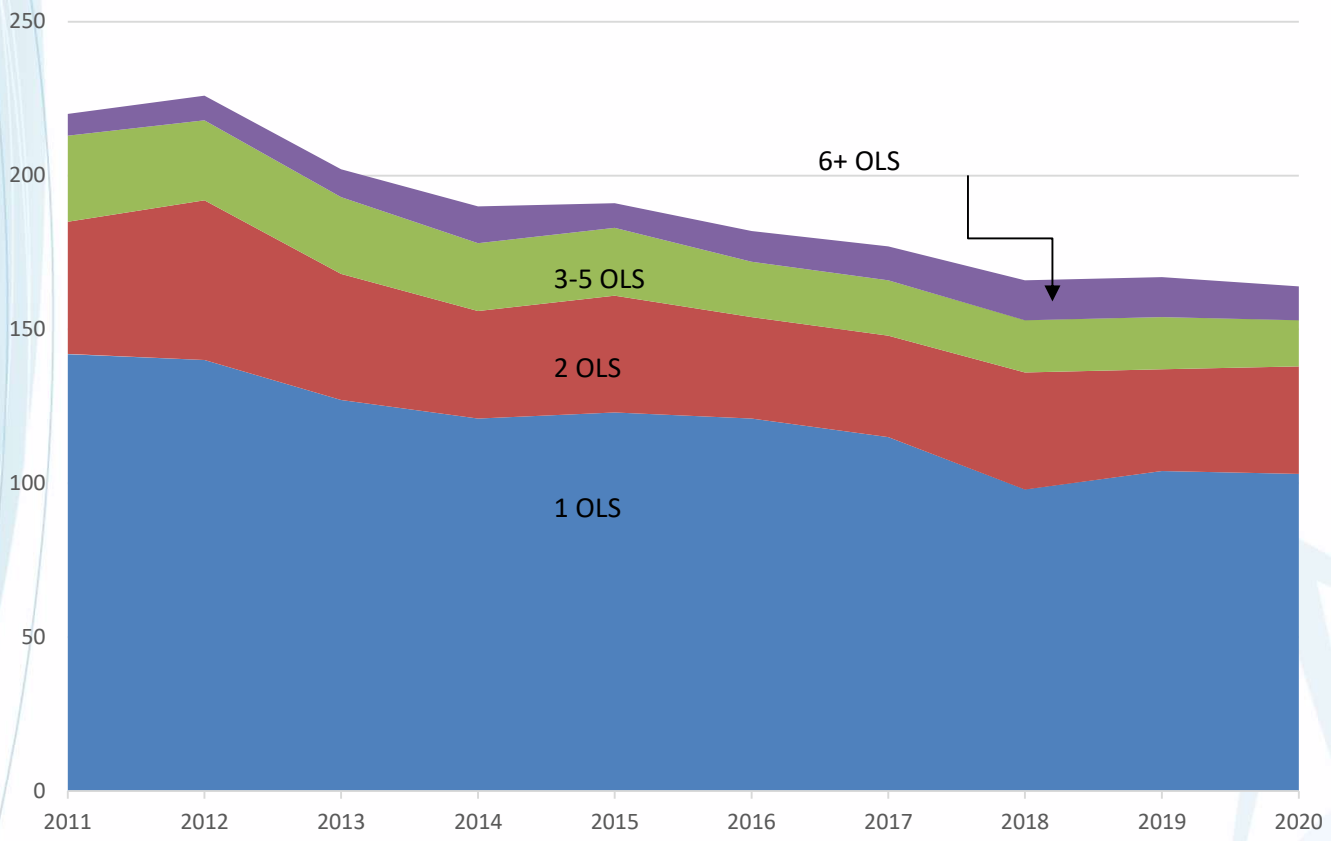


Membership Demographics



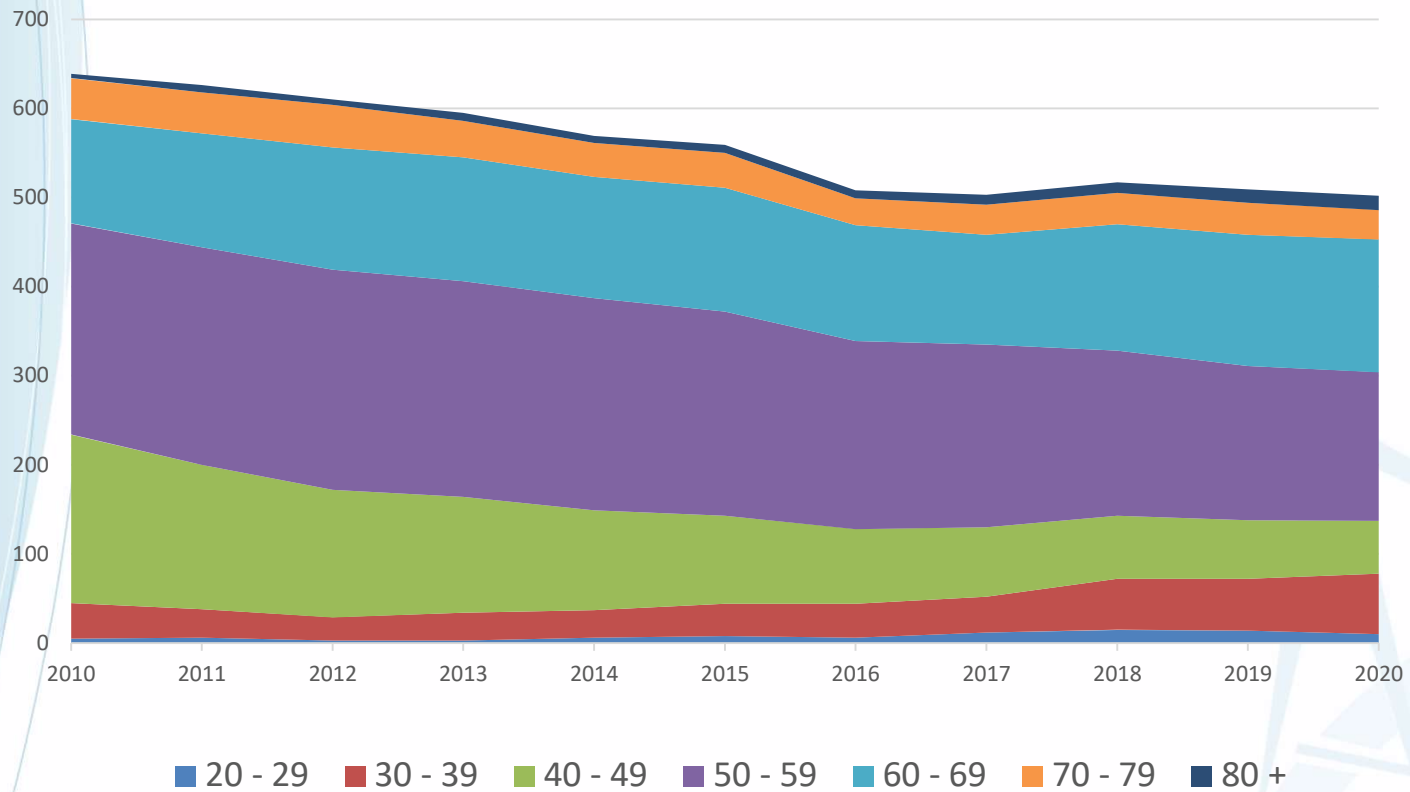
Member Statistics

Number of Firms



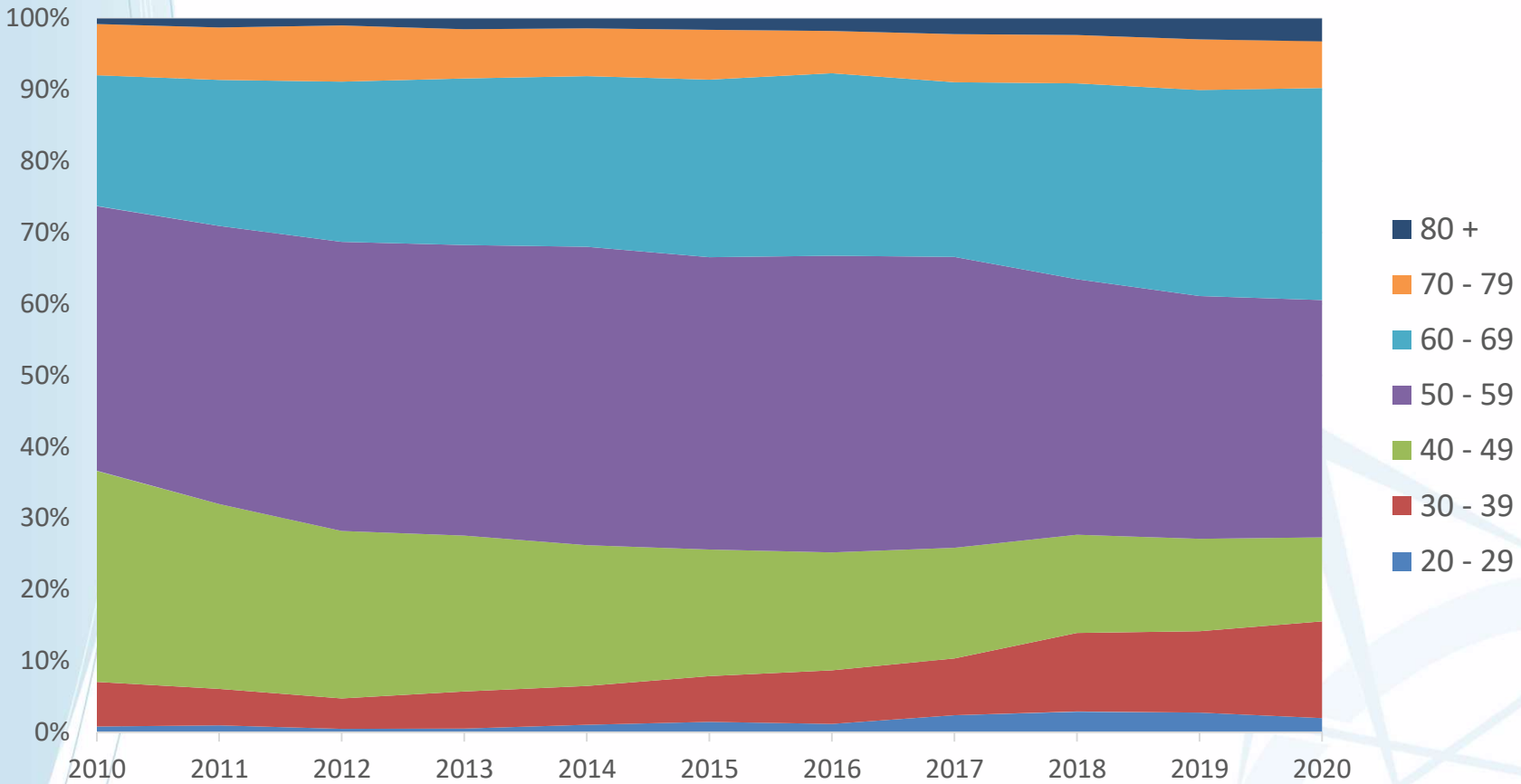
Member Statistics

Member Numbers by Age



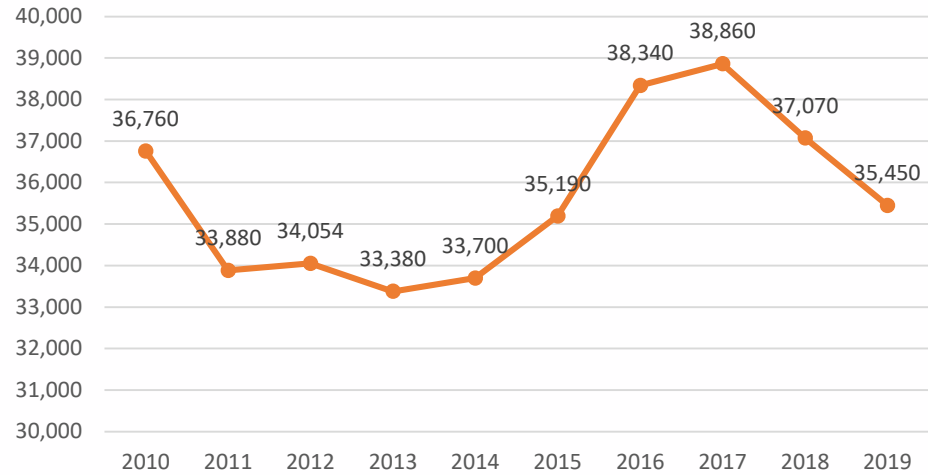
Member Statistics

Membership Age by Percentage

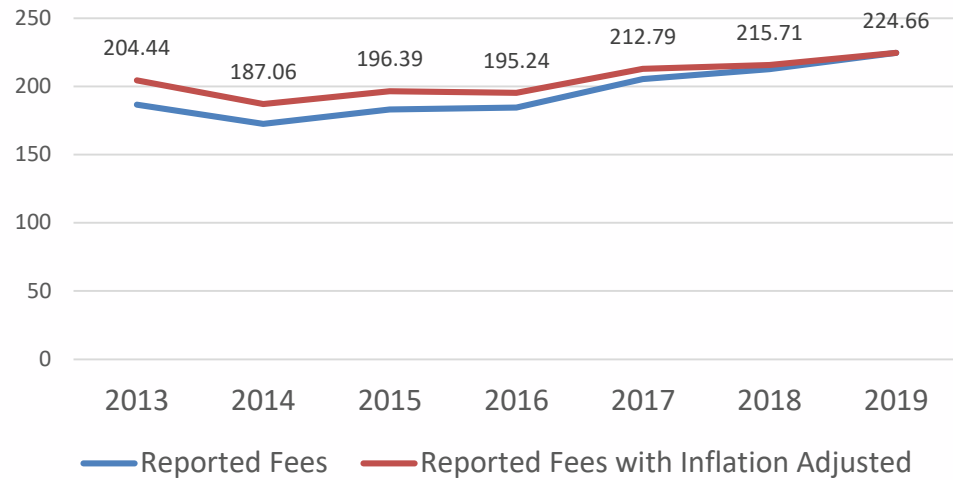


Member Statistics - Work Volume Indicators

SRD Sticker Sales

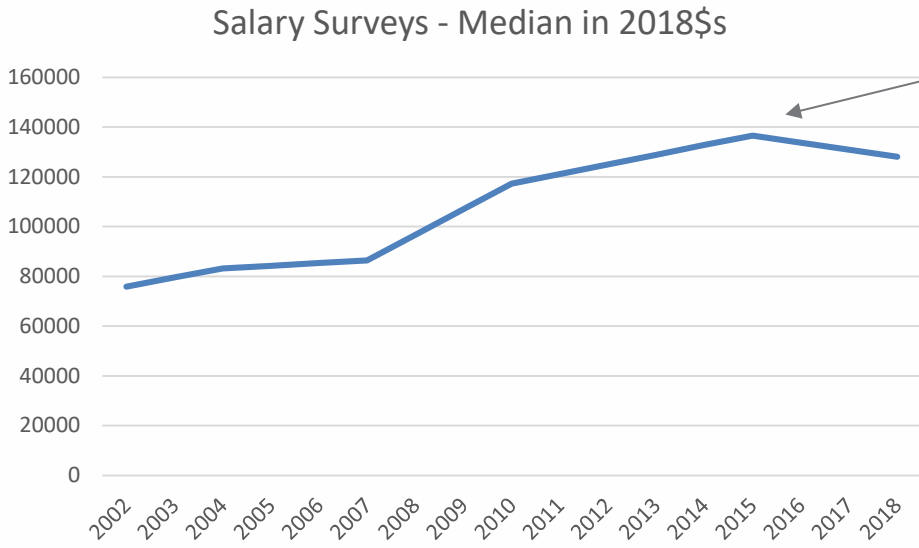


Total Fees Reported through Insurance (\$m)



Member Statistics

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

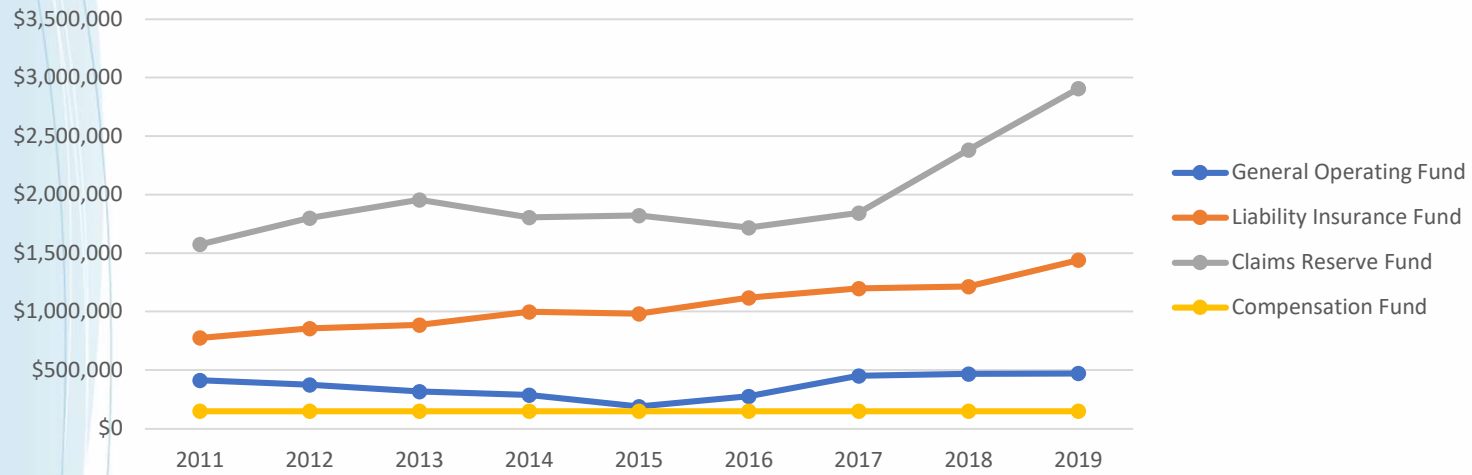


No salary survey completed since 2018

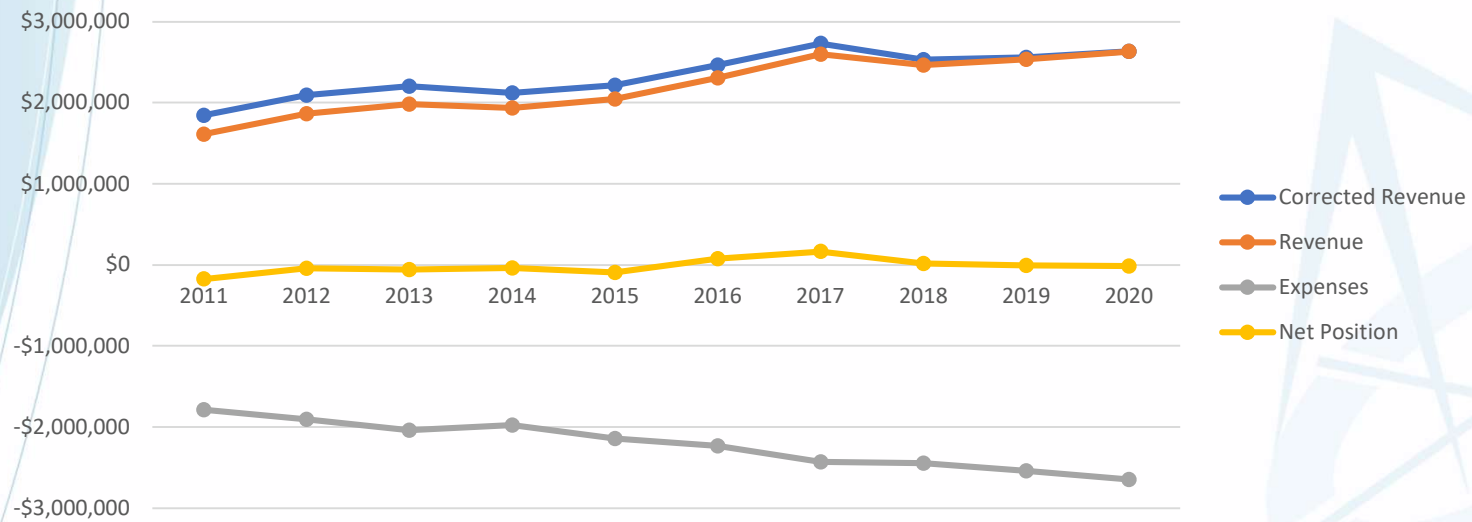


AOLS Finances

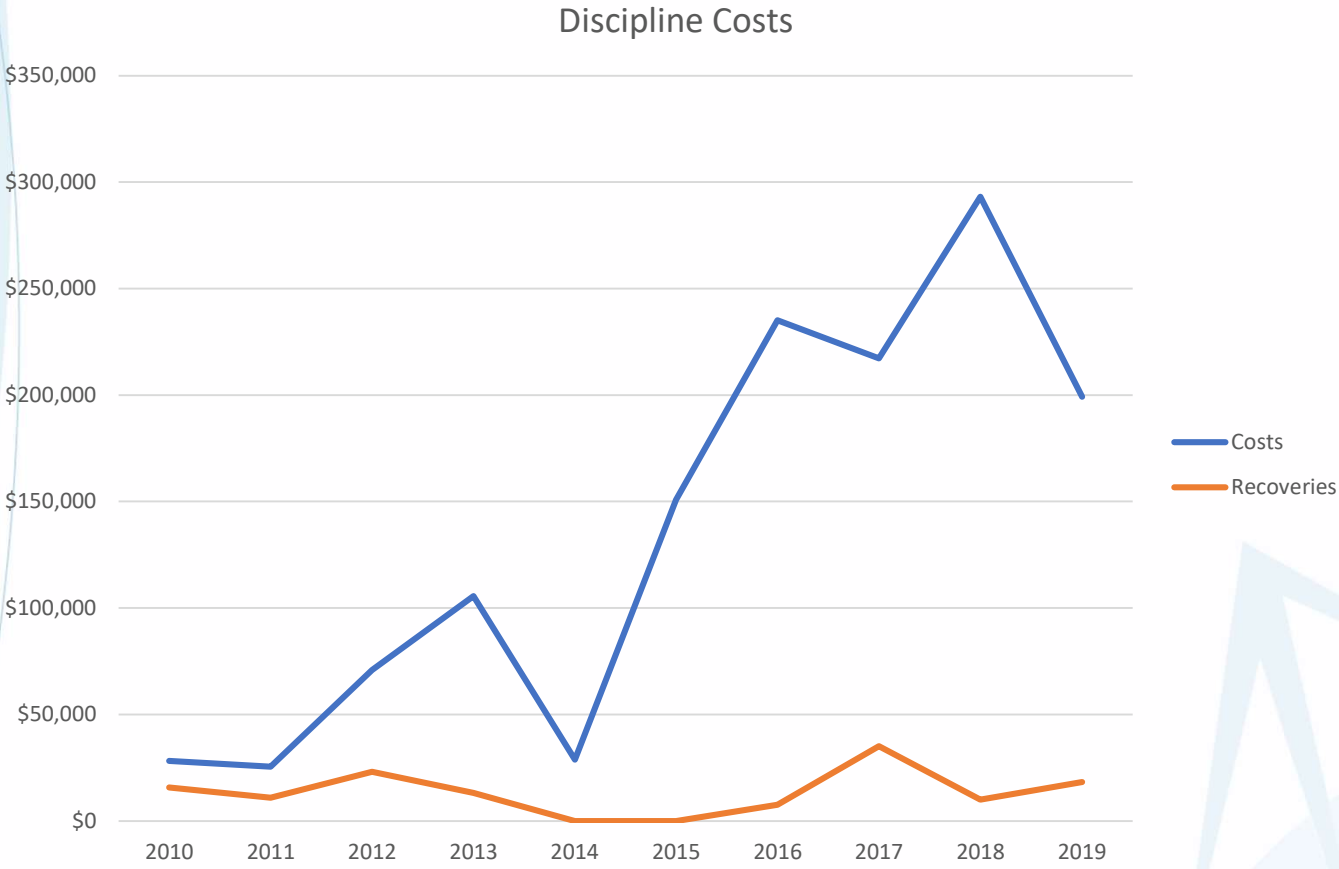
Funds Balances



Revenue/Expenses



Discipline Costs



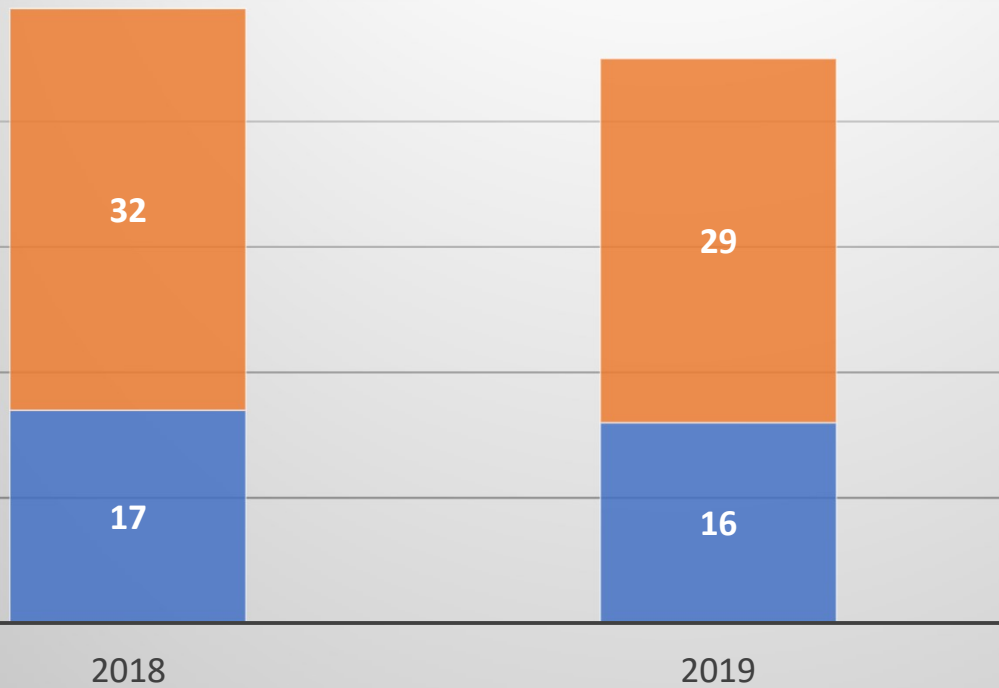
3 Year Cycle
End for most
members

CPD

Average Hours

422 Members reporting

313 Members reporting

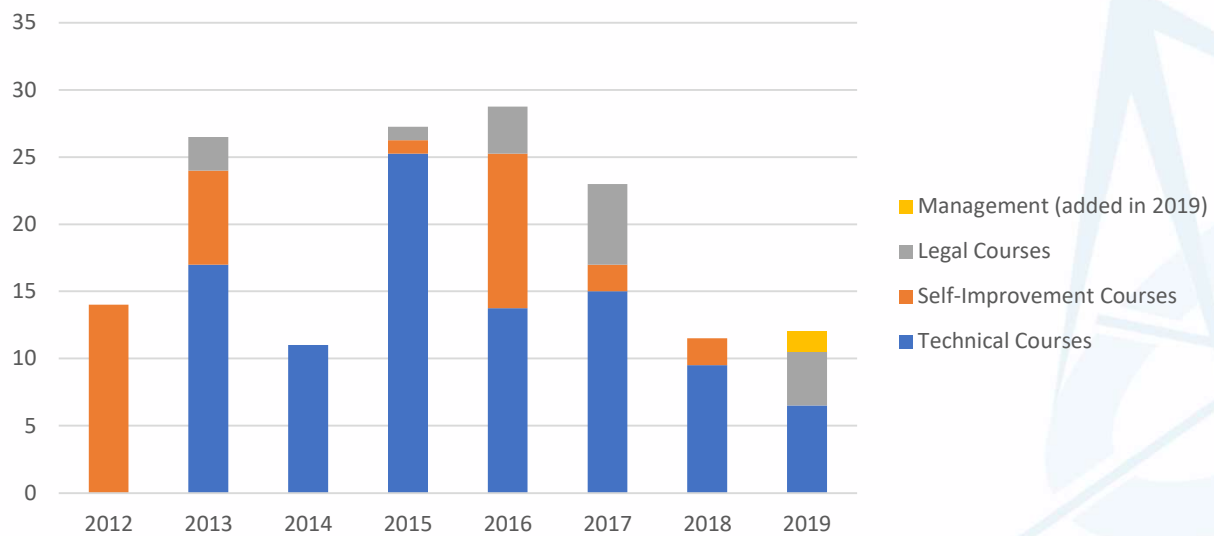
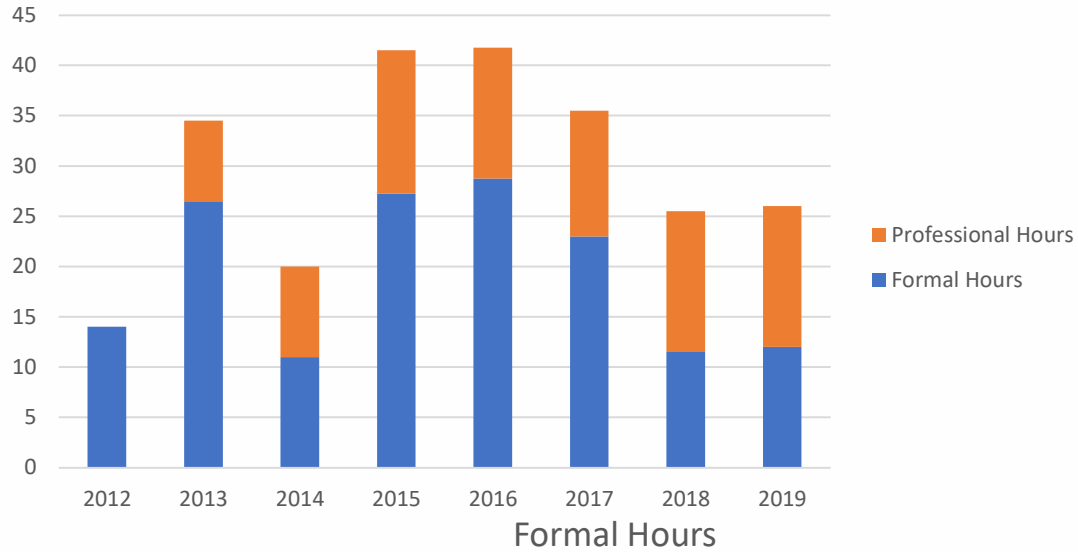


■ Average Professional Hours
■ Average Formal Hours

Note:
On average 22 professional hours
and 12 formal hours would be
required

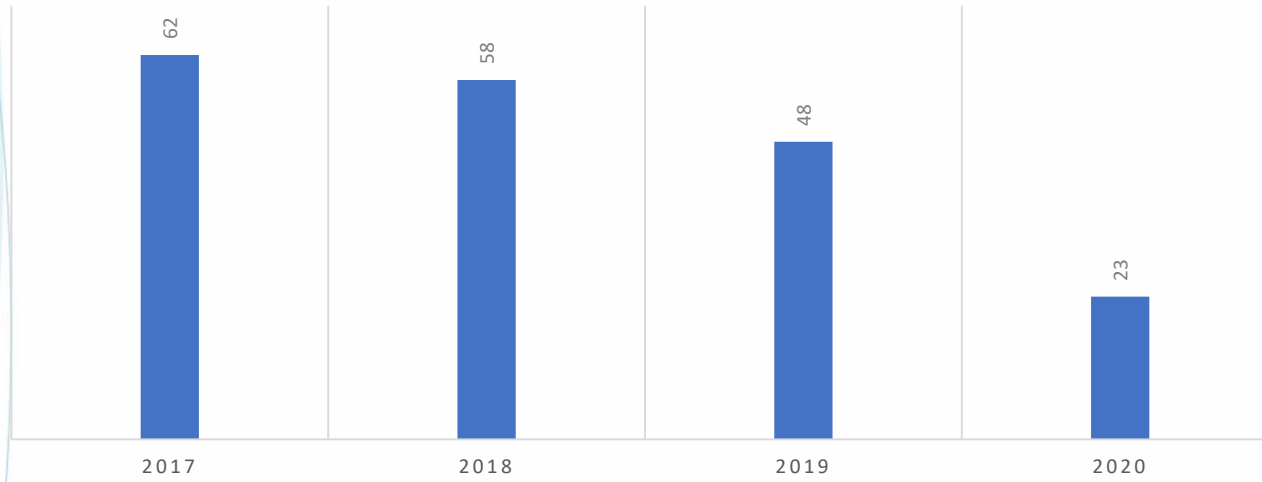
CPD – AOLS Training Offered

AOLS Training Hours

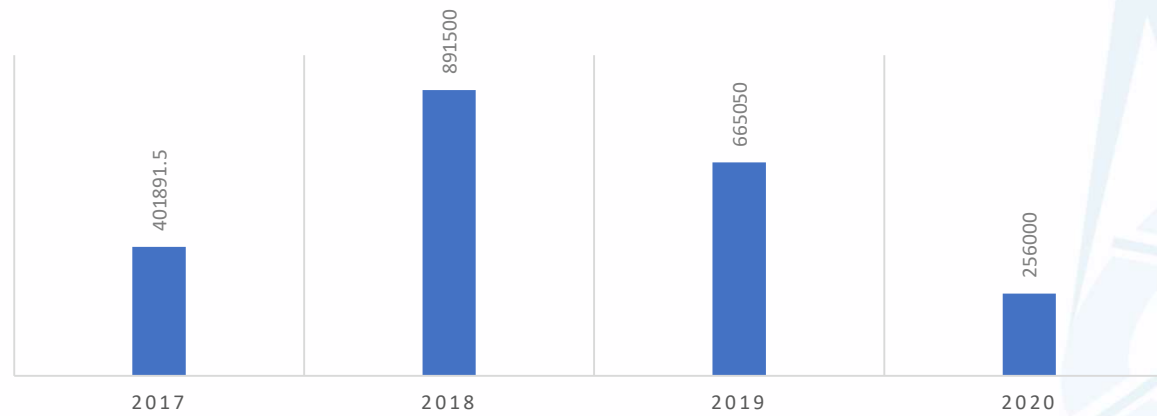


Professional Liability Insurance (updated)

NUMBER OF CLAIMS

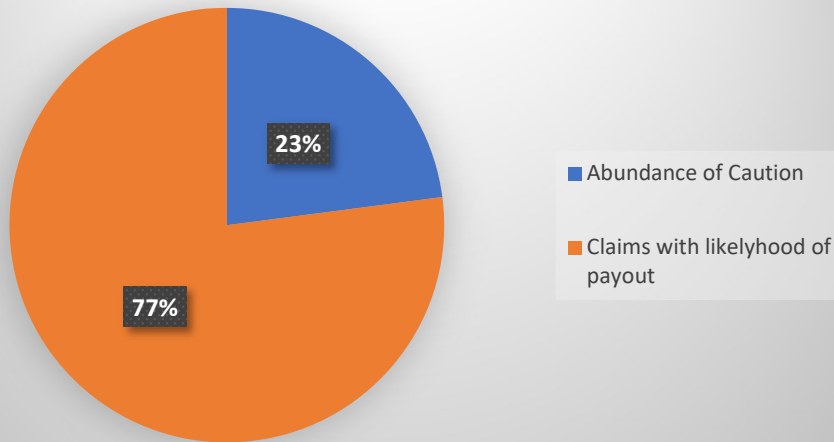


INITIAL ESTIMATE OF CLAIMS

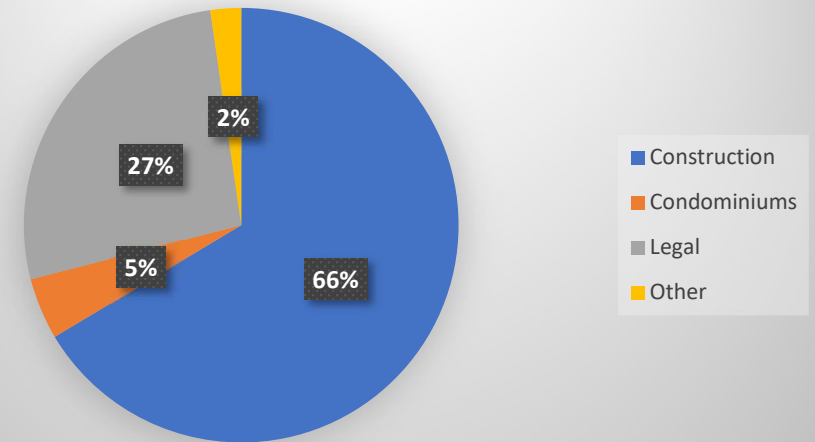


High Level Breakdown of Insurance Claims by Numbers (From 2017 to April 2020 – 179 claims)

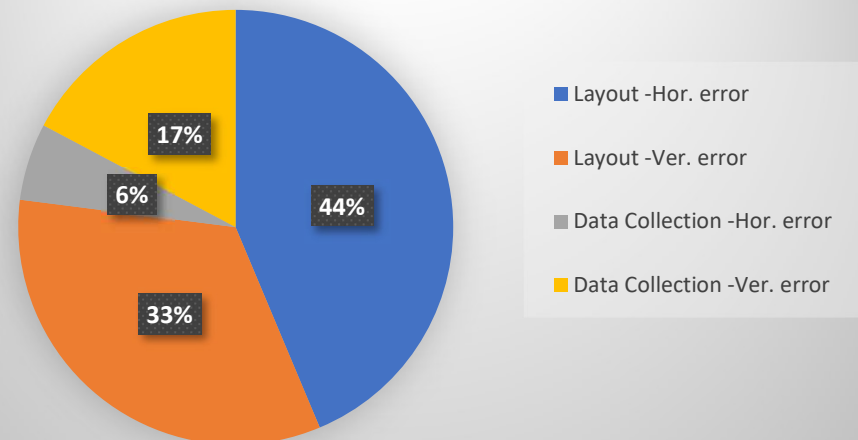
Claim Reporting



High level breakdown of claims



Construction Breakdown



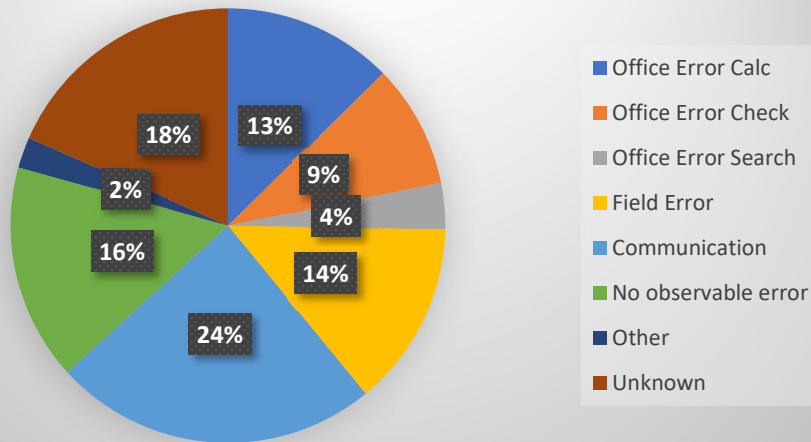
Error Types

Errors were broken down into the following categories

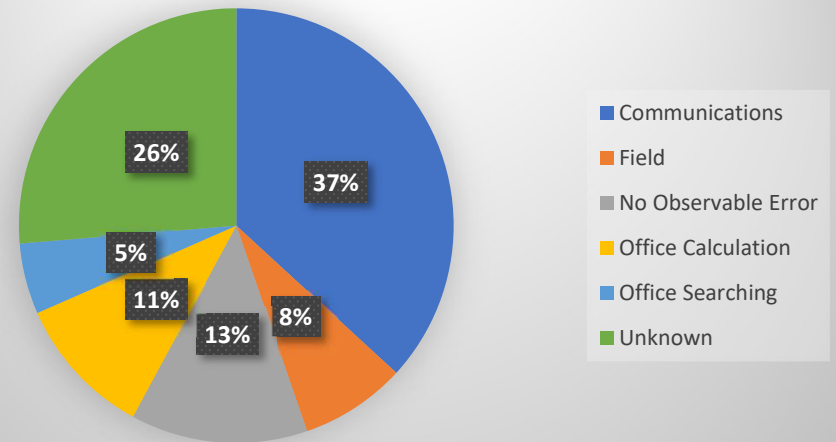
- Office Error Calculation – this was used when it was clear that error flowed from a calculation error in the office
- Office Error Check – this was used where it was obvious that the error should have been caught by a check but was not used when it was a calculation error (e.g. wrong lot number on 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 by-law 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

Breakdown of Error Types by Numbers (From 2017 to April 2020 – 87 claims)

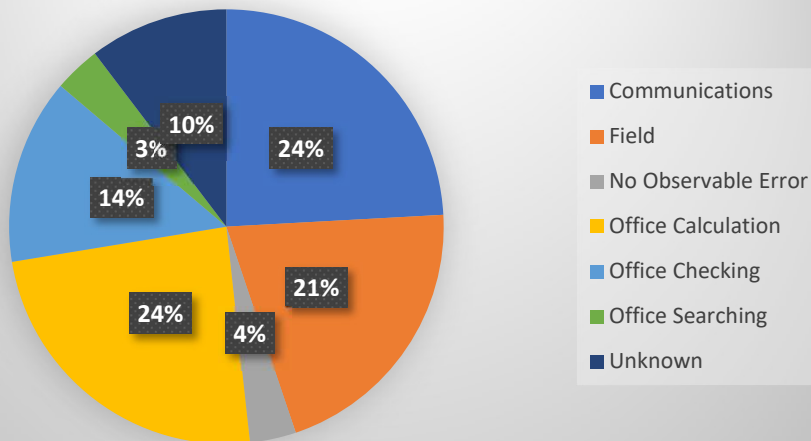
Construction Errors



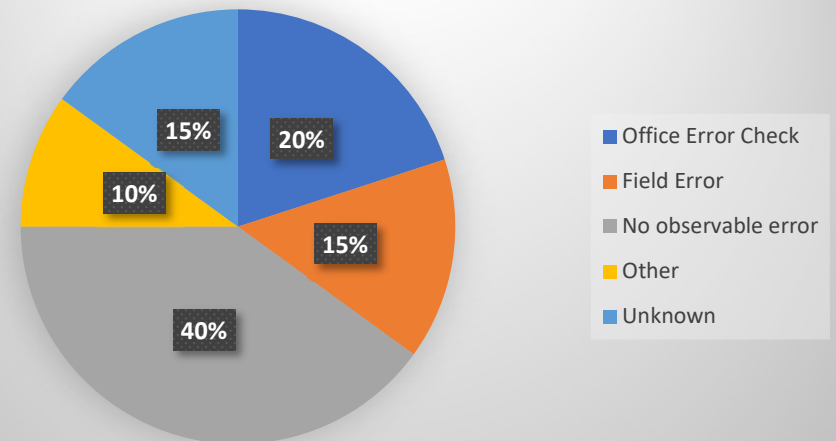
Construction Layout Horizontal



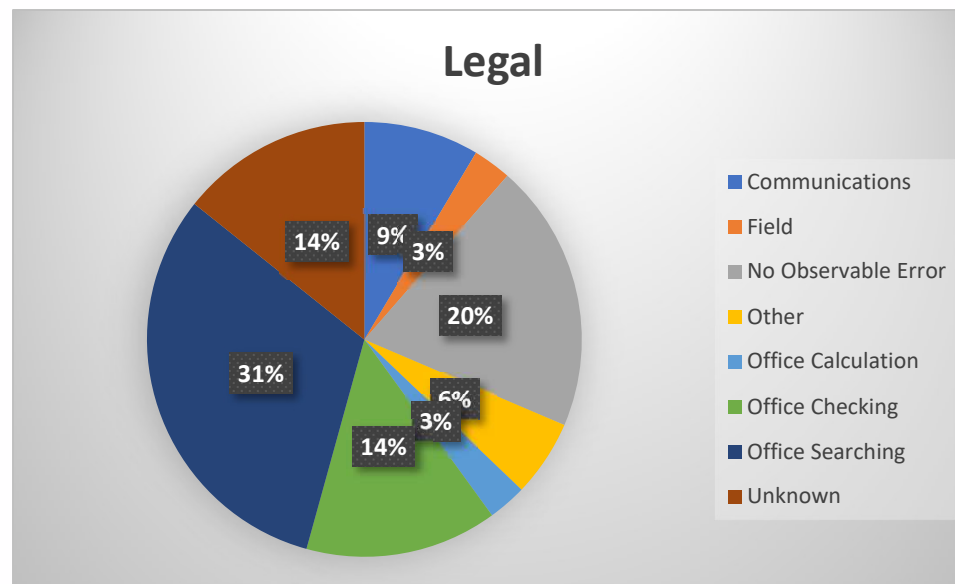
Construction Layout Vertical



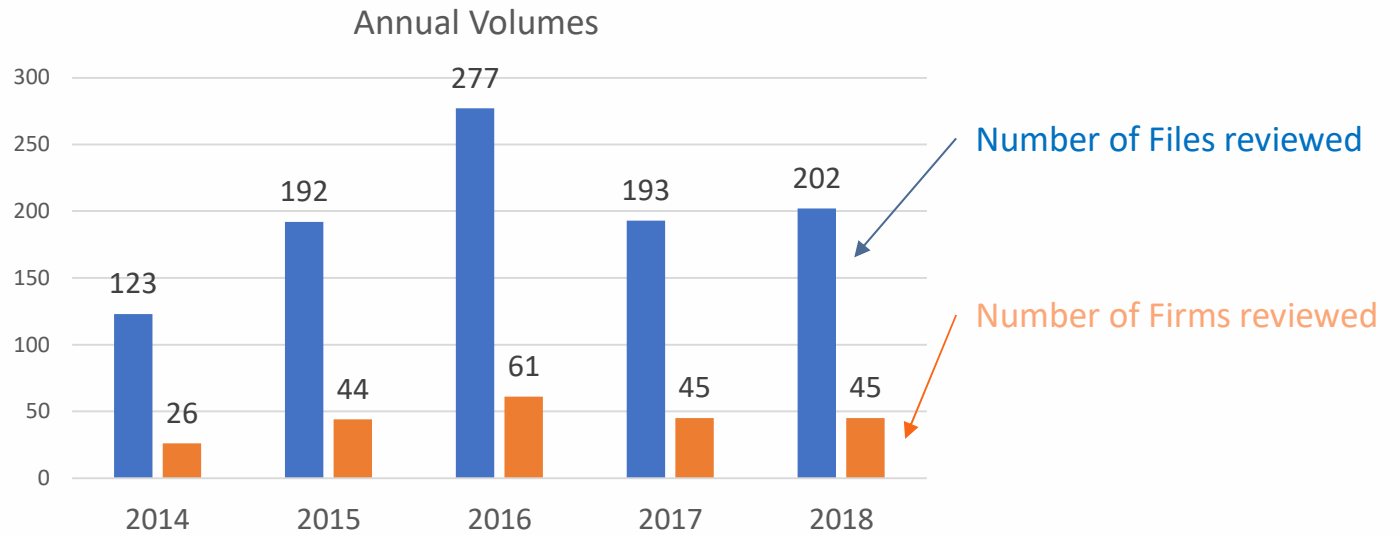
Construction Data Collection



Breakdown of Error Types by Numbers (continued) (From 2017 to April 2020 – 35 claims)



Comprehensive Survey Reviews



Top Five Scores

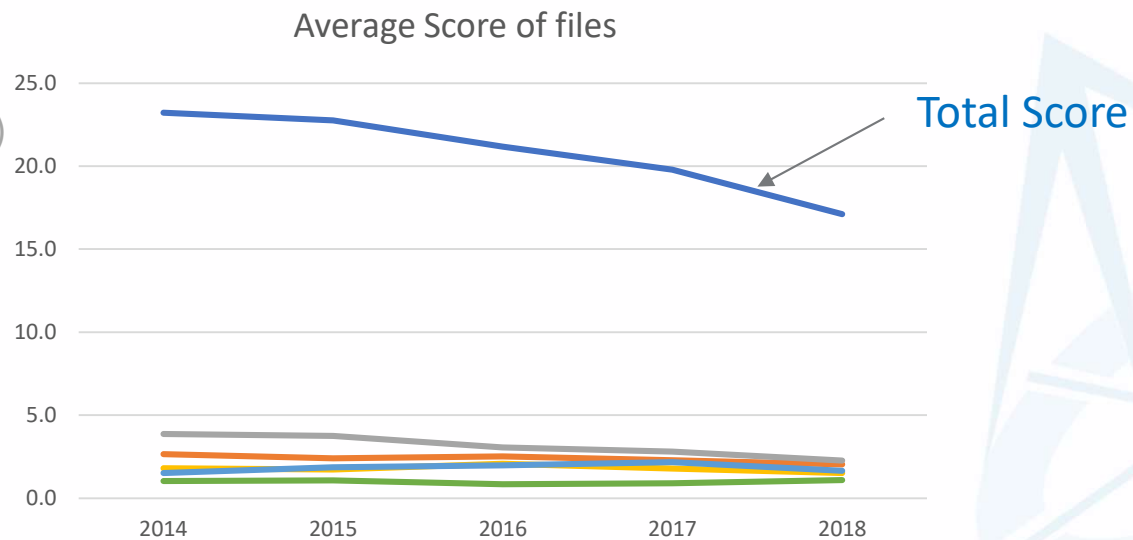
Field Procedures (field notes)

Research

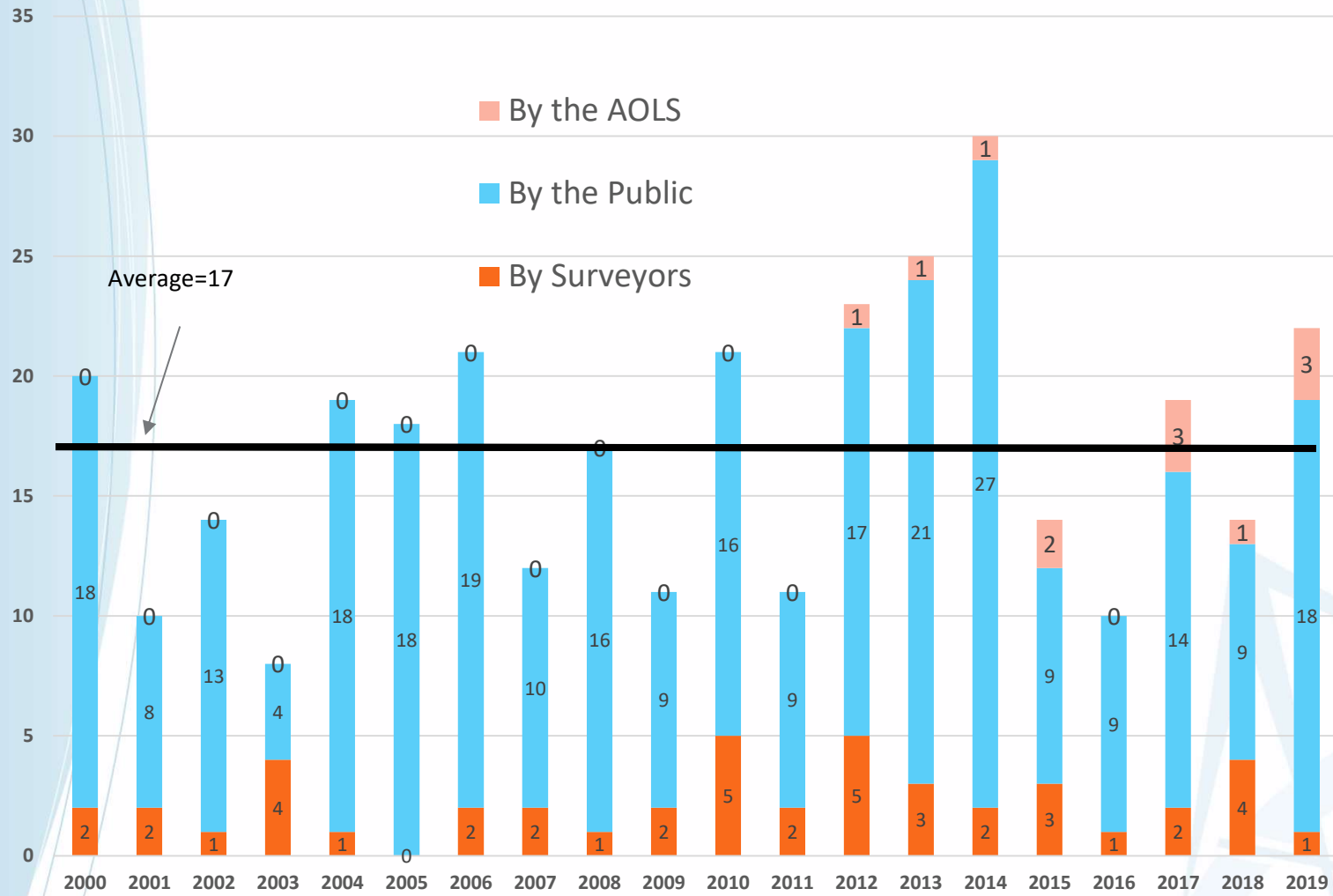
Reports to Clients

Measurement Verification

Best Evidence of Boundary



Complaints per Year



Complaints Breakdown

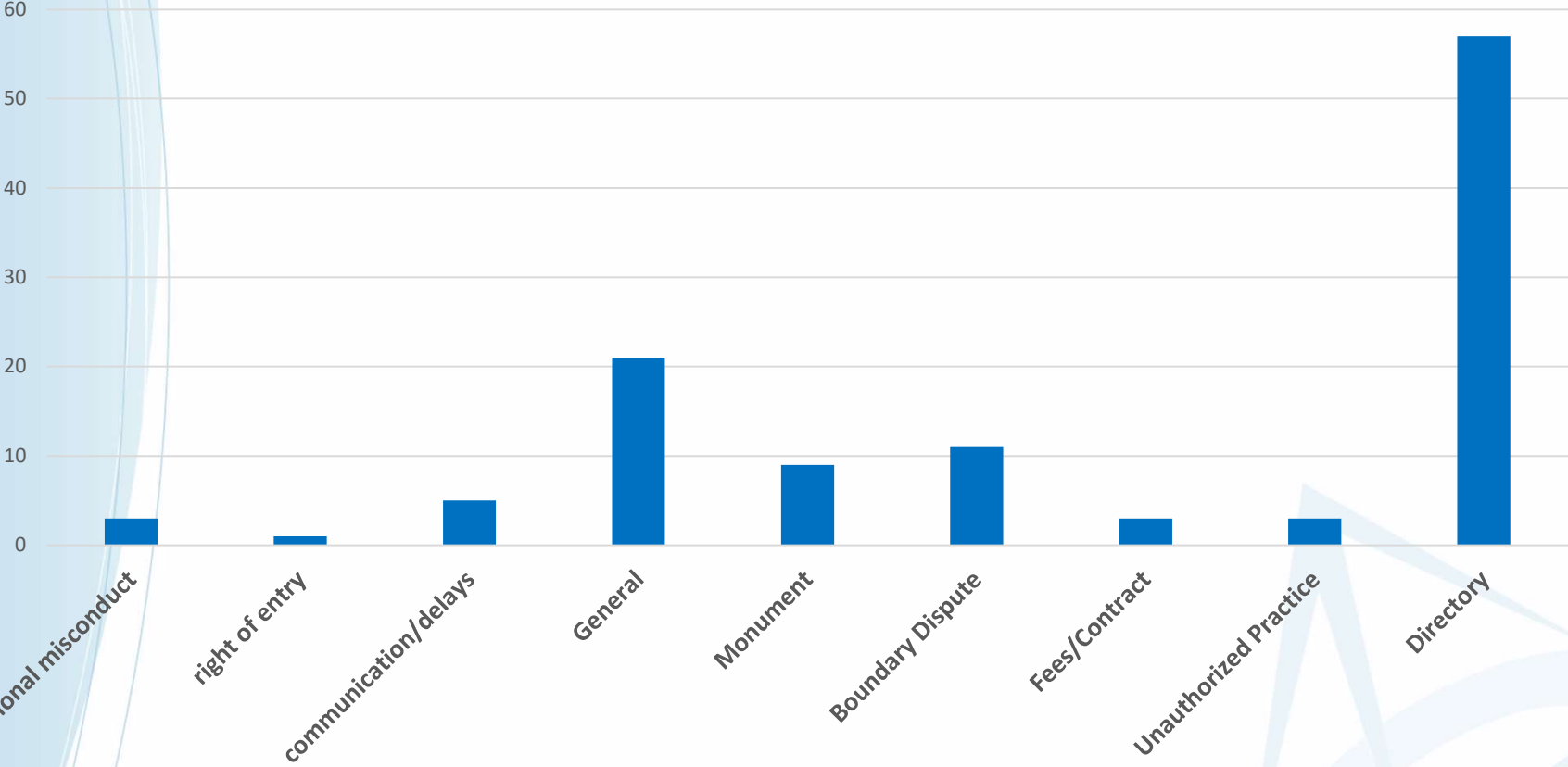
	2018	2019	2020 (to date)
Total complaints:	14	21	11
Nature of Complaints:			
Sketches Issue	1		
Right-of-Entry	1	1	
Contractual – (Protracted Timeline / Communication) Incl. Client aware of the complexity of a project and the nature of fees? Incl. Undertaking work that is beyond the member’s resources to complete in the time agreed upon?	6	5	2
Professional Misconduct	3	2	4
SRD Referral	1	3	
Incorrect Survey?	1	9	4
CAD File – Grid vs. Ground	1		
Incompetence			1
Not Truly a complaint (Who is responsible?)		1	

Average days from Complaint to Final Decision in 2019 – 119

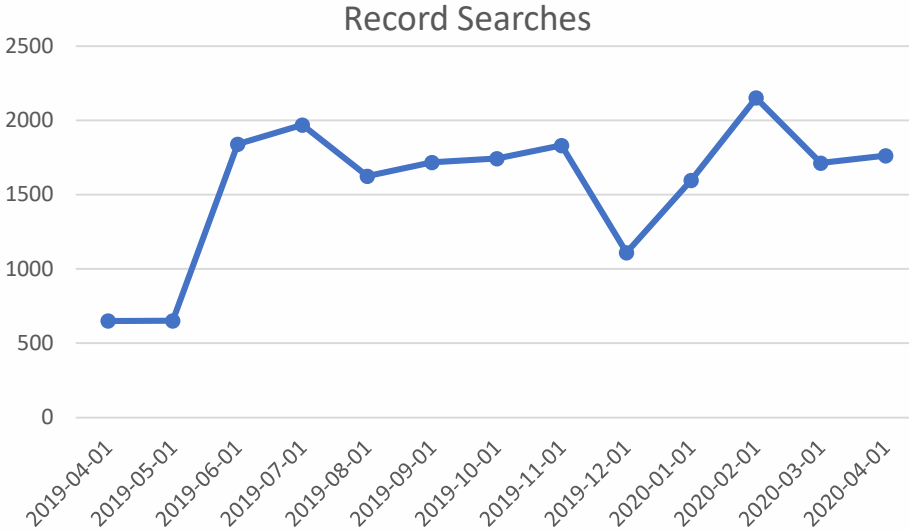
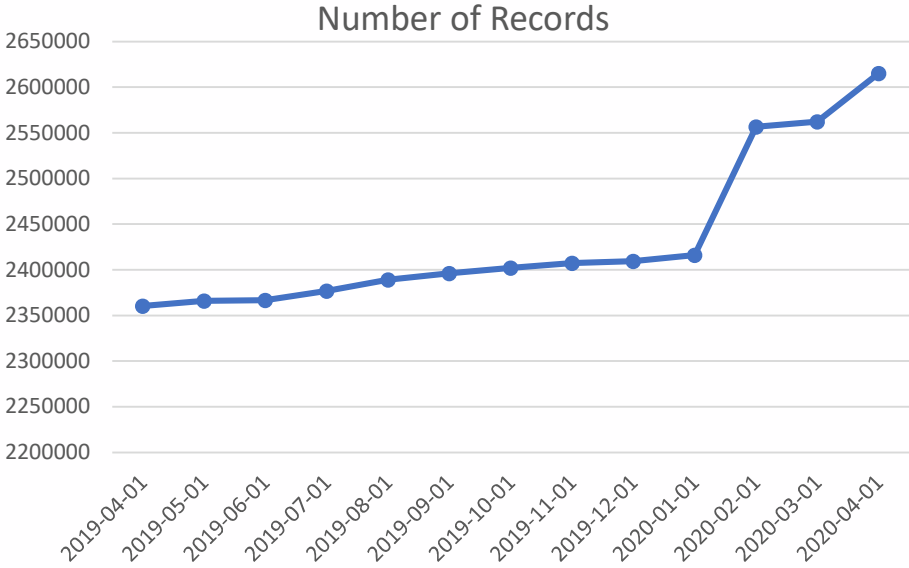
Average days from Complaint to Interim or Final Decision in 2019 - 108

Public Inquiries

2020 Public Inquiries Not Resulting in a Formal Complaint

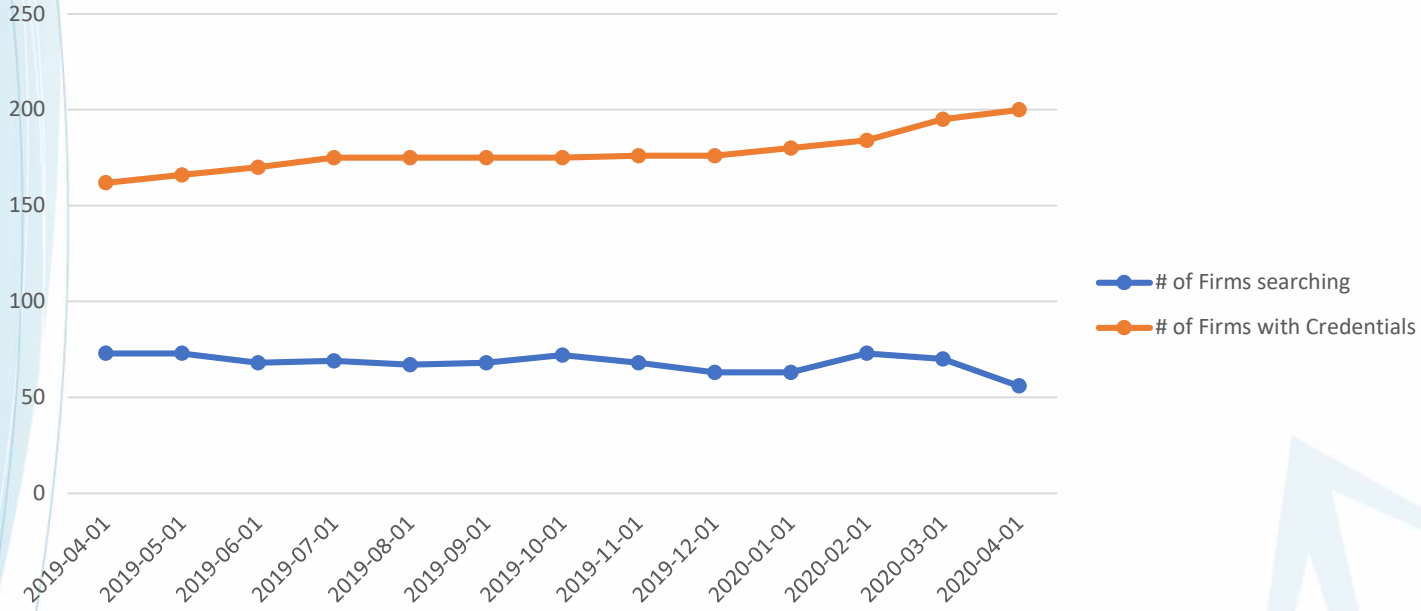


PSRI Statistics



PSRI Statistics

Number of Firms

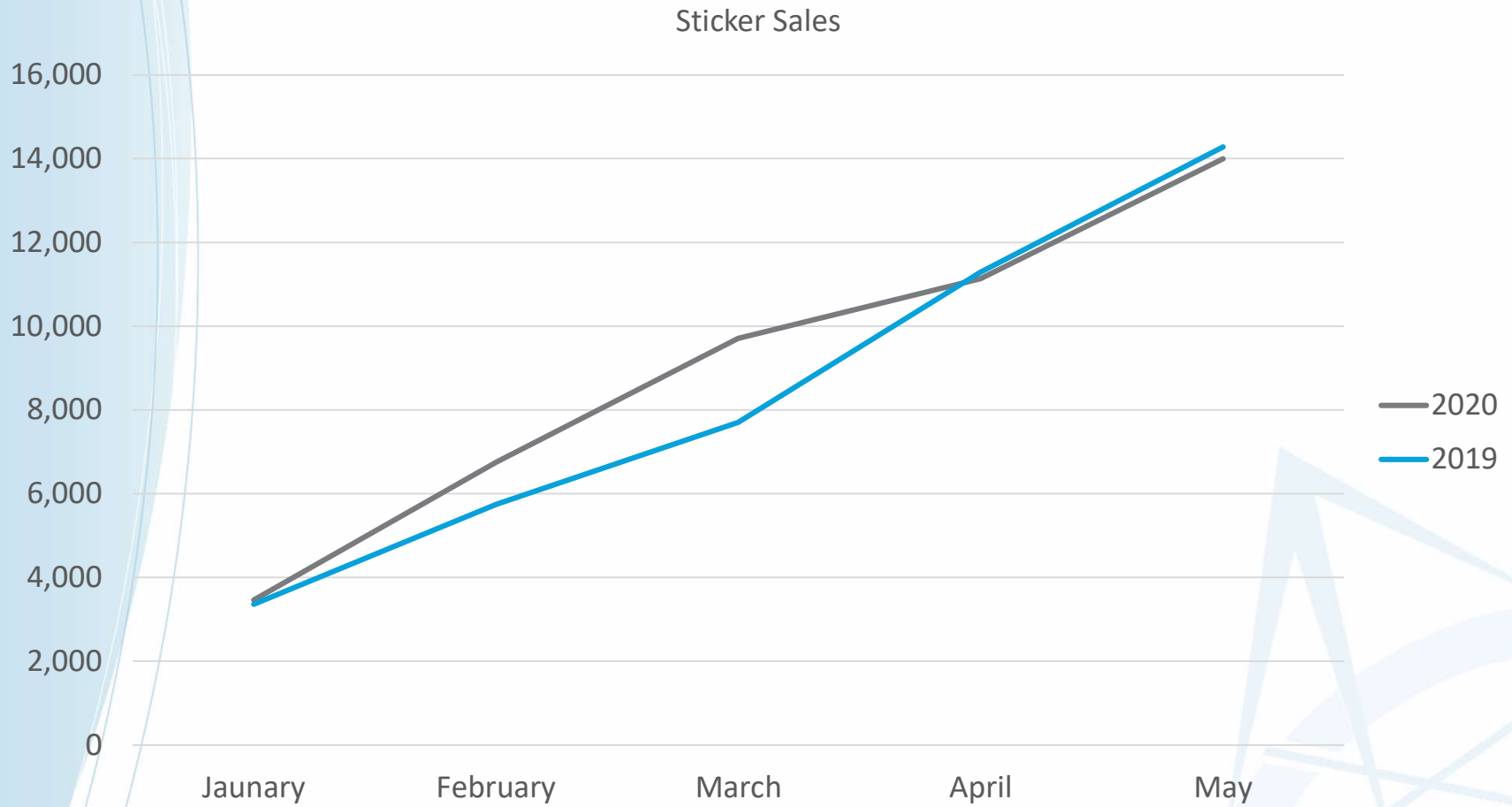


Survey Review Department Statistics

Statistics to the end of May:

- 30 overall firms (2020 year)
- Target 58 of comprehensive reviews to be completed (within 12 months of start date)
- 8.3% of systematic reviews completed (per month)
- 9 reviews started (as of April 30, 2020)
- 7 of reviews completed (as of April 30, 2020)
- 38 reviews currently open (April 30, 2020)
- 9 months on average to complete the 7 reviews (from start to finish).
The start date is deemed to be the date we receive the supporting material.

SRD Sticker Sales



AERC Statistics

YTD 2020

- 25 Academic Evaluations completed
- 15 Articling students approved
 - (5 Ryerson, 2 York, 1 UNB, 1 U of T, 1 Georgian College, 1 Northern College, 4 internationally trained)
- 2.62 years average term of articles for new surveyors
- 10 Statutes Exams given, 2 failures
- 14 Professional Exams given, 8 failures
- 14 Professional Plan Review Exams given, 3 failures
- 13 Oral Exams given, 3 failures
- 1 AIT exam given, no failures

Council

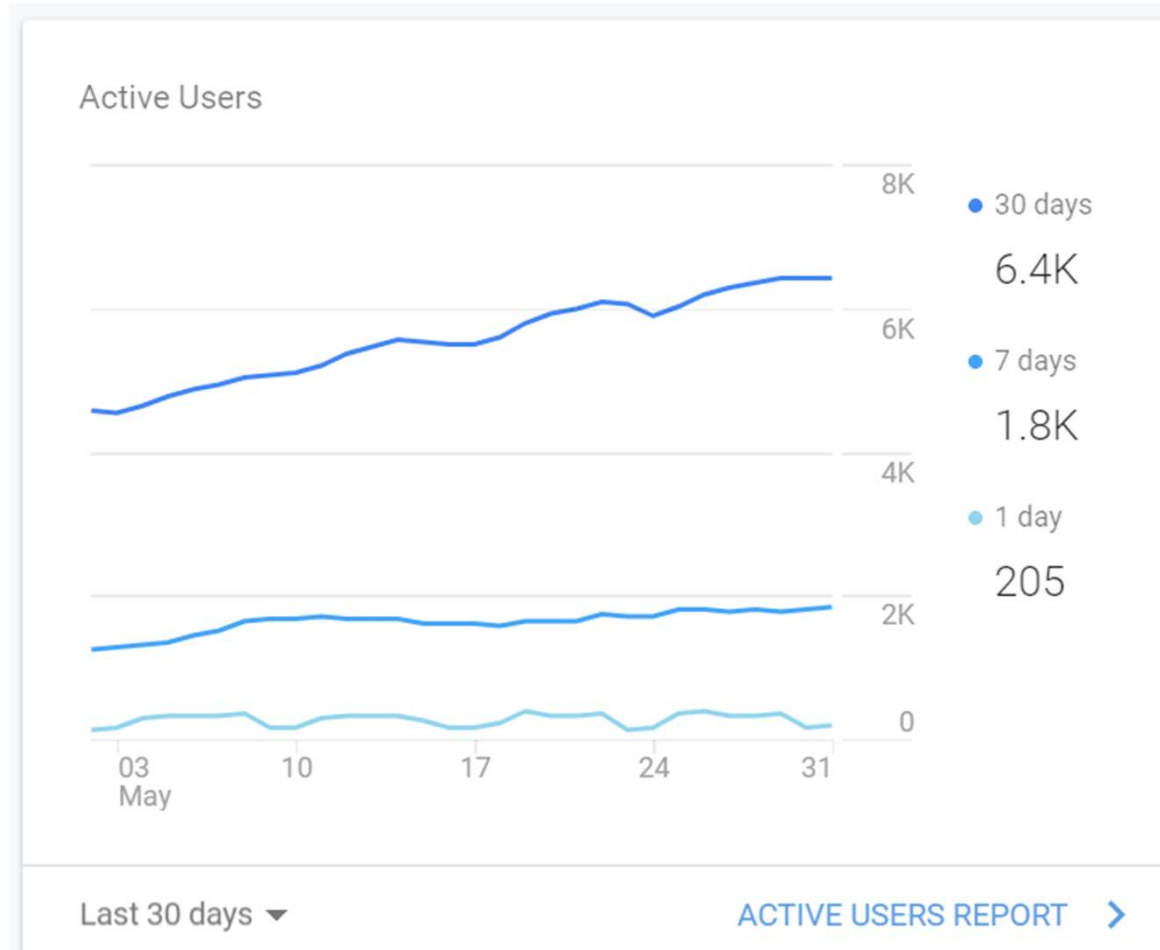
- Number of By-laws approved - 1
- Number of Bulletins approved – 1
- Number of Regulations approved – 0

Discipline					
Number of referrals	Number to Mediation	Number to Discipline	Number Dismissed		
1	1	0	0		
Council Activity					
Policy Related	Planning/ Forward thinking	Statutory Process related	Information Items		
3	1	1	3	8Jan Meeting	
4		3	3	10Feb Meeting	
		1	1	March 2 Meeting	
3	3	2	2	10April Meeting	
10	4	7	9	30Total	
33%	13%	23%	30%	100%	

AOLS Website



AOLS Website



AOLS Website

What pages do your users visit?

Page	Pageviews	Page Value
/	1,126	\$0.00
/classifieds/employment-opportunities	654	\$0.00
/find_a_company	471	\$0.00
/faq	314	\$0.00
/join/membership	235	\$0.00
/boundaries/boundaries-and-your-land	193	\$0.00
/classifieds/employ...pportunities?page=1	159	\$0.00
/members-directory/SurveyOffices	153	\$0.00
/user/login	147	\$0.00
/directory/ontario-lan...-registration-numbers	143	\$0.00

Last 7 days ▼ [PAGES REPORT >](#)

Committee/Task Force Summary

Committee/Task Force	Status	Council Attention Req'd
Fees Mediation	On Track	
Government Relations		
Legislation and Regulations TF	On Track	
Nominating		
Registration		
Fees for Field Notes TF		Discuss concerns
Complaints	On Track	
Discipline	On Track	Discuss training
Monument Protection	On Track	
Professional Standards	On Track	
Province-Wide SRI Committee	On Track	
Survey Review Department	On Track	
Underground Utilities	Somewhat on Track	
AERC	On Track	
Continuing Education	On Track	
CPD Audit	On Track	
Geomatics Recruitment & Liaison	Somewhat on Track	
Expanded Profession TF	Needs Attention	
Public Awareness	Somewhat on Track	
University & College Liaison	On Track	
Website Maintenance	On Track	
Municipal Surveyors	Somewhat on Track	
AGM		
Archival and Historical		
Insurance Advisory	On Track	

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

Manual being reviewed

One mediation in progress

Other Comments

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

ED met with three government leads to discuss survey reviews

Committee has not met

Other Comments

Status: (e.g. On-track)

Inactive

Non-Statutory Committee - Legislation and Regulations Task Force

Key Commitments/Expectations

Draft Regulation changes were prepared last year; the TF is expected to answer any questions from MNRF.

They have yet to start work on another set of changes

Progress

Although they have not met this year, they have considered the implications of electronic voting and made recommendations

Other Comments

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

On Track

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

Other Comments

Typically don't become active until the summer

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

1) Applications usually take 1-2 weeks to resolve. These have been done most recently via email

2) Usually 1-2 applications per year

3) 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

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

Council approved a bulletin addressing fees for field notes/survey records

The Committee is now dormant since the publication of Councils' directive on Field Note costs.

We will await further directions to undertake a future Survey Monkey to poll members on their suggested fees in the next two years.

Other Comments

The Task Force completed its primary task

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

Inactive

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

- On-track. An amended version had been prepared for Council's review. We're now proposing further amendments to address some inconsistencies in acknowledgement letters.

- Timelines are being tracked & we're not always successful. The Act is unclear as to whether this is 90 business days or 90 week days.

- Committee Chair has a personal spreadsheet in which complaints are categorized. It's hoped that the ability to generate percentages can soon be incorporated

Other Comments

It would be beneficial to have a table or a flow chart / a test to assist in determining whether a complaint is frivolous, vexatious or and abuse of process

Complaints don't always fit within general categories

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

On Track

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

2 hearings held to date this year (both ended with joint submissions).

Decisions were published in the OPS magazine and posted to the website and In Sight.

1 hearing is yet to occur, it was delayed by COVID-19 concerns but will proceed using online mechanisms, which have been tested.

Other Comments

1 hearing delayed due to COVID-19; required online procedures to be revisited and tested.

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

Video launched last year and made available on the AOLS website;
Video was also posted by Ontario Regional Common Ground Alliance

Just Assigned – Previous report provided

Other Comments

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

On Track

Non-Statutory Committee - Professional Standards Committee

Key Commitments/Expectations

Creation of Construction Checklist

Creation of on-line searching
resource

Update to field note guide

Progress

Completed an overall Checklist earlier in the year which has been made available to the membership

Construction Checklist was recently completed and provided to the membership

Contract well underway; introductory seminar provided at AGM

In process of hiring a contractor to complete field note guide as part of a Party Chief seminar; Continuing Education Committee (CEC) overseeing this; likely an online format

New Practice Manual to be available on the new website in a web format.

The Committee thought a course on office calculations/drafting was warranted and are performing initial thinking about this prior to turning it over to CEC.

Will have another EDM baseline available in the Kitchener area at some point in near future once construction is done.

Other Comments

Committee has been meeting monthly

Status: On-track

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

A meeting is being scheduled
Draft Regulations have been created

Executive Director has been monitoring performance
This is not yet required since there is no mandatory requirement at this time

Other Comments

New Committee which replaces the Task Force and SC SRI Committee

Status: On Track - Yet to meet but work from previous groups have sufficed

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

Approved, high-level approach agreed to, needs process define which will build on Construction check list from PSC.

Self-survey form approved but not yet sent out

Staff working on redesign of master tabular report

First cut of statistics generated for the last 5 years

Other Comments

Status: On-track

Non-Statutory Committee - Underground Utilities Committee

Key Commitments/Expectations

Considering changes to reporting standards

Progress

Minimal progress

Other Comments

Met in May

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

Somewhat 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

Created a new plan examinations

There is a small backlog of discussion items that need to be addressed at the summer meeting. These include:

- Significant exam grading discrepancies
- Student language requirements
- Policy manual updates
- Exam repository updates

May exams were canceled due to COVID-19

Committee is developing a strategy for the November exams

Other Comments

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

On Track

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

- Putting together a party chief course (need to consider online delivery)
- Supported the training sessions at the AGM (searching, business communications, use of GPS)
- CPD input has been migrated over to GeoEd

Other Comments

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

On Track

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

Audit Process was approved at the committee meeting on May 26th.

Ron Querubin (Chair), Tom and Julia to conduct the audit and report back to the committee by June 30th.

Kevin to bring the committee's recommendations to Council at the July meeting.

Other Comments

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

On Track

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

Assisted with setting up SHSM surveying course training (delayed due to COVID-19)

Maintain contact list for school presentations

Created promotional material for Surveyors Day

Investigating opportunities for virtual reality including the use of a digital sand box and demonstrating 3D scans

Other Comments

Their normal work has been significantly impacted by COVID-19 (e.g. conferences cancelled, and schools closed)

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

Somewhat On Track

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

Other Comments

Meeting is being scheduled

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

Needs Attention

Progress

- SRD review in progress. Forms to be reviewed. James/Tom to chat.
- Once we've integrated all disciplines, then AERC needs a C of R (former C of R) to organize and recommend articling requirements. We can start anytime
- B.Case - Streamline operations if AOLS is one license for all.
 - E.g. Articling process between Cadastral and EP disciplines
- Review statutory requirements, and send recommendations to Statutory review committee.
- Encourage more Members
- Uphold AOLS standards
- Become leaders in these areas
- Protection of the Public
- Unintended consequences research to be done (e.g. APEO)

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
- Revising the “Surveying for Settlement” brochure

Other Comments

Their normal work has been significantly 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)

Somewhat 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

Letters sent out to all colleges and universities with geomatics/surveying programs

Working with Sir Sandford Fleming College to promote a new surveying program

Working with York University to develop online course for articling surveyors

Considering supporting UNB with a surveyor lead practical field course

Other Comments

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

Non-Statutory Committee - Website Maintenance Committee

Key Commitments/Expectations

Support the creation and maintenance of the AOLS web site

Progress

The Committee met last year to get the contract completed for the development of the new website.

They have provided intermittent advice on the creation of the website.

The website is expected to launch shortly and will be tuned once live.

Other Comments

A meeting is planned to review the site prior to launch

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

Finalized a letter to be sent to all municipalities regarding the important role that surveyors play (it is on hold for the time being due to COVID-19)

Email has been sent to the Association of Municipalities of Ontario to inquire whether we can submit an article and possibly regular articles, to their weekly newsletter, "Watchfile".

Other Comments

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

Somewhat On Track

Non-Statutory Committee - AGM Task Force

Key Commitments/Expectations

Plan and operate the AGM

Progress

Not started

Other Comments

The AGM may have to be conducted virtually due to COVID-19; the decision should be made this summer

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

Had met prior to COVID-19 emergency order; have decided not to meet for the time being with no urgent matters to be addressed.

Other Comments

Has not met due to COVID-19; activities have been on hold; will be bringing forward a request to Council regarding privacy issues related to a historical member information database.

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

inactive

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

Met in May and considered 9 claims.

Insurer has sent out request for applications, response from the members has been less than usual
Claims have been reviewed back to 2017 and summarized

Other Comments

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

On Track