

# Dashboard Draft

2020/11/23

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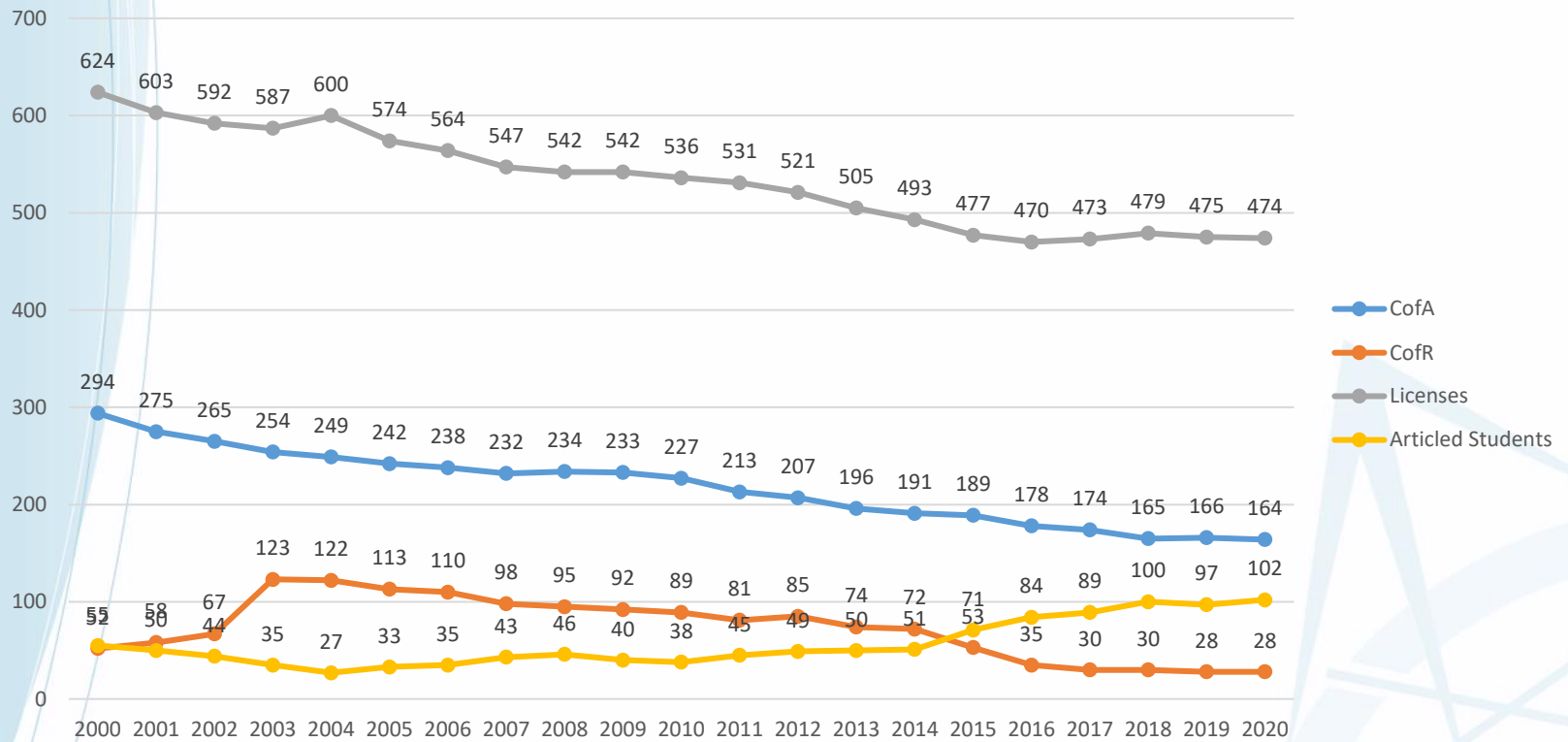
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## **In-Year Information**

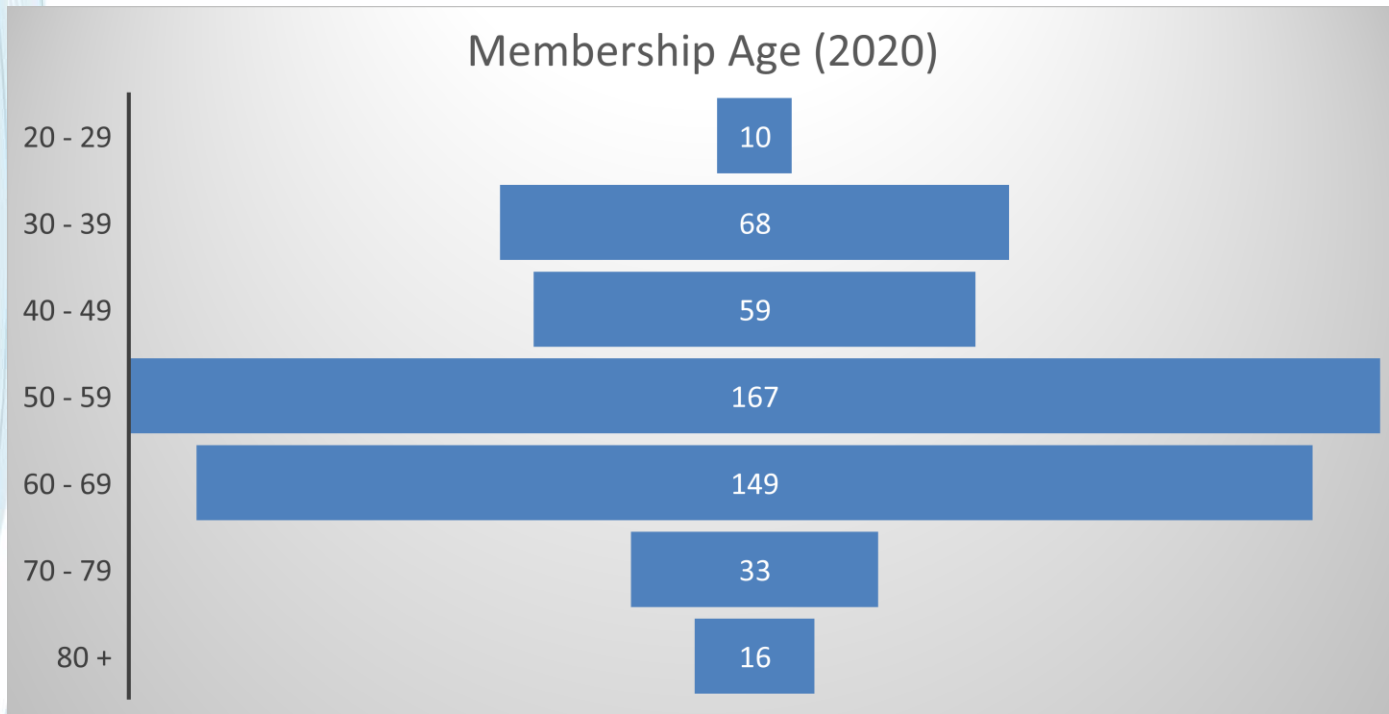
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# Member Statistics

## Member/Firm Numbers

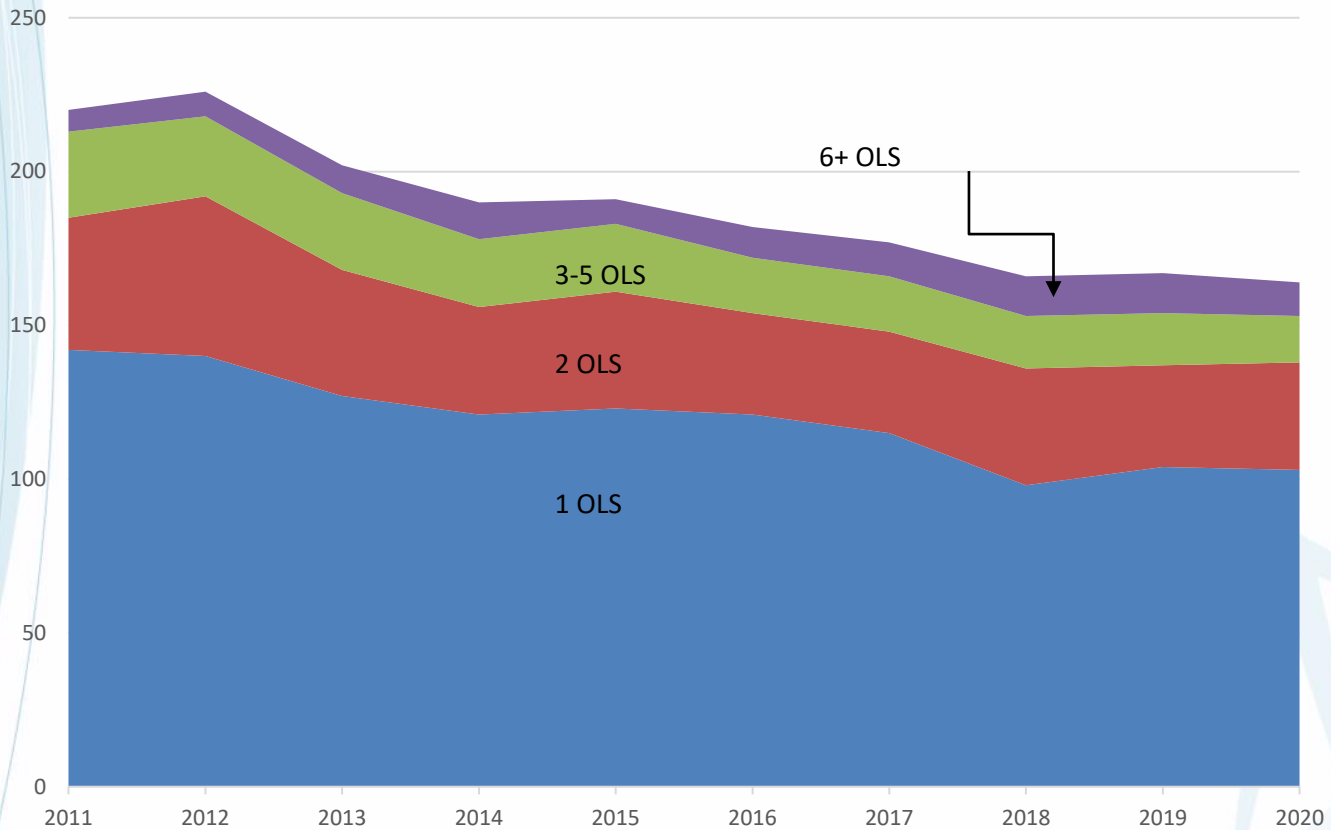


# Membership Demographics



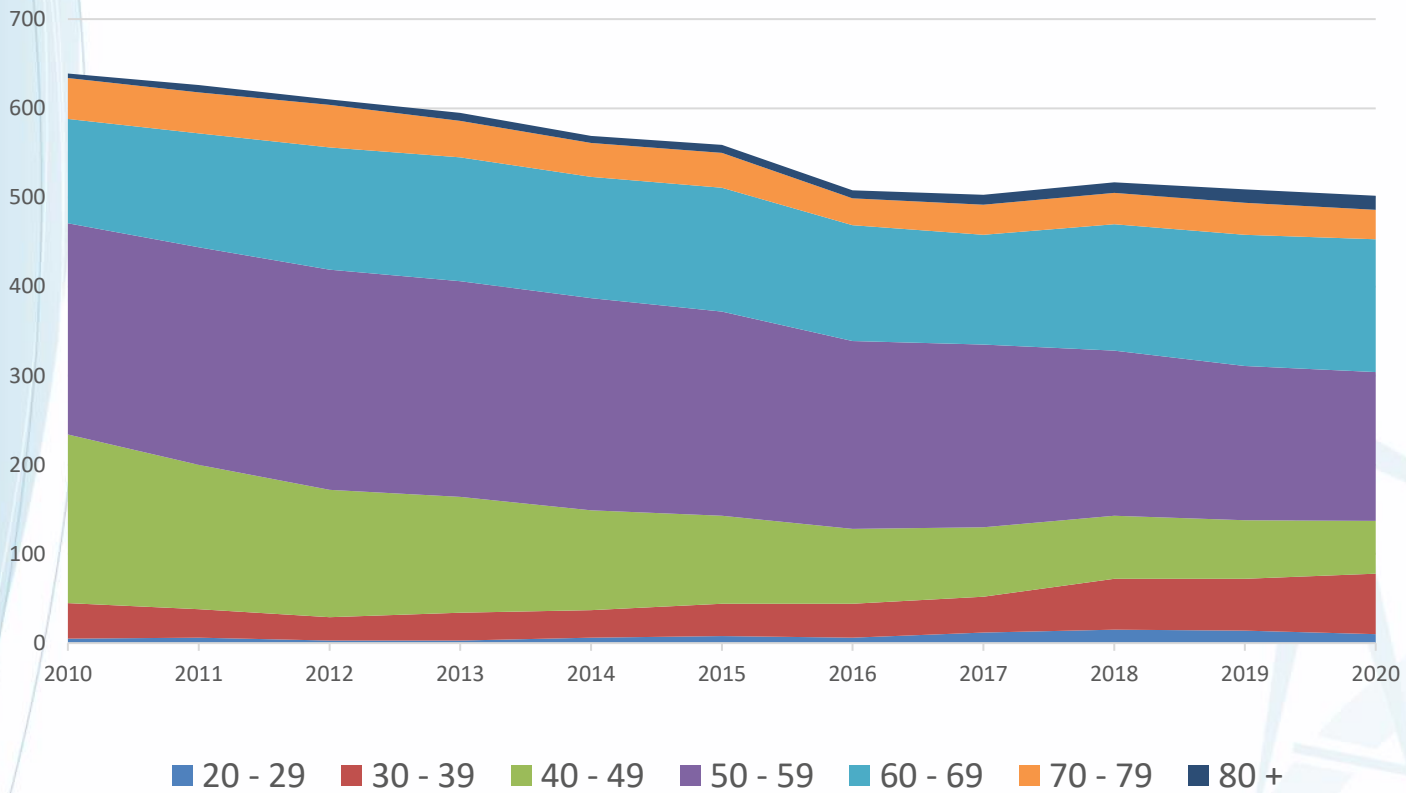
# Member Statistics

Number of Firms



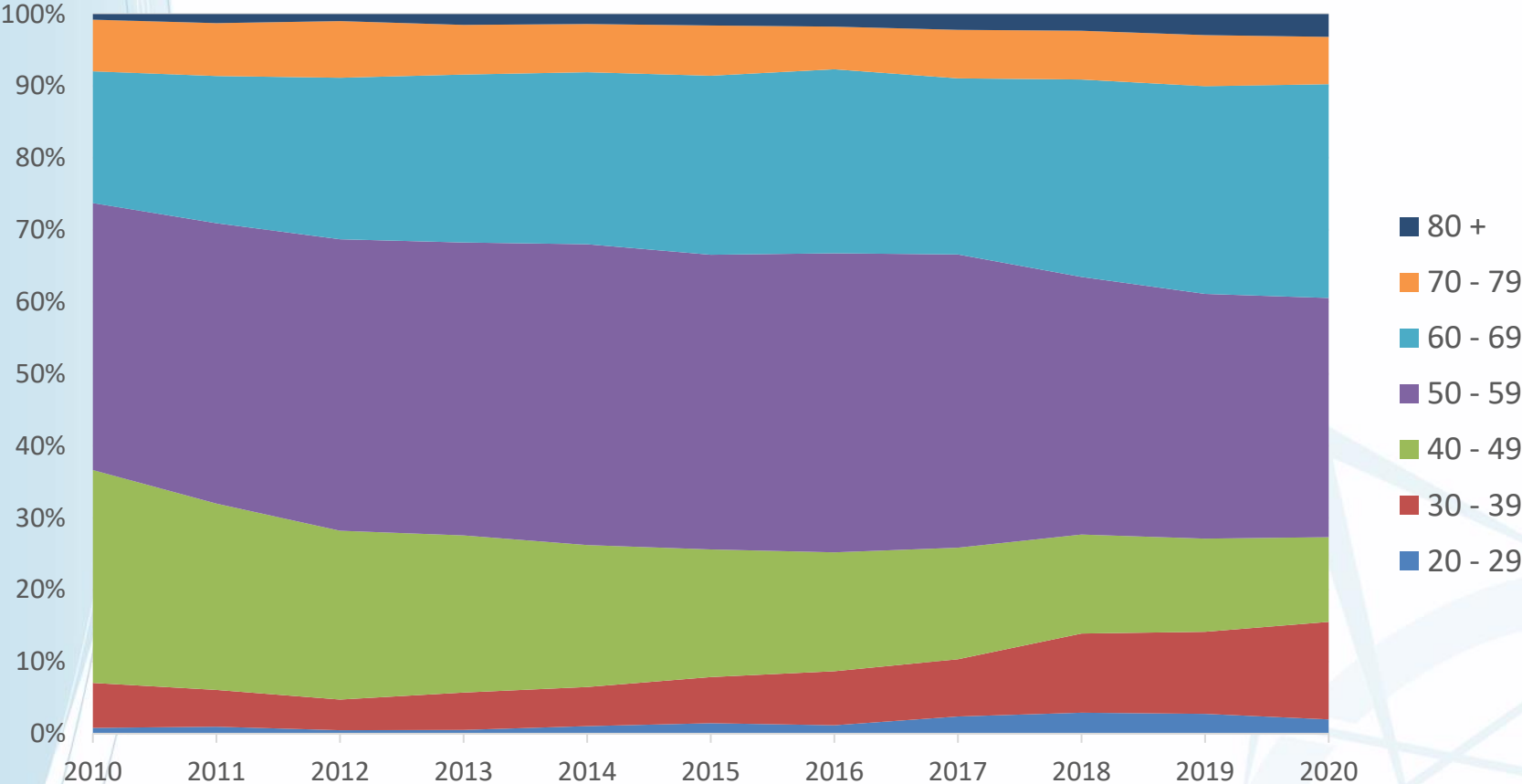
# Member Statistics

## Member Numbers by Age



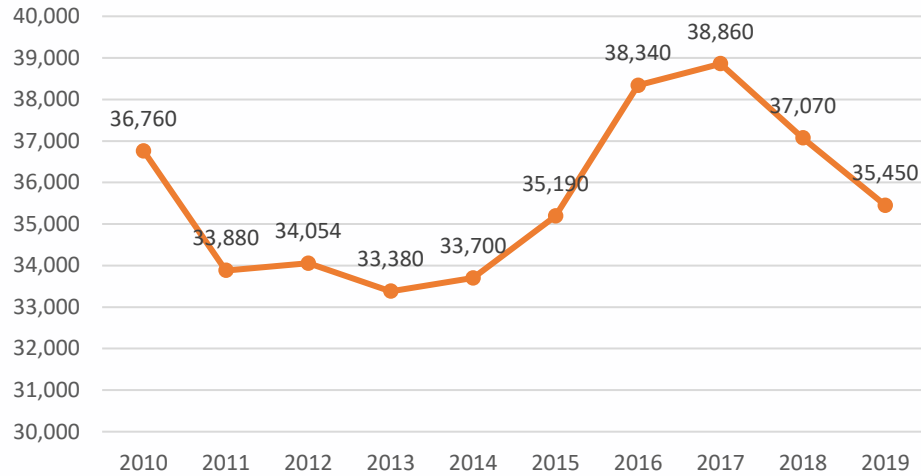
# Member Statistics

Membership Age by Percentage

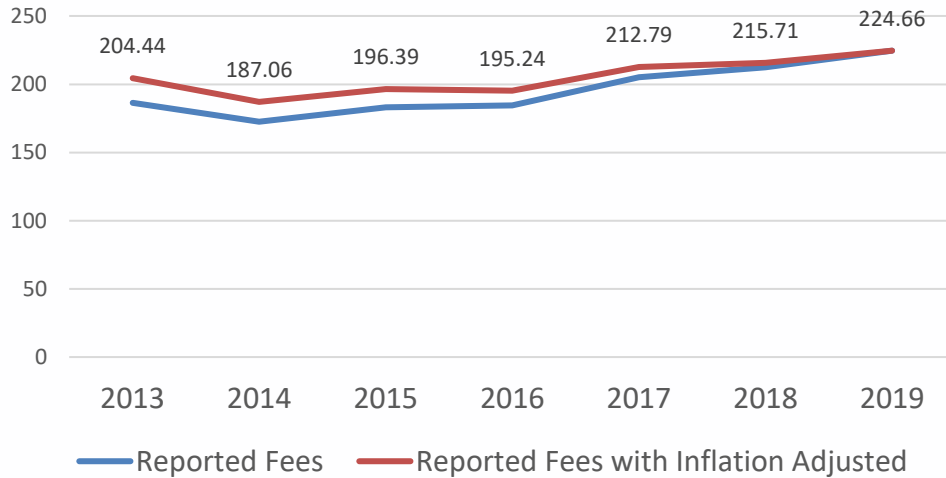


# Member Statistics - Work Volume Indicators

## SRD Sticker Sales



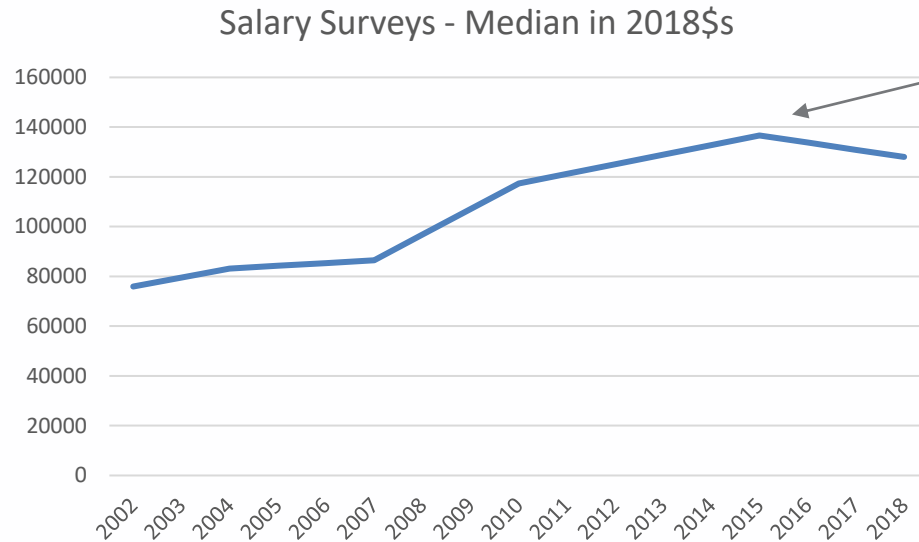
## Total Fees Reported through Insurance (\$m)





# Member Statistics

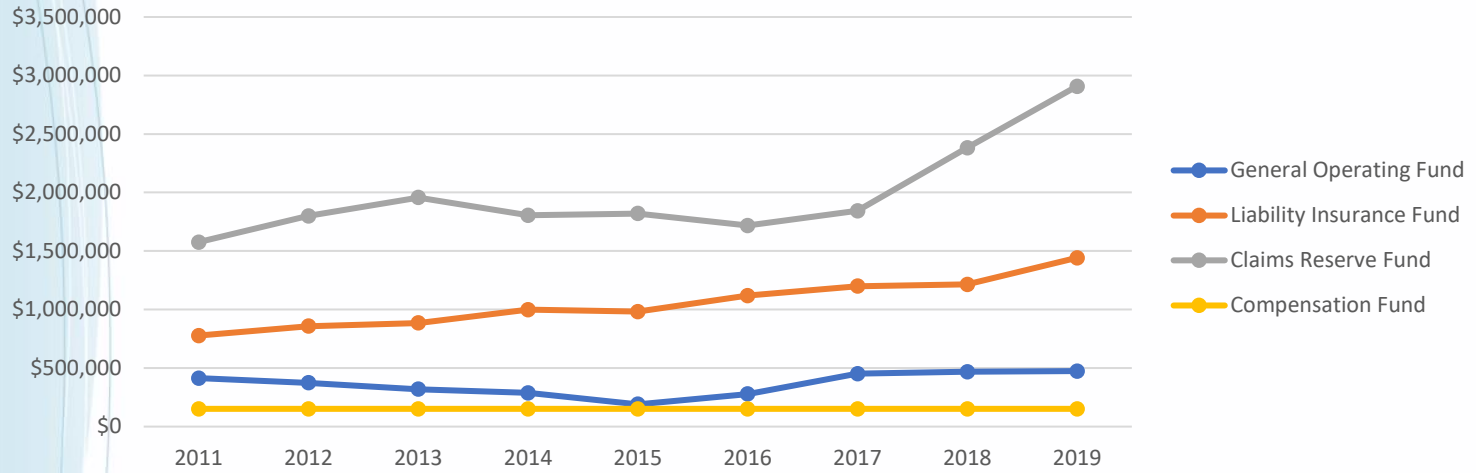
Raw Data was unavailable and multiple medians had to be used to calculate this point, which may not be correct



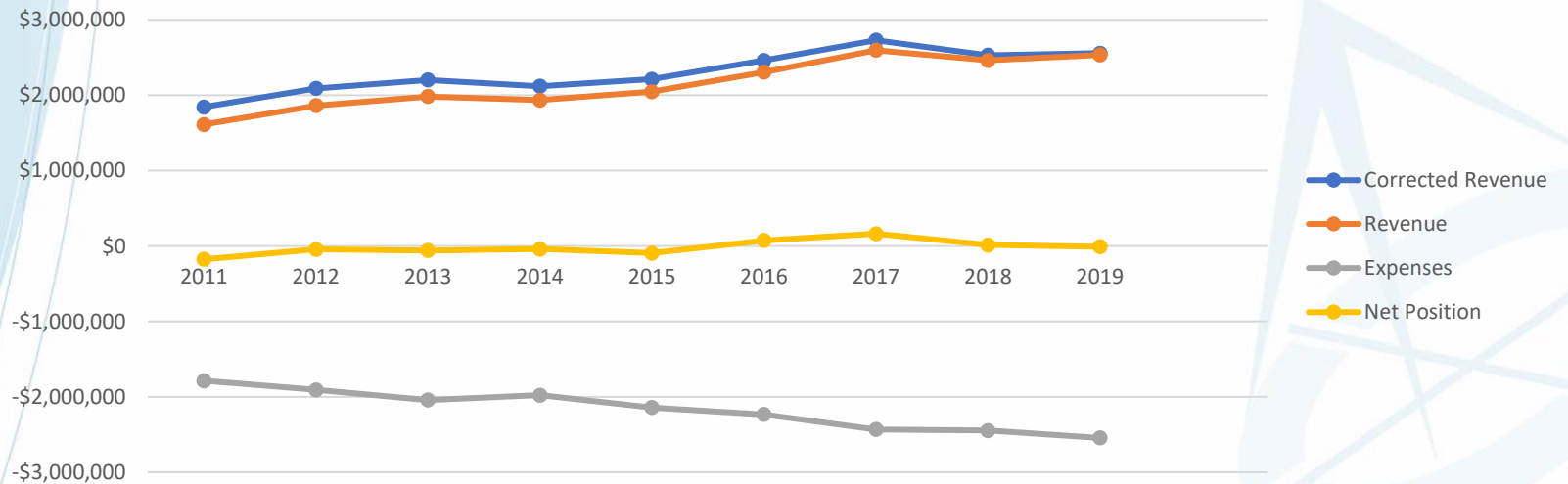
No salary survey completed since 2018

# AOLS Finances

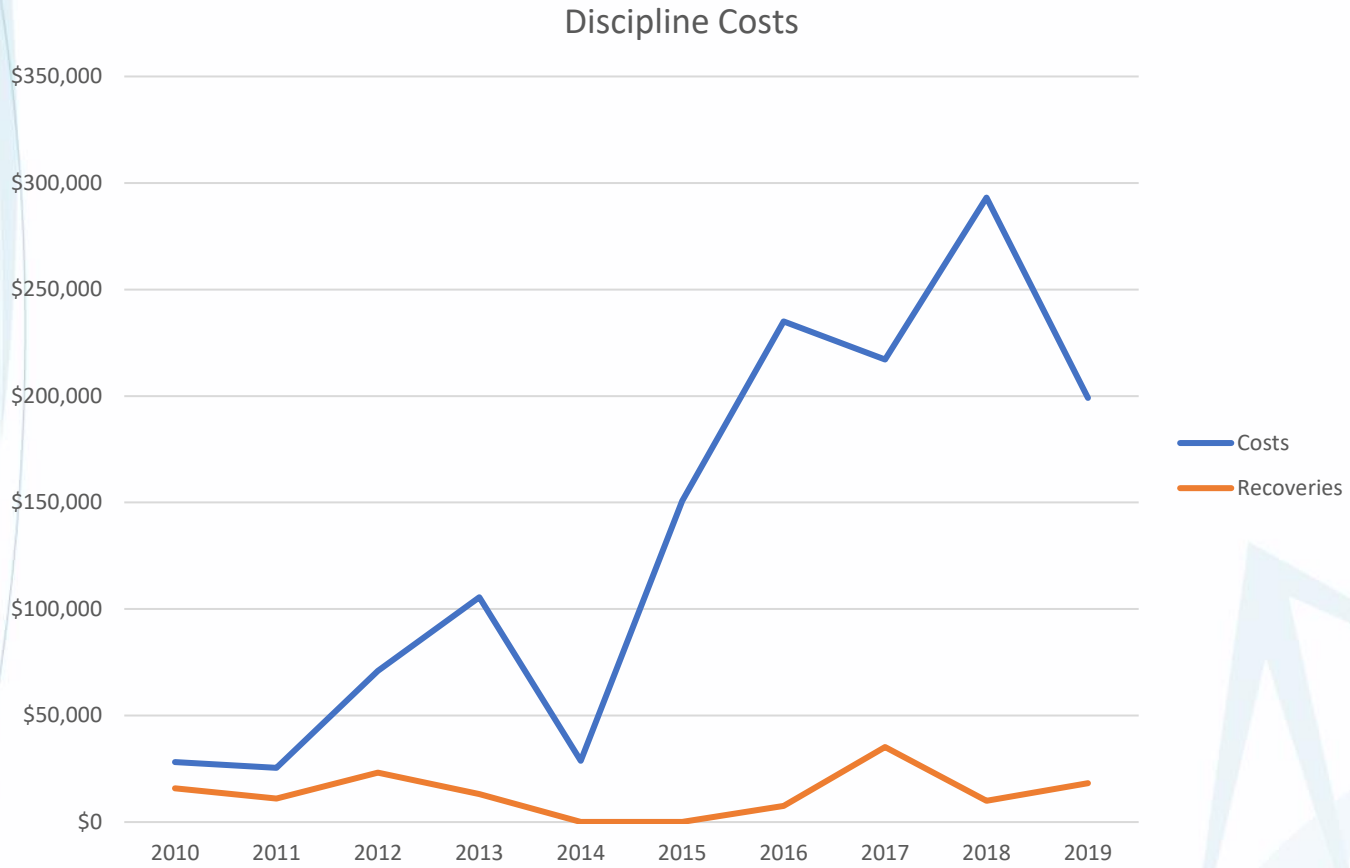
## Funds Balances



## Revenue/Expenses



# Discipline Costs



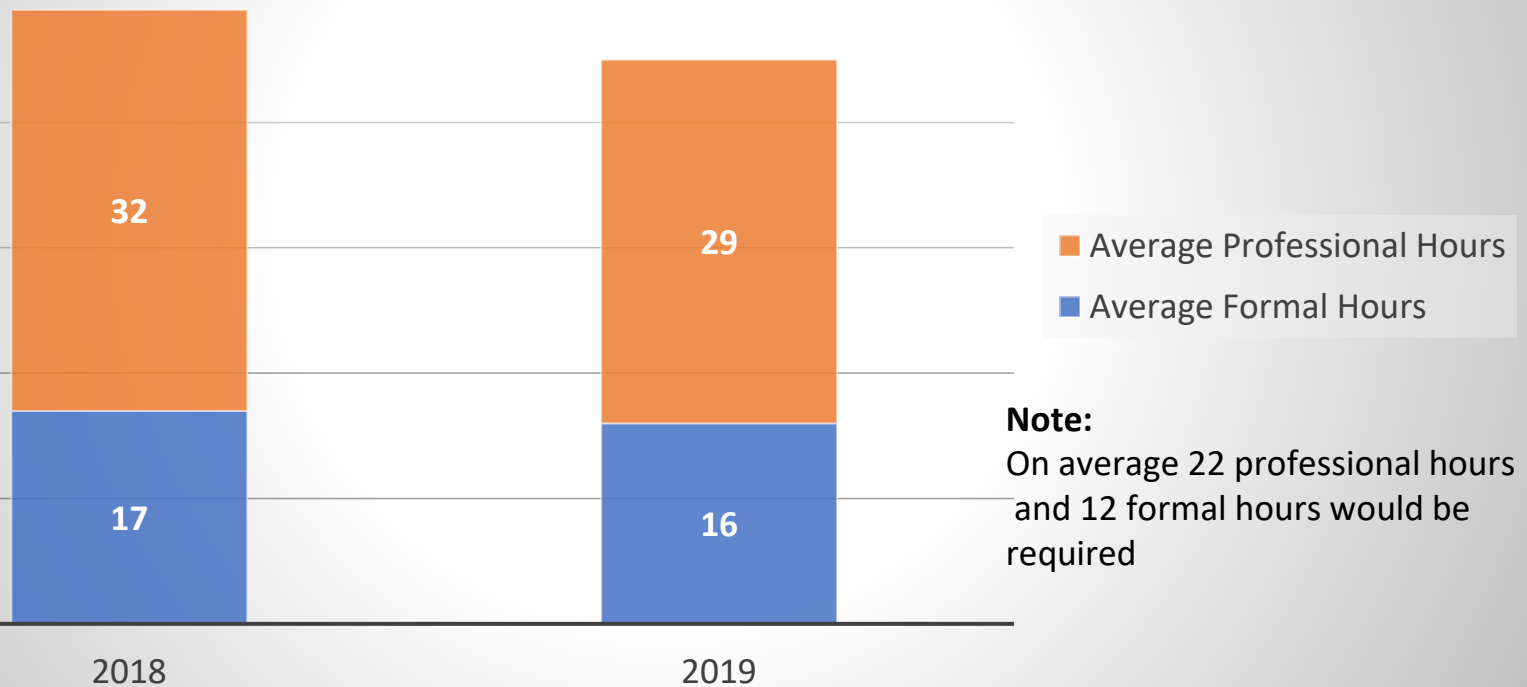
3 Year Cycle  
End for most  
members

# CPD

## Average Hours

422 Members reporting

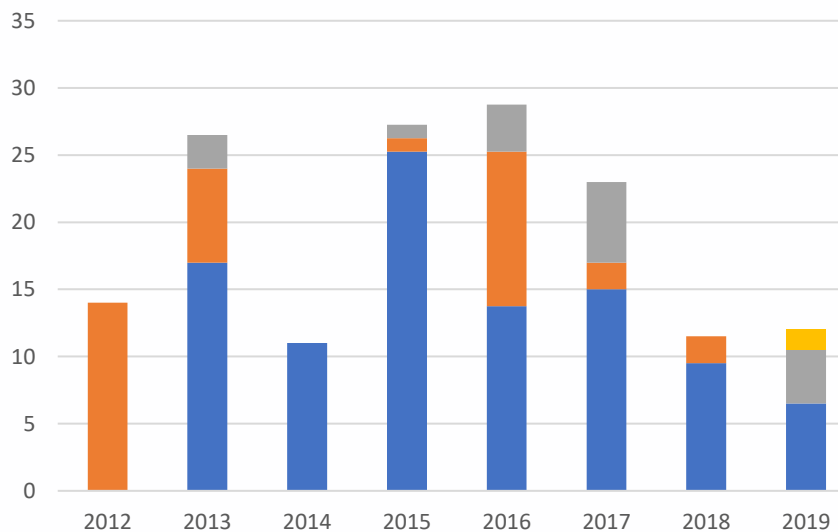
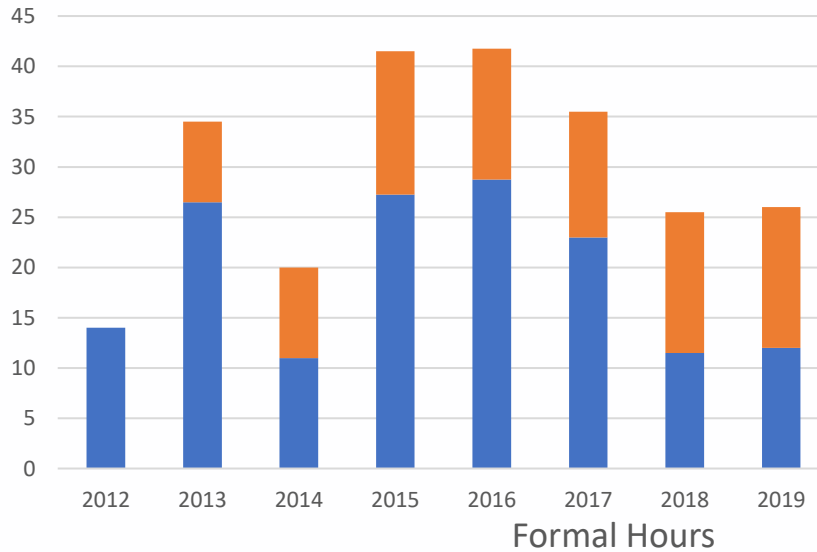
313 Members reporting



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

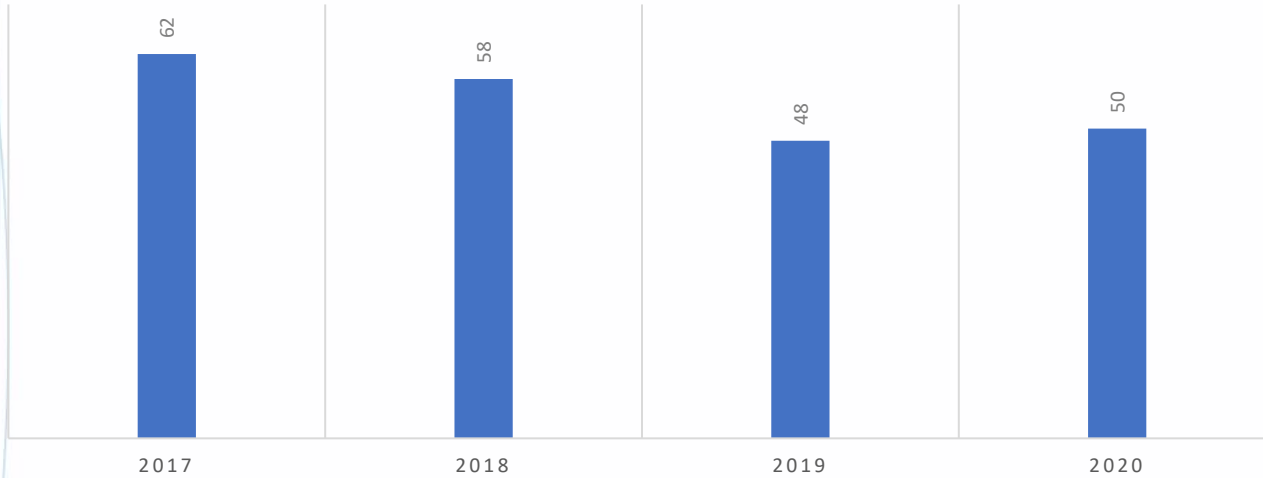
# CPD – AOLS Training Offered

AOLS Training Hours

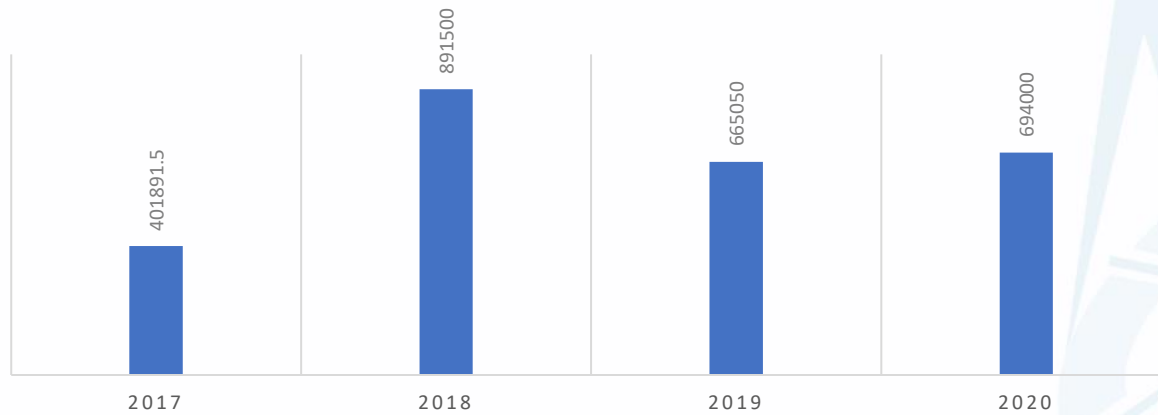


# Professional Liability Insurance

## NUMBER OF CLAIMS

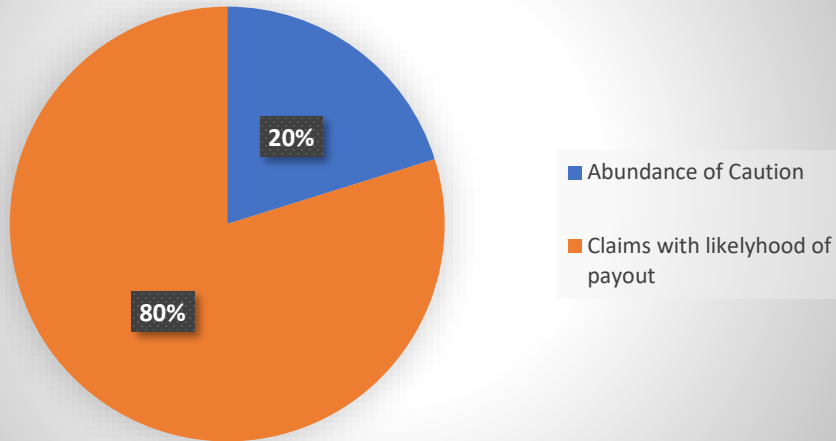


## INITIAL ESTIMATE OF CLAIMS

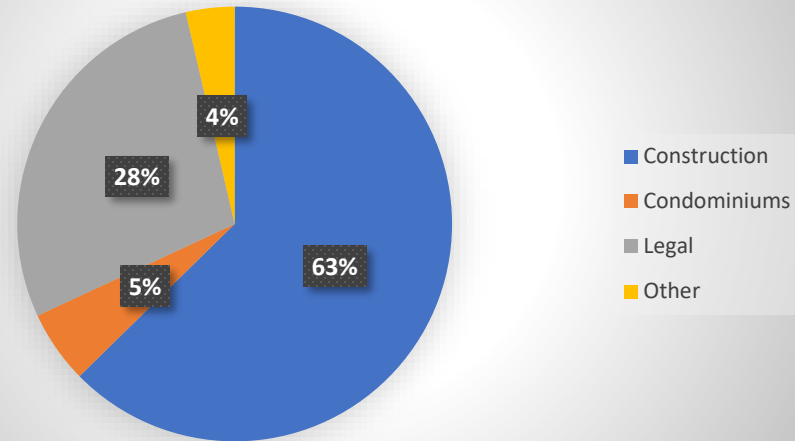


# High Level Breakdown of Insurance Claims by Numbers (From 2017 to November 20, 2020 – 218 claims)

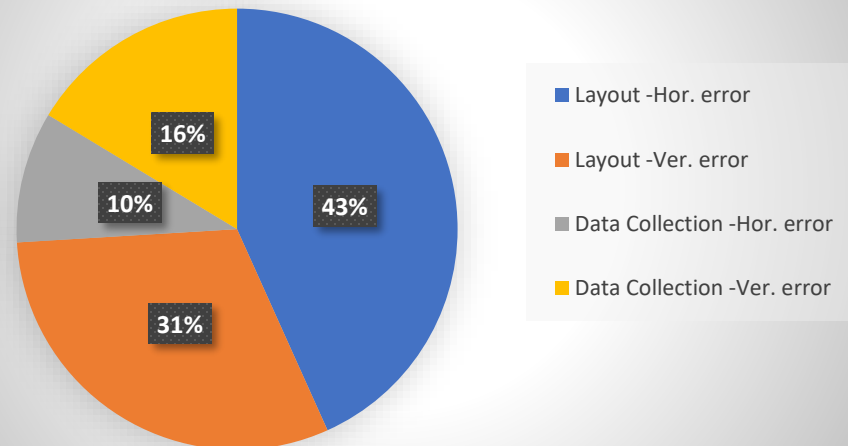
## Claim Reporting



## High level breakdown of claims



## Construction Breakdown



# Error Types

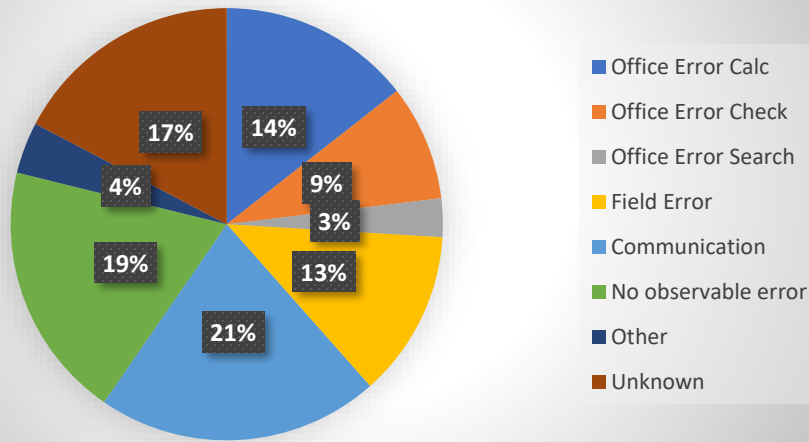
Errors were broken down into the following categories

- 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

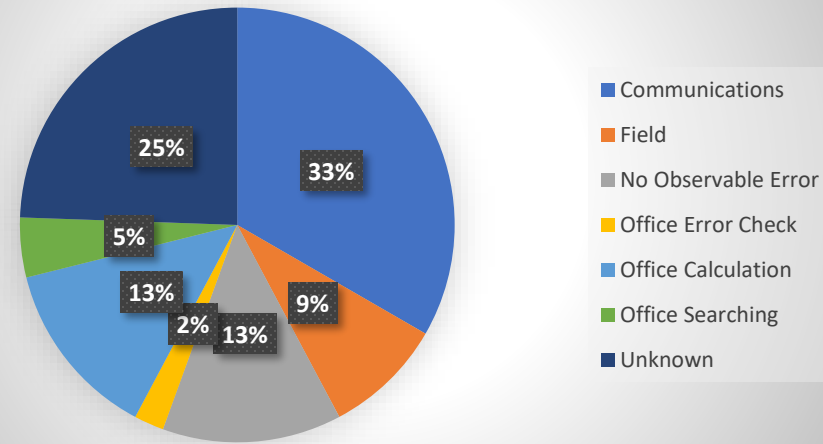


# Construction Breakdown of Error Types by Numbers (From 2017 to November 20, 2020 – 104 claims)

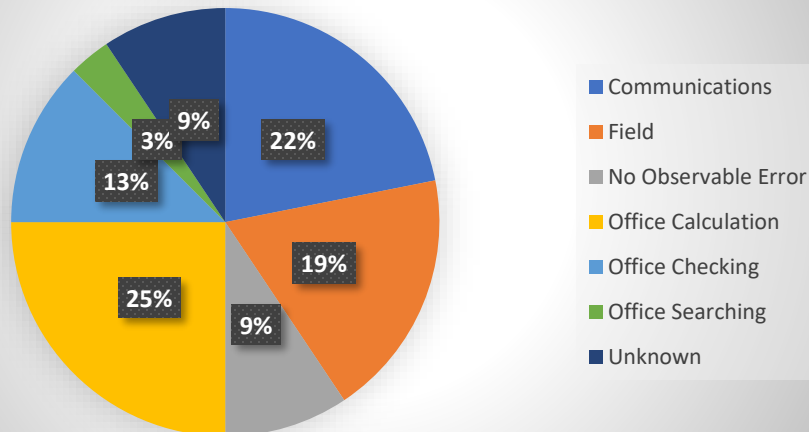
## Construction Errors



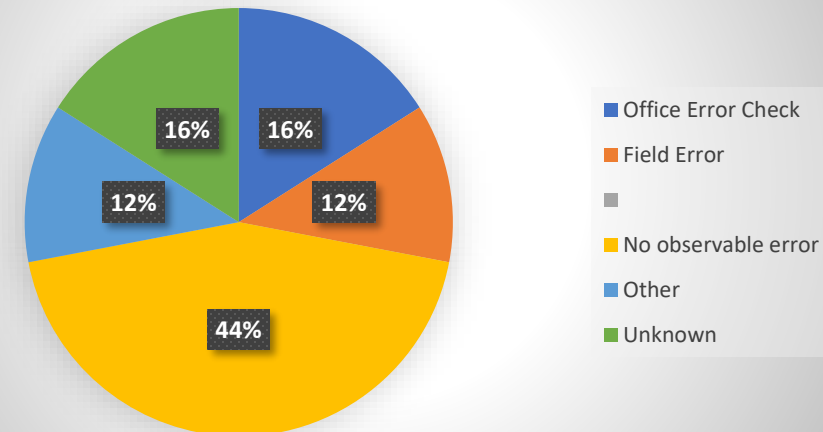
## Construction Layout Horizontal



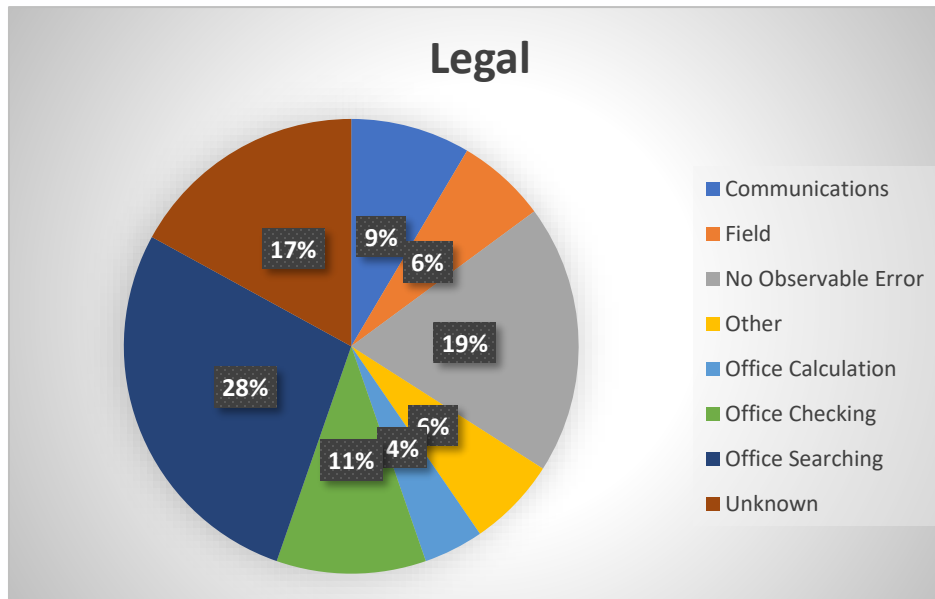
## Construction Layout Vertical



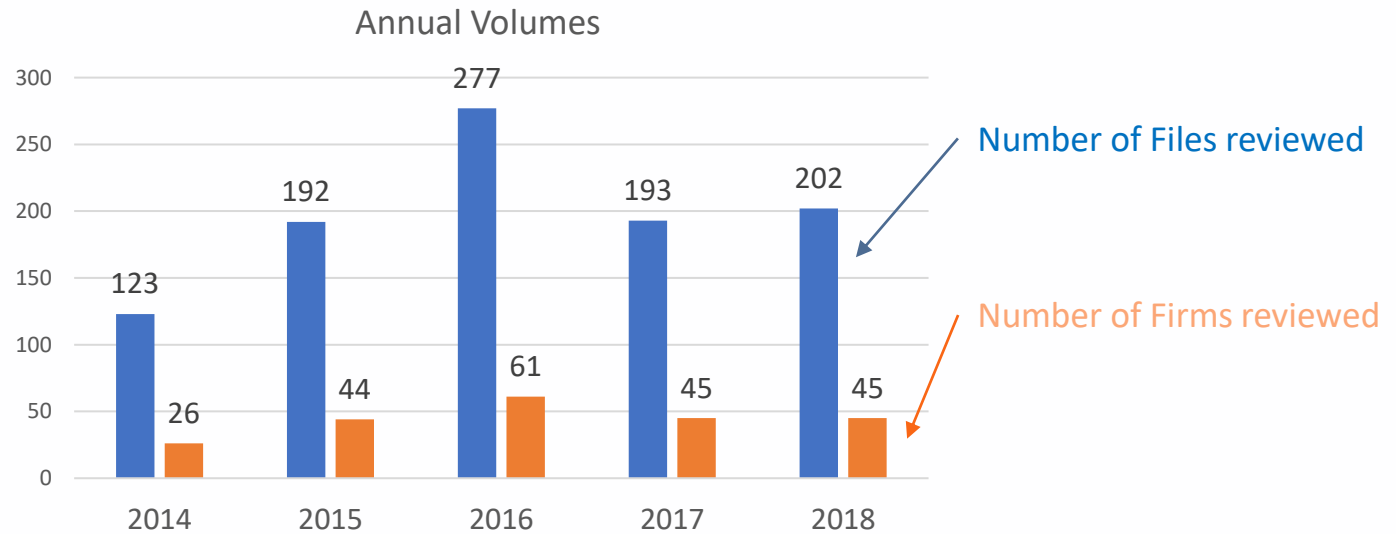
## Construction Data Collection



# Legal Breakdown of Error Types by Numbers (From 2017 to November 20, 2020 – 47 claims)



# Comprehensive Survey Reviews



## Top Five Scores

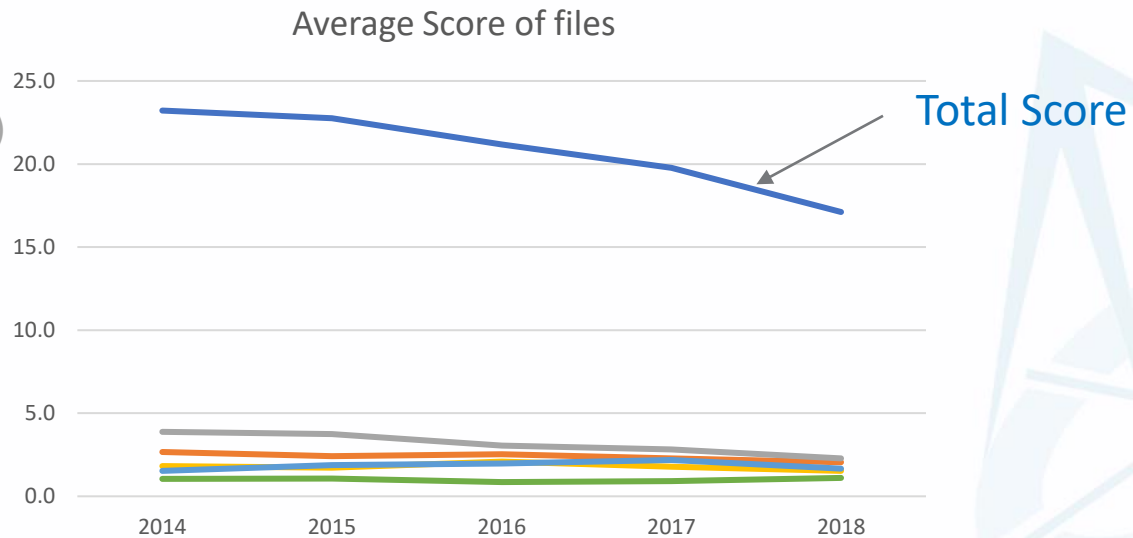
Field Procedures (field notes)

Research

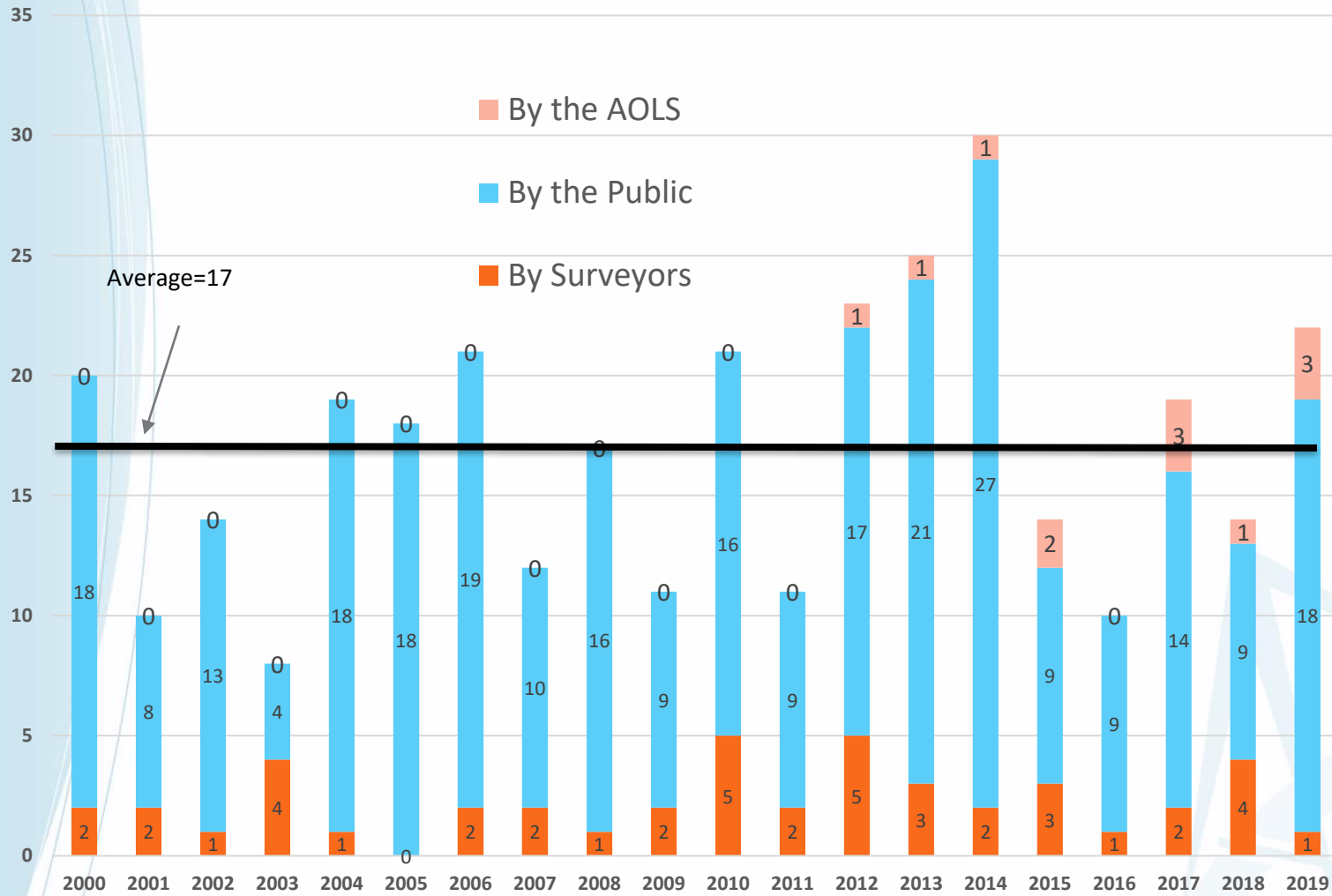
Reports to Clients

Measurement Verification

Best Evidence of Boundary



# Complaints per Year



# Complaints Breakdown

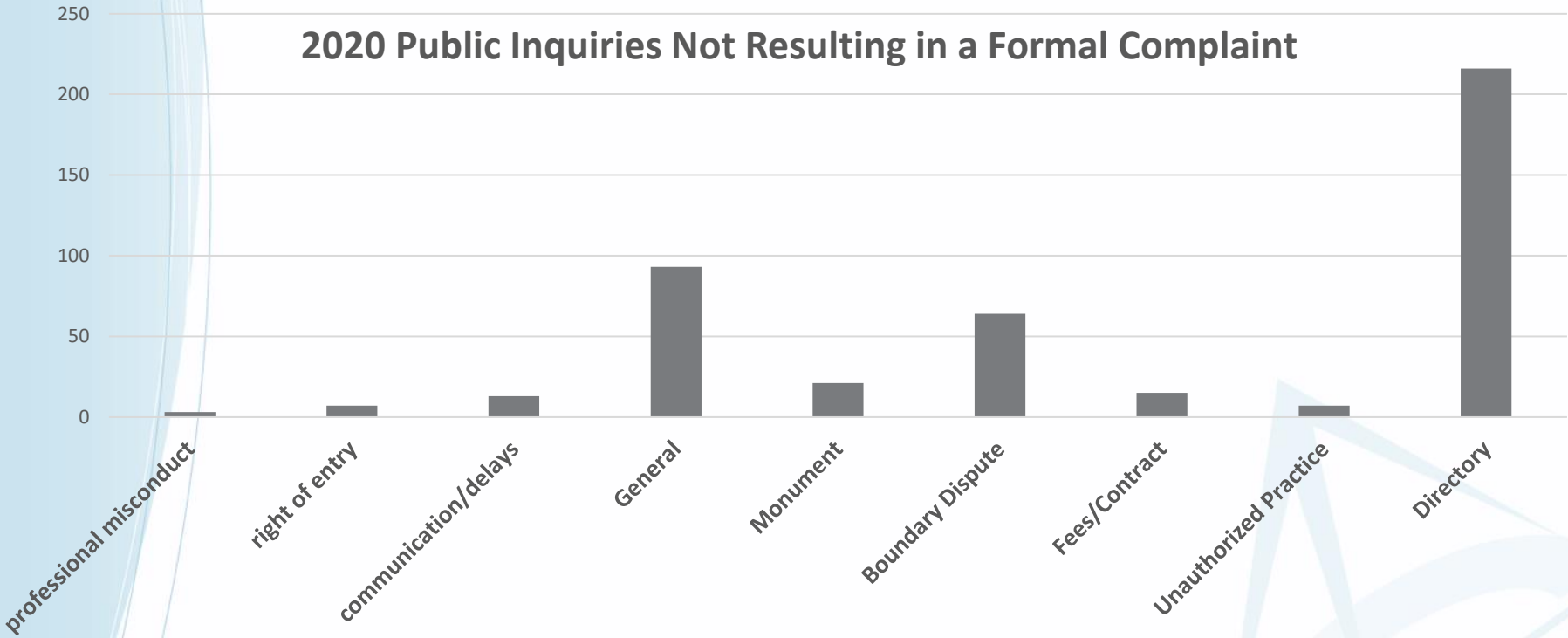
	2018	2019	2020 (to date)
<b>Total complaints:</b>	<b>14</b>	<b>21</b>	<b>22</b>
<b>Nature of Complaints:</b>			
Sketches Issue	1		
Right-of-Entry	1	1	
Contractual – (Protracted Timeline / Communication) Incl. Client aware of the complexity of a project and the nature of fees? Incl. Undertaking work that is beyond the member’s resources to complete in the time agreed upon?	6	5	6
Professional Misconduct	3	2	13
SRD Referral	1	3	
Incorrect Survey?	1	9	2
CAD File – Grid vs. Ground	1		
Research			1
Not Truly a complaint (Who is responsible?)		1	

Average days from Complaint to Final Decision in 2019 – 119

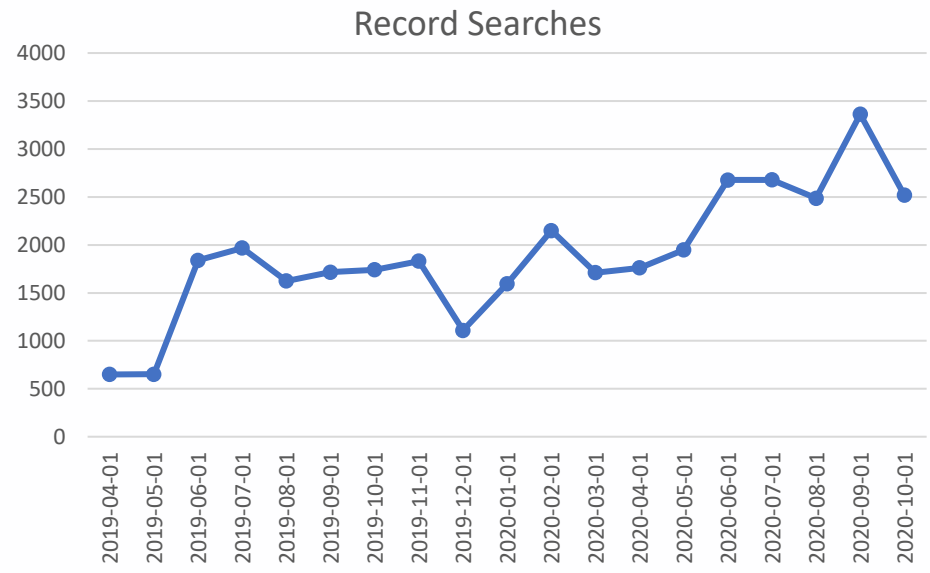
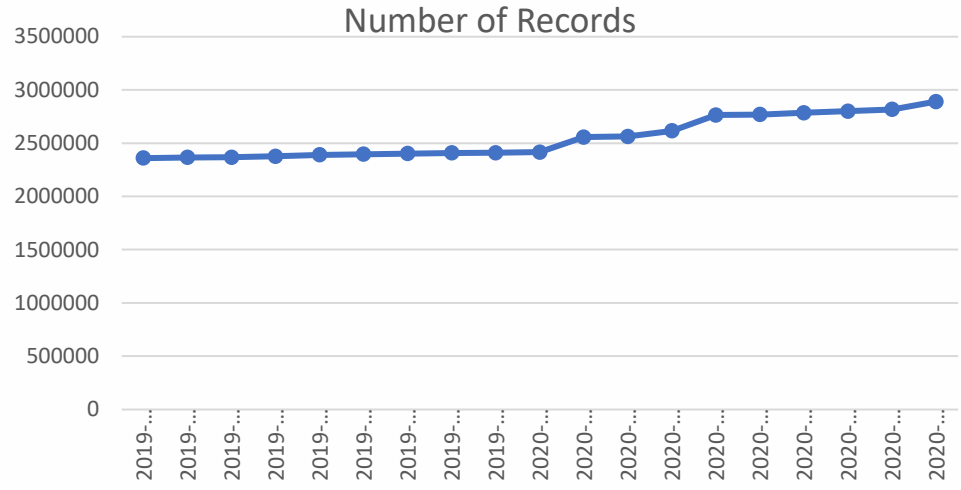
Average days from Complaint to Interim or Final Decision in 2019 - 108

# Public Inquiries

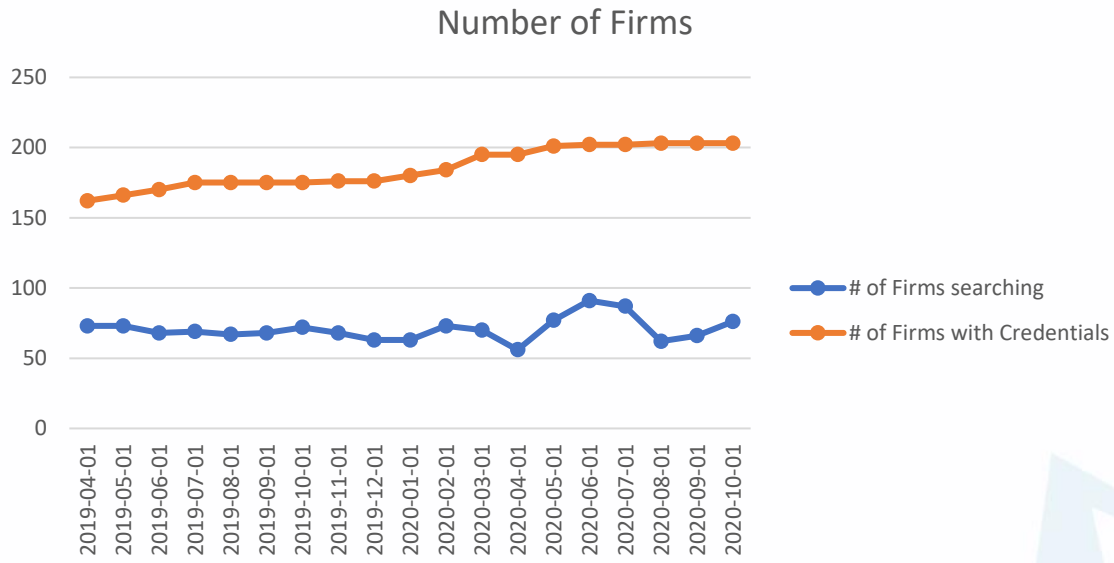
2020 Public Inquiries Not Resulting in a Formal Complaint



# PSRI Statistics



# PSRI Statistics





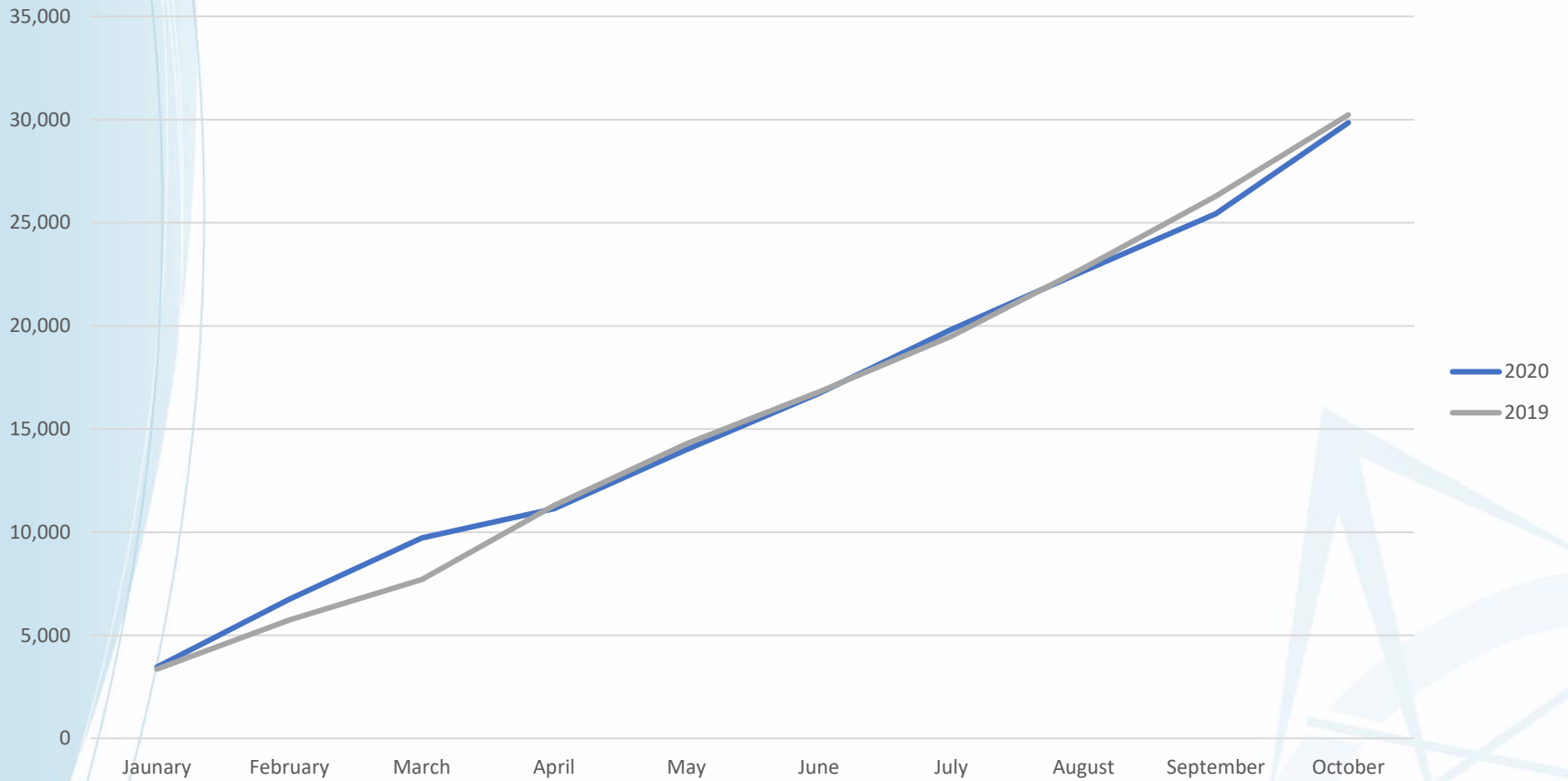
# Survey Review Department Statistics

## *Statistics as of October 31, 2020*

- 30 of overall firms (at the start of 2020)
- Target 58 of reviews to be completed (within 12 months of start date)
- 8.3% of systematic reviews completed (per month)
- 1 review started (to October 31, 2020)
- 7 of reviews completed (to October 31, 2020)
- 37 reviews currently open (October 31, 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
- Sticker sales this month 4,400; last month 2,780
- Sticker sales YTD 29,840; Sticker sales 30,230 (2019)

# SRD Sticker Sales

Sticker Sales



# AERC Statistics

## YTD 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
- 42 Professional Exams given (As of November 27, 2020)

# Council

- Number of By-laws approved - 2
- Number of Bulletins approved – 1
- Number of Regulations approved – 0

Discipline			
Number of referrals	Number to Mediation	Number to Discipline	Number Dismissed
3	2	1	0

Council Activity					
Policy Related	Planning/ Forward thinking	Statutory Process related	Information Items		
3	1	1	3	8	Jan Meeting
4		3	3	10	Feb Meeting
		1	1	2	March Meeting
3	3	2	2	10	April Meeting
5		2	3	10	June Meeting
1	2	2	2	7	July Meeting
1		2	3		Sept Meeting
3	1	2	3		Oct Meeting
20	7	15	20	47	Total
43%	15%	32%	43%	100%	

# AOLS Website

Google Analytics Home

Users

3.6K

↑1.1%

Sessions

5.7K

↑3.7%

Bounce Rate

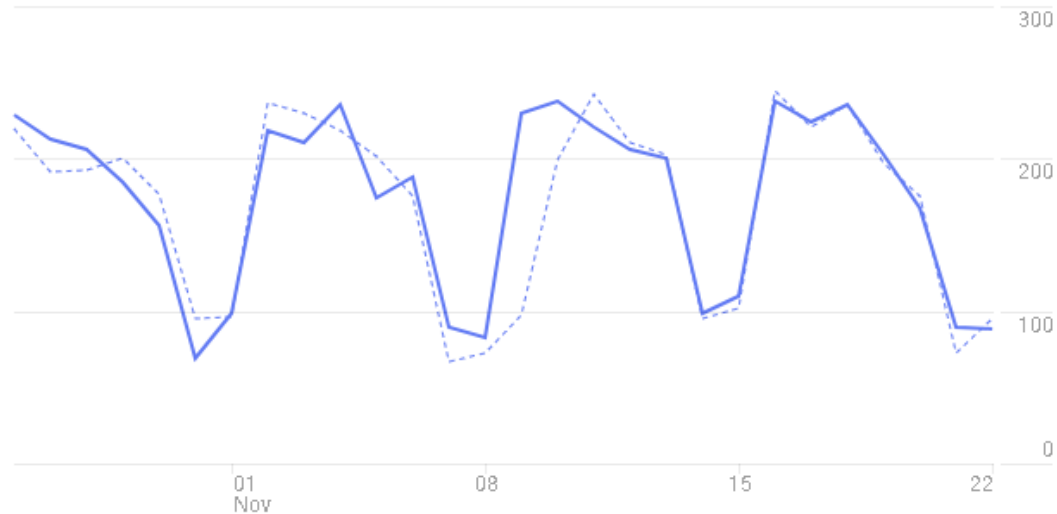
52.08%

↑5.8%

Session Duration

2m 25s

↑7.9%

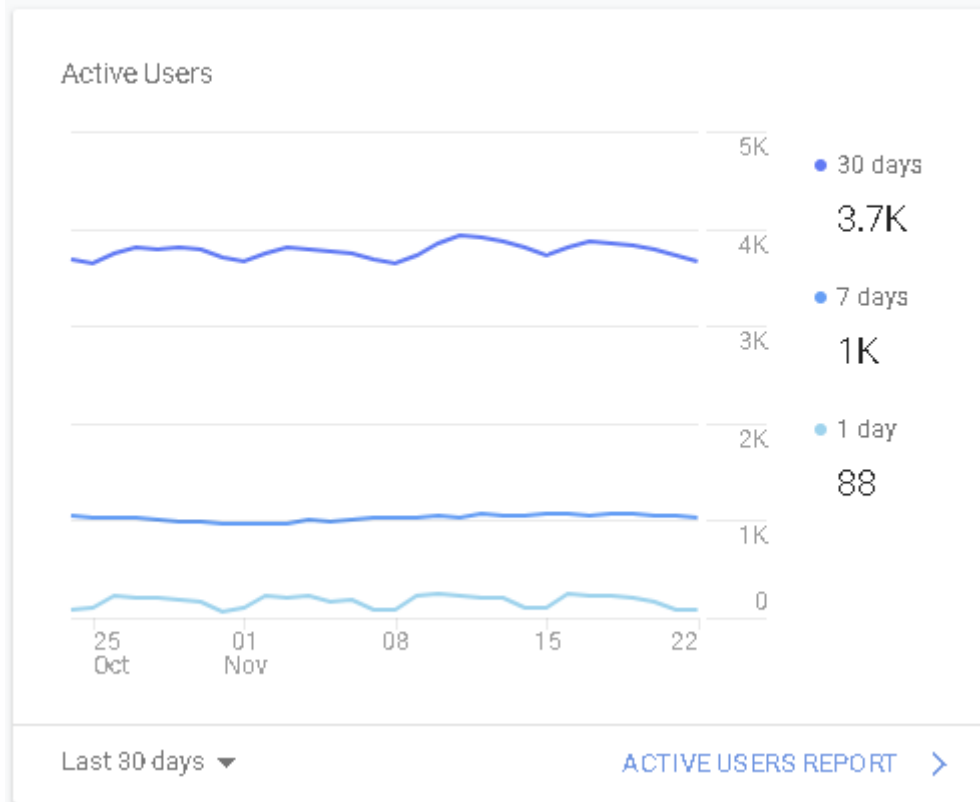


Last 28 days ▼

[AUDIENCE OVERVIEW >](#)

# AOLS Website

How are your active users trending over time?



# AOLS Website

What pages do your users visit?

Page	Pageviews	Page Value
/	1,150	\$0.00
/resources	336	\$0.00
/membership	266	\$0.00
/resources/public-res...oyment-opportunities	230	\$0.00
/find-a-surveyor	190	\$0.00
/public-protection	184	\$0.00
/resources/public-resources/faqs	184	\$0.00
/membership/become-an-ols	161	\$0.00
/about	150	\$0.00
/resources/monumentation-identification	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	On Track	
Registration	On Track	
Fees for Field Notes TF		
Complaints	On Track	
Discipline	On Track	
Monument Protection	Needs Attention	
LRO Task Force	On Track	
Professional Standards	On Track	
Province-Wide SRI Committee	On Track	T of Ref need approval; May need new chair
Survey Review Department	On Track	
Underground Utilities	On Track	
AERC	On Track	
Continuing Education	On Track	
CPD Audit	On Track	
Geomatics Recruitment & Liaison	Somewhat on Track	
Expanded Profession TF	On Track	
Public Awareness	On Track	
University & College Liaison	On Track	
Website Maintenance	Somewhat on Track	
Municipal Surveyors	On Track	
AGM	On Track	
Archival and Historical	On Track	
Insurance Advisory	On Track	Needs new chair

## 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

- Revisions to the Manual have temporarily been put on hold while the committee deals with cases.
- 1 case has been resolved and work is proceeding on the 2<sup>nd</sup>. A meeting is expected shortly
- The Presiding Officer (Brent) continues to reach out to both Complainants regarding setting the Arbitration Hearing.
- Mediation training underway

## 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

ED sat on interview panel with MNRF

Letters sent out to all municipalities

Committee has not met

## Other Comments

Status: (e.g. On-track)

Inactive

# Non-Statutory Committee - Legislation and Regulations Task Force

## Key Commitments/Expectations

- Committee is still waiting for the completed “Black-Corner Copies”
- Determine where to derive suitable and progressive legislative change initiatives from for the next round of regulation changes and the development of a long-term 10+ year plan

## Progress

- Meetings Continue at 6-week intervals
- Proposed Act changes relating to electronic voting and field notes have gone through second reading
  - <https://www.ola.org/en/legislative-business/bills/parliament-42/session-1/bill-213>
- ED meeting with MNRF weekly on regulation changes
- Representatives of the MNRF Legal services branch will meet with the task force during the next meeting to discuss the proposed regulation changes and wording used for these changes.

## 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 15<sup>th</sup> send the Registrar a slate of candidates nominated for Council
- Give consideration to diversity in their selections

## Progress

- Dan Dzaldov has been elected Chair
- First Notice published in the In Sight on Aug. 14
- The last meeting took place on Sept. 9
- Nomination report submitted to the Registrar on September 9

## Other Comments

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

On Track

# 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

- Have added guidance on complaints where the parties or matter is related to ongoing litigation
- Currently considering amendments that would provide guidance when addressing complaints against past members
- Timelines are being tracked & we're not always successful. The Act is unclear as to whether this is 90 business days or 90 weekdays.
- The Committee Chair's spreadsheet can now provide percentages of referred files & complaints initiated by other OLS's or the AOLS
- Complaints Committee underwent a risk review session

## 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 (the C.C. has prepared a briefing note based in part on the recent legal opinion).

We have a member on the verge of resigning. We'll soon need reinforcement again...

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

3 hearings held to date this year (all ended with joint submissions). 1 hearing was held using online mechanisms.

Decisions were posted to the website and In Sight.

All decisions have been published in the OPS magazine and one will be published

On November 12 & 13, 2020, 10 members of the Discipline Committee completed both the basic and advanced modules of the Discipline Orientation Workshop offered by the Health Profession Regulators of Ontario (HPRO). It is expected that the remaining 10 DC members will complete that training in Spring 2021

## Other Comments

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

No progress

## Other Comments

They have not been meeting

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

Needs Attention – yet to consider deferred monumentation

# Non-Statutory Committee - LRO Task Force

## Key Commitments/Expectations

Work with members and MGCS to address issues associated with the closure of the LRO counter service

## Progress

Reviewed results of member survey  
Met 4 times with MGCS officials  
Have noted issues which have been corrected  
Testing OnLand and related services  
Planning to send out another online survey to the membership

## Other Comments

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

On Track

# Non-Statutory Committee - Professional Standards Committee

## Key Commitments/Expectations

- Title Searching Guide
- Field Note Standards and Party Chief Seminar
- Practice Manual
- Office Calculations and Drafting Seminar
- Professional Oversight of Technical and Remote Workers in a Virtual Environment
- Appropriate Research of Survey Records

## Other Comments

Committee has been meeting monthly except August.

Status: On-track and under budget!

## Progress

- Last meeting took place on October 28<sup>th</sup>, 2020
- **Title Searching Guide:** Four Point Learning has agreed to provide online member access – waiting for info to be included on their website. Discussions to also prepare follow on courses.
- **Field Note Standards and Party Chief Seminar:** contract signed with Thomas Hoppe; first draft of a high-level curriculum was reviewed by the committee. It has also been reviewed by the CEC. Course will be an online introductory course. Target date is Winter 2021.
- **Updated Practice Manual:** completed and available on the new member side website.
- **Office Calculations and Drafting Seminar:** Committee completed a high-level curriculum. Tom Packowski taking it to CEC for execution.
- **Professional Oversight of Technical and Remote Workers in a Virtual Environment:** Paul and Brian prepared draft guidance memos for committee review and discussion. Plan to have final draft ready for circulation to the membership shortly after review at next meeting.
- **Appropriate Research of Survey Records:** Brian and Kevin have received many concerns from members. Tom and Brian offered to prepare a draft article for a future Professional Surveyor issue. The draft will be reviewed by the committee once complete.
  
- Next meeting: November 24 2020.

# 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

Committee met October 6<sup>th</sup> and finalized their terms of reference.

Draft Regulations have been created and they are waiting for them to be approved.

Executive Director has been monitoring performance

This is not yet required since there is no mandatory requirement at this time

## Other Comments

Committee is meeting November 24<sup>th</sup> to consider enhancements to address searching limits

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

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

Last met November 17<sup>th</sup>, reviewed progress and comments from reviews (no issues)

## Other Comments

Status: 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 purposes

## Progress

- Reviewed new items in CSA S250:20 revised mapping/survey standard for OPS
- Article drafted on CSA S250:20 for OPS
- Purchased copy of CSA S250:20 for AOLS
- Reviewed draft plan/profile of UG survey
- Reviewed SABUR proposal for three products

## Other Comments

New Chair in July; Met July 28; Met Sept 14.

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 met several times to determine the best way forward for exam during COVID19 restrictions
- The committee developed a strategy for exams to be moved to an online provider. This will include statutes and professional exams. Oral exams will be conducted via video conferencing technology.
- Planning completed for fall 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

- Party chief course advertised and registration is underway
- Supported the training sessions at the AGM (searching, business communications, use of GPS)
- CPD input has been migrated over to GeoEd

## Other Comments

Reviewed impact of COVID on CPD opportunities available in 2019-2021 cycle. So far, the only issue has been the cancellation of Spring 2020 Regional Group meetings.

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 26<sup>th</sup>.
- Ron Querubin (Chair), Tom and Julia have conducted the audit of 5% of members (CPD submissions for the year 2019) and reported back to the committee on June 30<sup>th</sup>.
- Committee's findings passed on to Kevin for bringing them 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

- Working with York to develop a recruitment video for distribution to students
- 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
- Have completed virtual reality applications including the use of a digital sand box and demonstrating 3D scans
- Jointly sponsored “Get Kids into Survey”y (<https://www.getkidsintosurvey.com/>)
- Working with UNB, Loyalist, York on recruitment efforts with Ontario High Schools

## 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

## Progress

- Divided the Task Force into 2 working groups
  - WG 1 – Creation of base case and evidence-based approach to support Licensure
  - WG 2 - Prepare materials and Action plan for roll out of Licensure Business Case
- Progress being made on all fronts for WG 1
- SRD review still in progress. Forms to be reviewed.
- Discussions ongoing with AERC
- EAK's for non-cadastral in Draft Form
- Monthly meetings occurring with the Task Force
- Survey Monkey issued late September to query members on One License model and associated items – Results have been analyzed and the full Task Force is meeting on November 26 to determine go-forward actions

## Other Comments

Ongoing monthly meetings underway

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
- Revising the “Surveying for Settlement” brochure
- 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.

## 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
- Met with Seneca College to discuss their survey courses
- Helping get COGS online Introduction to Surveying course up.

## Other Comments

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 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 has been launched and a meeting is being scheduled to work on further tuning it.

## Other Comments

A meeting is being planned to review the site and address some policy issues

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

Somewhat 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

Letters sent out to all municipalities on the important role surveyors play for municipalities and reminding them of the issues associated with distributing plans of survey.

ED prepared an article for the Municipal Monitor

## Other Comments

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

On Track

# Non-Statutory Committee - AGM Task Force

## Key Commitments/Expectations

Plan and operate the AGM

## Progress

- Regular meetings taking place
- Meeting Theme set
- Keynote Speaker confirmed
- All presenters booked
- Working on the Program
- Technology to be used for the meeting has been acquired
- Next meeting to take place December 1<sup>st</sup>

## Other Comments

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

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

On track



# 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 teleconference meetings are restarted and form regularity to the committee. One member along with the chair meet at 1043, observing the required policy.
- The next meeting, under the same format, will take place on December 2, 11:00am at 1043. Tom bunker provided over forty updates to the Yates Database. Gord travelled to Gravenhurst and presented Tom with a survey Chain in gratitude and on behalf of the Association.

## Other Comments

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

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

They met October 15<sup>th</sup>.

They had a special meeting on November 19<sup>th</sup> to discuss improving public protection and will be implementing a formal agreement which will provide better metrics and will raise the surcharge from 4% over 3 years to 5%.

## Other Comments

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

On Track