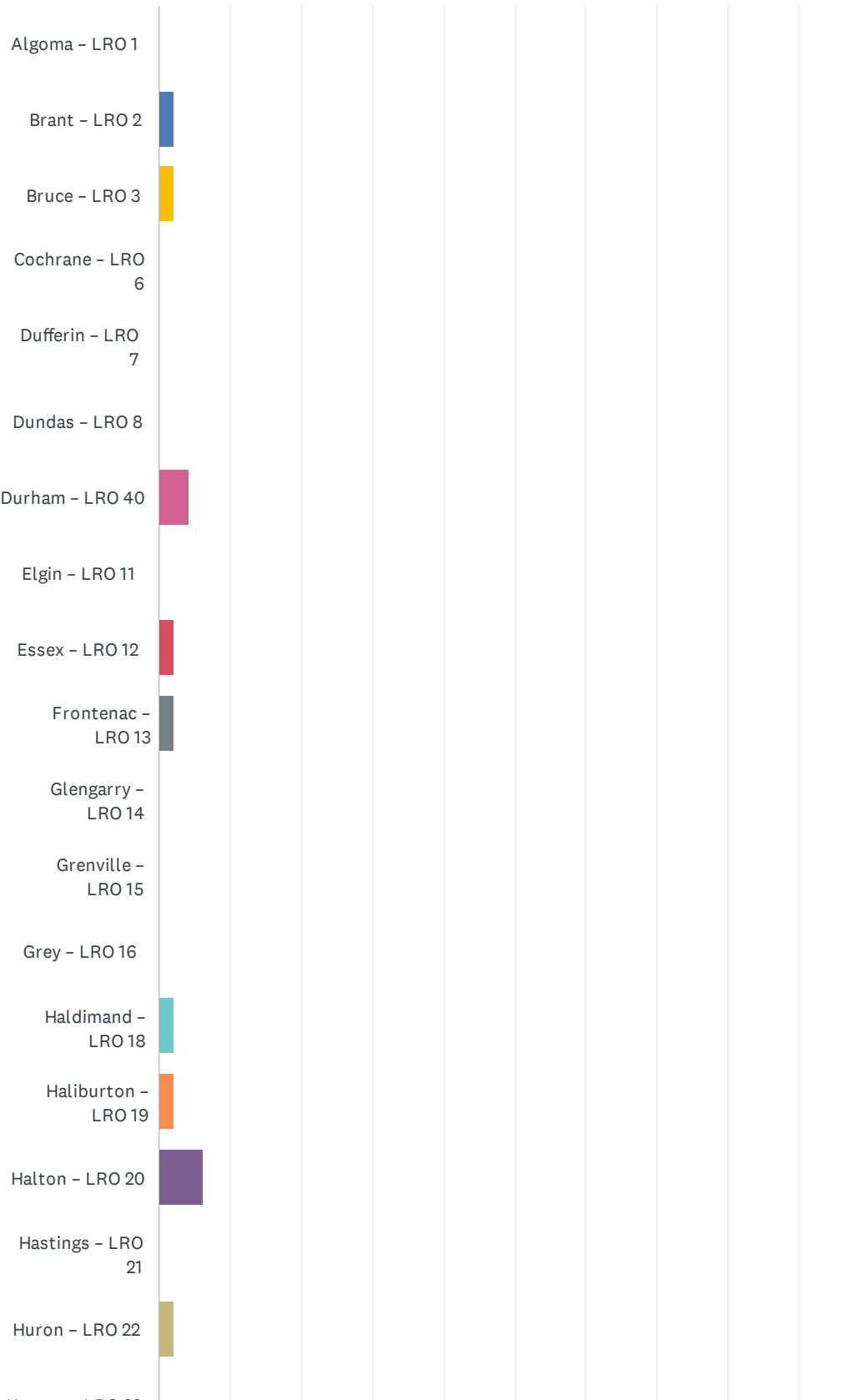
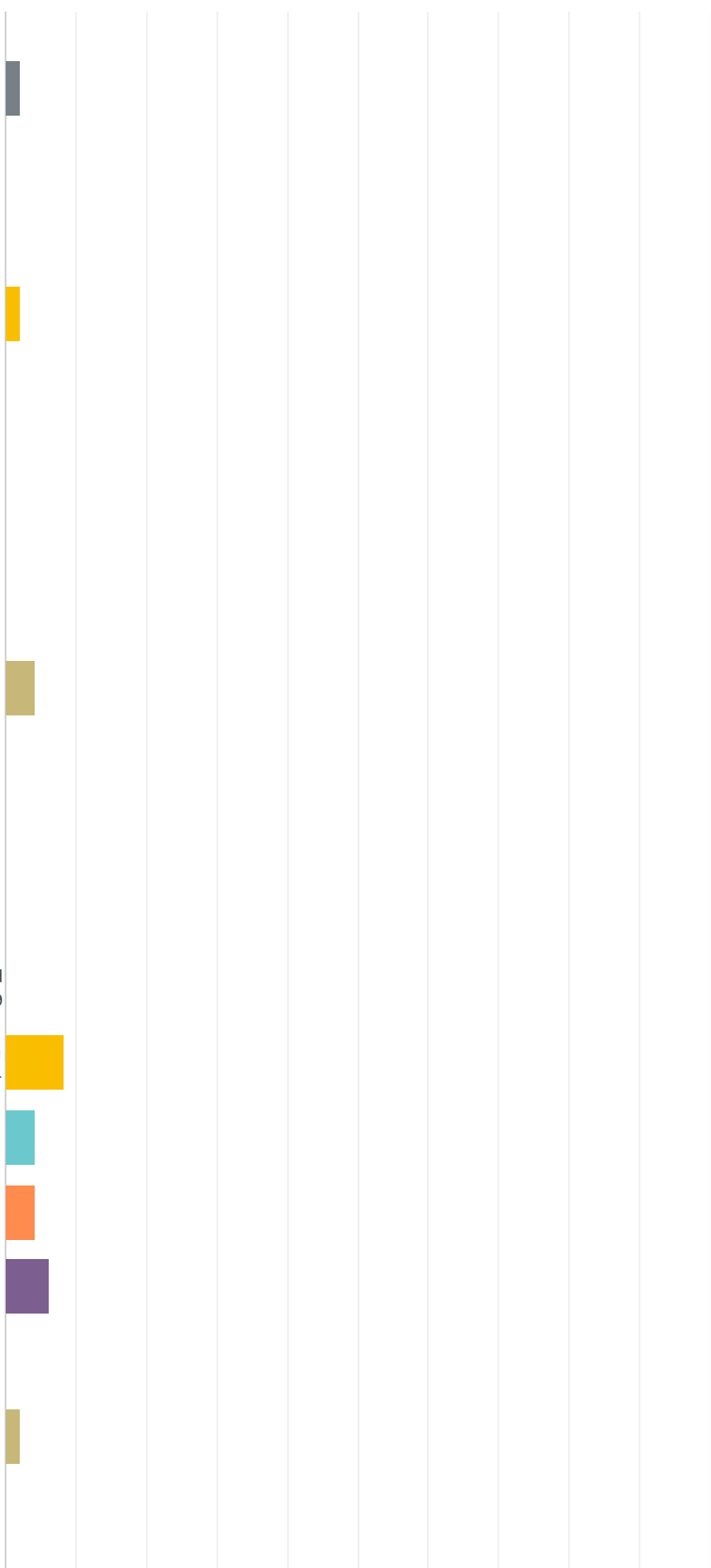


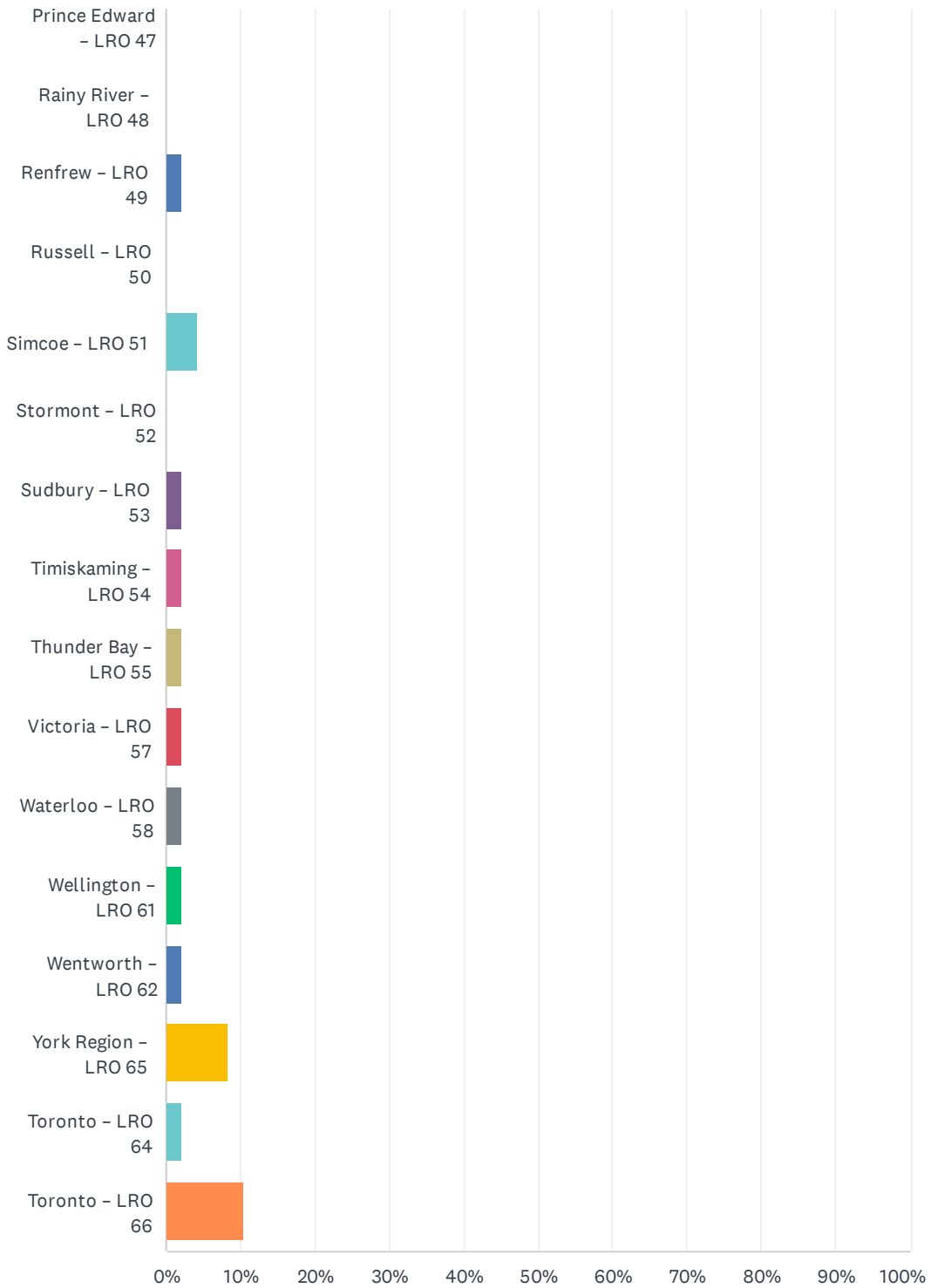
Q1 In which LROs do you practise? (Please check all that apply.)

Answered: 48 Skipped: 0



Kenora - LRO 23
Kent - LRO 24
Lambton - LRO 25
Lanark - LRO 27
Leeds - LRO 28
Lennox - LRO 29
Niagara - LRO 30 (North)
Niagara - LRO 59 (South)
Manitoulin - LRO 31
Middlesex - LRO 33
Muskoka - LRO 35
Nipissing - LRO 36
Norfolk - LRO 37
Northumberland - LRO 39
Ottawa-Carleton - LRO 4
Oxford - LRO 41
Parry Sound - LRO 42
Peel - LRO 43
Perth - LRO 44
Peterborough - LRO 45
Prescott - LRO 46



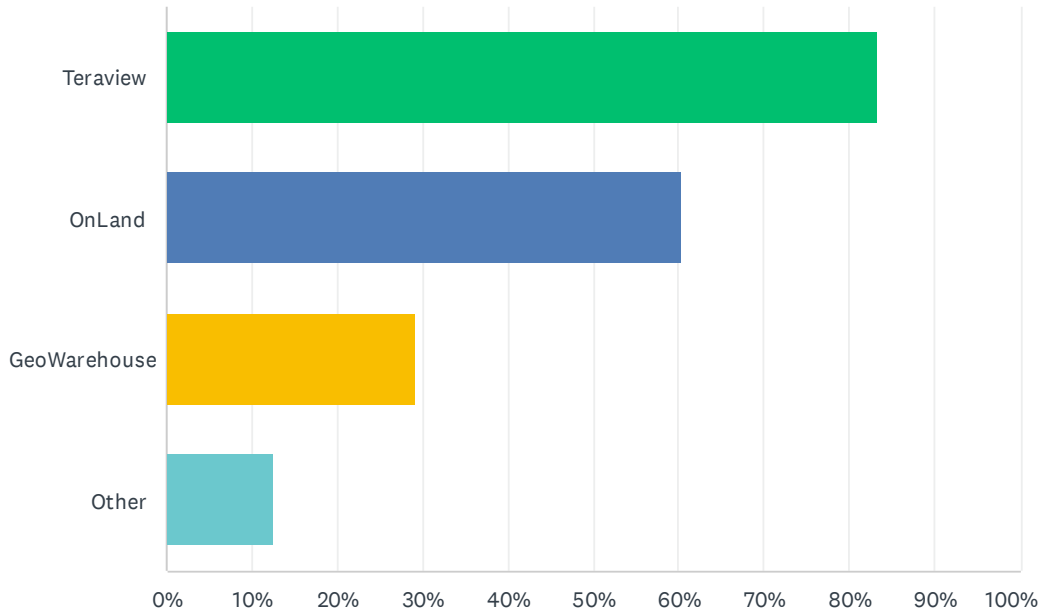


ANSWER CHOICES	RESPONSES	
Algoma – LRO 1	0.00%	0
Brant – LRO 2	2.08%	1
Bruce – LRO 3	2.08%	1
Cochrane – LRO 6	0.00%	0
Dufferin – LRO 7	0.00%	0
Dundas – LRO 8	0.00%	0
Durham – LRO 40	4.17%	2
Elgin – LRO 11	0.00%	0
Essex – LRO 12	2.08%	1
Frontenac – LRO 13	2.08%	1
Glengarry – LRO 14	0.00%	0
Grenville – LRO 15	0.00%	0
Grey – LRO 16	0.00%	0
Haldimand – LRO 18	2.08%	1
Haliburton – LRO 19	2.08%	1
Halton – LRO 20	6.25%	3
Hastings – LRO 21	0.00%	0
Huron – LRO 22	2.08%	1
Kenora – LRO 23	0.00%	0
Kent – LRO 24	2.08%	1
Lambton – LRO 25	0.00%	0
Lanark – LRO 27	0.00%	0
Leeds – LRO 28	2.08%	1
Lennox – LRO 29	0.00%	0
Niagara – LRO 30 (North)	0.00%	0
Niagara – LRO 59 (South)	0.00%	0
Manitoulin – LRO 31	0.00%	0
Middlesex – LRO 33	4.17%	2
Muskoka – LRO 35	0.00%	0
Nipissing – LRO 36	0.00%	0
Norfolk – LRO 37	0.00%	0
Northumberland – LRO 39	0.00%	0

Ottawa-Carleton – LRO 4	8.33%	4
Oxford – LRO 41	4.17%	2
Parry Sound – LRO 42	4.17%	2
Peel – LRO 43	6.25%	3
Perth – LRO 44	0.00%	0
Peterborough – LRO 45	2.08%	1
Prescott – LRO 46	0.00%	0
Prince Edward – LRO 47	0.00%	0
Rainy River – LRO 48	0.00%	0
Renfrew – LRO 49	2.08%	1
Russell – LRO 50	0.00%	0
Simcoe – LRO 51	4.17%	2
Stormont – LRO 52	0.00%	0
Sudbury – LRO 53	2.08%	1
Timiskaming – LRO 54	2.08%	1
Thunder Bay – LRO 55	2.08%	1
Victoria – LRO 57	2.08%	1
Waterloo – LRO 58	2.08%	1
Wellington – LRO 61	2.08%	1
Wentworth – LRO 62	2.08%	1
York Region – LRO 65	8.33%	4
Toronto – LRO 64	2.08%	1
Toronto – LRO 66	10.42%	5
TOTAL		48

Q2 What application do you usually use to search land records? (Please check all that apply.)

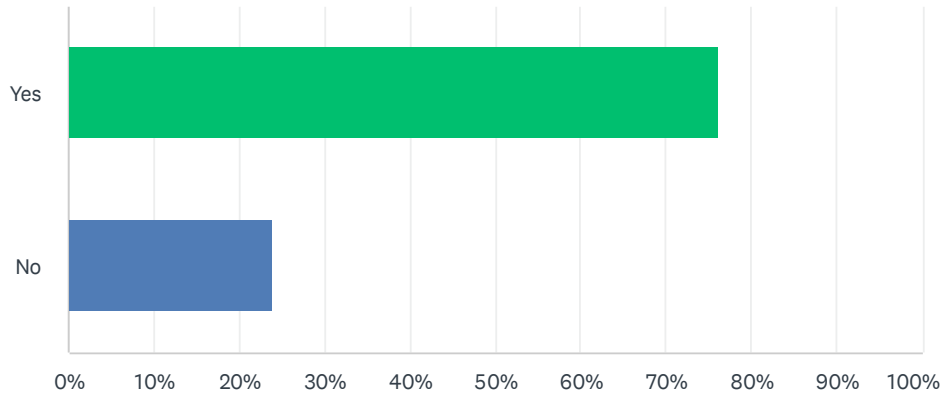
Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES	
Teraview	83.33%	40
OnLand	60.42%	29
GeoWarehouse	29.17%	14
Other	12.50%	6
Total Respondents: 48		

Q3 Are you able to obtain all the land registration services you need from a land registry office?

Answered: 46 Skipped: 2

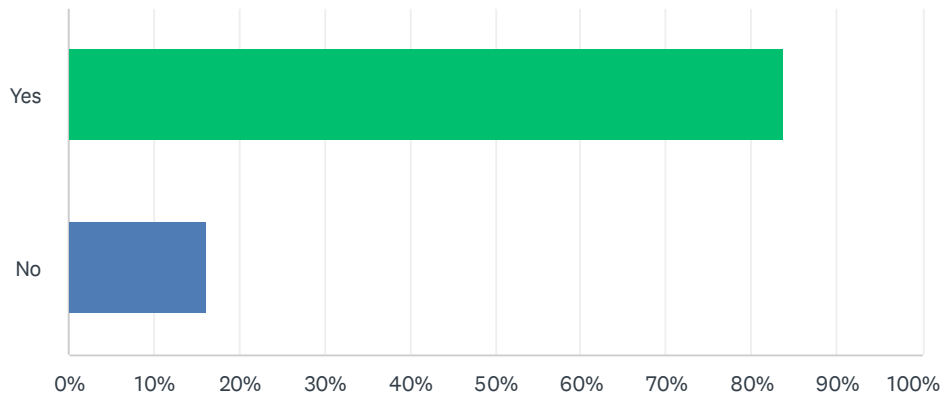


ANSWER CHOICES	RESPONSES	
Yes	76.09%	35
No	23.91%	11
TOTAL		46

#	COMMENTS:	DATE
1	Requests for changes to fix mistakes within the system are ridiculously slow even when a simple fix has been proposed. Never get to speak to the "operations specialist" that is making the call.	11/25/2022 11:26 AM
2	I work almost entirely digitally now	11/23/2022 4:01 PM
3	can't access MTO Pplans	11/21/2022 3:16 PM
4	Occasionally need to have older documents loaded that may include sketches attached.	11/21/2022 2:54 PM
5	Sometimes MTO plans and or plans attached to documents are not available.	11/21/2022 1:28 PM
6	sometimes need onland to supplement. sometimes documents are "lost"	11/19/2022 4:47 PM
7	No comment.	11/18/2022 5:10 PM
8	but not the way I like or want	11/18/2022 12:55 PM
9	OnLand works very well!	11/18/2022 12:41 PM
10	REFERENCE PLANS AND OTHER REGISTERED/DEPOSITED PLANS ARE NOT ALWAYS IN TEH CORRECT GEOGRAPHIC LOACATION	11/18/2022 12:32 PM
11	Rarely may need to go to OnLand to review the abstract books.	11/18/2022 12:16 PM
12	but difficult to go in to the old abstract books	11/18/2022 12:06 PM
13	Sometimes, there are Highway or Hydro plans that are registered, but are hard to find, especially when a highway plan covers a VERY long PIN.	11/18/2022 12:04 PM

Q4 Are any improvements to the land registration system required?

Answered: 43 Skipped: 5



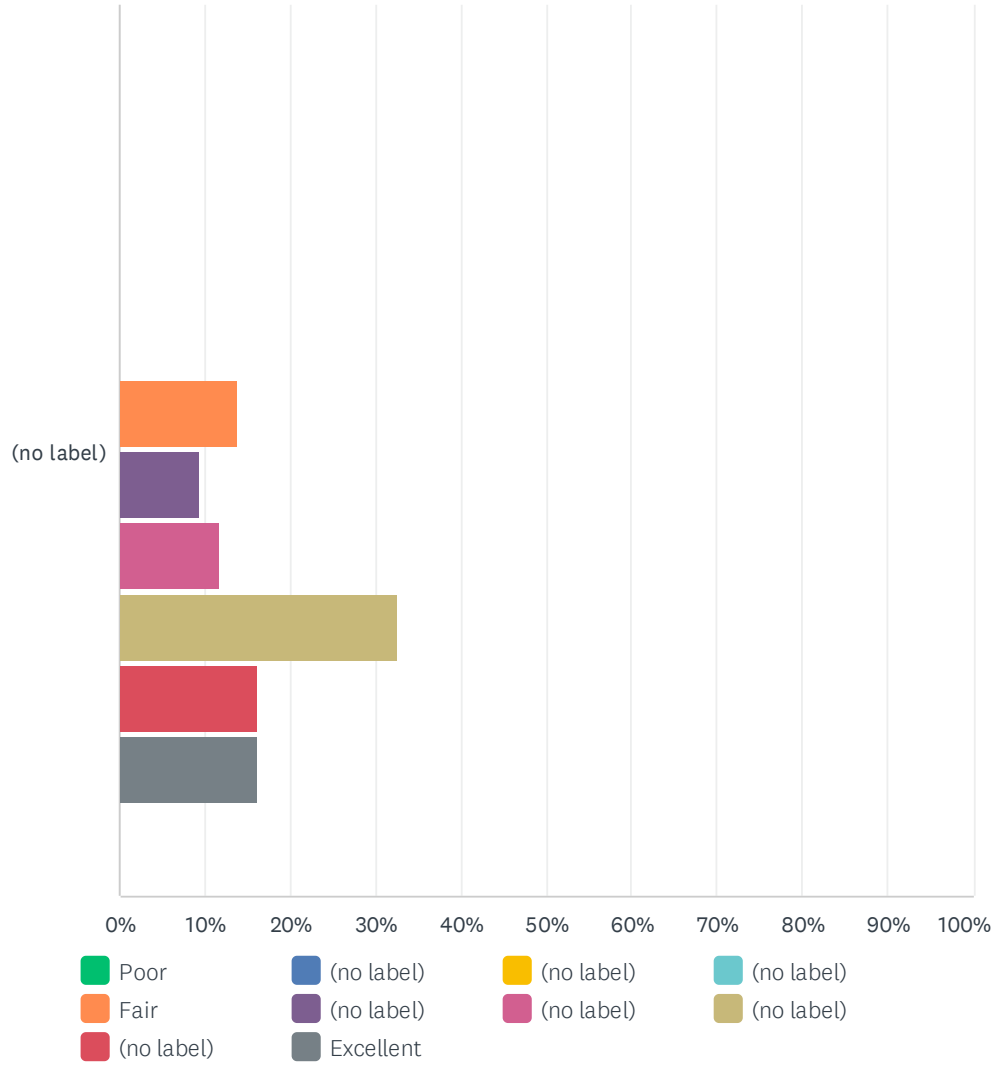
ANSWER CHOICES	RESPONSES
Yes	83.72% 36
No	16.28% 7
TOTAL	43

#	IF YES, PLEASE PROVIDE SUGGESTIONS:	DATE
1	LRO and Teranet need to accept responsibility for mistakes. Plan checkers need to be audited to see if they are returning reviews in a timely manner: some are consistently fast and other almost always hit the end of the 10 day review window.	11/25/2022 11:27 AM
2	Preview all plans available in the system. Eliminate blank lines in parcel register listings to eliminate unnecessary charges to the public. Provide the last instrument number registered against a PIN.	11/24/2022 9:15 AM
3	mapping and location of R-plans not correct in many locations	11/23/2022 4:04 PM
4	Better opportunity to correct records (block Maps, PINs, etc)	11/23/2022 4:02 PM
5	Better quality scan of abstract books.	11/23/2022 9:17 AM
6	have teranet be consistent with naming conventions	11/21/2022 3:17 PM
7	Block Maps are not a good representation of underlying information	11/21/2022 2:55 PM
8	faster turn-around on pre-approvals, pin creation, certification	11/21/2022 1:37 PM
9	Registry Plans should be able to be eDeposited. And LRO staff who review plans should be allowed to do PIN corrections, not have to rely on ONLand Requests to make PIN corrections for plans under review.	11/21/2022 1:29 PM
10	Improvements are due not to the system itself, but to the way data is presented by Teranet	11/21/2022 1:23 PM
11	Eplan registration we have to plug in the same personal and company info in every time - an account should be connected to our login so this is not needed	11/21/2022 10:12 AM
12	register expropriation plan, condos, subdivisions	11/19/2022 4:48 PM
13	Unlimited access	11/19/2022 7:17 AM
14	Better indexing and availability of Abstracts on OnLand	11/18/2022 3:24 PM

15	The deposited plan scans we receive back from the RO after registration is sometimes a horrible scan. We've inquired about this, but they say it is not their scanner. It clearly is, we've been scanning our plans (thousands) and are aware of bad quality scans. They have to adjust their scan settings or get their machines cleaned regularly. This is imperative to preserve the digital copies for future use. A bad scan is useless to all parties moving forward. Also, When adding Rplan numbers to block maps it would be helpful to have them correctly located. 75-100% of the time the noted Rplan number is nowhere near your site. This gets very frustrating and costly. If everything is now georeferenced, why isn't it located properly?	11/18/2022 1:38 PM
16	When we discover an obvious administration error there is reluctance by the RO to be proactive and fix it themselves without some type of formal submission.	11/18/2022 1:07 PM
17	Preview of Plans prior to purchase.	11/18/2022 1:00 PM
18	recognize OICs and associated plans	11/18/2022 12:46 PM
19	pin corrections	11/18/2022 12:42 PM
20	None that I can think of.	11/18/2022 12:41 PM
21	Eliminate mylar. Do everything electronically	11/18/2022 12:33 PM
22	CORRECT AND MORE EASILY DISCERNED IMAGERY OF REGISTERED/DEPOSITED DOCUMENTS	11/18/2022 12:33 PM
23	better communication, faster timing for plan checking and better accessibility for old instruments	11/18/2022 12:20 PM
24	I know that this is being worked on, but plans deposited in the Registry system and Crown Plans will be useful	11/18/2022 12:19 PM
25	hoping that "other" Plans can be deposited by eReg	11/18/2022 12:17 PM
26	No major issues. The old style block maps were better than what we have now, but I understand it would take a lot of effort to prepare and keep them up to date.	11/18/2022 12:17 PM
27	The documents and abstracts in OnLand, rather than just a scan and pdf of the microfilm, should be digitized and made searchable. It is very difficult and time consuming to have to manually go through each abstract looking for the correct pages to use and then the quality of the scans and pdf's is often of a very poor quality and therefore tough to read and search	11/18/2022 12:16 PM
28	Clearer cleaner images of records - combine Inst and Inst 61 statements into one download file or add the Inst No. to the Inst 61 download filename	11/18/2022 12:12 PM
29	Parcel Map should place the text of underlying Reference Plans at a location that is related to the actual location of the plan on the Parcel Map, specifically for road Pins which have multiple plans)	11/18/2022 12:12 PM
30	make the Registrar or Service Ontario reps more accessible to answer questions or address issues	11/18/2022 12:06 PM
31	Images, include other indexes for searching (like, MTO P plan numbers).	11/18/2022 12:05 PM

Q5 On a scale of 1 to 10, how would you rate the plan preapproval by email service?

Answered: 43 Skipped: 5



	POOR	(NO LABEL)	(NO LABEL)	(NO LABEL)	FAIR	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	EXCELLENT	TOTAL
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	13.95% 6	9.30% 4	11.63% 5	32.56% 14	16.28% 7	16.28% 7	43

Q6 What improvements could be made to this service?

Answered: 31 Skipped: 17

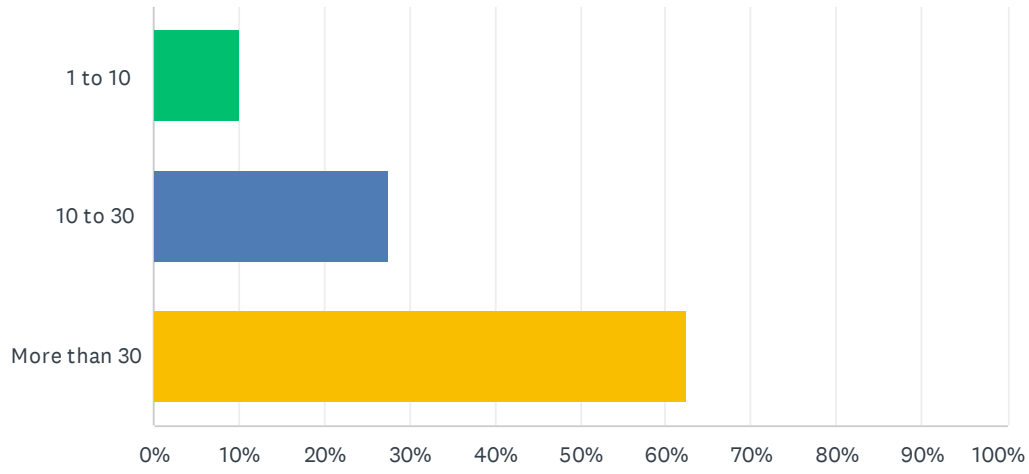
#	RESPONSES	DATE
1	See previous comment regarding plan checkers that are notoriously slow.	11/25/2022 11:28 AM
2	time in reply	11/23/2022 4:04 PM
3	As above - more opportunity for dialogue - without needing to bring in the Regional Surveyor	11/23/2022 4:03 PM
4	not much, the odd submission gets missed but not often.	11/23/2022 9:18 AM
5	Appendix D should have LRO address where Plan should be mailed for hard copies submission.	11/22/2022 1:13 PM
6	more qualified staff for complex plans	11/21/2022 3:17 PM
7	I've been quite happy with the level of service, although I do identify the need for more staff required at the upper echelons of complexity, for checking large strata reference plans and complicated condo plans.	11/21/2022 2:56 PM
8	Faster	11/21/2022 1:37 PM
9	You should have a dashboard showing your plans etc that have been submitted etc. and show which stage the plans are in the process.	11/21/2022 1:30 PM
10	Possible improvements are interface-related and not that important. Overall, that is a great experience!	11/21/2022 1:24 PM
11	If the plan is assigned to someone who goes away it sits on their board and does not get looked at till they get back and no one is notified of this ... these files should be reassigned and kept in the order it was submitted to not cause delays	11/21/2022 10:14 AM
12	Some indication that the plan was actually checked.	11/20/2022 9:52 AM
13	queing method needs work. plans submitted same day can take between 1 and 15 days to approve. very much reviewer dependant. it shouldn't be.	11/19/2022 4:50 PM
14	None.	11/18/2022 5:11 PM
15	Faster turn around time.	11/18/2022 3:24 PM
16	The checking is inconsistent between checkers. Also, the timing is all over the place, some come back promptly, and others are taking way over the 10 days.	11/18/2022 2:58 PM
17	N/A	11/18/2022 1:40 PM
18	Conflicting comments received in regards to schedule formatting, have received comments to remove area or name of last transferee from schedule even though O. Reg. 43/96 specifically permits this information (Section 20(3))	11/18/2022 1:39 PM
19	Need a less time consuming method to report errors within the ROs control	11/18/2022 1:09 PM
20	None.	11/18/2022 1:00 PM
21	faster and more qualified, trained people	11/18/2022 12:43 PM
22	Can't think of any.	11/18/2022 12:42 PM
23	LOCAL STAFF BE MADE AVAILABLE	11/18/2022 12:34 PM
24	I have two issues with the service. Occasionally, the plan gets assigned to an examiner who is off or on holidays therefore the plan sits waiting for their return. Secondly, there are often inconsistencies with the quality of the review where some do a deep dive and a very in-depth review and some examiners - not so much. This hasn't been as big of an issue as in previous years but still exists where each examiner has their own pet issues and how they want things	11/18/2022 12:33 PM

illustrated or items they want shown or not shown. The above are not really end of the world issues but more of an annoyance

25	faster timing and better communication (sometimes hard to get a response and sometimes no response)	11/18/2022 12:21 PM
26	Nothing. It's perfect! Well done to all!	11/18/2022 12:20 PM
27	none I can think of.	11/18/2022 12:18 PM
28	It's not clear to me what needs to be included in "supporting documentation" when submitting an appendix. Does that space need to be filled out at all?	11/18/2022 12:18 PM
29	Large variation in response times and completion of approvals.	11/18/2022 12:13 PM
30	Add more plan types	11/18/2022 12:12 PM
31	system is very good, but occasionally the 10 day period goes by and we have to send a reminder	11/18/2022 12:08 PM

Q7 Approximately how many plans do you file per year in an LRO?

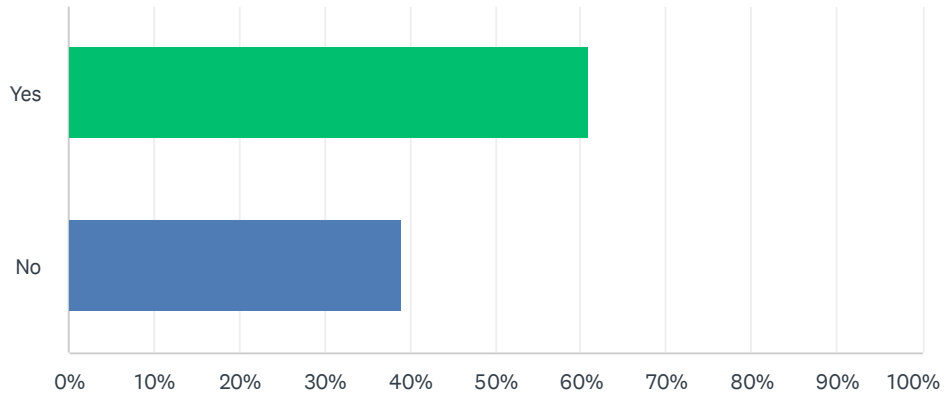
Answered: 40 Skipped: 8



ANSWER CHOICES	RESPONSES
1 to 10	10.00% 4
10 to 30	27.50% 11
More than 30	62.50% 25
TOTAL	40

Q8 Do you currently use electronic registration (ePlans) for filing reference plans?

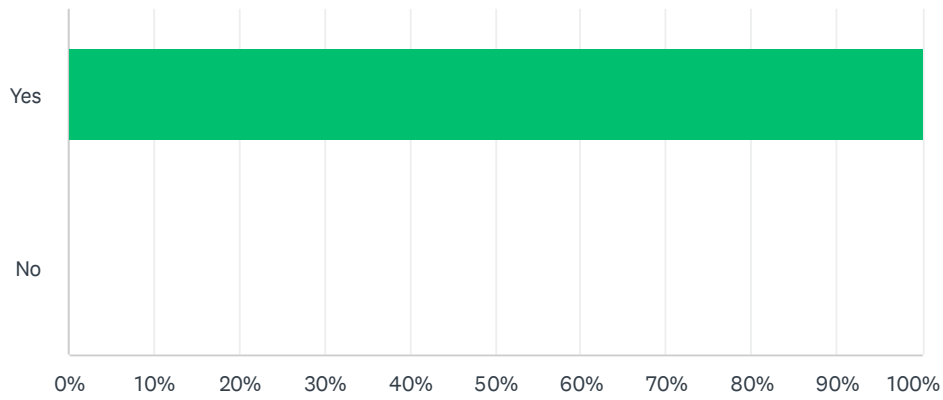
Answered: 41 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	60.98%	25
No	39.02%	16
TOTAL		41

Q9 Would you recommend ePlans to other land surveyors?

Answered: 26 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	100.00%	26
No	0.00%	0
TOTAL		26

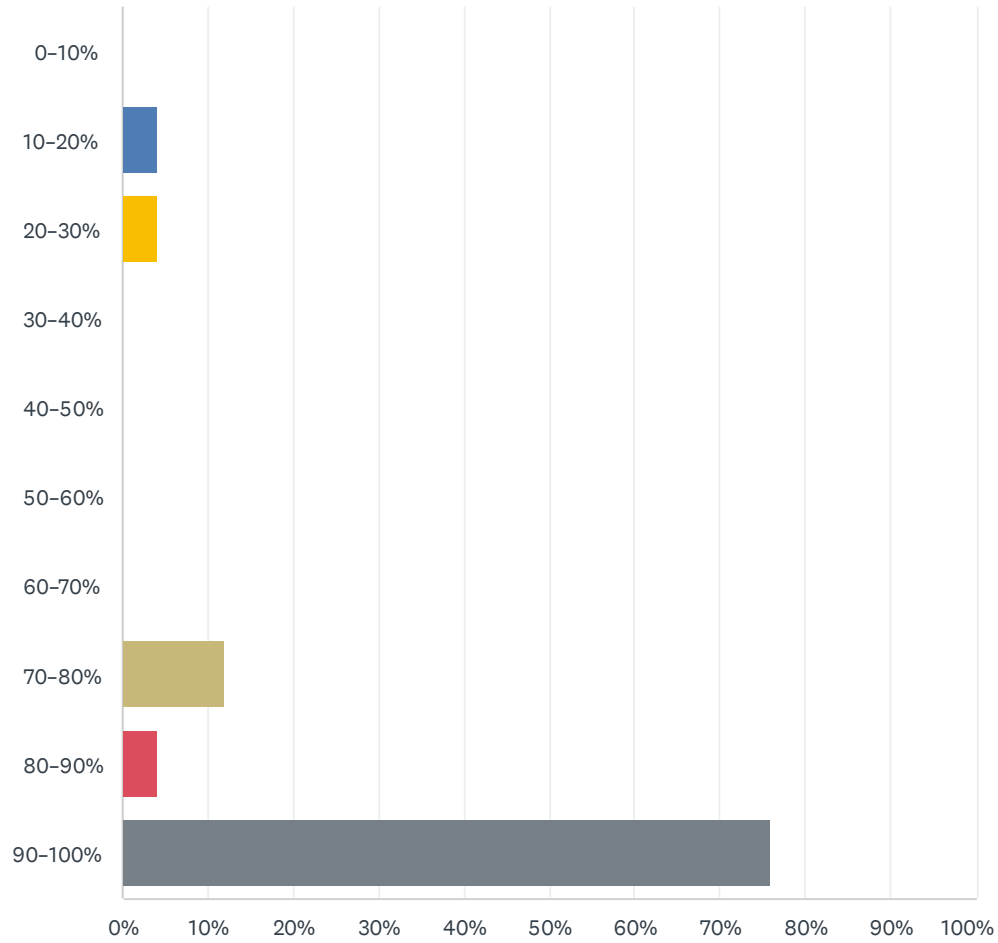
Q10 Why would you recommend ePlans? OR why would you not recommend?

Answered: 22 Skipped: 26

#	RESPONSES	DATE
1	Once the pre-approval is done there is no need for mylar and paper, no purolator fees, much less waiting for the deposited plan and it comes back in .pdf format so no need to scan and it's a top quality version, as compared to some dubious scans I received under the previous system	11/23/2022 4:06 PM
2	I would recommend it for the convenience since many local offices do not receive plans.	11/23/2022 9:19 AM
3	ease of use, and simplifying the submission process.	11/21/2022 2:57 PM
4	Easier, saves time and money.	11/21/2022 1:31 PM
5	ePlans checking and deposit is a straightforward and relatively interface-friendly experience	11/21/2022 1:25 PM
6	Dont have to leave the office when submitting plan - allows you to cover more areas since you do not physically need to go into the RO office now	11/21/2022 10:15 AM
7	convenience	11/21/2022 9:52 AM
8	saves time.	11/19/2022 4:51 PM
9	Fast and efficient	11/19/2022 7:18 AM
10	Quick, easy, cheaper, less paper	11/18/2022 6:04 PM
11	Everything is done electronic, and you don't need to issue a cheque. The quality of the plans are not diminished through scanning.	11/18/2022 3:25 PM
12	The process is pretty efficient, and it does reduce the need of Mylar and paper.	11/18/2022 3:00 PM
13	Convenience, saves time and trips to the LRO	11/18/2022 1:40 PM
14	No need to attend LRO. Faster deposit of plans.	11/18/2022 1:01 PM
15	Do not get the " come back after lunch " answer when depositing	11/18/2022 12:59 PM
16	It's easy to use and it's really convenient if you are working in an LRO away from your office as it saves all the running around having staff deliver it or with couriers. Also, it's great that you can submit the plan for deposit just about 24/7 rather than having to wait until the office is open to submit it.	11/18/2022 12:40 PM
17	Recommend because it minimizes dealing with hardware such as printers, mylar, etc	11/18/2022 12:36 PM
18	eReg is so efficient when comparing with manual deposits, especially as in my situation of working in so many ROs. Being able to work from home and deposit plans in the RO is a dream come true	11/18/2022 12:22 PM
19	It's fast. Straight forward. Very efficient. It is hands down, the best thing the RO has ever done!	11/18/2022 12:21 PM
20	A much quicker process overall. Everything is digital, no plotting of paper plans is required.	11/18/2022 12:20 PM
21	Much simpler and faster process than preparing prints and delivering our courier to LRO. No opportunity for lost packages. Ability to submit electronic file even if not available to be in the office.	11/18/2022 12:15 PM
22	Its GREAT! mildly cumbersome to set it up; but well worth it. also some learning curve but overall it is not too bad	11/18/2022 12:08 PM

Q11 Approximately what percentage of reference plans do you submit as ePlans?

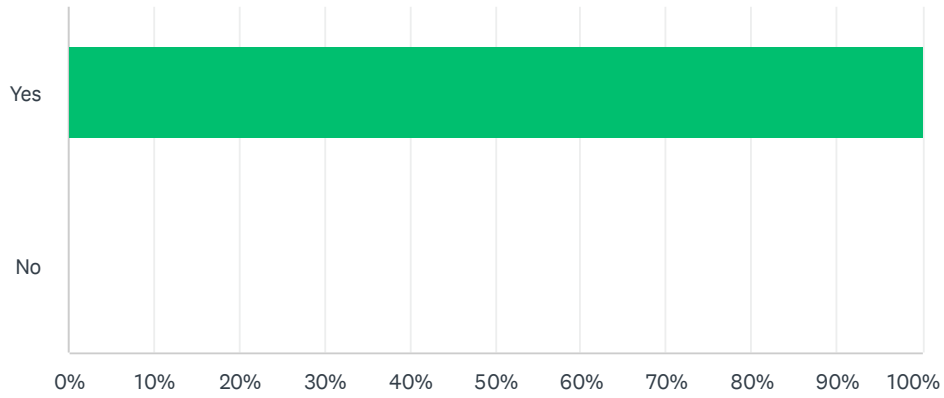
Answered: 25 Skipped: 23



ANSWER CHOICES	RESPONSES	
0–10%	0.00%	0
10–20%	4.00%	1
20–30%	4.00%	1
30–40%	0.00%	0
40–50%	0.00%	0
50–60%	0.00%	0
60–70%	0.00%	0
70–80%	12.00%	3
80–90%	4.00%	1
90–100%	76.00%	19
TOTAL		25

Q12 If ePlans became available for registered plans, would you submit ePlans for registration?

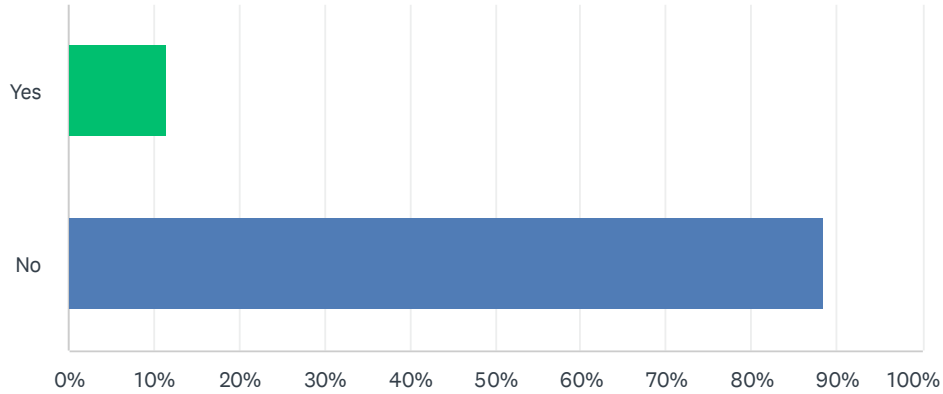
Answered: 26 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	100.00%	26
No	0.00%	0
TOTAL		26

Q13 Have you had significant problems adapting to electronic registration?

Answered: 26 Skipped: 22

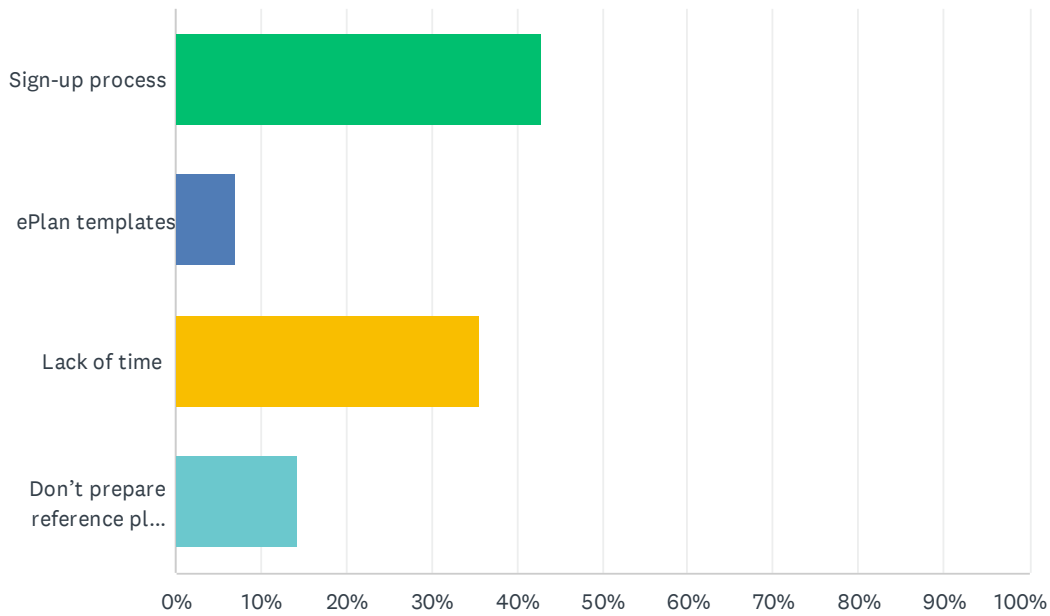


ANSWER CHOICES	RESPONSES
Yes	11.54% 3
No	88.46% 23
TOTAL	26

#	IF YES, WHAT ARE THE PROBLEMS YOU HAVE FOUND?	DATE
1	The whole process is daunting to start, but we had several of our younger OLSs trained and they then mentored us old guys	11/23/2022 4:07 PM
2	We can't do Crown Land Plans so we are stuck in two systems	11/18/2022 12:49 PM
3	At my age ---all change is difficult---but with a good deal of patience by Wanda I have become proficient	11/18/2022 12:24 PM

Q14 What is the biggest reason you have not used the ePlans service?

Answered: 14 Skipped: 34

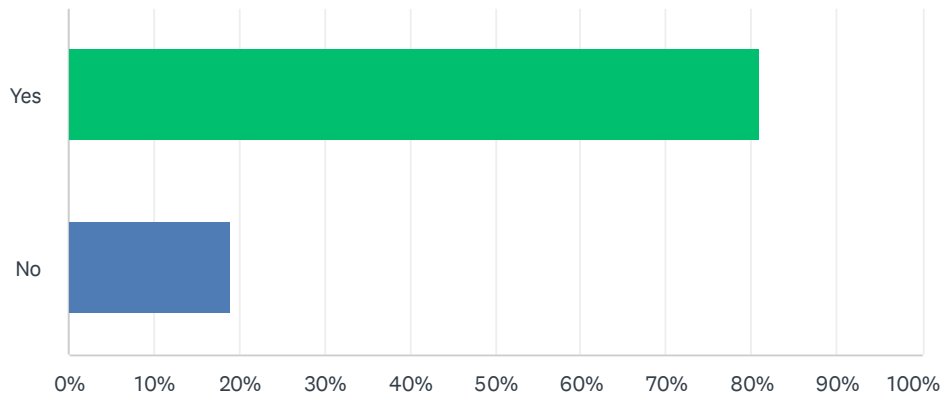


ANSWER CHOICES	RESPONSES
Sign-up process	42.86% 6
ePlan templates	7.14% 1
Lack of time	35.71% 5
Don't prepare reference plans often	14.29% 2
TOTAL	14

#	OTHER REASONS (TELL US YOUR REASON):	DATE
1	never tried after a 2 year absence from private practice, not sure of how to do it	11/18/2022 2:02 PM
2	all of the above	11/18/2022 12:44 PM
3	DON'T USE SOMETHING NOT NEEDED	11/18/2022 12:37 PM

Q15 Do you currently prepare hardcopy plans for registration?

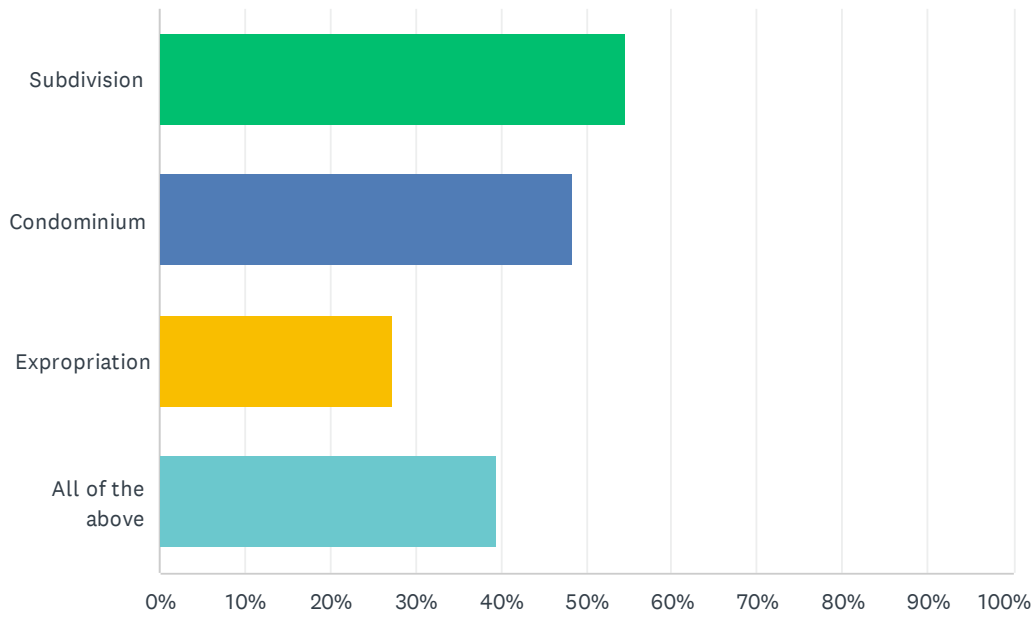
Answered: 42 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	80.95%	34
No	19.05%	8
TOTAL		42

Q16 What types of registered plans do you prepare?

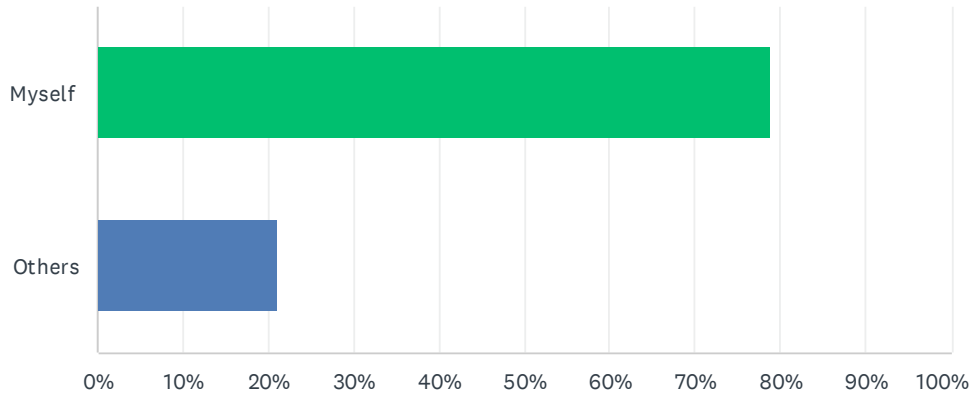
Answered: 33 Skipped: 15



ANSWER CHOICES	RESPONSES
Subdivision	54.55% 18
Condominium	48.48% 16
Expropriation	27.27% 9
All of the above	39.39% 13
Total Respondents: 33	

Q17 Do you submit the approved/signed plans to a registry office for registration or is plan registration performed by others?

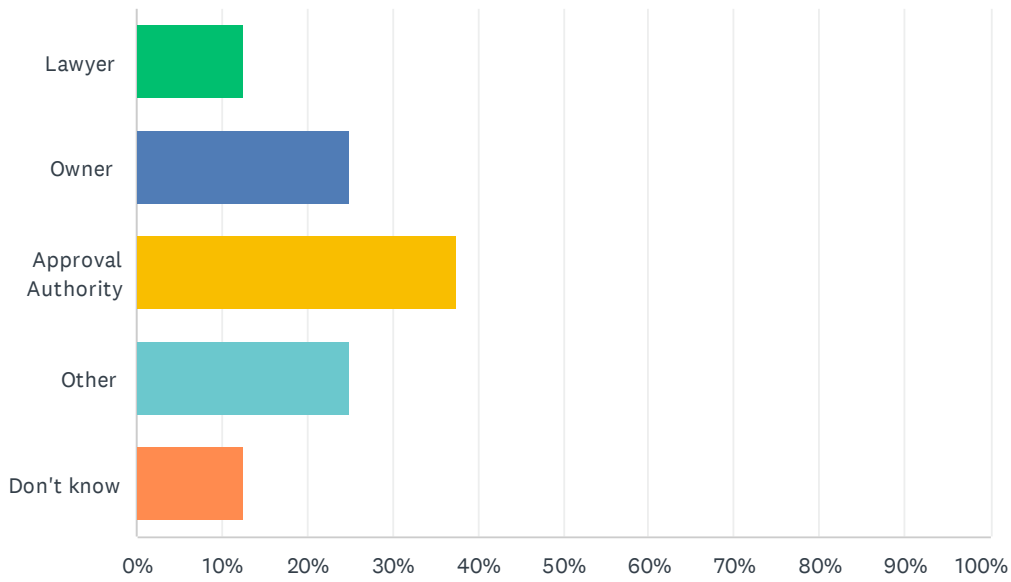
Answered: 33 Skipped: 15



ANSWER CHOICES	RESPONSES	
Myself	78.79%	26
Others	21.21%	7
TOTAL		33

Q18 Who registers these plans? (Check all that apply.)

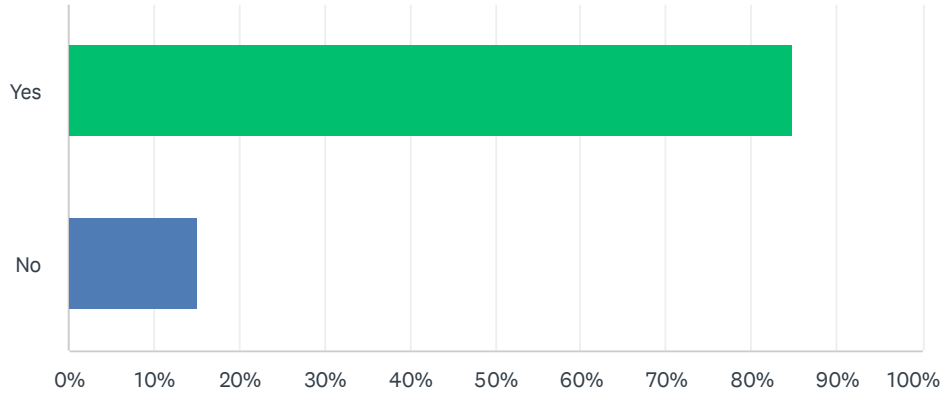
Answered: 8 Skipped: 40



ANSWER CHOICES	RESPONSES	
Lawyer	12.50%	1
Owner	25.00%	2
Approval Authority	37.50%	3
Other	25.00%	2
Don't know	12.50%	1
Total Respondents: 8		

Q19 If ePlans became available for plan registration, do you think you would use this service?

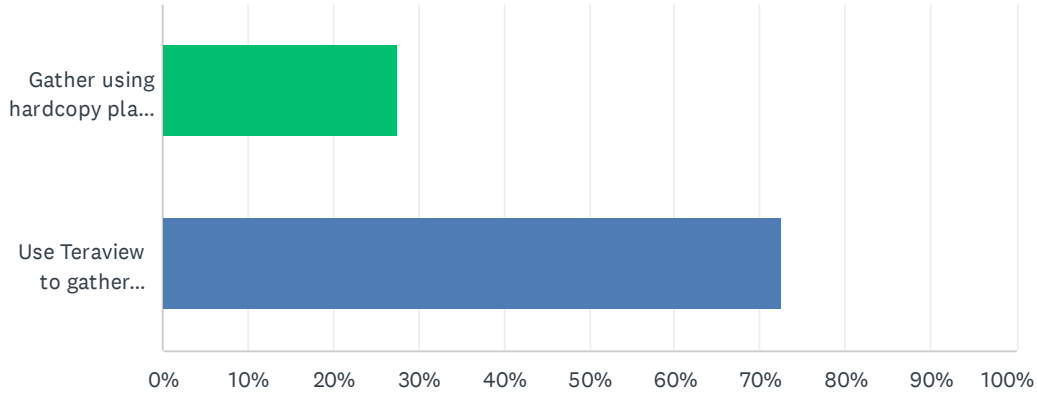
Answered: 33 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	84.85%	28
No	15.15%	5
TOTAL		33

Q20 Would you prefer to gather approval signatures on a hard copy version of the ePlan or use Teraview to gather approval signatures prior to submitting the approved ePlan for registration?

Answered: 29 Skipped: 19



ANSWER CHOICES	RESPONSES	
Gather using hardcopy plan circulation	27.59%	8
Use Teraview to gather approval signatures	72.41%	21
TOTAL		29

Q21 Please use this space to provide feedback about land registration services.

Answered: 17 Skipped: 31

#	RESPONSES	DATE
1	"Operations Specialists" should be directly contacting surveyors once a plan or LRO issue has been elevated to them instead of going through the original contact that has no idea what's going on.	11/25/2022 11:30 AM
2	Glad to see we are heading in this direction	11/23/2022 4:10 PM
3	availability of e reg for parcels with no PIN would be beneficial similar to Crown Lands which is now available.	11/23/2022 9:24 AM
4	Let's make available ePlans for registration of M Plans and Condo Plans. Long overdue. Thank you for working on this topic.	11/22/2022 1:17 PM
5	The acquisition of hard copy signatures is a very time consuming process and becomes a point of anxiety during the registration process. Some of our clients have grown accustomed to DocuSign throughout the pandemic, and no longer see the benefit of wet ink signatures on plans and documents anymore...	11/21/2022 3:03 PM
6	What I find deeply troubling is the way Teranet's block map interface presents plans registered on parcel titles, and the ever-shrinking spatial radius of PIN, etc. data which is being displayed, especially when working in highly urbanized lands. What used to be fun before has now become a difficult experience with a low predictability degree, mostly due to the fact that Teranet is a for-profit company.	11/21/2022 1:31 PM
7	Eregistration of plans needs to become more efficient - normally am filling in the exact same information everytime related to myself/company which is a waste of time. If each login has this information noted it could be linked to each submission instead of filling it in everytime	11/21/2022 10:17 AM
8	Wanda is great help when there are problems. plan review needs improvement. timing for approvals is inconsistent.	11/19/2022 4:53 PM
9	No feedback for now.	11/18/2022 5:12 PM
10	We need a way to electronically sign the plans. Similar to how the LRO has their box in the top right corner. We should be able to stamp our signatures in a similar way. This could be applicable for Registered Plans, where the parties through their lawyer can sign and so can the municipalities.	11/18/2022 3:27 PM
11	When getting PIN MAPS of large areas (100 acres) and several lots prev, severed, maps do not show PIN No on small lots or surveys. Need to buy new maps at full price	11/18/2022 1:03 PM
12	plan checking is still a problem, especially for condominiums and registered plans	11/18/2022 12:47 PM
13	OLD REGISTERED DOCUMENTS FAIL TO HAVE CLEAR IMAGERY	11/18/2022 12:39 PM
14	In that I have deposited in excess of 150 R Plans by eReg I think it goes without saying that I and my firm are keen on this process. It saves so much time and money.	11/18/2022 12:30 PM
15	I said this previously, but I'll say it again. E-Plans and e-preapproval is the BEST thing the RO has ever done. A++!	11/18/2022 12:25 PM
16	What was meant by Question 18 - Not clear - land owner approval or planning authority approval? Question 1 was not properly setup - could only select 1 LRO even though the instructions said select all that apply	11/18/2022 12:15 PM
17	system is evolving and mostly is working well! this survey is faulty because i could not select multiple LROs at Q1. does not change my answers	11/18/2022 12:11 PM