

EXECUTIVE DIRECTOR'S REPORT
2016
Blain Martin, OLS, CLS, PMP, MBA

The Executive Director is the senior staff officer of the Association, responsible to the President and Council of the Association. In addition to formal roles as Secretary to Council and Treasurer of the Association, the Executive Director Implements decisions of Council, promotes the welfare and image of the Association, promotes liaison between all segments of the Association and other organizations, government bodies and the public and ensures the efficient day-to-day operation of the Association offices.

This report will cover the period from January 1st 2016 to December 31st 2016 under the general headings of Administration, Strategic Planning, Membership, Government Relations and Public Relations.

Administration

The Association's staff complement for 2016 included a total of 12 staff members (including 5 Ontario Land Surveyors). In addition, we have 2 Ontario Land Surveyors on contract to assist the Survey Review Department (SRD) with the Peer Review Program. This past July marked my 7th anniversary in the position of Executive Director. I have enjoyed the role immensely.

During 2016 there was one change to the staff compliment. Maryellen did not return from maternity leave and Joyce was hired as her replacement. Joyce has turned out to be a fabulous addition to the AOLS staff. The complete staff list is as follows:

<i>Blain Martin, OLS</i>	<i>Executive Director</i>
<i>Bill Buck, OLS</i>	<i>Registrar</i>
<i>Maureen Mountjoy, OLS</i>	<i>Deputy Registrar</i>
<i>Lena Kassabian</i>	<i>Office Manager</i>
<i>Julia Savitch</i>	<i>Program Manager</i>
<i>Penny Anderson</i>	<i>Member Services Coordinator and Webmaster</i>
<i>Joyce Tenefrancia</i>	<i>Administrative Officer</i>
<i>Vladimir Oppenheim</i>	<i>Bookkeeper / Accountant / Controller</i>
<i>Tim Hartley, OLS</i>	<i>Survey Review – Manager</i>
<i>Al Worobec, OLS</i>	<i>Survey Review – Field Survey Examiner</i>
<i>Sheila Lavina</i>	<i>Survey Review – Administration Officer</i>
<i>Herman Bernardo</i>	<i>Survey Review – Survey Review Department Examiner Assistant</i>

As I did in the past, I would like to provide background on each member of the staff and what their current responsibilities are.

Blain Martin has been **Executive Director** since July of 2009. Like Maureen (a classmate), Blain is a graduate of the first class ('76) of the Survey Science program at Erindale College, University of Toronto (UofT). Subsequent to this, he continued his education and received a Master of Engineering Degree from UofT and an MBA from the Queen's School of Business.

Blain's career straddles both the Cadastral and the Geographic Information Management sides of the Association, which brings a unique perspective to the Executive Director's position. He is striving to achieve his primary goal of the betterment of the profession by getting involved in projects that protect the public, enhance the perception of surveyors by the public, bring in new members, and develop a collaborative approach between existing members.

Blain subscribes to the African proverb that says, *"If you want to go fast, go alone; if you want to go far, go together!"* Blain believes a collaborative approach of *"going together"* is tremendously important for the betterment of the profession and our overall success will only be achieved by everyone working together.

During the course of the year Blain worked on two major projects that reflect his view on collaboration. The first project is the creation of the Historical Book, *"Great Lengths"*. This has turned out to be a fabulous endeavour which is widely supported by the profession. The other project entails working with other Executive Directors to manage the joint meeting in March of 2017. This meeting has been in the planning stages for two years and should be a fabulous endeavour.

This year my report is a little different in that I have asked each staff member to describe their responsibilities. I want to thank all staff for providing me the following content.

Bill Buck joined the AOLS as **Registrar** in August 2000. Bill is a graduate of the University of Toronto Civil Engineering (Survey Option) class of 1969. Along with being an Ontario Land Surveyor he is a Canada Lands Surveyor and a member of the Association of Professional Engineers of Ontario.

His principle duties include supporting the Academic and Experience Requirements Committee and the Complaints Committee by preparing their agendas and minutes and ensuring that all correspondence emanating from these committees is processed expeditiously.

During 2016 Bill supported the AERC with the processing of 59 academic evaluations and 31 articling applications as well as assisting with examinations, the annual lecture course, and presiding over the Convocation luncheon. He also prepared the agendas and minutes and processed the files for 10 Complaints Committee meetings and 10 new complaint files.

Bill also participated in two discipline hearings, dealt with several referrals from the Survey Review Department, provided administrative assistance to the Fees Mediation and Registration Committees, participated in the Professional Standards Steering Committee and responded to numerous inquiries from both members and the public. He also attends Council meetings, participates as an observer at CBEPS Board meetings, acts as liaison to the Office of the Fairness Commissioner and conducts Registrar's Investigations as required.

Maureen Mountjoy is a graduate of the first class ('76) of the Survey Science program at Erindale College, University of Toronto. In 1978, she was the second woman to become an Ontario Land Surveyor. She has been the **AOLS Deputy Registrar** and the **Editor of the Ontario Professional Surveyor** magazine since the fall of 2000.

She is also the Secretary and Chief Administrative Officer of the AOLS Educational Foundation and works closely with the Colleges and Universities whose students benefit from the awards generated from the Foundation. Maureen is a non-voting member of the Academic and Experience Requirements Committee (AERC), a member of the Public Awareness Committee (PAC), the Geomatics Recruitment and Liaison Committee (GRLC) and the University and College Students Liaison Committee (UCSLC). She attends many trade shows and career fairs to promote our profession and works closely with faculty and students in the Geomatics program at York University. She is the AOLS representative on the York University Geomatics Engineering/Geomatics Science Advisory Committee.

Last year, Maureen worked with John Negru from Richmond Green Secondary School (RGSS) to develop teacher and student resource material for the Specialist High Skills Major (SHSM) "Introduction to Surveying" course, which was first launched at RGSS. The goal of the GRLC is to promote this course province-wide. This year Maureen will be busy working with the SHSM lead at the York Region District School Board to present a hands-on workshop to technology teachers who have an interest in teaching the *Introduction to surveying* course at their schools.

Lena Kassabian has been with the AOLS since August 2005. As **Office Manager**, she ensures the AOLS office is running smoothly and the staff and members' expectations are met in a timely manner.

Lena is deeply involved with the AERC. She is responsible for processing evaluations and articling applications for students seeking their designation as an Ontario Land Surveyor. She meets with prospective candidates and engages them in the process in a positive fashion and ensures that all applicants receive the necessary materials. She takes great joy in helping local and foreign candidates achieve their goals.

Lena also scouts out locations for Annual General Meetings, Council Meetings, AERC events, the Geomatics Picnic and other meetings and seminars. She negotiates contracts for these events and organizes them.

Lena is also the key organizer of the Associations' Annual General Meeting.

Julia Savitch has been with the AOLS since July 2011 as **Program Manager**. She has a Bachelor of Business Administration from the Schulich School of Business and is currently very close to completing her MBA from the same school.

Her responsibilities include working with Continuing Education Committee to develop courses for our members and managing CPD; Website Committee; AGM Planning & Operating Committees, and all the commissions of the association. She also tracks the implementation of our annual Strategic Plan.

Julia is the editor of AOLS In Sight e-newsletter and the organizer of our monthly webinars. She also manages our social media presence on LinkedIn and Facebook.

Julia enjoys working with our great volunteers - committee and task force members, Regional Group Executives, Council, - as well as enabling communication and information sharing between various stakeholders of the AOLS.

Julia would like to encourage all the OLS members to participate in continuing education activities on a regular basis throughout their CPD cycles – and their careers, and to remember to submit their CPD activities as they go. She also welcomes suggestions from all members for newsletter, webinar and seminar content and encourages them to get involved in AOLS social media outlets.

Penny Anderson has been with the AOLS since June 2012 as the **Member Services Coordinator and Webmaster**. She is certified in Web Design and Development from Sheridan College and is currently working on her Information Systems Management Certification at Ryerson University.

Her role involves managing the Membership Database, Scheduling Membership Dues, and updating website content. Penny is the channel for Members' information changes, REACH Bulletin Distributions and assistance to Members on how to navigate the website and setting up membership accounts online.

Penny also provides support to the Executive Director in generating demographic reports and assists in taking the minutes of Council meetings.

Since joining AOLS, Penny has also pursued further education at Ryerson University to obtain a Certificate in Information Systems Management. If you decide to visit Penny at the office, you may also meet her forty pound, four-legged companion, Barkley, who occasionally resides under her desk. On some of their days-off, she and Barkley volunteer at the Humane Societies and SPCAs.

Joyce Tenefrancia is the Receptionist and Administrative Assistant. She joined AOLS on June 20, 2016. Joyce is your first point of contact with the association. She is the AOLS **Administrative Officer** at reception, answering the telephone, checking and responding to emails, opening the mail, and generally meeting and greeting those who come into the office.

She supports almost all the AOLS staff, and various committees, specifically the AERC and Complaints Committee. Daily, she acts as service conduit for a variety of stakeholders. The OLS membership and extended community is important to her.

If you don't know which staff member you should be contacting, contact Joyce and she will send you in the right direction!

Vladimir Oppenheim has been with the AOLS since 2010 as our Bookkeeper / Accountant / Controller. He is responsible for financial wellbeing; for all processes of recording accounting information, analyzing its components & producing monthly financial statements for a management. All these steps are vital for us not only in order to know our current financial performance, but also necessary for forecasting future activities and making them financially feasible.

Vladimir also does all Year end procedures including preparation of various tables, schedules & reports needed for auditors in preparation for annual Financial Statements. As we want to manage our funds wisely and gain interest on investments, we have a number of investment portfolios. Recording of accrual interest revenue is done by Vladimir based on quarterly financial reports and adjusted in annual financial statements.

Liability Insurance, although handled by Insurance broker is getting into our accounting system since we are contributing yearly to Claim Reserve Fund. We are also involved in the whole the process as we receive premiums paid by members prior to paying the portion to Insurance broker.

Other current operation handled by Vladimir include among others payroll, reconciliations with banks & government bodies & preparation of annual reports for Revenue Canada.

Tim Hartley joined the Association Offices as the **Manager of the Survey Review Department (SRD)** in early September of 2013. Tim is a graduate of the '79 class of the Survey Science program at Erindale College, University of Toronto (UofT). Tim brings a wealth of experience from his many years in private practice and from his involvement in Association activities.

Tim manages the Office remotely using current communications tools such as Skype and GoToMeeting. During his tenure as manager Tim has visited all the regional groups and always emphasizes the educational importance of the SRD.

Tim, the SRD staff and the consultants at the Survey Review Department are constantly trying to improve the operation of the department. More of the correspondence with the membership is being done electronically. Each issue of the Professional Surveyor now has an article written by either Tim, Doug Reitsma, Drew Annable or Al Worobec about the review process or how to eliminate reoccurring surveying problems that have come to light. A review is somewhat subjective but the consultants constantly check each other's work to try and eliminate any bias.

Al Worobec joined the Association Offices as the **Field Survey Examiner of the Survey Review Department (SRD)** in early January of 2014. Al is a graduate of the '84 class of the Survey Science program at Erindale College, University of Toronto (UofT). Al brings a wealth of experience from his many years in private practice and from his involvement in Association activities, most recently as the 2009 President.

Sheila Lavina has been with the AOLS since March 2010 and has worked as the Administration Officer. In September of 2014 she transferred to the role of **SRD Administrative Officer**. Since she has moved to the department, changes were made and implemented to the administrative process. SRD requests are now emailed to firms ensuring prompt and cost-efficient delivery. Sheila acts as the liaison between the SRD and the participating firms. Other duties consist of ordering and maintaining supplies, coordinating meetings and assists in planning day-to-day operations. Sheila's main responsibility is to make sure activities between the firms and SRD are organized and completed within the time allotted.

Sheila works closely with the consultants within the Survey Review Department. She is dedicated to serving our AOLS members as well as the members of the public. Part of her dedication is ensuring that all meetings of Council and Committees are scheduled and reminders are sent out prior to each meeting. This has really helped with ensuring that all participants regularly attend scheduled meetings.

Herman Bernardo has been with the AOLS since November 2010 as the **Survey Review Department Examiner Assistant**. His responsibilities include coordinating deposited plans by OLS / Firms received from Land Registry Offices, as well as reviewing Comprehensive Reviews supporting documentation for missing material.

Herman assists the Field Survey Examiner with field examinations, so he is often out in the field, working in the fresh air all over Ontario. He also fulfills the logistic needs for the field operations.

He is also our go-to person whenever something needs to be assembled, disassembled, moved or fixed in the office.

In addition to the two items mentioned previously, I want to highlight a few of the staff accomplishments over the year.

Bill, Maureen and Lena have been here the longest and each of them contributes incredibly to the operation of the office. They provide role models of dedication to all staff.

Julia and Penny have each provided services to the members in ways that continue to increase our efficiency and enhance our communication. When I first took on this job, Council was quite insistent that communication should be sent to the members on a regular basis and I struggled with that. My "communication" seemed to consist of intermittent emails about topics that were important. Julia was hired in 2011 and took on the role of sending the newsletter every second week. Since the fall of 2011 not one issue of the newsletter has been missed and many surveyors have told me that the content is marvelous.

This year Julia has continued with the monthly webinars as another communication vehicle. We have had one each month and the feedback on each was very positive. We use Survey Monkey to assess that feedback and everyone that responds says they want to attend the next one. Julia administers the Survey Monkey Questionnaires and the results of all are available on our website.

Penny is instrumental in operating our website and with Julia's help they interact with a web developer on a continuous basis. This platform has become a great source of information for our members and for the public. Penny also works tirelessly on the internal database. This database is really the life blood of the whole organization. In my view the data base has never been in better shape than it is now and this is thanks to Penny's work.

There is one other staff member that I want to highlight just as I did last year and that is Tim Hartley. Many of you know that Tim has been one of my best friends for as long as I can remember and I must say that it continues to be a pure joy to work with him. This is not only personally rewarding but I also see him making many positive changes in the Survey Review Department that will help with the communication to the members and will encourage high quality survey work across the province. While still addressing those few firms that do sub-standard work, the department's main focus will be education.

The thought advanced by one of the staff members about the Association being a Community continues to be reflected in the depth of the relationships that we have with each other. Those relationships are both positive and rewarding for the most part.

As I incorporated all of the AOLS staff comments for this report I realized that my report is very similar to my last year's report. I believe that this is because we have a stable, effective and efficient staff at the AOLS office. Along with that, they are a staff that makes it enjoyable to come to work every day!!

Strategic Planning

This year Strategic Planning was not as effective because we tried to use a process that was not as rigorous as we used in the past. That said our plan from the previous year was so solid that we simply continued along the lines in the 2015 plan. We continued with the process of tracking the various initiatives and progress was monitored monthly by the Executive Committee.

In 2017 the Strategic Plan process will revert back to our rigorous system with Peter Richardson, (my Queen's MBA Strategy Professor) taking the lead on the process.

Membership

AOLS committee work is a very valuable tool for membership communication. Members have participated in many committees this year and several members who have never been involved in Association matters have volunteered for Committee work. This indicates an increased engagement by the members in our profession.

The Geomatics Picnic took place at the Nottawassaga Inn with well over 100 members and guests in attendance. Once again it was a success

Membership numbers continue to be a concern with the aging of our membership. This appears to be a continued trend in our sister organizations and in society generally with the aging of the baby boomers.

We still have our membership in decline and an aging membership. It is my belief that this does create tremendous opportunity for new surveyors to become members of our Association. The aging population statistics combined with the salary studies that indicate that surveyors are generally are well paid indicates that surveying is an attractive opportunity for young people looking for a profession.

Our committees have been doing some great work in attracting new people and this is indicated by the number of articling students in the system. In 2016 we have had 14 new surveyors and yet the number of articling students has increased from 71 at this time last year to 84 currently in the system. I take this as a very good sign for our future.

Across Canada there are some organizations with aging surveyors but others have turned the corner with many more young people joining their ranks. The overall numbers up to February 9, 2017 are as shown below.

Demographics - February 9, 2017										
Age	2010	2011	2012	2013	2014	2015	2016	2017	Cad	CofR
Art Stu	38	45	49	50	51	68	71	84		
20 - 29	5	6	3	3	6	8	5	7	7	
30 - 39	40	32	26	31	31	36	37	38	37	1
40 - 49	189	162	143	130	112	99	86	78	75	3
50 - 59	237	244	247	242	238	229	212	209	189	20
60 - 69	117	128	137	139	136	139	138	126	116	10
70 - 79	46	46	48	41	38	39	34	36	35	1
80 +	5	8	6	9	8	9	10	11	11	
Total	639	626	610	595	569	559	522	505	470	35
<i>Percentage Over 50</i>	63%	68%	72%	72%	74%	74%	75%	76%		
<i>Percentage over 60</i>	26%	29%	31%	32%	32%	33%	35%	34%		
<i>Percentage change in Art Stu numbers since 2010</i>		18%	29%	32%	34%	79%	87%	121%		
<i>Percentage change in total numbers since 2010</i>		-2%	-5%	-7%	-11%	-13%	-18%	-21%		

Government Relations

Several meetings occurred throughout the year with the Ministry of Citizenship and Immigration in connection with the Fair Access to the Regulated Professions Act, 2006.

The Association met with Service Ontario concerning the submission of Digital Plans into the Registry system of Ontario. A Digital Plan Task force with AOLS members and Service Ontario Members has been created to move this forward.

Public Relations

The Public Awareness Committee oversees most of the Association's activities in public relations. In addition to preparing brochures and articles, the Committee provides support to the membership and hosts promotional activities at trade fairs, conferences and career fairs.

In 2016 the Committee once again attended education career days, as well as conferences hosted by the Ontario Good Roads Association, URISA and TREB. Media advertising rounds out the Committee's activities to ensure continued exposure of the benefits and resources of the Association to the Ontario public. The Public Awareness Committee and Deputy Registrar, Maureen Mountjoy are to be commended for the effort they put into this very demanding task.

Issues of the Ontario Professional Surveyor publication are available on our website in "book form" with hot links imbedded for the various advertisers.

We continue active involvement with the Ontario Professional Regulators' Policy Network. This is a forum which allows discussion of common issues facing all Ontario regulators and utilities as well as the opportunity for each of us to meet each other to promote our own values and responsibilities and find common solutions to issues.

For the first time this year, we submitted a question on transparency of various proceedings that other organizations use. We did get several responses and there is a wide variance on how different organizations handle complaints, discipline and court proceedings.

Executive Director's Meetings

We continue to be very active on the national front in seeking solutions to strengthening our profession as a whole. Last May most of the other Provincial Executive Directors and I met for a sixth time in Alberta to advance closer cooperation between surveying associations. This was the sixth annual face-to-face meeting for the Executive Directors and one of the primary purposes is to exchange best practices.

I would like to thank President Murray and all of Council for their help over the past year. Along with that, I especially want to thank all the staff at 1043 and all committee members for their continued efforts and work toward the betterment of our Association and profession.

Blain Martin, OLS, CLS, PMP, MBA
Executive Director
Association of Ontario Land Surveyors