SPECIAL INTEREST WORKSHOP SERIES
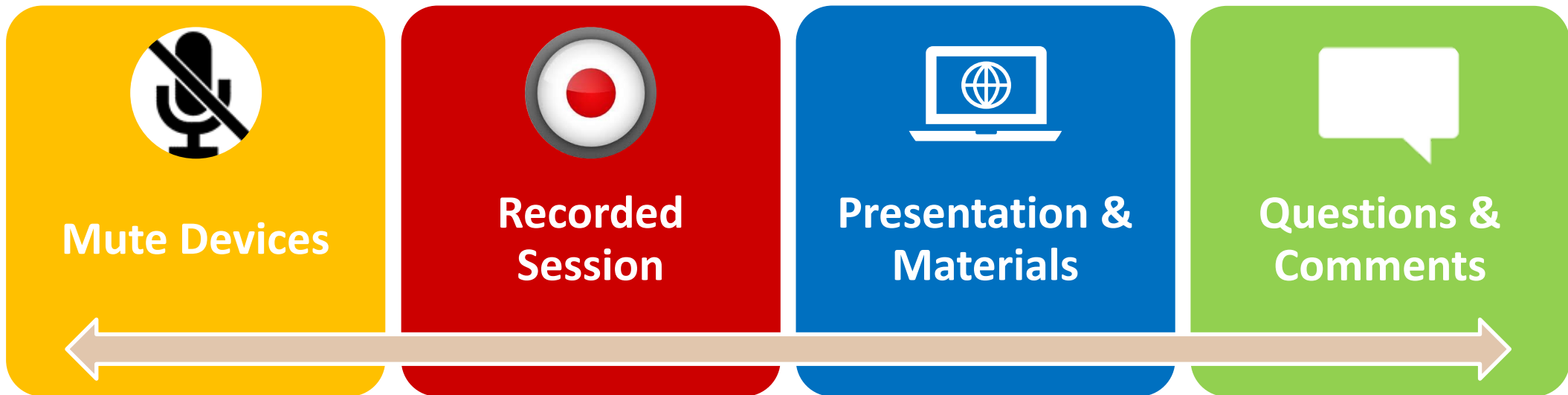
LAB NATIONAL LAND REGISTRY

Workshop 1 - Future State Products & Services

June 16, 2021
9:00 AM PDT / 12:00 PM EDT

FIRST NATIONS
LAND MANAGEMENT
RESOURCE CENTRE

Angie Derrickson
TMPD Manager

AGENDA & OBJECTIVES

9:00 AM	**Welcome & Overview of Introductory Findings**
9:10 AM	**SEARCH & PRODUCTS**
10:00 AM	**BODY BREAK**
10:05 AM	**SPATIAL DATA & UNSURVEYED PARCELS**
10:55 AM	**BODY BREAK**
11:00 AM	**SUPPORT FOR PRODUCTS & SERVICES**
11:50 AM	**Next Steps**
12:00 PM	**CLOSE OF WORKSHOP**

FIRST NATIONS LAND MANAGEMENT RESOURCE CENTRE

bc Land Title & Survey

MDA

Deloitte.

Glenn Pope
Principal Engineer

Stewart Young
Senior Manager

Jun Yang
Fellow Solutions Engineer

Julia Woolsey
Senior Consultant

LAB NATIONAL LAND REGISTRY

Introductory Meeting – May 6, 2021

- Overview & Intro to LAB/LTSA Project Team

- Breakout Room Discussion

- Charts & Themes

- Confirmed a Special Interest Workshop Series with signatory First Nations

Angie Derrickson
TMPD Manager

SURVEY - Future State Products & Services

https://www.surveymonkey.com/r/LAB-National-Land-Registry-Special-Interest-Workshop-1

TOPIC 1:	TOPIC 2:	TOPIC 3:
Search & Products	Spatial Data & Unsurveyed Parcels	Support For Products & Services

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CONTEXT

Presentation & Exploration Discussion by Glenn Pope
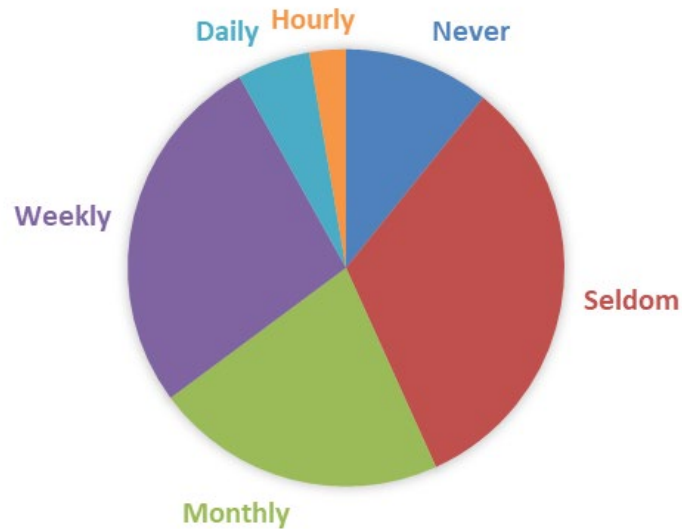
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Glenn Pope
MDA

CONTEXT – Survey Reponses
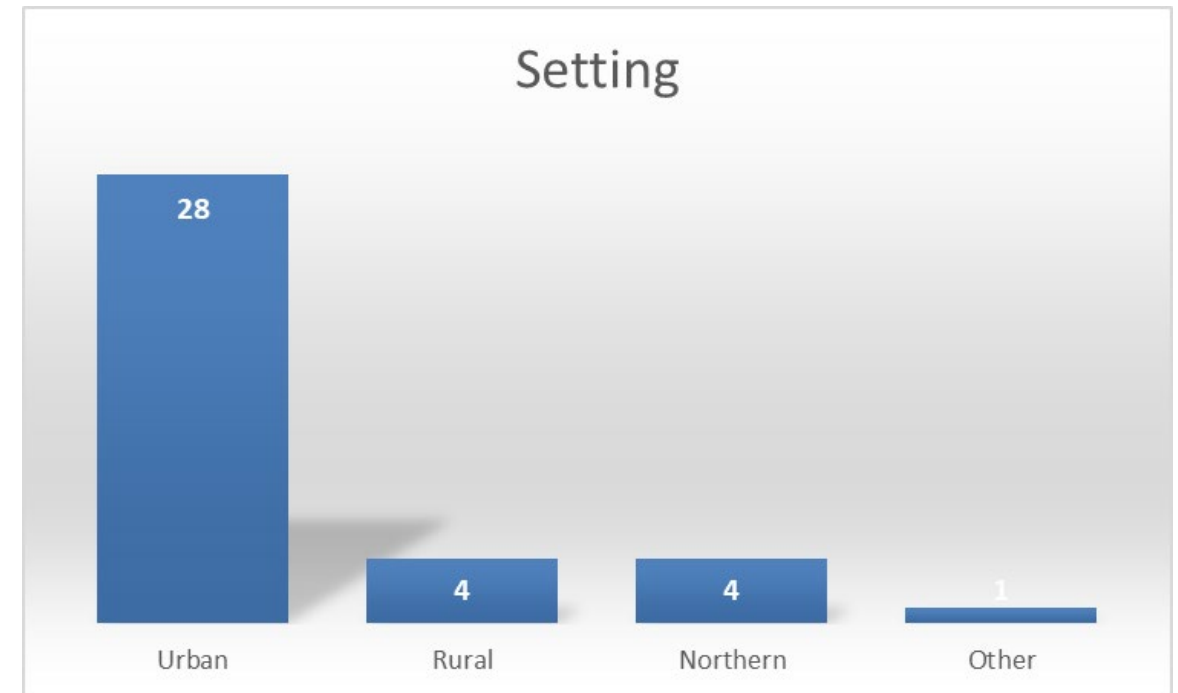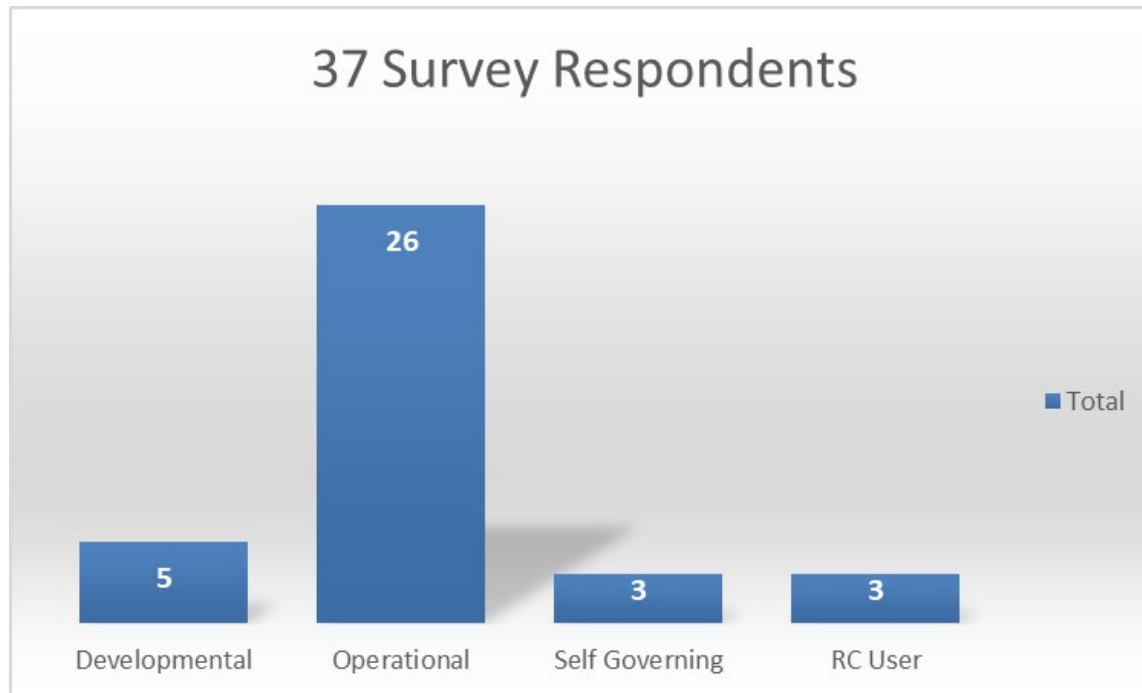
Majority have of respondents 'Land' in their title

CONTEXT – FNLRS Usage

FNLRS FREQUENCY OF USAGE

Daily · Hourly · Never · Weekly · Seldom · Monthly

AMOUNT OF TIME PER DAY

Five or more hours · Two to three hours · Less than 15 minutes · Less than one hour
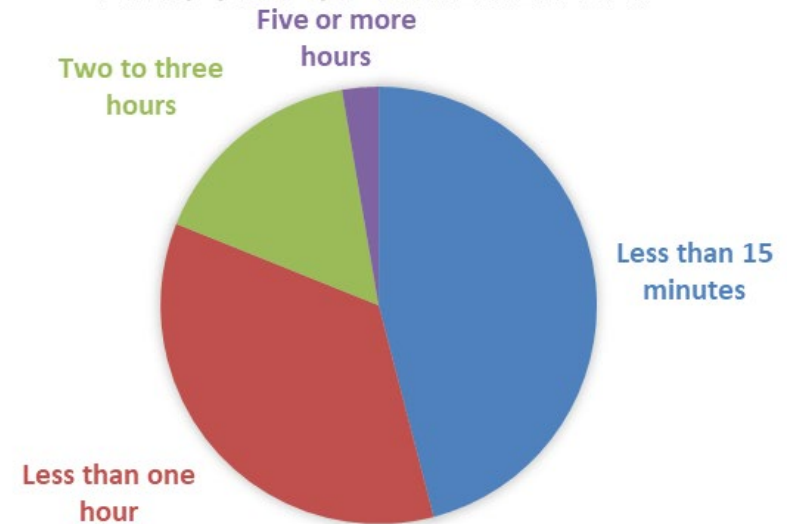
85% are doing searches
70% are initiating applications

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bc Land Title & Survey

TOPIC 1 - SEARCH & PRODUCTS

Presentation & Exploration Discussion by Glenn Pope

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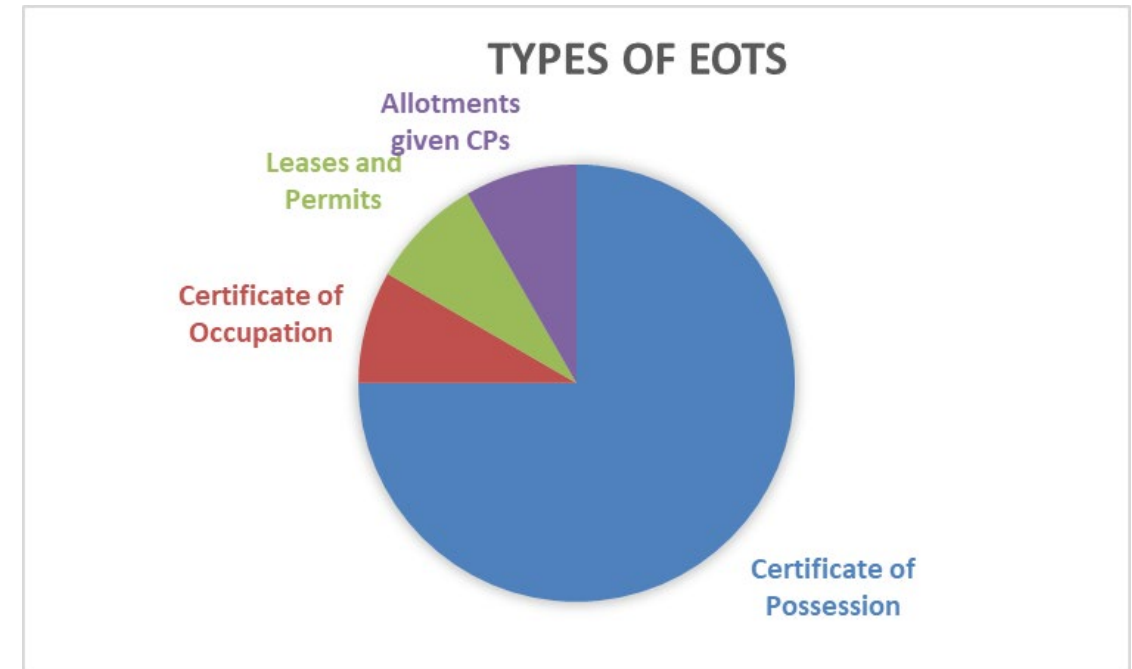Glenn Pope
MDA
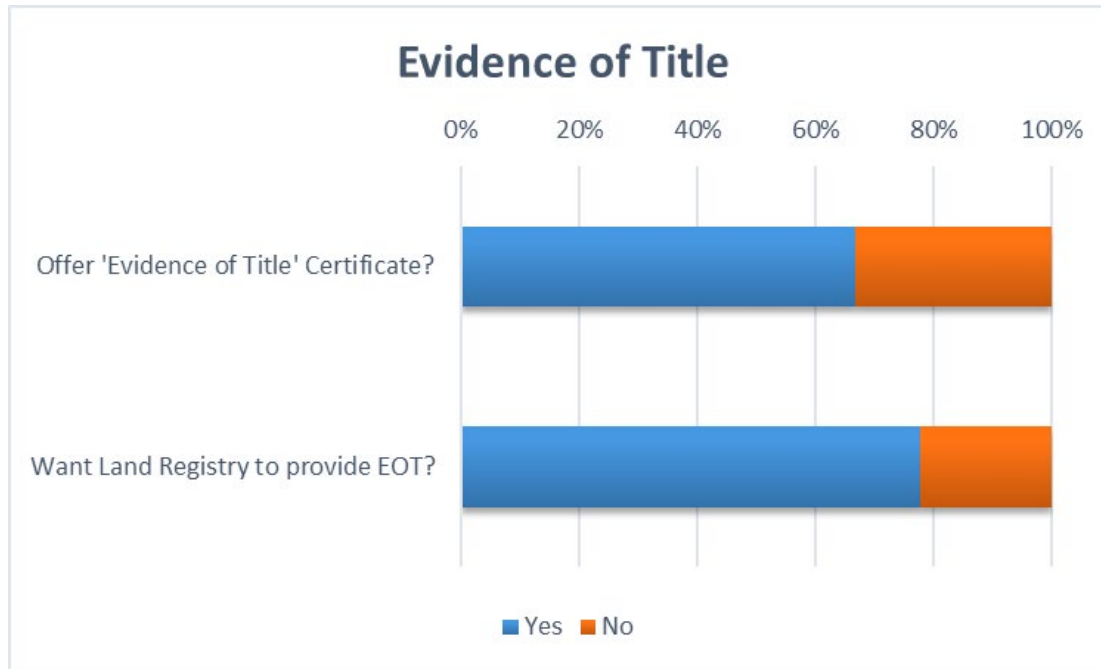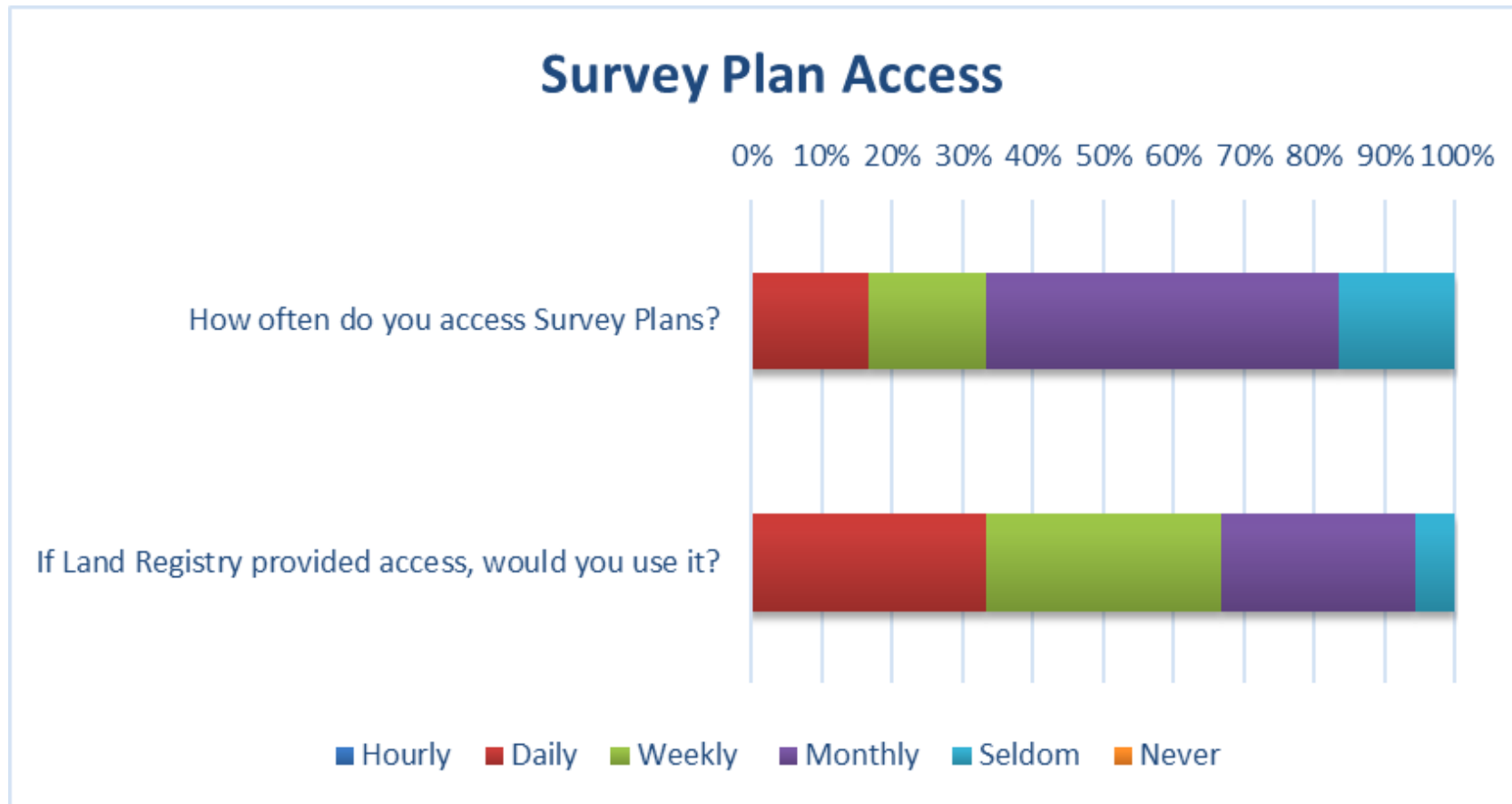
Products – Usage

FNLRS Product Usage
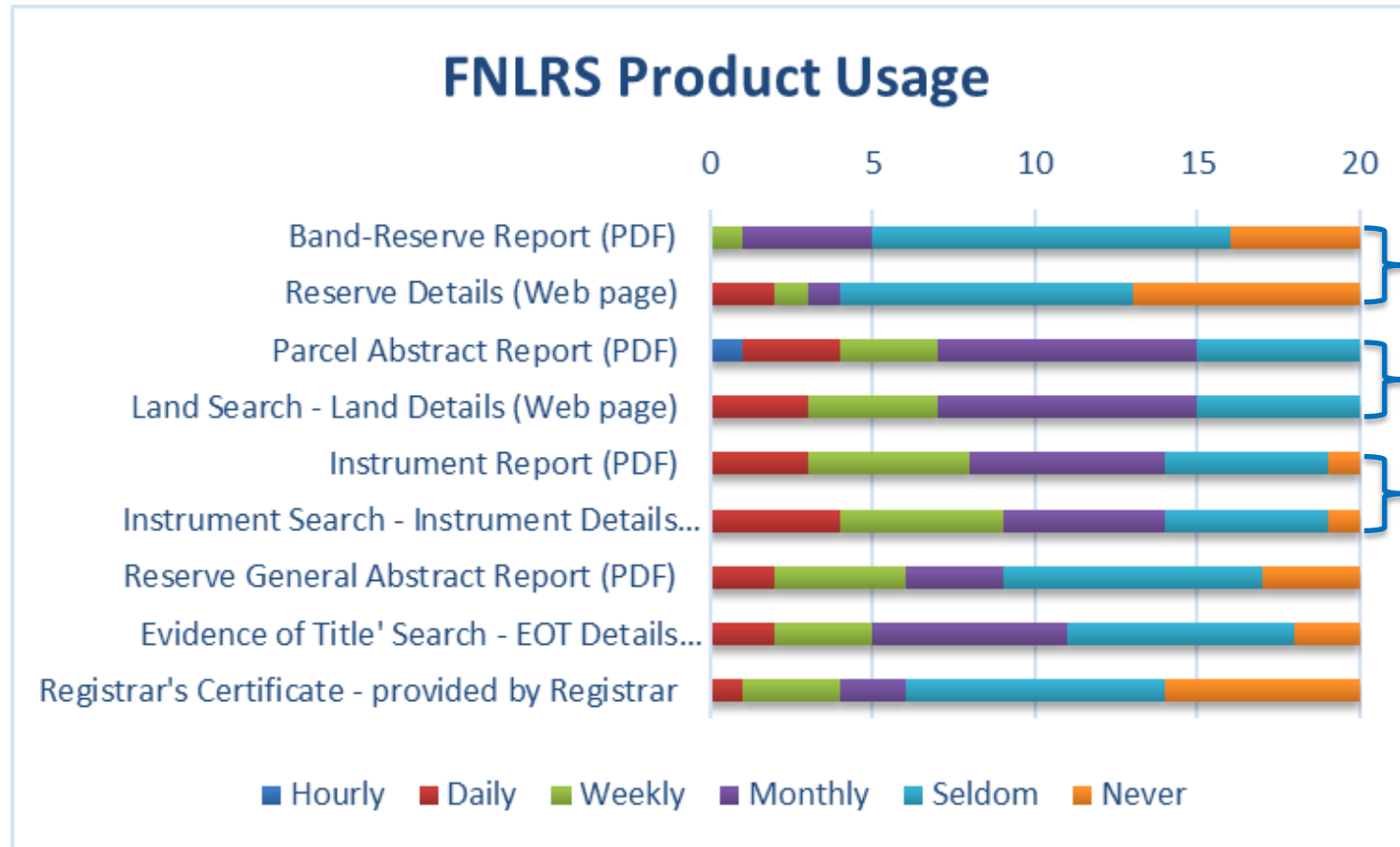
Poll: is it OK to combine similar products into one product? Y/N

Products – Evidence of Title (EOT)

Poll: If your First Nation uses EOTs, would your First Nation be willing to adopt a standardized EoT? Y/N

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Products – Survey Plan Access

Survey Plan Access

How often do you access Survey Plans?

If Land Registry provided access, would you use it?

Legend: Hourly | Daily | Weekly | Monthly | Seldom | Never

Conclusion: new Registry <u>shall</u> provide direct access to Survey Plans

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Products – Format
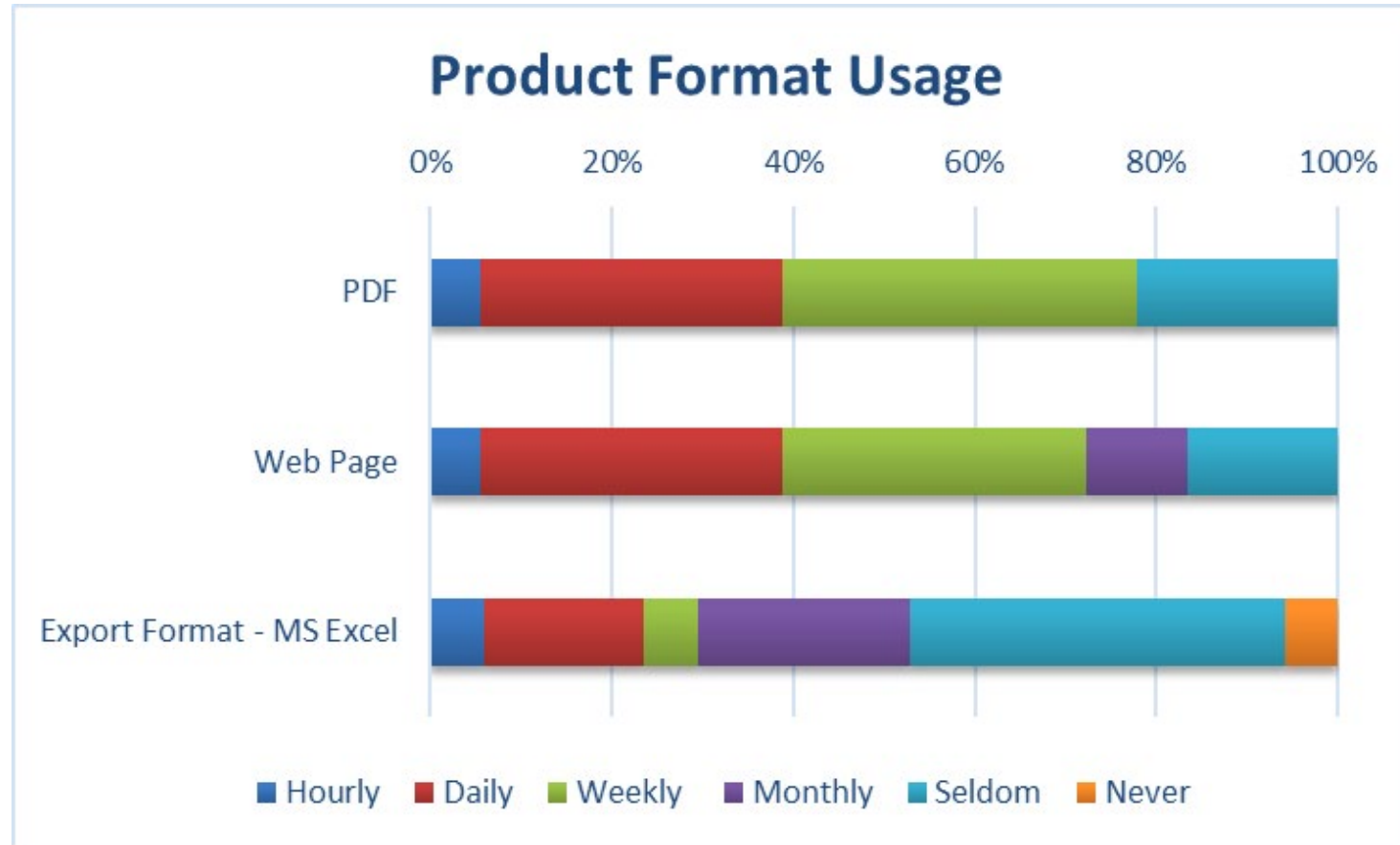
Majority OK with current formats

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Search – Usage by App
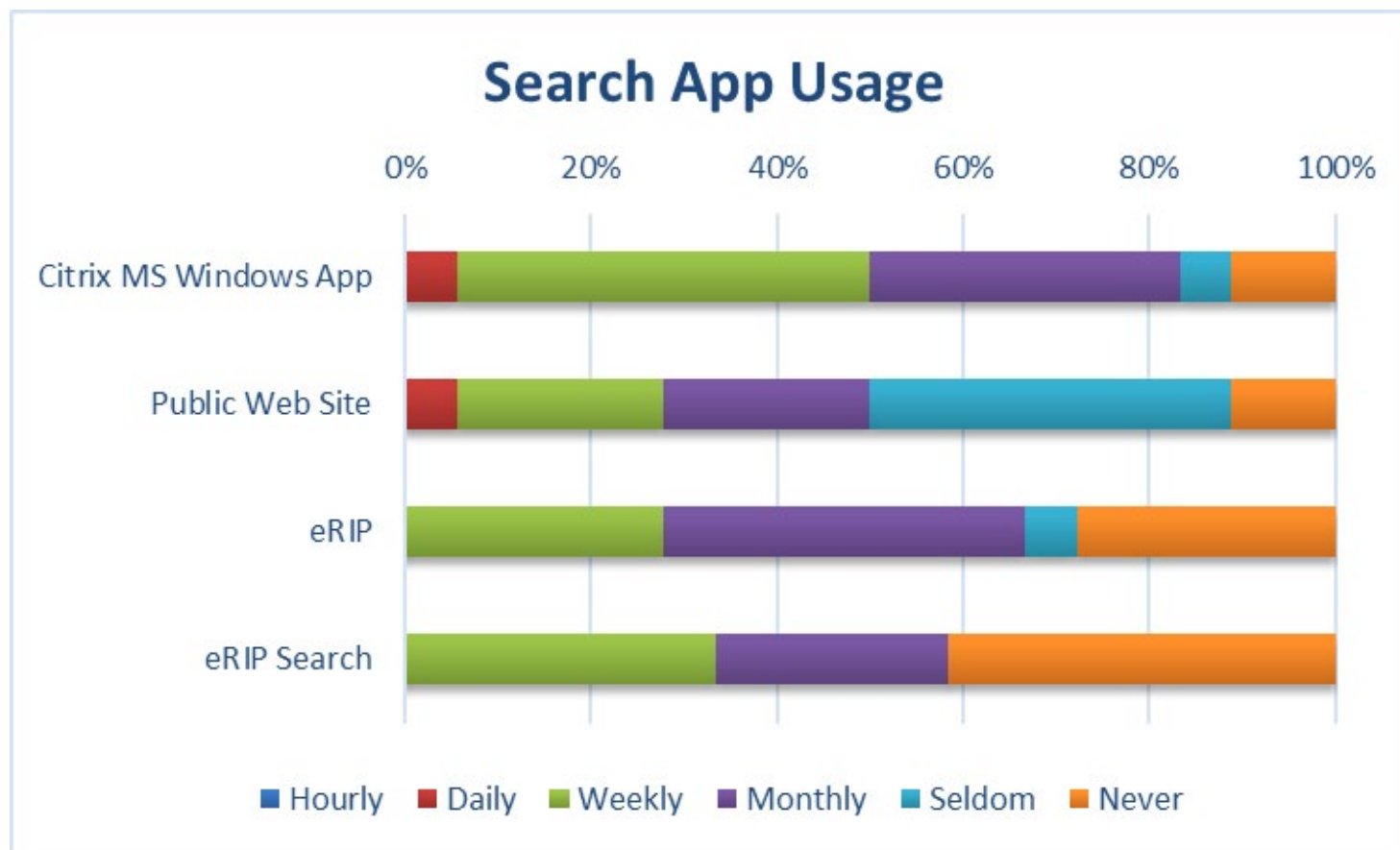
All Apps getting used – MS Windows App is preferred tool

Search – Useability
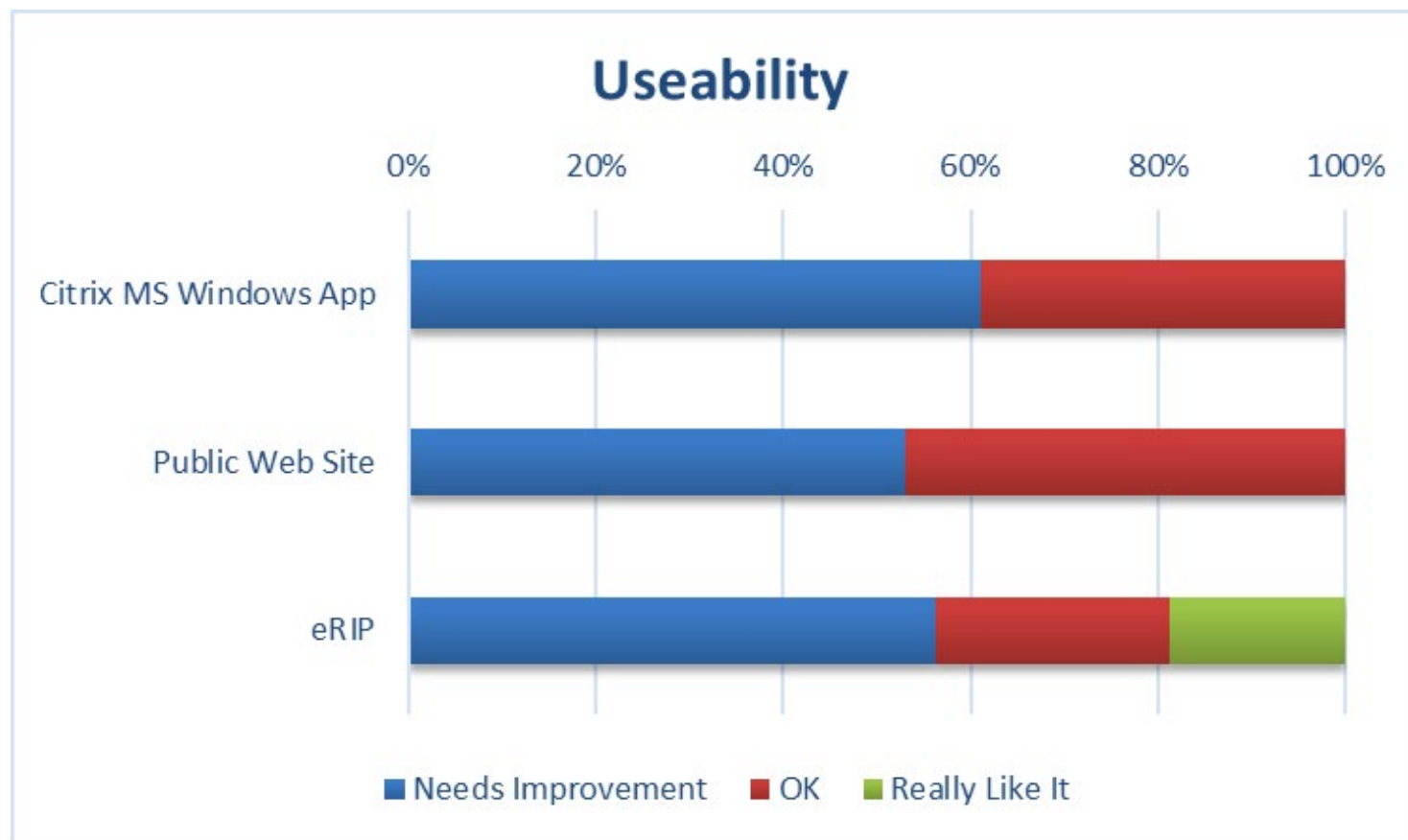
Conclusion: user experience needs improvement!

Search – Useability Improvements Desired

FNLRS CITRIX / MS Windows
1. Scrap CITRIX
2. Support more web browsers
3. Make it simpler
4. Streamline interactions
5. Make it faster

Public Web Site
1. Password a hassle
2. Layout / style
3. Clearer presentation

eRIP
1. Make it faster
2. Doesn't provide enough detail
3. Accuracy issues: not in sync with recent registrations
4. Unsurveyed parcels not shown
5. Provide filter: historic/inactive vs. current/active
6. Show parcel area value

CITRIX will be scrapped! Expect most other points to be addressed too.

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Search – Effectiveness
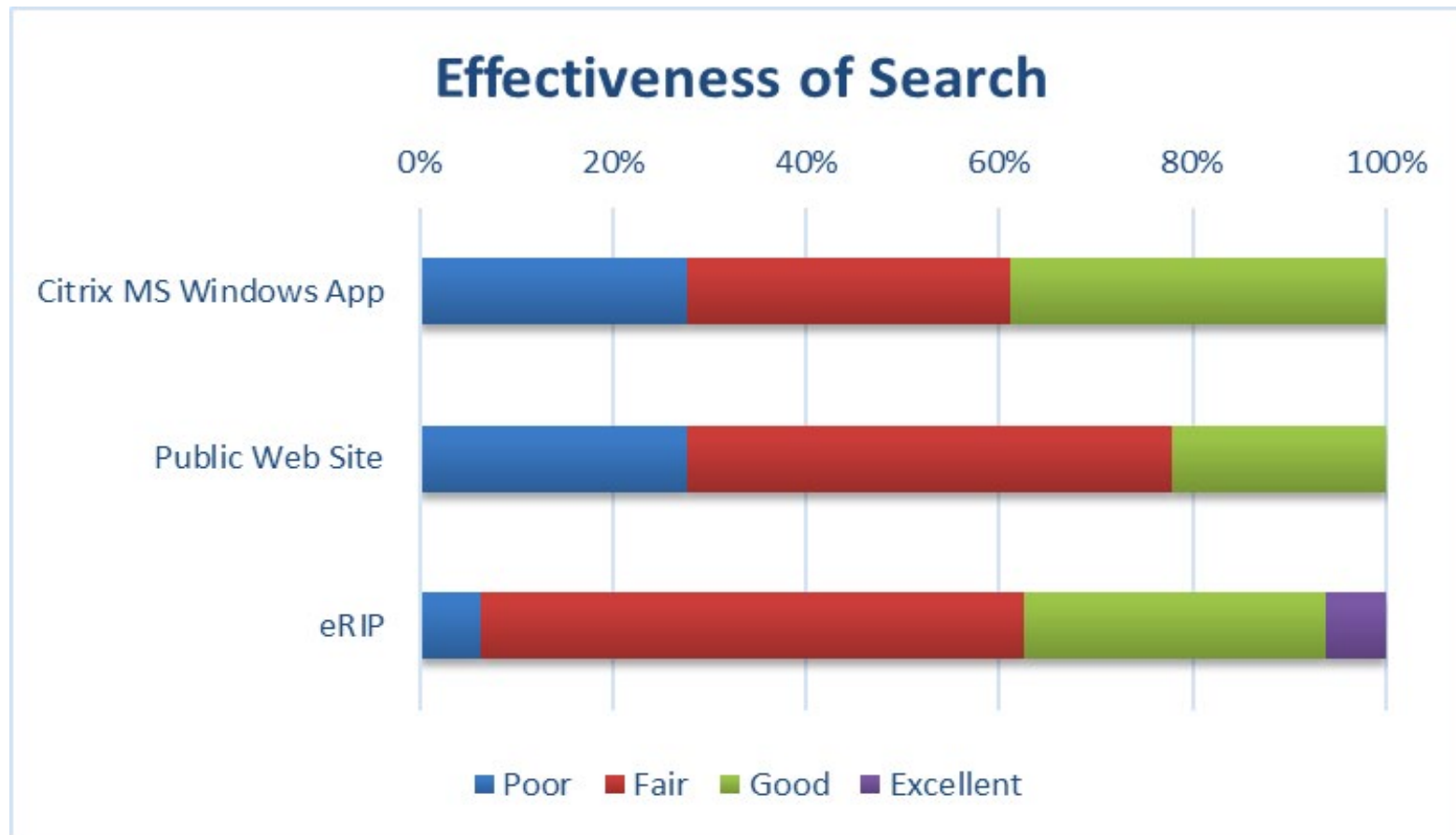
Discussion: What should be done to improve effectiveness of search?

Search – Other Tools in Use
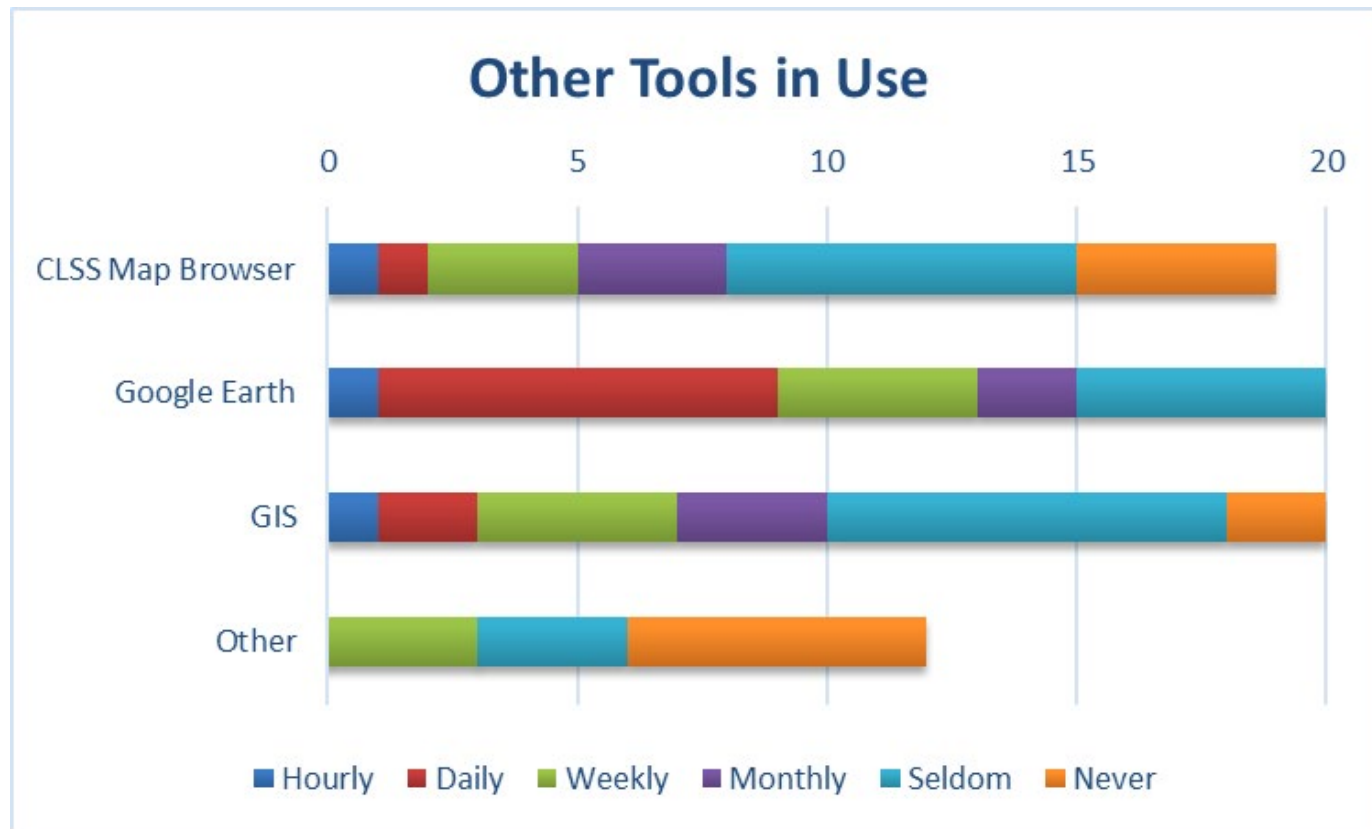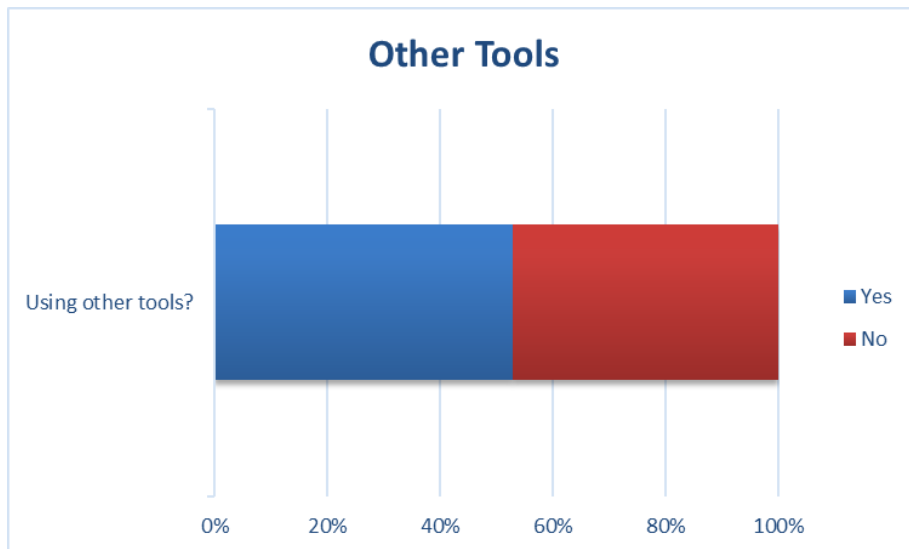
Google Earth usage is significant

1. Poll: Are you using Google Earth for land administration? Y/N

2. Discussion: Why are you using Google Earth?

Search – New Future Methods

1. Search by Interest Holders last name
   Poll: Would this be useful to your First Nation? Y/N

2. Search by Civic Address
   Poll: Does your First Nation have a register of civic addresses? Y/N
   Poll: If yes, does your First Nation have a mapping of civic addresses to parcels? Y/N

3. Key words to narrow things down
   Poll: Would this be useful to your First Nation? Y/N
   Discussion: How would this be used in practice?

Register Information – Non-Instrument Filings

Types of Non-Instrument Filings

- Land Code and amendments
- Land laws and bylaws
- Land use plans/policies
- Resource use plans/policies

■ Yes ■ No
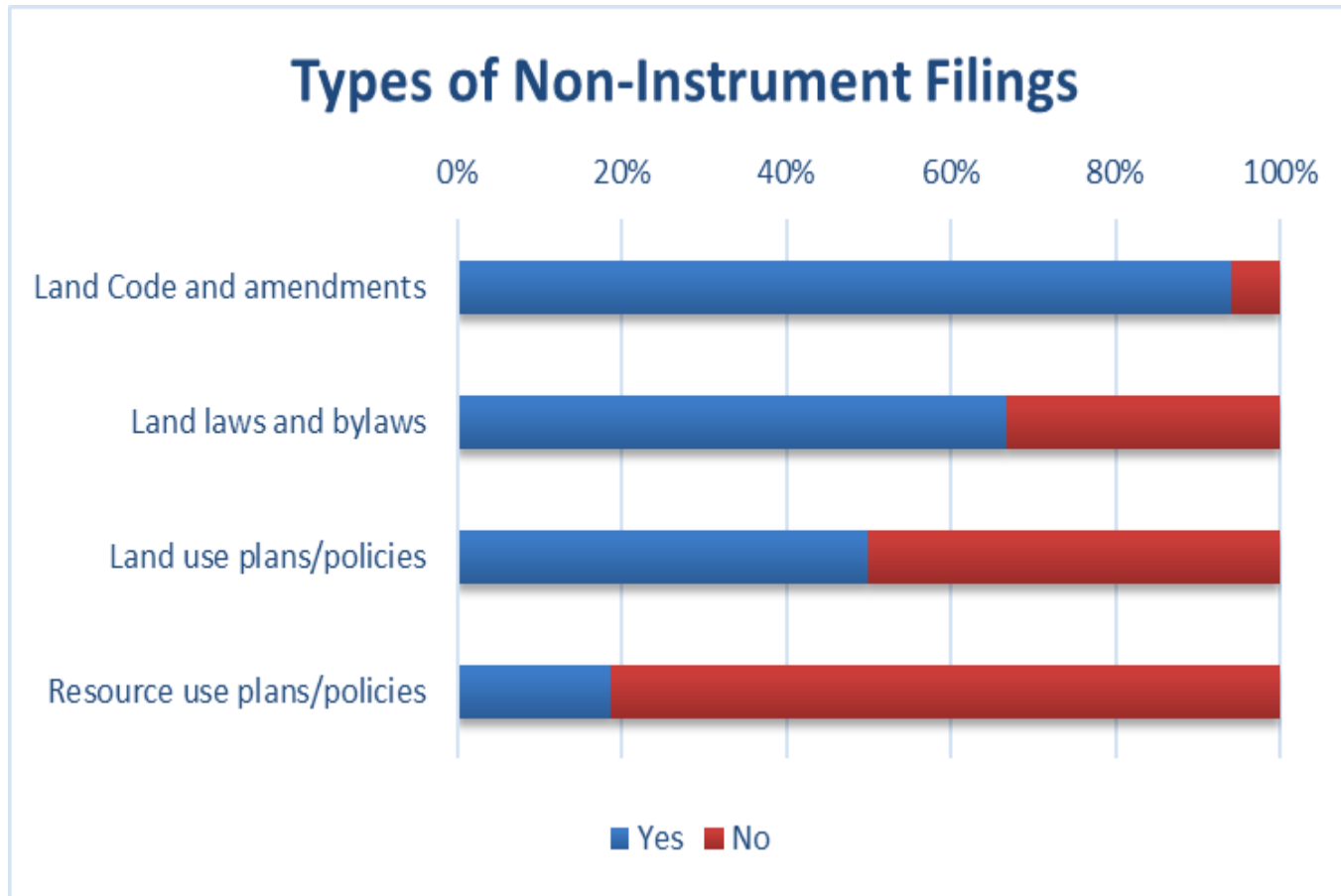
1. **Poll**: Would it make more sense to register the Land Code and Land laws at the level of the First Nation, instead of against each individual reserve? Y/N

2. **Poll**: Would it make more sense to register Land Use Plans/Policies and Resource Use Plans/Policies at the level of the First Nation, instead of against each individual reserve? Y/N

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Register Information – Content
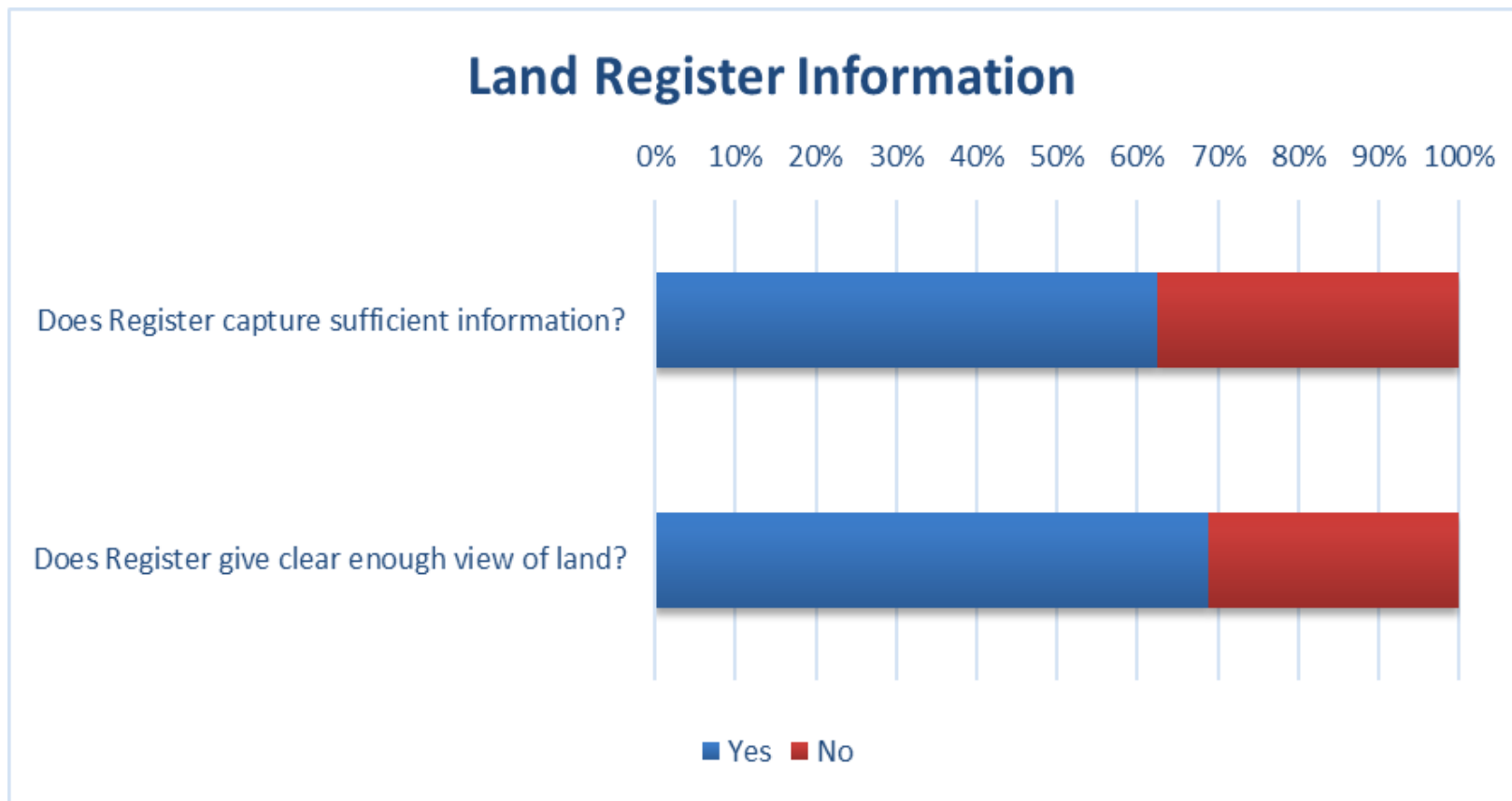
1. **Discussion**: What kinds of information are missing?
2. **Discussion**: What aspects of land are not clear enough?

BREAK TIME – 5 MIN

Integrated Spatial and Textual Data
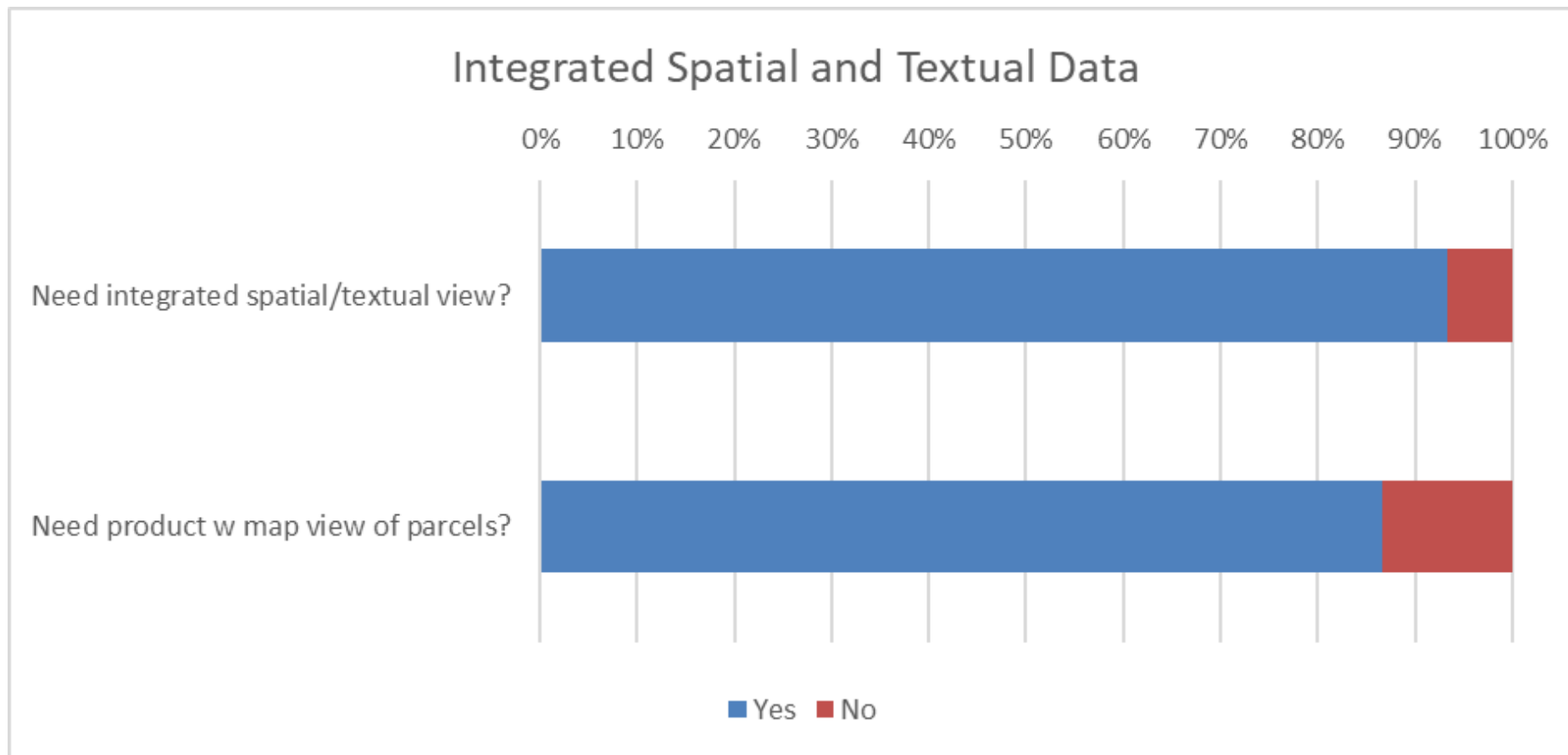
Conclusion: a resounding <u>Yes</u>!

Uses of Land Register Information

Uses of Land Register Information

Use	Value
Tracking interests and licences	15
Provide info to a third party	12
Input to Land Use Plans	7
Input to EMPs	5
GIS	5
Other	4
Taxation	3
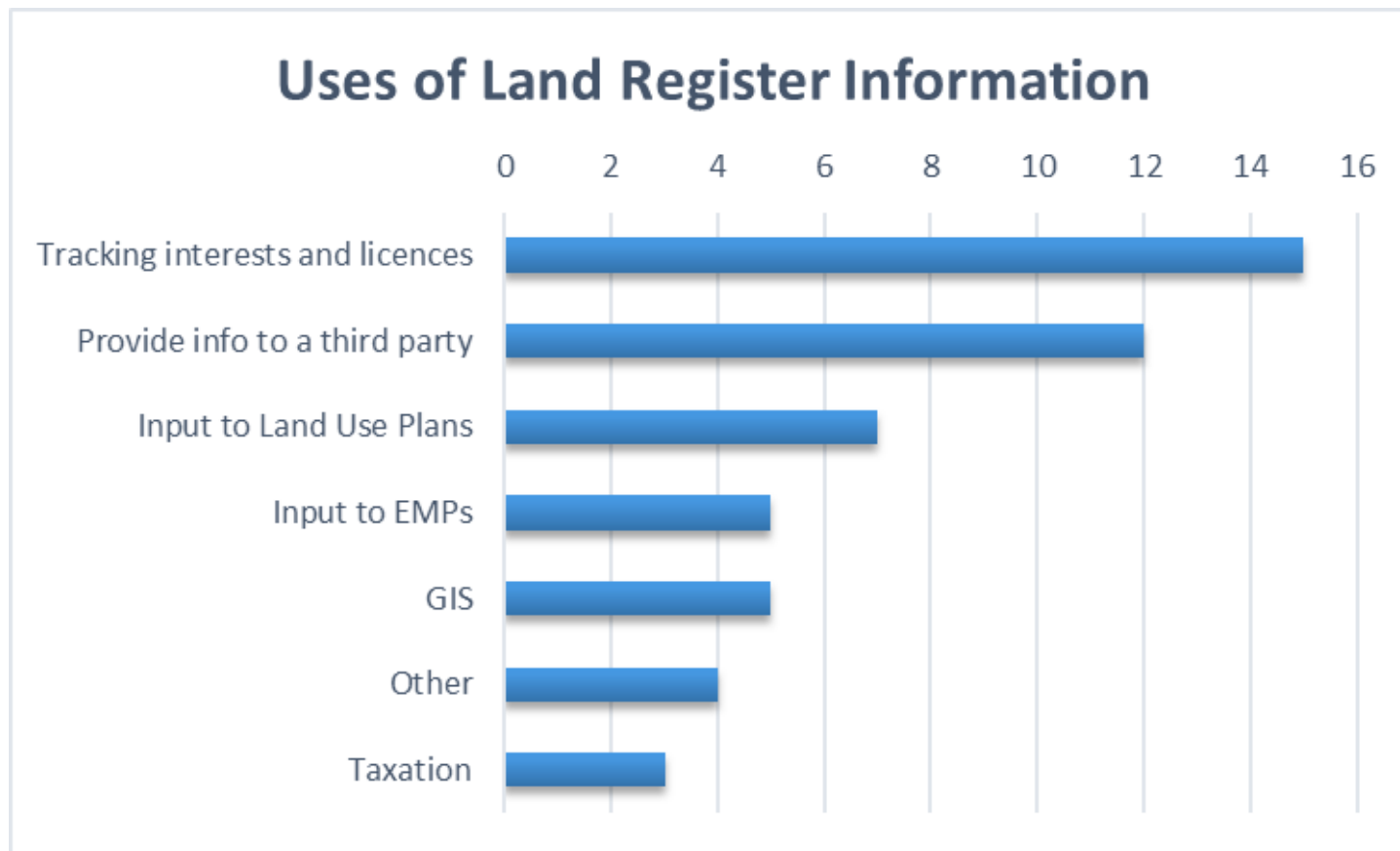
Spatial aspect to several of these

Why is Spatial View Needed?

Spatial – Discussion Topics

1. Land Status

   a.   What is your First Nation doing with respect to land statusing?

   b.   What role does the Land Register play in your land statusing?

   c.   Should the Land Register be providing something more to support land statusing?

2. Preparation of applications

   a.   For what types of applications for registration is a spatial view useful?

3. Data for other consumers

   a.   What third parties are you supplying data to, and what kind of data do they need?

   b.   What kind of data is needed for your own Land Systems?

4. Mapping

   a.   What kind of mapping that you are doing requires spatial view of Land Register?

   b.   Are you creating maps from Land Register data? If so, what kinds of maps?

   c.   What kind of data is needed from the Land Register?

Spatial – Unregistered Surveyed Parcels
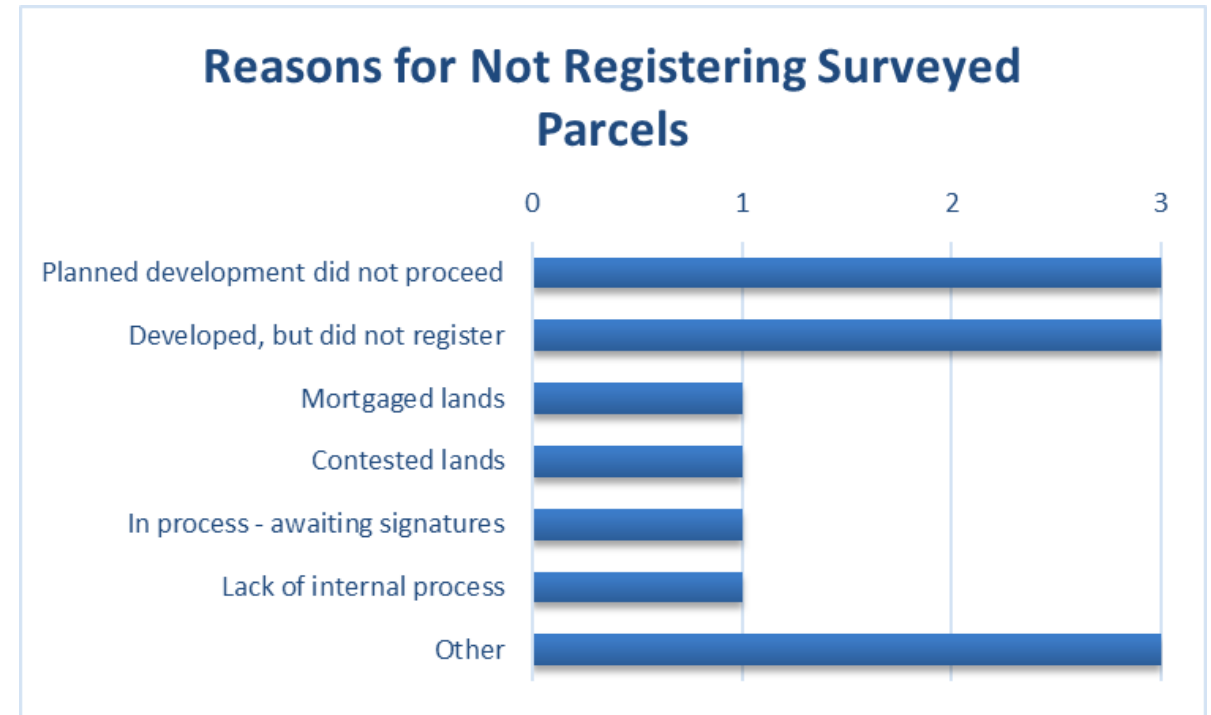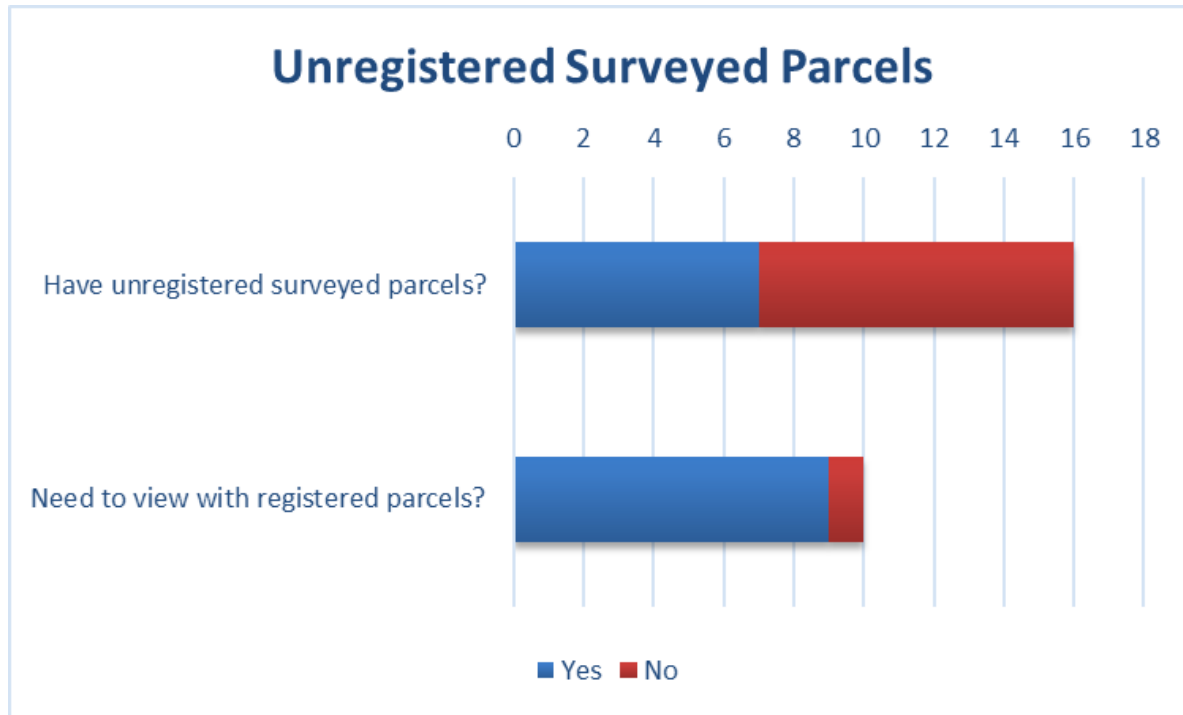
Re-Poll: Do you have unregistered surveyed parcels? Y/N

Poll: Do these have an NRCan SGB approved survey Plan? Y/N

Discussion: Is there anything the Land Register should do to streamline the capture of these unregistered survey parcels?

Parcels Not Based on Survey

Parcels Not Based on Survey

	0 2 4 6 8 10 12 14 16
Have parcels not based on survey	
Need to find in Register	
Want polygons for parcels not surveyed	

■ Yes ■ No
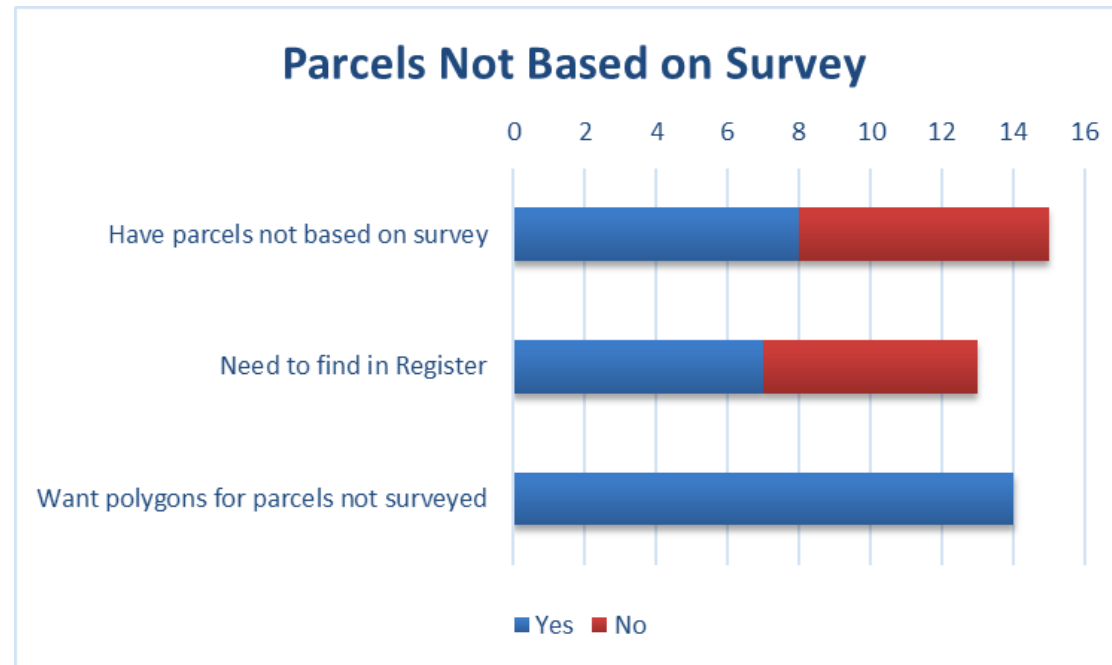
A resounding <u>Yes</u>!

1. **Re-Poll**: Do you have parcels not based on survey? Y/N
2. **Re-Poll**: Do you need to find and view the 'parcels not based on survey' in the Register? Y/N
3. **Discussion**: What types of downstream applications are 'parcel not based on survey' useful for?
4. **Discussion**: What is the best way to source and vet polygons for 'parcels not based on survey'?

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Strata & Condos – Future System Features
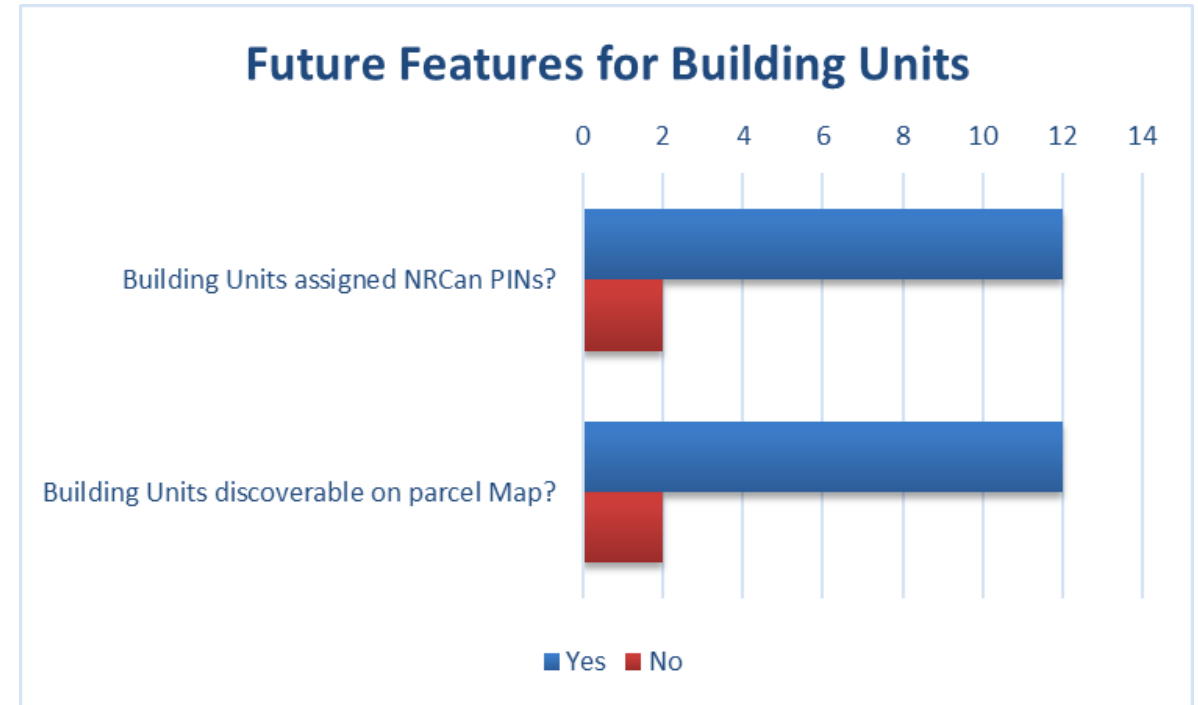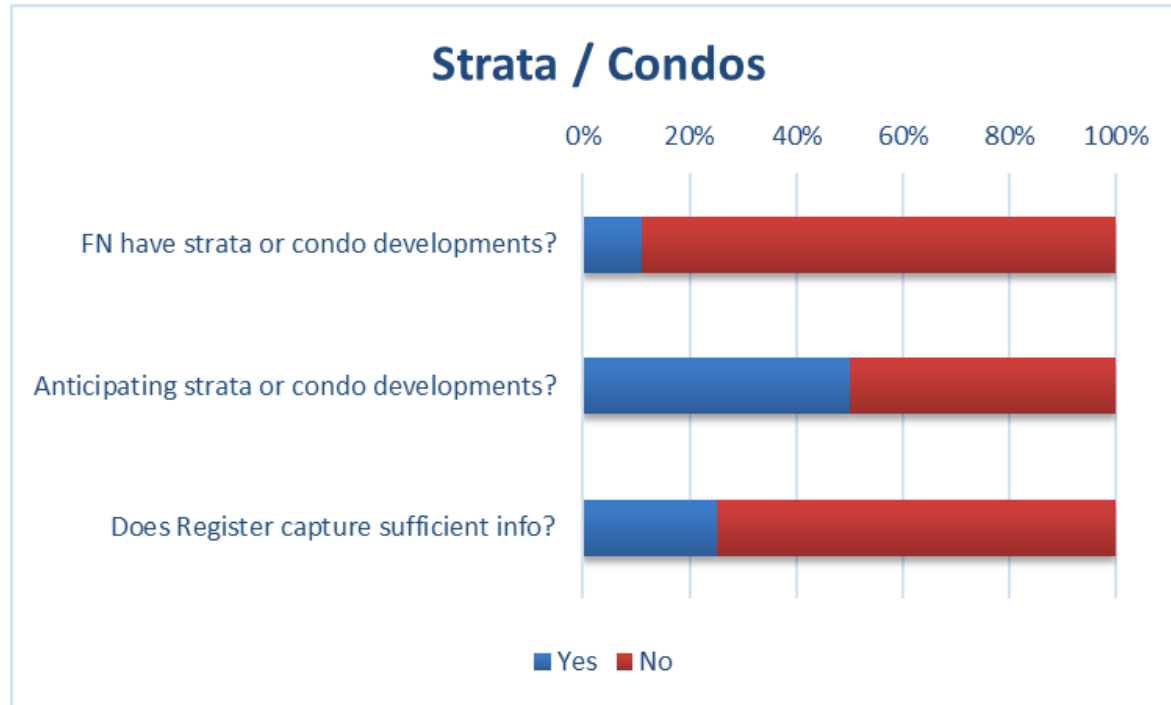
Discussion: What further information should the Land Register hold on stratas and condos?

BREAK TIME – 5 MIN

Topic 3 – Support for Products & Services

Presentation & Exploration Discussion by Stewart Young & Julia Woolsey

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Title & Survey

Stewart Young
Deloitte

Julia Woolsey
Deloitte

Welcome to Topic 3:
Support for Products & Services!

- The purpose of this portion of the workshop is to gain a better understanding of how you feel about the support for products and services (of the registry)

- We will explore:
  - Who the users of the registry are and how they interact with the registry
  - How support is accessed while using the system and what preferences exist regarding this support
  - How participants prefer to receive training
  - Overall user experience
  - Potential ways to improve support for either services or products

Support for Products & Services: Customers

Question 78: *As a Land Office, do you use third parties (e.g. Lawyers) to assist you with preparation and submission of applications?*
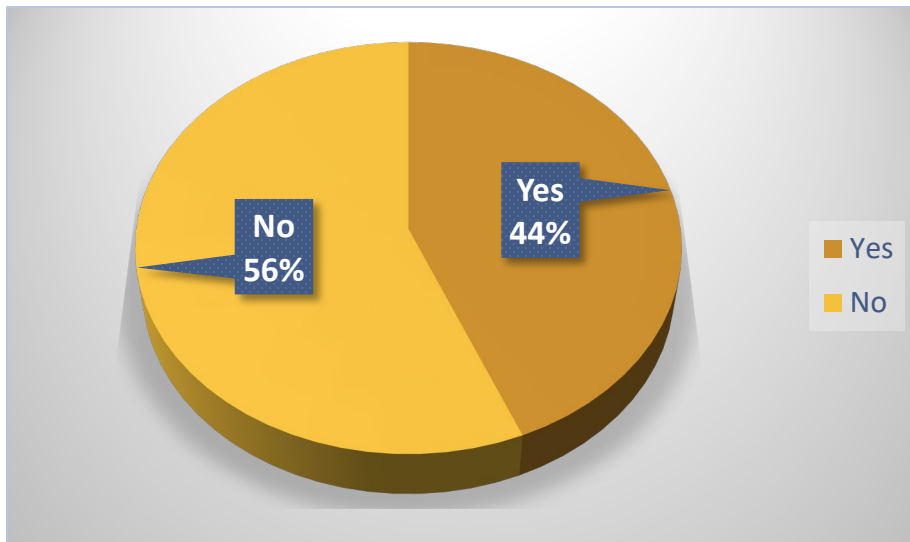
Close to **half of respondents use third parties** in the preparation and/or submission of applications.

Let's explore this…

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Support for Products & Services: Customers

For respondents who do use third parties, the following details were added…

Legal documentation for leases and land use applications

They assisted in developing the Application Forms, Wording for BCRs and Notaries to witness signatures of Grantors and Grantees and Lessees

We have the supplies/equipment but I am not able to do this because of lack of training

Legal Counsel drafts/reviews leases, mortgages, assignments to ensure accuracy and compliance with Land Code

Occasionally for large projects, such as ATRs, when documents need to be registered at a very specific time

Support for Products & Services: Customers

We want to understand who all customers of the registry are.

They assisted in developing the

- **Zoom Poll: For those participants that engage with third parties, how frequent is this involvement? Rare, occasional or regular?**

- Discussion: Who are the third parties? Are they only lawyers/notaries or are there others?

- Discussion: Are the third parties accessing the registry directly or working through you, the Land Office?

- Discussion: From your experience, are there any unique needs of third parties that are not shared with the Land Offices?

- Discussion: Is there anything else you would like to tell us about the involvement of third parties?

accuracy and compliance with
Land Code

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Support for Products & Services: Customers

Question 79: Of the services provided by the Land Office, what percentage are for the following groups? First Nations Government (i.e. Band Council), Members within the First Nation or non-members/general public.
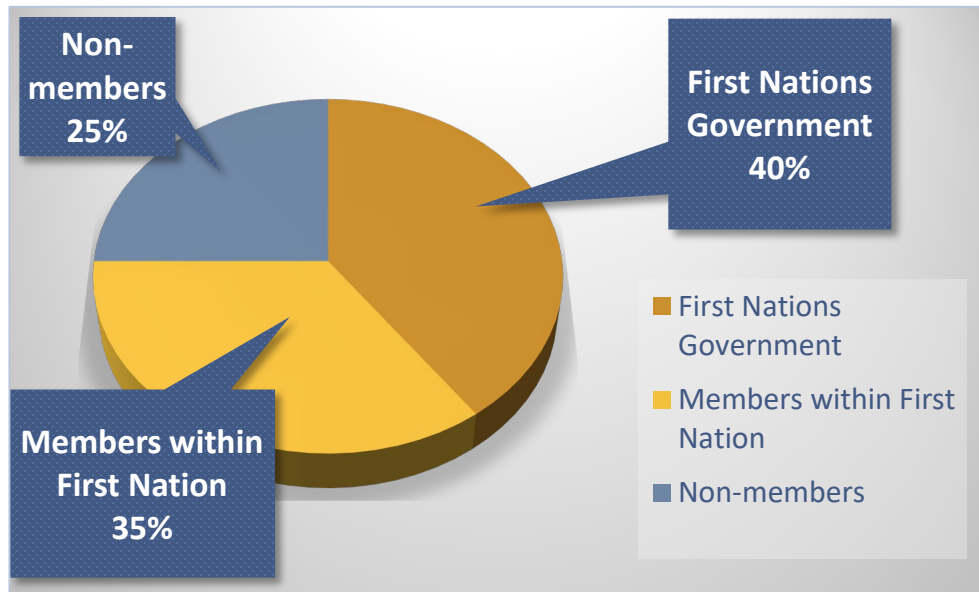
40% of services provided by Land Offices are for First Nation Governments, and closely followed by Members within the First Nation

However, in a few responses, we saw the reverse. A select few Land Offices are providing the majority of services to non-members.

Let's explore this…

Support for Products & Services: Customers

In designing the future state, we want to understand who is driving requests for the Land Offices, to tailor the registry to meet all customer needs.

- Discussion: Is there anything different between the types of requests that come from First Nation Governments, First Nation Members or non-members? i.e. do the groups have different requirements or outputs? Yes/No – if yes, describe
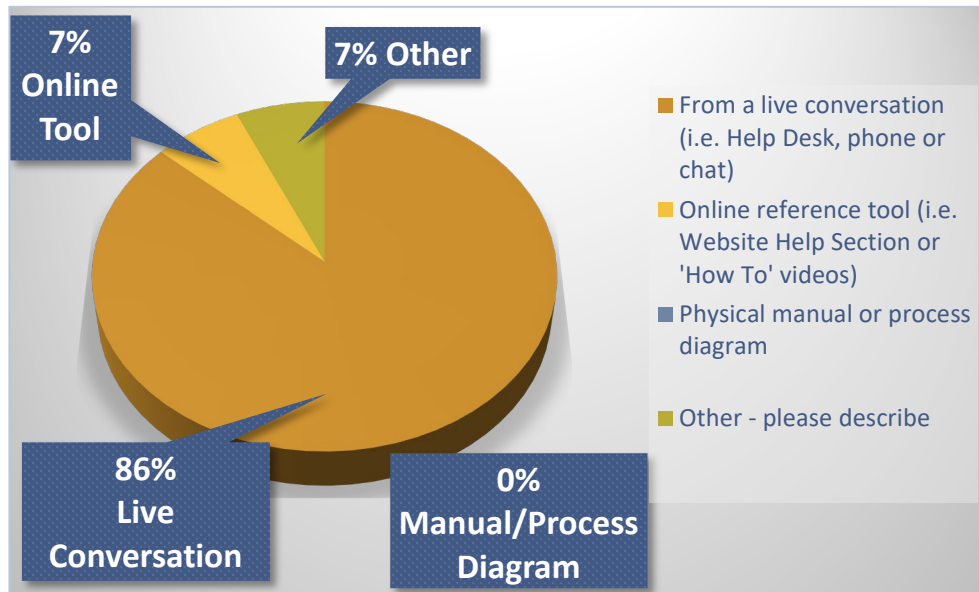
First Nations Government

Members within First Nation

Non-members

Members within First Nation 35%

However, in some responses, we saw the reverse, that the majority of services in some offices were for non-members.

Let's explore this...

Support for Products & Services: Accessing Support

Question 82: In the future, faced with an issue while working on something online, how would you prefer to seek support?

7% Online Tool

7% Other

From a live conversation (i.e. Help Desk, phone or chat)

Online reference tool (i.e. Website Help Section or 'How To' videos)

Physical manual or process diagram

Other - please describe

86% Live Conversation

0% Manual/Process Diagram

Currently, we understand that the majority of users are able to receive some form of support while encountering an issue in the system and that the method to seek this support is by emailing or calling ISC.
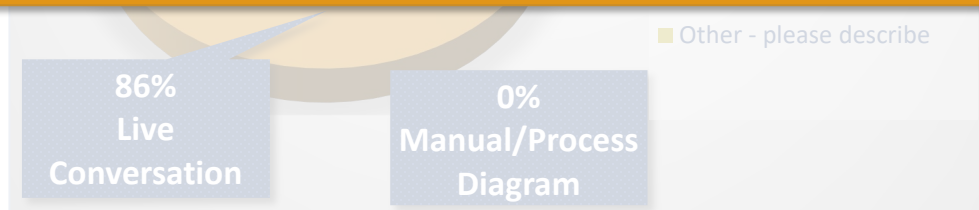
However, in the future, an overwhelming majority of respondents would prefer to have support through a live conversation.

Let's explore this…

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Support for Products & Services: Accessing Support

We want to understand what you need when you are looking for assistance while working in the registry.

- Discussion: How does ISC help you resolve your issue now?

- Discussion: Are there any common processes or procedures that are particularly painful?

- **Zoom Poll: In the future, what type of assistance would be most preferred? i.e. Direct call to an individual, messenger-style chat, chat bot, Other – Please describe?**
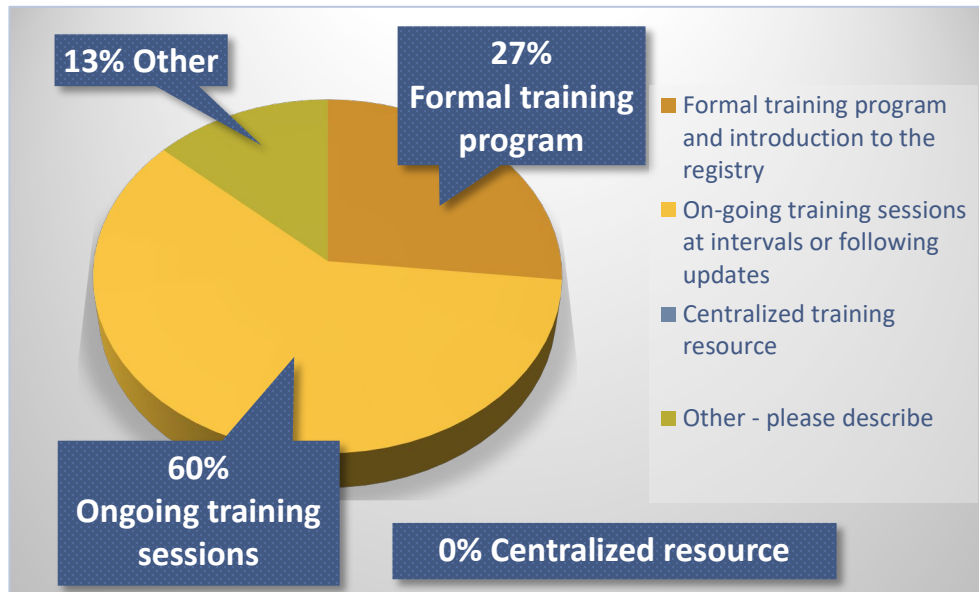
Other - please describe

conversation.

| 86% Live Conversation | 0% Manual/Process Diagram |

Let's explore this…

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Support for Products & Services: Training

Question 83: Which of the following do you feel would most help your understanding of how to use the registry?

13% Other

27% Formal training program

- Formal training program and introduction to the registry
- On-going training sessions at intervals or following updates
- Centralized training resource
- Other - please describe

60% Ongoing training sessions

0% Centralized resource

The majority of respondents indicated that on-going training sessions at various intervals or updates would be most helpful.

Let's explore this...

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Support for Products & Services: Training

We want to understand what type of training would meet your needs.

- **Zoom Poll: What is your preferred method of training? In-person classes, virtual training sessions, training videos or Other – Please describe?**

- Discussion: Are there any key topics or subjects (e.g. PINs, how to print etc.) that you would like specific training on?

- Discussion: Is there anything else you would like to tell us about your training needs or preferences?

resource

■ Other - please describe

**60%
Ongoing training
sessions**

0% Centralized resource
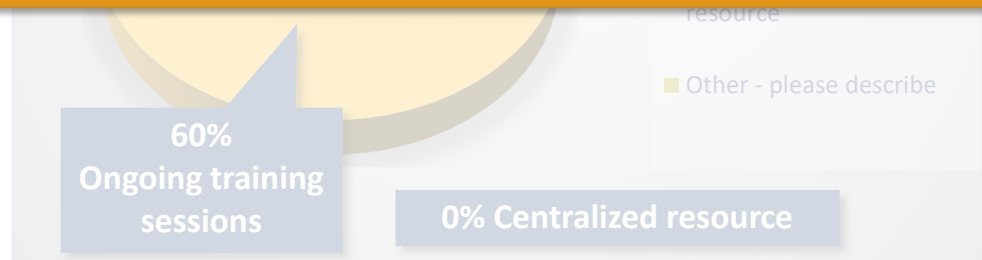
Support for Products & Services: User Experience

*Question 86: List three things that would enhance the overall experience of interacting with the new registry. *Responses were summarized into the following categories*

Immediate access to support

Faster connection, processing and easier access

Improved training

Progress updates

Printer friendly outputs

Simplified, visual and user-friendly interface and outputs

Improved data and confidence in data quality (i.e. mapping references, linking of lots, centralized files, correct codes for instruments, totals of fractioned interests)

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Support for Products & Services: User Experience

We want to understand what qualities would most improve user experience while interacting with the registry.

- Discussion: Is there anything else that would make the overall experience with the registry better?
- Discussion: Is there anything we have missed in discussing user experience?

Printer friendly outputs

Simplified, visual and user-friendly interface and outputs

Improved data and confidence in data quality (i.e. mapping references, linking of lots, centralized files, correct codes for instruments, totals of fractioned interests)

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NEXT STEPS

Presentation & Exploration Discussion by Angie Derrickson

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Angie Derrickson
TMPD Manager

Phase 2, cont. – Consider Future State – Innovation and Modernization

- First Nation Engagement began on May 6th and continues until end of September

- Virtual Workshops Nationally and in smaller groups if appropriate

- Present a plan at the LAB AGM 2021 – Nov (TBD)

FOCUS:

- Issues raised in virtual workshop surveys and discussions

- What changes & improvements are in alignment with Registry Goals?

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National First Nation Focus Group

Establish a Focus Group with signatory First Nations

Engage in a series of Surveys & Webinars

More information following review of today's feedback

TOPICS

- Interests in First Nation Lands

- Effectiveness of Land Registry Approvals & Administration

- Individual Holdings

- Terminology, Standards, Statistics, Metrics

- Other Considerations

LAB National Land Registry First Nation Focus Group
Special Interest Workshop Series

June 16   **Workshop 1 – Future State Products & Services**

July 9   **Workshop 2 – Save the Date**

Sept 15   **Workshop 3 – Save the Date**

3 hour virtual workshops   engagement surveys, presentation & group discussion

THANK YOU

Angie Derrickson
TMPD Manager

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LABRC.com

ResourceCentre_TMPD

@FNLMRC