LAB NATIONAL LAND REGISTRY
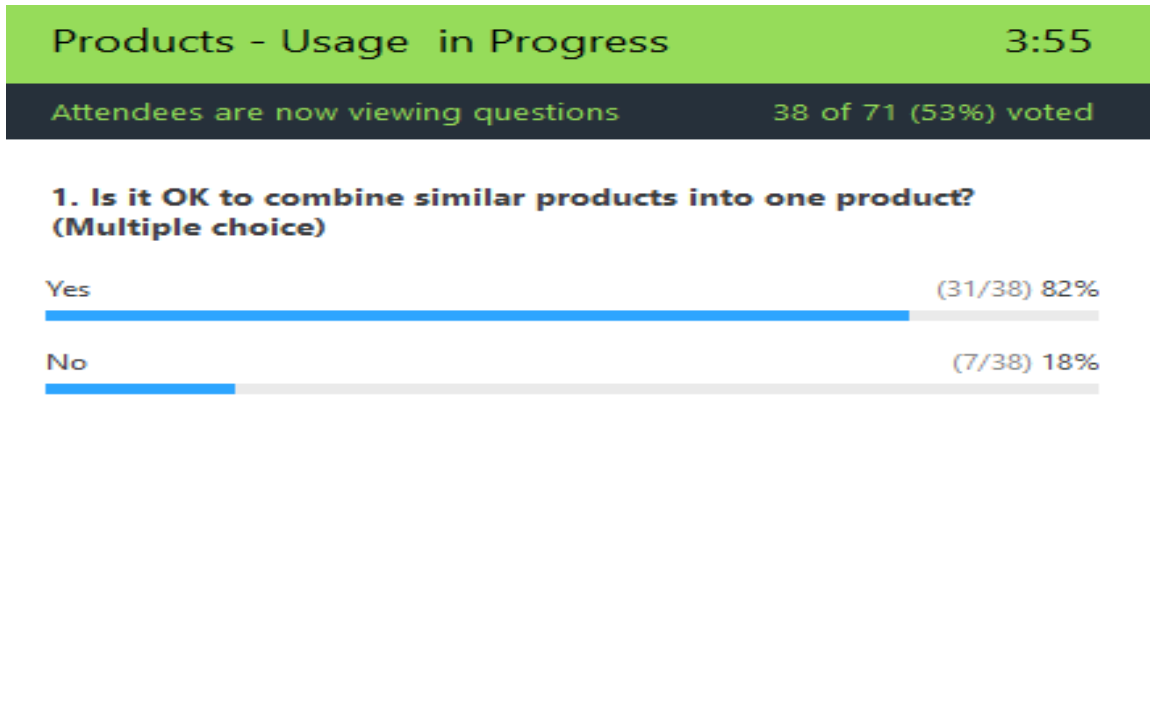## Workshop 1 - Future State Products & Services

ZOOM POLL Q&A RESULTS – June 16, 2021

TOPIC 1 – SEARCH & PRODUCTS

SLIDE 12 - Products - Usage

1. Is it OK to combine similar products into one product? Y/N

Products - Usage in Progress   3:55

Attendees are now viewing questions   38 of 71 (53%) voted

1. Is it OK to combine similar products into one product? (Multiple choice)

Yes   (31/38) 82%

No   (7/38) 18%

From chat: I answered before you said to hold on & provided context. I would change my answer in retrospect.

SLIDE 13 - Products – Evidence of Title (EOT)

2. If your First Nation uses EOTs, would your First Nation be willing to adopt a standardized EOT? Y/N

1. If your First Nation uses EOTs, would your First Nation be willing to adopt a standardized EOT? (Multiple choice)
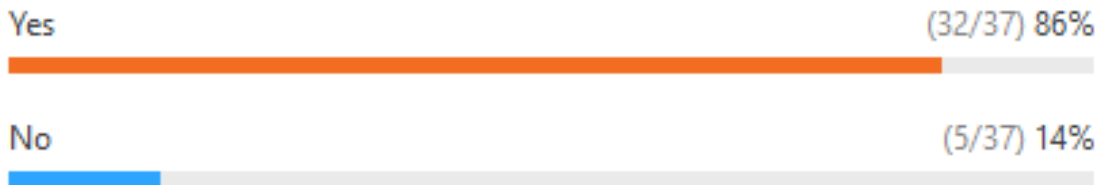
Yes   (19/21) 90%

No   (2/21) 10%

From chat: We don't have EOT's. just Use and Occupancy agreements

SLIDE 15 - Products – Format

3. Do you need to extract data from Land Register and import it into another system? Y/N

1. Do you need to extract data from Land Register and import it into another system? (Multiple choice)

Yes   (32/37) 86%

No   (5/37) 14%

SLIDE 19 - Search – Effectiveness

4. What should be done to improve effectiveness of search?
    - It times out WHILE I was typing in my search
    - What about security and/or confidentiality? If I forget to filter my search to my community, I have results for other FNs. I suspect it is slow, because it searches the entire database.
    - Useability. It is tough to get onto 'CITRIX' at certain times of the day.
    - Focused fields meaning a lot of fields that are not useful for First Nations
    - Inconsistency with how information is entered in (e.g. names) affects searches

SLIDE 20 - Search – Other Tools in Use

5. Are you using Google Earth for land administration? Y/N

1. Are you using Google Earth for land administration? (Multiple choice)
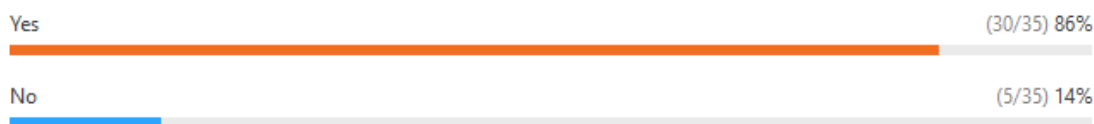
Yes   (35/43) 81%

No   (8/43) 19%

6. Why are you using Google Earth?

- *(General Comment) We import the CLSS data into our GIS system with high resolution aerial photography background for reference.*
- *I have a hard time navigating the other tools*
- *For me as a summer student it is easier for me to access*
- *I can see google earth to get the visual reference*
- *It's free!!*
- *Simple to use*
- *difficult accessing 'CITRIX'*
- *Our entire land stewardship department, with land referral and land management teams use google earth pro. It is easy to navigate. I can have all of our kml and kmz files imported and exported to various platforms.*
- *Canada Lands Surveys can be imported directly into Google Earth*
- *ERip does not print well*
- *In Land Use Planning support, I refer to Google Earth on a daily basis, just to get a quick reference of the spatial, cadastral, and other planning considerations. Also effective as a discussion and community mapping tool*
- *user friendly*
- *I don't use google earth, I use the GeoViewer, that is similar to google. it shows my clients the lot lines, lot numbers and looks similar to google maps that they're use to viewing....*
- *I used google earth casually before getting involved in lands admin. It is what I know.*
- *I was able to be trained on it.*
- *It is interactive and we can make maps easily and efficiently.*
- *Easy to create rough sketch*
- *Canada Lands database is my best friend on google earth*
- *Additional information can be easily added for visual reference*
- *QGIS*
- *We can pinpoint exact locations and transfer that data to other platforms.*
- *QGIS is free and fairly easy to use as well*
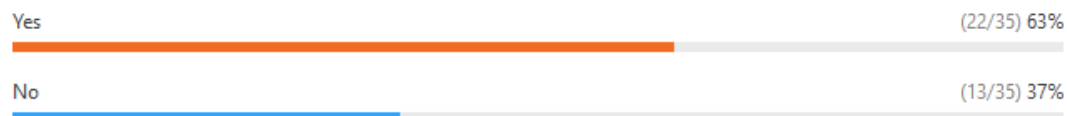- *Rough sketch to send to surveyor. To identify locations*
- *Simple to use*

7. Search by Interest Holders last name - Would this be useful to your First Nation? Y/N

1. Search by Interest Holders last name - Would this be useful to your First Nation? (Multiple choice)

Yes (30/35) 86%

No (5/35) 14%

8. Does your First Nation have a register of civic addresses? Y/N

2. Does your First Nation have a register of civic addresses? (Multiple choice)
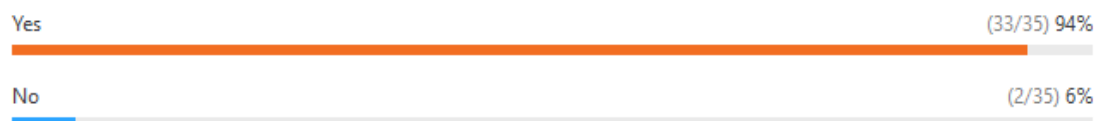
Yes (22/35) 63%

No (13/35) 37%

9. If yes, does your First Nation have a mapping of civic addresses to parcels? Y/N

3. If yes, does your First Nation have a mapping of civic addresses to parcels? (Multiple choice)

Yes (13/35) 37%

No (22/35) 63%

10. Key words to narrow things down - Would this be useful to your First Nation? Y/N

4. Key words to narrow things down - Would this be useful to your First Nation? (Multiple choice)

Yes (33/35) 94%

No (2/35) 6%

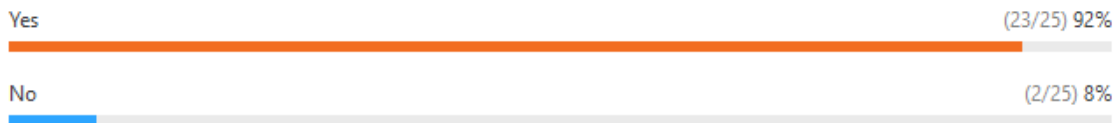11. How would this be used in practice?

- *Our community is mostly Dokis or Restoule. By band number would be ideal*
- *It would be extremely helpful if there was a feature to update civic addressing, in a timely and efficient manner. We do not have any file for civic addressing, but if anyone would like to share an example, that would be quite useful.*
- *We have multiple civic addresses within the same parcel. So maybe..*
- *that is critical for sure … addresses matched to survey*
- *Need a bolean search. on the results we need the name of the FN and the reserve name*
- *Parcels*
- *Reserve, lot, civic, name*
- *Instruments*
- *Address*
- *Street, permit, lease, ROW*
- *search for surveys by parcel #*
- *Legal Subdivision*
- *Utilities*

- *by land-use type*
- *PINs, CLSR #s, names, civic addresses, titles of businesses,*
- *date ranges*
- *yes, a search by 'address' would be great.*
- *I do a search in ICI Society, it would be useful to have this layer in our land registry*
- *How would iMap work in here?*
- *When doing encumbrance checks; I have to include utility locations, etc. through ICI Society (Integrated Cadastral); and it would be nice to have this layer available in ERip or whatever mapping/search platform we will be using.*

SLIDE 22 - Register Information – Non-Instrument Filings

12. 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
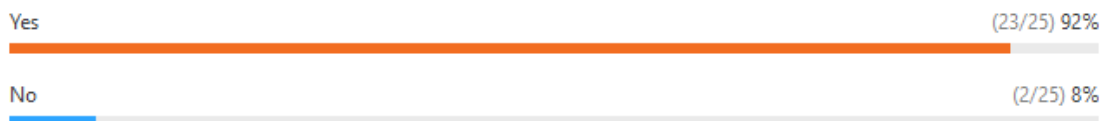
1. Would it make more sense to register the Land Code and Land laws at the level of the First Nation, instead of against each individual reserve? (Multiple choice)

Yes	(23/25) 92%
No	(2/25) 8%

- *consideration for how this will apply for shared reserves for the bucket*
- *consideration for those FN where they may have 4 reserves and 3 under land code and the others are not*

13. 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

2. 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? (Multiple choice)

Yes	(23/25) 92%
No	(2/25) 8%

SLIDE 23 - Register Information – Content

14. What kinds of information are missing?
- *Planning data: land-use, environment, infrastructure, etc.*
- *Civic addressing*
- *updating our survey to make sure the lot descriptors are accurate and match to civic address is a key step we are on currently*
- *Specific instruments to a FN such as certificates of allocations, customary holdings, etc*
- *ability to upload lot and tenant information*
- *Agreements to use land, but not registered ex. fed/prov govt agencies*
- *also cemetery information per cemetery plot*
- *Utilities, Flood Restrictions, areas of environmental contamination?*
- *It would be nice if it was an overall portal that can be used to upload all information from each in-house department; i.e. have registry clerk or lands clerk able to upload specific use information and documents; like a*

central filing system. There is so much staff changeover and department restructuring; that things get lost from year-to-year.

15. What aspects of land are not clear enough?

    •

SLIDE 29 - Spatial – Discussion Topics

16. Land Status

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

        • *Who is the land holder? Report search and then eRIP for the lot itself.*

        • *encumbrance checks*

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

        • *Public Works Department would need to know the land Status for development, encroachment, and size of parcel for infrastructure.*

        • *water systems etc*

        • *some FN have surrendered timber rights, mines and minerals and the status of those would be useful*

        • *wells and septic registrations*

        • *Encumbrance checks and land status reports - I check our ESA, I look at nrcan info via google maps, I look through the citrix website and reports for PIN's, our archeologist has a list of old village sites we arent going to build on, names, trying to find any discrepancies because there have been some in the past. I look at flood maps, paper files from housing (because we havent yet combined a lot of that information and sometimes their info is different than what we have access to in the Lands Office) With new subdivisions Ive been told just to assume there are water and electricity hookups but the older "subdivisions"...that information is not easily accessible*

        • *review of internal file system*

        • *Mapping is extremely useful in Land Use Planning and governance as a whole. Land Development in almost any form (housing, infrastructure, ec. dev.,) requires a comprehensive understanding of the current state of the land, including parcel boundaries, what registered interests or other legal encumbrances exist, where infrastructure and environmental/cultural heritage features are located, etc., before decisions can be made.*

        • *Canada's Contaminated sites*

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

        • *encumbrance checks*

        • *Land Status: could info be exported as Google Earth files? (.kml I think?)*

        • *The ability to integrate with our land referral office. So, we have everything in one spot. I think this would be extremely useful for our overall registry; because then it would show not specific data for each FN; but possibly how overall the referrals process is done; for cumulative effects, etc.*

        • *I'd be happy to send a annotated copy of our land status report/encumbrance check template with all the items I'm instructed to look at and all the items I wish were simpler to find*

17. Preparation of applications

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

        • *registry of our fee simple lands; that we are working on getting into the ATR process*

        • *processing Sub-division - parent PIN*

        • *Here is a website that I use all the time, there is a front end public interface and you can draw on the lots, save it and then there is a whole back end that each departments at the City of Ottawa utilizes for taxation, transportation, infrastructure, planning and constructions, etc. The layers include historical satellite images* *https://maps.ottawa.ca/geoottawa/*

18. Data for other consumers
   a) What third parties are you supplying data to, and what kind of data do they need?
      - *Housing and public works, also our Dev Corp*
      - *Abstract reports to lawyer, solicitor, and Lease holder*
      - *info to council and membership mainly*
      - *data shared to finance and social Assistance dept.*
      - *Housing, Public Works, Land Lease Applicants for both band and non-band members, Land Authority, Chief and Council, Appraisers and occasionally Legal Counsel*
      - *PAR's to Legal Firms that are handling Wills.*
      - *Development Services & Housing*
      - *perhaps consider a process chart for how other departments, third parties and members can see, or request information. Each FN has their own laws, policies, processes for licences and permits, and it will save time for the lands staff.*
   b) What kind of data is needed for your own Land Systems?
      - *new development that will take place*
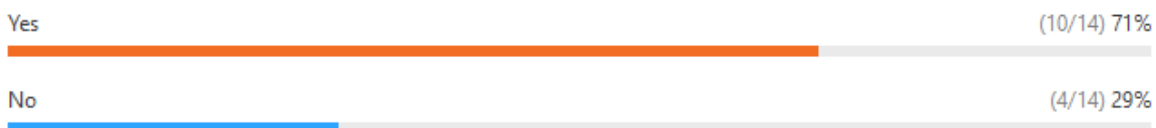   - *Encroachments and survey issues*
19. Mapping
   a) What kind of mapping that you are doing requires spatial view of Land Register?
      - *I have only been able to do screenshot maps, which is very cumbersome and not as useful.*
      - *It would be great to be able to create proper mapping from the registry.*
      - *Can they receive the survey plans in an Autocad format?* **Response:** *the plans are provided on the NRCan site. The digital data file of the entire Reserve can be downloaded. These are for all recorded surveys".*
   b) Are you creating maps from Land Register data? If so, what kinds of maps?
      - *I would also talk about digital mapping with CLS*
      - *Surveyor wasn't paid in full. Ha-ha*
   c) What kind of data is needed from the Land Register?
      -

SLIDE 30 - Spatial – Unregistered Surveyed Parcels

20. Do you have unregistered surveyed parcels? Y/N

1. Do you have unregistered surveyed parcels? (Multiple choice)

Yes	(10/14) 71%
No	(4/14) 29%

   - Surveyor retired and didn't finish paperwork – Dean Bear
21. Do these have an NRCan SGB approved survey Plan? Y/N

2. Do these have an NRCan SGB approved survey Plan? (Multiple choice)

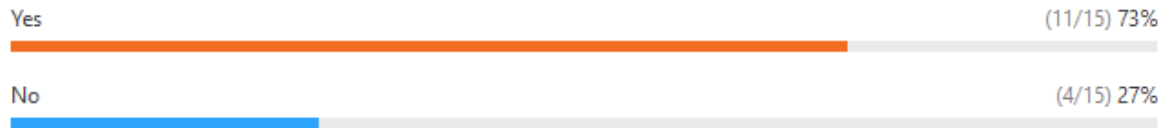|	
Yes	(10/14) 71%
No	(4/14) 29%

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

- *TLE/ATR/Other Compensations Lands*
- *The time it takes to get the survey registered once it has been approved*
- *Cost of surveys, historical (verbal) agreements*
- *Should not take 18 months for a survey to be completed and approved, Glenn asked why? Sometimes surveyor, most times with SGB*
- *Lost documents, failure of staff at both levels of government.*
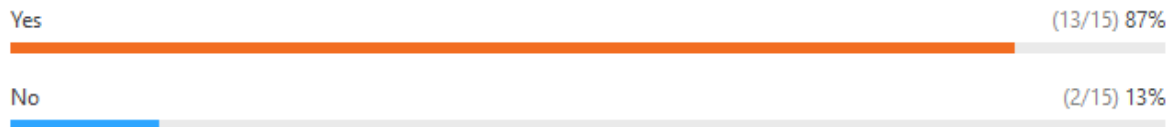
SLIDE 31 - Parcels Not Based on Survey

23. Do you have parcels not based on survey? Y/N

1. Do you have parcels not based on survey? (Multiple choice)

Yes	(11/15) 73%
No	(4/15) 27%

24. Do you need to find and view the 'parcels not based on survey' in the Register? Y/N

2. Do you need to find and view the 'parcels not based on survey' in the Register? (Multiple choice)

Yes	(13/15) 87%
No	(2/15) 13%

25. What types of downstream applications are 'parcel not based on survey' useful for?

- *Can you give an example? Transmission Line going across the island.*
- *Housing may be based on conceptual plan not a legal survey*
- *blanket permits*
- *Where verbal agreements are made, the land title now belongs to first to survey.*
- *We are in the process of getting a piece of land surveyed for an infill for housing if you would like to join the process form beginning to end?*
- *blanket permits - are confirmed by a legal survey too, are they not?*

26. What is the best way to source and vet polygons for 'parcels not based on survey'?

1. Would it be useful to have a polygon for these parcels? (Multiple choice)

Yes	(23/23) 100%
No	(0/23) 0%

SLIDE 32 - Strata & Condos – Future System Features

27. What further information should the Land Register hold on stratas and condos?

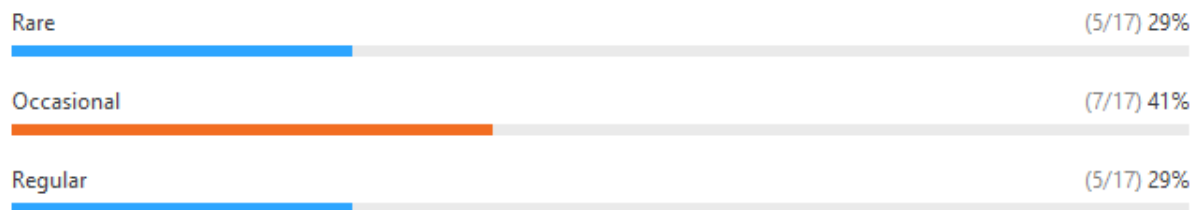- *Full addresses with the unit or Apt number.*

SLIDE 38 - Customers

28. For those participants that engage with third parties, how frequent is this involvement? Rare, occasional, or regular?

> **1. For those participants that engage with third parties, how frequent is this involvement? (Multiple choice)**
>
> Rare   (5/17) 29%
>
> Occasional   (7/17) 41%
>
> Regular   (5/17) 29%

- *3 times a month is how Charlene describes Occasional*

29. Who are the third parties? Are they only lawyers/notaries or are there others?
- *Legal*
- *on the very, very, very rare occasion we would ask our tribal council but very, very rarely.*

30. Are the third parties accessing the registry directly or working through you, the Land Office?
- *always working through the lands department*
- *lands, Ec. Dev.*
- *Ec. Dev., public works, housing*
- *sorry I had to step out ...are municipalities & industry Third parties in this context?*
- *Independent researchers may access historical records (surrenders)*
- *Angie clarifies that this is entering the application/creating the interest into the registry.*
- *There are no third parties accessing the 'CITRIX' registry*

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

32. Is there anything else you would like to tell us about the involvement of third parties?
- *Consultants who work for FNs? Land Tech consultant.*
- *Proponents, like Oil & Gas*
- *Crown corporations, like BC Hydro.*
- *Our economic development company do not share all the happenings on reserve.*

SLIDE 40 - Customers

33. 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
- *pretty much the same info*
- *same*
- *encumbrance checks for in house, and registrations of EOT & Special Use Permits by non-FN's*
- *leaseholders have can have some diverse requests; I would have to think about the variety.*

SLIDE 42 – Accessing Support

34. How does ISC help you resolve your issue now?
- *I speak to Tom or Brenda and they assist right away. Tom is in IT and Brenda is at the main office.*
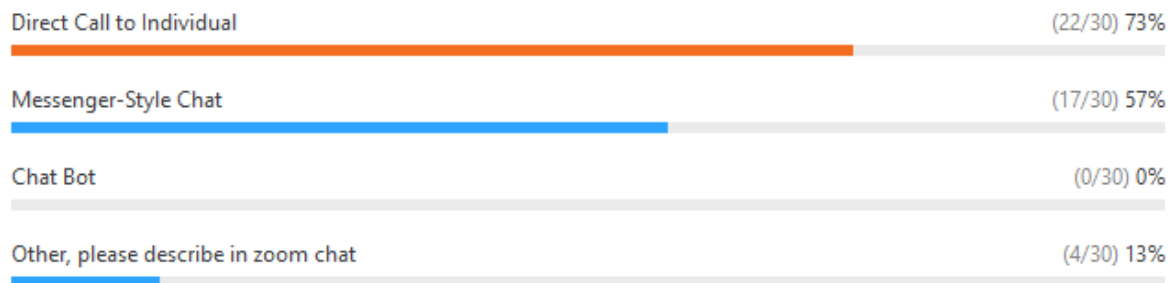
- *I call or email Stella Pruse*
- *I email Brenda, she's great!*

35. Are there any common processes or procedures that are particularly painful?
- *my access glitches and HQ sends me millions of OTP until I have HQ reset*
- *password every time you have to login*
- *When I did a registration, Brenda caught something that needed to be changed.*

36. 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?

1. In the future, what type of assistance would be most preferred? (Multiple choice)

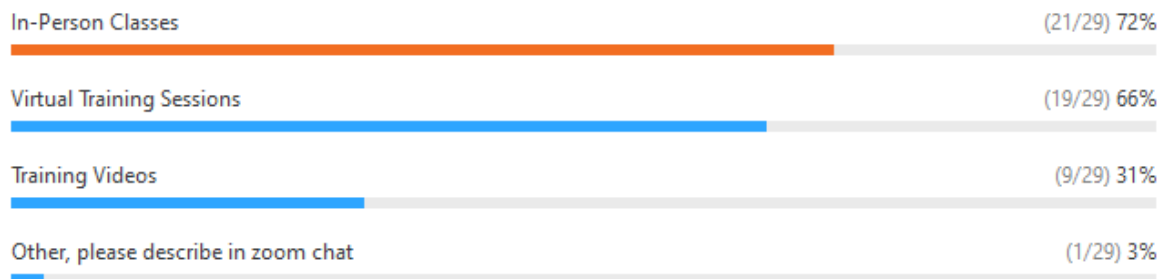|	
Direct Call to Individual	(22/30) 73%
Messenger-Style Chat	(17/30) 57%
Chat Bot	(0/30) 0%
Other, please describe in zoom chat	(4/30) 13%

- *OMG, please no chat-bot!*
- *Email works great and is fast.*
- *I would prefer to have a DIY option AND the potential to call someone*
- *Combination of the top two direct call and messenger-style chat*
- *Definitely no chat bot.*
- *Would the charts be accessible at another time if needed? Y*

SLIDE 44 - Training

37. What is your preferred method of training? In-person classes, virtual training sessions, training videos or Other – Please describe?

1. What is your preferred method of training? (Multiple choice)

In-Person Classes	(21/29) 72%
Virtual Training Sessions	(19/29) 66%
Training Videos	(9/29) 31%
Other, please describe in zoom chat	(1/29) 3%

38. Are there any key topics or subjects (e.g. PINs, how to print etc.) that you would like specific training on?
- *Registering the various types of land interests correctly*
- *upfront session with manual, and follow ups is what I would find useful*
- *registration of interests*
- *eRIP, mapping*

- *generating reports and extracting data*
- *civic addressing*
- *yes, batch reports*
- *mapping*
- *how to upload tenant info relevant to lot, agreements, etc.*

39. Is there anything else you would like to tell us about your training needs or preferences?

- *Tutorial or work through*
- *Everyone learns differently, so I think a combination of in person, videos, and other, would be great. Thanks.*
- *I like the walk throughs, Hands on*
- *I'd prefer a digital manual*
- *This is new for lots of us. We're trying to build capacity within our FN to get folks with no experience the ability to take on some of these tasks. Trainings that start from scratch would be super helpful*

SLIDE 46 – User Experience

40. Is there anything else that would make the overall experience with the registry better?

- *ability to save a document that you search on your computer. It is very cumbersome as it stands, to be able to print, or save a report with current system.*
- *There are other overlapping mapping services that should also be utilized by a FN Lands dept. These include iMapBC, ICI, Canada Lands, and local government mapping. I've always been interested in seeing how these can be integrated in an efficient way.*
- *pre-populate frequent queries, so that you just have to enter one criteria and the site populates the report*
- *having form letters, etc. in the system*
- *when searching for a lot and 10 different CLSR or RSB narrow the search*
- *email to an outside recipient from the form and save to local drive and not on the site*
- *Are email notifications possible when new entries are made?* **Yes, able to email the abstract report**

41. Is there anything we have missed in discussing user experience?

- *Testing before roll out??*
- *Good idea Shawn, there should be a bunch of beta testers*
- *Also, reminders when you are going through registration, so that you do not forget important data.*
- *I truly appreciate these types of forums, where we can discuss boots on the ground issues; and how to tackle them.*
- *I am wondering if there would be a way to retrieve the chats if we needed them at a later date?*
- *ability to have FNs add categories for various types of uses, example hotel and conference center not on the list currently*
- *Same question as Nikki...would like to review all the comments made during this session.*
- *I look forward to implementing this system.*
- *What is the average of people that work in the lands department? We have two full time staff in Musqueam.*
- We used to have three, now it is just me, in our lands department