

TMPD Virtual Workshop Breakout Rooms

RC FIRST NATIONS
LAND MANAGEMENT
RESOURCE CENTRE

T **M** Training, Mentorship &
P **D** Professional Development



Virtual Networking Exercise



Group Discussion

What is your experience with the existing FNLRS?

- What are the top 3 likes?
- What are the top 3 dislikes?

What are the top 3 land registry needs in your Land Governance Office?

What are top 3 changes you would like to see in a new system?

- Are there any specific services or products that would support your land governance office in the new land registry system?



Directions:

- ❑ An RC facilitator & note-taker have been assigned per room
- ❑ The breakout room will be **RECORDED**. Recording is available upon request
- ❑ Welcome participants, do quick introductions by asking participants to share where they are from in the **Chat**
- ❑ As they are doing this you can **Share Screen** & review Virtual Networking Exercise #1 Questions (slide 2)
- ❑ Proceed to your Breakout Room notetaking slide(s) and record high level discussion points
- ❑ Encourage participants to use the **Chat** feature to add their specific points and feedback
- ❑ If opened through MS Teams channel, notes should "AutoSave" if this is not working save a copy for TMPD file
- ❑ The Zoom Host will provide prompts to assist with timing, e.g. -40 min, 20 min, 5 min
- ❑ There will be a 2-minute reminder to rejoin the Main Group, this will give you enough time to close discussion
- ❑ **Stop Recording**, the (.MP4) file will be generated after the main workshop is over, please add to TMPD file
- ❑ Reminder when exiting, select **Leave Breakout** & not **Leave Meeting** – if log out of zoom just log back in
- ❑ The whiteboard records will be compiled as a resource and will be provided as a resource after the session

If you require assistance at anytime, you can select the "help" button and host will be asked to join your session

What is your experience with the existing FNLRs?

- What are the top 3 likes
- What are the top 3 dislikes

Group Notes

Likes:

- Availability of documents when searching;
- eRip;
- Ability to search using multiple criteria;
- Easy to search by registration pin;
- The reporting function;

Dislikes:

- Citrix Access Portal;
- Required path to download and save documents;
- Lack of integration with Canada Lands;
- Need to be very specific when searching in Citrix, especially with Rem. lots (Lot Rem. vs. Rem. Lot will pull different results);
- Limited access since crash last year, only one user in Lands Office;
- OTP Codes – access to Registry is complicated, passwords expire;
- Lack of timely IT/Support;
- Citrix needs to be downloaded to access Registry, needs to be web-based so that it is accessible anywhere;

What are the top 3 land registry needs in your Land Governance Office?

Group Notes

- Correcting historical registration issues;
- Training and consultation of lands registration processes;
- Having the necessary laws and policies in place to facilitate land registrations;
- Land Code compliance measures/check that don't allow registrations that don't comply with the Nation's Land Code;
- Training on the functions in the Registry;
- Making the transfer of lands easier, for CP holders;

What are top 3 changes you would like to see in a new system?

- Are there any specific services or products that would support your land governance office in the new land registry system?

Group Notes

- Better integration with Canada Lands;
- Simplifying access portal, making the Registry more accessible;
- Better/more historical data for parcel abstracts;
- Security issues: Community members employed with neighbouring First Nation Lands Offices, who have FNLRS access, can complete registrations at their home community. Outside access should be read-only.
- “Live help” option, virtual assistant, including chat function/online help materials;
- The ability to search by map/geographically search for a parcel;
- A function to remind/notify when lease terms are expiring or require renewal; rents are due; etc., similar to what the former “NETLANDS” did.

Question 1

What is your experience with the existing FNLRs?

- What are the top 3 likes
- What are the top 3 dislikes

Group Notes

Top 3 Likes

- Interactive Maps
- Help when there is trouble with the system
- Can access reports on demand;
- Lorretta responds quickly to requests for help;
- Idea of a FN registry better than a municipal one;

Question 1

What is your experience with the existing FNLRs?

- What are the top 3 likes
- What are the top 3 dislikes

Group Notes

Top 3 Dislikes

- Lack of connectivity to survey's
- Trouble accessing the system, clunky, FN couldn't register the document themselves, had to engage lawyer. Not registered in area that was identified in the licence, limited in categories.
- Trouble with getting staff trained, getting access to CITRIX, glitches, electronic monitoring makes it easier, trouble to determine what is active and what isn't,
- Feels complicated, not easy to access; no chance to put into practice the training received; not much information to read on how to work with system, working with paper files as backups.
- Not many land transactions, inconvenient to have OTP emailed to you and it goes into junk
- Public website faster and more intuitive than CITRIX
- "Help option" not helpful, had to call IT people and they had to speak to FN IT
- Difficult in getting onto the registry and when used in litigation the register was able to prove that the document was not properly registered
- Access is an issues, uses public domain if information needed immediately, as it alleviates stress in trying to get on CITRIX; no help; having to self teach, RC supporting but its ongoing;
- Logging into CITRIX complicated, they have to send a code and sometimes you get several codes sent;
- Not user friendly, have too many buttons to have to click on;
- Creates anxiety for user when a document has to be registered;
- Needs to be more user friendly;
- Many FN's are new user's and don't have a lot of experience with the registry;
- Would like more training on Survey's and the registry;
- Something easy to manage
- ILRS has a glitch, mouse doesn't match tabs, can't get any help, not an easy system to navigate, documents not synchronized, surveys difficult to determine,

What are the top 3 land registry needs in your Land Governance Office?

Group Notes

- Ability to update lot information that can be widely understood by community; easy to manage in house.
- Currently trying to get CP's issued, trying to pull up current and past registry information and getting things updated;
- Lack of understanding and capacity; subdivided through survey and when registering it had to create new pins, wasn't aware of the some of the questions that should be asked when registering surveys'. Needs to not have to rely on a lawyer to register the documents, redacting documents very tedious, not familiar with system and worried that it will create issues;
- Training and capacity issues and access to training, department of 1 person, no registered land manager due to training, responsibility of registry then falls to staff that are not trained on the registry;
- Survey's, not familiar with the process, ISC used to do it for them, and it was automatic, now the FN needs to understand; needs access to training, what are the key words to pull up the documents, has to go to hard copy to be able to search; other staff are users and familiar however turnover in staff leaves the First Nation in need of training;
- Interactions in registry are limited and training is needed, after 2 days of training more hands on training needed. When not a user its easy to forget, not user friendly, lags and not intuitive; ways to reconcile discrepancies between what is registered in the system and what didn't get registered but is existing on the First Nation;
- Training, access and continued training;
- Needs quicker access to survey's, not getting a response from ISC (working from home) and Ministry of Highways; communications during pandemic; more training needed.
- More training, quicker access to survey's, new to the system;
- Idea of a First Nation registry better than a municipal one;

Question 3

What are top 3 changes you would like to see in a new system?

- Are there any specific services or products that would support your land governance office in the new land registry system?

Group Notes

- Ways to help solve discrepancies from what is registered and what is existing on the ground;

What is your experience with the existing FNLRS?

- What are the top 3 likes
- What are the top 3 dislikes

Group Notes

Likes

- Fast turn-around time since beginning (24 hours)
- Direct contact with Loretta or Brenda *
- Easy system to use once you learn it * Can be learnt in a couple of days

Dislikes

- Timed use (get timed out after 4-5 minutes) *
- Double login (wait for code then login again) * should be more straightforward
- No direct line if there are any issues (1-800 number who aren't really sure what you're talking about) no immediate answer
- Cumbersome and difficult
- Duplication of info – what's on the form almost re-writing, higher chance of error (would be nice to click on parcel vs re-write)
- A lot of same dislikes as identified on list in presentation
- No opportunity to clearly identify who is owning what % (joint-tenants), no clear situation when they want to sever or sell – how the interest is being transferred
- A lot can live on paper somewhere as a survey plan but not be in the registry system
- If there are no interests registered specifically on a lot – can't search the lot – not connected to the NRCan registry
- CLSS and FNLRS not synced, active legal descriptions in CLSS are not always reflected in FNLRS especially when there are several instruments registered on a parcel
- No Convenience of seeing current title – have to go through full abstract report
- Sort history (oldest to newest, or date of the document)
- When document is withdrawn in FNLRS by registrar (defect), you don't get to keep that number (no opportunity to fix it and make it right (mortgages for example, which can be quite substantial))
- Repository and not really a registry

Other

- New to FNLRS discussions
- Like the forms were being created as you go – from the LTSA system
- * means it was discussed more than once

What are the top 3 land registry needs in your Land Governance Office?

Group Notes

- Accessibility of the whole system and ease of use – was highly paper based in beginning, need electronic applications
- Westbank has standard forms and format to use – if not, they are not accepted by the FNLO
- Something better than Citrix
- An Efficient system
- Review packages to ensure applications meets laws, regulations and policies before submitting on FNLRS. Can be time consuming. Be wonderful to have the online option that provides First Nation with a forms that link to applicable sections of law and regulations during upload, per FN. Triggers an alert if it doesn't.
- *Ensure all documentation continues to flow through First Nation for review and registration (not come directly from lawyer for example)

- * means it was discussed more than once

Question 3

What are top 3 changes you would like to see in a new system?

- Are there any specific services or products that would support your land governance office in the new land registry system?

Group Notes

- More fulsome concept of a package of instruments in an application to avoid duplication of entering the same information
- A system/or application that is on the go - works from anywhere
- Pre-population and validation of some of the data entry and application requirements where possible
- Ability to register sketches for those parcels that have no survey #

What is your experience with the existing FNLRs?

- What are the top 3 likes
- What are the top 3 dislikes

Group Notes

Dislikes:

- **Technological issues seems to be old archaic and unstable**
 - (e.g. Microsoft explorer which is being phased out is being relied upon and edge not working well-google chrome works better but CITRIX Microsoft based)
 - (e.g. Times out during sessions)
 - (when system went down due to external security issues past summer it was very difficult to get work completed-later found that if emailed documents registry staff would help [support that is available is not as obvious as it could be.-mistake detection as well would be helpful])
 - (seems like under ILRS abstract report was produced in chronological order but under FNLRs reports are not in chronological order)
 - OTP jumping to other email and come back to find have been logged out
- **Errors and reliability**
 - Parent interests not always transferred to sub interests such as sub lease.
 - CP lots not properly identified
 - Could be improved error detection or correction options
- **Interface Options and Terminology**
 - The terminology is limited –more consistent with common law terms without enough flexibility to use FN terminology.

Likes:

Efficient secure and stable

What are the top 3 land registry needs in your Land Governance Office?

Group Notes

- ***Improved access to and awareness to current and future land registry training.***
 - To address the transition period
 - To support orientation when there is staff turnover

What are top 3 changes you would like to see in a new system?

- Are there any specific services or products that would support your land governance office in the new land registry system?

Group Notes

Any new system must be more user friendly

- Easier interface
- Smoother login
- Improved menu and input options for describing interests or transactions. (for example: certificate of possession is an Indian Act term that may be carried over for some communities because members are familiar with the terms but may not work for others; and some communities have their own type of interest)

The data that is transferred must be accurate

- There would be an electronic program that will audit the information

What type of power should or would a registrar need going forward?

- (The documents come from professional managers lawyers thus it is unclear what the role of a registrar should be.)
- (Lack of established policy-regulations)

What is your experience with the existing FNLRS?

- What are the top 3 likes
- What are the top 3 dislikes

Group Notes

Dislikes

- archaic, not user-friendly; lacks ability to geo-reference where the land parcel is locating (e-rip required) and the ability of it being public, there is a lot of community (FN) information of the land parcel that are not available on a provincial system (i.e., band numbers and names)
- Ability to print a parcel abstract from the public site; inability to save prior to the process being completed; Time out is fast
- access issues; availability of access to the federal site; primarily work with GIS – duplication of work, not visual, i.e., when creating parcels of land – potential for land management issues; requirement for CLSR surveys (legislated?) for Members – have an in-house surveyor.
- Access can be slow during regular working hours for regular and dependable access; not intuitive as the program is not used often

Likes

- secure; formal registration process (legislated)
- the ability to review the history of the land (records)
- the ability to register in a matter of days (5-6)

Technical Questions

- standards and templates; restrictions transfers to non-Members; liability, Canada to be liable for past problems, with the new registry identify First Nations and hold Canada accountable;
- Interest – liens do not apply to First Nations; Wills & Estates, interests that are not registered as a legal interest
- Do by-laws come before the land registry?

What are the top 3 land registry needs in your Land Governance Office?

Group Notes

- Historically, not used throughout ISC – infrastructure, not included in parcel (i.e., hydro, gas lines, etc.)
 - Comment - Important to register
- E-rip is currently tied to the parcel, it would be helpful to have the survey plan attached (CLSR)
- Would like to tie into the Accounts Receivable; with the current system it is hard to do (day-to-day)
- FNLRs does not allow for traditional holdings (Buckshee transactions)
 - Comment - No legal way to register
 - Sketches are available, no surveys not able to record them into LRS – recognized by Council; georeferenced boundary

What are top 3 changes you would like to see in a new system?

- Are there any specific services or products that would support your land governance office in the new land registry system?

Group Notes

- i.e., Survey plan to be part of parcel abstract report
- Help and assistance – save feature is not easy; some First Nations are not able to download documents off the registry. The path to get back to a user's computer is not easy
- Comment/Question – aging technology – upgrading can be a challenge
- Comment – higher density units and the opportunity for stratas – no legislation; what would be the strata ownership in the provincial legislation (i.e., triplex)
- Challenge – no legislation to back it up, (i.e., home repair/common wall)
- MRP – part of Land Code, do other First Nations have one
- Fees – to sustain the system
 - i.e., transaction based, formulate a standardized fee
 - i.e., rush fee, challenge to guarantee the service
- Response times – can be waiting for days to assist, i.e., online chat

What is your experience with the existing FNLRS?

- What are the top 3 likes
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Group Notes

Dislikes:

- Drift in and out of the system, effects the workflow/feels clunky
- Use it or lose it – not used enough – make it easier
- Direct contact with the registrar - I can ask things/connection
- Search – lack of information
- Changing things without notification – inconsistent
- Inability to get real help – tech support on their end- can be improved
- Problems with tech support - sometimes upload doesn't work, can't print
- CP is divided – registering types interests
- A batch system – generate a report that applies to a Lease subdivision
- Navigate through the system is tough
- Missing documents – missing attachments – in transferring will these documents be transferred
- Printing is tough

Likes:

- Appreciate history
- Having accessible without the research
- Uploads – scanning and sending the info – way faster, less paper
- Scan documents – no mailing
- Staff are helpful
- Able to search by last name, all inclusive search – gives a list

Comments:

- Minimum experience ILRS/FNLRS are they similar?
- Some have not had experience

What are the top 3 land registry needs in your Land Governance Office?

Group Notes

- Forms , standardize forms – insure items are on the form developed by FN (required fields), processes are standardized,
- Supporting manual, user guide, training
- Flexibility with the printers – dedicated printer/scanner
- Accessibility of the survey
- Google Earth feature
- Property search

What are top 3 changes you would like to see in a new system?

- Are there any specific services or products that would support your land governance office in the new land registry system?

Group Notes

- Batch reporting
- Data export to tie into other systems or departments
- Better dedicated IT service
- Name search function
- Incorporating Mapping NRcan system
- Train of ownership – for ease of research
- Upload and scanning – copied transaction onto own templates – upload for supporting documents (size), increase data in a scanned image
- Mortgage and leases , do a search monthly
- Timing to register documents is not enough time
- Being able to save and print with ease

What is your experience with the existing FNLRS?

- What are the top 3 likes
- What are the top 3 dislikes

Group Notes

- Not a lot of experience on FNLRS.

Dislikes:

- Bugs that need to be worked out (e.g. can't download Citrix app, working on the website so can't download my work, save or print files, can't upload. I can only do half the work and someone else has to do the rest).
- IT set-up – laptop has to be setup for myself so I can install Citrix. IT computers in the office don't work well with Citrix.
- Not able to sign into Citrix since their update.
- Can see limited information.
- Canada's help desk can't assist.
- Unable to get info needed - I have to go to ISC to provide me with registration information that I should be able to get on the registry. Can't upload any documents. I do half the work then email the docs to Canada.
- Inconvenient. Nobody knows what's happening. Can't do my job.

Likes:

- When it works, I can have all the info I need in one location.
- Being new to my position - I created a step-by-step guide for any successors that may not have training, so they know how to do it.
- Someone we can ask questions to. I need to know why I'm doing what I'm doing, I learn better that way.

What are the top 3 land registry needs in your Land Governance Office?

Group Notes

- Better support
- Registering CP's, leases, business interests, supporting documents – I can currently only do a little before having to hand it off to a support person
- CP's, leases, business interests
- Help desk is not helpful
- Setting up the duplicate registry filling system has never been done. Trying to figure out how
- The ability to search the registry – search parameters and spelling have to be exact (e.g. permits) or no results appear
- Allow room for spelling errors in search functions
- Old documents (BCR's, OiC's, etc.,) are not documented correctly, difficult to find
- FNLRS is located in Eastern Canada – doesn't seem to work at certain times. Needs to be open and available for everyone regardless of location
- Ability to pull simple reports, to see all of your permits, or CP's, leases, etc.
- A log-in dashboard, shows you a quick overview of your lands, so you don't have to go through a bunch of tabs. Perhaps a customizable dashboard.
- It shouldn't time out on you
- How will pre-Land Code instruments be organized?
- Not all of our lands are under Land Code, some CP's are still under RLEMP due to historical issues, so we have 2 lands regimes. Using both systems is a pain. How will the new Registry work for us?

What are top 3 changes you would like to see in a new system?

- Are there any specific services or products that would support your land governance office in the new land registry system?

Group Notes

- Designated support for each province
- Being able to work offline, then changes can be uploaded later (so you don't have to sign in and do the work and upload) - many communities don't have the best internet access
- More user friendly, and a user manual. Current FNLRS is difficult to navigate
- If you make an error, it's not so difficult to fix
- A step-by-step for each type of interest, e.g. licence, RoW, permit
- 2 factor authentication makes it difficult to sign on. You need a certain web browser to sign on
- Mapping can be more user friendly. The view is small.
- Would like to see another version that can be incorporated into ArcGIS – making shapefiles accessible. ArcGIS is preferable to eRIP – it's out of date, unresponsive, clicking doesn't work, etc.
- Takes a long time to get information
- Incorporate Kmz/Kml files, utilize Google Earth, or something that updates on its own
- Generating a parcel abstract report is cumbersome – can it be more succinct?
- Losing too much time trying to navigate FNLRS