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Canada Land Survey System (CLSS) Client Satisfaction Survey 2025-2026 Final Report

Prepared for Natural Resources Canada

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Canada Land Survey System (CLSS)

Client Satisfaction Survey 2025-2026

Final Report

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March 2026

This public opinion research report presents the results of an online survey conducted by Earnscliffe Strategy Group on behalf of the Natural Resources Canada. The research was conducted from January to February 2026.

Cette publication est aussi disponible en français sous le titre :

Système d'arpentage des terres du Canada (SATC)
Sondage sur la satisfaction de la clientèle 2025-2026

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Executive summary

Earnscliffe Strategy Group (Earnscliffe) is pleased to present this report to Natural Resources Canada summarizing the results of the latest wave of quantitative research conducted to better understand how and why different client groups use the Canada Lands Survey System (CLSS) services and tools.

Following recommendations outlined in a 2019 audit of the CLSS program, the Surveyor General Branch (SGB) committed to conducting user feedback surveys on a periodic basis to measure customer satisfaction with clients' experiences using the CLSS system. The Canada Lands Survey System (CLSS) administers a statutory framework, standards and information systems, as well as the land survey ground infrastructure that legally identifies and protects the boundaries of property rights and enables land transactions on Canada Lands. This study, like its predecessor in 2020-2020, provides an opportunity to gather feedback from key stakeholders on the effectiveness of CLSS services and tools, monitor satisfaction over time, and identify areas for future improvement.

The objectives of the research were to measure the effectiveness and efficiency of CLSS services, tools, and data; identify areas for potential improvements; and better understand how and why different client groups use CLSS services and tools.

To meet these objectives, Earnscliffe conducted a comprehensive wave of quantitative research with three specific stakeholder groups: Canada Lands Surveyors, other government land approvers, and Indigenous groups and organizations.

In total, 91 Canada Lands Surveyors completed the online survey (28% response rate) between January 19 and February 20, 2026, with an average survey length of approximately 11 minutes.

In addition, 37 other government land approvers completed the survey online (31% response rate) over the same period, with an average survey length of 18 minutes.

Lastly, 58 Indigenous groups and organizations completed the online survey (15% response rate) over the same time period, with an average survey length of 15 minutes.

Because the sample sizes within each audience group are relatively small, statistical significance testing by region was not undertaken. However, directional regional differences may still be observed in the detailed data tables included under separate cover.

Results from the 2020 survey are provided for reference purposes only. Given the relatively small sample sizes in both waves of this study, statistically reliable comparisons between waves are not possible and therefore changes over time are not formally analyzed in this report.

Overall findings

- Overall satisfaction levels remain high across all three audiences while dissatisfaction remains very low.
 - Approvers report the highest levels of satisfaction, with all respondents indicating they are satisfied with their interactions with the SGB over the past two years (91% very satisfied and 9% somewhat satisfied).
 - Surveyors also report high satisfaction levels (85% very satisfied and 8% somewhat satisfied).
 - Among Indigenous groups and organizations, satisfaction is also positive, with 61% very satisfied and 32% somewhat satisfied.
- In terms of frequency of requests, usage varies by audience. Approvers and surveyors report more frequent interaction with SGB services, while Indigenous groups and organizations report contacting the SGB less often.
- Email remains the most common method of communication with the SGB, followed by telephone. Across audiences, most respondents report that they are able to find a clear point of contact and all respondents indicate that they were served in the language of their choice.
- Regardless of audience, the most common reason for communicating with the SGB is a specific survey project.
- Satisfaction with the SGB is also high across a variety of specific service attributes tested. While satisfaction levels among Indigenous respondents are somewhat lower overall, levels of dissatisfaction remain similarly low across all three audiences.
 - Among surveyors, majorities are very satisfied with the knowledge of the staff (75%), helpfulness (73%), and responsiveness (68%).
 - Among approvers, the number of those saying they are very satisfied is highest with the knowledge of staff (86%), effective communication (81%), providing a clear point of contact (76%), and responsiveness (76%).
 - Among Indigenous groups and organizations, respondents report the highest rates of those saying they are very satisfied with the knowledge of staff (47%), providing information that is easy to understand (47%), and helpfulness (43%).

- Indigenous groups and organizations report that survey activity remains relatively common with one-third (34%) indicating that between two and five surveys have been conducted in their community over the past two years, while 28% report more than ten surveys during the same period.
 - The most common type of survey conducted is interior boundary survey or subdivision (80%), followed by right of way surveys (46%) and additions to reserve (40%).
- Indigenous respondents most commonly provide approval for survey plans through Band Council resolution (57%), followed by email from an authorized person (22%) or First National Approval form (19%).
 - The majority of respondents (69%) indicate they are comfortable approving survey plans.
 - Most respondents also feel that they are consulted sufficiently during the survey process (74%).
- A majority of Indigenous respondents indicate interest in digital approval processes. Seven-in-ten respondents (71%) indicate they would appreciate being able to provide approval of survey plans through an online application, and nearly nine-in-ten (88%) indicate they would use such a system if it were available.
- Taking a closer look at surveyors' use of digital systems and tools, satisfaction remains high (78-83%) across all services and processes tested, with only small shares (1-3%) reporting dissatisfaction with any aspect of the system.
- Surveyors also report high satisfaction with services related to survey instructions and the processing of legal survey plans across all aspects tested (75-91%). Dissatisfaction remains limited (3-5%).
- Among approvers, usage of services varies. For example, 43% report never having accessed or used the eApproval system, while 32% report never requesting SGB to provide the management of survey services. However, among those who do use these services, satisfaction levels are very high across attributes (82-100%), including communication, liaison with contractors, and problem solving.
- Looking specifically at experiences with services related to the regulation of surveys, approvers also report high satisfaction with all items tested (84-100%). While there was no dissatisfaction reported, 16% either did not know or did not provide a response for effective problem solving and ensuring necessary corrections were made to the plan.

- When asked about experiences with the eApproval system, majorities of approvers report high levels of satisfaction across most items tested (63-95%). The one exception is on the help documentation provided (47%) where 42% offered no response or say they do not know.
- Turning to digital services more broadly, usage patterns are generally similar across audiences. The most frequently used digital tools across audiences include the Survey Plan search tool (57-78% saying over 10 times in the past two years).
 - Among surveyors, this is followed closely by the Map Browser application (66%) and the Canada Lands Overlay in Google Earth (66%) as the most commonly used tools over the past two years.
 - Approvers also use the Survey Project search tool (68%) and the Map Browser application (59%) over 10 times in the past two years.
 - Among Indigenous respondents, the other tools most likely to be used over 10 times in the past two years include Geospatial web services (48%) and the Survey Project search tool (43%).
- In terms of satisfaction with digital services, majorities across audiences and most tools report being satisfied.
 - Surveyors report the highest satisfaction with the Canada Lands Overlay in Google Earth (90%) and the Survey Plan search tool (94%). The lowest levels of satisfaction were noted with the Oil and Gas tools (47%), although this is as two in five (40%) say they did not know or did not offer a response.
 - Among approvers, satisfaction is highest with the Survey Plan search tool (97%) and the Canada Lands Overlay in Google Earth (92%).
 - Among Indigenous groups and organizations, satisfaction is highest with the Canada Lands Overlay in Google Earth (84%) and the Survey Plan search tool (79%).
- Across audiences, relatively few respondents offer specific suggestions for improvements to digital services. Where suggestions are provided, they most often relate to improving search functionality, navigation, and documentation to make tools easier to use and information easier to locate.

Research Firm:

Earncliffe Strategy Group Inc. (Earncliffe)

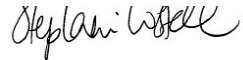
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I hereby certify as a Representative of Earncliffe Strategy Group that the final deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate or ratings of the performance of a political party or its leaders.

Signed:

Date: March 7, 2026



Stephanie Constable

Principal, Earncliffe

Introduction

Earnscliffe Strategy Group (Earnscliffe) is pleased to present this report to Natural Resources Canada summarizing the results of the quantitative research conducted to better understand how and why different client groups use the Canada Lands Survey System (CLSS) services and tools, and to track changes in user experiences and satisfaction over time.

The Surveyor General Branch (SGB) committed to conducting periodic user feedback surveys following recommendations outlined in a 2019 audit of the CLSS program. These surveys are intended to measure customer satisfaction with clients' experiences using the CLSS system and to gather input on the effectiveness of services and tools from the perspective of key stakeholders. The previous wave of this research was conducted in 2020, and the current study represents the next wave in this tracking program.

The Canada Lands Survey System (CLSS) administers a statutory framework, standards and information systems, as well as the land survey ground infrastructure that legally identifies and protects the boundaries of property rights and enables land transactions on Canada Lands. As part of this ongoing measurement program, the user feedback surveys provide an opportunity to monitor client satisfaction over time, assess evolving needs, and identify areas where services, tools, and data may be improved.

The objectives of this research were to measure the effectiveness and efficiency of CLSS services, tools, and data, track key indicators of satisfaction since the previous wave, and identify areas for potential improvement. Additionally, the research sought to gain a better understanding of how and why different client groups use CLSS services and tools. The specific objectives of the research are to:

- identify client needs, preferences and expectations;
- gain awareness of any issues with the program's services, tools or data that impact their functionality or consistency;
- gather ideas and recommendations for new functions or features that may provide additional benefit;
- obtain insight into how clients view the accessibility, accuracy and timeliness of CLSS products and services;
- measure satisfaction with staff in terms of knowledge, professionalism and responsiveness; and,
- compare key results with those from the previous wave conducted in 2020.

To meet these objectives, Earnscliffe conducted a comprehensive wave of quantitative research with three key stakeholder groups: Canada lands surveyors, other government land approvers, and Indigenous groups and organizations.

In total, 91 Canada Lands Surveyors completed the online survey (28% response rate) between January 19 and February 20, 2026, with an average survey length of approximately 11 minutes.

In addition, 37 other government land approvers completed the survey online (31% response rate) over the same period, with an average survey length of 18 minutes.

Lastly, 58 Indigenous groups and organizations completed the survey online (15% response rate) over the same time period, with an average survey length of 15 minutes.

The research findings will be used to enhance client satisfaction with CLSS products and services and to support ongoing improvements to the program. The results provide insight into how different client groups interact with CLSS services, tools and data, while also allowing the Surveyor General Branch to monitor directional trends over time and identify priority areas for future improvements.

Appended to this report are the questionnaires, detailed methodology report, and verbatim open ended responses.

Detailed findings

The detailed findings in this report are organized into three sections reflecting the primary user groups included in the study: surveyors, approvers, and Indigenous groups and organizations.

Unless otherwise specified, results presented in this section reflect the combined responses of participants across all regions and both official languages (English and French). Due to rounding, percentages may not always sum to exactly 100%. The abbreviation “DK/NR/NA” used throughout the report refers to “Don’t Know / No Response / Not Applicable.”

Because the sample sizes within each audience group are relatively small, statistical significance testing by region was not undertaken. However, directional regional differences may still be observed in the detailed data tables included under separate cover.

Results from the 2020 survey are provided for reference purposes only. Given the relatively small sample sizes in both waves of this study, statistically reliable comparisons between waves are not possible and therefore changes over time are not formally analyzed in this report.

Open-ended responses are presented differently across sections depending on the volume of feedback received. For Section A (Surveyors), open-ended responses are compiled in Appendix C due to the larger number of comments provided. For Sections B (Approvers) and C (Indigenous groups), open-ended responses are included directly within the body of the report because of the smaller number of responses.

While the percentage of respondents offering open-ended responses from the 2020 survey is included for reference in the tables of such questions, the verbatim responses themselves are not reproduced in this report. For clarity and readability, some open-ended responses have been lightly edited for grammar or comprehension while preserving their original meaning.

Section A: Surveyors

In this section, surveyors were asked a series of logistical questions about their interactions with the Surveyor General Branch (SGB) over the past two years. These questions explored how frequently surveyors requested services or advice from the SGB, how they typically communicate with the Branch, and their overall satisfaction with the SGB and its service attributes. It is important to note that NRCan employees were permitted to participate in the survey, however they were not isolated in the analysis as they do not statistically impact the overall results.

Communicating with the SGB

A plurality of surveyors report requesting services or advice from the SGB more than ten times in the past two years (45%). Nearly one in five (19%) indicate making between six and ten requests, while 15% report requesting services two to five times during this period. A smaller share report only a single request (2%), while 11% indicate that they have not requested services from the SGB over the past two years.

Email remains the most commonly used method of communication with the SGB. Nearly all surveyors (99%) report using email to request services. Telephone is also widely used, with more than three quarters (76%) indicating they have contacted the SGB by phone. One in five (20%) report communicating with the SGB in person, while 15% indicate using other methods.

Among surveyors who have requested services from the SGB, most (91%) indicate that they are able to identify a clear point of contact. All surveyors report that they were served in the official language of their choice.

Surveyors most commonly contact the SGB in relation to a specific survey project (82%). Many also report communicating with the SGB regarding survey standards or requirements (73%) and for the review of survey plans (62%). Other reasons for contacting the SGB include issues related to digital signatures or myKEY (58%), requests for boundary advice (36%), and questions or issues related to the SGB's online tools or myCLSS (30%).

Overall satisfaction with the SGB

Overall satisfaction with the SGB among surveyors is high. A large majority (85%) report being very satisfied with their interactions with the SGB over the past two years, while an additional 8% indicate that they are somewhat satisfied. Only a very small share of surveyors (1%) report dissatisfaction with the SGB.

Surveyors also report positive assessments across several key service attributes. Nearly three quarters indicate they are very satisfied with the helpfulness of the SGB (73%), while similar proportions report being very satisfied with the knowledge of SGB staff (75%) and the responsiveness (68%). Dissatisfaction with these attributes remains very low.

Exhibit A1: Q3 – Over the past two years, how many times would you estimate you requested services or advice from the Surveyor General Branch (SGB)? n=91 (2026); n=105 (2020)

Frequency of SGB Requests	2026	2020
Not at all	11%	11%
Once	2%	7%
2-5 times	15%	26%
6-10 times	19%	20%
Over 10 times	45%	28%
DK/NR/NA	8%	8%

Exhibit A2: Q4 – [IF REQUESTED SERVICES OR ADVICE FROM SGB AT LEAST ONCE]

Over the past two years, what methods of communication have you used to request services or advice from the SGB? Please indicate all that apply. n=74 (2026); n=85 (2020)

Methods of Communicating with SGB	2026	2020
In person	20%	20%
Email	99%	99%
Telephone	76%	87%
Traditional mail	0%	0%
Other	15%	5%
DK/NR/NA	0%	0%

Exhibit A3: Q5 – [IF Q3 AT LEAST ONCE] Were you always able to find a clear point of contact? n=74 (2026); n=85 (2020)

Point of Contact	2026	2020
Yes	91%	86%
No	7%	13%
DK/NR/NA	3%	1%

Exhibit A4: Q6 – [IF REQUESTED SERVICES OR ADVICE FROM SGB AT LEAST ONCE]
Were you served in the language of your choice? n=74 (2026); n=85 (2020)

Preferred Language Used	2026	2020
Yes	100%	100%
No	0%	0%
DK/NR/NA	0%	0%

Exhibit A5: Q7 – [IF REQUESTED SERVICES OR ADVICE FROM SGB AT LEAST ONCE]
What were the reasons for communicating with the SGB? Please indicate all that apply. n=74 (2026); n=85 (2020)

Reasons to Communicate with SGB	2026	2020
A specific survey project	82%	87%
Survey standards or requirements	73%	68%
Review of survey plans	62%	60%
An issue with digital signature or myKEY	58%	40%
An issue with the SGB's online tools or myCLSS	30%	32%
Boundary advice	36%	31%
Other	7%	4%
DK/NR/NA	0%	1%

Exhibit A6: Q8A – Overall, how satisfied are you with your interactions with the SGB over the past two years? n=74 (2026); n=105 (2020)

Overall Satisfaction with SGB	2026	2020
Very satisfied	85%	65%
Somewhat satisfied	8%	15%
Neither satisfied nor dissatisfied	4%	6%
Somewhat dissatisfied	1%	1%
Very dissatisfied	0%	0%
DK/NR/NA	1%	13%

Exhibit A7: Q8B – Can you briefly explain why your interactions with the SGB over the past two years have been disappointing? n=1 (2026); n=1 (2020)

Reasons for Disappointing Interactions	2026	2020
DK/NR/NA	100%	100%

Exhibit A8a: Q9-11 – Overall, to what extent are you satisfied or dissatisfied with the SGB on each of the following attributes? n=91 (2026)

2026: Satisfaction with SGB Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/NR/NA
Helpful	73%	12%	3%	0%	0%	12%
Knowledge of Staff	75%	11%	3%	0%	0%	11%
Responsive	68%	15%	4%	0%	1%	11%

Exhibit A8b: Overall, to what extent are you satisfied or dissatisfied with the SGB on each of the following attributes? n=105 (2020)

2020: Satisfaction with SGB Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Helpful	69%	15%	4%	2%	1%	10%
Knowledge of Staff	65%	20%	4%	1%	1%	10%
Responsive	62%	22%	4%	2%	1%	10%

In this section, surveyors were asked about their use of and satisfaction with a variety of survey resources, including the National Standards for the Survey of Canada Lands, myCLSS, the processing and review of legal survey plans, myKEY, and CLEVER.

Usage of survey resources

Over the past two years, many surveyors report frequent use of several of these resources. More than half (57%) indicate they have accessed or used the myCLSS website for research or links to other tools and information pages more than ten times. A similar share (53%) report accessing or using the National Standards for the Survey of Canada Lands more than ten times over the same period.

More than one-third of surveyors (35%) indicate they have opened a survey project through myCLSS and submitted a survey plan for review or processing more than ten times. Use of CLEVER is somewhat less frequent. One quarter (25%) report accessing or using CLEVER more than ten times, while a larger share indicates using the tool less frequently or not at all.

Satisfaction with survey resources

Surveyors were also asked about their experiences with the National Standards for the Survey of Canada Lands. A majority report positive experiences across several attributes. More than

half (52%) indicate they are very satisfied that the standards meet the needs of the Canada Lands Survey System, while a further 34% report being somewhat satisfied.

Surveyors also report positive experiences in terms of the ease of finding information and the ability to obtain answers to questions about the standards. In both cases, 44% report being very satisfied, with similar proportions indicating they are somewhat satisfied.

Satisfaction is also generally strong with respect to the adequacy of the types of plans included in the standards and how well the standards are adapted to client needs. For both attributes, roughly four in ten (39-42%) surveyors report being very satisfied, while an additional share indicate they are somewhat satisfied. Only a small proportion of surveyors report dissatisfaction with any individual attribute.

Modifying or adding elements of the National Standards

When asked about potential priorities for modifying or adding elements to the standards, responses were mixed. One quarter of surveyors (25%) indicate that nothing needs to be modified or added, while another quarter identify other potential improvements. Nearly half (49%) do not provide a specific response.

Overall, just over two in five surveyors (42%) indicate that they know how to submit a suggestion regarding changes to the National Standards. Nearly half (48%) report that they do not know how to do so, while a smaller share (10%) do not provide an answer.

Exhibit A9a: Q12-15 – Over the past two years, how many times would you estimate you have done any of the following? n=91 (2026)

2026: Usage of Resources						
	Not at all	1 time	2-5 times	6-10 times	Over 10 times	DK/NR/NA
Accessed or used the National Standards for the Survey of Canada Lands	9%	0%	21%	13%	53%	4%
Accessed or used the	10%	0%	22%	10%	57%	1%

myCLSS website for research or links to other tools and information pages						
Opened a survey project through myCLSS and submitted a survey plan for review and/or processing	16%	8%	25%	12%	35%	3%
Accessed or used CLEVER (Canada Lands e-validation of electronic returns)	36%	3%	19%	13%	25%	3%

Exhibit A9b: Over the past two years, how many times would you estimate you have done any of the following? n=105 (2020)

2020: Usage of Resources						
	Not at all	1 time	2-5 times	6-10 times	Over 10 times	DK/NR/NA
Accessed or used the National Standards for the Survey of Canada Lands	8%	3%	24%	18%	46%	2%
Accessed or used the myCLSS website	11%	5%	18%	11%	52%	2%

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for research or links to other tools and information pages						
Opened a survey project through myCLSS and submitted a survey plan for review and/or processing	21%	12%	22%	11%	28%	5%
Accessed or used CLEVER (Canada Lands e-validation of electronic returns)	49%	10%	15%	10%	11%	6%

Exhibit A10a: Q16-20 – [IF ACCESSED OR USED THE NATIONAL STANDARDS FOR THE SURVEY OF CANADA LANDS AT LEAST ONCE] Thinking specifically about your experience with the National Standards for the Survey of Canada Lands, to what extent are you satisfied or dissatisfied on the following attributes? n=79 (2026)

2026: Satisfaction with Survey Resources						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Meets the needs of the Canada Lands Survey System	52%	34%	8%	3%	0%	4%

Easy to find information	44%	44%	8%	3%	0%	1%
Easy to get answers to questions about standards	44%	47%	5%	1%	0%	2%
Has adequate types of plans	42%	39%	4%	10%	1%	4%
Well-adapted to client needs	39%	42%	9%	5%	1%	4%

Exhibit A10b: [IF ACCESSED OR USED THE NATIONAL STANDARDS FOR THE SURVEY OF CANADA LANDS AT LEAST ONCE] Thinking specifically about your experience with the National Standards for the Survey of Canada Lands, to what extent are you satisfied or dissatisfied on the following attributes? n=95 (2020)

2020: Satisfaction with Survey Resources						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Meets the needs of the Canada Lands Survey System	47%	34%	8%	3%	2%	5%
Easy to find information	44%	34%	11%	7%	1%	3%
Easy to get answers to	44%	34%	8%	5%	1%	7%

questions about standards						
Has adequate types of plans	38%	37%	11%	6%	3%	5%
Well-adapted to client needs	35%	32%	19%	9%	1%	4%

Exhibit A11: Q21 – Can you indicate one or more elements of the standards that should be modified or added as a priority? n=91 (2026); n=105 (2020)

Priority Elements of Standards	2026	2020
Other	25%	33%
Nothing needs to be modified or added	25%	30%
DK/NR/NA	49%	36%

Verbatim responses can be found in Appendix C.

Experience with myCLSS

Surveyors generally report positive experiences with myCLSS across several attributes. Satisfaction is highest with its ability to meet their needs, with 51% indicating they are very satisfied and an additional 32% somewhat satisfied. Similar views are expressed regarding the reliability of the site, with 44% very satisfied and 35% somewhat satisfied.

Surveyors also report generally favourable views regarding the ease of use of myCLSS, with 37% very satisfied and 42% somewhat satisfied. A comparable share report positive experiences with the ease of getting issues resolved or obtaining answers to questions through myCLSS, with 37% very satisfied and 41% somewhat satisfied. Only a small proportion of surveyors report dissatisfaction with any of these attributes.

Surveyors were also asked about the potential impact if myCLSS or other SGB digital tools were unavailable for varying periods of time. If the tools were down for one hour, most surveyors report that the impact would be limited, with 44% indicating no impact at all and 42% suggesting only an insignificant impact. However, the perceived impact increases substantially as the length of the outage grows. If the systems were unavailable for two days, more than half

of surveyors indicate that this would have either a very significant impact (21%) or a significant impact (34%) on their business operations. If the outage lasted five days or more, nearly half (49%) report that the impact would be very significant, with an additional 27% indicating a significant impact.

When asked how myCLSS could be improved, responses are mixed. A majority of surveyors (59%) do not provide a specific suggestion, while 15% indicate that nothing needs to be modified or added. Among those who offered suggestions, a variety of improvements are mentioned (included in Appendix C).

Exhibit A12: Q22 – Do you know how to submit a suggestion regarding changes to the National Standards? n=91 (2026); n=105 (2020)

National Standards Suggestion Submissions	2026	2020
Yes	42%	41%
No	48%	46%
DK/NR/NA	10%	13%

Exhibit A13a: Q23-26 – [IF OPENED A SURVEY PROJECT THROUGH MYCLSS AT LEAST ONCE] Thinking specifically about your experience with myCLSS, to what extent are you satisfied or dissatisfied on the following attributes? n=81 (2026)

2026: Satisfaction with myCLSS Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Meets your needs	51%	32%	4%	2%	1%	10%

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Reliability of the site – also known as “uptime”	44%	35%	10%	1%	1%	9%
Easy to use	37%	42%	9%	2%	1%	9%
Easy to get issues resolved or get answers to questions	37%	41%	7%	2%	1%	11%

Exhibit A13b: [IF OPENED A SURVEY PROJECT THROUGH MYCLSS AT LEAST ONCE]
Thinking specifically about your experience with myCLSS, to what extent are you satisfied or dissatisfied on the following attributes? n=78 (2020)

2020: Satisfaction with myCLSS Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Meets your needs	60%	28%	9%	1%	1%	0%
Reliability of the site – also known as “uptime”	54%	31%	9%	4%	0%	3%
Easy to use	49%	37%	10%	3%	1%	0%
Easy to get issues resolved or get answers to questions	37%	38%	15%	5%	1%	2%

Exhibit A14a: Q27-30 – If myCLSS and SGB’s digital tools were down for each of the following lengths of time, how significant an impact, if any, would this have on the finances or operations of your business? n=91 (2026)

2026: Impact if SGB’s Digital Tools Were Down					
	A very significant impact	A significant impact	An insignificant impact	No impact at all	DK/NR/NA
1 hour	0%	7%	42%	44%	8%
4 hours	5%	14%	47%	23%	10%
2 days	21%	34%	26%	9%	10%
5 days or more	49%	27%	12%	4%	7%

Exhibit A14b: If myCLSS and SGB’s digital tools were down for each of the following lengths of time, how significant an impact, if any, would this have on the finances or operations of your business? n=105 (2020)

2020: Impact if SGB’s Digital Tools Were Down					
	A very significant impact	A significant impact	An insignificant impact	No impact at all	DK/NR/NA
1 hour	2%	2%	26%	63%	8%
4 hours	2%	11%	30%	48%	9%
2 days	14%	28%	34%	15%	9%
5 days or more	38%	29%	18%	7%	9%

Exhibit A15: Q31 – Can you indicate one or more ways myCLSS could be improved? n=91 (2026); n=105 (2020)

Suggested Improvements of myCLSS	2026	2020
Nothing needs to be modified or added	15%	26%
DK/NR/NA	59%	46%

Verbatim responses can be found in Appendix C.

Experience requesting survey instructions

Asked about their experiences with the request of survey instructions, surveyors report generally positive views across several attributes. A large majority (81%) indicate they are very satisfied with the issuance of survey instructions in a timely manner. Roughly half report being very satisfied with the process making sense through myCLSS (51%) and with the process to request amendments through myCLSS (51%). Similar shares report being very satisfied with being kept informed of any issues or delays with survey instructions (52%) and with being kept informed of any survey problems related to survey instructions (53%). Only a small proportion of surveyors report dissatisfaction with any of these attributes.

Experience with processing and reviewing legal survey plans

Surveyors were also asked to think specifically about their experiences with the processing and review of legal survey plans. Satisfaction is highest with the service of SGB staff, with 82% indicating they are very satisfied. Many surveyors also report being very satisfied with the reliability of service (73%) and with the way any problems or conflicts were handled (58%).

Smaller shares report being very satisfied with the information and notifications available in myCLSS (40%) and with the critical issue process and functionality (37%), although many respondents indicate they are somewhat satisfied with these aspects. Dissatisfaction across all attributes remains relatively limited.

When asked how the review and processing of legal survey plans could be improved, responses are varied. A majority of surveyors (57%) do not provide a specific suggestion, while 18% indicate that nothing needs to be modified or added. Among those who provided suggestions, a range of potential improvements were identified (included in Appendix C).

Exhibit A16a: Q32-36 – [IF OPENED A SURVEY PROJECT THROUGH MYCLSS AT LEAST ONCE] Thinking specifically about your experience with the request of survey instructions, to what extent are you satisfied or dissatisfied on the following attributes? n=73 (2026)

2026: Satisfaction with Survey Instruction Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Issuance of survey instruction in a timely manner (2 business days)	81%	10%	3%	3%	0%	4%
Process makes sense through myCLSS	51%	26%	7%	4%	1%	11%
Being kept informed of any issues or delays with survey instructions	52%	23%	7%	3%	0%	15%
Being kept informed of any survey problem regarding survey instructions	53%	22%	8%	3%	0%	14%
Process to request amendments makes sense through myCLSS	51%	26%	7%	4%	1%	11%

Exhibit A16b: [IF OPENED A SURVEY PROJECT THROUGH MYCLSS AT LEAST ONCE]
Thinking specifically about your experience with the request of survey instructions, to what extent are you satisfied or dissatisfied on the following attributes? n=78 (2020)

2020: Satisfaction with Survey Instruction Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Issuance of survey instruction in a timely matter (2 business days)	68%	21%	4%	3%	1%	4%
Process makes sense through myCLSS	56%	28%	8%	1%	3%	4%
Being kept informed of any issues or delays with survey instructions	51%	24%	12%	4%	1%	8%
Being kept informed of any survey problem regarding survey instructions	51%	21%	17%	1%	1%	9%
Process to request amendments makes sense through myCLSS	50%	23%	8%	8%	1%	10%

Exhibit A17a: Q37-44 – [IF OPENED A SURVEY PROJECT THROUGH MYCLSS AT LEAST ONCE] Thinking specifically about your experience with the processing and review of legal survey plans, to what extent are you satisfied or dissatisfied on the following attributes? n=73 (2026)

2026: Satisfaction with Processing and Review of Legal Survey Plans and Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
The service of the SGB staff	82%	8%	3%	0%	0%	7%
Reliability of service	73%	14%	8%	0%	0%	5%
The way any problems or conflicts were handled	58%	19%	8%	3%	0%	12%
Process makes sense through myCLSS	56%	29%	12%	0%	1%	1%
Being kept informed of any issues or delays with plan review	49%	21%	14%	3%	1%	12%
Review conducted in a timely manner	51%	34%	8%	0%	1%	5%
The information and notifications available in myCLSS	40%	30%	18%	0%	1%	11%

Critical issue process and functionality	37%	41%	7%	5%	0%	10%
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Exhibit A17b: [IF OPENED A SURVEY PROJECT THROUGH MYCLSS AT LEAST ONCE]
Thinking specifically about your experience with the processing and review of legal survey plans, to what extent are you satisfied or dissatisfied on the following attributes? n=78 (2020)

2020: Satisfaction with Processing and Review of Legal Survey Plans and Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
The service of the SGB staff	67%	18%	4%	3%	1%	7%
Reliability of service	53%	27%	8%	3%	3%	7%
The way any problems or conflicts were handled	49%	23%	10%	5%	3%	11%
Process makes sense through myCLSS	47%	32%	8%	3%	3%	7%
Being kept informed of any issues or delays with plan review	47%	24%	12%	6%	1%	9%

Review conducted in a timely manner	46%	28%	8%	9%	1%	7%
The information and notifications available in myCLSS	44%	36%	6%	4%	3%	7%
Critical issue process and functionality	44%	29%	9%	4%	5%	9%

Exhibit A18: Q45 – Can you indicate one or more ways the review and processing of legal survey plans could be improved? n=91 (2026); n=105 (2020)

Suggested Improvements of myCLSS	2026	2020
Nothing needs to be modified or added	18%	23%
DK/NR/NA	57%	59%

Verbatim responses can be found in Appendix C.

Experience with myKEY

Digital signature and myKEY attributes receive comparatively lower levels of very high satisfaction than some of the other digital tools. Two in five surveyors (40%) report being very satisfied with the ease of using digital signatures to sign survey documents. About one third (34%) indicate they are very satisfied with the ease of preparing files for digital signature.

Nearly half of surveyors (48%) report being very satisfied with the ease of getting support regarding an issue, while smaller shares report being very satisfied with the help documentation provided (19%) and with the ease of setting up and renewing digital signatures (15%). A number of surveyors also indicate some level of dissatisfaction with the process to set up and renew digital signatures.

Experience with CLEVER

Surveyors were also asked about their experiences with CLEVER. Overall, responses indicate generally positive views across the different attributes. Two in five surveyors (40%) report being very satisfied with the ease of use of CLEVER, while roughly one third report being very satisfied with the reliability of results (33%) and with the information provided in the report being easy to understand (27%). A smaller share indicate they are very satisfied with the ease of accessing the system (19%), although many report being somewhat satisfied or neutral with this attribute.

When asked about potential improvements to CLEVER, most surveyors do not provide a specific suggestion. Two thirds (67%) do not offer an answer, while 15% indicate that nothing needs to be modified or added. Verbatim responses are available in Appendix C.

Exhibit A19a: Q46-50 – [IF OPENED A SURVEY PROJECT THROUGH MYCLSS AT LEAST ONCE] Thinking specifically about your experience with digital signature and myKEY, to what extent are you satisfied or dissatisfied on the following attributes? n=73 (2026)

2026: Satisfaction with myKEY Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Easy to use for signing survey documents	40%	33%	7%	8%	5%	7%
Easy to prepare files for digital signature (PDF/A)	34%	34%	12%	10%	3%	7%
Easy to get support regarding an issue	48%	23%	10%	7%	4%	8%

The help documentation provided	19%	34%	26%	8%	4%	8%
Easy to set up and renew	15%	27%	12%	21%	16%	8%

Exhibit A19b: [IF OPENED A SURVEY PROJECT THROUGH MYCLSS AT LEAST ONCE]
Thinking specifically about your experience with digital signature and myKEY, to what extent are you satisfied or dissatisfied on the following attributes? n=78 (2020)

2020: Satisfaction with myKEY Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Easy to use for signing survey documents	40%	26%	6%	8%	5%	16%
Easy to prepare files for digital signature (PDF/A)	37%	21%	13%	8%	6%	16%
Easy to get support regarding an issue	27%	27%	13%	14%	3%	17%
The help documentation provided	15%	29%	19%	12%	8%	17%
Easy to set up and renew	10%	17%	17%	26%	17%	14%

Exhibit A20a: Q51-54 – [IF ACCESSED/USED CLEVER AT LEAST ONCE] Thinking specifically about your experience with CLEVER, to what extent are you satisfied or dissatisfied on the following attributes? n=55 (2026)

2026: Satisfaction with CLEVER Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Easy to access	19%	34%	26%	8%	4%	0%
Easy to use	40%	38%	13%	7%	0%	2%
Reliability of the results from CLEVER	33%	49%	13%	0%	2%	4%
Information provided in the report is easy to understand	27%	45%	15%	9%	2%	2%

Exhibit A20b: [IF ACCESSED/USED CLEVER AT LEAST ONCE] Thinking specifically about your experience with CLEVER, to what extent are you satisfied or dissatisfied on the following attributes? n=48 (2020)

2020: Satisfaction with CLEVER Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Easy to access	48%	25%	10%	2%	2%	12%
Easy to use	48%	17%	15%	8%	0%	12%
Reliability of the results from CLEVER	38%	27%	10%	13%	0%	12%
Information provided in the report is easy to understand	31%	29%	17%	10%	0%	12%

Exhibit A21: Q55 – Can you indicate one or more ways CLEVER could be improved? n=55 (2026); n=48 (2020)

Suggested Improvements of CLEVER	2026	2020
Nothing needs to be modified or added	15%	19%
DK/NR/NA	67%	71%

Verbatim responses can be found in Appendix C.

Finally, surveyors were asked about their usage of eight key digital services, as well as their satisfaction with these tools and any suggested improvements.

Usage of digital services

The most frequently used digital services include the Survey Plan search tool, with more than three quarters of surveyors (78%) reporting that they have used it more than ten times in the past two years. The Map Browser application and the Canada Lands Overlay in Google Earth are also widely used, with 66% of surveyors indicating they have used each of these tools more than ten times. More than half report using the Geospatial web services more than ten times (54%), while just over half (52%) report using the Survey Project search tool this frequently.

Other services are used somewhat less often. Four in ten surveyors (42%) report using the Canada Lands Digital Cadastral data more than ten times, while just over one third (36%) report using the Canada Lands Surveys section of the Natural Resources Canada website more than ten times. The Oil and Gas tools are used far less frequently, with only a very small share of surveyors (2%) reporting that they have used this service more than ten times in the past two years.

Satisfaction with digital services

Surveyors also report generally positive experiences with several of these digital services. The highest levels of satisfaction are reported for the Canada Lands Overlay in Google Earth, with 74% indicating they are very satisfied. High levels of satisfaction are also reported for the Survey Plan search tool (72%) and the Geospatial web services (63%).

Moderate levels of very high satisfaction are reported for the Survey Project search tool (58%) and the Map Browser application (53%). Slightly fewer surveyors report being very satisfied with the Canada Lands Digital Cadastral data (47%) and the Canada Lands Surveys section of the Natural Resources Canada website (43%). Satisfaction with the Oil and Gas tools is lower, although relatively few respondents report using this service.

Suggestions for improving digital services

Surveyors were also asked to suggest ways these digital services could be improved. Across most tools, many respondents do not provide a specific suggestion. For example, 68% do not provide an improvement for the Canada Lands Surveys section of the Natural Resources Canada website, while 44% do not suggest improvements for the Survey Plan search tool and 58% do not suggest improvements for the Survey Project search tool. Similar patterns are observed for other services, with many respondents indicating they do not have specific suggestions for improvement. Among those who do provide feedback, a range of suggestions are offered depending on the service in question (available in Appendix C).

Exhibit A22a: Q56-63 – Over the past two years, how many times would you estimate you accessed or used the any of the following? n=91 (2026)

2026: Usage of Digital Services						
	Not at all	1 time	2-5 times	6-10 times	Over 10 times	DK/NR/NA
The Survey Plan search tool	9%	3%	2%	5%	78%	2%
The Map Browser application	12%	3%	5%	10%	66%	3%
The Canada Lands Surveys section of the Natural Resources Canada web site	18%	2%	21%	20%	36%	3%
The Canada Lands Digital Cadastral data	20%	4%	19%	14%	42%	1%
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)	19%	2%	9%	13%	54%	3%
The Canada Lands Overlay in Google Earth	15%	1%	12%	5%	66%	0%
The Survey Project search tool	22%	1%	11%	10%	52%	4%

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The Oil and Gas tools	82%	8%	5%	1%	2%	1%
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Exhibit A22b: Over the past two years, how many times would you estimate you accessed or used the any of the following? n=105 (2020)

2020: Usage of Digital Services						
	Not at all	1 time	2-5 times	6-10 times	Over 10 times	DK/NR/NA
The Survey Plan search tool	2%	6%	10%	12%	67%	3%
The Map Browser application	7%	5%	12%	12%	62%	2%
The Canada Lands Surveys section of the Natural Resources Canada web site	10%	7%	19%	13%	43%	8%
The Canada Lands Digital Cadastral data	14%	4%	18%	11%	50%	2%
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)	16%	3%	10%	10%	58%	4%
The Canada Lands Overlay in Google Earth	18%	3%	9%	10%	58%	2%

The Survey Project search tool	26%	4%	15%	10%	41%	4%
The Oil and Gas tools	82%	3%	6%	7%	1%	2%

Exhibit A23a: Q64-71 – How satisfied would you say you were with each of the following over the past two years?

2026: Satisfaction with Digital Services						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
The Canada Lands Overlay in Google Earth (n=77)	74%	16%	6%	1%	0%	3%
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H) (n=71)	63%	23%	3%	0%	0%	11%
The Survey Project search tool (n=81)	58%	30%	4%	0%	1%	6%
The Survey Plan search tool (n=67)	72%	22%	2%	0%	0%	4%

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The Canada Lands Digital Cadastral data (n=72)	47%	33%	10%	0%	0%	10%
The Canada Lands Surveys section of the Natural Resources Canada web site (n=72)	43%	33%	13%	4%	0%	7%
The Map Browser application (n=77)	53%	29%	5%	4%	0%	9%
The Oil and Gas tools (n=15)	27%	20%	13%	0%	0%	40%

Exhibit A23b: How satisfied would you say you were with each of the following over the past two years?

2020: Satisfaction with Digital Services						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
The Canada Lands Overlay in Google Earth (n=84)	70%	23%	1%	1%	2%	2%
The Geospatial web services	67%	20%	8%	1%	1%	2%

(Aboriginal lands, CSRS-PPP, GPS H) (n=84)						
The Survey Project search tool (n=74)	59%	15%	18%	4%	1%	3%
The Survey Plan search tool (n=100)	57%	25%	7%	5%	3%	3%
The Canada Lands Digital Cadastral data (n=88)	56%	23%	14%	1%	3%	3%
The Canada Lands Surveys section of the Natural Resources Canada web site (n=87)	48%	28%	11%	3%	5%	5%
The Map Browser application (n=96)	43%	33%	8%	6%	6%	3%
The Oil and Gas tools (n=17)	29%	18%	29%	6%	0%	18%

Exhibit A24: Q72 – [IF USED THE CANADA LANDS SURVEY SECTION AT LEAST ONCE]

Can you indicate one or more ways the Canada Lands Surveys section of the Natural Resources Canada web site could be improved? n=72 (2026); n=87 (2020)

Sources of Improvement of the Canada Lands Surveys section of the Natural Resources Canada web site	2026	2020
Nothing needs to be modified or added	26%	28%
DK/NR/NA	68%	63%

Verbatim responses can be found in Appendix C.

Exhibit A25: [IF USED THE SURVEY PLAN SEARCH TOOL AT LEAST ONCE] Q73 – Can you indicate one or more ways the Survey Plan search tool could be improved? n=81 (2026); n=100 (2020)

Sources of Improvement of the Survey Plan search tool	2026	2020
Nothing needs to be modified or added	43%	31%
DK/NR/NA	44%	55%

Verbatim responses can be found in Appendix C.

Exhibit A26: Q74 – [IF USED THE SURVEY PROJECT SEARCH TOOL AT LEAST ONCE] Can you indicate one or more ways the Survey Project search tool could be improved? n=67 (2026); n=74 (2020)

Sources of Improvement of the Survey Project search tool	2026	2020
Nothing needs to be modified or added	34%	35%
DK/NR/NA	58%	58%

Verbatim responses can be found in Appendix C.

Exhibit A27: Q75 – [IF USED THE MPA BROWSER APPLICATION AT LEAST ONCE] Can you indicate one or more ways the Map Browser application could be improved? n=77 (2026); n=96 (2020)

Sources of Improvement of the Map Browser application	2026	2020
Nothing needs to be modified or added	27%	23%
DK/NR/NA	52%	48%

Verbatim responses can be found in Appendix C.

Exhibit A28: Q76 – [IF USED THE CANADALANDS OVERLAY IN GOOGLE EARTH AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Overlay in Google Earth could be improved? n=77 (2026); n=84 (2020)

Sources of Improvement of the Canada Lands Overlay in Google Earth	2026	2020
Nothing needs to be modified or added	30%	35%
DK/NR/NA	53%	46%

Verbatim responses can be found in Appendix C.

Exhibit A29: Q77 – [IF USED THE CANADA LANDS DIGITAL CADASTRAL AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Digital Cadastral data could be improved? n=72 (2026); n=88 (2020)

Sources of Improvement of the Canada Lands Digital Cadastral data	2026	2020
Nothing needs to be modified or added	31%	33%
DK/NR/NA	68%	48%

Verbatim responses can be found in Appendix C.

Exhibit A30: Q78 – Can you indicate one or more ways the Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H) could be improved? n=71 (2026); n=84 (2020)

Sources of Improvement of the Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)	2026	2020
Nothing needs to be modified or added	25%	37%
DK/NR/NA	69%	52%

Verbatim responses can be found in Appendix C.

Exhibit A31: Q79 – [IF USED OIL AND GAS TOOLS AT LEAST ONCE] Can you indicate one or more ways the Oil and Gas tools could be improved? n=15 (2026); n=17 (2020)

Sources of Improvement of the Oil and Gas tools	2026	2020
Nothing needs to be modified or added	20%	35%
DK/NR/NA	80%	65%

No open-ended responses were provided by respondents for this question.

Section B: Approvers

In this section, approvers were asked a series of logistical questions about their interactions with the Surveyor General Branch (SGB) over the past two years. These questions explored how frequently approvers requested services or advice from the SGB, how they typically communicated, and their overall satisfaction with the SGB and its service attributes.

Communicating with the SGB

Over the past two years, many approvers report frequent interaction with the SGB. About half (51%) indicate that they have requested services or advice more than ten times during this period. Another 14% report making between six and ten requests, while roughly one quarter (24%) indicate requesting services two to five times. Smaller shares report requesting services only once (3%) or not at all (8%).

Email is the most commonly used method of communication with the SGB. Nearly all approvers (97%) report using email to request services. Many also communicate with the SGB in person (62%), while just under one third (29%) report using the telephone. A smaller share (24%) indicate using other methods of communication.

Among those who requested services, all (100%) approvers report that they are consistently able to identify a clear point of contact and note that they were served in the official language of their choice.

Approvers most commonly contact the SGB regarding issues on a specific survey project (85%). Many also report contacting the SGB for boundary advice (68%) or consultation (68%). More than half indicate communicating with the SGB regarding legal descriptions (56%), while a smaller share report contacting the Branch regarding its online tools and data (41%).

Overall satisfaction with the SGB

Overall satisfaction with the SGB among approvers is very high. A large majority (91%) indicate they are very satisfied with their interactions with the SGB over the past two years, while an additional 9% report being somewhat satisfied. No approvers report being dissatisfied.

Approvers also report strong satisfaction across a range of service attributes. High levels of very high satisfaction are reported for the knowledge of SGB staff (86%), responsiveness (76%), and ability to provide a clear point of contact (76%). Many also report being very satisfied with the

SGB's effective communication (81%) and its ability to be proactive in solving issues (68%). Dissatisfaction with these attributes remains minimal.

Exhibit B1: Q3 – Over the past two years, how many times would you estimate you requested services or advice from the Surveyor General Branch (SGB)? n=37 (2026); n=51 (2020)

Frequency of SGB Requests	2026	2020
Not at all	8%	6%
Once	3%	4%
2-5 times	24%	6%
6-10 times	14%	27%
Over 10 times	51%	53%
DK/NR/NA	0%	4%

Exhibit B2: Q4 – [IF REQUESTED SERVICES OR ADVICE FROM SGB LEAST ONCE] Over the past two years, what methods of communication have you used to request services or advice from the SGB? Please indicate all that apply. n=34 (2026); n=46 (2020)

Methods of Communicating with SGB	2026	2020
In person	62%	70%
Email	97%	98%
Telephone	29%	78%
Traditional mail	0%	4%
Other	24%	11%
DK/NR/NA	0%	0%

Exhibit B3: Q5 – [IF REQUESTED SERVICES OR ADVICE FROM SGB AT LEAST ONCE]

Were you always able to find a clear point of contact? n=34 (2026); n=46 (2020)

Point of Contact	2026	2020
Yes	100%	93%
No	0%	4%
DK/NR/NA	0%	2%

Exhibit B4: Q6 – [IF REQUESTED SERVICES OR ADVICE FROM SGB AT LEAST ONCE]

Were you served in the language of your choice? n=34 (2026); n=46 (2020)

Preferred Language Used	2026	2020
Yes	100%	100%
No	0%	0%
DK/NR/NA	0%	0%

Exhibit B5: Q7 – [IF REQUESTED SERVICES OR ADVICE FROM SGB AT LEAST ONCE]

What were the reasons for communicating with the SGB? Please indicate all that apply. n=34 (2026); n=46 (2020)

Reasons to Communicate with SGB	2026	2020
Issues on a specific survey project	85%	80%
Legal description	56%	78%
Boundary advice	68%	67%
Consultation	68%	52%
The SGB's online tools and data	41%	48%
Other	15%	13%
DK/NR/NA	0%	2%

Exhibit B6: Q8A – Overall, how satisfied are you with your interactions with the SGB over the past two years? n=34 (2026); n=51 (2020)

Overall Satisfaction with SGB	2026	2020
Very satisfied	91%	71%
Somewhat satisfied	9%	20%
Neither satisfied nor dissatisfied	0%	4%
Somewhat dissatisfied	0%	2%
Very dissatisfied	0%	0%
DK/NR/NA	0%	4%

Exhibit B8a: Q10-14 – Overall, to what extent are you satisfied or dissatisfied with the SGB on each of the following attributes? n=37 (2026)

2026: Satisfaction with SGB Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Providing a clear point of contact	76%	16%	0%	0%	0%	8%
Knowledge of Staff	86%	5%	0%	0%	0%	8%
Effective communication	81%	11%	0%	0%	0%	8%
Responsive	76%	16%	0%	0%	0%	8%
Being pro-active in solving issues	68%	19%	3%	0%	0%	11%

Exhibit B8b: Overall, to what extent are you satisfied or dissatisfied with the SGB on each of the following attributes? n=51 (2020)

2020: Satisfaction with SGB Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Providing a clear point of contact	78%	14%	0%	0%	0%	8%
Knowledge of Staff	75%	14%	6%	2%	0%	4%
Effective communication	81%	11%	0%	0%	0%	8%
Responsive	65%	27%	2%	2%	0%	4%
Being pro-active in solving issues	63%	20%	6%	4%	0%	8%

In this section, approvers were asked about their use of and satisfaction with a variety of survey resources, including services related to the management and provision of survey services, the regulation of surveys, and the eApproval system.

Usage of survey resources

Over the past two years, approvers report varying levels of use of these services. One in ten (11%) indicate that they have received services relating to the regulation of surveys more than ten times during this period, while similar shares report requesting that the SGB provide the management of the provision of survey services (11%). Use of the eApproval system appears somewhat more frequent among those who access it, with just over one quarter (27%) reporting that they have used the system more than ten times over the past two years.

Satisfaction with survey resources

Approvers who requested that the SGB manage the provision of survey services generally report positive experiences across several service attributes. High levels of satisfaction are reported for effective problem-solving (88% very satisfied) and for the provision of sufficient feedback or communication (81% very satisfied). Many also indicate they are very satisfied with the SGB serving as an effective liaison between contractors and their organization (69%) and with timely notification of delays or problems (69%). Slightly fewer report being very satisfied with survey services being conducted in a timely manner (63%), although overall satisfaction remains strong across all attributes.

When asked how the delivery of survey services could be improved, responses vary. Half of approvers (50%) indicate that nothing needs to be modified or added, while a small share do not provide a response. Among those who offered suggestions, comments focused on areas such as improving communication with stakeholders, strengthening contractor accountability, enhancing tracking of project information, and addressing staffing pressures that may affect response times.

Experience with services related to the regulation of surveys

Approvers were also asked about their experiences with services related to the regulation of surveys. Overall satisfaction with these services is very high. Most approvers report being very satisfied with confirming that surveys met regulatory requirements for land administration (95%) and with ensuring the accuracy of surveys (89%). Many also report being very satisfied with the review and ratification process being conducted in a timely manner (79%) and with effective problem-solving (74%). Slightly fewer indicate they are very satisfied with ensuring that necessary corrections were made to survey plans (68%), although overall satisfaction remains strong.

When asked whether these services could be improved, most approvers indicate that no changes are needed. Nearly four in five (79%) report that nothing needs to be modified or added, while a smaller share provide no response.

Exhibit B9a: Q15-17 – Over the past two years, how many times would you estimate you have done any of the following? n=37 (2026)

2026: Usage of Survey Resources						
	Not at all	1 time	2-5 times	6-10 times	Over 10 times	DK/NR/NA
Received services relating to the regulation of surveys	30%	11%	11%	19%	11%	19%
Have you requested SGB to provide the management of the provision of survey services	32%	3%	16%	14%	11%	24%
Accessed or used the eApproval system	43%	0%	22%	3%	27%	5%

Exhibit B9b: Over the past two years, how many times would you estimate you have done any of the following? n=51 (2020)

2020: Usage of Survey Resources						
	Not at all	1 time	2-5 times	6-10 times	Over 10 times	DK/NR/NA
Received services relating	25%	4%	18%	20%	20%	14%

to the regulation of surveys						
Have you requested SGB to provide the management of the provision of survey services	33%	2%	18%	18%	14%	16%
Accessed or used the eApproval system	45%	6%	14%	12%	16%	8%

Exhibit B10a: Q18-22 – [IF REQUESTED SGB TO PROVIDE MANAGEMENT OF SURVEY SERVICES AT LEAST ONCE] Thinking specifically about your experience with SGB providing the management of the provision of survey services for my organization, to what extent are you satisfied or dissatisfied about the service provided by the SGB on the following? n=16 (2026)

2026: Satisfaction with Survey Resources						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Survey services conducted in a timely manner	63%	31%	6%	0%	0%	0%
Serving as an effective liaison between contractor and your organization	69%	13%	0%	6%	0%	13%

Providing sufficient feedback or communication	81%	19%	0%	0%	0%	0%
Timely notification of delays or problems	69%	13%	0%	6%	0%	13%
Effective problem-solving	88%	13%	0%	0%	0%	0%

Exhibit B10b: [IF REQUESTED SGB TO PROVIDE MANAGEMENT OF SURVEY SERVICES AT LEAST ONCE] Thinking specifically about your experience with SGB providing the management of the provision of survey services for my organization, to what extent are you satisfied or dissatisfied about the service provided by the SGB on the following? n=26 (2020)

2020: Satisfaction with Survey Resources						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Survey services conducted in a timely manner	81%	8%	4%	8%	0%	0%
Serving as an effective liaison between contractor and your organization	77%	8%	0%	8%	0%	8%
Providing sufficient	73%	19%	4%	4%	0%	0%

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feedback or communication						
Timely notification of delays or problems	65%	23%	4%	8%	0%	0%
Effective problem-solving	62%	31%	8%	0%	0%	0%

Exhibit B11: Q23 – [IF REQUESTED SGB TO PROVIDE MANAGEMENT OF SURVEY SERVICES AT LEAST ONCE] Can you indicate one or more ways SGB’s delivery of surveys needs to be improved? n=16 (2026); n=26 (2020)

Suggested Improvements of the Delivery of Surveys	2026	2020
Nothing needs to be modified or added	50%	62%
DK/NR/NA	13%	15%

Open ended responses from 2026:

- “At times they seem short staffed to meet the demands of their team, but they do their best to provide the level of service they strive to provide.”
- “Speed of responses could increase a bit, but that is more to do with not enough staff at times for the amount of work.”
- “Better tracking and project details on the survey project search site.”
- “Follow up with stakeholders and their surveyor regarding unresolved requirements for recording CLSR survey plans.”
- “Contractor accountability.”
- “More proactive approach in communicating with FN partners.”

Exhibit B12a: Q24-28 – [IF Q16 AT LEAST ONCE] Thinking specifically about your experience with services related to the regulation of surveys, to what extent are you satisfied or dissatisfied on the following attributes? n=19 (2026)

2026: Satisfaction with Regulation of Survey Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Review and ratification process was conducted in a timely manner	79%	16%	0%	0%	0%	5%
Effective problem-solving	74%	11%	0%	0%	0%	16%
Ensuring accuracy	89%	5%	0%	0%	0%	5%
Confirming the survey met your regulatory requirements for land administration	95%	5%	0%	0%	0%	0%
Ensuring necessary corrections were made to the plans	68%	16%	0%	0%	0%	16%

Exhibit B12b: [IF USED AT LEAST ONCE] Thinking specifically about your experience with services related to the regulation of surveys, to what extent are you satisfied or dissatisfied on the following attributes? n=31 (2020)

2020: Satisfaction with Regulation of Survey Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Review and ratification process was conducted in a timely manner	77%	6%	6%	3%	0%	6%
Effective problem-solving	74%	23%	3%	0%	0%	0%
Ensuring accuracy	74%	19%	3%	3%	0%	0%
Confirming the survey met your regulatory requirements for land administration	71%	16%	10%	0%	0%	3%
Ensuring necessary corrections were made to the plans	65%	16%	6%	3%	0%	9%

Exhibit B13: Q29 – [IF RECEIVED SERVICES RELATING TO THE REGULATION OF SURVEYS AT LEAST ONCE] Can you indicate one or more ways the service related to the regulation of surveys needs to be improved? n=19 (2026); n=31 (2020)

Suggested Improvements of the Regulation of Surveys	2026	2020
Nothing needs to be modified or added	79%	65%
DK/NR/NA	16%	16%

Open ended responses from 2026:

- “eApproval should have a notes section to add the civic address.”

Experiences with the eApproval system

Approvers were also asked about their experiences with the eApproval system. Overall, satisfaction with eApproval is generally positive across several attributes.

More than half of approvers report being very satisfied with the system’s ability to meet their needs for the approval of survey documents (63%). A similar share indicate they are very satisfied with the ease of using the system (58%). Just over half also report being very satisfied with the process for obtaining their eApproval account (58%).

Just over half of approvers indicate they are very satisfied with how technical issues are resolved (53%), although many (37%) indicate they do not have an opinion on this attribute. Levels of very high satisfaction are somewhat lower for other aspects of the system, including the checklist being both up to date and relevant (42%) and the help documentation and manual provided (26%). Despite this, dissatisfaction across these attributes remains very limited.

Suggestions for improving the eApproval system

When asked about potential improvements to eApproval, responses are mixed. Over one third of approvers (37%) indicate that nothing needs to be modified or added, while nearly half (47%) do not provide a specific suggestion. Among those who offered feedback, suggestions include the ability to add comments when saving approvals for later, the option to view First Nation comments or approvals on projects, and the addition of a notes field to include civic addresses to improve searchability.

Exhibit B14a: Q30-35 – [IF ACCESSED OR USED THE EAPPROVAL SYSTEM AT LEAST ONCE] Thinking specifically about your experience with eApproval, to what extent are you satisfied or dissatisfied on the following attributes? n=19 (2026)

2026: Satisfaction with eApproval						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Easy to use	58%	37%	5%	0%	0%	0%
Meeting your needs for the approval of survey documents	63%	32%	5%	0%	0%	0%
Technical issues resolved in a timely manner	53%	5%	5%	0%	0%	37%
The process for obtaining your eApproval account	58%	16%	11%	0%	0%	16%
The checklist being both up to date and relevant	42%	21%	11%	0%	0%	26%
The help documentation and manual provided	26%	21%	11%	0%	0%	42%

Exhibit B14b: [IF ACCESSED OR USED THE EAPPROVAL SYSTEM AT LEAST ONCE]

Thinking specifically about your experience with eApproval, to what extent are you satisfied or dissatisfied on the following attributes? n=24 (2020)

2020: Satisfaction with eApproval						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Easy to use	63%	17%	13%	0%	0%	8%
Meeting your needs for the approval of survey documents	58%	21%	4%	4%	0%	12%
Technical issues resolved in a timely manner	54%	13%	0%	0%	0%	33%
The process for obtaining your eApproval account	50%	25%	17%	0%	0%	8%
The checklist being both up to date and relevant	46%	33%	4%	0%	0%	16%
The help documentation and manual provided	38%	25%	4%	0%	0%	33%

Exhibit B15: Q36 – [IF ACCESSED OR USED THE EAPPROVAL SYSTEM AT LEAST ONCE]
Can you indicate one or more ways eApproval could be improved? n=19 (2026); n=24 (2020)

Suggested Improvements of eApproval	2026	2020
Nothing needs to be modified or added	37%	54%
DK/NR/NA	47%	17%

Open ends from 2026:

- “It would be nice to be able to add comments to an approval that is being saved for later. Right now that is only possible if a plan is being rejected.”
- “Is there any way to see FN comments or approvals on projects?”
- “eApproval should have a notes section to add the civic address. It is hard to search things when the municipality doesn’t have the project numbers.”

Usage of digital services

Finally, approvers were asked about their usage of several key digital services, as well as their satisfaction with those services and potential improvements.

Among approvers, the most frequently used digital service is the Survey Plan search tool, with 86% reporting that they have used it more than 10 times in the past two years. Other commonly used services include the Map Browser application (59% over 10 times), the Canada Lands Overlay in Google Earth (51%), and the Canada Lands Surveys section of the Natural Resources Canada website (49%). Use of other services is somewhat less frequent. About one quarter of approvers report using the Geospatial web services more than 10 times (24%), while smaller shares report frequent use of the Survey Project search tool (68% over 10 times) and the Canada Lands Digital Cadastral data (22%).

Satisfaction with digital services

In terms of satisfaction, levels are generally high across the digital services evaluated. The Canada Lands Overlay in Google Earth receives the highest share of “very satisfied” responses (76%), followed by the Survey Plan search tool (73%) and the Survey Project search tool (67%). A majority are also very satisfied with the Map Browser application (59%) and the Canada Lands Surveys section of the Natural Resources Canada website (56%). Slightly lower levels of strong satisfaction are reported for the Canada Lands Digital Cadastral data (50%) and the

Geospatial web services (42%). Despite these differences, dissatisfaction remains minimal across all services.

Suggestions for improving digital services

When asked about potential improvements to these tools, many approvers indicate that no changes are required or do not provide specific suggestions. For the Canada Lands Surveys section of the website, 44% say nothing needs to be modified or added, while 47% provide no specific feedback. Among those who offer suggestions, recommendations include improving descriptions and search functionality, providing clearer entry points for members of the public, and adding a dedicated page outlining Surveyor General and Canada Lands services.

A majority of approvers also indicate that no improvements are needed for the Survey Plan search tool (54%). Suggestions from those who provided feedback include adding location information, providing clearer explanations of different plan types, and developing guidance materials to help members of the public navigate available resources.

Similarly, many respondents say no improvements are required for the Survey Project search tool (42%) or do not provide a specific suggestion (48%). Feedback from those who offered suggestions focuses primarily on improving search functionality, including more flexible search parameters and more frequent updates to project information.

For the Map Browser application, roughly one third of approvers (31%) indicate that no modifications are needed, while just over half (53%) do not provide an improvement. Suggestions from respondents include additional search options, the ability to move the table view to a separate window, bookmarking locations, including civic addresses, and displaying historical survey information.

With respect to the Canada Lands Overlay in Google Earth, 40% say no improvements are necessary, while 28% provide no response. Suggested improvements include improving loading speed, enhancing mobile functionality, and making it easier to identify whether parcels fall within certain legal boundaries, particularly in National Parks.

Half of approvers (50%) indicate that no changes are required to the Canada Lands Digital Cadastral data, while the other half provide no specific suggestion.

Finally, for the Geospatial web services, two thirds of respondents (67%) do not offer a suggested improvement, while one quarter (25%) say that nothing needs to be modified or added. Among the few suggestions provided are the addition of a notes field to include civic

addresses and requests for more detailed information related to self-governing nations' settlement land categories.

Exhibit B16a: Q37-43 – Over the past two years, how many times would you estimate you accessed or used the any of the following? n=37 (2026)

2026: Usage of Digital Services						
	Not at all	1 time	2-5 times	6-10 times	Over 10 times	DK/NR/NA
The Survey Plan search tool	0%	5%	0%	8%	86%	0%
The Canada Lands Surveys section of the Natural Resources Canada web site	14%	0%	22%	16%	49%	0%
The Map Browser application	11%	5%	14%	8%	59%	3%
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)	30%	11%	24%	5%	24%	5%
The Canada Lands Overlay in Google Earth	27%	3%	11%	3%	51%	5%
The Survey Project search tool	8%	5%	5%	11%	68%	3%

The Canada Lands Digital Cadastral data	32%	5%	19%	8%	22%	14%
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Exhibit B16b: Over the past two years, how many times would you estimate you accessed or used the any of the following? n=51 (2020)

2020: Usage of Digital Services						
	Not at all	1 time	2-5 times	6-10 times	Over 10 times	DK/NR/NA
The Survey Plan search tool	12%	4%	6%	0%	79%	0%
The Canada Lands Surveys section of the Natural Resources Canada web site	18%	4%	10%	10%	57%	2%
The Map Browser application	20%	4%	8%	14%	51%	4%
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)	22%	6%	10%	10%	39%	14%
The Canada Lands Overlay in Google Earth	24%	0%	8%	8%	61%	0%
The Survey Project search tool	31%	0%	16%	12%	35%	6%

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The Canada Lands Digital Cadastral data	31%	2%	12%	8%	31%	16%
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Exhibit B17a: Q44-50 – *How satisfied would you say you were with each of the following over the past two years?*

2026: Satisfaction with Digital Services						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
The Survey Plan search tool (n=37)	73%	24%	3%	0%	0%	0%
The Canada Lands Surveys section of the Natural Resources Canada web site (n=32)	56%	31%	9%	0%	0%	3%
The Canada Lands Overlay in Google Earth (n=25)	76%	16%	4%	4%	0%	0%
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H) (n=24)	42%	17%	13%	0%	0%	29%

The Survey Project search tool (n=33)	67%	24%	3%	3%	0%	3%
The Map Browser application (n=32)	59%	25%	6%	0%	0%	9%
The Canada Lands Digital Cadastral data (n=20)	50%	25%	15%	0%	0%	10%

Exhibit B17b: How satisfied would you say you were with each of the following over the past two years?

2020: Satisfaction with Digital Services						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
The Survey Plan search tool (n=45)	60%	31%	7%	0%	0%	2%
The Canada Lands Surveys section of the Natural Resources Canada web site (n=41)	59%	32%	7%	2%	0%	0%
The Canada Lands Overlay in	56%	31%	10%	3%	0%	0%

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Google Earth (n=39)						
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H) (n=33)	55%	24%	15%	0%	0%	6%
The Survey Project search tool (n=32)	53%	28%	16%	0%	0%	3%
The Map Browser application (n=39)	51%	23%	15%	5%	0%	5%
The Canada Lands Digital Cadastral data (n=27)	41%	41%	15%	0%	0%	4%

Exhibit B18: Q51 – [IF USED THE CANADA LANDS SURVEY SECTION OF THE NRCAN WEBSITE] Can you indicate one or more ways the Canada Lands Surveys section of the Natural Resources Canada website could be improved? n=32 (2026); n=41 (2020)

Sources of Improvement of the Canada Lands Surveys section of the Natural Resources Canada web site	2026	2020
Nothing needs to be modified or added	44%	46%
DK/NR/NA	47%	32%

Open-ended responses from 2026:

- “Description et recherche.”
- “FAQ/contacts for local/regional offices on the landing page would be good for members of the public unsure where to begin and/or seeking in-person communication.”

- “Perhaps a page dedicated to the Surveyor General and a drop-down menu of all lands-related services.”

Exhibit B19: Q52 – [IF USED SURVEY PLAN SEARCH TOOL] Can you indicate one or more ways the Survey Plan search tool could be improved? n=37 (2026); n=45 (2020)

Sources of Improvement of the Survey Plan search tool	2026	2020
Nothing needs to be modified or added	54%	47%
DK/NR/NA	32%	42%

Open-ended responses from 2026:

- “Include location.”
- “More clarity provided on the different types of plans (e.g., SGB plan numbers vs. Land Titles Office plan numbers).”
- “Placemat or alternate resource could offer a few example sources (survey plan, online document, etc.) and highlight where to find information regarding legal land description, plan, etc. This would support members of the public in beginning to navigate the resources.”

Exhibit B19: Q53 – [IF USED THE SURVEY PROJECT SEARCH TOOL] Can you indicate one or more ways the Survey Project search tool could be improved? n=33 (2026); n=32 (2020)

Sources of Improvement of the Survey Project search tool	2026	2020
Nothing needs to be modified or added	42%	47%
DK/NR/NA	48%	41%

Open-ended responses from 2026:

- “Updated more frequently (at least SK projects).”
- “More search options – less specific details for the search options.”
- “Use of dashes or no dashes in project number searches.”

Exhibit B20: Q54 – [IF USED MAP BROWSER APPLICATION] Can you indicate one or more ways the Map Browser application could be improved? n=32 (2026); n=39 (2020)

Sources of Improvement of the Map Browser application	2026	2020
Nothing needs to be modified or added	31%	36%
DK/NR/NA	53%	31%

Open-ended responses from 2026:

- “Show history of surveys.”
- “More search options.”
- “Enable the table to be moved to a different window.”
- “Include civic addresses.”
- “Bookmark favourite locations.”

Exhibit B21: Q55 – [IF USED CANADA LANDS OVERLAY] Can you indicate one or more ways the Canada Lands Overlay in Google Earth could be improved? n=25 (2026); n=39 (2020)

Sources of Improvement of the Canada Lands Overlay in Google Earth	2026	2020
Nothing needs to be modified or added	40%	36%
DK/NR/NA	28%	31%

Open-ended responses from 2026:

- “Show history of surveys in the area.”
- “Mobile functionality.”
- “Loading seems to be an issue; i.e., I’m not always able to expand the sub-menus without having to restart the program.”
- “For National Parks, sometimes it is difficult to tell if the subject parcel is part of the legal boundary of an area.”
- “Speed.”

Exhibit B22: Q56 – [IF USED THE CANADA LANDS DIGITAL CADASTRAL DATA] Can you indicate one or more ways the Canada Lands Digital Cadastral data could be improved? n=20 (2026); n=27 (2020)

Sources of Improvement of the Canada Lands Digital Cadastral data	2026	2020
Nothing needs to be modified or added	50%	36%
DK/NR/NA	50%	45%

No open-ended responses were provided in 2026.

Exhibit B23: Q57 – [IF USED THE GEOSPATIAL WEB SERVICES] Can you indicate one or more ways the Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H) could be improved? n=24 (2026); n=33 (2020)

Sources of Improvement of the Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)	2026	2020
Nothing needs to be modified or added	25%	45%
DK/NR/NA	67%	45%

Open-ended responses in 2026:

- “Again, it would be nice if there could be a notes section to add the existing civic address for reference or searches.”
- “More detail related to self-governing nations’ settlement land categories.”

Section C: Indigenous

In this section, Indigenous groups and organizations were asked a series of logistical questions about their interactions with the Surveyor General Branch (SGB) over the past two years, followed by questions about their overall satisfaction with the SGB and satisfaction with specific attributes. Respondents were also asked about survey activity within their communities.

Communicating with the SGB

The most common frequency of interaction with the SGB is between two and five requests over the past two years (40%). A smaller share report contacting the SGB six to ten times (14%) or more than ten times (10%), while some respondents report contacting the SGB only once (2%) or not at all (28%).

Email is the most common method used to communicate with the SGB, with 89% of respondents reporting using it. Telephone is used by 29%, while smaller proportions report using traditional mail (5%) or other methods (16%).

Most Indigenous groups and organizations report that they are able to find a clear point of contact when interacting with the SGB. More than four-fifths (82%) say they were able to do so, while 11% say they were not able to find a clear contact and 8% do not provide an answer. All (100%) Indigenous respondents report being served in the language of their choice.

Requests to the SGB most commonly relate to a specific survey project (87%). Half of respondents indicate that they contacted the SGB regarding a boundary concern or question (50%). Smaller shares say they reached out regarding the SGB's online tools and data (24%) or for consultation on how to initiate a survey (11%).

Survey activity in community

Respondents were also asked about survey activity within their communities. One third report that between two and five surveys have been conducted in their community over the past two years (34%). About one quarter report that more than ten surveys have been conducted (28%), while 19% report six to ten surveys and smaller shares indicate one survey (5%) or none (7%).

Among those reporting survey activity, the most common type of survey conducted in their community is an interior boundary survey or subdivision (80%). Other commonly cited survey types include right-of-way surveys (46%) and additions to reserve from provincial lands (40%). Exterior boundary surveys are reported by 38% of respondents, while boundary investigations

or maintenance surveys are reported by 28%. Condominium or building unit surveys are less common (14%).

When asked how recently a survey had been conducted in their community, one quarter say the most recent survey took place within the past month (24%), while 26% say it occurred two to five months ago. Smaller shares report a survey six to twelve months ago (16%) or between one and two years ago (14%). A small number say the last survey took place more than two years ago (3%), while 7% indicate their community has never conducted one.

Overall satisfaction with the SGB

Overall satisfaction with the SGB is high among Indigenous groups and organizations. More than six in ten respondents (61%) say they are very satisfied with their interactions with the SGB over the past two years, while a further 32% report being somewhat satisfied. A small share (8%) indicate they are neither satisfied nor dissatisfied, and none report being dissatisfied.

Looking at specific attributes, respondents report the highest levels of strong satisfaction with the knowledge of SGB staff (47%) and the clarity of information provided (47%). Similar proportions indicate they are very satisfied with staff helpfulness (43%), responsiveness (43%), and the effectiveness of communication (43%). Across all attributes, only a small proportion of respondents indicate dissatisfaction.

Exhibit C1: Q3 – Over the past two years, how many times would you estimate you requested services or advice from the Surveyor General Branch (SGB)? n=58 (2026); n=78 (2020)

Frequency of SGB Requests	2026	2020
Not at all	28%	23%
Once	2%	6%
2-5 times	40%	28%
6-10 times	14%	17%
Over 10 times	10%	15%
DK/NR/NA	7%	10%

Exhibit C2: Q4 – [IF REQUESTED SERVICES OR ADVICE FROM SGB AT LEAST ONCE]

Over the past two years, what methods of communication have you used to request services or advice from the SGB? Please indicate all that apply. n=38 (2026); n=52 (2020)

Methods of Communicating with SGB	2026	2020
In person*	-	0%
Email	89%	81%
Telephone	29%	62%
Traditional mail	5%	8%
Other	16%	19%
DK/NR/NA	0%	0%

*In person was not offered as a response option in the 2026 questionnaire.

Exhibit C3: Q5 – [IF REQUESTED SERVICES OR ADVICE FROM SGB AT LEAST ONCE]

Were you always able to find a clear point of contact? n=38 (2026); n=52 (2020)

Point of Contact	2026	2020
Yes	82%	77%
No	11%	15%
DK/NR/NA	8%	8%

Exhibit C4: Q6 – [IF REQUESTED SERVICES OR ADVICE FROM SGB AT LEAST ONCE]

Were you served in the language of your choice? n=38 (2026); n=52 (2020)

Preferred Language Used	2026	2020
Yes	100%	98%
No	0%	0%
DK/NR/NA	0%	2%

Exhibit C5: Q7 – [IF REQUESTED SERVICES OR ADVICE FROM SGB AT LEAST ONCE]
 What were the reasons for communicating with the SGB? Please indicate all that apply. n=38 (2026); n=52 (2020)

Reasons to Communicate with SGB	2026	2020
A specific survey project	87%	75%
A boundary concern or question	50%	75%
The SGB's online tools and data	24%	33%
Consultation on how to get a survey done	11%	33%
Other	24%	17%
DK/NR/NA	0%	0%

Exhibit C6: Q8 – Over the past two years, how many surveys have been conducted in your community? n=58 (2026); n=78 (2020)

Frequency of Community Surveys	2026	2020
Not at all	7%	9%
Once	5%	13%
2-5 times	34%	31%
6-10 times	19%	15%
Over 10 times	28%	27%
DK/NR/NA	7%	5%

Exhibit C7: Q9 – [IF AT LEAST ONE SURVEY CONDUCTED] Over the past two years, what types of surveys have been conducted in your community? n=50 (2026); n=67 (2020)

Types of Community Surveys	2026	2020
Interior boundary survey or subdivision	80%	72%
Exterior boundary survey	38%	57%
Right of way (easement) survey	46%	46%
Boundary investigation or boundary maintenance survey	28%	37%
Addition to reserve (Provincial lands)	40%	36%
Condominium survey or building units	14%	21%
Other	16%	12%
DK/NR/NA	0%	1%

Exhibit C8: Q10 – How long ago was your community's most recent survey? n=58 (2026); n=78 (2020)

Length of Community Surveys	2026	2020
Have never done one	7%	3%
Over 2 years ago	3%	9%
Between 1 and 2 years ago	14%	13%
6-12 months ago	16%	18%
2-5 months ago	26%	26%
Within the past month	24%	26%
DK/NR/NA	10%	6%

Exhibit C9: Q11 – Overall, how satisfied are you with your interactions with the SGB over the past two years? n=38 (2026); n=78 (2020)

Overall Satisfaction with SGB	2026	2020
Very satisfied	61%	40%
Somewhat satisfied	32%	26%
Neither satisfied nor dissatisfied	8%	26%
Somewhat dissatisfied	0%	1%
Very dissatisfied	0%	0%
DK/NR/NA	0%	8%

Exhibit C10: Q12 – [THOSE WHO WERE DISSATISFIED] *Can you briefly explain why your interactions with the SGB over the past two years have been disappointing?* n=0 (2026)
n=1(2020)

Reasons for Disappointing Interactions	2026	2020
Offered an issue	0%	100%

Exhibit C11a: Q13-17 – Overall, to what extent are you satisfied or dissatisfied with the SGB on each of the following attributes? n=58 (2026)

2026: Satisfaction with SGB Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Helpful	43%	21%	16%	2%	3%	16%
Knowledge of Staff	47%	19%	9%	0%	0%	26%

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Effective communication	43%	28%	10%	3%	2%	14%
Providing information that is easy to understand	47%	16%	22%	0%	2%	14%
Responsive	43%	21%	16%	2%	2%	17%

Exhibit C11b: Overall, to what extent are you satisfied or dissatisfied with the SGB on each of the following attributes? n=78 (2020)

Satisfaction with SGB Attributes						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
Helpful	46%	22%	14%	3%	3%	13%
Knowledge of Staff	46%	22%	13%	0%	1%	18%
Effective communication	44%	28%	9%	8%	0%	11%
Providing information that is easy to understand	41%	32%	10%	3%	1%	13%
Responsive	41%	31%	10%	4%	0%	14%

Approval process of survey documents

Indigenous respondents were then asked a series of questions concerning the approval process for survey plans, consultations during the survey process, First Nation approval forms, and related SGB services.

Among Indigenous groups and organizations, the most common method used to provide approval for survey plans is through a Band Council resolution, with 57% indicating that this format is typically used. Other methods are less common, including email from an authorized person (22%), a signature on a survey plan (17%), or a First Nation or Band Approval form (19%). A smaller share report using an internal form (14%) or another format (12%).

Most respondents indicate that they are comfortable approving survey plans. More than two thirds (69%) say they are comfortable with the approval process, while 19% say they are not comfortable and 12% do not provide an answer.

Suggestions for improving the approval process

Among those who provided feedback on what might improve their comfort with approving survey plans, training and greater familiarity with the process are the most common themes. Respondents note that additional education or guidance on how to read survey plans and a clearer understanding of the approval process would help increase their confidence. Some also mention the importance of council involvement in approvals or indicate that the responsibility for approving survey plans may fall to other roles within their organization.

Exhibit C12: Q18 – In what format do you typically arrange to provide the approval for a survey plan? Please indicate all that apply. n=58 (2026); n=78 (2020)

Typical Survey Plan Approval Formats	2026	2020
Band Council resolution	57%	59%
Email from an authorized person	22%	44%
Signature on a survey plan	17%	41%
First Nation Approval form / Band Approval form	19%	29%
Internal form	14%	26%

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Other	12%	12%
DK/NR/NA	7%	1%

Exhibit C13: Q19 – Are you comfortable approving survey plans? n=58 (2026); n=78 (2020)

Survey Plan Approval	2026	2020
Yes	69%	46%
No	19%	15%
DK/NR/NA	12%	3%

Exhibit C14: Q20 – [IF COMFORTABLE APPROVING SURVEY PLANS] What would help you be more comfortable approving survey plans? n=11 (2026); n=22 (2020)

Improvements for Survey Plan Approval	2026	2020
Offered a response	45%	82%
DK/NR/NA	55%	18%

Open-ended responses from 2026:

- “Training.”
- “Training on reading the survey.”
- “Council approval.”
- “Need to learn more and understand more of the process.”
- “I am not qualified, nor is there a need for me to approve survey plans. However, if the question is whether I’m comfortable approving draft development plans, the answer is yes.”

Experience with consultation during the survey process

Respondents were also asked about their experiences with consultation during the survey process and whether they had recommendations to improve the process in their communities.

Most Indigenous groups and organizations feel that they are consulted sufficiently during the survey process. Nearly three quarters of respondents (74%) indicate that they feel consulted enough, while 14% say they do not feel sufficiently consulted and 12% do not provide an answer.

When asked whether they had recommendations for improving the survey process in their community, relatively few respondents offer specific suggestions. A small share (9%) say that no improvements are needed, while just over half (53%) do not provide a response. Among those who do provide feedback, improved communication during the survey process is one of the areas mentioned as a potential way to enhance the experience for communities.

Familiarity with the First Nations Approval form

Respondents were also asked about their familiarity with the First Nations Approval form. Most (59%) Indigenous groups and organizations report that they are not at all familiar with the form. Among those who are familiar with it, half (50%) indicate that they are satisfied with the form, while 14% report dissatisfaction.

Exhibit C15: Q21 – Do you feel consulted enough during the survey process? n=58 (2026); n=78 (2020)

Survey Process Consultation	2026	2020
Yes	74%	72%
No	14%	19%
DK/NR/NA	12%	9%

Exhibit C16: Q22 – Do you have any recommendations that could improve the survey process for your community? n=58 (2026); n=78 (2020)

Improvements for Survey Process	2026	2020
None/ Nothing	9%	8%
DK/NR/NA	53%	51%

Open-ended responses from 2026:

- “Remove the federal surveyor requirement.”
- “I communicated with my surveyor to have my contact number in case any complications arise.”
- “More training.”
- “It would be beneficial to meet the surveyors prior to work being done.”
- “Yes, we were not informed that the old registration numbers were no longer valid and new surveys would be needed. This will cost the band and its members \$3,300 per survey, and up to \$5,000 for a center pin. Plus, access now needs a survey, which is up to \$1,900.”
- “Opportunities to learn survey; mentorship?”
- “Communicate with the lands manager.”
- “Allow the lands governance director to sign off instead of BCR.”
- “Stop requiring BCRs for surveyors to do the work. We are land code communities with folks who have the capacity to do this work. Surveyors continue to request BCRs to grant access to do the survey, then a BCR to approve the survey. Council doesn’t want to, nor should they have to, do this. It also delays projects because council meets once a month whereas staff are on site daily.”
- “Community meetings.”
- “Work with First Nations that have capacity to conduct surveys and have a qualified person sign off.”
- “Under land code, surveyors should no longer require BCRs to conduct them. Based on a community’s laws, some surveys can and should be approved by the lands directors.

Going back to council for a BCR is redundant. We seem to need duplicate BCRs, and these are not political items for our governing body to deal with. Our land codes should itemize the survey types and most should be kept at the operational levels.”

- “Just ensuring that the community knows when a CLS will be on reserve doing survey work for the nation. Reach out to the lands clerk the day you’ll be onsite to ensure we know what is going on with our lands. Even after the fact that we would have requested the work to be done, it’s imperative to be transparent with our community so if plans change or the day you planned to be there doesn’t work out, call the lands department :) – just a general note for all surveyors going onto reserves and doing work.”
- “We don’t have too many surveys.”
- “I think it’s important to outline the process.”
- “I have been working on survey activities for a number of years now and feel very comfortable with the process that currently exists with the SGB.”
- “Stop calling it consultation; that means something different for First Nations.”
- “We have not worked with your branch for some time. We would consider additions to reserve but do not know who to speak with to begin that discussion.”
- “Updating and maintaining contact lists. Follow up with Nations if you don’t receive a response – capacity is always a challenge.”
- “Not enough CLSR-certified surveyors in NB.”
- “I am new to this role in my community and do not have much feedback at this time.”
- “I actually don’t go through the SGB to initiate surveys. I go directly to the survey company. The survey company then communicates with SGB. Most First Nations have less capacity in terms of education and understanding surveys, so this is something that needs to be built internally.”

Exhibit C17: Q23 – How familiar are you with the First Nation Approval form or Band Approval form on the myCLSS website? n=58 (2026); n=78 (2020)

Familiarity with First Nation Approval Form/Band Approval Form	2026	2020
Very familiar	7%	5%
Somewhat familiar	17%	8%
Not very familiar	14%	19%
Not at all familiar	59%	62%
DK/NR/NA	3%	7%

Exhibit C18: Q24 – [IF AT LEAST NOT VERY FAMILIAR] How satisfied are you with the First Nation Approval form or Band Approval form? n=22 (2026); n=25 (2020)

Satisfaction with First Nation Approval Form/Band Approval Form	2026	2020
Very satisfied	23%	12%
Somewhat satisfied	27%	36%
Neither satisfied nor dissatisfied	27%	28%
Somewhat dissatisfied	14%	0%
Very dissatisfied	0%	0%
DK/NR/NA	9%	24%

Interest in an online application for approval of survey plans

Respondents were also asked about their interest in using an online application to provide approval of survey plans.

A majority of Indigenous groups and organizations indicate that they would appreciate the ability to provide approval of survey plans through an online application. Seven in ten respondents

(71%) say they would welcome this option, while 7% say they would not and 22% do not provide an answer.

Interest in actually using such a tool is even higher. Nearly nine in ten respondents (88%) indicate that they would use an online application to provide approval of survey plans if one were available. Only a small share (3%) say they would not use such a tool, while 9% do not provide a response.

Exhibit C19: Q25 – Would you appreciate being able to provide approval of survey plans through an online application? n=58 (2026); n=78 (2020)

Online Application for Approval of Survey Plans	2026	2020
Yes	71%	65%
No	7%	29%
DK/NR/NA	22%	5%

Exhibit C20: Q26 – Would you use an online application to provide approval of survey plans if one were available? n=58 (2026); n=78 (2020)

Use of Online Application for Approval of Survey Plans	2026	2020
Yes	88%	78%
No	3%	15%
DK/NR/NA	9%	6%

Exhibit C21: Q27 – *Can you indicate one or more ways the SGB service provided to you could be improved? n= 58 (2026) n=78 (2020)*

Improvements for SGB Service	2026	2020
Nothing needs to be modified or added	31%	13%
DK/NR/NA	48%	51%

Open-ended responses from 2026:

- “Tracking requests (e.g., correcting old surveys).”
- “Training.”
- “Access to provincial surveys.”
- “Ability to conduct surveys on First Nations more regularly.”
- “See previous comments.”
- “Request for an exterior boundary survey took many months to get approved. I had sent an email asking if it had been approved, with no response at that time.”
- “Easier listing of regional contact information.”
- “Less BCR requirements.”
- “Make better contact with our band.”
- “Build relationships with lands department staff in the various Nations.”
- “Initiatives to add more CLSR-certified surveyors to NB.”
- “An online portal would be great.”

Usage of digital services

Lastly, Indigenous groups and organizations were asked about their use of several digital services and their level of satisfaction with those tools, as well as any suggested improvements.

Among the digital services evaluated, the most frequently used include the Survey Plan search tool, with 57% reporting that they have used it more than 10 times in the past two years. Other commonly used tools include the Geospatial web services (48%), the Survey Project search tool (43%), and the Canada Lands Surveys section of the Natural Resources Canada website (36%). The Map Browser application is used more occasionally, with 10% reporting use more than 10 times.

Satisfaction with digital services

In terms of satisfaction, respondents generally report positive experiences with the digital services they use. The Survey Plan search tool receives the highest share of very satisfied

responses (46%), followed by the Survey Project search tool (41%) and the Canada Lands Overlay in Google Earth (37%). Respondents also report relatively strong satisfaction with the Geospatial web services (36%) and the Canada Lands Surveys section of the Natural Resources Canada website (29%). The Map Browser application receives somewhat lower levels of strong satisfaction (28%), and the Canada Lands Digital Cadastral data receives the lowest share of very satisfied responses (21%). Across all tools, dissatisfaction remains relatively limited.

Suggestions for improving digital services

When asked about possible improvements to the Canada Lands Surveys section of the Natural Resources Canada website, about one quarter of respondents (24%) say that nothing needs to be modified or added, while a majority (71%) do not provide a specific suggestion. Among those who do offer feedback, comments focus primarily on improving usability, including making the site easier to navigate for those who are unfamiliar with survey documentation and improving overall user friendliness.

For the Survey Plan search tool, 29% indicate that no improvements are needed, while 56% do not offer a specific suggestion. Feedback from respondents includes requests for clearer search guidance, improved search results for specific reserves, and greater consistency in file formats.

Similarly, for the Survey Project search tool, 31% indicate that nothing needs to be modified or added, while 56% provide no specific feedback. Suggestions that were provided focus on improving search functionality and making it easier to locate information relevant to specific communities, including the possibility of a portal displaying surveys relevant to a particular First Nation.

For the Map Browser application, just over one quarter of respondents (28%) say no improvements are needed, while 60% do not provide a suggestion. Among those who offer feedback, comments focus on improving usability, ensuring information such as road names is accurate, and enhancing the ability to quickly navigate to locations of interest.

With respect to the Canada Lands Overlay in Google Earth, 28% say nothing needs to be modified or added, while 60% do not offer a suggestion. Among the comments provided, respondents highlight potential improvements such as more frequent imagery updates, improved search functionality, and making it easier to locate data or search by First Nation name rather than reserve name.

For the Canada Lands Digital Cadastral data, respondents offer relatively little feedback. A number of respondents indicate that they do not regularly use shapefiles or similar formats,

while others suggest that more frequent imagery updates or improved integration with platforms such as ArcGIS could be beneficial.

Finally, for the Geospatial web services, most respondents (65%) do not offer a suggestion, while 29% say that nothing needs to be modified or added. The limited feedback that is provided suggests that some respondents find other tools, such as the CLSS Map Browser, more useful due to the availability of additional layers and functionality.

Exhibit C22a: Q28-34 – Over the past two years, how many times would you estimate you accessed or used the any of the following? n=58 (2026)

2026: Usage of Digital Services						
	Not at all	1 time	2-5 times	6-10 times	Over 10 times	DK/ NR/ NA
The Canada Lands Overlay in Google Earth	10%	7%	9%	9%	2%	64%
The Canada Lands Surveys section of the Natural Resources Canada web site	22%	10%	22%	9%	36%	0%
The Survey Plan search tool	16%	3%	12%	10%	57%	2%
The Map Browser application	28%	9%	21%	2%	10%	28%
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)	47%	9%	12%	3%	48%	5%

The Survey Project search tool	29%	5%	12%	7%	43%	3%
The Canada Lands Digital Cadastral data	33%	3%	21%	10%	24%	9%

Exhibit C22b: Over the past two years, how many times would you estimate you accessed or used the any of the following? n=78 (2020)

2020: Usage of Digital Services						
	Not at all	1 time	2-5 times	6-10 times	Over 10 times	DK/ NR/ NA
The Canada Lands Overlay in Google Earth	23%	4%	22%	10%	38%	3%
The Canada Lands Surveys section of the Natural Resources Canada web site	33%	5%	8%	8%	41%	5%
The Survey Plan search tool	38%	9%	8%	4%	37%	4%
The Map Browser application	41%	1%	10%	6%	31%	10%
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)	50%	3%	8%	6%	17%	17%
The Survey Project search tool	53%	3%	8%	6%	23%	8%
The Canada Lands Digital Cadastral data	56%	3%	9%	6%	15%	12%

Exhibit C23a: Q35-41 – How satisfied would you say you were with each of the following over the past two years?

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2026: Satisfaction with Digital Services						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
The Canada Lands Overlay in Google Earth (n=51)	37%	47%	14%	0%	2%	0%
The Survey Project search tool (n=39)	41%	31%	15%	5%	0%	8%
The Survey Plan search tool (n=48)	46%	33%	17%	4%	0%	0%
The Map Browser application (n=40)	28%	45%	20%	3%	0%	5%
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H) (n=28)	36%	36%	14%	0%	0%	14%
The Canada Lands Surveys section of the Natural Resources Canada web site (n=45)	29%	38%	22%	4%	2%	4%

The Canada Lands Digital Cadastral data (n=34)	21%	35%	15%	6%	0%	24%
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Exhibit C23b: How satisfied would you say you were with each of the following over the past two years?

2020: Satisfaction with Digital Services						
	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/ NR/ NA
The Canada Lands Overlay in Google Earth (n=58)	43%	41%	10%	0%	0%	5%
The Survey Project search tool (n=31)	39%	39%	16%	0%	3%	3%
The Survey Plan search tool (n=45)	38%	42%	16%	0%	2%	2%
The Map Browser application (n=38)	34%	45%	13%	5%	0%	3%
The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H) (n=26)	27%	35%	15%	0%	4%	19%

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The Canada Lands Surveys section of the Natural Resources Canada web site (n=48)	25%	52%	21%	0%	2%	0%
The Canada Lands Digital Cadastral data (n=25)	20%	52%	12%	8%	0%	8%

Exhibit C24: Q42 – [IF USED CANADA LANDS SURVEYS SECTION OF THE NATURAL RESOURCES CANADA WEB SITE] Can you indicate one or more ways the Canada Lands Surveys section of the Natural Resources Canada web site could be improved? n=45 (2026); n=48 (2020)

Sources of Improvement of the Canada Lands Surveys section of the Natural Resources Canada web site	2026	2020
Nothing needs to be modified or added	24%	29%
DK/NR/NA	71%	48%

Open-ended responses from 2026:

- “Have a section right on the homepage for people not familiar with reading surveys – basic components of surveys.”
- “It’s just not very user friendly. You have to know precisely what you’re looking for.”

Exhibit C25: Q43 – [IF USED SURVEY PLAN SEARCH TOOL] Can you indicate one or more ways the Survey Plan search tool could be improved? n=48 (2026); n=45 (2020)

Sources of Improvement of the Survey Plan search tool	2026	2020
Nothing needs to be modified or added	29%	31%

DK/NR/NA	56%	51%
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Open-ended responses from 2026:

- “Login, then default reserve is selected.”
- “Maybe under boxes to enter data also include where best to type lot number.”
- “The search often does not return the reserve that I am looking for.”
- “Let First Nations take on this responsibility for their reserve lands and new reserve lands.”
- “Consistency with the file formats.”
- “Time parameters.”

Exhibit C26: Q44 – [IF USED SURVEY PROJECT SEARCH TOOL] Can you indicate one or more ways the Survey Project search tool could be improved? n=39 (2026); n=31 (2020)

Sources of Improvement of the Survey Project search tool	2026	2020
Nothing needs to be modified or added	31%	29%
DK/NR/NA	56%	55%

Open-ended responses from 2026:

- “Sometimes have trouble finding the information for a specific reserve.”
- “Increase the number of searchable terms.”
- “Easier operation.”
- “Perhaps a portal that just shows you the surveys that are relevant to your community so you don’t have to search; they are just listed.”

Exhibit C27: Q45 – [IF USED MAP BROWSER APPLICATION] Can you indicate one or more ways the Map Browser application could be improved? n=40 (2026); n=38 (2020)

Sources of Improvement of the Map Browser application	2026	2020
Nothing needs to be modified or added	28%	13%
DK/NR/NA	60%	56%

Open-ended responses from 2026:

- “Last updated seems a little old.”
- “Don’t use this much. I recollect issues with trying to find what I want. I am typically seeking a .pdf for a given reserve.”
- “Make more user friendly.”
- “Interact with First Nations to ensure proper road names are present.”
- “Would love to be able to have it set to automatically zoom into a specific location whenever you open it.”

Exhibit C28: Q46 – [IF USED THE CANADA LANDS OVERLAY IN GOOGLE EARTH] Can you indicate one or more ways the Canada Lands Overlay in Google Earth could be improved?
n=51 (2026); n=58 (2020)

Sources of Improvement of the Canada Lands Overlay in Google Earth	2026	2020
Nothing needs to be modified or added	28%	22%
DK/NR/NA	60%	44%

Open-ended responses from 2026:

- “Not simple to change color. Defaults, etc.”
- “More training on mapping.”
- “Ability to choose just Ontario for downloading.”
- “Updated imagery, often.”
- “Better location to find the data. I’m constantly looking for it.”

- “It has not listed correct information for over 6 months.”
- “It’s hard to search if you don’t have a plan number.”
- “Let First Nations administer and manage this site for their lands and work with provincial governments when new reserves are being created.”
- “Make it searchable by the name of the First Nation, not just the name of the reserve.”
- “Take out clouds in imagery.”
- “Easier way to add folders so work is saved.”

Exhibit C29: Q47 – [IF USED THE CANADA LANDS DIGITAL CADASTRAL] Can you indicate one or more ways the Canada Lands Digital Cadastral data could be improved? n=34 (2026); n=25 (2020)

Sources of Improvement of the Canada Lands Digital Cadastral data	2026	2020
Nothing needs to be modified or added	31%	20%
DK/NR/NA	68%	44%

Open-ended responses from 2026:

- “More frequent imagery updates.”
- “I don’t usually use shapefiles, so I can’t answer this.”
- “Would love to have it automatically available and update itself in the ArcGIS Professional open data portal.”

Exhibit C30: Q48 – [IF USED GEOSPATIAL WEB SERVICES] Can you indicate one or more ways the Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H) could be improved? n=28 (2026); n=26 (2020)

Sources of Improvement of the Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)	2026	2020
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Nothing needs to be modified or added	29%	27%
DK/NR/NA	65%	50%

Open-ended responses from 2026:

- “Kind of basic. I prefer the CLSS Map Browser since it has more layers.”

Conclusions and recommendations

The results of this research demonstrate that most users report positive experiences with CLSS services, tools, and data. Satisfaction is particularly strong among surveyors and approvers, where large majorities report being satisfied across most aspects of their interactions with the Surveyor General Branch (SGB). Satisfaction among Indigenous groups and organizations is also generally favourable, though responses suggest somewhat more variability and indicate areas where additional support or engagement may be beneficial.

Across all three audiences, levels of dissatisfaction remain consistently low. In most cases, only small shares of respondents express dissatisfaction with the services, tools, or processes examined in this study. As a result, many of the suggestions offered by respondents should be interpreted less as reactions to widespread dissatisfaction and more as constructive feedback or ideas for further improvement. When satisfaction levels are already high – as is the case among surveyors and approvers – further measurable improvements may be difficult to achieve. Among Indigenous groups and organizations, however, there appears to be somewhat greater opportunity to strengthen awareness, usability, and engagement.

One pattern that emerges from the results relates to how frequently different user groups interact with CLSS tools and services. Surveyors and approvers report frequent and routine use of several digital tools, particularly search tools and mapping applications. Among Indigenous groups and organizations, usage levels are generally lower and familiarity with some tools appears more limited. This suggests that differences in satisfaction across audiences may partly reflect differences in familiarity and experience with the system rather than dissatisfaction with the tools themselves.

Overall, favourable responses are observed across the majority of services, tools, and processes examined in this research. Respondents frequently indicate that existing systems are functioning well, and when asked for suggested improvements, many indicate that no changes are necessary or do not provide specific feedback.

That said, several recurring themes emerge from the feedback provided:

- **Documentation and guidance:** Across several tools and services, satisfaction with help documentation and guidance materials tends to be somewhat lower than satisfaction with the tools themselves.
- **Understanding and interpretation of tools:** For some tools (e.g., CLEVER) respondents note difficulty interpreting outputs or understanding how best to use the tool.

- **Searchability and usability:** Across multiple digital tools, respondents suggest improvements related to search functionality, ease of navigation, and the ability to locate information relevant to specific communities, projects, or reserves. While these comments are not concentrated on a single tool, they indicate that continued attention to usability and search functionality across the resource ecosystem could further enhance the user experience.
- **Training and awareness among Indigenous users:** Among Indigenous groups and organizations, respondents frequently note that additional training, education, or outreach could help improve comfort with survey plans, digital tools, and the broader survey process.

Based on these findings, the following considerations may help guide future improvements:

- **Focus on maintaining high satisfaction levels:** Given the very low levels of dissatisfaction observed across most measures, current satisfaction levels should largely be viewed as benchmarks to maintain.
- **Improve user understanding and support resources:** Enhancements to documentation, training materials, user interfaces, or help systems could improve user confidence and the overall experience with CLSS tools and services.
- **Strengthen outreach and support for Indigenous users:** Targeted outreach, training opportunities, and clearer guidance on available services could help increase familiarity and comfort with existing tools and processes among Indigenous groups and organizations.
- **Explore digital approval processes:** Given the strong interest expressed by Indigenous respondents in the ability to approve survey plans through an online application, further exploring the feasibility and design of digital approval systems in collaboration with communities may prove beneficial.

Taken together, the findings suggest that the CLSS ecosystem is functioning well overall, with strong levels of satisfaction across most services and user groups. Continued attention to user support, usability, and targeted engagement-particularly with Indigenous users-may further strengthen user experience and ensure that CLSS tools and services continue to meet the evolving needs of their diverse audiences.

Appendix A: Methodology report

Survey methodology

Earncliffe Strategy Group's overall approach for this study was to conduct an online survey of 91 surveyors, 37 approvers, and 58 Indigenous groups and organizations. A detailed discussion of the approach used to complete this research is presented below.

Questionnaire design

The questionnaires for this study were designed by Earncliffe, in collaboration with Natural Resources Canada, and follow closely the original questionnaire designed in 2020 for consistency of tracking. It was provided for fielding to Leger. The survey was offered to respondents in both English and French and completed based on their language preference. Respondents could not skip any of the questions as all questions required a response before continuing to the next question.

Sample design, selection and weighting

The sampling plan for the study was designed by Earncliffe in collaboration with Natural Resources Canada and was based off the information provided by Natural Resources Canada from the previous study completed in 2020.

Target audience	Target response rate	Actual response rate	Target n	Actual n	Survey length
Canada land surveyors	26%	28%	100	91	11 min.
Other government land approvers	23%	31%	50	37	18 min.
Indigenous groups	16%-27%	15%	80	58	15 min.

Given the nature of the study, the data presented remains unweighted.

Data collection

The online survey was conducted from January 19th to February 20th for all three groups – surveyors, approvers, and Indigenous groups and organizations. All surveys were provided in

both English and in French. The survey was undertaken by Leger using the provided contact lists.

Reporting

Because the sample sizes within each audience group are relatively small, statistical significance testing by region was not undertaken. However, directional regional differences may still be observed in the detailed data tables included under separate cover.

Results from the 2020 survey are provided for reference purposes only. Given the relatively small sample sizes in both waves of this study, statistically reliable comparisons between waves are not possible and therefore changes over time are not formally analyzed in this report.

Due to rounding, results may not always add to 100%.

Quality controls

The survey link was reviewed multiple times before a comprehensive soft launch is conducted in both languages. The soft launch data was thoroughly reviewed by Earnscliffe, Leger, and Natural Resources Canada, and any changes were made before another test of the links and full launch of the survey.

Final dispositions

Surveyors

A total of 327 individuals entered the online survey, of which 91 qualified as eligible and completed the survey. The response rate for this survey was 28%.

Total Entered Survey	327
Completed	91
Not Qualified/Screen out	0
Over quota	0
Suspend/Drop-off	236

Unresolved (U)	0
Email invitation bounce-backs	N/A
Email invitations unanswered	N/A
In-scope - Non-responding (IS)	236
Qualified respondent break-off	236
In-scope - Responding units (R)	91
Completed surveys disqualified – quota filled	N/A
Completed surveys disqualified – other reasons	N/A
Completed surveys	91
Response Rate = R/(U+IS+R)	28%

Approvers

A total of 120 individuals entered the online survey, of which 37 qualified as eligible and completed the survey. The response rate for this survey was 31%.

Total Entered Survey	120
Completed	37
Not Qualified/Screen out	0
Over quota	0
Suspend/Drop-off	83

Unresolved (U)	0
Email invitation bounce-backs	N/A

Email invitations unanswered	N/A
In-scope - Non-responding (IS)	83
Qualified respondent break-off	83
In-scope - Responding units (R)	37
Completed surveys disqualified – quota filled	N/A
Completed surveys disqualified – other reasons	N/A
Completed surveys	37
Response Rate = R/(U+IS+R)	31%

Indigenous

A total of 376 individuals entered the online survey, of which 58 qualified as eligible and completed the survey. The response rate for this survey was 15%.

In addition to outreach by email to complete an online survey, in line with the 2020-21 study a telephone option was additionally provided in case Indigenous respondents preferred that option. In this most recent wave of the study, no respondents opted to use the telephone version.

Total Entered Survey	376
Completed	58
Not Qualified/Screen out	0
Over quota	0
Suspend/Drop-off	318

Unresolved (U)	0
Email invitation bounce-backs	N/A

Email invitations unanswered	N/A
In-scope - Non-responding (IS)	c
Qualified respondent break-off	318
In-scope - Responding units (R)	58
Completed surveys disqualified – quota filled	N/A
Completed surveys disqualified – other reasons	N/A
Completed surveys	58
Response Rate = R/(U+IS+R)	15%

Non-response

Respondents for the online survey were selected from among lists of users provided by NRCan. Without more detailed knowledge about the universe (its actual profile, usage habits and ideally, sentiments), it is difficult to empirically identify what nonresponse bias might exist.

Perhaps the only tool available for estimating how the final sample may compare to the non-responsive segment of the universe is in the response rates. Currently, it is not unusual for online surveys of the general population to achieve response rates of less than 10% and for telephone surveys this can frequently be lower than 5%.

Although we may not be able to demonstrate how the responsive segment compares to the non-responsive segments, to achieve response rates far in excess of these norms is an encouraging sign and suggests the data have value.

Margin of error

The survey was undertaken as a census, rather than using any type of sampling. Every individual in the known universe being studied was invited to participate in the survey. As this survey was not a random sample of a universe, it is impossible to estimate a margin of error.

Survey duration

The online survey took an average of 11 minutes for surveyors, 18 minutes for approvers, and 15 minutes for Indigenous groups and organizations.

Appendix B: Questionnaires

Surveyors

Survey introduction

Hello/Bonjour,

The Government of Canada – more specifically, the Surveyor General Branch (SGB) of Natural Resources Canada – has enlisted Earnscliffe Strategy Group to conduct a research survey to gather feedback on, and gauge satisfaction with, the Canada Lands Survey System (CLSS) among those who use its services, tools and/or data.

Your participation in the survey is voluntary and completely confidential – your answers will remain anonymous and will be combined with responses from all other respondents.

You can verify the legitimacy of the survey by clicking here: [insert CRIC link]

If you would like more information about this study, you may contact Karl St-Pierre at karl.st-pierre@nrcan-rncan.gc.ca. If you would like to complete the survey in a different format or through another method, alternative options are available – please contact info@earnsccliffe.ca for assistance.

To proceed to the survey, please click on the following link (or copy and paste it into your browser):

[INSERT URL]

Please complete this survey no later than [insert date].

Thank you for taking the time to complete this survey.

[FRENCH]

Bilingual Landing Page:

Welcome and thank you for your interest in this survey being conducted on behalf of the Government of Canada. The purpose of this survey is to provide the Surveyor General Branch (SGB) of Natural Resources Canada with feedback on, and gauge satisfaction with, the Canada Lands Survey System (CLSS) among those who use its services, tools and/or data.

The survey takes approximately 15 minutes to complete. Your participation in the survey is voluntary and completely confidential. All your answers will remain anonymous and will be combined with responses from all other respondents.

During the survey, please do not use your browser's FORWARD and BACK buttons. Please use the button below to move forward through the survey.

Click “next” at the bottom of the page to begin the survey.

[FRENCH]

Section 1: Basic demographic questions

1. Would you prefer to complete the survey in English or French?

English	1
French	2

2. In which province(s) and/or territory(ies) do you provide services? Please select all that apply.

Newfoundland and Labrador	1
Nova Scotia	2
Prince Edward Island	3
New Brunswick	4
Quebec	5
Ontario	6
Manitoba	7
Saskatchewan	8
Alberta	9
British Columbia	10
Yukon	11
Nunavut	12
Northwest Territories	13
Prefer not to say	99

Section 2: Overall satisfaction with the SGB

3. Over the past two years, how many times would you estimate you requested services or advice from the Surveyor General Branch (SGB)?

Not at all	0
Once	1
2-5 times	2
6-10 times	3
11-20 times	4
Over 20 times	5
Don't know / Prefer not to say	9

4. [IF Q3 AT LEAST ONCE] Over the past two years, what methods of communication have you used to request services or advice from the SGB? Please indicate all that apply. [CHECK ALL]

In person	1
Email	2
Telephone	3

Traditional mail	4
Other (SPECIFY)	8
Don't know / Prefer not to say	9
5. [IF Q3 AT LEAST ONCE] Were you always able to find a clear point of contact?	
Yes	1
No	2
Don't know / Prefer not to say	9
6. [IF Q3 AT LEAST ONCE] Were you served in the language of your choice?	
Yes	1
No	2
Don't know / Prefer not to say	9
7. [IF Q3 AT LEAST ONCE] What were the reason(s) for communicating with the SGB? Please indicate all that apply. [CHECK ALL]	
Survey standards or requirements	1
A specific survey project	2
Boundary advice	3
An issue with the SGB's online tools or myCLSS	4
An issue with digital signature or myKEY	5
Review of survey plans	6
Other (SPECIFY)	8
Don't know / Prefer not to say	9
8. [IF Q3 AT LEAST ONCE] Overall, how satisfied are you with your interactions with the SGB over the past two years?	
Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
Don't know / Prefer not to say / No answer	9
9. [IF Q8 DISSATISFIED] Can you briefly explain why your interactions with the SGB over the past two years have been disappointing? [OPEN END]	
Don't know/Prefer not to answer	99
Overall, to what extent are you satisfied or dissatisfied with the SGB on each of the following attributes? [RANDOMIZE]	
10. Responsive	
11. Knowledge of staff	

12. Helpful

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
Don't know / Prefer not to say / No answer	9

Section 3: Usage of & satisfaction with survey resources

Over the past two years, how many times would you estimate you have done any of the following?
[RANDOMIZE]

13. Accessed or used the National Standards for the Survey of Canada Lands
14. Accessed or used the myCLSS website for research or links to other tools and information pages
15. Opened a survey project through myCLSS and submitted a survey plan for review and/or processing
16. Accessed or used CLEVER (Canada Lands e-validation of electronic returns)

Not at all	0
Once	1
2-5 times	2
6-10 times	3
11-20 times	4
Over 20 times	5
Don't know / Prefer not to say	9

[IF Q13 AT LEAST ONCE] Thinking specifically about your experience with the National Standards for the Survey of Canada Lands, to what extent are you satisfied or dissatisfied on the following attributes? [RANDOMIZE]

17. Well-adapted to client needs
18. Meets the needs of the Canada Lands Survey System
19. Has adequate types of plans
20. Easy to find information
21. Easy to get answers to questions about standards

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE	8
Don't know / Prefer not to say / No answer	9

22. Can you indicate one or more elements of the National Standards for the Survey of Canada Lands that should be modified or added as a priority? [OPEN-END. ACCEPT UP TO THREE.]

Nothing needs to be modified or added	0
Don't know/Prefer not to say / No answer	9

23. Do you know how to submit a suggestion regarding changes to the National Standards for the Survey of Canada Lands?

Yes	1
No	2
Don't know / Prefer not to say	9

[IF Q14 AT LEAST ONCE] Thinking specifically about your experience with myCLSS, to what extent are you satisfied or dissatisfied on the following attributes? [RANDOMIZE]

24. Easy to use
 25. Meets your needs
 26. Easy to get issues resolved or get answers to questions
 27. Reliability of the site – also known as “uptime”

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE	8
Don't know / Prefer not to say / No answer	9

If myCLSS and SGB's digital tools were down for each of the following lengths of time, how significant an impact, if any, would this have on the finances or operations of your business?

28. 1 hour
 29. 4 hours
 30. 2 days
 31. 5 days or more

No impact at all	1
An insignificant impact	2
A significant impact	3
A very significant impact	4
Don't know / Prefer not to say / No answer	9

32. Can you indicate one or more ways myCLSS could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing could be improved	0
Don't know / Prefer not to say / No answer	99

[IF Q15 AT LEAST ONCE] Thinking specifically about your experience with the request of survey instructions, to what extent are you satisfied or dissatisfied on the following attributes? [RANDOMIZE]

33. Overall process makes sense through myCLSS
34. Issuance of survey instruction in a timely matter (2 business days)
35. Being kept informed of any issues or delays with survey instructions
36. Being kept informed of any survey problem regarding survey instructions
37. Process to request amendments makes sense through myCLSS

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE	8
Don't know / Prefer not to say / No answer	9

[IF Q15 AT LEAST ONCE] Thinking specifically about your experience with the processing and review of legal survey plans, to what extent are you satisfied or dissatisfied on the following attributes? [RANDOMIZE]

38. Overall process makes sense through myCLSS
39. Review conducted in a timely manner
40. Critical issue process and functionality
41. The information and notifications available in myCLSS
42. The service of the SGB staff
43. Being kept informed of any issues or delays with plan review
44. The way any problems or conflicts were handled
45. Reliability of service

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE	8
Don't know / Prefer not to say / No answer	9

46. Can you indicate one or more ways the review and processing of legal survey plans could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing could be improved	0
---------------------------	---

Don't know / Prefer not to say / No answer 99

[IF Q15 AT LEAST ONCE] Thinking specifically about your experience with digital signature and myKEY, to what extent are you satisfied or dissatisfied on the following attributes? [RANDOMIZE]

47. Easy to set up and renew
48. Easy to use for signing survey documents
49. Easy to prepare files for digital signature (PDF/A)
50. Easy to get support regarding an issue
51. The help documentation provided

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE/ DO NOT USE DIGITAL SIGNATURE	8
Don't know / Prefer not to say / No answer	9

[IF Q16 AT LEAST ONCE] Thinking specifically about your experience with CLEVER, to what extent are you satisfied or dissatisfied on the following attributes? [RANDOMIZE]

52. Easy to access
53. Easy to use
54. Reliability of the results from CLEVER
55. Information provided in the report is easy to understand

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE	8
Don't know / Prefer not to say / No answer	9

Can you indicate one or more ways CLEVER could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing could be improved	0
Don't know / Prefer not to say / No answer	99

Section 4: Usage of & satisfaction with digital services

Over the past two years, how many times would you estimate you accessed or used any of the following? [RANDOMIZE] [INSERT PHOTOS APPENDED UNDER SEPARATE COVER]

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56. The Canada Lands Surveys section of the Natural Resources Canada web site
57. The Survey Plan search tool
58. The Survey Project search tool
59. The Map Browser application
60. The Canada Lands Overlay in Google Earth
61. The Canada Lands Digital Cadastral data
62. The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)
63. The Oil and Gas tools

Not at all	0
Once	1
2-5 times	2
6-10 times	3
11-20 times	4
Over 20 times	5
Don't know / Prefer not to say	9

How satisfied would you say you were with each of the following over the past two years?
[DISPLAY ONLY THE ITEMS RESPONDENT HAS DONE. DISPLAY IN THE SAME ORDER AS ABOVE.]

64. [IF Q57 AT LEAST ONCE] The Canada Lands Surveys section of the Natural Resources Canada web site
65. [IF Q58 AT LEAST ONCE] The Survey Plan search tool
66. [IF Q59 AT LEAST ONCE] The Survey Project search tool
67. [IF Q60 AT LEAST ONCE] The Map Browser application
68. [IF Q61 AT LEAST ONCE] The Canada Lands Overlay in Google Earth
69. [IF Q62 AT LEAST ONCE] The Canada Lands Digital Cadastral data
70. [IF Q63 AT LEAST ONCE] The Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H)
71. [IF Q64 AT LEAST ONCE] The Oil and Gas tools

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
Don't know / Prefer not to say / No answer	9

72. [IF Q57 AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Surveys section of the Natural Resources Canada website could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing could be improved	0
Don't know / Prefer not to say / No answer	99

73. [IF Q58 AT LEAST ONCE] Can you indicate one or more ways the Survey Plan search tool could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
74. [IF Q59 AT LEAST ONCE] Can you indicate one or more ways the Survey Project search tool could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
75. [IF Q60 AT LEAST ONCE] Can you indicate one or more ways the Map Browser application could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
76. [IF Q61 AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Overlay in Google Earth could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
77. [IF Q62 AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Digital Cadastral data could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
78. [IF Q63 AT LEAST ONCE] Can you indicate one or more ways the Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H) could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
79. [IF Q64 AT LEAST ONCE] Can you indicate one or more ways the Oil and Gas tools could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |

Section 5: Demographics

80. Please indicate how many full-time employees your organization has.

None	0
One	1
2-5	2
6-10	3
11-20	4
Over 20	5
Don't know / Prefer not to say	9

81. How many years have you worked as a surveyor?

None	0
One	1
2-5	2
6-10	3
11-20	4
Over 20	5
NOT APPLICABLE	8
Don't know / Prefer not to say	9

82. Are you currently an NRCan employee?

Yes	1
No	0

Approvers

Survey Introduction

Hello/Bonjour,

The Government of Canada – more specifically, the Surveyor General Branch (SGB) of Natural Resources Canada – has enlisted Earnscliffe Strategy Group to conduct a research survey to gather feedback on, and gauge satisfaction with, the Canada Lands Survey System (CLSS) among those who use its services, tools and/or data.

Your participation in the survey is voluntary and completely confidential – your answers will remain anonymous and will be combined with responses from all other respondents.

You can verify the legitimacy of the survey by clicking here: [insert CRIC link]

If you would like more information about this study, you may contact Karl St-Pierre at karl.st-pierre@nrcan-rncan.gc.ca. If you would like to complete the survey in a different format or through another method, alternative options are available – please contact info@earnsccliffe.ca for assistance.

To proceed to the survey, please click on the following link (or copy and paste it into your browser):

[INSERT URL]

Please complete this survey no later than [insert date].

Thank you for taking the time to complete this survey.

[FRENCH]

Bilingual Landing Page:

Welcome and thank you for your interest in this survey being conducted on behalf of the Government of Canada. The purpose of this survey is to provide the Surveyor General Branch (SGB) of Natural Resources Canada with feedback on, and gauge satisfaction with, the Canada Lands Survey System (CLSS) among those who use its services, tools and/or data.

The survey takes approximately 11 minutes to complete. Your participation in the survey is voluntary and completely confidential. All your answers will remain anonymous and will be combined with responses from all other respondents.

During the survey, please do not use your browser's FORWARD and BACK buttons. Please use the button below to move forward through the survey.

Click "next" at the bottom of the page to begin the survey.

[FRENCH]

Section 1: Basic demographic questions

83. Would you prefer to complete the survey in English or French?

English	1
French	2

84. In which province(s) and/or territory(ies) do you work? Please select all that apply.

Newfoundland and Labrador	1
Nova Scotia	2
Prince Edward Island	3
New Brunswick	4
Quebec	5
Ontario	6
Manitoba	7
Saskatchewan	8
Alberta	9
British Columbia	10
Yukon	11
Nunavut	12
Northwest Territories	13
Prefer not to say	99

Section 2: Overall satisfaction with the SGB

85. Over the past two years, how many times would you estimate you requested services or advice from the Surveyor General Branch (SGB)?

Not at all	0
Once	1
2-5 times	2
6-10 times	3
11-20 times	4
Over 20 times	5
Don't know / Prefer not to say	9

86. [IF Q3 AT LEAST ONCE] Over the past two years, what methods of communication have you used to request services or advice from the SGB? Please indicate all that apply. [CHECK ALL]

In Person	1
Email	2
Telephone	3
Traditional mail	4
Other (SPECIFY)	8
Don't know / Prefer not to say	9

87. [IF Q3 AT LEAST ONCE] Were you always able to find a clear point of contact

Yes	1
No	2
Don't know / Prefer not to say	9

88. [IF Q3 AT LEAST ONCE] Were you served in the language of your choice?

Yes	1
No	2
Don't know / Prefer not to say	9

89. [IF Q3 AT LEAST ONCE] What were the reason(s) for communicating with the SGB? Please indicate all that apply. [CHECK ALL]

Issues on a specific survey project	1
Boundary advice	2
Legal description	3
Consultation	4
The SGB's online tools and data	5
Other (SPECIFY)	88

Don't know / Prefer not to say	99
90. [IF Q3 AT LEAST ONCE] Overall, how satisfied are you with your interactions with the SGB over the past two years?	
Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
Don't know / Prefer not to say / No answer	9
91. [IF Q8 DISSATISFIED] Can you briefly explain why your interactions with the SGB over the past two years have been disappointing? [OPEN END]	
Don't know / Prefer not to say	99
Overall, to what extent are you satisfied or dissatisfied with the SGB on each of the following attributes? [RANDOMIZE]	
92. Responsive	
93. Knowledge of staff	
94. Being pro-active in solving issues	
95. Effective communication	
96. Providing a clear point of contact	
Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE	8
Don't know / Prefer not to say / No answer	9

Section 3: Usage of & satisfaction with survey resources

Over the past two years, how many times would you estimate you have done any of the following?
[RANDOMIZE] [DISPLAY EACH WITH PHOTOS APPENDED UNDER SEPARATE COVER]

97. Requested SGB to provide the management of the provision of survey services	
98. Received services relating to the regulation of surveys	
99. Accessed or used the eApproval system	
Not at all	0
Once	1
2-5 times	2

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6-10 times	3
11-20 times	4
Over 20 times	5
Don't know / Prefer not to say	9

[IF Q15 AT LEAST ONCE] Thinking specifically about your experience with SGB providing the management of the provision of survey services for your organization, to what extent are you satisfied or dissatisfied about the service provided by the SGB on the following? [RANDOMIZE]

100. Timely notification of delays or problems	
101. Serving as an effective liaison between contractor and your organization	
102. Providing sufficient feedback or communication	
103. Effective problem-solving	
104. Survey services conducted in a timely manner	
Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE	8
Don't know / Prefer not to say / No answer	9

105. [IF Q15 AT LEAST ONCE] Can you indicate one or more ways SGB's delivery of surveys needs to be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing needs to be modified or added	0
Don't know / Prefer not to say / No answer	99

[IF Q16 AT LEAST ONCE] Thinking specifically about your experience with services related to the regulation of surveys, to what extent are you satisfied or dissatisfied on the following attributes? [RANDOMIZE]

106. Ensuring accuracy	
107. Ensuring necessary corrections were made to the plans	
108. Effective problem-solving	
109. Confirming the survey met your regulatory requirements for land administration	
110. Conducting review and ratification process in a timely manner	
Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE	8
Don't know / Prefer not to say / No answer	9

111. [IF Q16 AT LEAST ONCE] Can you indicate one or more ways the service related to the regulation of surveys needs to be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing needs to be improved	0
Don't know / Prefer not to say / No answer	99

[IF Q17 AT LEAST ONCE] Thinking specifically about your experience with eApproval, to what extent are you satisfied or dissatisfied on the following attributes? [RANDOMIZE]

112. Meeting your needs for the approval of survey documents

113. Ease of use

114. The process for obtaining your eApproval account

115. Technical issues resolved in a timely manner

116. The help documentation and manual provided

117. The checklist being both up to date and relevant

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE	8
Don't know / Prefer not to say / No answer	9

118. [IF Q17 AT LEAST ONCE] Can you indicate one or more ways eApproval could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing needs to be improved	0
Don't know / Prefer not to say / No answer	99

Section 4: Usage of & satisfaction with digital services

Over the past two years, how many times would you estimate you accessed or used any of the following? [RANDOMIZE]

119. The Canada Lands Surveys section of the Natural Resources Canada web site

120. The Survey Plan search tool

121. The Survey Project search tool

122. The Map Browser application

123. The Canada Lands Overlay in Google Earth

124. The Canada Lands Digital Cadastral data

125. The Geospatial web services (Aboriginal lands)

Not at all	0
Once	1

2-5 times	2
6-10 times	3
11-20 times	4
Over 20 times	5
Don't know / Prefer not to say	9

How satisfied were you with each of the following over the past two years? [DISPLAY ONLY THE ITEMS RESPONDENT HAS DONE. DISPLAY IN THE SAME ORDER AS ABOVE.]

126. [IF Q37 AT LEAST ONCE] The Canada Lands Surveys section of the Natural Resources Canada web site
127. [IF Q38 AT LEAST ONCE] The Survey Plan search tool
128. [IF Q39 AT LEAST ONCE] The Survey Project search tool
129. [IF Q40 AT LEAST ONCE] The Map Browser application
130. [IF Q41 AT LEAST ONCE] The Canada Lands Overlay in Google Earth
131. [IF Q42 AT LEAST ONCE] The Canada Lands Digital Cadastral data
132. [IF Q43 AT LEAST ONCE] The Geospatial web services (Aboriginal lands)

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
Don't know / Prefer not to say / No answer	9

133. [IF Q37 AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Surveys section of the Natural Resources Canada web site could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing could be improved	0
Don't know / Prefer not to say / No answer	99

134. [IF Q38 AT LEAST ONCE] Can you indicate one or more ways the Survey Plan search tool could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing could be improved	0
Don't know / Prefer not to say / No answer	99

135. [IF Q39 AT LEAST ONCE] Can you indicate one or more ways the Survey Project search tool could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing could be improved	0
Don't know / Prefer not to say / No answer	99

136. [IF Q40 AT LEAST ONCE] Can you indicate one or more ways the Map Browser application could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing could be improved	0
Don't know / Prefer not to say / No answer	99
137. [IF Q41 AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Overlay in Google Earth could be improved? [OPEN-END. ACCEPT UP TO THREE.]	
Nothing could be improved	0
Don't know / Prefer not to say / No answer	99
138. [IF Q42 AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Digital Cadastral data could be improved? [OPEN-END. ACCEPT UP TO THREE.]	
Nothing could be improved	0
Don't know / Prefer not to say / No answer	99
139. [IF Q43 AT LEAST ONCE] Can you indicate one or more ways the Geospatial web services (Aboriginal lands) could be improved? [OPEN-END. ACCEPT UP TO THREE.]	
Nothing could be improved	0
Don't know / Prefer not to say / No answer	99

Section 5: Demographics

140. Please indicate the type of government in which you work.	
Indigenous	1
Federal	2
Provincial / Territorial	3
Municipal	4
Other (Please specify)	5
Don't know / Prefer not to say	9
141. Which of the following best describes your position?	
Senior manager	1
Project manager / Supervisor / Officer	2
Analyst / Technician	3
Administrator / Support	4
Other (Please specify)	6
Don't know / Prefer not to say	9

Indigenous

Please note these interviews will be conducted online and by telephone.

Survey landing page (online)

Hello/Bonjour,

The Government of Canada – more specifically, the Surveyor General Branch (SGB) of Natural Resources Canada – has enlisted Earnscliffe Strategy Group to conduct a research survey to gather feedback on, and gauge satisfaction with, the Canada Lands Survey System (CLSS) among those who use its services, tools and/or data.

Your participation in the survey is voluntary and completely confidential – your answers will remain anonymous and will be combined with responses from all other respondents.

You can verify the legitimacy of the survey by clicking here: [insert CRIC link]

If you would like more information about this study, you may contact Karl St-Pierre at karl.st-pierre@nrcan-rncan.gc.ca. If you would like to complete the survey in a different format or through another method, alternative options are available – please contact info@earnsccliffe.ca for assistance.

The survey takes approximately 12 minutes to complete. Your participation in the survey is voluntary and completely confidential. All your answers will remain anonymous and will be combined with responses from all other respondents.

During the survey, please do not use your browser's FORWARD and BACK buttons. Please use the button below to move forward through the survey.

Click “next” at the bottom of the page to begin the survey.

Survey introduction (telephone)

Hello/Bonjour,

The Government of Canada – more specifically, the Surveyor General Branch (SGB) of Natural Resources Canada – has enlisted Earnscliffe Strategy Group to conduct a research survey to gather feedback on, and gauge satisfaction with, the Canada Lands Survey System (CLSS) among those who use its services, tools and/or data.

Your participation in the survey is voluntary and completely confidential – your answers will remain anonymous and will be combined with responses from all other respondents. The survey takes approximately 18 minutes to complete.

If you would like more information about this study, you may contact Karl St-Pierre at karl.st-pierre@nrcan-rncan.gc.ca. If you would like to complete the survey in a different format or through another method, alternative options are available – please contact info@earnsccliffe.ca for assistance.

May I begin?

Section 1: Basic demographic questions

142. Would you prefer to complete the survey in English or French?

English	1
French	2

143. [For sorting purposes only] In which region do you work? Please select all that apply.

Newfoundland and Labrador	1
Nova Scotia	2
Prince Edward Island	3
New Brunswick	4
Quebec	5
Ontario	6
Manitoba	7
Saskatchewan	8
Alberta	9
British Columbia	10
Yukon	11
Nunavut	12
Northwest Territories	13
Prefer not to say	99

Section 2: Overall satisfaction with the SGB

144. Over the past two years, how many times would you estimate you requested services or advice from the Surveyor General Branch (SGB)?

Not at all	0
Once	1
2-5 times	2
6-10 times	3
11-20 times	4
Over 20 times	5
Don't know / Prefer not to say	9

145. [IF Q3 AT LEAST ONCE] Over the past two years, what methods of communication have you used to request services or advice from the SGB? Please indicate all that apply. [SELECT ALL]

Email	2
Telephone	3
Traditional mail	4

Other (SPECIFY)	8
Don't know / Prefer not to say	9
146. [IF Q3 AT LEAST ONCE] Were you always able to find a clear point of contact?	
Yes	1
No	2
Don't know / Prefer not to say	9
147. [IF Q3 AT LEAST ONCE] Were you served in the language of your choice?	
Yes	1
No	2
Don't know / Prefer not to say	9
148. [IF Q3 AT LEAST ONCE] What were the reason(s) for communicating with the SGB? Please indicate all that apply. [SELECT ALL]	
A specific survey project	1
A boundary concern or question	2
The SGB's online tools and data	3
Consultation on how to get a survey done	4
Other (SPECIFY)	8
Don't know / Prefer not to say	9
149. Over the past two years, about how many surveys have been conducted in your community?	
None at all	0
One	1
2-5	2
6-10	3
11-20	4
Over 20	5
Don't know / Prefer not to say	9
150. [IF Q8 AT LEAST ONE] Over the past two years, what types of surveys have been conducted in your community? [SELECT ALL]	
Exterior boundary survey	1
Interior boundary survey or subdivision	2
Right of way (easement) survey	3
Addition to reserve (Provincial lands)	4
Boundary investigation or boundary maintenance survey	5
Condominium survey or building units	6
Other (SPECIFY)	8
Don't know / Prefer not to say	9

151. How long ago was your community's most recent survey?

Have never done one	0
Within the past month	1
2-5 months ago	2
6-12 months ago	3
Between 1 and 2 years ago	4
Over 2 years ago	5
Don't know / Prefer not to say	9

152. [IF Q3 AT LEAST ONCE] Overall, how satisfied are you with your interactions with the SGB over the past two years?

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
Don't know / Prefer not to say / No answer	9

153. [IF Q11 DISSATISFIED] Can you briefly explain why your interactions with the SGB over the past two years have been disappointing? [OPEN END]

Don't know / Prefer not to say	99
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Overall, to what extent are you satisfied or dissatisfied with the SGB on each of the following attributes? [RANDOMIZE]

154. Responsive
 155. Knowledge of staff
 156. Effective communication
 157. Helpful
 158. Providing information that is easy to understand

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE [VOLUNTEERED]	8
Don't know / Prefer not to say / No answer	9

Section 3: Approval Process of Survey Documents

Any survey plans used to create new parcels, including easements, rights-of-way and permit areas, within Reserve Lands must be approved by the First Nation Council prior to being submitted to SGB for recording. This approval is to ensure that the plan is suitable for the intended transaction and that the plan meets with any planning or land use requirements of the First Nation. Normally, the surveyor is responsible for obtaining approval.

159. In what format do you typically arrange to provide the approval for a survey plan? Please indicate all that apply. [SELECT ALL]

Band Council resolution	1
First Nation Approval form / Band Approval form	2
Internal form	3
Email from an authorized person	4
Signature on a survey plan	5
Other (SPECIFY)	6
NOT APPLICABLE [VOLUNTEERED]	8
Don't know / Prefer not to say	9

160. Are you comfortable approving survey plans?

Yes	1
No	2
NOT APPLICABLE [VOLUNTEERED]	8
Don't know / Prefer not to say / No answer	9

161. [IF Q19 NO] What would help you be more comfortable approving survey plans? [OPEN END]

Don't know / Prefer not to say	99
--------------------------------	----

162. Do you feel consulted enough during survey activities?

Yes	1
No	2
NOT APPLICABLE [VOLUNTEERED]	8
Don't know / Prefer not to say / No answer	9

163. Do you have any recommendations that could improve the consultation on survey activities for your community? [OPEN END]

Don't know / Prefer not to say	99
--------------------------------	----

164. How familiar are you with the First Nation Approval form or Band Approval form on the myCLSS website?

Very familiar	1
Somewhat familiar	2

Not very familiar	3
Not at all familiar	4
NOT APPLICABLE [VOLUNTEERED]	8
Don't know / Prefer not to say / No answer	9
165. [IF Q23 AT LEAST NOT VERY FAMILIAR] How satisfied are you with the First Nation Approval form or Band Approval form?	
Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
NOT APPLICABLE [VOLUNTEERED]	8
Don't know / Prefer not to say / No answer	9
166. Would you appreciate being able to provide approval of survey plans through an online application?	
Yes	1
No	2
NOT APPLICABLE [VOLUNTEERED]	8
Don't know / Prefer not to say / No answer	9
167. Would you use an online application to provide approval of survey plans if one were available?	
Yes	1
No	2
NOT APPLICABLE [VOLUNTEERED]	8
Don't know / Prefer not to say / No answer	9
168. Can you indicate one or more ways the SGB service provided to you could be improved? [OPEN-END. ACCEPT UP TO THREE.]	
Nothing could be improved	0
Don't know / Prefer not to say / No answer	99

Section 4: Usage of & Satisfaction with Digital Services

Over the past two years, how many times would you estimate you accessed or used any of the following? [RANDOMIZE] [DISPLAY EACH WITH PHOTOS APPENDED UNDER SEPARATE COVER]

169. The Canada Lands Surveys section of the Natural Resources Canada web site
 170. The Survey Plan search tool

171. The Survey Project search tool
 172. The Map Browser application
 173. The Canada Lands Overlay in Google Earth
 174. The Canada Lands Digital Cadastral data (ESRI Shapefile, DWG)
 175. The Geospatial web services (Aboriginal lands)

Not at all	0
Once	1
2-5 times	2
6-10 times	3
11-20 times	4
Over 20 times	5
Don't know / Prefer not to say	9

How satisfied were you with each of the following over the past two years? [DISPLAY ONLY THE ITEMS RESPONDENT HAS DONE. DISPLAY IN THE SAME ORDER AS ABOVE.]

176. [IF Q28 AT LEAST ONCE] The Canada Lands Surveys section of the Natural Resources Canada web site
 177. [IF Q29 AT LEAST ONCE] The Survey Plan search tool
 178. [IF Q30 AT LEAST ONCE] The Survey Project search tool
 179. [IF Q31 AT LEAST ONCE] The Map Browser application
 180. [IF Q32 AT LEAST ONCE] The Canada Lands Overlay in Google Earth
 181. [IF Q33 AT LEAST ONCE] The Canada Lands Digital Cadastral data (ESRI Shapefile, DWG)
 182. [IF Q34 AT LEAST ONCE] The Geospatial web services (Aboriginal lands)

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
Don't know / Prefer not to say / No answer	9

183. [IF Q28 AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Surveys section of the Natural Resources Canada web site could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing could be improved	0
Don't know / Prefer not to say / No answer	99

184. [IF Q29 AT LEAST ONCE] Can you indicate one or more ways the Survey Plan search tool could be improved? [OPEN-END. ACCEPT UP TO THREE.]

Nothing could be improved	0
Don't know / Prefer not to say / No answer	99

185. [IF Q30 AT LEAST ONCE] Can you indicate one or more ways the Survey Project search tool could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
186. [IF Q31 AT LEAST ONCE] Can you indicate one or more ways the Map Browser application could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
187. [IF Q32 AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Overlay in Google Earth could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
188. [IF Q33 AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Digital Cadastral data (ESRI Shapefile, DWG) could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
189. [IF Q34 AT LEAST ONCE] Can you indicate one or more ways the Geospatial web services (Aboriginal lands) could be improved? [OPEN-END. ACCEPT UP TO THREE.]
- | | |
|--|----|
| Nothing could be improved | 0 |
| Don't know / Prefer not to say / No answer | 99 |
190. How satisfied are you with how easy it is to find, access, and use SGB's cadastral (parcel or survey fabric) or boundary data?
- | | |
|--|---|
| Very satisfied | 1 |
| Somewhat satisfied | 2 |
| Neither satisfied nor dissatisfied | 3 |
| Somewhat dissatisfied | 4 |
| Very dissatisfied | 5 |
| Don't know / Prefer not to say / No answer | 9 |
191. Would you prefer that all survey information/documents currently available on the SGB website be organized by Indigenous Nation or community?
- | | |
|-----|---|
| Yes | 1 |
| No | 2 |

Don't know / Prefer not to say / No answer	9
192. Would any of the following products or services better help you support or manage your lands? [READ LIST. SELECT ALL.]	
Cadastral (parcel or survey fabric) mapping products including more detailed maps	1
Aerial Photos, orthophotographs or large scale (1:1,000) Community Mapping	2
More accurately georeferenced cadastral (parcel or survey fabric) data	3
A mobile version of the CLSS map browser	4
Online tutorials	5
Training (SGB's online tools, reading survey plans, doing research, project planning, approving surveys)	6
Other (SPECIFY)	8
Don't know / Prefer not to say	9
51A.[If selected any answer for Q51] Please describe how the information would improve your land management responsibilities. [OPEN-END]	
Don't know / Prefer not to say	99
193. [If selected training for Q51] Please provide topics of training you would be interested in? [READ LIST. SELECT ALL.]	
SGB's online tools	1
Reading survey plans	2
Doing research	3
Project planning	4
Approving surveys	5
Other (SPECIFY)	8
Don't know / Prefer not to say	9

Section 5: Demographics

194. Which of the following best describes your category of land governance?	
Framework Agreement on First Nation Land Management	1
Indian Act	2
Self-Government	3
Other (SPECIFY)	8
Don't know / Prefer not to say	9
195. Which of the following best describes your position?	
Land manager	1
Clerk	2
Office manager	3

Government official	4
Other (SPECIFY)	8
Don't know / Prefer not to say	9

Appendix C: Verbatim open-ended responses

Exhibit D2: [SURVEYORS] Q31 – Can you indicate one or more ways myCLSS could be improved?

- “CLEVER should be more user-friendly. I find it difficult to understand the errors it finds. Perhaps placing a circle around the problem could be added.”
- “The checklist needs to be updated to better support digitally signed plans. Perhaps a two-stream checklist approach is needed.”
- “Some plans are hard to find. This might be due to my lack of understanding of the system, so perhaps better ‘how-to’ tools would help, or perhaps another webinar refresher.”
- “Enlever la nécessité de redéfinir le mot de passe à chaque 3 mois. Aucun site web n’exige cela. C’est fastidieux et inutile, à mon avis. Le mot de passe finit par être un mot de passe avec une incrémentation à la fin.”
- “Archiver automatiquement ou plus rapidement les projets terminés afin que ceux-ci soient enlevés des projets en cours et de l’interface du navigateur cartographique. Plusieurs projets traînent après quelques années.”
- “Le dépôt de fichier n’est pas très convivial lorsque vient le temps d’ouvrir un dossier ou verser des documents pour dépôt. Offrir la possibilité de verser plus qu’un document dans ‘Autres’ lors du dépôt afin de verser l’approbation du Conseil de bande, le rapport du VEFNTC. Présentement, il faut tout jumeler en un seul document — des manipulations que l’on pourrait éviter.”
- “Once something is submitted for recording, consider making it editable/deletable by the CLS. SGB staff are great at providing workarounds within myCLSS, but a simple option to remove or delete submissions might be cleaner.”
- “Make requirements clear for different types of projects — i.e., do you or don’t you need FN approval to start (LS56-style field notes don’t need a letter from the band — permission, yes, but no letter authorization)? Do you need a land status report or not? Do you or don’t you need FN final approval (not for WFN as it’s digital, but yes for OKIB, etc.)? Do you need a checklist on the final plan (LS56 field notes don’t)?”
- “Have to get admin staff to reset password every time it expires. Possibly a glitch.”

- “Provide more flexibility in the number of documents that can be uploaded to a project when requesting instructions and/or submitting a plan.”
- “Having the green ‘Submit’ button after the upload button shouldn’t be necessary. I miss it sometimes.”
- “Allow removal of unneeded survey projects by the CLS without NRCan doing it.”
- “Allow CLEVER use without login.”
- “It would be good to be able to amend the project type after project creation.”
- “The checklist process is clunky and awkward.”
- “The checklist questions need to be updated.”
- “More clarity that consent to record a plan from the First Nation is required with your submission.”
- “Do not require a password frequently. In today’s world, this is not needed. It’s archaic!”
- “Indicate which SGB representative is assigned to your project so you can contact them with any questions.”
- “Possibilité d’ajouter des fichiers après un envoi et/ou durant la phase de correction des documents.”
- “Après avoir accepté la facture pour les frais de plan et de bornes, ne pas être automatiquement déconnecté du site.”
- “Facilité avec les couches interactives.”
- “Amélioration de l’outil CLEVER pour déceler toutes les erreurs critiques.”
- “Remove redundancy of questions in the checklist.”
- “Make the checklist smaller.”
- “Up-to-date links to commonly used resources.”
- “It’s a black box. Unsure if the file has been assigned and who to contact if I want to follow up. The client (surveyor) side of myCLSS is not as transparent as I would like.”
- “Not knowing who is assigned the file for review, it’s difficult to do follow-up for file archiving.”

- “The use of the Map Browser seems out of date.”
- “More information about defects.”
- “Interface pour la liste de vérifications plus fluide.”
- “Améliorer la présentation de la facturation.”
- “Not requiring password updates as frequently.”
- “The checklists are redundant and sometimes unclear.”

Exhibit D3: [SURVEYORS] Q45 – Can you indicate one or more ways the review and processing of legal survey plans could be improved?

- “Ensure opportunity for friendly human interactions. Adding AI could destroy this if there isn’t an opportunity to discuss and ask questions.”
- “La majorité du temps, lorsqu’il n’y a pas d’erreurs critiques, le plan est déposé. Mais la DAG a tout de même toujours quelques commentaires lors de sa vérification, ce qui fait en sorte que certaines erreurs pourraient être sur le plan. Avoir accès à ces commentaires permettrait d’améliorer les prochains plans. :)”
- “La liste de vérification de monSATC est gérée par l’AATC et la DAG n’a aucun droit de regard sur cette liste. La liste devrait être mise à jour avec les Normes, car certains points mentionnés dans la liste ne sont pas appuyés par un article des Normes. Certains points de vérification ajoutés nécessiteraient plus de précision / un exemple.”
- “Provide estimated timeline for review. If FN approval is digital, show that as a separate stage (i.e., ‘FN Approval Complete’ vs ‘SGB Final Submission Review Complete’).”
- “Too many ‘suggested’ changes to plans. Have turned back time to when SGB noted all ‘necessary’ changes. Often the suggestions seem to relate to personal preference.”
- “More consistency between reviewers.”
- “Focus on critical issues, not cosmetic issues or suggestions.”
- “For SGFNLRs, it would be beneficial to know once a plan review is completed by the SG and has been submitted to the FN for approval. Currently we only know that it has been submitted and then once review is complete.”

- “A HUD on the myCLSS page with the average plan review timeline would be helpful. I understand the target is 3 weeks to review and register; however, if it is currently 5 or 10 days, that could be helpful to know.”
- “My only complaint is that it is another system to deal with. I would rather communicate directly.”
- “Je voulais mentionner la grande efficacité de l’équipe qui fait la vérification, surtout en comparant avec le provincial.”
- “Having an examiner from the region of the plan performing the examination.”
- “Faster upload of approved plans into the system.”
- “Update CLEVER to have more checks, similar to SPOC in Alberta.”
- “Notice when an SGB examiner starts the examination.”
- “Mandatory notification of plan recorded sent to a First Nation.”
- “Time is of the essence!!”
- “No way of knowing small issues on the plan when they are not critical issues — no improvement of quality due to this.”
- “Again, maybe being more transparent with who at SRS is assigned the file for follow-ups.”
- “There seems to be a lack of consistency with plan reviewers. There should be more consistency, or reviewers should be dedicated to specific regions.”
- “Keep reviewers with regional knowledge.”
- “Being allowed to upload additional information.”
- “Information that is sent via email should be added to the myCLSS interface.”
- “Utiliser un plan électronique et le vérifier en ligne.”
- “Conserver la correspondance (courriels) sur le site.”

- “When the plan is approved, don’t send back a plan signed with no CLSR number. Having to wait for the CLSR number is annoying. Make it all at once.”

- “More consistency in plan reviews.”
- “Notify me if the survey plan has been referred to ISC for review.”

Exhibit D4: [SURVEYORS] Q55 Can you indicate one or more ways CLEVER could be improved?

- “Finding the errors identified needs to be simpler.”
- “Permettre l'accès au VFNTC aux techniciens sans passer par le compte de l'ATC. Il y a une faille de sécurité à donner ses identifiants aux techniciens pour qu'ils puissent valider le fichier de lignes.”
- “Sometimes difficult locating very small error items in the CLEVER output. Could be highlighted better.”
- “Make the checking happen on the webpage — I don't need an email sent to me to tell me if the file is correct or not. I just want to know if it is correct. Look at the PMBC Survey Plan Datasets as an example.”
- “Allow no-login access.”
- “Allow access to non-land surveyors such as company drafting staff.”
- “Error messages can be confusing.”
- “Make it easier to copy digital signatures between computers.”
- “Détecter toutes les erreurs critiques possibles.”
- “Sometimes difficult to see what the error is.”
- “Permettre l'utilisation par le personnel technique du bureau.”
- “Better guidance on the required layer names, particularly the CONDO layers.”
- “Be able to highlight where the issues occur.”
- “Change it so that if it reaches an error, it will stop in the report/process update.”

- “It would be helpful if it could point out exactly where a problem lies — i.e., show me the overshoot or undershoot in the linework. At times we cannot find those issues on our end.”

Exhibit D5: [SURVEYORS] Q72 – [IF USED THE CANADA LANDS SURVEY SECTION AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Surveys section of the Natural Resources Canada web site could be improved?

- “Toujours de belles publications et des outils faciles à naviguer.”
- “Doesn’t always work. Web issue? Downtime? I am not sure.”
- “Simplified layout and organization of tools and links.”
- “Make it easier to locate on the web.”

Exhibit [SURVEYORS] D6: [IF USED THE SURVEY PLAN SEARCH TOOL AT LEAST ONCE] Q73 – Can you indicate one or more ways the Survey Plan search tool could be improved?

- “Ça fonctionne bien. Rien ne me vient en tête à l’instant.”
- “Searches improve with experience, but ‘tricks’ to be successful are learned over time.”
- “Different ways of searching will get you different results. It might be better if there was less of this.”
- “Allow batch download of survey plans. Downloading one at a time is painful.”
- “Faster upload of approved plans.”
- “If searching for a plan number, you type the whole plan number and then click on the pop-up. If you hit enter, it does not work — please fix.”
- “Standardize surveyor names; e.g., John Smith, J. Smith, J. K. Smith, to capture all surveys by an individual surveyor.”
- “Put keyword lower in the list. Plan number should be first.”
- “Redesign so that fewer clicks are needed to view a plan.”
- “Add Tp, R search.”

Exhibit D7: [SURVEYORS] Q74 – [IF USED THE SURVEY PROJECT SEARCH TOOL AT LEAST ONCE] Can you indicate one or more ways the Survey Project search tool could be improved?

- “Fonctionnel et bien utile.”
- “Search by FN or IR.”
- “You should not have to type the project and then select the project.”
- “Surveyor name search standardization.”
- “Add defect info to the file interface.”

Exhibit D8: [SURVEYORS] Q75 – [IF USED THE MPA BROWSER APPLICATION AT LEAST ONCE] Can you indicate one or more ways the Map Browser application could be improved?

- “Program crashing.”
- “Pas très convivial pour la recherche de plans antérieurs. C’est la source officielle que l’on devrait utiliser (au lieu de Google Earth), mais ça travaille mal.”
- “Ajouter un outil à main levée pour la sélection, car bloqué avec un rectangle qui sélectionne parfois trop d’éléments que l’on ne veut pas.”
- “Parcel search tool sucks, especially in the North.”
- “Allow batch download of survey plans.”
- “Just to ensure all of the plans show up when selecting a search area.”
- “Please make true north through a parcel when zoomed in.”
- “More ability to differentiate the layers.”
- “Show plans in the system that aren’t yet part of Canada Lands.”
- “Occasionally freezes.”
- “On some browsers, can’t turn off layers.”

- “Meilleurs outils pour la recherche de plans à l’aide d’un polygone que l’on peut faire nous-mêmes.”
- “Clunky feel and refresh rates.”
- “Search function hard to use; tend to zoom to area to find.”
- “Surveys could be plotted.”
- “Make more user-friendly.”
- “Application should show your home province to start, not all of the country.”
- “When using the select button tool to identify plans in the area, it is hard to switch back to scrolling or moving the map around with the search plan tool open. Would be good to be able to turn the plan tool off and scroll with a click of the mouse button.”
- “Have the plan numbers that show up in map search be more in line with what they are referencing and update faster as you move around the map display.”
- “Have it open in a window that allows panning and zooming. These can currently be done but only within the window within a window.”
- “Once in a while the reserve linework doesn’t show up and I have to refresh the browser; could just be an issue on my end.”

Exhibit D9: [SURVEYORS] Q76 – [IF USED THE CANADALANDS OVERLAY IN GOOGLE EARTH AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Overlay in Google Earth could be improved?

- “I sometimes encounter problems with the program crashing.”
- “Un des meilleurs outils! Un indispensable! Continuer à offrir cet outil.”
- “Would prefer a brighter default colour than the dark red for boundaries. Minor complaint.”
- “Quicker updates to registered plans.”
- “Removing surveys in progress quicker.”
- “Improved plan search function within Google Earth.”

- “Dynamic update so that I don’t have to re-download it for updated boundaries.”
- “Identify PIN as well as NRCan PIN.”
- “Update Land Code exclusion areas more often.”
- “ATRs need to be added sooner.”
- “Make it faster.”
- “Show locations of plans for lands that aren’t yet, or aren’t any longer, Canada Lands.”
- “Enlever plus rapidement les parcelles faisant l’objet d’un arpentage.”
- “Consider breaking it into regions. In BC I don’t need NFLD.”
- “Updated faster.”
- “Ability to turn off different tenure, i.e., mineral claims.”

Exhibit D10: [SURVEYORS] Q77 – [IF USED THE CANADA LANDS DIGITAL CADASTRAL AT LEAST ONCE] Can you indicate one or more ways the Canada Lands Digital Cadastral data could be improved?

- “Difficulté à paramétrer le lien sur l’ordinateur pour avoir accès direct. À revoir avec mon support TI technique.”

Exhibit D11: [SURVEYORS] Q78 – Can you indicate one or more ways the Geospatial web services (Aboriginal lands, CSRS-PPP, GPS H) could be improved?

- “Outils conviviaux.”
- “Allow batch download of survey plans.”
- “Add a tool that allows for the combination of one or more RINEX files.”
- “Add Tp, R search.”