

# Professional Engineers Ontario

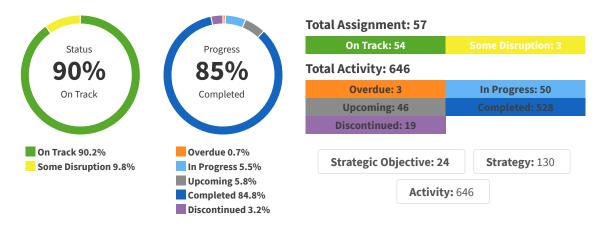
# **Executive Report**

Update No. 9

Strategic Plan Progress as at Jun 07, 2017

Created on: Jun 07, 2017

# Strategic Plan Progress from Mar 08, 2017 to Jun 07, 2017



## **Summary**

As of June 7, 2017, of the 130 (117) Strategies identified in the Strategic Plan, 89 (83) have been completed, 41 (34) are in progress.

In terms of Activities associated with specific Strategies, 88.07% (89.91%) of these have been completed, another 6.18% (7.29%) of the Activities are in progress, and 5.75% (2.79%) of the Activities have yet to commence.

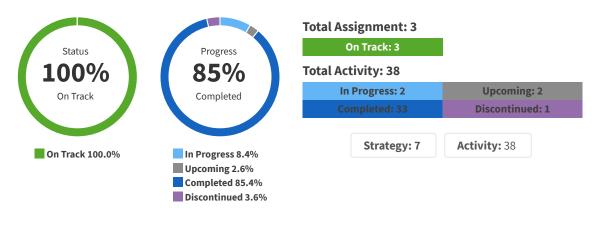
The overwhelming majority of Activities in progress are deemed to be "On Track" at this point.

(n.b. numbers in brackets represent the totals from the previous update report)





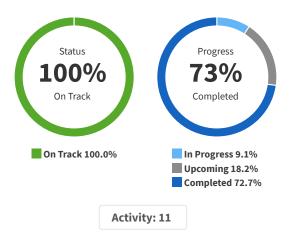
**PRACTITIONERS** - Public interest is enhanced through ensuring qualified applicants are licensed to practise professional engineering and that practitioners are competent and ethical



Strategy 1.2



Engage an assessment expert to review the ERC interview process for applicants that have been referred by the ARC



#### Last update by Michael Price (Deputy Registrar, Licensing and Finance): May 30, 2017

#### ERC to determine process for improvement: (100% Completed)

ERC subcommittee tasked with completing the implementation plan. Subcommittee members and ERC volunteers met on October 25, 2016 to develop indicators for the competencies.

#### ERC subcommittee implementation of action plan: (100% Completed)

ERC subcommittee to lead the implementation of the consultant's recommendations.

ERC to develop list of indicators for the 5 competencies. October 25, 2016

#### ERC member training: (100% Completed)

Preliminary training as per recommendation #1 of consultant's report. Training delivered December 9, 2016.

Project to be completed in Q4 2017 with new process training for ERC

# Strategy 1.7

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Develop practice guideline for Assuming Responsibility and Supervising Engineering Services



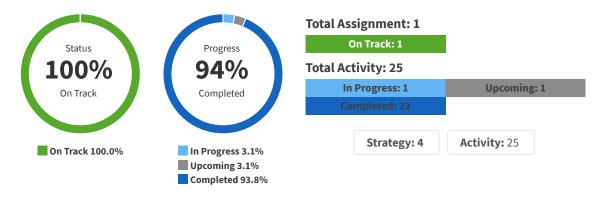
Last update by Gerard McDonald (Registrar): Jun 07, 2017

Prepare Guideline: (10% Completed)

Staff is working on draft



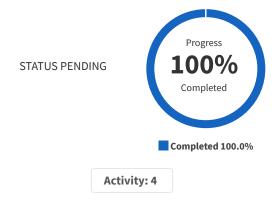
**PRACTITIONERS** - Public recognition is increased through ensuring that titles, designations, certificates and marks are issued to qualified applicants and entities



Strategy 2.2



Develop and implement communications plan around the LET/LL and C of A regulation changes to independent practice



#### Last update by David Smith (Director, Communications): Mar 01, 2017

Published article in Jan/Feb issue of Engineering Dimensions on use of engineering terms, including, LET, LEL and C of A.

## Strategy 2.3



Develop and implement a targeted communications plan to encourage internationally trained engineers to become licensed



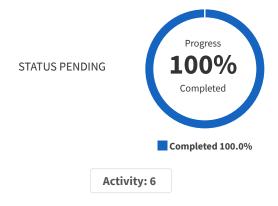
## Last update by David Smith (Director, Communications): May 30, 2017

Promoted and updated distributed updated brochure to assist newcomers interested in seeking licensure at the Advanced Manufacturing tradeshow in May.

# Strategy 2.4



Communications Infrastructure Engineering outreach and licensure.



## Last update by Michael Price (Deputy Registrar, Licensing and Finance): May 30, 2017

#### **Evaluate and Licence CIE Applicants: (100% Completed)**

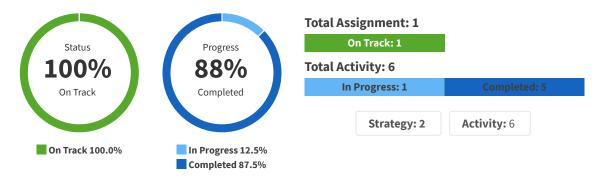
26 Applications have been received for Limited Licence and P. Eng Licence. A meeting of the Working group was held On January 30,2017 to discuss thre progress of the applications.

First CIE P. Eng Licence approved on MAy 12, 2017



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PRACTITIONERS - Members regard PEO as their trusted advisor and advocate in matters of professional practice



Strategy 3.1



Produce an educational program to inform members about the role of the PSC and the services that Practice Advisory can offer to practitioners, and promote their use



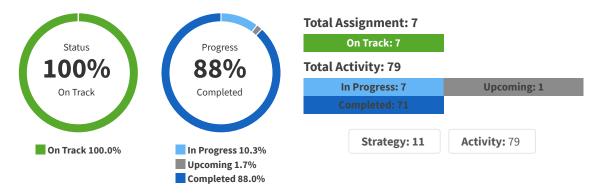
## Last update by Johnny Zuccon (Deputy Registrar, Tribunals and Regulatory Affairs): May 30, 2017

The strategy is complete. A webinar has been scheduled for late June and additional refinements will follow.



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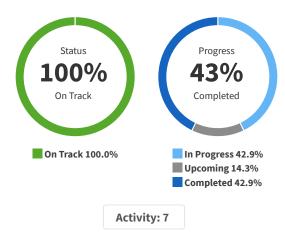
**REGULATORY FRAMEWORK** - Elliot Lake Commission of Inquiry recommendations are earnestly implemented



## Strategy 4.1



Develop a Performance Standard for structural inspections of existing buildings which will require the production of a Structural Adequacy Report. (Recommendations 1.4 and 1.6)



#### Last update by Johnny Zuccon (Deputy Registrar, Tribunals and Regulatory Affairs): May 30, 2017

Performance Standard held in abeyance until MMA makes a decision on mandatory assessments.

## Strategy 4.7



Make available specific disciplinary information on the PEO website in a format readily and easily searchable by the name of a practitioner. (Recommendation 1.26)



## Last update by Michelle Wehrle (Director, Information Technology): May 31, 2017

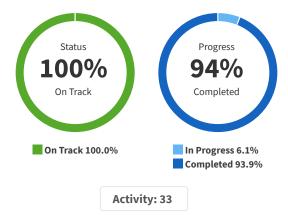
Next steps: Developing prototype to demo to SMT

Project is expected to be completed by December 2018

Strategy 4.10



Peak Program Implementation



## Last update by Johnny Zuccon (Deputy Registrar, Tribunals and Regulatory Affairs): May 31, 2017

Outstanding work in this strategy includes investigating how to practitioners who cannot complete the on-line version. Anticipate completing this by end of 3rd Quarter.

Strategy 4.11



Develop Coordinating Licensed Professional Guideline



## Last update by Gerard McDonald (Registrar): Jun 07, 2017

Council Approval of Guideline: (100% Completed)

Council gave approval to proceed with Guideline onNovember 18, 2016

Form subcommittee: (100% Completed)

Complete

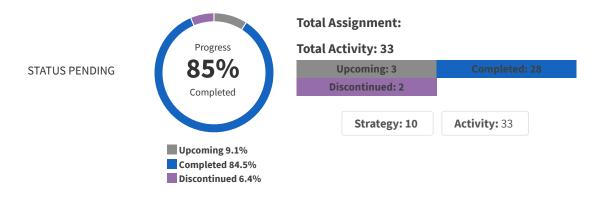
Form subcommittee: (100% Completed)

Committee has been populated and initial meeting scheduled





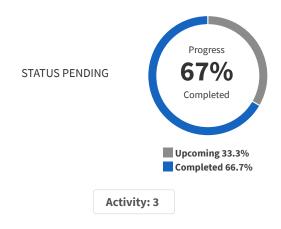
**REGULATORY FRAMEWORK** - Regulations, standards and guidelines are produced through an evidence-based, integrated and streamlined policy-making process



Strategy 5.8



Revise Environmental Site Assessment, Remediation and Management Guideline



## Last update by Gerard McDonald (Registrar): Jun 07, 2017

Council Approval of Guideline: (100% Completed)

Council gave approval to proceed with Guideline onNovember 18, 2016

Form subcommittee: (100% Completed)

Complete

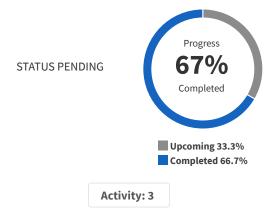
Form subcommittee: (100% Completed)

Committee has been populated and initial meeting scheduled

Strategy 5.9



Revise Guideline for Professional Engineers Providing Reports on Mineral Properties.



## Last update by Gerard McDonald (Registrar): Jun 07, 2017

Council Approval of Guideline: (100% Completed)

Council gave approval to proceed with Guideline onNovember 18, 2016

Form subcommittee: (100% Completed)

Complete

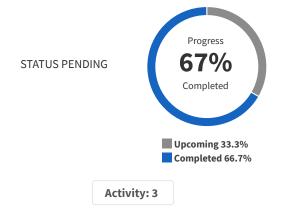
Form subcommittee: (100% Completed)

Committee has been populated and initial meeting scheduled

Strategy 5.10

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Revise Use of Professional Engineers Seal Guideline



## Last update by Gerard McDonald (Registrar): Jun 07, 2017

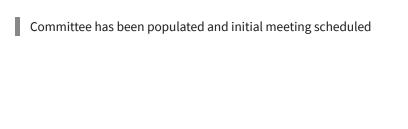
Council Approval of Guideline: (100% Completed)

Council gave approval to proceed with Guideline onNovember 18, 2016

Form subcommittee: (100% Completed)

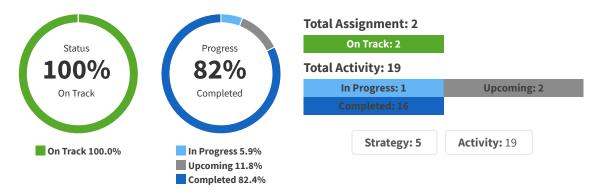
Complete

Form subcommittee: (100% Completed)





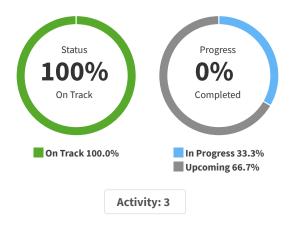
**REGULATORY FRAMEWORK** - Licensing is based on levels of competence



Strategy 6.2



Contribute to APEGBC Canadian Environment Experience Requirement Project Steering Committee and assess recommendations for potential implementation



Last update by Michael Price (Deputy Registrar, Licensing and Finance): May 30, 2017

Continue to participate in APEGBC Canadian Environment Experience Steering Committee: (75% Completed)

APEGBC presented status report at the NAOG meeting

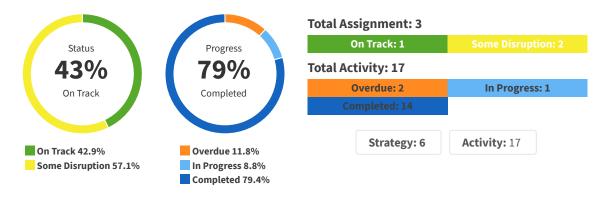
Continue to participate in APEGBC Canadian Environment Experience Steering Committee: (90% Completed)

Licensing and Registration Staff attended March 31 meeting of the Steering Committee. Next meeting is scheduled in conjunction with NAOG Meeting in June.

Review pilot results from other provinces and determine appropriate recommendations for Council's consideration by Q4 2017.



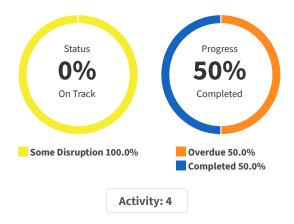
**REGULATORY FRAMEWORK** - The complaints process is optimized, balancing transparency, fairness and timeliness



## Strategy 7.1



Develop system to monitor and report on discrete complaint investigation steps against their established targets.



#### Last update by Linda Latham (Deputy Registrar, Regulatory Compliance): Jun 04, 2017

Discrete complaint investigation step targets have been established. Further work on this strategy is superseded by the expanded Register project, which resulted after Council's approval of Act changes which expand the information required to be included in the on-line Register. The on-line register project has identified that an Aptify data quality effort is required.

## Strategy 7.6



Review and refine voluntary undertakings process employed by Complaints Committee within complaints process.



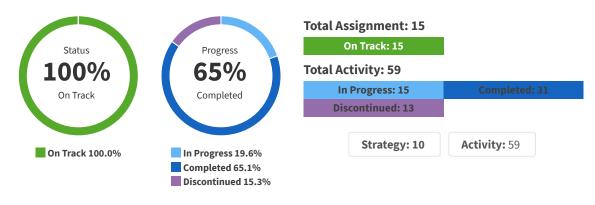
## **Develop Guide for Voluntary Undertakings for use by Complaints Committee.: (30% Completed)**

Legal opinion was reviewed and adopted by COC at its July 2016 AGM. Staff now in process of developing resource guide for use by committee, and focusing efforts on the mechanics of making certain VUs public. COC Workplan was adjusted by COC, based on 2016 priorities, pushing the end date for this activity to mid 2017.





**REGULATORY FRAMEWORK** - The practice and title-provisions of the Professional Engineers Act are judiciously enforced and continuously improved



Strategy 8.2



Develop key performance indicators (KPIs) of enforcement activity.



## Last update by Linda Latham (Deputy Registrar, Regulatory Compliance): Jun 04, 2017

Tracking of internal operational indicators in now on-going. Current strategy focus is on developing measurement tools for KPIs.

Strategy 8.4



Revise enforcement policy and procedures manual



Activity completion extended to review working draft and add in Aptify processes. Activiyty to be expedited for June 2017

# Strategy 8.5



Develop criteria to assess and prioritize enforcement violations and link them to associated degrees of prosecutorial action



## Last update by Linda Latham (Deputy Registrar, Regulatory Compliance): Jun 04, 2017

Structure of decision aid is mapped out. Activity completion extended to end of June due to work on high priority projects.

## Strategy 8.8



Develop Enforcement Reporting Guide for use by general public and members



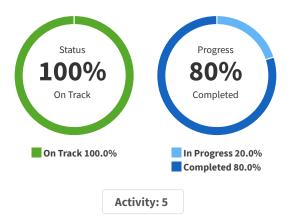
Enforcement Committee feedback has been incorporated; final revision to include feedback from Enforcement and Outreach Officer and Enforcement Manager.

Final staff revision to be expedited in June, for review by Communications.

# Strategy 8.9



Develop plan for enhanced enforcement in manufacturing sector.



## Last update by Linda Latham (Deputy Registrar, Regulatory Compliance): Jun 04, 2017

This is a pending task for Enforcement Committee to advise on potential activities as a 2017 Work Plan assignment.

## Strategy 8.10



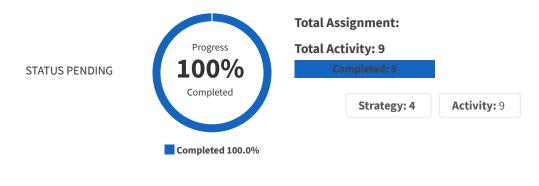
Develop plan for enforcement outreach to key stakeholders.



Draft outreach plan has been developed, currently under staff review.



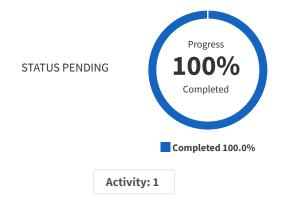
REGULATORY FRAMEWORK - Tribunals employ accepted smart practices in all operations and are seen to be independent and fair



Strategy 9.2



Tribunal Panel Composition and Size

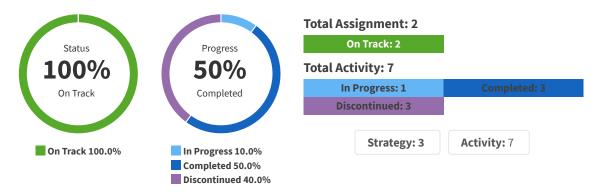


## Last update by Johnny Zuccon (Deputy Registrar, Tribunals and Regulatory Affairs): May 30, 2017

After the Legislation Committee review Council approved an amendment to the PEAct to allow panels to be composed without the need of an elected councillor. The proposed amendment is part of the Belanger changes. This completes the strategy.



STAKEHOLDERS - Engage key regulatory ministries and industry in engineering public policy development



Strategy 10.3



Develop Practice Guideline and Performance Standard to Prepare Emission Summary and Dispersion Model Reports



#### Last update by Gerard McDonald (Registrar): Jun 07, 2017

Prepare Guideline: (2% Completed)

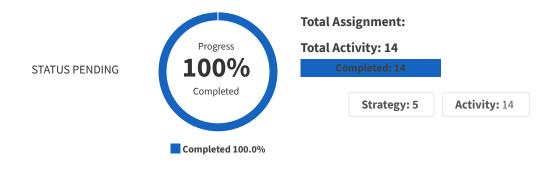
Work has just commenced completion scheduled for July 2018

Prepare Guideline: (0% Completed)

First meeting of subcommittee held may 31, 2017

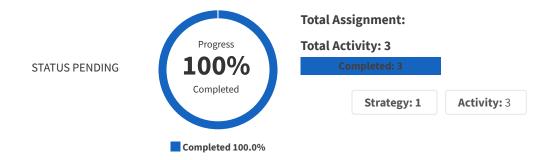


**STAKEHOLDERS** - Other engineering bodies (eg. OSPE, OACETT, CEO, and Ontario universities, among others), are supported within the limits of their respective mandates



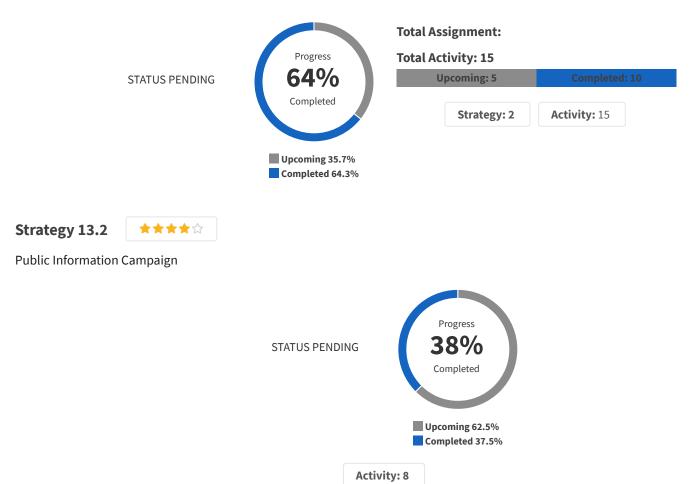


**STAKEHOLDERS** - Productive partnerships are developed with Engineers Canada and other constituent associations





STAKEHOLDERS - Public respect for the role of PEO is increased in accordance with the objects of the Professional Engineers Act



## Last update by Gerard McDonald (Registrar): Jun 07, 2017

Task force has been formed and an RFP issued. Successful consultant will be chosen by the end of June



**OPERATIONS** - Electronic communications are engaging, interactive, dynamic and appropriately targeted and integrated



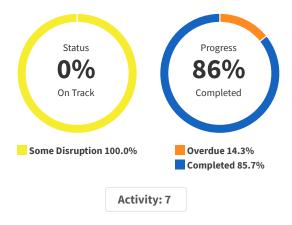
#### **Summary**

Based on IT demands, development of RFP for new website is scheduled for early 2017 with the new website expected to be launched by year's end.

## Strategy 14.1



Review website analytics and end-user functionality to determine next iteration of PEO web presence



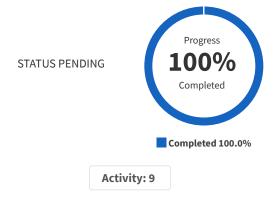
#### Last update by David Smith (Director, Communications): May 30, 2017

Requirements gathering process began in May 2017. Staff focus groups on website redesign scheduled in June.

## Strategy 14.2

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Develop web-based version of Engineering Dimensions to enhance accessibility of information for members

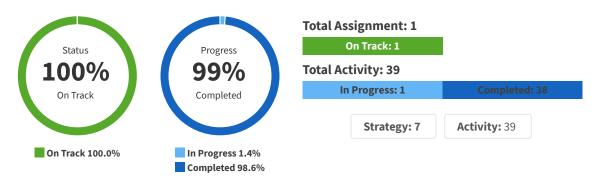


# Last update by David Smith (Director, Communications): May 31, 2017

Text-based version of the magazine launched in May 2016 in conjunction with the May/June issue. This format provides a simple alternative to the digital edition.



**OPERATIONS** - Service delivery is improved by clarifying staff and volunteer responsibilities and managing performance



# Strategy 15.7



Implementation of online expense project

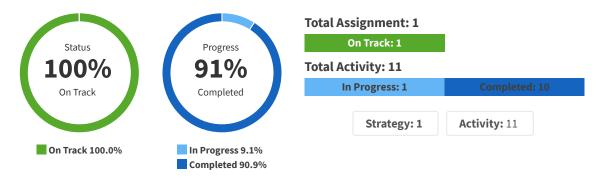


## Last update by Chetan Mehta (Director, Finance): May 31, 2017

This strategy is 90% complete and is in the final stages of completion. Work is underway for planning a roll out to volunteers and expected to be completed by the end of August.



**OPERATIONS** - Cost management and service delivery are improved by actively managing service provider performance



Strategy 16.1



Manage vendor performance, reduce or consolidate vendors where possible and consider going to RFP / RFQ if appropriate to maximize the value provided by PEO's 3rd party suppliers

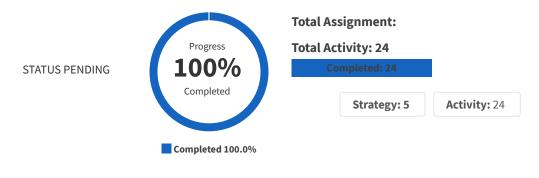


#### Last update by Scott Clark (Chief Administrative Officer): May 30, 2017

Strategy Update: 10 of 11 activities in this strategy are completed. One activity (Audit IT compliance against established governance practices) is outstanding. IT Director working with IT Manager to review previous work on this initiative and outlining next steps to completion.



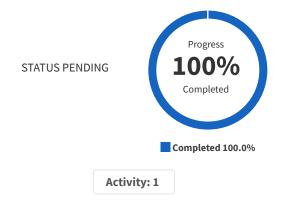
**OPERATIONS** - PEO Headquarters occupancy rates and building efficiency are optimized



# Strategy 17.3



Create a 40 Sheppard capital projects document archive to improve research and analysis capabilities and enhance decision-making

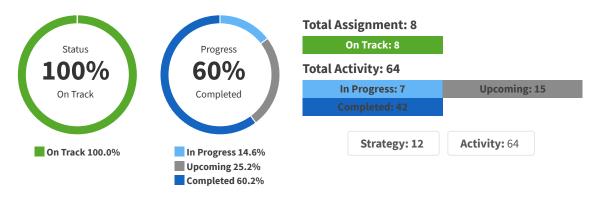


Last update by Scott Clark (Chief Administrative Officer): Apr 25, 2017

Project complete



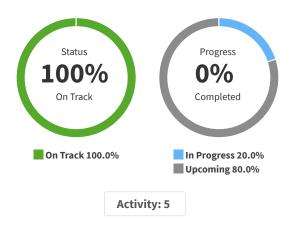
**OPERATIONS** - Risk is mitigated by assessing vulnerabilities and addressing service gaps



Strategy 18.2



Re-launch Sharepoint based upon accepted smart practices



## Last update by Scott Clark (Chief Administrative Officer): May 25, 2017

Strategy Update: Project Charter created and approved.

Next Steps: Discovery to be undertaken

Project is expected to be completed by June 2018

Strategy 18.5



Implement new Online Licensing system



#### Last update by Michael Price (Deputy Registrar, Licensing and Finance): May 30, 2017

#### **Define requirements: (33% Completed)**

Final Meeting held with Consultant for online application submission. Business Analyst hired to complete the defining of all business requirements including Aptify and Document Management System

#### **Develop the solution: (10% Completed)**

Hired BA to identify gaps in the requirements gathered already. BA to complete full requirements gathering, to include business process by Licensing staff and committees plus integration points with Aptify.

RFP to be issued in 2017 with implementation scheduled based on budgeting requirements.

## Strategy 18.6

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Implement an IT dashboard to focus efforts on improving service availability, service performance, and client satisfaction



#### Last update by Michelle Wehrle (Director, Information Technology): May 31, 2017

Strategy Update: Implemented the use of Contracts portal for IT and organization contract information storage.

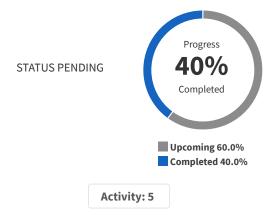
Next Steps: Implement self server for employees to submit, update and follow up on their tickets

This is an ongoing project with multiple features that can be implemented to improve service availability, service performance, and client satisfaction.

## Strategy 18.7

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Develop a disaster recovery / business continuity plan to mitigate risk of disruption to ongoing PEO operations



## Last update by Scott Clark (Chief Administrative Officer): May 31, 2017

Status Update: this project is on hold pending development of a risk register.

## Strategy 18.11

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**Develop CASL Compliance Tracking** 



## Last update by Scott Clark (Chief Administrative Officer): May 25, 2017

Strategy Update: CASL working group recommendations presented to Registrar. Amended recommendations approved by Registrar.

Next Steps: communication plan to be developed

Project is expected to be completed by December 2017.

## Strategy 18.12

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Implement Threat Risk Assessment Report Recommendations



# Last update by John Cookson (Manager, Building Operations): Jun 05, 2017

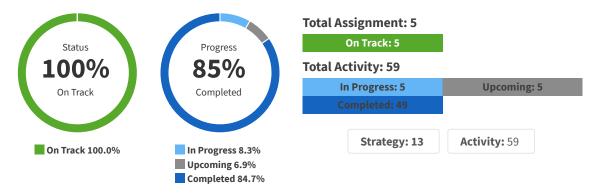
Strategy Update: 2017 plan is complete. Quotes received from vendor.

Next Steps: Tyco has been awarded work for 2017 (panic buttons). Complete Capital Plan for 2018.

Project expected to be completed by June 2018



STAFF, VOLUNTEERS & COUNCIL - PEO has a sustainable organization-wide continuous-improvement culture



Strategy 19.1



Establish IT Service Management controls and IT Project Management controls to increase predictability create efficiency and meet stakeholder needs



## Last update by Michelle Wehrle (Director, Information Technology): May 31, 2017

Strategy update: Outlined project to IT Manager

Next Steps: review draft policies already created and determine if any modifications or additions needed. To be done in June.

Project is expected to be completed by December 2018

Strategy 19.2



Develop GLP training modules to enhance the skills of the GLP members and effectiveness of the GLP



## Last update by Jeannette Chau (Manager, Student & Government Liaison): May 23, 2017

#### Roll out training module: (33% Completed)

Material in the training module must be updated due to recent changes.

Rollout on hold pending approval of GLP Implementation Plan

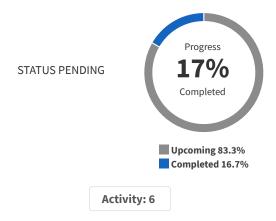
Next step: Approval of GLP Implementation Plan

Council to review and approve the GLP Implementation Plan at the June 23 Council meeting.

## Strategy 19.12

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Implement New Leadership Development and On-boarding Modules



## Last update by Fern Goncalves (Director, People Development): Jun 05, 2017

Strategy Update: HRC met on June 1 and selected two module topics

Next Steps: Staff to begin development of module content

Project expected to be completed by December 31, 2017

## **Strategy 19.13**

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Develop GLP Audit Recommendations Implementation Plan



## Last update by Jeannette Chau (Manager, Student & Government Liaison): Jun 05, 2017

#### Develop draft GLP Audit Implementation Plan: (100% Completed)

Draft GLP Audit Implementation Plan has been completed.

#### Draft GLP Audit Implementation Plan Review - GLP Audit Implementation Sub-committee: (100% Completed)

The draft GLP Audit Implementation Plan was reviewed by the GLP Audit Implementation sub-committee on 2 March 2017.

#### GLC Review of Draft GLP Audit Implementation Plan: (85% Completed)

The GLC had the first review of the draft GLP Audit Implementation Plan at the April 21st, GLC meeting.

It was discussed again at the May 16th GLC meeting.

Two Focus groups were held - one with Councillors on May 3, one with GLP chairs on May 10.

Peer review with the Legislation Committee was held on May 15.

Final draft of GLP Audit Implementation Plan being prepared for submission on June 6th, 2017

#### Registrar Review and Finalization of GLP Audit Implementation Plan: (35% Completed)

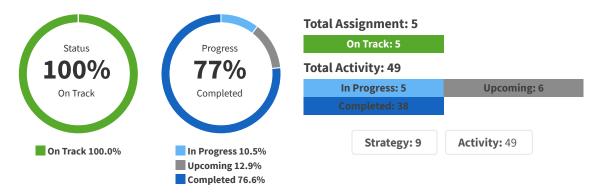
Implementation Plan being finalized for final review by Registrar prior to June 6th

#### Submission of GLP Audit Implementation Plan for June Council: (80% Completed)

Briefing Note and GLP Implementation Plan being drafted for submission. On track for submission to June 23 Council meeting.



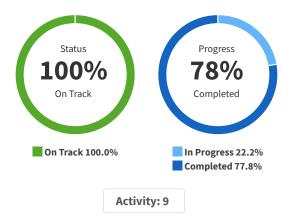
STAFF, VOLUNTEERS & COUNCIL - PEO's governance approach is robust, transparent and trusted



Strategy 20.1



Develop and publish series of articles on aspects of PEO governance and accepted smart practices for governance of regulatory bodies



#### Last update by David Smith (Director, Communications): May 30, 2017

Regular articles on governance issues have been incorporated into the 2017 Engineering Dimensions editorial calendar. The May/ June issue includes on article on the Legislation Committee.

Strategy 20.7



Support Council Term LImits Task Force



## Last update by Scott Clark (Chief Administrative Officer): May 23, 2017

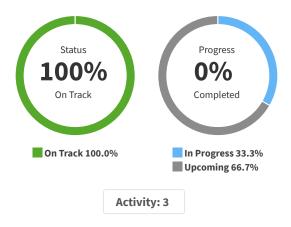
Strategy Update: CTL TF report received by Council at its March 2017 meeting. Task Force requested to revise its recommendations for submission to Council at its June 2017 meeting.

Next steps: Task Force to meet to revise its recommendations. Task Force will submit its revised recommendation to the June 2017 Council meeting.

Strategy 20.8



Support Council Composition Task Force



#### Last update by Ralph Martin (Manager, Secretariat): May 29, 2017

Strategy Update: CCTF continuing to conduct research and deliberate on key aspects to be included in its report.

Next Steps: Task Force will draft its report.

Project is expected to be completed by September 2017.

Strategy 20.9



Prepare 2018-2020 Strategic Plan



## Last update by Gerard McDonald (Registrar): Jun 06, 2017

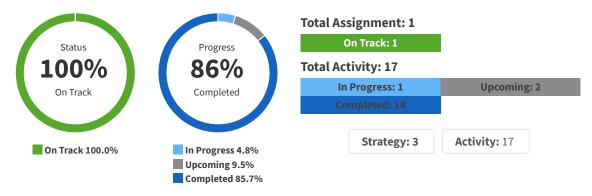
 $Consultation \ on \ plan \ is \ now \ complete \ and \ drafting \ of \ the \ first \ draft \ of \ the \ plan \ has \ commenced$ 

Plan is on track to be completed by mid-November



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STAFF, VOLUNTEERS & COUNCIL - Chapters are engaged in the regulatory mandate of PEO



Strategy 21.1



Develop a Licensure Assistance Program (LAP) orientation training module to improve access and enhance the learning opportunity for Interns and Guides



#### Last update by Tracey Caruana (EIT Coordinator): May 23, 2017

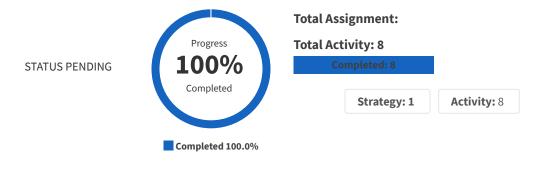
Strategy update: The online PowerPoint presentation and script have been completed. The module has been reviewed by Communications, Corporate Services and the Registrar. It has been sent to Vocalmeet and a voice over artist has been selected to record the script.

Next steps: video shoot will take place and the completed module will be provided through a link on the PEO website.

Project is expected to be completed by July 14 2017.



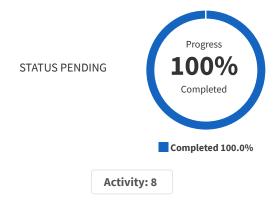
STAFF, VOLUNTEERS & COUNCIL - Equity and diversity values and principles are integrated into the general policy and business operations



## Strategy 22.1



Online equity and diversity training module is available to all ARC and ERC members. Introduce mandatory equity and diversity and AODA training for all ARC and ERC members



Last update by Michael Price (Deputy Registrar, Licensing and Finance): May 30, 2017

Council to decide consequences for non compliance: (100% Completed)

Completion of the equity and diversity training module is now mandatory for all new committee members

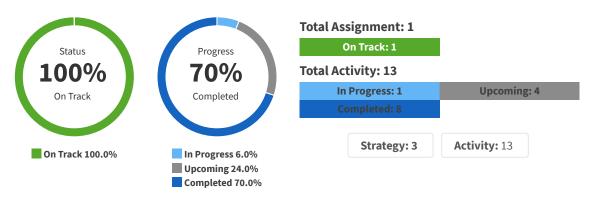


**STAFF, VOLUNTEERS & COUNCIL** - Organizational renewal is ensured through succession plans and talent management strategies





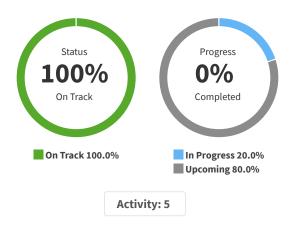
STAFF, VOLUNTEERS & COUNCIL - PEO is recognized as an employer of choice



Strategy 24.3



Implement Employer of Choice Strategy



## Last update by Scott Clark (Chief Administrative Officer): May 26, 2017

Strategy Update: Research on flexible work arrangements in progress.

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