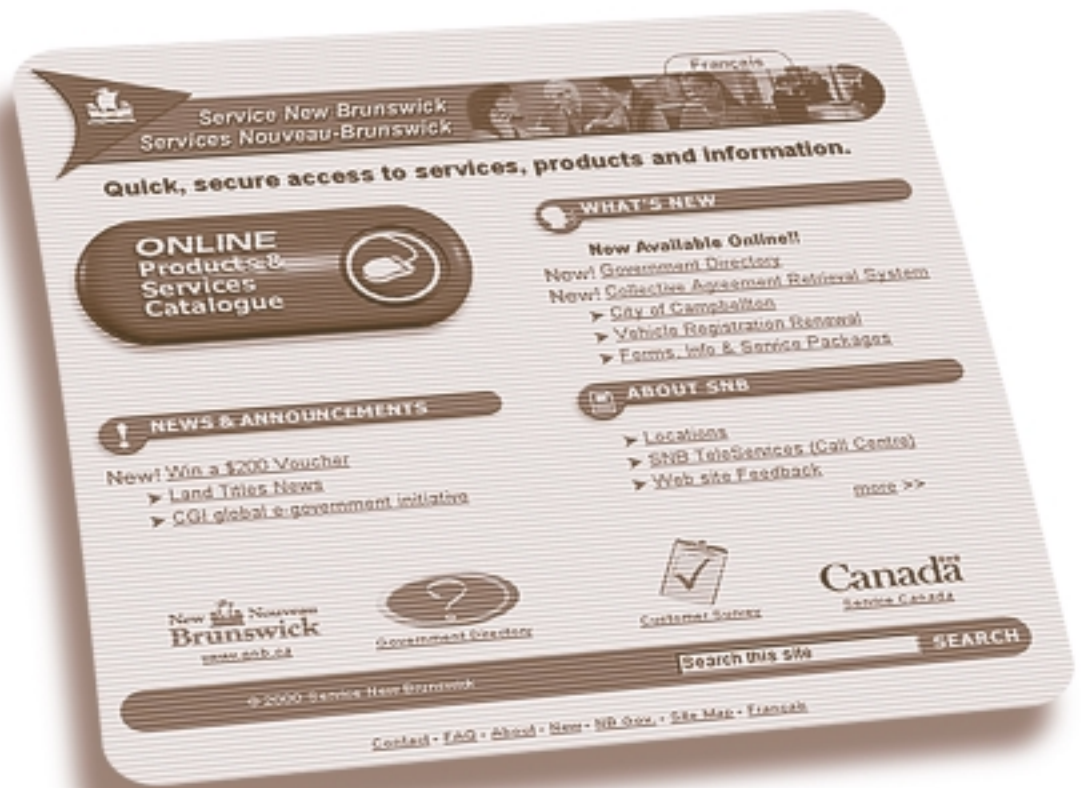




*Service New Brunswick
Services Nouveau-Brunswick*

Annual Report 2000-2001

www.snb.ca



New  Nouveau
Brunswick

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September 24, 2001

The Honourable Peter Mesheau
Minister Responsible for Service New Brunswick
Province of New Brunswick
Fredericton, New Brunswick

Dear Mr. Mesheau,

On behalf of the Board of Directors, I have the pleasure to submit to you, pursuant to Section 23 of the *Service New Brunswick Act*, the Annual Report of Service New Brunswick for the year ended March 31, 2001.

Yours very truly,

A handwritten signature in blue ink, appearing to read "J. Frenette". The signature is fluid and cursive, with a large initial "J" and "F".

J. Raymond Frenette
Chairman of the Board

Board of Directors

J. Raymond Frenette, Pointe-du-Chêne (Chair)

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Gary Stairs, Fredericton

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President

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Vice President Operations

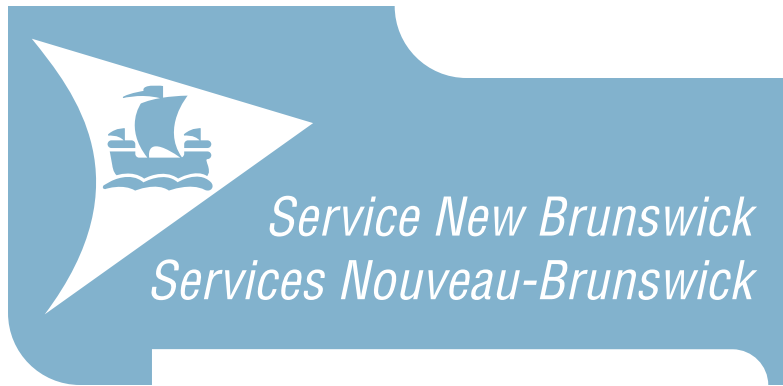
Michael D. McKendy

Vice President Finance and Administration

Carol Macdonald

Vice President Development

Mary Ogilvie



Annual Report

2000–2001

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President's Report |

A year of considerable achievement! Those words could describe the 2000-2001 fiscal year at Service New Brunswick, the provincial corporation responsible for government service delivery.

As a leader in public service delivery, Service New Brunswick continued its efforts to offer more products and services electronically. The concept of one-stop shopping is an even more integral part of the philosophy of Service New Brunswick, and one that is often imitated by other governments, both in Canada and abroad. At the same time, some locations saw an expansion of their local Service New Brunswick centre.

New technological, financial, and service delivery partnerships were established during the year with major partners, with the ultimate goal of offering quality, quick, accurate, and courteous service to the people of New Brunswick.

Service New Brunswick's main achievements over the 2000-2001 fiscal year may be broken down as follows:

Electronic Service Delivery

- In June 2000, SNB introduced SNB online services on its new Internet site, www.snb.ca. At that time, certain government forms and driver insurance abstracts were available. Other services were added over the months that followed, including vehicle registration renewal, change of address, and an online vehicle registration pilot project at two automobile dealers.

- Certain documents and publications are now for sale on line on the SNB site, including the New Brunswick Atlas, canoe and snowmobile trail maps, maps of New Brunswick, the Maritimes and the world, and the New Brunswick government telephone directory.

- The on line land title registry system was implemented province-wide during the 2000-2001 fiscal year.

This new system is based on the identification and registration of interest in land. The Province will grant a guaranteed accurate Certificate of Registered Ownership for every parcel of land converted to the new system. Every time the parcel is involved in a new transaction, the title register is updated and a new certificate is issued. This new, accurate, accessible, and affordable system will reduce the time a lawyer must spend on certifying land titles at the time of a real estate transaction, and it will no longer be necessary to do the time-consuming title searches that could go back many years, which were required under the registry system (grantor/grantee).

- Service New Brunswick's Corporate Affairs Branch data base can now be consulted free of charge on line on the Service New Brunswick Web site. It includes such information as corporate name, date of registration, status, address, and names of the directors of corporations, and general partnerships registered in New Brunswick. The new Internet service is the first step in modernizing the corporate registry.

New Partnerships

- Recent studies show that two thirds of Canadians consider the ability to access government programs and services at a single location a real priority in improving services. Over the year, Service New Brunswick entered into an agreement with the federal government to make it easier for citizens to do business with the government.

The partnership enables Service New Brunswick to provide federal and provincial government services from its service centres in Campbellton and Fredericton. By going to one of these centres, it is possible to contact the federal government directly via a toll-free telephone line, 1-800-O-Canada, and to visit the federal government Web site. The public can access a data base of over 1,000 federal government programs and services, in addition to the provincial government services already offered, from a single location.

- A partnership was also set up between Service New Brunswick and the City of Campbellton so that Campbellton residents can now make their payments for water and sewage, parking violations, garbage collection, and ground rent at the Campbellton Service New Brunswick centre. The centre offers services for the three levels of government.

Service New Brunswick plans to offer Campbellton municipal services on line via its Web site during the next fiscal year.

- A memorandum of understanding was signed by Service New Brunswick and CGI Group, a Canadian IT firm. CGI is setting up a g-Commerce lab that will develop electronic systems to enhance access to and delivery of services for the public. Under the agreement, CGI and SNB will make online integrated SNB services available to public administrations the world over.
 - Foreign governments are increasingly attracted to the service delivery model used by Service New Brunswick. SNB provides expertise to over fifty jurisdictions around the world for the design, implementation, and follow-up of various systems.
- Other achievements over the 2000-2001 fiscal year include:
- The conversion of three local SNB offices into complete service centres offering over one hundred services each in Miramichi, Fredericton, and Richibucto. This brings the number of complete service centres in the province to thirteen. Renovations were made to space at head office in order to meet the growing needs of the corporation.
 - An internal audit function was established during the fiscal year. The internal auditor's initial responsibility is to perform cash handling reviews in all Service Centres and Registries on an ongoing basis. The internal auditor provides management and independent appraisal activity within the organization.
 - Work continued toward the development of The Enterprise Resource Planning (ERP), a comprehensive, integrated on line source of financial and human resource information, which will allow SNB to access accurate data and information to facilitate the achievement of our strategic business direction. The Financial component was implemented during the year.
 - Service New Brunswick, in cooperation with Unisys Canada Inc., concluded an agreement with the Government of Northwest Territories and Government of Nunavut for the sale and installation of electronic personal property systems. This service, offered from a single access point, makes it possible to register and search notices of security interests in several provinces and territories. The

Northwest Territories and Nunavut are the fifth and sixth jurisdictions respectively to allow registry data bank access using a common technology solution through a shared infrastructure. Under an agreement with SNB, Unisys markets the Personal Property Registry System (PPRS) originally developed by SNB and subsequently modified by Unisys for electronic service delivery using ACOL, an electronic access service designed and operated by Unisys in partnership with the four Atlantic Provinces.

In closing, I would be remiss if I did not mention the efforts and dedication of the some 700 Service New Brunswick employees around the province, who have adopted SNB's philosophy, which is to provide the public in New Brunswick and elsewhere with easy and efficient access to quality government services. It is our employees who are behind the success of Service New Brunswick.



R.W. (Bob) Gamble
President

About Service New Brunswick |

Service New Brunswick (SNB) is a Crown corporation owned by the Province of New Brunswick with a mission to improve the accessibility of government services and to be stewards for authoritative public information. Service New Brunswick was created to bring together, under one roof, the information and transactional services upon which New Brunswickers conduct their personal and business lives.

Corporate services include a wide range of geographic and land information products and services, including property assessment, personal property searches, and the sale of maps. Service New Brunswick centres deliver over 100 government services on behalf of various government departments and agencies including licences and permits, collection of fees and payments and provision of information on government products and services. Service New Brunswick also takes payments on behalf of some municipalities and utilities.

In the 2000 Speech from the Throne, the Government of New Brunswick committed to embrace the new knowledge-based economy to make New Brunswick a global leader in the digital economy of the 21st Century. By its nature, Service New Brunswick is pivotal in the government's approach to become a leader in the digital world.

Mission Statement:

- Making government services more available to citizens
- Being stewards for authoritative information

The corporation has **four lines of business** which generated revenues of \$43 Million in 2000-2001

Property Assessment

Assessment of all land, buildings and associated improvements to provide the basis for property taxation for municipalities and the Province.

Registries

Real and personal property registries that provide land and personal property information services to the public, and the Corporate Affairs registry that contains information on corporations, partnerships and business names registered in New Brunswick.

Government Service Delivery

A gateway for the public to more than 100 government services offered through a network of 35 service centres located throughout New Brunswick, as well as over the phone and on the Internet.

Government Information Infrastructure

Creation and maintenance of the province's control survey network and base mapping data.

The *Service New Brunswick Act* provides the context for the activities of the corporation. The Act specifies that SNB is the principal provider, on behalf of government, of customer services, through physical offices, telephone and electronic channels. The Act also sets out the corporation's responsibility for coordinating geographic information services, real property assessment and registration and the administration of tax-related benefit programs, personal property registration, corporate registry, and the promotion of the geomatics industry in the private sector. The corporation contracts out specialized geomatics and technology work to private sector companies who subsequently showcase the finished product when seeking national and international work contracts. Examples of this work are quality control and project management for topographic database collection and the project management and technical architecture related to large information technology projects.

A portion of revenues is allocated to making improvements in business processes and in the way services are delivered to make it easier and simpler for citizens to do business with government.

The business of the corporation is guided by a Board of Directors. Revenues are acquired through a combination of fees for services (real property, personal property and corporate registries fees), payments (the Province and the municipalities pay for the property assessment service), and grants (the Province provides funding to the corporation to deliver services on its behalf). A portion of revenues is allocated to making improvements in business processes and in the way services are delivered to make it easier and simpler for citizens to do business with government.

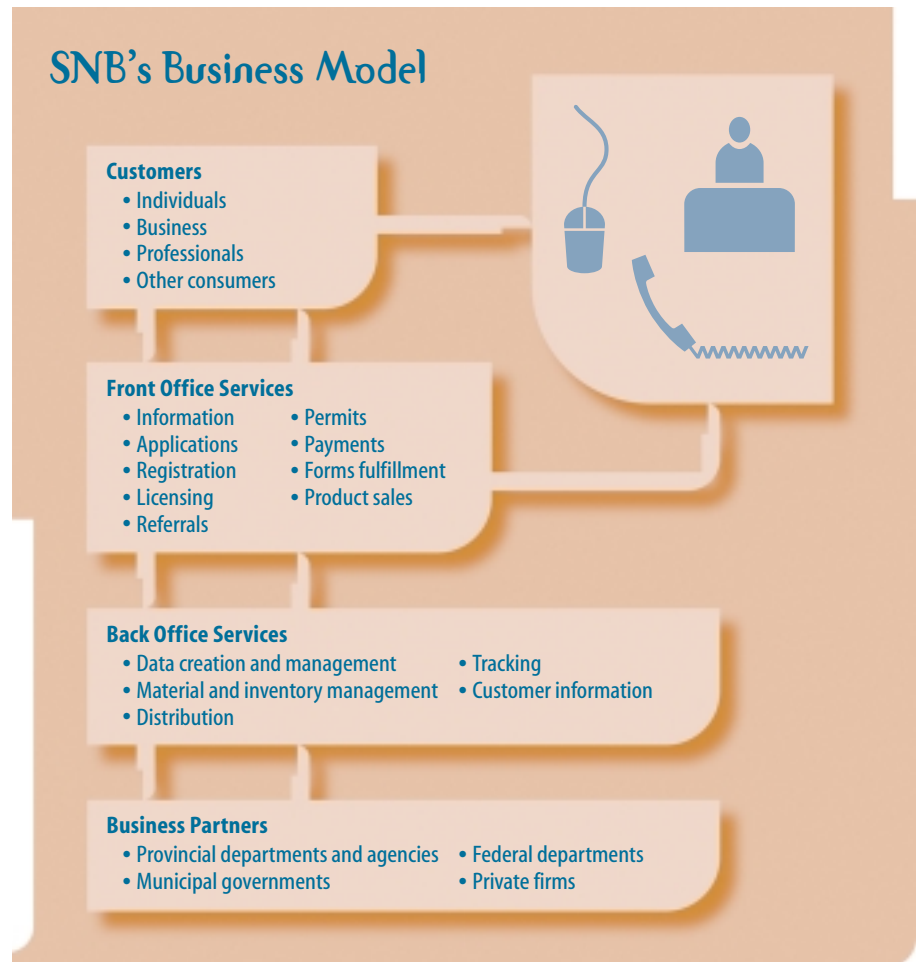
Business Plan

SNB pursued the five goals that were set in a four-year Business plan adopted in 1999. The goals are:

- to affirm our expertise in the management of the registry function by seeking and gaining responsibility for additional provincial registries
- delivering more products and services through SNB's single-window delivery approach
- developing services for delivery electronically
- enhancing the accuracy of commercial and industrial assessments
- modernizing the land registry

These goals have been translated into specific objectives that the corporation will continue pursuing over four years. In working towards these goals, SNB follows a business model that integrates delivery of services to the public through Internet, phone and over the counter. The model also sets out an approach for business partners: SNB adds value to their operations by creating, managing and tracking transaction data and customer information.

The business model provides the framework within which the corporation acts as an outsourcing solution, allowing its business partners to focus on the core competencies that they do well, leaving SNB to deliver their transactional services in an integrated and seamless way.



People and Places

The corporation employs some 700 people in 35 communities, the majority of whom are permanent employees. Casual workers are hired to address seasonal workloads, and to provide the flexibility for Saturday and evening service at full service centres. Over 75% of SNB's employees work in the regions while about 175 are employed in head office functions such as accounting, human resources, operations, systems development and marketing.

Customer service specialists, engineers, assessors, accountants and liberal arts graduates are among the wide range of people of varying backgrounds and experience employed with the corporation. As part of the corporation's on-going effort to provide training and development opportunities to its personnel, staff members attended Customer Service Refresher Training programs, Train the Trainer workshops and specialized courses in Assessment and Mapping and other subjects.

Official Languages

SNB recognizes its obligations and is committed to actively offer and provide quality services to the public in the public's official language of choice for each delivery channel. Transactions totaling 3.5 million resulted in two substantiated formal complaints to the Office of Official Languages.

Service New Brunswick Locations

Fiscal Year 2000–2001



The corporation employs some 700 people in 35 communities, the majority of whom are permanent employees.

Lines of Business:

1. Property Assessment |

Service New Brunswick property assessors are responsible for carrying out the valuation and classification of all real properties located in New Brunswick. SNB also administers select tax-related programs and provide the tax base for both municipal and provincial governments.

Valuation

The *Assessment Act* sets out the conditions for property valuation. All property is valued at “real and true value”, which is generally market value. Property values are based on information obtained from inspections, construction costs and real estate market transactions. Site inspections are conducted on new construction, properties that were sold during the year, and properties identified for inspection during the annual work program. All property assessments are reviewed annually and adjusted if necessary.

Service New Brunswick establishes valuation as of January 1 each year. The overall process, however involves a number of stakeholders and is divided into three segments:

1. Locating, classifying and valuing properties: SNB produces and rationalizes the assessment bases and communicates them to the Department of Environment and Local Government in October of each year.
2. Determination of Tax Rate: Municipalities then determine a tax rate that satisfies their fiscal requirements. Municipal budgets and tax rates are approved by the Department of Environment and

Local Government. The tax rates are communicated to the Department of Finance by the last week of January.

3. Production and mail-out of Assessment and Tax Notices: The Assessment and Tax Notice is mailed to property owners on March 1. The Department of Finance is responsible for calculating the tax levy and for all tax collection. However, property tax payments may be made at any SNB Centre.

Every person who owns real property in the Province of New Brunswick, or who leases property from the Crown (either Federal or Provincial) receives an Assessment and Tax Notice.

As of December 31, 2000, there were 419,387 assessment accounts in the province, compared to 415,573 the year before. The increase in the number of assessment accounts is due to the fact that a number of new properties are created when a piece of land is divided. The total assessed property value as of October 2001 was \$29.5 billion, an increase of 1.1 billion from the previous year.

Assessment Referrals and Appeals

Property owners who feel their valuation does not reflect “real and true value” have the opportunity to have their assessment reviewed through a referral process. Owners can ask for a review of their assessment by forwarding to SNB the completed Notice of Reference of Assessment that appears on the Assessment and Tax Notice. An assessor will then review the valuation and discuss it with the owner. Owners can

appeal to the Regional Assessment Review Board if they are not satisfied with the outcome of the Referral process.

During the year, 5,618 properties, representing 1.34% of all properties, were referred for assessment review, compared to 6,887 the year before. This year, 332 property assessments, 0.08% of all properties, were appealed to the Regional Assessment Review Board. Last year there were 386 appeals.

Property Tax-Related Programs

Service New Brunswick is also responsible for administering a number of property tax-related programs as follows:

Residential Property Tax Credit Program: for property owners who, on January 1, are the assessed owners of a residential property and maintain it as a principal year-round residence. In 2000, credits totalled \$180.5 million on 203,930 properties.

Farmland Identification Program (FLIP): for deferring tax on agricultural land and buildings. Approximately 183,980 hectares of farmland with an assessed value of \$124.8 million, and \$145.8 million in farm buildings received deferred tax-benefits.

Assessment Reduction: for reducing assessments for charitable and not-for-profit organizations. Partial exemptions (35%, 65%, 90%) under this program were granted to 875 organizations. The value of these exemptions was \$122.5 million. Also, 155 properties were granted full exemption (100%) under this program. The value of these exemptions was \$15.2 million.

Property Tax Allowance Program: provides for a tax allowance of up to \$200 to a person in whose name real property is assessed, if the person has limited financial ability subject to specific criteria. Benefits totalling \$6.8 million were awarded to 34,702 homeowners during the year.

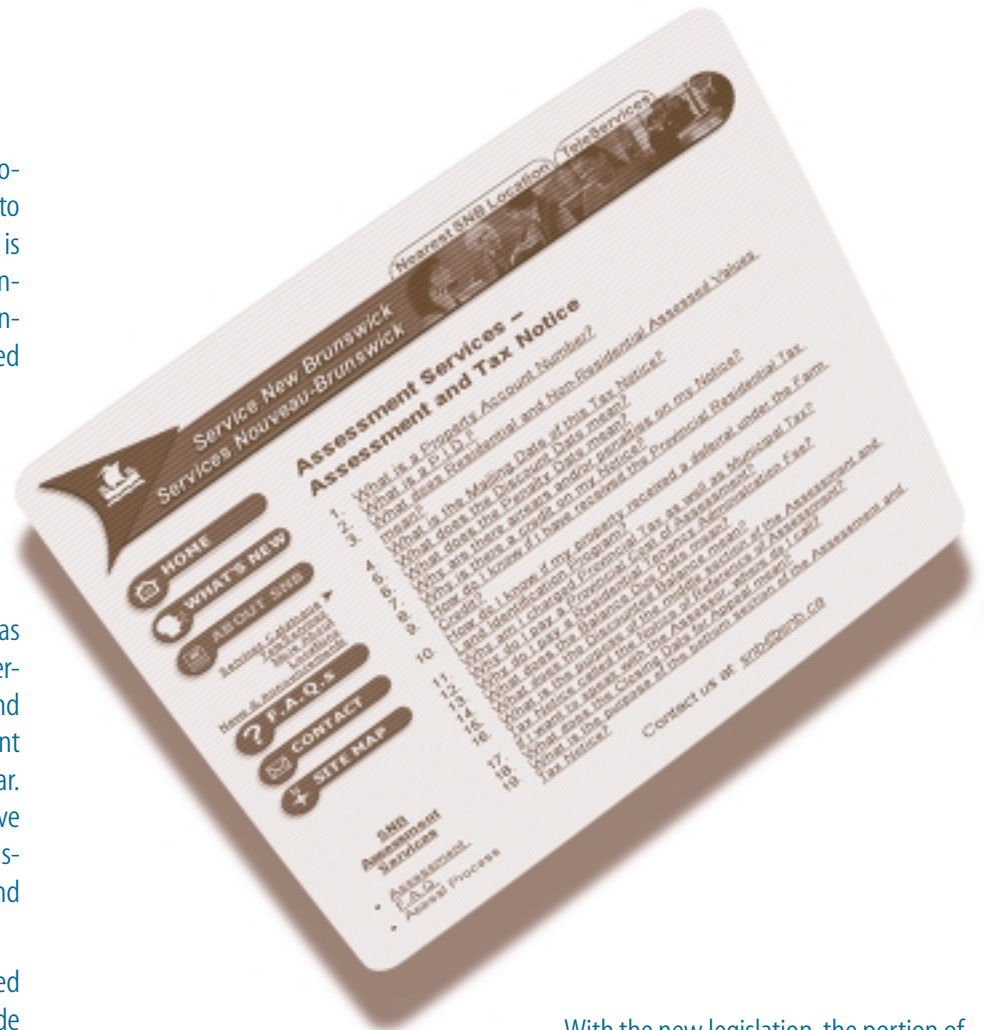
Heavy Industrial Assessment Review Project

This initiative used a team of assessors as well as a private appraisal firm to undertake a comprehensive reinspection and revaluation of ten paper mills and the Saint John shipyard for the 2001 taxation year. The intention of this process is to arrive at equitable assessments on heavy industrial properties, and between groups and classes of these properties.

Phase 2 of the project will be completed for taxation year 2002 and will include properties such as mines, power generation stations, sawmills.

Assessment of Natural Gas Transmission Pipeline

An amendment to the Regulation under the *Assessment Act* was adopted in January 2001 to provide for the method of assessment of natural gas distribution lines in New Brunswick. The new costing schedule, designed specifically for New Brunswick, provides for the cost per meter to be applied to the various diameters of pipes. It includes a 60% fixed and immediate



reduction to reflect anticipated physical depreciation, as well as to provide an incentive to accelerate future gas pipeline development.

Exempted from Taxation

An amendment to the *Assessment Act* proclaimed in January 2001 provides property taxation exemption to properties owned and occupied by literary and historical societies, or institutions and associations formed and operated for the advancement of science or art.

With the new legislation, the portion of a property used by literary and historical societies, or institutions and associations formed and operated for the advancement of science or art is exempt from property taxation. Portions used for other purposes do not qualify and continue to be fully taxable.

Previously, these properties were exempt from property taxation only if the entire property was so utilized. When any portion of a qualifying property was used for another purpose, such as a restaurant, the entire property did not qualify for a property tax exemption.

Lines of Business:

2. Registries |

Service New Brunswick is responsible for the land, personal property and corporate registries for the Province of New Brunswick.

Real Property Registry

Service New Brunswick maintains a network of thirteen registry offices across the province where legal plans and documents relating to the ownership of real property can be registered and made available for public scrutiny. Registry records provide land ownership information dating back to the original crown grants, over two hundred years ago.

Lawyers, titles searchers and land surveyors are the main users of the Real Property Registry. Genealogists also use the registry to trace family history. Searches from the Real Property registry generated revenues of \$441,093 in 2000-2001.

The registry includes deeds, mortgages and wills. In 2000-2001, there were 86,797 documents and 2,942 plans registered. These registrations generated revenues of \$4 million for the corporation. The previous year, 87,390 instruments had been registered.

Instruments registered

2000-2001



1999-2000



Real Property Mapping

Property maps, which portray properties in relation to one another, are maintained in a digital file format by staff in the corporation's regional offices and provide full provincial coverage. A parcel identifier (PID) is assigned to each parcel of land that can be separately conveyed. Property and ownership information is maintained against each PID. At the same time, a property account number (PAN) is assigned to the property, and land valuation information is entered against each PAN. There are 502,378 parcels of land in New Brunswick.

With the new tools provided by PLANET, the online system for property assessment, mapping and registry information, SNB mappers have online access to a provincial land-ownership database.

Service New Brunswick's Real Property Internet Information Service offers to businesses, professionals and the public, online information on property maps and land valuations. The service was integrated within PLANET during the year.

PLANET/Land Titles

In 2000-2001, the province implemented a land titles system, a parcel-based land registration system that identifies and records interests in real property. The new system replaces the obsolete grantor/grantee system, which had been in place for over 200 years. Land Titles is expected to reduce the amount of time a lawyer must spend on a real estate transaction dealing with the issue of title.

Once a parcel has been converted into the Land Titles system, historical title searches will no longer be needed each time a parcel changes hands. The Province of New Brunswick will guarantee the title of each parcel of land converted to Land Titles by issuing a Certificate of Registered Ownership.

Preparing for this implementation involved development of software, training of staff and users, and concluding agreements with the Law Society of New Brunswick and the Association of New Brunswick Land Surveyors regarding responsibility for the quality of work submitted to the system. The implementation was carried out from September 2000 through to March 2001.

The *Land Titles Act*, which received the Royal Assent in March 2001, created a single Land Titles District New Brunswick, replacing the former segregated county model.

Personal Property Registry

The Personal Property Registry (PPR) is a computerized province-wide registry service to provide public notice of security interests, judgements, and other claims affecting personal property, such as automobiles, recreational vehicles and furniture.

Financial institutions and the public use the PPR because it is an easy way to register a security in personal property. It offers online access to publicly listed information about personal property, and it provides an easy way to check if the product being offered is encumbered.

Clients have the option of accessing the PPR from any SNB Registry Office in New Brunswick, or directly from their own computer. There are also private service providers who will perform the search and registration on behalf of their clients.

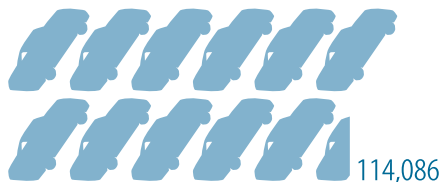
During the year, 114,086 registrations were completed, compared to 113,627 the year before. The registrations generated revenues of \$2.6 million. During the year, the number of searches increased from 31,720 to 37,066 with revenues of \$186,607.

During the fiscal year, Service New Brunswick and a private Information Technology firm announced successful licensing agreements with the Government of the Northwest Territories and the Government of Nunavut for electronic Personal Property Registry Systems. Six jurisdictions in Canada are now using the New Brunswick PPR system.

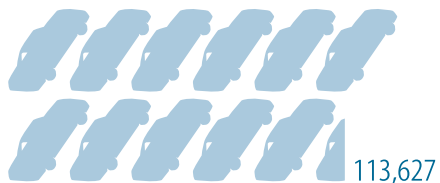
Under agreement with SNB, the company markets the PPRS software application, originally developed by SNB. Licensing royalties are shared equally.

Personal Property Registrations

2000–2001



1999–2000



Personal Property Searches

2000–2001



1999–2000



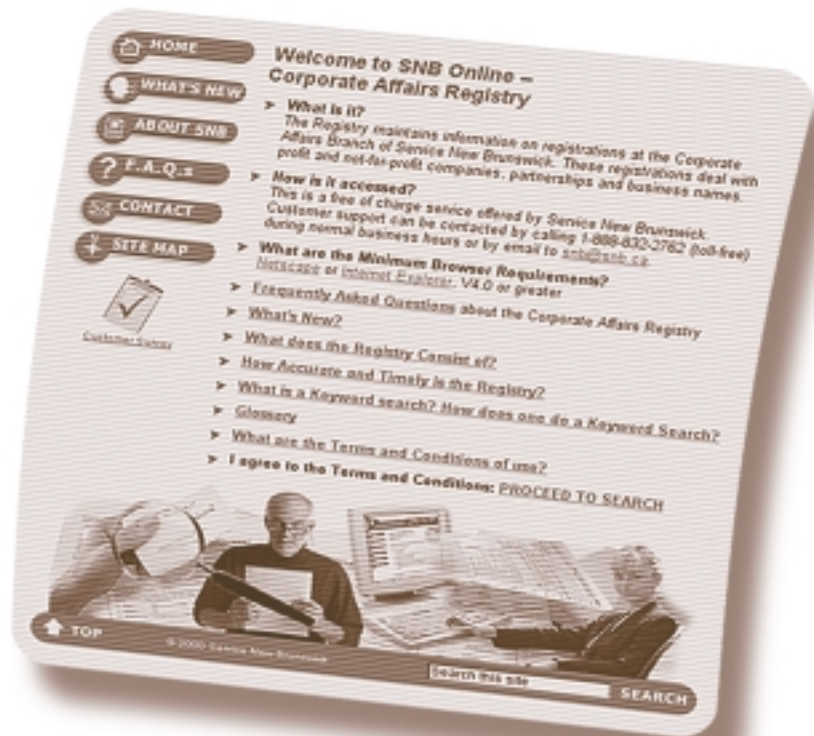
Corporate Affairs Registry

As part of the restructuring of government department roles and responsibilities in the spring of 2000, the Corporate Affairs Branch of the Department of Justice was transferred to Service New Brunswick. All staff and all major activities of the Branch were transferred. The administrative transfer was completed by October 2000.

The Branch incorporates New Brunswick-based business corporations and non-profit companies, and registers partnerships and business names under which sole proprietorships and partnerships operate. Extra-provincial corporations and businesses conducting business in New Brunswick are normally required to register with the Branch. The Branch maintains publicly available, up-to-date information on business and non-profit corporations and unincorporated business entities.

Corporate Affairs administers the following Acts: *Business Corporations Act*, *Companies Act*, *Limited Partnership Act* and the *Partnerships and Business Names Registration Act*.

ACTIVITY	2000-2001	1999-2000
Incorporations	2,385	2,470
Registrations	2,799	2,807
Annual Returns	25,835	25,779
Certified Copies	2,587	2,504



Corporate Registry Online

Service New Brunswick introduced the Corporate Affairs database on the Internet on February 1, 2001. Information on over 100,000 past and existing businesses and non-profit companies was made accessible free of charge via Service New Brunswick's Internet site. For the months of February and March 2001, over 2,000 detail search results were accessed by members of the public on a weekly basis.

In addition, over 30 forms and information kits of the Branch are available for viewing and use through the Internet.

Lines of Business:

3. Government Service Delivery |

Service New Brunswick is the service delivery agency for the Government of New Brunswick. The corporation offers over 120 services to citizens on behalf of various provincial government departments, municipalities and public utilities.

Customers are fundamental in setting SNB's service standards. Research shows that taxpayers want less paperwork and red tape, shorter waiting times, better access to government and fast and courteous service from staff.

Convenience to the customer is a key factor in service delivery. To meet New Brunswickers' expectations, SNB offers three channels of delivery for government services:

1. Service centres
2. SNB TeleServices
3. SNB Online

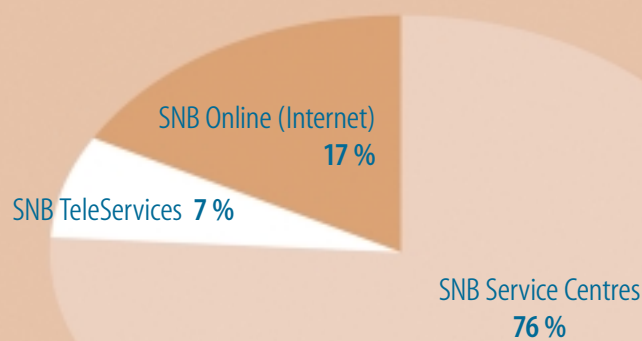
Service Centres

With a network of service centres located in 35 New Brunswick communities, SNB offers New Brunswickers a combination of personalized service delivery and convenient extended hours of operation. Some offices are open evenings and Saturdays. The service centre network is composed of thirteen full-scale service centres throughout New Brunswick offering up to 120 services on behalf of government departments, some municipalities, and public utilities. Smaller centres are established in other communities; the number of services they offer varies at each location.

Government Services – Delivery Channels

Fiscal Year 2000–2001

3,501,688 products and services processed



During the year, SNB converted three local offices into full service centres: one in Miramichi, one in Fredericton and one in Richibucto.

During the year, 3.5 million transactions were completed at SNB Centres while \$319 million was collected on behalf of government departments for taxes, licences and permits. More than 1.3 million transactions were directly related to drivers' services and motor vehicle registrations. Real and personal property tax payments, provision of information on government services and programs, payments, licences and permits issued on behalf of departments make up the remainder of the transactions delivered by SNB.

SNB TeleServices

SNB TeleServices, the corporation's Call Centre, offers 15 services over the phone, including motor vehicle registration renewals, information on Medicare, government programs and services, parking permits for persons with disabilities, and address changes on drivers' licences, motor vehicle registrations, property tax accounts and Medicare files. These services are available 75 hours a week, Monday to Saturday.

A Medicare Inquiries Answering Service was added to the repertoire of services delivered by phone by TeleServices agents. Because the Centre is open evenings and Saturdays, the public can now have their Medicare inquiries answered at times more convenient for them.

In 2000-2001, SNB TeleServices answered close to 270,000 calls, which represents approximately 10% more calls than the previous year. TeleServices is a very popular channel of service delivery for New Brunswickers.

SNB continued its effort to manage and balance human resources between electronic and over the counter service delivery by enhancing a system that distributes, at the end of the day, the back-office administrative work of the TeleServices agents to various SNB centres with a lower volume of transactions. This allows TeleServices agents to spend more time answering calls and taking care of callers, while employees at centres where the workload is not at its peak, can handle the paperwork that follows a telephone transaction.

SNB TeleServices agents also respond to questions and queries coming from SNB's Web site.

SNB Online

Service New Brunswick is a leader in government service delivery on the Internet. The Real Property Information Internet Service (RPIIS) was launched in 1996. Personal Property Registry and Corporate Affairs Registry data is also available online.

In June of 2000, SNB launched its new Web portal, following a public consultation process on the look and feel and functionality of the new portal. SNB Online (www.snb.ca) offered several online forms including applications for birth certificate, property tax allowance applications and Medicare registration applications. Static information and links to the existing land registry were also added.

An important milestone was achieved in August 2000 when motor vehicle registration online renewal was introduced on SNB's Web site. By March 31, 2001, more than 5,100 New Brunswickers had taken advantage of this new service.

In December 2000, two new automobile dealers in New Brunswick took part in a pilot project that allowed them to register online new vehicles directly as part of their sales transactions. In less than four months, 380 new vehicles had been registered online via SNB's Web portal. It is expected that this project will be expanded to include all New Brunswick automobile dealers.

In February 2001, SNB launched the Online Corporate Affairs Registry. The Registry maintains information on companies registered in New Brunswick. Also in February, SNB Online started offering maps, atlases and publications for sale.

SNB developed and implemented a customer support system by email and toll-free phone number for customers who encounter difficulties while visiting the portal. An on-going survey was instituted on the level of satisfaction when customers received answers to their emails.

Community Advisory Committees

To obtain local input on the services communities require, Community Advisory Committees are established in each region where a service centre is located. These committees also provide SNB with local input and feedback on service quality.

Lines of Business:

4. Government Information Infrastructure |

Surveying

Service New Brunswick is responsible for the maintenance of the control survey network and base mapping in New Brunswick. These services are vital to many provincial departments, individuals and companies that need land information.

Control Survey Network

The control survey network is an infrastructure used by land surveyors, engineers, and land managers to record geographic information using a standardized co-ordinate system. The control survey network for the province consists of 130 monuments and offers an extremely precise terrestrial network of control points. The information gathered may also be combined with data already retrieved using the same standards.

During the year, the New Brunswick Control Network was made available online to subscribers through SNB's Web portal. The database contains:

- NAD83 (CSRS) adjusted co-ordinates and historical information for the former ATS77 conventional network
- NAD83 (CSRS) co-ordinates for the New Brunswick High Precision Network (NBHPN)
- Some sketches for the NBHPN

Boundaries Confirmation Act

The *Boundaries Confirmation Act* is designed to offer the public a lower cost alternative to civil litigation under the *Quieting of Titles Act* as a means of determining the location of boundaries. One decision was rendered and one application was received. Two decisions, which were appealed, were rendered during the year, one of which was appealed to the Court of Queen's Bench and the other which was appealed to the Court of Appeal of New Brunswick.

Mapping

The corporation produces, either directly or in co-operation with others, various thematic map products derived from its geographic and topographic databases.

Topographic Mapping

Topographic maps contain basic information about the land, including roads, administrative boundaries, utilities, buildings, designated areas, structures, watercourses and vegetative cover. Topographic maps in digital form are available for the entire province, and the hydrographic and road information on these maps are updated frequently.

Coastal Mapping

Two databases have been created to support the implementation of a coastal land use policy: the Coastal Softcopy Orthophoto Database which is a photographic image modified to make it usable for mapping purposes, and the Coastal Topographic Database, which includes delineations of special coastal features.



Province-wide Colour Softcopy Orthophoto Database

Work has commenced on the creation of a softcopy orthophoto base for the non coastal areas of the province. This is a multi-year project that is currently scheduled for completion in 2005.

Georeferenced Civic Address Database

This project will provide geographic coordinates for each address in the province. With this information, users can plan routing and school allocations, and do optimization of emergency services, etc. Specifications and procedures for collecting this information were completed in the past year. Production according to these specifications will be completed next year.



Performance Indicators |

Service New Brunswick's mission is to make government services more accessible to citizens, and to be stewards for authoritative information.

Service New Brunswick is a customer service oriented corporation. While comment cards, focus groups and local advisory committees are a good means of getting citizens' feedback on the corporation

achievements, SNB identified 15 performance indicators or goals that will measure the progress made towards fulfillment of its mandate.

GOAL	OBJECTIVE	DEFINITION/EXPLANATION	REPORT/RESULT
Financial Self Sufficiency	<ul style="list-style-type: none"> Operate corporation without deficit in line of business 	On a GAAP basis, each line of business will break even over the 5 year plan period	SNB expects to meet or exceed its financial targets
	<ul style="list-style-type: none"> Change financing model for service delivery so that 75% of revenues are on a fee for service basis 	75% of corporate revenues are on a business revenue model (i.e.: funding is tied to volume or some other business metric)	60% of revenues are on a fee for service basis. Revenues attributed to MVA are identified separately in Estimates but require changes in legislation to be on a fee for service basis.
Service quality	<ul style="list-style-type: none"> 85% satisfaction rate determined by surveys 	To measure customer satisfaction by asking customers to give input on various aspects of SNB's service:	No over-the-counter survey undertaken in 2000-2001. Customers receiving products and services over SNB's Internet are 92% satisfied with the service. SNB coordinated New Brunswick's participation in the 2000 Citizen First survey
Reduce cost of service	<ul style="list-style-type: none"> Reduce cost of delivering existing services by \$1M by 2003 	Strategies in place to reduce the cost of delivering services: moving fulfillment to offices with additional capacity, move more services to the web and to the phone	Reduced by \$500,000 to end of fiscal year 2001
Involving business partners in identifying and prioritizing needs	<ul style="list-style-type: none"> Identify and prioritize business needs with our partners 	Business partners/customers are asked for input in establishing service improvement priorities	Business Advisory Council, comprised of 50% private sector, will be established in the summer of 2001 to establish the needs of the business community. To meet quarterly; ad hoc focus groups with sectors of the business community meet as required (truckers, law society)

GOAL	OBJECTIVE	DEFINITION/EXPLANATION	REPORT/RESULT
Modernize land registry	<ul style="list-style-type: none"> Implement Land Titles throughout province 	Land Titles registry and provincial guarantee of title will enable speed, convenience and cost-effectiveness in land transactions: to be implemented in all counties by March 2001	Completed: Land Titles implemented in March 2001
	<ul style="list-style-type: none"> A Land Gazette containing information on location of land, ownership and charges 	Geographically-referenced, electronic information base containing easily-accessed integrated information on restrictions and interest on property such as zoning, easements, environmental contamination and secured debts	In development
	<ul style="list-style-type: none"> A <i>Land Security Act</i> that implements the principles of notice-based financing 	Notice given in Title Registry of financial liability: protects privacy by giving only the name of the interest holder. Need only be changed when interest transferred, eliminated or a new party included	On hold
	<ul style="list-style-type: none"> A system that allows real property documents to be submitted electronically 	Users of the registry will experience the speed and convenience of remote submission of property documents and instruments	Report on the business, technical and legal requirements received from legal consultant Apr. 2001. Applications for First Registration and PID Data Bank Applications now submitted electronically. Legislative authority to proceed will be sought in 2001-2001.
	<ul style="list-style-type: none"> Electronic submission of plans 	Registry users will find it faster and more convenient to be able to submit survey plans electronically	UNB's Geodesy and Geomatics Engineering Department review verified validity of submitting electronic submission of plans (2004)
	<ul style="list-style-type: none"> Conversion of 85% of parcels to Land Titles by November 2008 	Speedy conversion of parcels to Land Titles decreases the time during which the corporation must run dual registries and moves the Province faster to the goal of making property transactions faster and less costly	11,500 of 400,000 parcels converted to date. Acceleration Project underway - dates will be available when plan is completed.

GOAL	OBJECTIVE	DEFINITION/EXPLANATION	REPORT/RESULT
Assume expanded role for Registries	<ul style="list-style-type: none"> Assume expanded role for Registries 	Corporate Registry, Motor Vehicle Registry and Vital Statistics registry identified for transfer to SNB in order to capitalize on registry redesign expertise, provide immediate fulfillment for customers and deliver more transactional services through a single door.	Corporate Registry transferred to SNB April 2000; Internet Access of Data, February 2001.
	<ul style="list-style-type: none"> Corporate Affairs Registry to be modernized. 	To develop plan for modernization of corporate affairs registry system in fiscal year 2001-2002 including developing a vision statement, initiating stakeholder consultation, identifying steps and costs and the possibility of electronic renewals online	Access to corporate database on the web completed. Planning for additional online services commenced.
	<ul style="list-style-type: none"> Modernizing the way government delivers services to the business sector through an integrated Business Registry. As the first phase of the Business Registry, implement a web based single business number project by March 31, 2002 	Building and implementing a business registry with a common registration number for federal and provincial purposes, rationalization of licences and permits, common point of contact for all licences and permits and a method of tracking the approval process for licences and permits	On schedule
	<ul style="list-style-type: none"> Provide birth certificates at the service centers, subject to agreement of the Department of Health and Wellness, by December 2001 	Providing birth certificates at Service Centers will add to the points in the province where these can be obtained.	Discussion on-going with the Department of Health and Wellness.
	<ul style="list-style-type: none"> Improve services to the trucking industry within fiscal year 2001-2002 	Service improvements contemplated include on line submission of data (registrations and updates) from the industry via the Web and service centres, improved fulfillment models, electronic funds transfer and linkages to other agencies.	Meetings scheduled with Industry. Assessment of services currently provided and the possible delivery channels of each will be completed by the end of July.
	Integrity of land registry	<ul style="list-style-type: none"> Ensuring the accuracy and reliability of information 	Minimize the number of critical and non-critical errors produced in the registry office when registering/indexing instruments.

GOAL	OBJECTIVE	DEFINITION/EXPLANATION	REPORT/RESULT
Implement Electronic commerce capability	<ul style="list-style-type: none"> Implement initial components of Electronic commerce suite (shopping cart for electronic and hard copy products, credit card functionality, SSL security) 	Software and hardware products and detailed business requirements in place to enable customers to purchase products on line using credit cards and attendant security	Completed
		Electronic Store Front : To offer 14 hardcopy products (NB Atlas, various maps, Government of NB Telephone Directory) for sale, by accepting VISA or MasterCard via SNB online	Completed
	<ul style="list-style-type: none"> Motor vehicle renewal over the web 	Provides remote access to customers via SNB online (Internet)	Completed: Available 7/24
	<ul style="list-style-type: none"> Allow vehicle dealers to register new vehicles on the web 	Provides auto dealer self-service registration for new vehicles province-wide in order to speed up closing of the deal	2 dealers online; evaluation is positive, awaiting policy approval
	<ul style="list-style-type: none"> POPA fines over the counter 	A system ready to collect fines at any SNB office, over the counter, and to report/notify policing agencies of fines collected	System is developed; awaiting policy approval
	<ul style="list-style-type: none"> Municipal payments OTC 	Taking municipal payments over-the-counter, e.g., water and sewer	Accepting payments for Caraquet, Saint John and Campbellton
	<ul style="list-style-type: none"> Municipal payments OTW 	Taking municipal payments on the web	Campbellton implemented. Package of products and services being developed for municipalities in fall 2001.
Expand Product & Service Offerings	<ul style="list-style-type: none"> Pilot provision of federal information at service centers 	To offer expanded Federal Government information services at 2 SNB sites	Campbellton and Fredericton opened; not clear whether federal departments desire further expansion
	<ul style="list-style-type: none"> Volume of transactions – 3.5 million 	To increase transactions by 400,000 in 2000-2001	240,000 annualized transactions were added

GOAL	OBJECTIVE	DEFINITION/EXPLANATION	REPORT/RESULT
	<ul style="list-style-type: none"> Offering choice and convenience for service delivery 	<p>Redesigning services so that customers can have greater choice of how they access them: Web, phone and over the counter</p>	<p>Additional channels are now accessible:</p> <p>Over-the-counter</p> <ul style="list-style-type: none"> 120 services <p>Online</p> <ul style="list-style-type: none"> Motor Vehicle Renewal Auto Dealers Corporate Registry Database Forms Change of Address Driver Insurance Abstract Real Property Information Collective Agreement Retrieval System 14 SNB Products Royal Gazette Personal Property Campbellton Payments <p>Call Centre:</p> <ul style="list-style-type: none"> General Government Inquiries Medicare Inquiries Motor Vehicle Services Mail or fax various applications Change of Address “Bounce” calls from SNB and other provincial departments Safety Start Program subscriptions
<p>Providing information quickly</p>	<ul style="list-style-type: none"> Provide information that is easy and quick to access 	<p>Use electronic channels to provide information easily and quickly, make it possible to obtain many services through one door/portal, reengineer work processes and have adequate staff at counters so that the public is served quickly</p>	<p>574,696 transactions online and 227,651 over the phone; 120 services behind a single counter. Regular maximum waiting time is 3-4 minutes.</p>

GOAL	OBJECTIVE	DEFINITION/EXPLANATION	REPORT/RESULT
Review Commercial and Industrial Assessments	<ul style="list-style-type: none"> Assessment on pulp mills & ship yards completed for 2001 tax roll 	10 pulp mills and 1 shipyard to be assessed	Completed values established for 2001 tax roll
	<ul style="list-style-type: none"> Assessment on remaining properties completed for 2002 tax roll 	51 heavy industrial properties: 12 power generating stations; 2 manufacturing; 8 mining; 14 saw mills; 1 brewery; 1 refinery; 6 food processing; 4 wood products; 3 inactive properties	Oct. 2001: Values to be established for the 2002 tax roll.
Cost of assessment	<ul style="list-style-type: none"> Achieve an "Average cost of assessment per property" which is the lowest quartile of provinces in Canada 	SNB's cost of providing assessment is such that we remain a low cost provider - in the lowest quartile of the Canadian provinces.	<p>\$28.27 per PAN amongst the lowest in Canada</p> <p>Will report after National Directors meeting in June 2001</p>
Coefficient of dispersion	<ul style="list-style-type: none"> Industry Standard as provided by IAAO 	IAAO Standards: Residential 10-15; Commercial 20; Vacant Land 20	For calendar year 2001: Residential 12.70; Commercial 19.90; Vacant Land 24.90
Communication with Municipalities	<ul style="list-style-type: none"> To promote SNB as a low cost effective service provider to municipalities 	A broadly-based communication exercise, based on presentations to municipal leaders, staff and on small, more focused meetings between assessment staff and municipal staff	All municipalities were contacted during 2000 by regional staff; expanded communication strategy being developed for 2001 based on high-level regional meetings and in addition to the contact with regional assessment staff.
Relevancy of topographic work undertaken	<ul style="list-style-type: none"> Approval of workplan by resource deputies 	To prioritize the New Brunswick geospatial infrastructure requirements	Workplan approved by resource deputies

Financial Results

Service New Brunswick follows generally accepted accounting principles ("GAAP") as do private sector firms. This method of accounting differs from government practice in that investments in tangible assets, databases and system development are capitalized to the balance sheet rather than being written off against income in the year they are incurred. They are then amortized against income over the years of their useful life. This has the effect of better matching expense against applicable revenue and activity.

During the year SNB invested \$5.3 in tangible and intangible assets. The bulk of these relate to system developments in PLANET, the Customer Service System (CSS), and the Enterprise Resource Planning (ERP) system as outlined in this report. The balance sheet remains strong with \$20.7M of equity comprised of \$17.1M long-term assets and \$3.7M net current assets.

Revenues for the year ended March 31, 2001 were \$42.9M, up from \$40M in 1999-2000. Expenses, including amortization of \$3.7M, were \$39.8M compared to \$38M in the previous year. Net income was \$3M.

The most significant change in revenue related to funding for new service centres. There were increases in operating costs for new service centres, enhanced systems, topographic mapping, and amortization related to prior system developments.

