

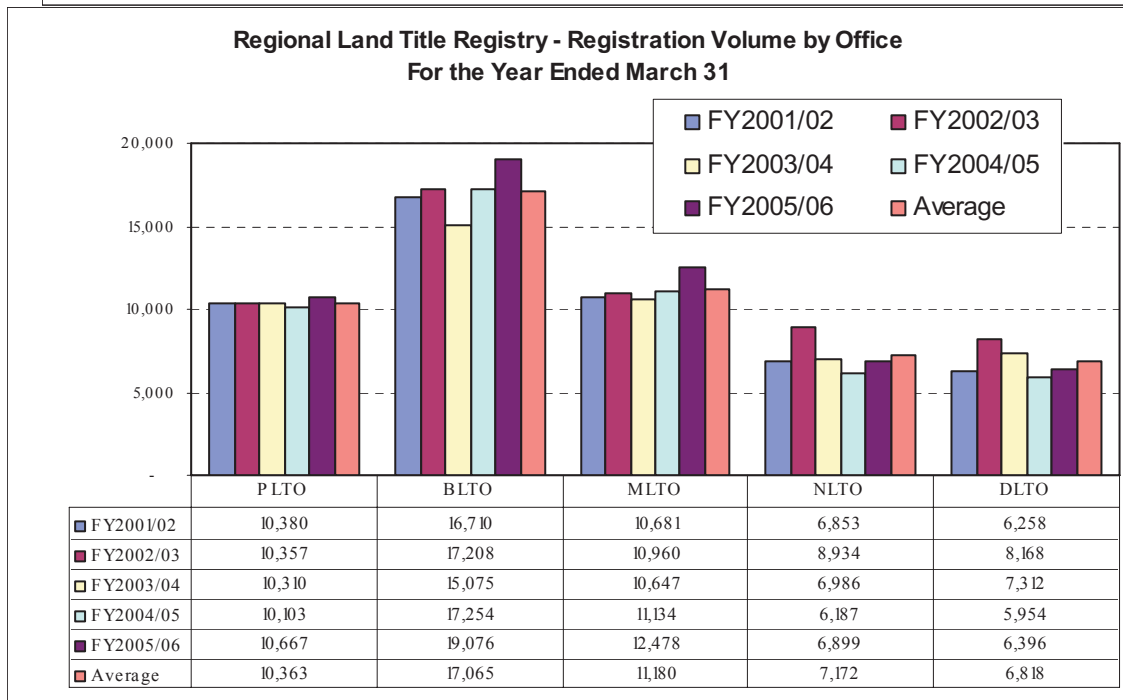
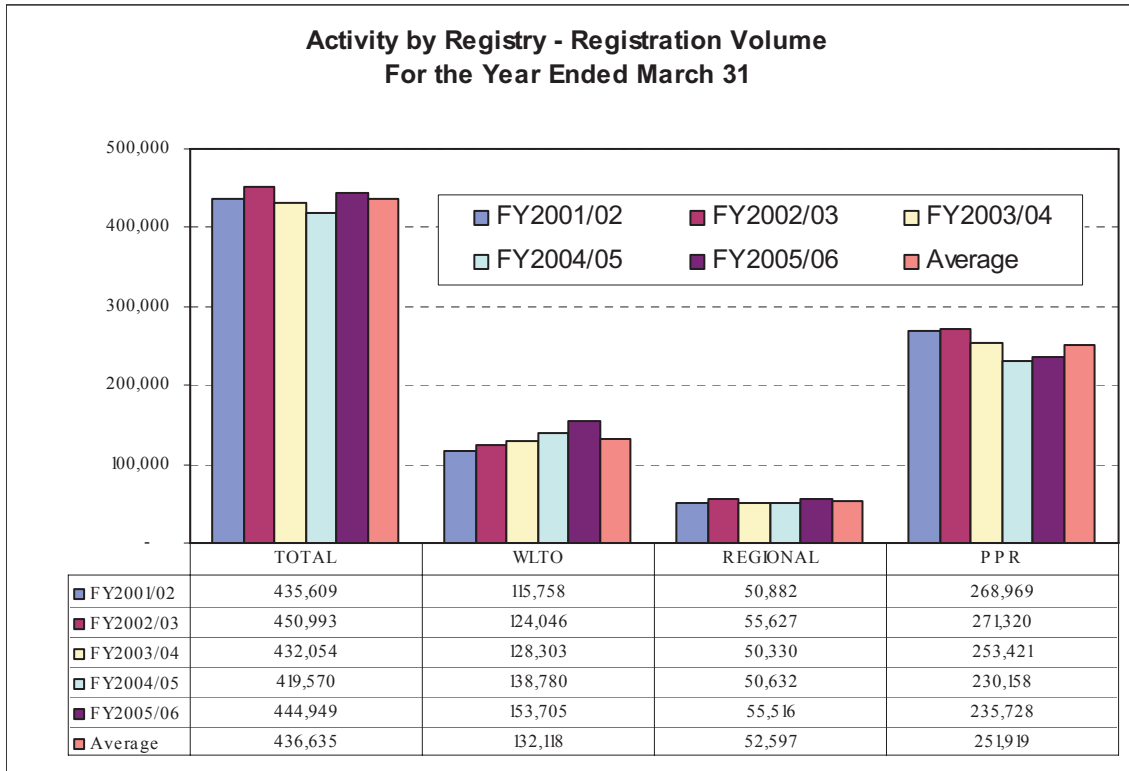
Performance Measures

Each year, The Property Registry will identify key objectives. The objectives set out the important success factors that help us assess the extent to which objectives have been met.

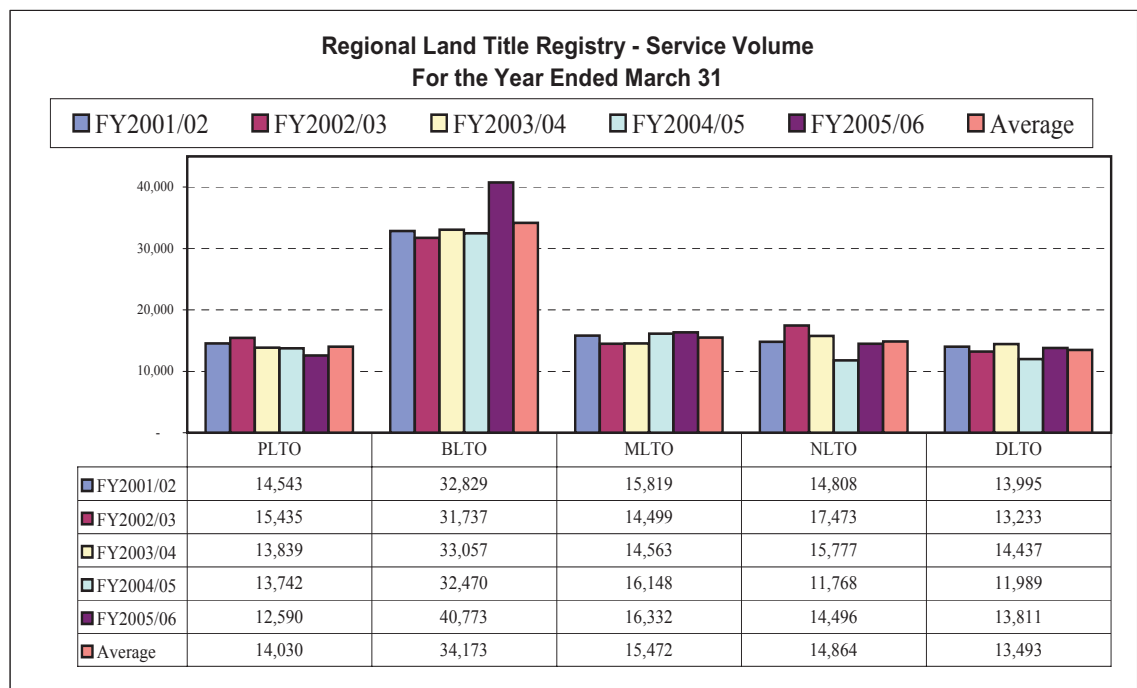
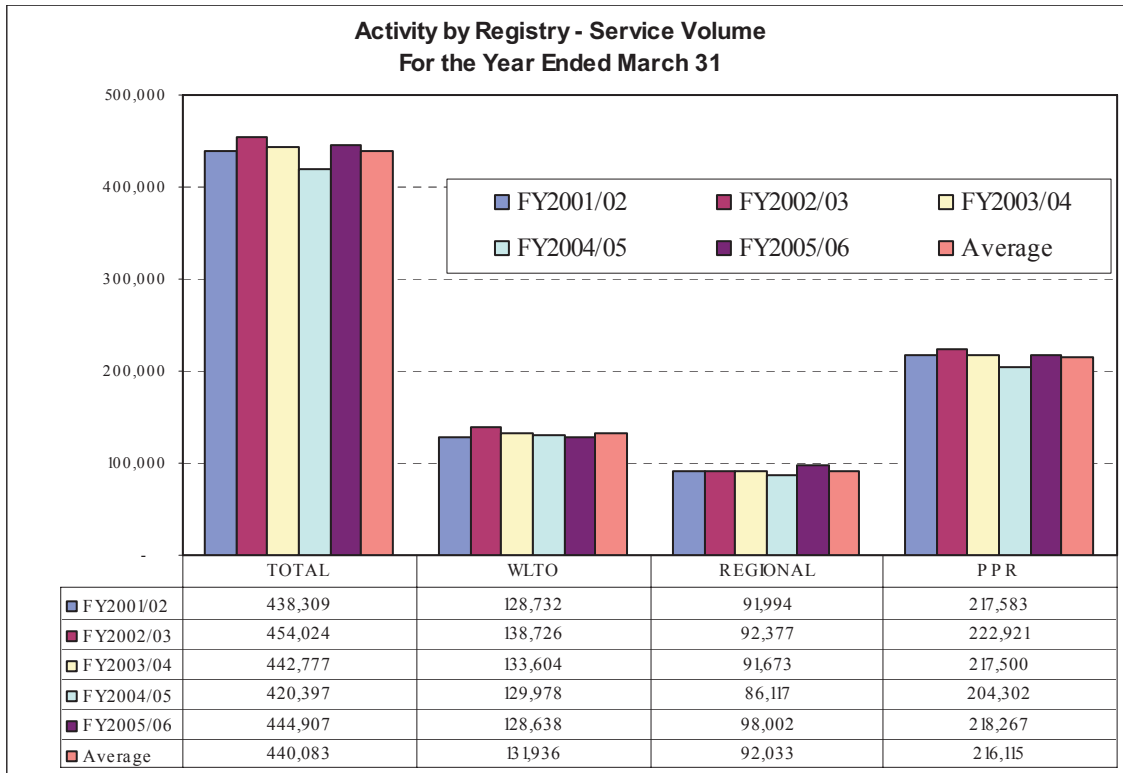
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PERFORMANCE REVIEW

Activity levels increased by 6.0% for registrations and increased by 5.8% for services over the previous fiscal year.

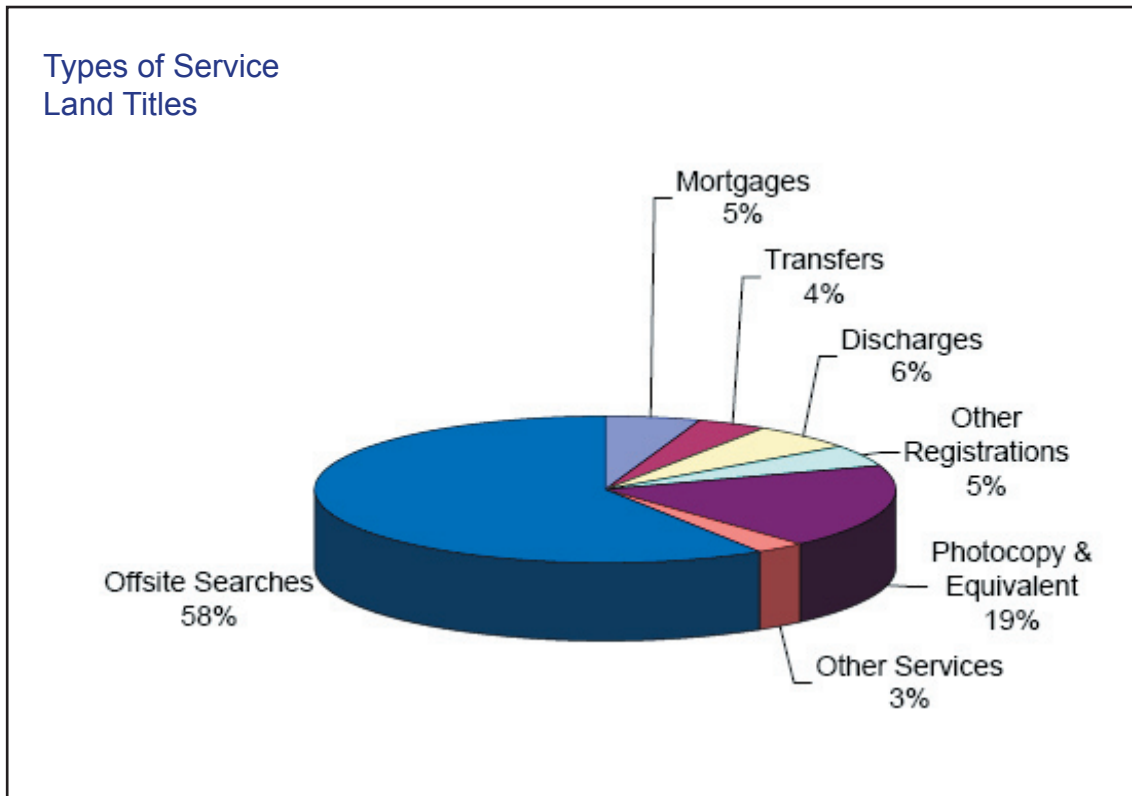


The document processing time in the Winnipeg Land Titles Office averaged 4.4 calendar days with 98% of those documents affecting an electronic title. The Regional Land Titles Offices averaged a turnaround time of 1.5 days with the rate (in brackets) of documents registered affecting an electronic title in the Brandon (93%), Portage la Prairie (96%), Morden (96%), Dauphin (82%) and Neepawa (84%) Land Titles Offices. Personal Property Registry completed registrations within one day.



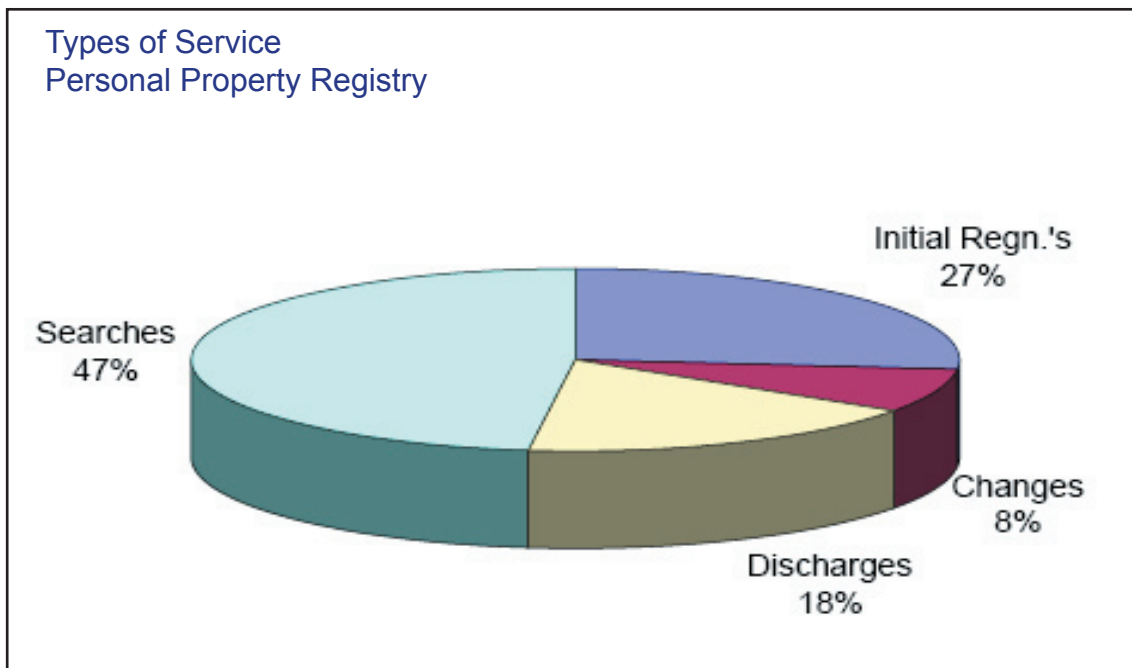
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The following pie chart indicates the percentage of volume breakdown for Land Titles and Personal Property Registry service and registration activity for the year ended March 31, 2006.



Note:

Offsite searches were estimated using total number of transactions (screens) divided by an estimate of the number of screens viewed in a typical title or instrument search.



PERFORMANCE FRAMEWORK

The Agency developed a performance framework, identifying critical success factors in service delivery, finance, operations and human resources. Several objectives were identified for each area and were accompanied by applicable baseline data.

The tables below show the Agency’s detailed performance indicators.

Critical Success Factor	Objective	Goal	Office	Results
Products & Services.	To achieve the identified performance targets for processing work.	1. 5-day electronic registration turnaround time in Land titles Offices.	Winnipeg Land Titles Office	4.4
		2. 3-day electronic registration turnaround time in regional offices.	Portage Land Titles Office	1.0
			Brandon Land Titles Office	2.6
			Morden Land Titles Office	1.9
			Neepawa Land Titles Office	1.2
			Dauphin Land Titles Office	1.0
			Regional Land Titles Average.	1.5
		3. Survey registration completed within 7 days.		3.9
		4. Winnipeg Land Titles Office public searches completed within 24 hours.		Within 1 day.
		5. Personal Property registrations.		Same day.
6. Personal Property searches.		Same day.		

Note: Turnaround time is measured in calendar days.

The Survey Section of the Winnipeg Land Titles Office examines all plans for the Provincial Land Titles Offices and examines registrations for the Winnipeg Land Titles Office. The turnaround time for this section is recorded separately from the general document turnaround time for the Winnipeg Land Titles Office.

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Critical Success Factor	Objective	Goal	Year to Date Results
Products & Services, continued.	To diversify and enhance products and services.	7. Volume indicators.	<ul style="list-style-type: none"> • 6% increase in registrations from last year consisting of: <ul style="list-style-type: none"> ➢ 10.5% increase Land Titles Office. ➢ 2.4% increase Personal Property Registry. • 5.8% increase in services from last year consisting of: <ul style="list-style-type: none"> ➢ 4.9% increase Land Titles Office. ➢ 6.8% increase Personal Property Registry. • Record sales in Winnipeg Real Estate Board's multiple listings for calendar year 2005.
		8. Special Surveys.	<ul style="list-style-type: none"> • 7 special surveys fiated for the year with three contracted out at a cost of \$45,136.00. • Special Surveys in process \$21,939.00.
			<p>ADDITIONAL RESULTS:</p> <ul style="list-style-type: none"> • Conversion (EREQ) Program (YTD) <ul style="list-style-type: none"> • Dauphin Land Titles Office 1637 • Portage Land Titles Office 1774 • Winnipeg Land Titles Office 152 • Neepawa Land Titles Office 250 • Brandon Land Titles Office 120 • Legislation passed to permit the addition of land to registered documents by filing an amendment. • Drafting of new forms and regulations underway. • Handout "Hints for Searching Land Titles Online" drafted by District Registrar, Portage Land Titles Office made available to the profession only on request. • Senior Deputy District Registrar has spent 79.5 hours to date on assisting with the Province's defence of the law suits associated with the Half-Breed Lands Grant. Support staff spent equal amount of time assisting. • District Registrars of Brandon, Neepawa and Dauphin working on revising Land Titles Office Document Users' Guide. • District Registrar Brandon Land Titles Office conducted two overview sessions concerning Land Titles operations and three workshops prepared for lawyers and paralegals concerning homestead evidence. • Staff participated in "At Your Service Manitoba" online training program. • Inspection Surveys in process - \$1,894.00.
Human Resources. Follow best practices with staff involvement.	To promote staff involvement in corporate goals and planning to recognize such efforts.	9. Succession Planning.	<ul style="list-style-type: none"> • Development Phase underway with the design of training material, delivery of sessions and evaluation ongoing. • Training delivered to Winnipeg and Regional Office staff covering <i>Introduction to Manitoba Land Titles and Surveys</i>. • During second quarter, completed introductory land titles and survey training at the regional offices with 95% participation from staff groups. • Positive feedback relayed from staff and management groups regarding the training sessions and the value added for improved productivity and staff skills. • Position profiling continued through the first and second quarter with Senior Management, Winnipeg Managers and Administration staff completing their profiles. The validation process is underway.

Critical Success Factor	Objective	Goal	Year to Date Results
<p>Human Resources, continued.</p> <p>Follow best practices with staff involvement.</p>	<p>To promote staff involvement in corporate goals and planning to recognize such efforts.</p>	<p>9. Succession Planning, continued.</p>	<ul style="list-style-type: none"> • In fourth quarter, development team delivered introductory training to 22 staff at the Winnipeg Land Titles Office. • Two guides, <i>Introduction to Land Descriptions</i> and <i>Elements of Land Descriptions</i> approved and distributed. • Final review of employee orientation guide conducted in fourth quarter. • Cross-Training Program for Land Titles and Personal Property Registry for entry search procedures developed.
		<p>10. Training and Development.</p>	<ul style="list-style-type: none"> • CPR recertification training provided to 17 staff on May 4, 2005. • Commenced development of an Employee Orientation Program. • 292 external courses taken by staff year to date. • Senior Deputy District Registrars attended one week intensive French Language review at Collège universitaire de Saint-Boniface. • 234 months training for Winnipeg Land Titles staff. • Document Examiner training commenced for winter training. • Delivered session “How to Get the Job You Want” to 32 staff in third quarter. • 5 FTEs seconded to other departments as part of employee development. • Personal Property Registry external training material outline on Agency Internet site. <p>ADDITIONAL RESULTS</p> <ul style="list-style-type: none"> • Agency had two nominees for the Manitoba Service Excellence Awards for 2005. <ul style="list-style-type: none"> ○ Employee Succession Project in the Service Excellence Team category. ○ The Great Wall of Peanut Butter Committee in the Innovation category. • One nomination for Manitoba Service Excellence Awards for 2006. • Registrar’s Conference held in October 2005.
<p>Operations and site management.</p>	<p>To improve current facilities and reduce long-term costs.</p>	<p>11. Facilities improvement.</p>	<ul style="list-style-type: none"> • Brandon Land Titles Office floor removal/renovations commenced in June 2005. • Request for proposals to relocate Winnipeg Land Titles Office published in June, 2005 (informational only). Submission to Treasury Board anticipated by early November. • Approval to relocate Winnipeg Offices received in third quarter. • Grounds at Neepawa Land Titles Office landscaped by Transportation & Government Services.

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Critical Success Factor	Objective	Goal	Year to Date Results
Records Preservation.	To improve the security and integrity of vital records.	12. Land Titles Office Microfilm Program.	<ul style="list-style-type: none"> 87,253 new system documents microfilmed in the first quarter. 84,480 new systems documents microfilmed in second quarter. 96,945 new systems documents microfilmed in third quarter. 110,878 new system documents microfilmed in the fourth quarter.
Finance.	To provide reliable performance reporting and ensure economic viability of operations.	13. Collection of fees.	<ul style="list-style-type: none"> 8.9% increase in government fee recoveries including IBM search recoveries. 31.9% increase in land transfer tax collected. 12.3% increase in Land Titles Office revenue. 8.9% increase in Personal Property Registry revenue. 9.9% increase in revenue obtained from Land Titles collection of fees from Vital Statistics applications.
		14. Pay Consolidated Revenue Fund.	<ul style="list-style-type: none"> First quarter dividend payment of \$1,475,000.00 made June 20, 2005. Second quarter dividend payment of \$1,475,000.00 made September 20, 2005. Third quarter dividend payment of \$1,475,000.00 made December 20, 2005. Fourth quarter dividend payment of \$1,475,000.00 made March 20, 2006. In-Year adjustment, additional payment of \$50,000.00 made March 30, 2006, and \$965,000.00 made March 31, 2006.
		15. Compensatory Claims.	<ul style="list-style-type: none"> No claims received for the fiscal year.
			<p>ADDITIONAL RESULTS</p> <ul style="list-style-type: none"> Reviewing the replacement of Point of Service + (POS+) and the electronic transfer of funds through second/third quarters. ACCPAC being considered. Review of quotations and benefits of several POS/Accounting packages considered. Best priced and most flexible system selected to replace existing POS application.
Information Technology.	To leverage information technology in meeting strategic operational goals and supporting corporate technology initiatives.	16. Develop business case for re-engineering and/or development of information technologies systems.	<ul style="list-style-type: none"> Agency/Manitoba Information & Communications Technologies business analysis completed and to be forwarded to Treasury Board for approval. RFP drafted and consultations with Manitoba Information and Communications Technologies underway in second quarter. In the fourth quarter, Manitoba Information and Communications Technologies and The Property Registry issued "Request for Proposal", received proposals and selected a vendor to provide business analysis.