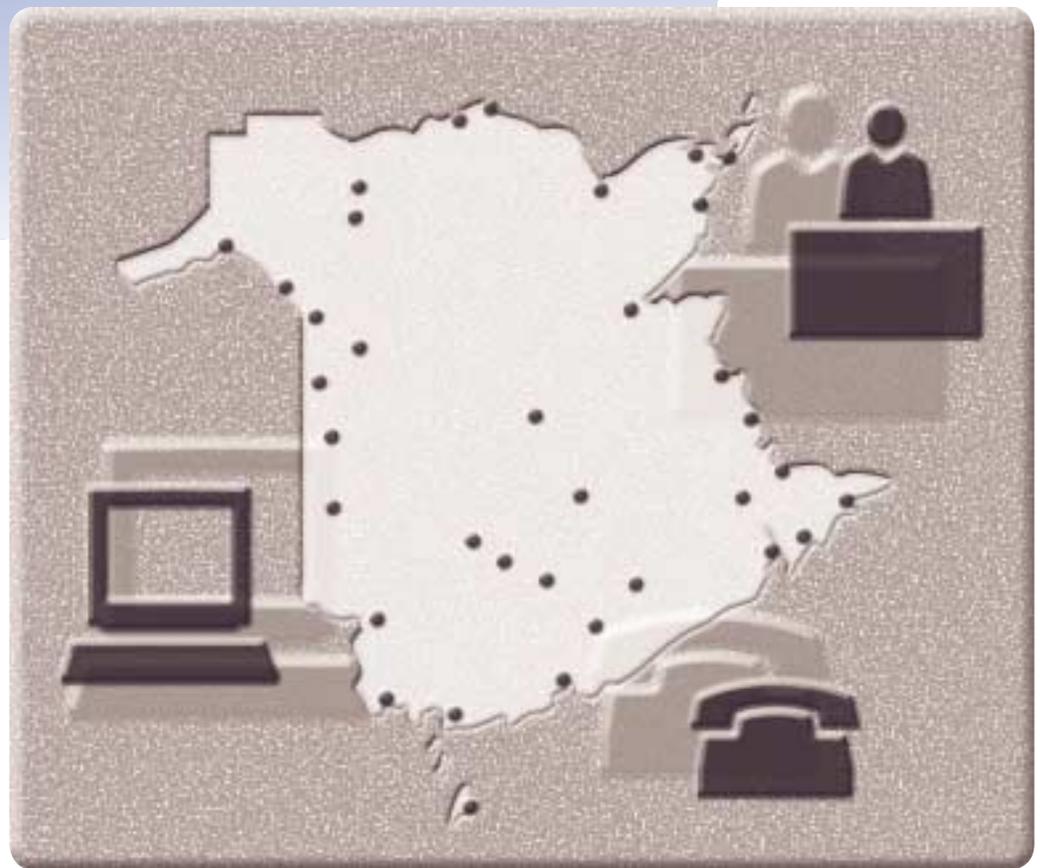




*Service New Brunswick
Services Nouveau-Brunswick*

Annual Report 1999–2000



New  Nouveau
Brunswick

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Service New Brunswick
Services Nouveau-Brunswick

September 25, 2000

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, 2000.

Yours very truly,

J. Raymond Frenette
Chairman of the Board

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*Service New Brunswick
Services Nouveau-Brunswick*

Annual Report 1999–2000

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President's Report

As the government's service delivery agency, the prime responsibility of Service New Brunswick (SNB) is to deliver transactional services to the residents of the province, and to be the leader in managing government information infrastructure such as land information and personal and property registry data. To simplify access to government, SNB uses the single-window approach. Citizens come to SNB to obtain government products and services, to do transactional business with the government and to obtain answers to their questions about government programs and services.

Fiscal year 1999–2000 was a pivotal one for staff and for the public whom we serve. The corporation's efforts were primarily concentrated on the following aspects:

- A four year Business Plan was adopted, setting out the following five goals:
 - ✓ 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

Work began on these initiatives during the 1999–2000 fiscal year.

- Service New Brunswick continued to use and develop state-of-the-art technology to support delivery. Progress was made this year in the development of electronic commerce services such as applications to allow on-line renewal of motor vehicle registrations and payment of fines at all SNB centres.

Milestones were achieved in the registry system. On-line access to the Land Registration Index on the Internet was implemented during the year. The Index gives users of SNB's Real Property Information Internet Service (RPIIS) access to electronic Grantor/Grantee indices. The RPIIS features a wide range of assessment, property mapping and land parcel index information. It was integrated at the end of the fiscal year with the PLANET system, SNB's comprehensive and integrated on-line source of land registration, assessment, mapping and information services.

- A new division was created during the last year. The Marketing division's mandate is to identify, implement and promote new products, develop and maintain good business relationships with the corporation's partners, and increase public awareness of the corporation. The Division was given a target of adding 2 million new transactions to the corporation for the Business Plan period 1999–2003.

SNB achieved a number of noteworthy accomplishments during the past year:

- The corporation opened single window service centres in Grand Falls and Bathurst. New services were added and hours of operation were extended – evening hours in Bathurst, Saturday service in Grand Falls.
- In Fredericton, the Registry and Mapping Office, Assessment Office, Revenue Office and Driver Examiner Office were consolidated in a convenient downtown location.
- The Miramichi West Revenue Office moved into the expanded and renovated premises of the Registry and Assessment Office. This consolidation of offices provides better accessibility to citizens and allows more services to be offered in one location.
- New services were also added to the SNB TeleServices Centre, which receives an average of 1,000 calls a day. TeleServices agents help citizens to “navigate” through the government system and to find the services they are looking for.
- The Medicare inquiries service was added to the suite of services offered at SNB TeleServices.
- Computer Telephony Integration (CTI) technology was implemented at TeleServices. This advanced technology allows for better service by routing customers' calls to appropriate agents.

- A telephone information line was set-up in co-operation with the Provincial Y2K bureau for those seeking information on Y2K issues.
- Transition to the new millennium went without incident at SNB. Advanced planning was the key to avoiding service disruption during the critical period, December 27, 1999 to January 4, 2000.
- Work began on a pilot project involving the Federal, Provincial and Municipal governments which will see SNB Campbellton and SNB Fredericton add federal and municipal services to the provincial services currently delivered at these centres.
- Eighty-one employees were eligible for the Voluntary Early Retirement program introduced by the government in January. Sixty-one accepted. The majority will retire in March 2002.
- SNB continued to be active in assisting foreign jurisdictions in the development and implementation of customer service networks:
 - ✓ SNB continued to assist the province of Northern Cape in South Africa in the implementation of their single-window service centre network. This work was funded by the Canadian International Development Agency (CIDA) with the International Development Research Centre (IDRC) as the executing agency.
 - ✓ At the invitation of the Institute of Public Administration of Canada, the corporation participated in a conference in Uganda on the theme of Quality Service. As an offshoot of this, SNB was invited to work on an IPAC-sponsored team of public servants developing requirements for a financial information management system for local governments in Uganda.
 - ✓ SNB received a number of delegations from various countries which are looking at ways to improve delivery of government services.

Service New Brunswick is an innovative Crown corporation. I am pleased with the quality of our employees and their expertise and commitment in serving the citizens of New Brunswick. They believe in quality customer service and are committed to the success of the corporation.

Service New Brunswick will strive to keep pace with the way citizens prefer to receive services: in a timely, courteous and convenient fashion.

R.W. (Bob) Gamble
President

About Service New Brunswick

Mission and Lines of Business

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 information. Service New Brunswick was created in order to bring together, under one roof, the information and transactional services upon which New Brunswickers conduct their personal and business lives.

Services include a wide range of geographic and land information products and services, including property assessment, preparation and distribution of property tax bills, 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.

Mission Statement

Making government services more available to citizens

Being stewards for authoritative information

4

The Corporation has four lines of business which generated revenues of \$40 Million in 1999–2000

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.

Government Service Delivery

A gateway for the public to more than 100 government services, and operation of the Government Inquiries Call Centre.

Government Information Infrastructure

Management and maintenance of the province's survey control network and base mapping systems.

Legislative Framework and Business Plan

The contextual and legislative framework for the activities of the corporation is the *Service New Brunswick Act*. The Act specifies that SNB is the principal provider, on behalf of government, of customer services, through both physical offices and electronic channels. The Act also sets out the corporation's responsibility for other areas of activity including coordinating geographic information services, real property assessment and registration and the administration of tax-related benefit programs, personal property registration, 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 new Business Plan for SNB was approved by SNB's Board of Directors in December, 1999. The plan sets out strategic goals and objectives for the corporation for the next four years as follows:

- Review commercial and industrial assessments
- Modernize the land registry
- Implement electronic commerce capability
- Expand product and service offerings
- Assume expanded responsibilities for registries

These goals have been translated into specific objectives that the corporation intends to pursue over the next four years. In working towards these goals, SNB will follow a business model that integrates delivery of services to the public through phone, Internet 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

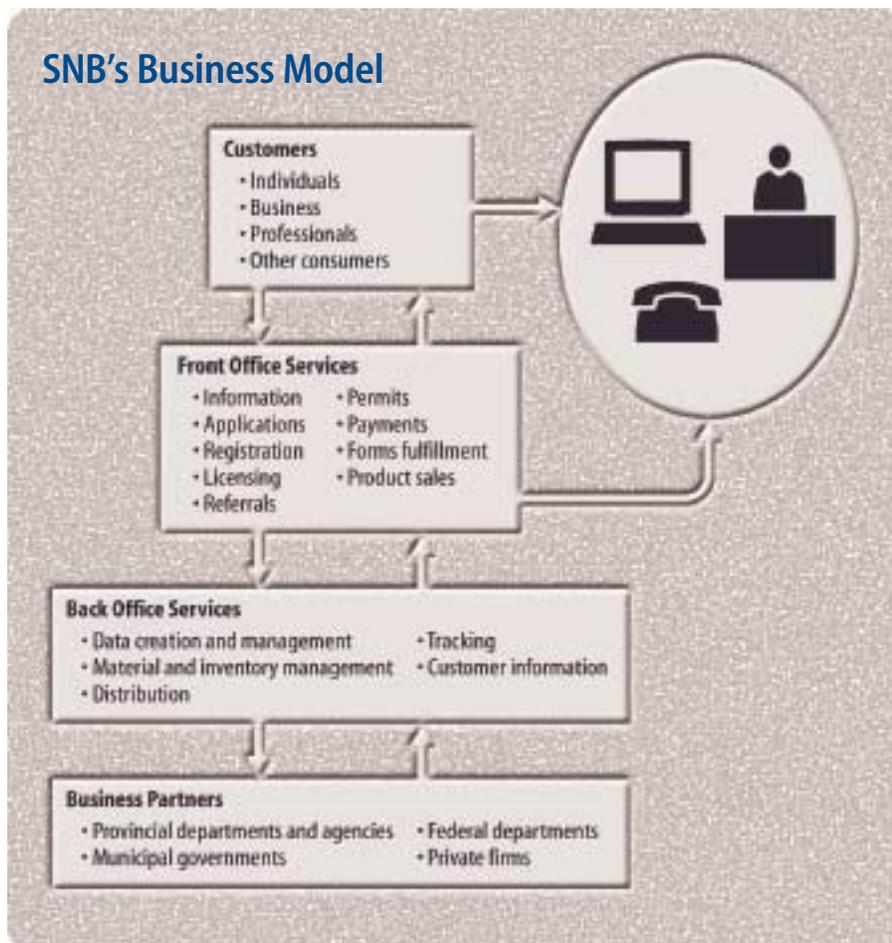
an outsourcing solution, allowing its business partners to focus on the core competencies that they do well, leaving SNB to deliver their transactional services in an integrated and seamless way.

The business of the corporation is guided by a Board of Directors to which representatives of the private sector, and municipalities are appointed. The corporation is expected to operate in a business-like fashion. Revenues are acquired through user fees (real and personal property registry fees), payments (the province and the municipalities pay for the prop-

erty 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.

Examples of customers, business partners and services

- Vehicle owners: Motor Vehicle Registration
- Drivers: Driver's licence
- Hunters and fishermen: hunting and fishing licence
- Property owners: property assessment, tax-related inquiries, maps
- Lawyers, financial institutions, surveyors: land information and registration, deeds
- Municipalities: payment taking for municipal services and assessment/valuation services
- Provincial and Federal governments: service delivery on their behalf; sale of geographic information databases
- Public utilities: payment taking for New Brunswick public utilities such as power and telephone payments
- Other jurisdictions: sale of software applications to other jurisdictions and sharing of expertise with other jurisdictions



People and Places

Services are delivered in four administrative regions: Fundy, Valley, Beauséjour and Chaleur. Offices are located in 35 communities.

The corporation employs approximately 600 people in 35 communities, the majority of whom are permanent employees. Casual workers are hired to address peaks and valleys in the seasonal nature of the work, and to provide the flexibility for Saturday and evening service at several service centres. Over 80% of SNB's employees work in the regions while about 100 are employed in head office functions such as accounting, human resources, operations, systems development and marketing.

Engineers, assessors, accountants, customer service specialists and liberal arts graduates are among the wide range of people of varying backgrounds and experience employed with the corporation. Training and employee development was a priority for the corporation in the last year: staff attended Customer Service Refresher Training programs, Train the Trainer workshops and specialized courses in Assessment and Mapping.

Service New Brunswick Locations

Fiscal Year 1999–2000



Lines of Business:

Property Assessment

Service New Brunswick property assessors are responsible for carrying out the valuation and classification of all real properties located in New Brunswick. They also administer select tax-related programs and ensure equity in 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 1st each year. The process 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 1st. 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.

In 1999, there were 415,573 assessment accounts in the province, compared to 412,286 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 for 1999 was \$28.4 billion, an increase of close to one 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 challenge the valuation 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. The assessor who performed the valuation of the property 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, 6,887 property owners, representing 1.66% of all properties, referred their assessment for review, compared to 7,095 the year before. This year, 386 property assessments, 0.09% of all properties, were appealed to the Regional Assessment Review Board. Last year there were 323 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 1999, credits totaled \$176 million on 204,726 properties.

Farmland Identification Program (FLIP): for deferring tax on agricultural land and buildings. Approximately 180,128 hectares of farm land with an assessed value of \$119.4 million, and \$139.2 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 872 organizations. The value of these exemptions was \$120 million. Also, 150 properties were granted full exemption (100%) under this program. The value of these exemptions was \$14.4 million.

The 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 meets the required conditions. Benefits totaling \$7.0 million were awarded to 36,097 homeowners during the year.

During the year, the *Real Property Tax Relief Act* was amended to remove the September 30th deadline for receipt of applications for the Property Tax Allowance Program. This measure allows a person entitled to the allowance, but who has not received it, to apply for the current year and three years prior. With this amendment, the December 31st application deadline and the number of years of entitlement to the program will match those of the Residential Property Tax Credit Program.

Heavy Industrial Accelerated Project

Supplementary funding was approved to fund a project that will see the 62 major heavy industrial properties, including pulp and paper mills that will be inspected and valued prior to the 2001 assessment and tax year. Teams of assessors were assigned to the initiative and work commenced in fiscal year 1999–2000. It is expected that the remainder of the project will be completed by taxation year 2002. This initiative will result in equitable assessments on these properties and between groups and classes of properties.

Assessment of Natural Transmission Gas Pipeline

Construction of the first natural gas pipeline began in 1999 in New Brunswick. The pipeline is subject to assessment and taxation like other properties in the province. Industry officials were kept informed of SNB's intention to adopt revised rates. Service New Brunswick contracted with British Columbia Assessment to purchase a costing schedule specifically for New Brunswick. The new costing schedule was developed during the year and it was intended that legislation be proposed to make the new rates applicable in the 2000 Assessment and Taxation year.

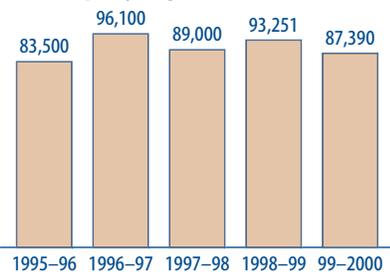
Lines of Business:

Registries

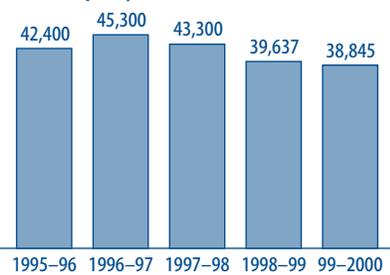
Real Property Registry

Service New Brunswick maintains a network of registries 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 issuance of the original crown grants, over two hundred years ago.

Real Property Registrations

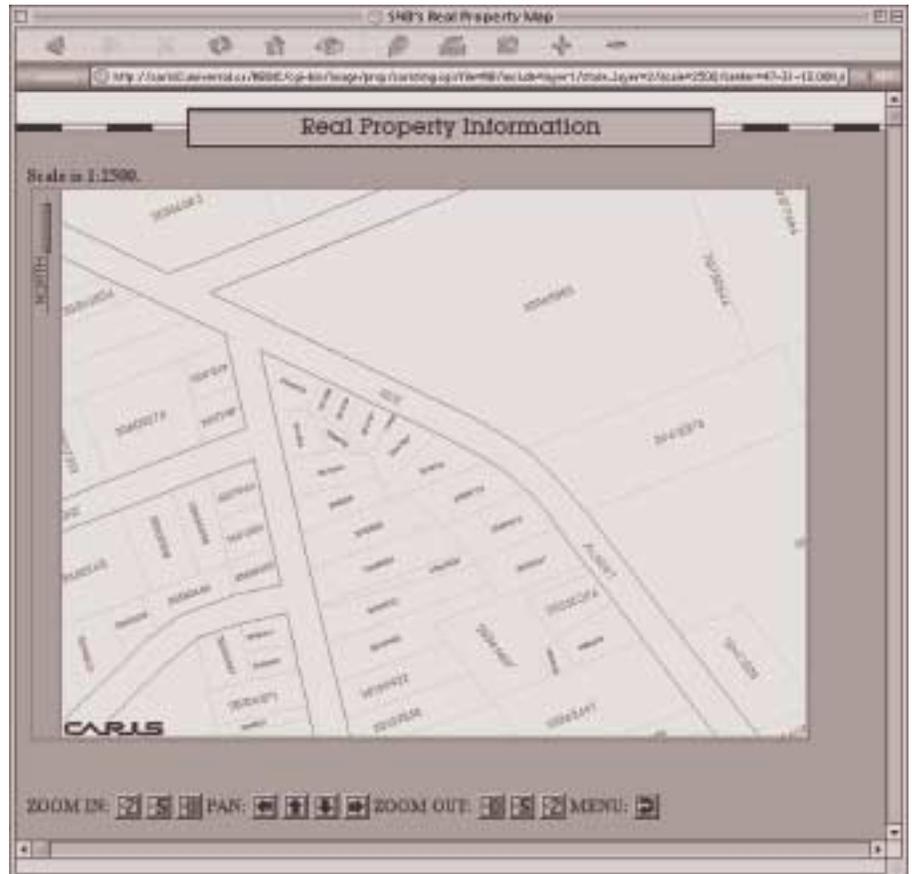


Real Property Searches



Lawyers, Titles Searchers and Land Surveyors are the main users of the Real Property Registry. Genealogists also use the registry to trace family history.

Instruments registered or filed in the registry include, but are not limited to deeds, mortgages and wills. In 1999-2000, there were 87,390 instruments registered: 84,320 documents and 3,070 plans.



Real Property Mapping

Property maps, which portray properties in relation to one another, are kept in the corporation's regional offices. 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 533,315 parcels of land in New Brunswick.

With the new tools provided by PLANET, the one-stop, on-line system for property assessment, mapping and registry infor-

mation, SNB mappers have on-line access to a provincial land-ownership database.

Service New Brunswick's Real Property Internet Information Service (RPIIS) offers information on property maps and land valuation information. The information can be obtained on-line.

Beginning in March 1999, all property mapping is done in NAD83, the new geodetic datum adopted by SNB replacing the Average Terrestrial System (ATS77).



Significant headway was made during the year on moving the registry system from a Grantor/Grantee system to a Land Titles system. Under Land Titles, the province will guarantee title, and extensive searches to the grantor/grantee indices will not be necessary.

Moving to Land Titles involves deregulation and legislative change as well as significant system development to enable searches and transactions to take place electronically. The initiative, encompassing legislated change and system development, is known as PLANET.

The PLANET initiative has been undertaken with the support and participation of the Law Society of New Brunswick and the Association of New Brunswick Land Surveyors. Its benefits are:

- Simplification of the property transfer process for the public and for the legal community
- Provision of a databank of New Brunswick property-related information for anyone doing property business
- Provision of greater security to landowners and lending institutions because of the comprehensive nature of the Certificates of Registered Ownership (CRO), that will be given to new owners upon transfer
- Simplification of the process to renegotiate mortgages: changes in financing will not require re-registration

PLANET is being built in incremental modules. The modules allow phased implementation of changes to databases, legislation and document submission methods. It is expected that New Brunswick will be a full Land Titles jurisdiction by 2008.



The PLANET initiative achieved several milestones over the past fiscal year:

Release 2, on-line access to the Registration Index via the Internet was successfully implemented in June 1999.

Release 3, Updated Parcel Maintenance Tools, was implemented incrementally, throughout the Province. The final step was implemented in December 1999. This resulted in the retirement of two legacy systems.

Release 4, integration of the Real Property Information Internet Service within PLANET, was implemented to provide on-line access to real-time parcel attribute data in March 2000. The Real Property Information Internet Service features a wide range of assessment, parcel information and property mapping. Work is continuing on Release 4 to fully integrate the Real Property Information Internet Service's functionality within PLANET, in order to provide access to more current mapping data.

The development of **Release 5**, the Land Titles component, was started during fiscal year 1999–2000. The new computerized province-wide system will simplify real property transfers and eliminate lengthy and time-consuming title searches. It will replace the traditional Grantor/Grantee registry system, which is maintained on a county basis. With the new system, the province will guarantee the title by issuing a CRO. This certificate will be more comprehensive than the traditional title certificate. It will also provide greater security to landowners and lending institutions. Land Titles will be implemented on a county-by-county basis during fiscal year 2000–2001.



Demonstration of the Real Property Information Internet Service (RPIIS) System at the Geomatics Conference in 1999

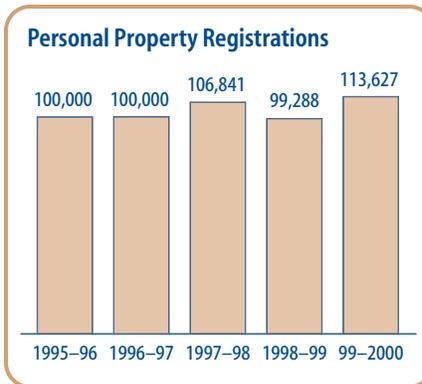
Personal Property Registry

The Personal Property Registry (PPR) is an award-winning computerized province-wide registry service where users can serve public notice of security interests, judgments, and other claims affecting personal property, such as automobiles, recreational vehicles and furniture.

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

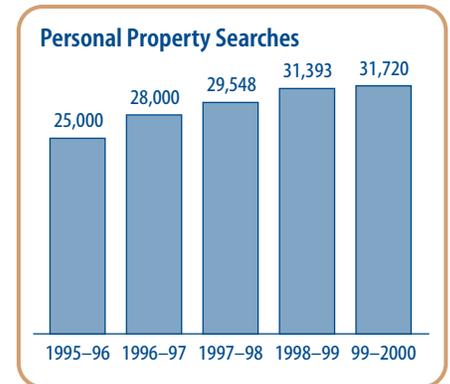
Citizens have the option of accessing the PPR from any SNB Registry Office in New Brunswick or they may engage the services of a private service provider who will perform the search and registration on their behalf.

During the year, 113,627 registrations were completed, compared to 99,288 the year before. The registrations generated revenues of over \$2.4 million. During the year, the number of searches increased marginally from 31,393 to 31,720 with revenues of \$158,600.



In April 1999, Atlantic Canada On-Line (ACOL) became the gateway to the PPR. The transition was smooth and clients were impressed with the user-friendly characteristics of the new system. Nova Scotia, Prince Edward Island and Newfoundland, using a modified version of the New Brunswick system, also adopted ACOL as their gateway to their personal property registries.

The ACOL gateway introduced new navigational rules such as how to fill in a field of information on the screen. To accommodate this and other minor changes, the *Personal Property Security Act* (PPSA) was amended to conform with the new software.



Another important task during the year was to ensure that the system was Y2K compliant. The four provinces worked together to ensure that a contingency plan was in place in the event of problems. The transition to the new millennium went without incident.

A newly formed Atlantic Steering Committee, composed of representatives from the Atlantic Personal Property Registry Network, met in Nova Scotia in October. The co-operative spirit of the group allowed for discussions aimed at resolving issues shared by the provinces.

Lines of Business:

Government Service Delivery

Service New Brunswick is the service delivery agency for the Government of New Brunswick. The corporation offers over one hundred 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.

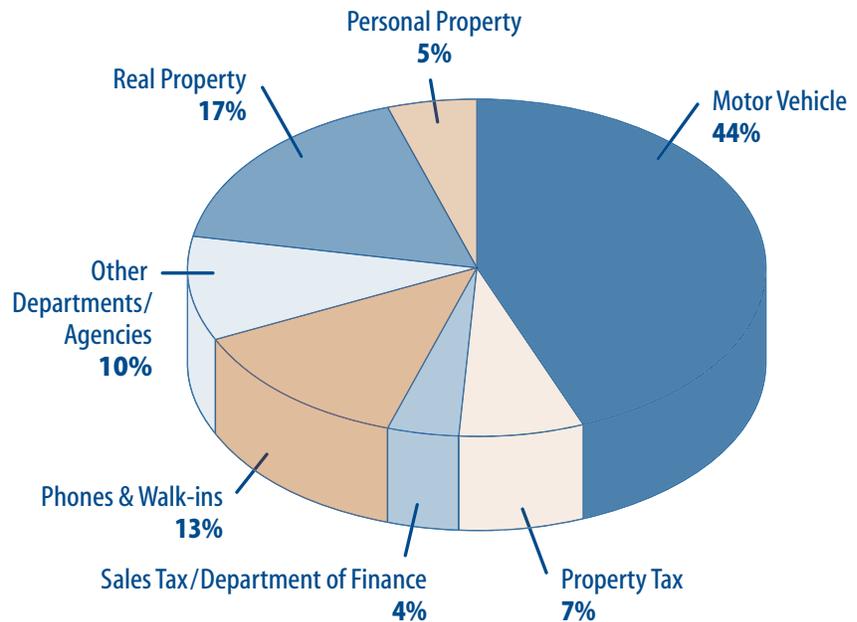
Convenience to the customer is a key factor in service delivery. To meet New Brunswickers' expectations, SNB offers three channels of delivery for government services:

1. Service Centres
2. SNB TeleServices
3. SNB On-Line

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 ten 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.

3,223,747 products and services processed Fiscal Year 1999–2000



During the year, SNB opened two new full service centres: one in Grand Falls and one in Bathurst. In Fredericton, the Driver Examiner Office, the Registry and Mapping Office, the Revenue Office, and the Assessment Office were all re-located in the same building, in the downtown business area. In Miramichi West, the SNB Revenue Office moved to a building already occupied by the Registry, Mapping and Assessment Offices. These moves were made to provide better accessibility, to add a significant number of new services, and to offer better business hours to customers. In the coming year, the corporation plans to convert these two offices, and the Richibucto office into full service centres.

During the year, more than 3.2 million transactions were completed at SNB Centres. Just over \$300 million was collected on behalf of government departments for taxes, licences and permits. More than 1.4 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 more than 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 in various government databases.

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.

A special information line on Year 2000 issues was implemented in co-operation with the New Brunswick Y2K bureau. The Y2K line was in operation from October 1999 to March 2000. TeleServices agents were trained to provide callers with general information on Y2K issues.

Service New Brunswick also implemented Computer Telephony Integration (CTI) technology at the TeleServices centre. The system incorporates advanced technology like Intelligent Call Routing and Screenpops. Callers are first prompted by the system to provide information using the phone keypad. The system then sends the call automatically to an agent specially trained for the service. This new system gives SNB the capability to train staff for specialized services, thus ensuring better and faster service.

In 1999–2000, SNB TeleServices answered close to one quarter of a million calls, which is over one hundred thousand more calls than the previous year.

In an effort to manage and balance human resources between electronic and over the counter service delivery, SNB successfully implemented a new 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 On-line

Service New Brunswick was one of the first agencies to deliver services on the Internet when the Real Property Information Internet Service (RPIIS) was launched in 1996. The Personal Property Registry is also completely computerized. These services make data available on-line to subscribers.

In the summer of 1999, SNB made available, on its Intranet site, a number of its forms and forms from five provincial departments, to be generated directly from SNB's computers. Applications for birth, death or marriage certificates, property tax allowance application forms and Medicare registration applications were made available via the SNB Corporate Intranet. This new system was implemented to eliminate many issues related to the supply

and storage of forms. Forms will be made available to the public in the coming year on SNB's Internet site.

Strategies were developed for the implementation of electronic commerce, such as the on-line renewal of a motor vehicle registration, and improved point of sale capability. Work to implement these strategies began this fiscal year.

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.

It all starts with One Stop

Getting Married?

Service New Brunswick can help...

- Marriage Licence
- Application for Special Occasion Permit –
Liquor Control Act
- New Brunswick Travel Guides & Tourism Maps
- Change of Name & Address for Motor Vehicle,
Medicare, Property Tax, etc.
- Request for Divorce Certificate

Buying Property?

Service New Brunswick can help...

- Real Property Searches Online
- Subdivision & Survey Plans
- Hydrographic Charts
- National Topographic Maps
- Digital Property Maps
- Aerial Photos
- Assessment Information
- Residential Property Tax Credit Applications

Opening a Convenience Store/Gas Bar?

Service New Brunswick can help...

- Register Provincial Businesses
- Water Testing Sample Kits
- Gasoline Licence Application
- HST Refund Application
- Video Distributor Licence Application
- Tobacco Tax Licence Application
- Liquor Licence Application
- Official Inspection Station Licence Application

Truckers...

Service New Brunswick can help...

- Gasoline & Motive Fuel Tax Refund Application
- Harmonized Sales Tax Refund Application
- International Fuel Tax Agreement Application
- Driver Abstracts
- Motor Vehicle Drivers Licence
- Motor Vehicle Special Permits
- National Safety Code Manual
- Oversize and/or Overmass and Blanket Permits
- Airbrake Manual
- Airbrake Test

New resident of New Brunswick?

Service New Brunswick can help...

- Medicare Application
- Motor Vehicle Driver's Licence
- Motor Vehicle Registration
- Government of NB Telephone Directory
- Local Town Maps
- Dog Licences

Government Information Infrastructure

Surveying

Service New Brunswick is responsible for maintaining a control survey network and base mapping in New Brunswick. These services are vital to many provincial departments, other jurisdictions and private companies who 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 information gathered may also be combined with data already retrieved using the same standards.

On April 1st, 1999, New Brunswick officially adopted NAD83 (CSRS). It replaced the previous reference system known as the Average Terrestrial System (ATS77) in use since the late 1970's. Parallel to this new reference system came the establishment of a new terrestrial framework called the New Brunswick High Precision Network (NBHPN). It offers an extremely precise terrestrial network of control points. This new network is composed of only 130 points, compared to over 25,000 in the old framework. The NBHPN is also an integral part of the national reference network called the Canadian Base Network (CBN). All spatially referenced data are now part of the Canadian Spatial Reference System (CSRS) and are completely compatible with other jurisdictions in the country, with GPS technology or both. All SNB's digital products are or will be referenced to NAD83 (CSRS) only.

Training workshops were provided to various users and stakeholders of SNB's digital products, mainly GIS, GPS and various users of the control network. These workshops were designed to help the attendees in dealing with the new Reference Frame NAD83 (CSRS). They also offered full training on the use of transformation tools such as NBGeocalc and the National Transformation version 2 Grid Shift model. This new Grid Shift model was specifically prepared for New Brunswick and used in the transformation of all SNB's digital products from ATS77 to NAD83 (CSRS). These workshops were completed in early May 1999. Very positive comments were received and helped SNB make improvements to the NBGeocalc software. It also helped to facilitate the transition to NAD83 (CSRS) for all our users.

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. Two decisions were rendered during the year, one of which was appealed to the Court of Queen's Bench. A decision is pending.

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. They are available on CD-ROM or on the Internet, and can be sent to customers by electronic mail. The Digital Topographic Data Base files of 1996 (DTDB96) are available at scales 1:10 000, 1:50 000 and 1:250 000. The file content varies depending on the scale chosen.

In 1999–2000, work proceeded to update the roads and hydrography, and to convert to the newly adopted NAD83 (CSRS) reference system. The revised Data Base will be completed in June 2000.

Coastal Mapping

In 1999–2000, work began on the Coastal Softcopy Orthophotomap Database and the Coastal Topographic Database. The Coastal Softcopy Orthophotomap Database is a series of digital topographic files that looks like a photograph. The Coastal Topographic Data Base is an enhancement of the Topographic Data Base in which coastal topographic features have been added to support administrative requirements of a Coastal Provincial Land Use Policy. These databases will be made available on the Internet when the new SNB Internet Services are released in June 2000.

As of March 31, 2000, 411 maps were completed along the coastline. This represents 22% of the land area of the province.



Early in this project, it was realized that the basic objective would take at least three years to achieve. Given the urgency expressed by various provincial users, it was decided to create a first generation GCADB which links each Civic Address to its corresponding parcel thus creating georeferencing at the parcel level. This project was undertaken in 1999–2000.

Landsat Imagery

The last Landsat imagery acquired by the province was geometrically corrected during the summer 1999. The data is now available by scene and by 1:50 000 modules. The files are also available in many different formats. All Landsat imagery was added to the Digital Topographic Data Base Internet Service and will be directly available to the public in June 2000.

Standards

The New Brunswick Lands and Water Information Standards Committee is the authority establishing standards for the creation of land and water information. The committee sets standards for documentation of database content, classification of land and water features, topographic mapping and mapping of real properties. Service New Brunswick is responsible for maintaining and updating these standards. They were reformatted to enable release over the Internet in the coming year.

Province-wide Colour Softcopy Orthophoto Data Base

Work to create a province-wide Colour Softcopy Orthophoto Data Base, similar to that being completed for the coastal lands, commenced this fiscal year. Aerial photos will be taken over a three-year period. The northern portion of the province was partially photographed in the summer of 1999. Photography for the northern and central portions will be completed in summer 2000 together with the central part. Plans are to complete the southern portion in 2001 when major highway construction has been completed.

Aerial Photography Indices

The aerial photography indices of the aerial photography used to produce the Softcopy Orthophoto Data Base were made available digitally. They will be available on-line in the next fiscal year.

Georeferenced Civic Address Data Base

In October 1999, an agreement was signed to develop a strategy for a corporate Georeferenced Civic Address Data Base (GCADB). The long-term objective is to have every civic address in the province georeferenced, continuously maintained and available in real time.

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 14 performance indicators that will measure the progress made towards fulfilment of its mandate. These indicators were developed during the fiscal year and target dates were established for measurement.

Performance indicators are divided into three categories:

1. Corporate administration
2. Corporate development
3. On-going operations

Results will be reported in next year's annual report.

Service New Brunswick: Performance Indicators

Performance Indicators – Corporate Administration		
Goal	Measure	When Measured
Financial Self Sufficiency	• Operate corporation without deficit in line of business	Over five year period
	• Change financing model for service delivery so that 75% of revenues are on a fee for service basis	April 2001
Performance Indicators – Corporate Development		
Goal	Measure	When Measured
Review Commercial and Industrial Assessments	• Complete pulp mills & ship yards for 2001 tax roll	2001
	• Complete remaining properties for 2002 tax roll	2002
Modernize land registry	• Implement Land Titles throughout province	Complete by March 31, 2001
	• Land Gazette	November 2001
	• Land Security	November 2002
	• Electronic registration of documents	December 2001
	• Electronic submission of plans	June 2003
	• Conversion of 85% of parcels to Land Titles	November 2008
Implement Electronic commerce capability	• Implement initial components of Electronic commerce suite (shopping cart for electronic and hard copy products, credit card functionality, Secure Sockets Layers (SSL) security)	August 2000
	• Motor vehicle renewal over the web	June 2000
	• New vehicle registration over the web	September 2000
	• POPA fines over the counter	September 2000
	• Municipal payments over-the-counter	June 2000
	• Municipal payments over-the-web	February 2001

Goal	Measure	When Measured
Expand Product & Service Offerings	• Pilot provision of federal information at service centres	June 2000
	• Volume of transactions – 3.5 million	2000-2001
	• Volume of transactions – 4.3 million	2001-2002
	• Volume of transactions – 5.1 million	2002-2003
Assume expanded role for Registries	• Develop plan for modernization of Corporate Affairs Registry system in fiscal year 2001–2002	November 2000
	• Provide birth certificates at service centres	March 31, 2001

Performance Indicators – On-going Operations

Goal	Measure	When Measured
Cost of assessment	• In lowest quartile in Canada	Each June
Coefficient of dispersion	• Industry Standard	Each June
Communication with Municipalities	• Annual communication with each city and town	Each June
Relevancy of topographic work undertaken	• Approval of workplan by resource deputies	Each April
Amount of Topo Data produced	• Completion of workplan	Each June
Integrity of land registry	• Complaints about errors at 10 or less per year	
Service quality	• 85% satisfaction rate determined by surveys	Annually
Reduce cost of service	• Reduce cost of delivering existing services by \$1M	By March 2003

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 \$6.8M 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. As a result, there was a \$1.9M reduction in cash over the year. However, the balance sheet remains strong with \$17.7M of equity comprised of \$15.8M long-term assets and \$1.9M net current assets.

Revenues for the year were \$40M, up from \$38.6M in 1998/99. Expenses, including amortization of \$3M, were \$38M compared to \$34.4M in the previous year. Net income was \$2M.

The most significant changes in revenue related to funding for new service centres and sale of the Personal Property Registration System (PPRS) software. Increases in expense related to operating costs for new service centres, topographic mapping, and amortization and operating costs related to prior system developments.

The corporation is proud of the things it has been able to achieve through sound management of the resources at its disposal. The strength of these audited financial statements attest to the quality of that management.