



Professional Engineers
Ontario

CEO/ REGISTRAR'S REPORT

JUNE 21, 2024



INTRODUCTION

PEO has a rich history of regulating the practice of professional engineering and governing licence holders to serve and protect the public interest, and June 14 marks the organization's 102nd anniversary. PEO's Council, our board of directors, under the Act, is wholly dedicated to protecting the privilege of self-regulation that is granted to us by the province. I have every confidence that we are ready for any challenge or development that the future may hold, thanks to the commitment of our Council to strengthen our role as a regulatory body that puts the public interest first. I look forward to working with our 2024–2025 Council in moving PEO forward in a direction in which we can all be proud and where our stakeholders find value. I wish to welcome back our returning Councillors and thank our new councillors for your interest in serving PEO during this transformative time.



(l to r) President Gregory P. Wowchuk, P.Eng., FEC; Jennifer Quaglietta, MBA, P.Eng., ICD.D; Attorney General Doug Downey, LLB, LLM, and Past President Roydon Fraser, PhD, P.Eng., FEC, at the AGM on April 20 in Barrie, ON.

Annual General Meeting

On April 20, PEO held its hybrid Annual General Meeting (AGM) at Horseshoe Resort in Barrie, ON. This was PEO's first AGM since 2019 to have an in-person component. We had 349 participants join us in person and virtually. The AGM was an opportunity to share our operational achievements and to engage with licence holders, many of whom were PEO volunteers and included over 50 Chapter representatives. We were delighted to welcome Attorney General

Doug Downey, LLB, LLM, whose encouraging remarks reminded us of the important role that engineers play in making Ontario a world-class place to call home. President Gregory P. Wowchuk, P.Eng., assumed the presidency from Past President Roydon Fraser, PhD, P.Eng., FEC., and PEO's 2024-2025 Council was officially sworn in.



West Central Region Councillor Pappur Shankar, P.Eng., FEC; Windsor-Essex Chapter Chair Hanan El-Sayed, PhD, P.Eng.; Western Region Councillor Susan MacFarlane, PhD, P.Eng.; Jennifer Quaglietta, MBA, P.Eng., ICD.D; 2024 Order of Honour inductee Haris Ahmadzai, P.Eng., FEC, and West Central Region Councillor Ravinder Panesar, P.Eng., FEC, at PEO's AGM



(l to r) Jennifer Quaglietta, MBA, P.Eng., ICD.D, participates in a panel discussion at the 30 by 30 Conference, which was moderated by Jessica Vandenberghe, P.Eng. (Alberta), FEC, FGH (Hon), assistant dean, community and culture, faculty of engineering and computer science at the University of Victoria (r).

Engineers Canada's 2024 Spring Meeting and Annual Meeting of Members

During the week of May 21, President Wowchuk and I, along with selected staff, travelled to Winnipeg, MB, to represent PEO at Engineers Canada's Spring Meeting and Annual Meeting of Members. On May 23, all 12 engineering regulators endorsed the National Statement of Collaboration, which reflects our renewed commitment to work together to address national and international barriers to mobility for engineers and engineering entities, to further advance public safety, and to increase regulatory efficiency.

30 by 30 Conference: Turning Knowledge into Action for Gender Equality

I was honoured to participate in this year's 30 by 30 Conference, hosted by Engineers Canada, which had the theme of "Turning Knowledge into Action for Gender Equality." I participated in a panel discussion with regulatory leaders, where we discussed our findings over the past five years and strategies we need to adopt

if we are to meet our target in six years. I left the panel discussion and workshop motivated and optimistic about achieving this goal, given the amount of work underway across the country.

The conference began with a review of results from a formal evaluation of the 30 by 30 initiative, and although well underway, 30 by 30 was noted to be at risk of meeting its gender parity goal. For example, it was alarming to hear that 81 per cent of female students drop physics between Grade 10 and Grade 12, compared to 66 per cent of male students. Additionally, it was disappointing to see that women are 11 per cent less likely to enroll in engineering post-secondary education programs and that female students constituted 24 per cent of undergraduates in 2020. However, once in an engineering program, 82 per cent of female students remain in the program as compared to a smaller portion of their male peers. All to say, there is much more to do on this front.



(l to r) PEO’s Dan Abrahams, LLB, vice-president, policy and governance and chief legal officer; Jennifer Quaglietta, MBA, P.Eng., ICD.D; Sandro Perruza, OSPE CEO; and Andrew Hurd, executive director, ACEC–Ontario

Ontario Engineering Project Awards Gala

On May 9, PEO’s VP Policy & Governance & Chief Legal Officer and I attended the Ontario Engineering Project Awards, presented annually by the Association of Consulting Engineering Companies Ontario (ACEC–Ontario), one of Ontario’s engineering advocacy bodies. The awards highlight outstanding projects by ACEC–Ontario members, as well as the important role of consulting engineering firms and engineers.

PEO’s EDI Framework

In 2022, PEO established its Anti-Racism & Equity (ARE) Code to codify certain commitments to advance its fairness, human rights, and public interest obligations under the law. The eight principles included in the ARE Code, together with PEO’s values, mission and vision, are reflected in our EDI Framework which will serve as a foundation to inform strategies and decision-making regarding all organizational activities, including: licensing and registration; complaints, discipline, compliance and enforcement; professional standards, professional development, education and guidance; stakeholder engagement; governance, transformation and strategic activities; and staff functions, chapter functions, and many others.

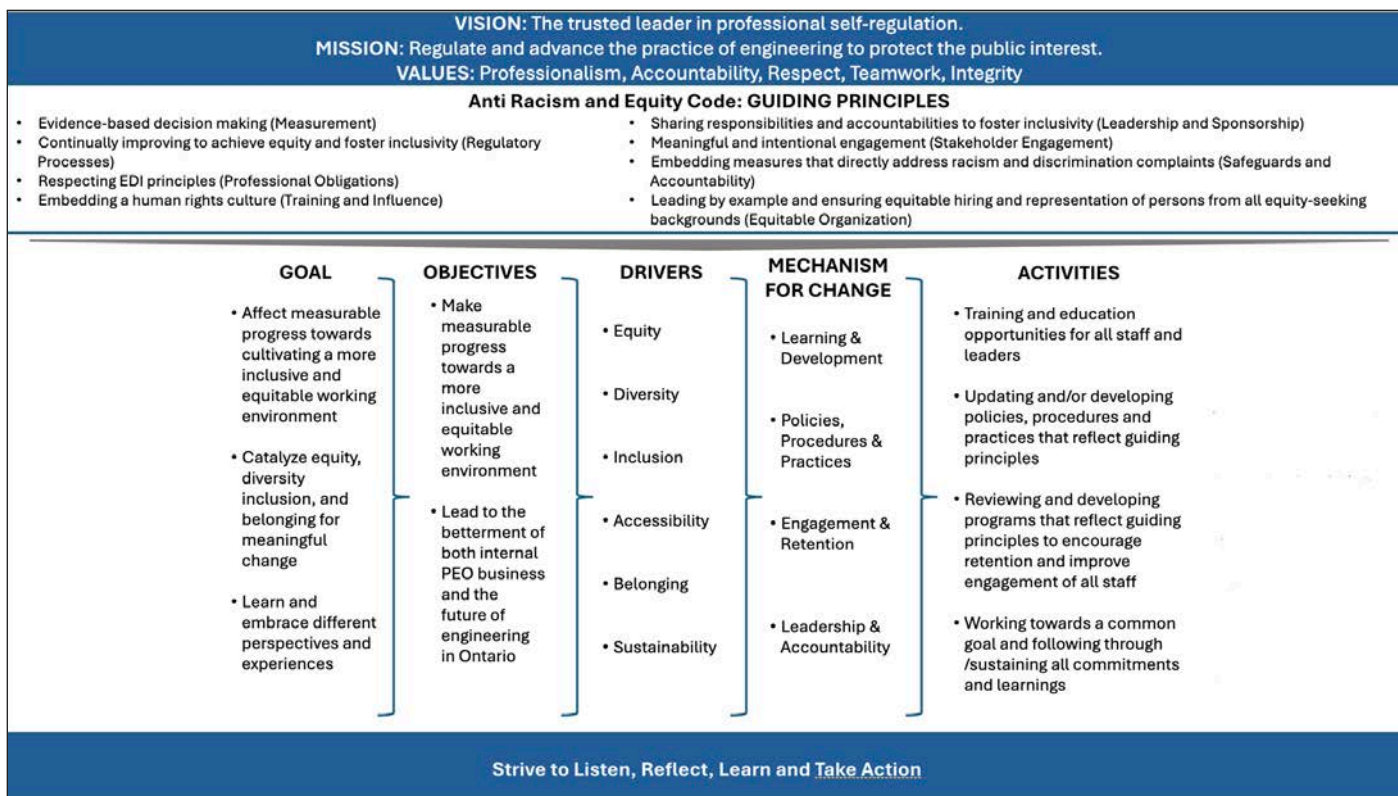


Figure 1: A chart outlining PEO’s ARE Code and how it serves as a guideline for PEO’s operations.

OPERATIONAL PLAN STATUS REPORT

PEO’s 2023–2025 strategic plan includes the four goals of modernizing processes, improving governance, optimizing organizational performance and collaborating with stakeholders. In support of achieving goals within the strategic plan, the operational plan

includes 21 initiatives for 2024. As of June 2024, 5 per cent of these initiatives have been completed, with an additional 24 per cent more than half completed against progress plans for the year.

Figure 2: PEO’s 2024 operational plan document as of June 2024.

Goals	Sub Goals	Activities	Status				
			NYS	< half	> half	Done	
1. Improve licensing processes	1.1 Create fair, transparent, accessible and efficient application process	1.1.1 FARPACTA tech solution - Phase 1 & 2					
		1.1.2 FARPACTA process (licensing and compliance)					
		1.1.3 Change management and communications					
2. Optimize organizational performance	1.2 Review licensing processes; implement changes	1.2.2 Implement mandatory CPD - Phase 2 (business rules, sanctions)					
		1.3. Ensure licensing reflects EDI values	1.3.1 EDI - Phase 1 (audit, supports)				
			2.2.1 Digital transformation roadmap				
3. Implement governance improvement program	2.2. Ensure adequate IT; data collection/mgt	2.2.2 Data governance model					
		2.3 Review/improve comms & business processes; ensure reflects EDI values	2.3.1 Organizational EDI strategy				
			2.3.2 HR high performance team roadmap				
			2.3.3 Modernize payroll processes				
			2.3.4 Communications strategy (value, EDI)				
			2.3.5 Modernize budget processes				
			2.3.6 Review financial controls				
	2.3.7 Develop Customer Service Model						
	3.1 Ensure councillor & ELT orientation	3.2 Ensure committee/council evidence for decision-making	3.1.2 Review/revise board orientation				
			3.2.2 RM framework				
3.3.1 Review governance committee evaluations							
4. Refresh vision; ensure stakeholders see PEO value	4.1 Dialogue with members & stakeholders	4.1.3 Stakeholder engagement session(s)					
		4.2 Undertake research	4.2.1 Legislative/reg/legal review				
			4.3. Develop proposed vision for consultation	4.3.1 Draft new vision			
		4.3.2 Post vision consultation					

Status Counts: 10% 61% 24% 5%

IMPROVING THE LICENSING PROCESS

1.1 Create Fair, Transparent, Accessible and Efficient Application Process

1.1.1 FARPACKTA Tech Solutions

In support of PEO’s FARPACKTA roadmap and in support of continued operational improvements, PEO staff continue to implement changes to our application portal to enhance the applicant experience, including a streamlined process for transfer applications set for delivery in late 2024. This will automate various components of the process, resulting in an application process that is efficient and easier to use, has greater stability and security and will help continue to ensure compliance with regulatory standards.

1.1.2 FARPACKTA Process (Licensing and Compliance)

PEO reached a key milestone in April, when the Licensing team approved the first four non-CEAB applicants for licensure in the FARPACKTA-compliant process. In addition, Licensing continues to meet the registration timelines under FARPACKTA. Notably, PEO is surpassing the six-month requirement and making registration decisions in approximately three months, on average, from the receipt of complete applications.

As a result of continued progress against the Inventory Management Plan, the total number of legacy applicants decreased substantially to 24,868 as of May 1, primarily due to the closure of inactive applications. Of these applicants, the number of processable legacy files is approximately 20,000, excluding applicants that haven’t yet accumulated 48 months of engineering experience.

65

Average clearance rate of files per week

In addition, the number of files awaiting initial academic assessment was 1767 on May 13. Under the assumption that assessments continue at their current rate of 65 files per week, on average, the projected completion is tentatively by late November of this year.

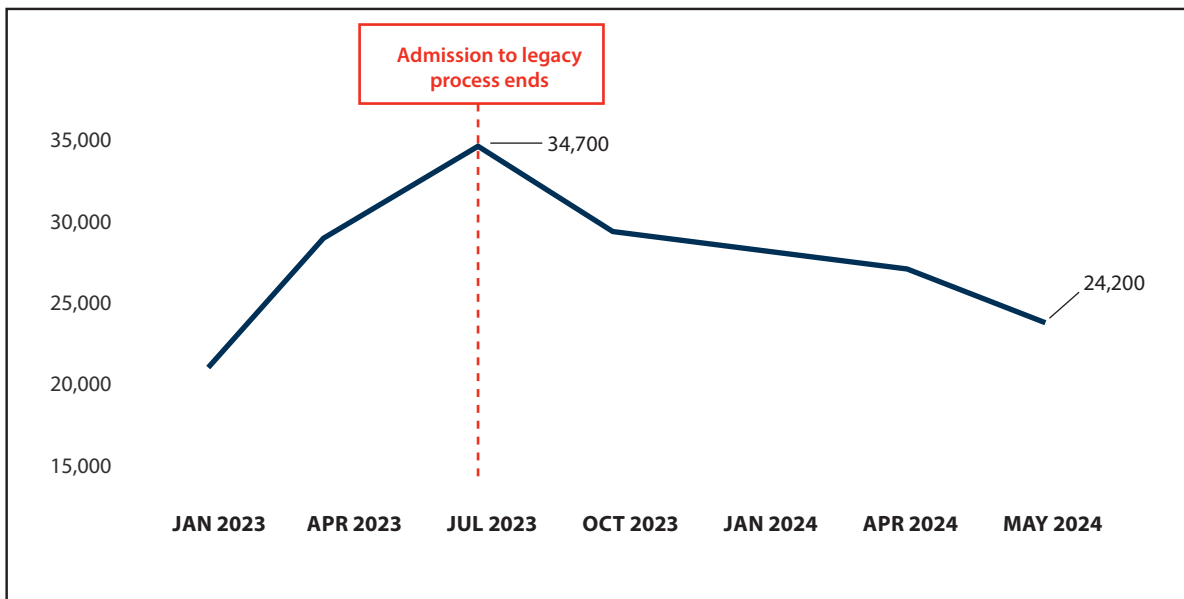
OPTIMIZE ORGANIZATIONAL PERFORMANCE

2.2 Ensure Adequate IT; Data Collection/Management

2.2.1 Digital Transformation Roadmap and

2.2.2 Data Governance Model

In support of PEO’s digital transformation roadmap and in a continued effort to strengthen cybersecurity, staff have introduced numerous operational improvements to enhance threat and risk monitoring and response functions. Further, we continue the journey to strengthen our architecture in alignment with international cybersecurity standards, including the National Institute of Standards and Technology Cybersecurity Framework and ISO 27001. Additionally, cybersecurity awareness training is now offered to all Council members.



*including those awaiting to complete their 48 months of engineering experience.

Figure 3: Total number of legacy P.Eng. applicants per quarter.

As part of PEO's data governance initiatives, we are continuing to evolve our organizational data warehouse to enable the generation of key insights to inform planning and decision making. Initial results of these efforts include additional reporting and dashboard capabilities to support organizational business intelligence.

2.3 Review/Improve Communication and Business Processes; Ensure They Reflect EDI Values

2.3.5 Modernize Budget Processes

As part of several ongoing projects to support the operationalization of the current strategic plan, a web-based budgeting tool has been implemented for the preparation of PEO's budgets effective this year. The tool includes expanded capabilities to support financial modelling and forecasting and will support improved efficiency of the budgeting processes, as well strengthening PEO's evidence-based approach to budget management.

IMPLEMENT GOVERNANCE IMPROVEMENT PROGRAM

3.2 Ensure Committee/Council Evidence for Decision-Making

3.2.2 Risk Management Framework

In February, Council approved PEO's Enterprise Risk Management Policy (ERM) in support of an effective enterprise risk-management program. Per Council's decision, its role is to oversee a comprehensive ERM program to monitor key risks to organizational objectives, with the executive leadership team being responsible for identifying, assessing and operationalizing the program. Since February, staff have created a risk register that will provide a summary of strategic, organizational risks. The risk register supports effective risk management through regular reviews and analysis of risks and their corresponding controls and mitigations. As decided by Council, the risk register will be presented and discussed at the November meeting of the Audit and Finance Committee, with a subsequent review by Council.

REFRESH VISION; ENSURE STAKEHOLDERS SEE PEO VALUE

4.1 Dialogue With Members and Stakeholders

4.1.3 Stakeholder Engagement Session(s)

PEO's Strategic Stakeholder Advisory Group (SSAG) held its inaugural meeting on May 29. The SSAG is a new and intentional way to engage with its stakeholders to support its regulatory policy development process. The group received orientation on practices for advising effectively on regulatory policy and PEO's policy development framework and was given an overview of corporate priorities and structure, including the responsibilities of the Policy and Governance division and External Relations department.

The 14 volunteers selected will serve a two-year term and will be engaged as needed to discuss and review information related to key regulatory policy initiatives, such as the engineering intern program and mandatory continuing professional development. The SSAG will help staff assess the validity and thoroughness of various policy approaches that might be under consideration, as well as provide feedback, identify potential gaps or areas for concern and help ensure that a diversity of stakeholder perspectives is captured.

SSAG members were drawn from various areas of Ontario's engineering community. The aim is to reflect the diversity of the profession as well as to include members of traditionally underrepresented disciplines. The inaugural members of the SSAG are:

- Iad Abdul-Rahman, PhD, P.Eng, PMP, PLP, AME, aviation consultant, Aviation Leed Consulting Company;
- Parisa Bahrami, P.Eng., PMP, CCE, clinical engineer, Children's Hospital of Eastern Ontario;
- Sneha Bernard, P.Eng., project lead, Natural Resources Canada;
- Mymoon Bhuiyan, engineering student, McMaster University;
- Colleen Follis, P.Eng., responsible tailings facility engineer, Vale Base Metals;
- Dalia Hanna, PhD, P.Eng., PMP, associate dean, School of Social and Life Science, Sheridan College;
- Inga Hipsz, P.Eng., regional vice president, CSA Group;
- Anil Lal, P.Eng., manager, engineering & technical services, TSSA;
- Andrew Naassan, P.Eng., field engineering manager, Bruce Power;
- Joshua Pope, P.Eng., founder, board member and CEO, Trajekt Sports Inc.;
- Stephanie Price, P.Eng., FEC, CAE, executive director, Federation of Medical Regulatory Authorities of Canada;
- Joel Primeau, P.Eng., HBDP, president and chief instructor, Delta Competence
- Eva Wu, P.Eng., lead software engineer, PICCO Engineering Ltd.; and
- Kaoru Yajima, P.Eng., PE (Oregon), senior project engineer, Regional Municipality of Waterloo



3/4

Quarterly indicators reporting green, or favourable.

GOVERNANCE SCORECARD

The Governance Scorecard plays a key role in the management and oversight of PEO’s operational activities and priorities. The Governance Scorecard reports on 12 quantitative indicators aligned to PEO’s core functions of Regulatory Operations, Policy, Strategy and Finance and Talent Management and Corporate Administration.

The Q1 2024 Governance Scorecard outlines the targets and thresholds for all 12 indicators. In addition, this scorecard reports on four quarterly indicators from January to March 2024. Three of the four indicators are reporting green, or favourable, against their target; and one as yellow, or slightly below target. The remaining eight indicators are not reportable for this period and further updates on these indicators will be provided throughout the year.

The PEO Governance Scorecard continues to improve accountability, transparency and evidence-based decision-making processes across the organization. In Q2, several PEO departments began development of cascading operational scorecards with industry-informed benchmarks to support modernization and organizational effectiveness initiatives.

Q1 2024 PEO Governance Scorecard										
										Reporting Period: Jan to Mar 2024
#	Indicator Name	Operational Definition	Reporting Frequency	Category	Status	Desired Direction	2024 Target	2024 Threshold	Q1 2024 Value	Status Descriptions
1	Acknowledgment of Complete Applications Within Target (C), (F)	Number of received applications acknowledged as complete within 10 days divided by all applications received during the reporting period.	Quarterly	Regulatory Operations		↑	80%	80%	100%	All completed applications reviewed within 10-day period.
2	Registration Decisions Within Target (C), (F)	Number of P.Eng. and Limited Licence applications for whom a registration decision is made within the required timeframe divided by all registration decisions made during the reporting period.	Quarterly	Regulatory Operations		↑	90%	80%	100%	All registration decisions issued within required period.
3	Registration Decisions Within Target – P.Eng. Transfers (C), (F)	Number of registration decisions made within 30 days for the P. Eng. transfer applications divided by all registration decisions received during the reporting period.	Quarterly	Regulatory Operations		↑	100%	90%	96%	PEO is identifying process improvement opportunities to meet compliance requirements and improve processing times.
4	Mandatory PEAK Compliance Rate (C)	Compliance rate, expressed as a percent, for elements 1 and 2 of the mandatory Practice Evaluation and Knowledge (PEAK) Program. The program has three elements: 1) practice evaluation, 2) professional practice module, 3) the continuing professional development report.	Annually	Regulatory Operations		↑	90%	80%	N/A	Update to be provided after the reporting year has passed.
5	30x30 Licensure Rate (C)	Number of newly licensed female-identifying engineers divided by the total number of newly licensed engineers.	Annually	Policy		↑	30%	21%	N/A	Update to be provided after the reporting year has passed.
6	Updated Standards and Guidelines (C)	The percent of standards, guidelines and policies reviewed within the last five years.	Annually	Policy		↑	90%	70%	N/A	Update to be provided after the reporting year has passed.
7	Strategic Initiative Completion (C)	The total number of strategic initiatives completed during the reporting period divided by the total number of strategic initiatives planned for the year.	Annually	Finance and Strategy		↑	90%	80%	N/A	Update to be provided after the reporting year has passed.
8a	Year to Date Forecast Budget Revenue Variance (C)	The variation, in percent, of the actual year-to-date revenue compared to the year-to-date forecast budget.	Annually	Finance and Strategy		↑	2%	-10%	N/A	Update to be provided after the reporting year has passed.
8b	Year to Date Forecast Budget Spend Variance (C)	The variation, in percent, of the actual year-to-date spend compared to the year-to-date forecast budget.	Annually	Finance and Strategy		↓	5%	-10%	N/A	Update to be provided after the reporting year has passed.
9	Days Cash on Hand (C)	This indicator is calculated by first determining the total amount of unrestricted cash / cash equivalent funds available and dividing it by annual operating expenses minus depreciation expenses. This denominator is then divided by 365.	Quarterly	Finance and Strategy		↑	180	90	541	PEO maintains a favourable cash-on-hand position to sustain its core operations.
10	Employee Engagement Rate (C)	Engagement score is calculated by adding the agree and strongly agree scores and dividing it by the number of questions.	Annually	Talent Management and Corporate Administration		↑	70%	68%	N/A	Update to be provided after the reporting year has passed.
11	Staff Turnover (C)	The number of full-time permanent employees as of January 1 minus the number of voluntary departures prior to December 31 divided by the total number of full-time permanent employees as of January 1.	Annually	Talent Management and Corporate Administration		↓	15%	18%	N/A	Update to be provided after the reporting year has passed.
12	Year-End Performance Review Completion (C)	The number of completed performance management forms completed by December 31 divided by the total number of eligible employees.	Annually	Talent Management and Corporate Administration		↑	99%	95%	N/A	Update to be provided after the reporting year has passed.

Legend

Status Definitions

- Performance on target
- Performance slightly below target
- Performance significantly below target
- Target development in progress

Notes

- 1) Indicators required under FARPACTA legislation are identified with an (F) label
- 2) Indicators reported to Council are identified with a (C) label

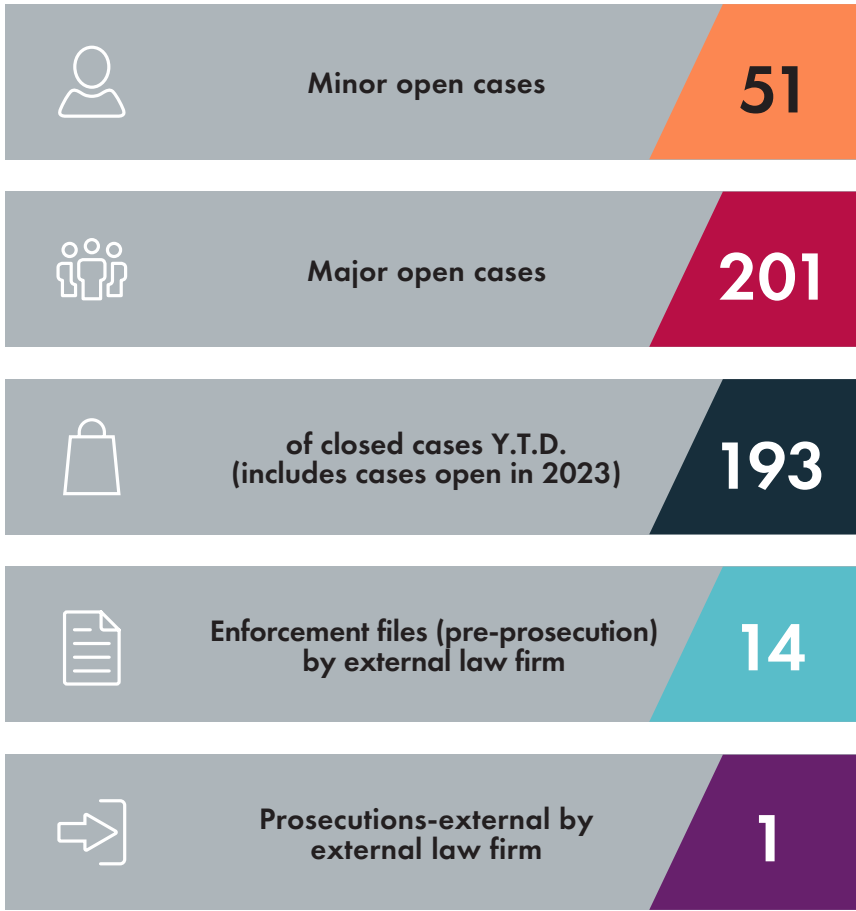
Figure 4: Governance Scorecard.

Unlicensed Practice

In co-operation with the Complaints and Investigations team, Unlicensed Practice continues to evaluate improvements to reporting processes in support of providing timely metrics and the efficient deployment of investigative and prosecution resources.

Unlicensed Practice continues to diligently pursue prosecution of an unlicensed individual facing multiple allegations of defrauding the public by holding themselves out as an engineer to secure renovation contracts. This individual has been evasive since last year, having been previously convicted for similar activities in 2018. The hearing took place May 28, 2024.

Notably, PEO had a considerable enforcement victory when Mr. Justice Callaghan awarded costs of over \$88,000 to PEO from another unlicensed individual who was passing himself an engineer and using an engineer’s seal. “His actions are clearly a flagrant and deliberate snub to the statutory intent of the Act and a violation of his undertaking,” Justice Callaghan wrote in his decision. “His actions are not only confusing to the public but potentially harmful to those who rely on him for engineering services for which he is neither licensed, insured nor regulated.”



	2022	2023	2024 (April 30)
Complaints Committee (COC) Caseload			
Filed Complaints ¹ not disposed of by COC at previous year-end	105	120	160
Complaints Filed (PEA s. 24. 1(a)) during the Year	96	90	32
Total Caseload in the Year	201	210	192
Total Filed Complaints Disposed of by COC in the Year (for details see <i>COC's Disposition of Complaints</i> below)	81	50	5
Total Filed Complaints Pending for COC Disposition (for details see <i>Status of Active Filed Complaints</i> below)	120	160	187
COC's Disposition of Complaints			
Direct that the matter be referred, in whole or in part, to the Discipline Committee. (PEA s. 24. 2(a))	13	11	0
Direct that the matter not be referred. (PEA s. 24. 2(b))	35	30	5
Take such action as COC considers appropriate in the circumstances and that is not inconsistent with this Act or the regulations or by-laws. (PEA s. 24. 2(c))	33	9	0
COC's Timeliness Regarding the Disposition of the Complaint²			
Complaint disposed of within 90 days of filing	0	0	0
Complaint disposed of 91–180 days of filing	3	1	0
Complaint disposed of after more than 180 days of filing	78	49	5
COC Processing Time – Days from Complaint Filed to COC Disposition (12 mo. rolling avg.)			
Average # Days	554	509	614
Minimum # Days	154	176	252
Median # Days	414	427	594
Maximum # Days	1766	1761	1761

Figure 5: Complaints and Investigations Statistics

¹ Signed Complaint Form filed with the registrar.

² Days from Complaint Filed to date COC Decision is signed by COC chair.

STATUS OF ACTIVE COMPLAINTS

Active Filed Complaints–Total		187
Complaints filed more than 180 days ago	140	140
Pending Approval and Reason regarding COC Decision	75	
Complaints under active consideration by COC	22	
Completed Investigation ready for COC consideration	7	
Regulatory Compliance Investigation	36	
Complaints filed 91–180 days ago	18	
Pending Approval and Reason regarding COC Decision	0	
Complaints under active consideration by COC	0	
Completed Investigation ready for COC consideration	1	
Regulatory Compliance Investigation	17	
Complaints filed within the past 90 days	29	
Pending Approval and Reason regarding COC Decision	0	
Complaints under active consideration by COC	0	
Completed Investigation ready for COC consideration	0	
Regulatory Compliance Investigation	29	

Figure 6: Status of Active Filed Complaints

Review by Complaints Review Councillor (PEA s. 26. (s))

Where a complaint respecting a member of the Association or a holder of a certificate of authorization, a temporary licence, a provisional licence or a limited licence has not been disposed of by the Complaints Committee within 90 days after the complaint is filed with the registrar, upon application by the complainant or on her own initiative the complaints review councillor may review the treatment of the complaint by the COC.

Glossary of Terms

Complaint Filed–Signed Complaint Form filed with the registrar.

Complaints and Investigation Statistics as at April 30, 2024

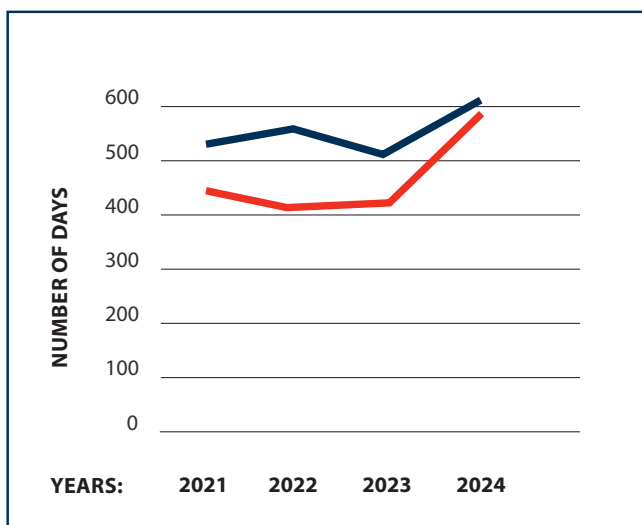


Figure 7: Complaint File Processing Times as of April 30, 2024

— AVERAGE # DAYS
— MEDIAN # DAYS

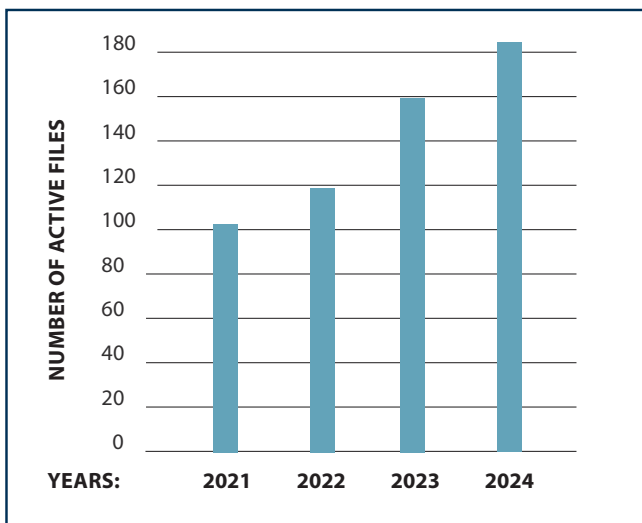


Figure 8: Number of Active Complaints Files, Year End 2021–2023 and YTD 2024

FINANCE

For the three months ending March 31, 2024, revenues earned amounted to \$8.8 million, while expenses incurred totaled \$7.4 million, resulting in an excess of revenue over expenses of approximately \$1.3 million, as shown in Figure 9. The \$200,000 favorable variance in revenue is largely attributable to a higher-than-expected investment income.

Total expenses for the three months ending March 31, 2024, amounted to \$7.4 million, compared to a budgeted spend of \$8.1 million, resulting in a favourable variance of \$640,000. This favourable variance

is mainly due to lower expenses incurred by PEO chapters and lower-than-expected spend-on-purchased services and volunteer business expenses.

Figure 10 shows cash reserves of approximately \$10.9 million and an investment portfolio of \$29.8 million as of March 31, 2024, in comparison to cash reserves of \$8.6 million and an investment portfolio of \$27.8 million, respectively as of March 31, 2023.

	2024 Actual	2024 Budget	Variance Actual vs Budget
TOTAL REVENUES	\$8,764,523	\$8,602,688	\$161,835
Operations expenses	\$6,940,212	\$7,492,909	\$552,697
Sp. projects and strategic plan exp.	\$485,412	\$573,031	\$87,619
TOTAL EXPENSES	\$7,425,624	\$8,065,940	\$640,316
EXCESS OF REV OVER EXP	\$1,338,899	\$536,749	\$802,150

Figure 9: Revenues and expenses as of March 31, 2024.

	2024 Actual	2023 Actual	Variance Actual Vs Actual
Cash	\$10,852,054	\$8,622,363	\$2,229,691
Other current assets	\$625,486	\$759,805	-\$134,319
Marketable securities	\$29,774,637	\$27,839,664	\$1,934,973
Capital assets	\$26,915,368	\$28,095,320	-\$1,179,952
TOTAL ASSETS	\$68,167,545	\$65,317,152	\$2,850,393
Current liabilities	\$15,061,792	\$15,695,023	\$633,231
Long-term debt	-	\$90,705	\$90,705
Employee future benefits	\$12,061,100	\$13,260,100	\$1,199,000
Net assets	\$41,044,653	\$36,271,324	\$4,773,329
TOTAL LIABILITIES & NET ASSETS	\$68,167,545	\$65,317,152	\$2,850,393

Figure 10: Assets and liabilities as of March 31, 2024.

Remissions and Resignations

As of March 31, 2024, the data in Figure 11 shows that the total number of P.Engs in fee remissions was approximately 12,855, in comparison to 13,352 as of the same period in 2023. The number of resignations as of March 31, 2024, was 444 as compared to 776

resignations as of March 31, 2023. Additionally, the number of P.Engs as of March 31, 2024, remained largely unchanged at approximately 87,452 in comparison to 87,489 reported on March 31, 2023.

	YTD March 2024	YTD March 2023
Members seeking remission	917	775
Total members in fees remission	12,855	13,352
Members resigned	444	776
Total P.Engs	87,452	87,489

Figure 11: Estimated Remissions and Resignations as of March 31, 2024.

CUSTOMER SERVICE

In the first quarter of 2024, PEO's Customer Service Level One Team addressed 12,536 tickets (11,484 emails, 944 calls and 108 walk-in requests) and were able to resolve 69 per cent of all inquiries at the first point of contact. Data collected by the Customer Service Level One Team continues to be shared across PEO departments to support information sharing, process improvements, and the identification of opportunities to address issues and better serve our customers.

Reporting capabilities now include the results of a post-response survey for queries to sent to the Customer Service team. Preliminary results to this voluntary survey are promising, with respondents indicating a 100 per cent post-resolution satisfaction rate.

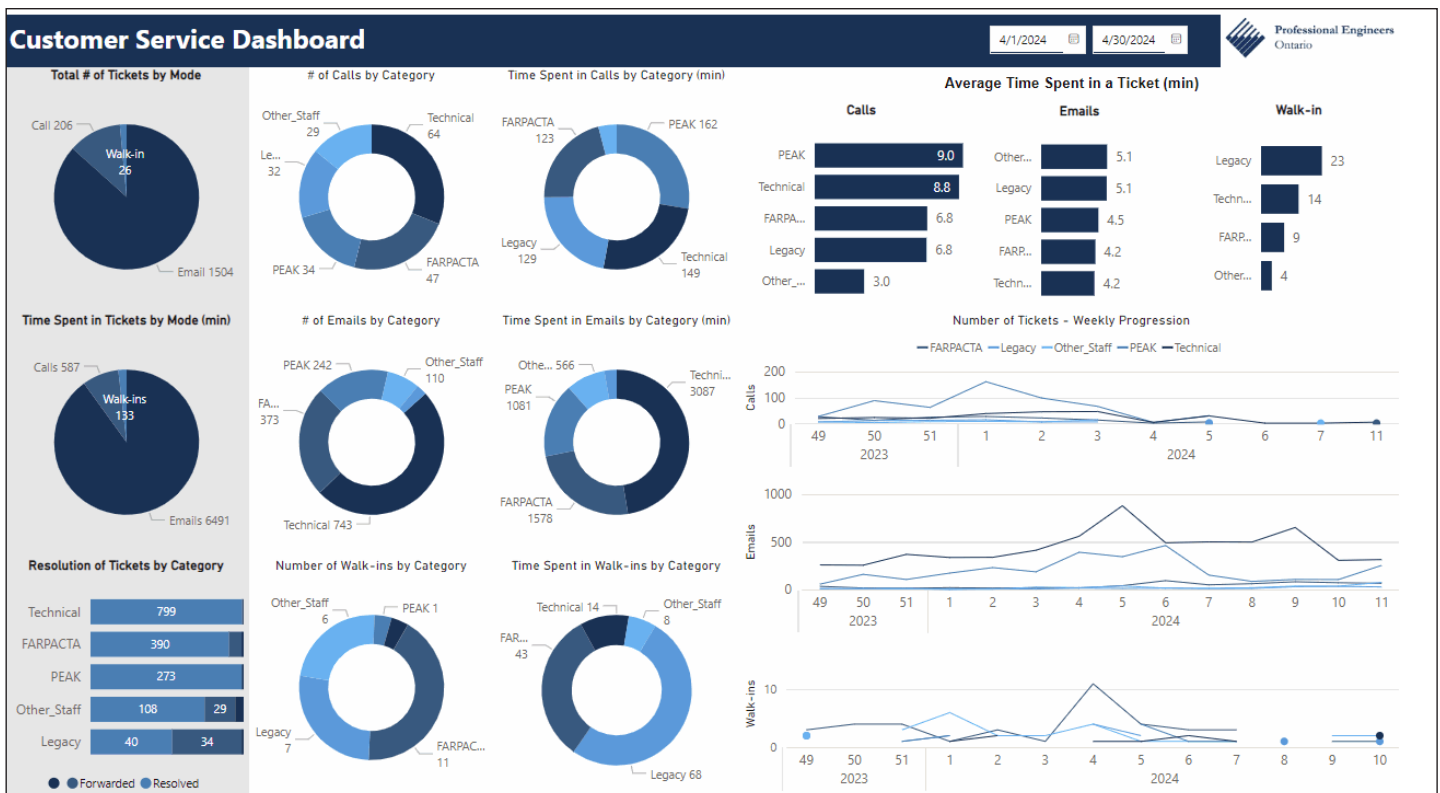


Figure 12: Customer Service Dashboard

Continuing Professional Development

METRICS FOR	JUNE 2024	2023 YEAR END
	*fee remissions exempt from PEAK	*incl. fee remissions
Total eligible users	73, 135	82, 317
Completed Practice Evaluation and Professional Practice Model at least once this year	73.9% completed PE and PPM 5.3% in progress 20.8% not yet started	76.5% completed PE and PPM 23.5% did not complete
Compliance	5.3% with all 3 elements 90% with only 2 elements	51% with all 3 elements *
Declaration	66.7% practising 12.5% not practising 20.8% no declaration	63% practising 20% not practising 17% no declaration

Figure 13: PEAK Participation as of June 2024.

We are approaching the midpoint of the second year of our mandatory CPD program, PEAK. As of late May 2024, PEAK compliance has increased to a point where nearly 80 per cent of eligible licence holders have started the first two elements, the Practice Evaluation (PE) and the Professional Practice Module (PPM), with the vast majority having completed both elements. Additionally, 6 per cent of those eligible have reported all of their assigned CPD hours, which do not need to be reported until year end.

The most recent email reminder, which was sent to eligible licence holders on May 16, generated a 2 per cent increase in compliance in approximately one week. This improvement is expected to continue as mailed reminders are received by those without valid email addresses. Additional email and paper reminder notices will continue to be sent at regular intervals, and compliance will be tracked accordingly.

Meanwhile, plans for enforcement of PEAK obligations in the coming months through administrative suspensions and, eventually, audits are progressing. Administrative suspensions will not be imposed until efforts to achieve compliance have been exhausted and the level of compliance itself is sufficiently high to provide assurance that all eligible licence holders are at least aware of the obligation, even if they have chosen not to comply. PEAK questions continue to be addressed via the Customer Service team, with significant issues being escalated to PEAK staff.

PEO has also signed a memorandum of understanding with a number of other provincial and territorial regulators to help facilitate the mutual recognition of applicable CPD hours for applicants licensed in multiple Canadian jurisdictions. There will be operational mechanisms in place to facilitate this and to ensure that the quality of PEAK is not diluted.



CHAPTERS

Event Engagement Model

The North Bay Chapter, together with OACETT’s Near North Chapter, co-hosted their 53rd Annual Engineering Symposium on April 19. This year’s theme, *Engineering in a World With Artificial Intelligence*, included an exciting slate of speakers who shared insights with the events’ over 100 attendees. The symposium provided an excellent opportunity for networking and inspired discussions on AI from many perspectives. This was the first opportunity for the executive leadership team to visit to the Northern Region under our new Event Engagement Model (EEM), which we unveiled last fall. Americo Viola, P.Eng., vice president of regulatory operations and deputy registrar; and Arun Dixit, P.Eng., vice president of digital transformation and corporate operations attended the symposium with the latter serving as one of the events’ speakers.

Moreover, we continue to exceed our year-to-date EEM targets, which 9 visits having been completed by the end of June.

REGION	2024 TARGET	2024 ACTUAL
East Central	2	2
Eastern	2	2
Northern	2	1
West Central	2	3
Western	2	2
ALL CHAPTERS	12	9

Figure 14: Event Engagement Model numbers. Regions visited and planned visits as of June 2024.

AT THE 2024
HALFWAY POINT



Visit each region twice:
9/10 regional visits



Visit 12 Chapters:
9/12 Chapters visited



EVERY MOMENT MATTERS

In honour of National Volunteer Week, PEO recognizes and thanks our volunteers, including those who serve on Council, committees and their subcommittees, task forces and the Government Liaison Program; and PEO chapter leaders and volunteers, as well as those who represent PEO on external boards and advisory groups and participate in chapter-sponsored programs.



NATIONAL VOLUNTEER WEEK
APRIL 14-20, 2024

Volunteer Week

April 14 to 20 was National Volunteer Week, with Volunteers Canada commemorating the occasion with the hashtag #EveryMomentMatters. Over 900 individuals make the intentional decision to give their time, expertise and moments to PEO. To acknowledge these contributions and offer messages of gratitude, a special thank-you gift was sent to all volunteers. Additionally, PEO produced a special video, which featured thank you greetings from the CEO/Registrar and Past President Roydon Fraser and was shared through our social media channels and played at our AGM.

Volunteer Service RECOGNITION

In honour of National Volunteer Week, PEO recognizes and thanks our volunteers, including those who serve on Council, committees and their subcommittees, task forces and the Government Liaison Program; and PEO chapter leaders and volunteers, as well as those who represent PEO on external boards and advisory groups and participate in chapter-sponsored programs.



NATIONAL VOLUNTEER WEEK APRIL 14-20, 2024