



Land Title and Survey Authority of BC **2016 Stakeholder Survey Report**

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METHODOLOGY

Methodology

The Land Title and Survey Authority of BC surveyed its stakeholders in 2009, 2011, 2014 and 2016 to measure satisfaction with the LTSA's services.

In both 2014 and 2016, email invitations to an online survey were sent to stakeholders by the associations representing each stakeholder group. In previous surveys, some of the email invitations were sent by the LTSA.

A summary of response rates from the 2014 and 2016 surveys is provided below.

| Industry | 2014 | 2016 | Net Difference | % Net Difference |
|--|------------|------------|----------------|------------------|
| Prov/Fed Gov't, First Nations, Utilities | 60 | 113 | +53 | +88% |
| Realty | 101 | 52 | -49 | -49% |
| Financial Services | 38 | 23 | -15 | -40% |
| Local Government | 117 | 109 | -8 | -7% |
| Legal Services | 209 | 352 | +143 | +68% |
| Land Surveying | 70 | 38 | -32 | -46% |
| Other | 21 | 31 | +10 | +48% |
| TOTAL | 616 | 718 | +102 | +17% |

Due to the differences in composition of the samples between years, caution should be used in interpreting any changes in the survey results.

The maximum margin of error for the total sample of 718 is $\pm 3.66\%$, at the 95% level of confidence.

In the following report, all data shown for attribute ratings using an “agree/disagree” or a “positive/negative” scale exclude “don’t know” responses.

Respondent Profile

| Part of province located in | |
|--|-----|
| Vancouver/ Coastal/Vancouver Coast and Mountains | 42% |
| Vancouver Island/The Islands | 24% |
| Cariboo Chilcotin Coast | 2% |
| Thompson Okanagan | 16% |
| Kootenay/BC Rockies | 5% |
| Northern British Columbia | 7% |
| Other | 3% |

| Industry | |
|---|-----|
| Legal Services | 49% |
| Government - Local | 15% |
| Government - Provincial/ Federal or Crown agency | 13% |
| Real Estate (Realty) | 7% |
| Land Surveying | 5% |
| Financial Services | 3% |
| Utility, telecommunications, oil or gas, or railway | 3% |
| Government - First Nations | - |
| Other | 4% |

| Number of employees | |
|---------------------|-----|
| 1 – 5 | 25% |
| 6 – 10 | 14% |
| 11 – 25 | 18% |
| 26 – 50 | 16% |
| 51 – 100 | 11% |
| 101+ | 15% |
| Don't know | 1% |

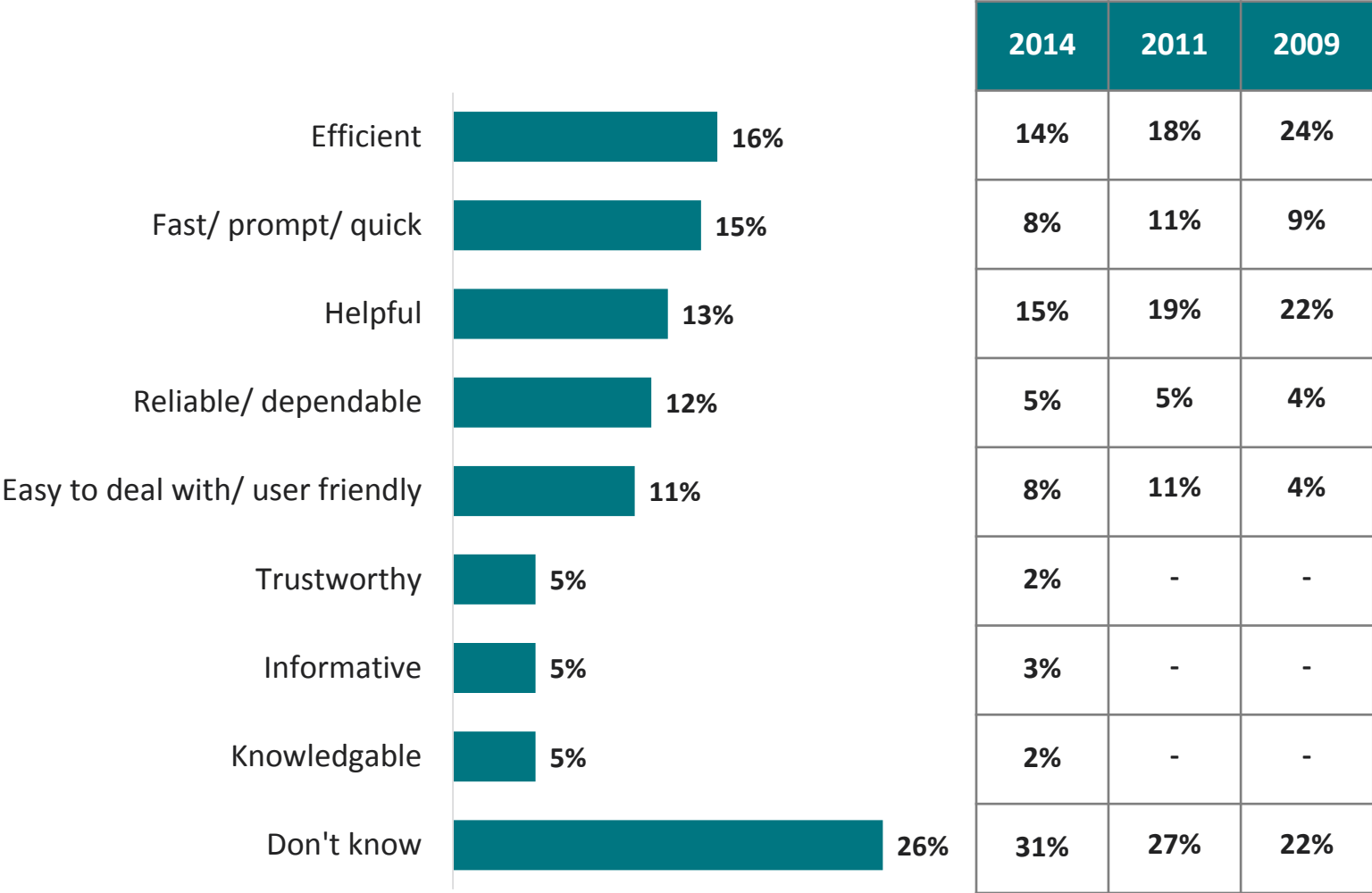
| Professional role | |
|---|-----|
| Employee of legal or notary firm | 31% |
| Lawyer, notary public | 19% |
| City Clerk/CAO/City Planner/Approving Officer | 16% |
| Federal/Provincial/Utilities | 5% |
| Land surveyor/Employee of land survey firm | 6% |
| Appraiser | 5% |
| Realty agent/broker | 5% |
| Historian/Researcher/Registry agent | 4% |
| Lending specialist, mortgage broker/ clerical staff with a lender | 3% |
| Other | 5% |

Base: All Stakeholders (2016: n=718)

DETAILED FINDINGS

Adjectives Used to Describe the LTSA

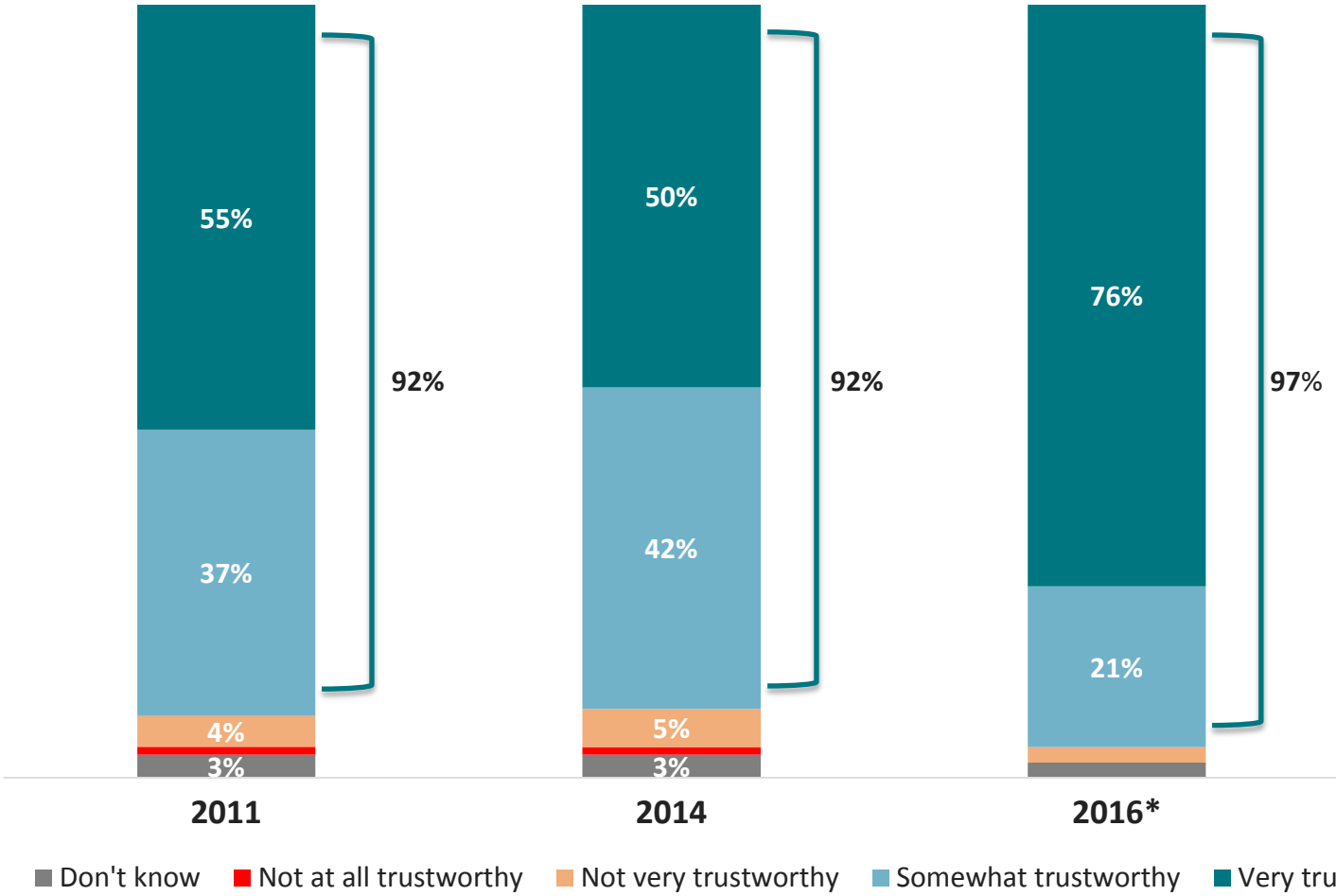
Q11. What are two or three adjectives you might use to describe the LTSA?



Base: All Stakeholders (2016: n=718; 2014: n=616; 2011: n=480; 2009: n=615)

Level of Trust in the LTSA

Q8. How would you describe your level of trust in the LTSA?

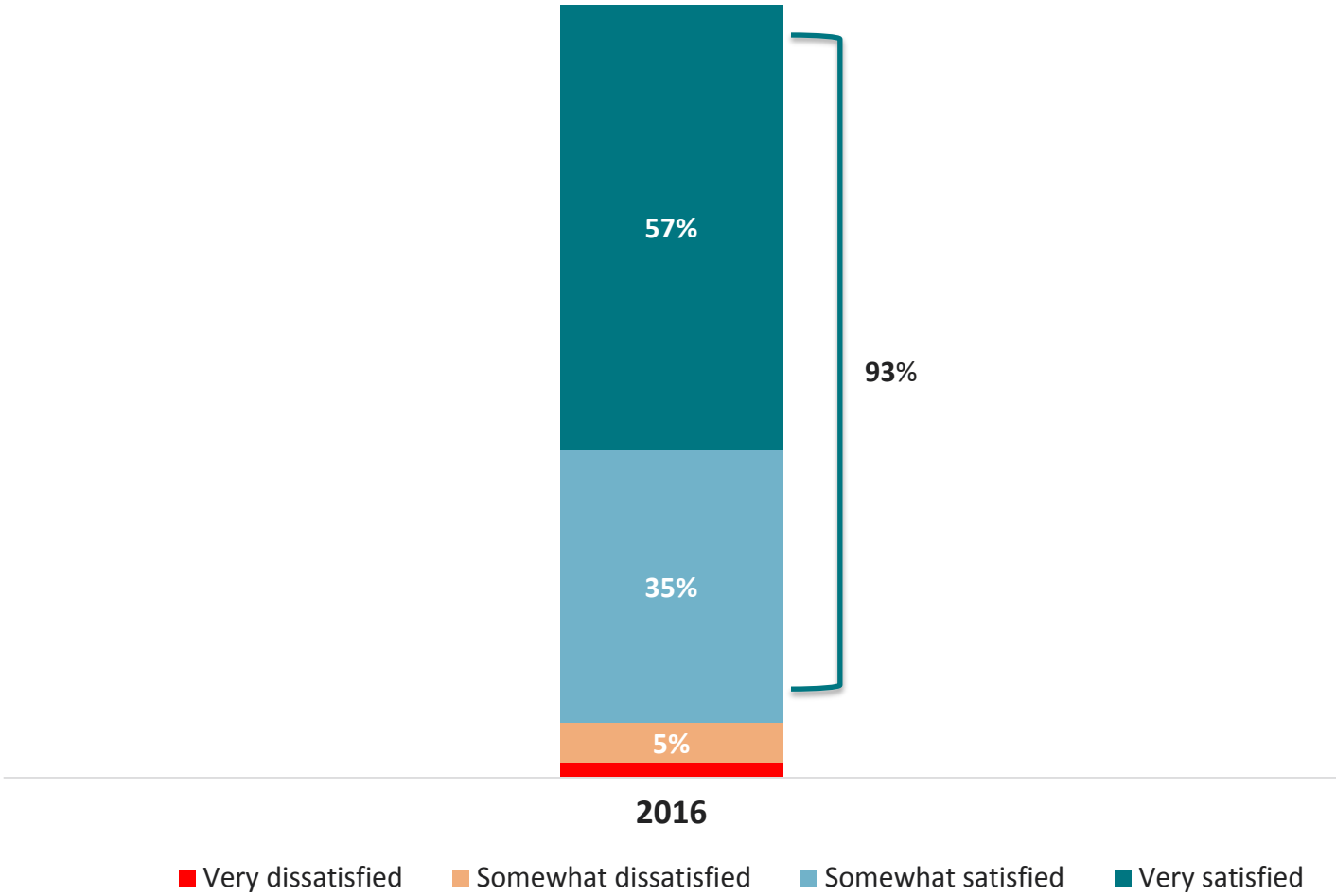


*2016 Revised scale

Base: All Stakeholders (2016: n=718; 2014: n=616; 2011: n=480)

Level of Satisfaction with the LTSA

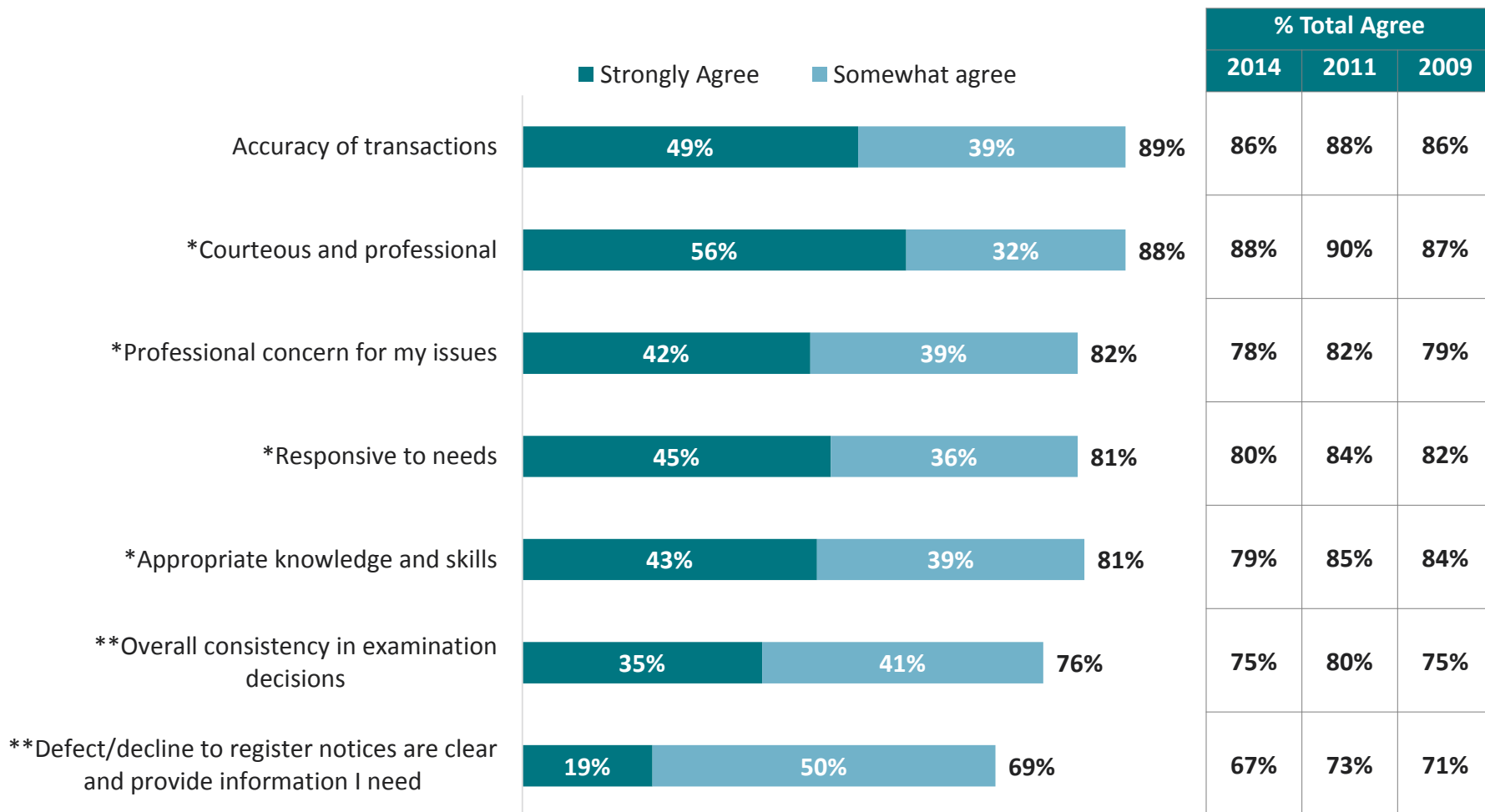
Q10. Considering all of your dealings with the LTSA, how satisfied are you with the organization overall?



Base: All Stakeholders: n=718

Land Title Offices – Customer Service Ratings*

Q12. Please indicate your level of agreement with each of the following statements about the land title offices.



* 'Don't know' responses excluded

Base: All Stakeholders (2016: n=718; 2014: n=616; 2011: n=480; 2009: n=615)

* Transaction Stakeholders only in 2016 (n=673)

** Submit Group only (2016: n=450; 2014: n=414; 2011: n=413; 2009: n=565)

Land Title Division

Suggestions for Improving Customer Service

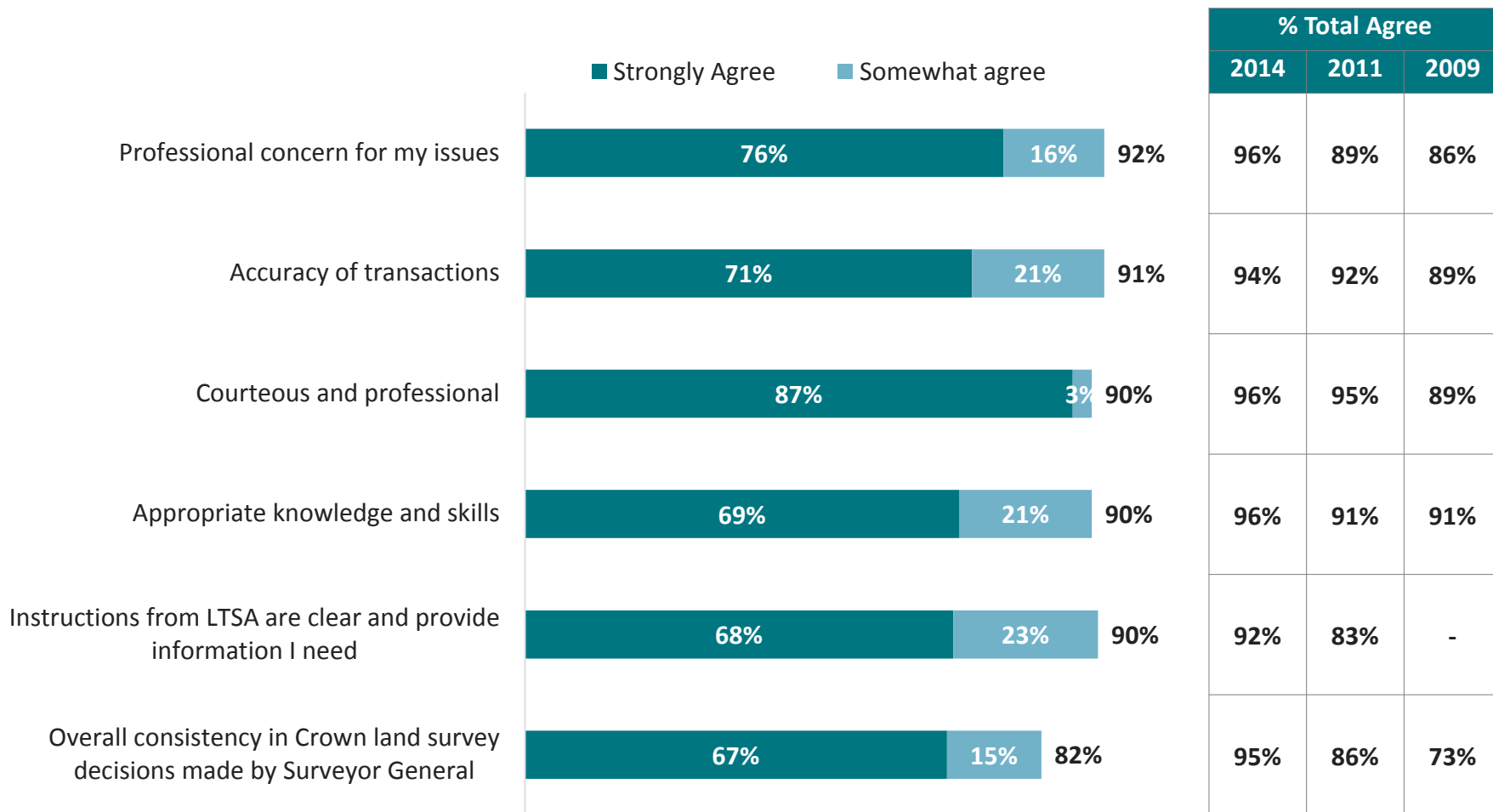
Q14. Overall, what suggestions (if any) do you have for improving the customer service offered by the land title office?

| Suggestions | All Stakeholders (n=718) |
|---|-----------------------------|
| Better trained/more knowledgeable staff | 5% |
| Be more consistent | 5% |
| Be more friendly/helpful | 4% |
| More personal contact/ Accessible agent | 4% |
| Provide clearer information | 3% |
| Give more details/ more information | 3% |
| Provide timely/ up-to-date communications | 3% |

Mentions of <3% not shown

Surveyor General Division – Customer Service Ratings*

Q15. Please indicate your level of agreement with the following statements about the LTSA's Surveyor General Division.

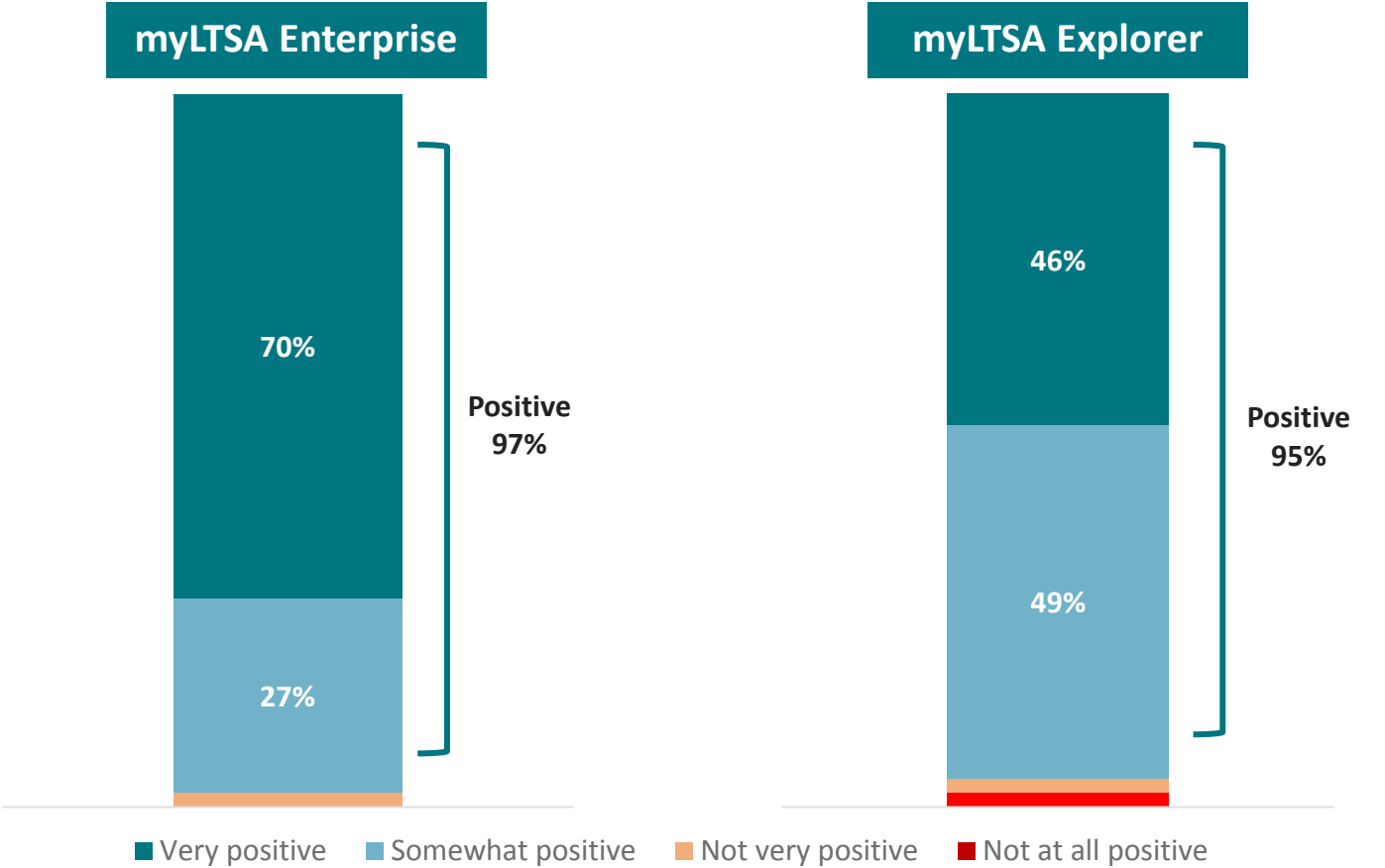


* 'Don't know' responses excluded
 ** CAUTION: small base size

Base: Land Surveyors (2016: n= 37-42**, 2014: n=62-71; 2011: n=137-142; 2009: n=186-194)

Rating of Experience with Using myLTSA

Q24. How has your experience been using myLTSA Enterprise account, billing or payment functions?
Q26. How was your experience using myLTSA Explorer?



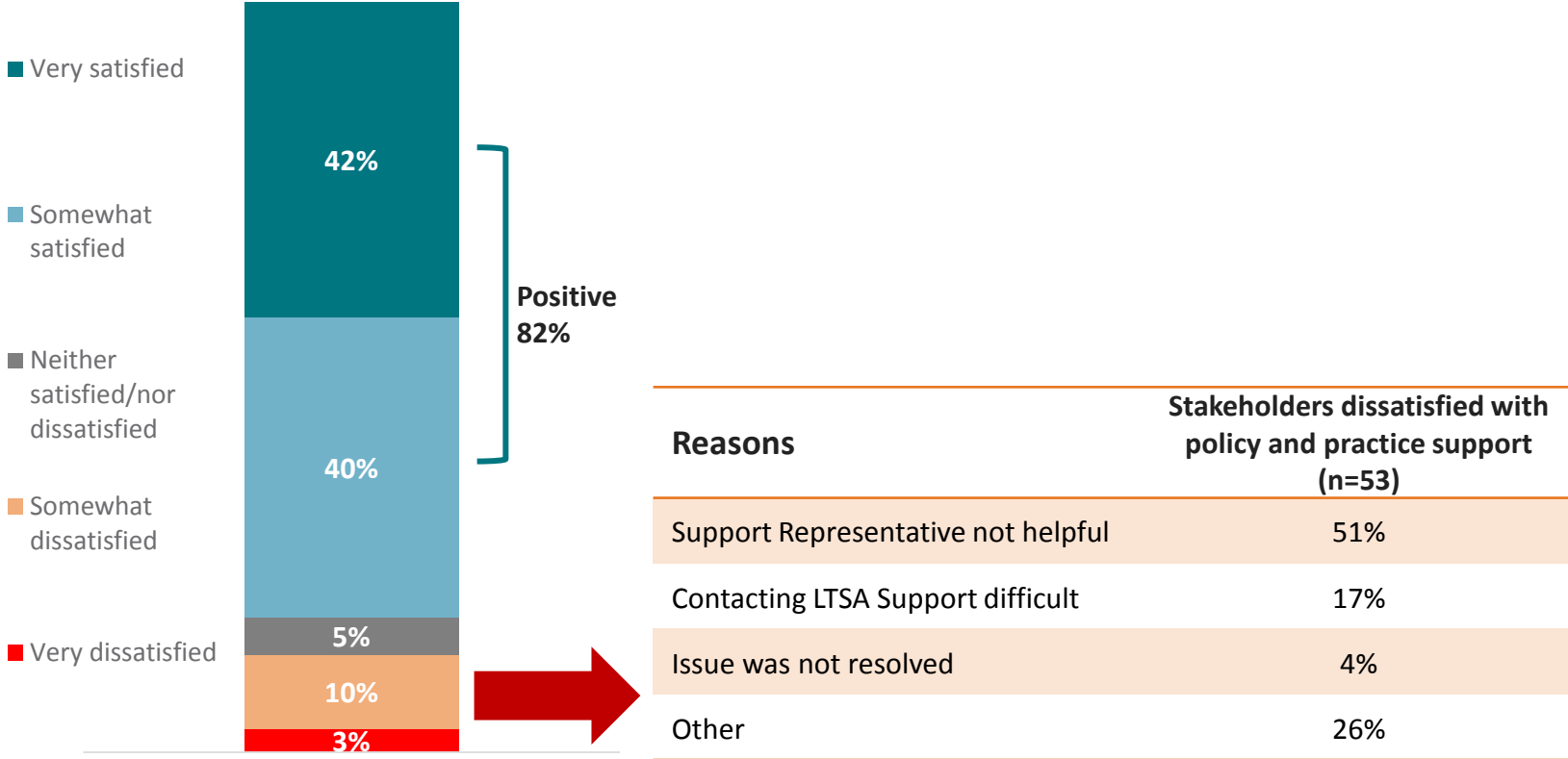
Base: Stakeholders with myLTSA Enterprise account (n=371)

Base: Stakeholders with myLTSA Explorer account (n=45*)

*Caution: small base size

Satisfaction with Policy and Practice Support

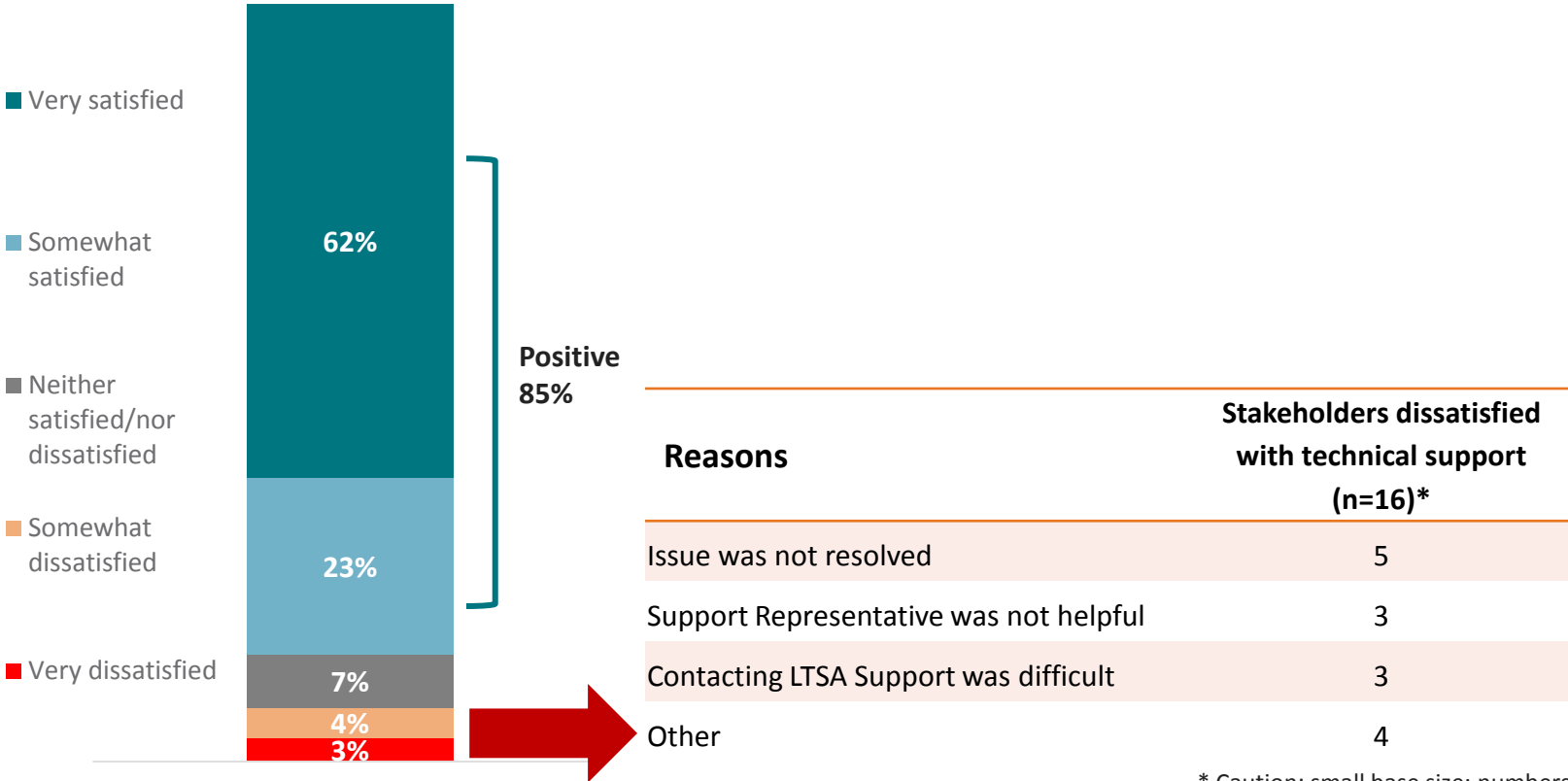
Q19. Please indicate your level of satisfaction with the policy and practice support you received.
Q20. What is the main reason you were dissatisfied with the policy and practice support you received?



Base: Transactional stakeholders who phoned/emailed LTSA about policy or practice Issue (n=405)

Satisfaction with Technical Support

Q22. Please indicate your level of satisfaction with the technical support you received:
Q23. What is the main reason you were dissatisfied with the technical support you received?

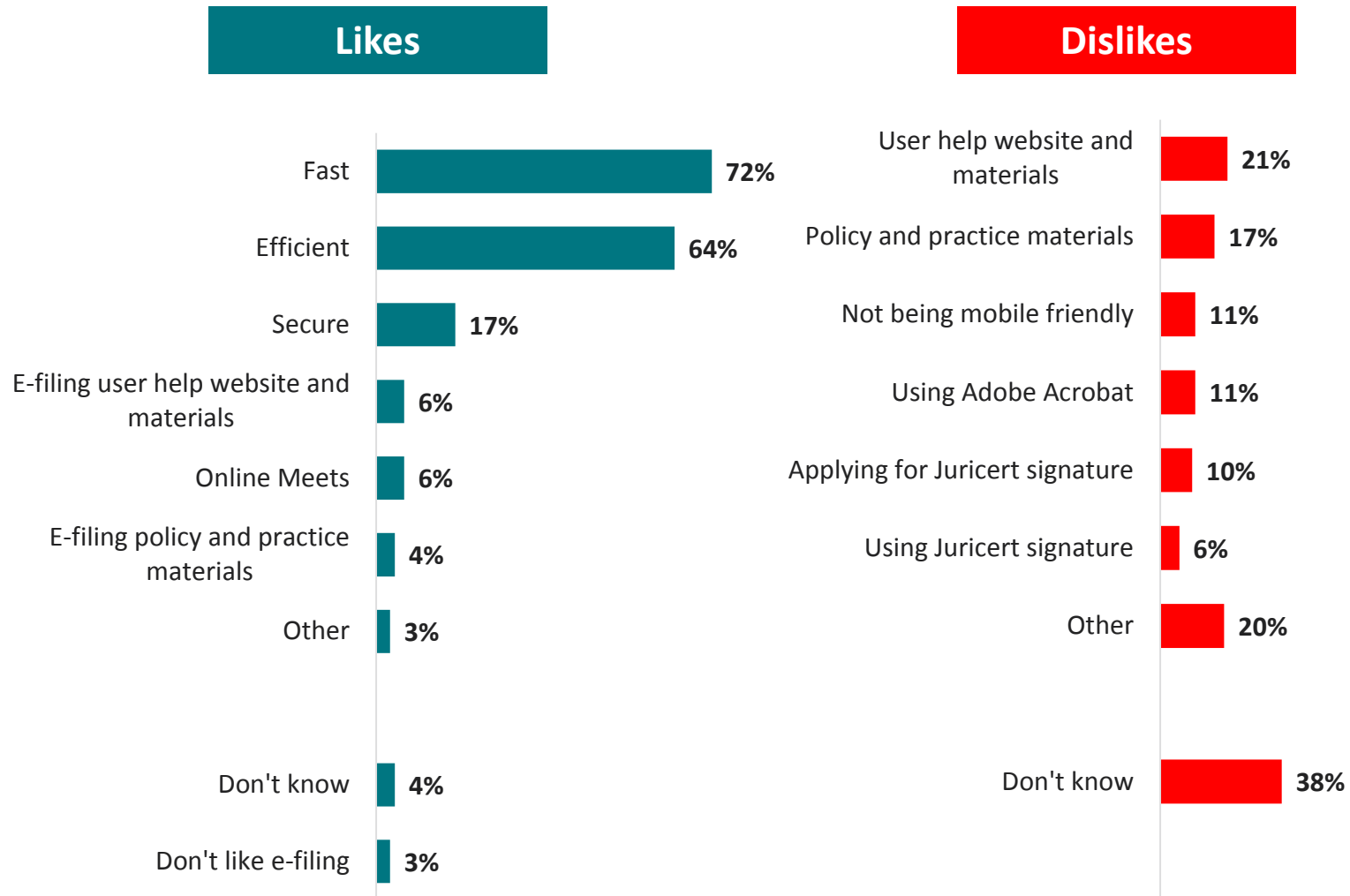


* Caution: small base size; numbers shown reflect counts, not percentages

Base: Transactional stakeholders who phoned/emailed LTSA for technical support (n=203)

Likes and Dislikes about Electronic Filing

Q28. What do you like about the LTSA Electronic Filing System?
Q29. What do you dislike about the LTSA Electronic Filing System?



Base: Submit group stakeholders (n=450)

LTSA – Learnings

- **Increase examination consistency**
- **Clarify defect notices**
- **Improve user help and policy /practice materials and make them more accessible**