

LTSA ANNUAL REPORT 2019/2020

APPENDIX 1: GOVERNANCE REPORT



Board Activities and Function

Summary of Board and Committee Meetings and Outcomes

Stakeholder Advisory Committee

BOARD ACTIVITIES AND FUNCTIONS

As required by Section 26(4)(f) of the Land Title and Survey Authority Act, outcomes resulting from Board and Board Committee meeting deliberations during the 2019/20 fiscal year are outlined in the tables on the following pages [Audit and Finance (AF), Governance and Human Resources (GVHR) New Ventures (NV) and Board (BD)].

LTSA Bylaws and Operating Agreement

In 2019/20, the Board undertook the following Bylaw amendments:

- Skills and Experience Profile – authorized amendments to Schedule A to reflect minor adjustment to ‘entrepreneurship’ skill/experience to clarify language to be in effect June 7, 2019;
- Board Compensation – authorized amendments to Part 5 (Directors’ Remuneration and Reimbursement) to reflect:
 - removal of the Reduced Meeting Fee to be in effect September 6, 2019;
 - CPI increase of 2% to all Director compensation amounts to be in effect April 1, 2020;
- New Stakeholder Advisory Committee (SAC) Membership – authorized amendments to Section 9.2 to approve the BC Notaries Association as a new member organization on the SAC to be in effect September 6, 2019;
- New Committee of the Board – authorized amendments to Section 7.5 (Mandated Committees) to establish a New Ventures Committee of the Board with effect September 6, 2019;
- LTSA Fees – authorized amendments to Part 13 (Service Fees) to reflect:
 - new fees under the *Land Owner Transparency Act* to be in effect December 5, 2019 and consequential amendments to Sections 11.2 (Public Access) and Section 13.4 (Government Exemption from Administrative Services Fees) ([AF/BD];
 - CPI fee increase of 2% to be in effect April 1, 2020.

There were no changes to the Operating Agreement between the Province of British Columbia and the Land Title and Survey Authority of BC for this reporting period.



BOARD ACTIVITIES AND FUNCTIONS CONT'D

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Board Education and Orientation

Directors participated in the following LTSA educational sessions during 2019/20:

- June 7, 2019: Social Media
- June 24, 2019: Board Governance
- September 6, 2019: Indigenous Awareness Corporate Training – First Nations Perspectives
- December 4, 2019: Cybersecurity Table Top Simulation Exercise
- February 24, 2020: Trends in Human Resources

New Directors appointed April 1, 2019 were provided with dedicated orientation sessions which were delivered in a phased approach over the course of the fiscal year.

LTSA Fees

For the 2019/20 reporting period, and under the authority of the Land Title and Survey Authority Act, the LTSA Board authorized the following in respect of fees:

- Bylaw amendment to apply a CPI increase of 8% for fees established by the LTSA under the *Land Act*, the *Land Title Act* and the *Mineral Tenure Act* which came into effect at the start of this fiscal year on April 1, 2019.
- New fees for services under the *Land Owner Transparency Act*.
- On February 25, 2020, the LTSA Board authorized a Bylaw amendment for a CPI fee increase of 2% to be applied to fees that will be in effect on April 1, 2020 (next fiscal year).

Board Compensation

The Board Chair, Committee Chairs and Board Directors are compensated for their time by way of annual honorariums. For the period April 1, 2019 to March 31, 2020, annual honorariums for Board Directors were as follows:

- Board Chair: \$66,294 per annum
- Committee Chair: \$23,321 per annum
- Board Director: \$13,955 per annum

Other than the Board Chair, the Directors are additionally entitled to daily meeting fees; during 2019/20 the rate for a full-day meeting was \$819/day. For the 2019-2020 fiscal year, there are approximately seventeen Board and Committee meeting days.

BOARD ACTIVITIES AND FUNCTIONS CONT'D

Board Activities and Function

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Summary of Compensation Paid to Directors of the Board

NAME	POSITION	2019/2020			2018/2019
		ANNUAL DIRECTOR FEE	MEETING FEES	TOTAL	TOTAL
Blackall, O'Brian	Director, Audit and Finance Committee	13,955	11,466	25,421	21,228
Comeau, Janice	Board Chair	66,294	—	66,294	64,740
Denton, Bronwyn	Director, Governance and HR Committee Director, New Ventures Committee*	13,955	14,743	28,698	N/A
Farmer, Shawna	Director, Governance and HR Committee	13,955	13,105	27,060	21,228
Friedman, Diane	Vice Chair of the Board Chair, Audit and Finance Committee	23,321	11,466	34,787	31,174
Julian, Patrick	Director, Governance and HR Committee Director, New Ventures Committee*	13,955	14,333	28,288	20,428
Klein, Eugen	Chair, Governance and HR Committee Director, New Ventures Committee*	23,321	14,743	38,064	23,019
Simmons, Robert	Director, Audit and Finance Committee Chair, New Ventures Committee*	18,638	9,828	28,466	N/A
Smythe, Scott	Director, Governance and HR Committee	13,955	10,648	24,603	20,428
Walton, Richard	Director, Audit and Finance Committee	13,955	11,466	25,421	N/A
Wesley, Angela	Director, Governance and HR Committee	13,955	12,286	26,241	22,028
<i>Cannan, Ron</i>	<i>Term Expired March 31, 2019</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>20,028</i>
<i>Hol, Gordon (Bert)**</i>	<i>Resigned February 17, 2019</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>28,117</i>
<i>Kuhl, Victoria</i>	<i>Term Expired March 31, 2019</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>22,028</i>
TOTAL		229,259	124,084	353,343	296,446

*New Ventures Committee established September 6, 2019 and members appointed October 1, 2019

**Chair of Governance and Human Resources Committee for 2018/19 fiscal year

SUMMARY OF BOARD AND COMMITTEE MEETINGS AND OUTCOMES

As required by Section 26(4)(f) of the Land Title and Survey Authority Act, outcomes resulting from Board and Board Committee meeting deliberations during the 2019/20 fiscal year are outlined in the tables below [for Audit and Finance (AF), Governance and Human Resources (GVHR) New Ventures (NV) and Board (BD)].

DATE & TYPE	OUTCOMES	
May 30, 2019 [GVHR]	REVIEWED <ul style="list-style-type: none"> Executive Compensation Strategy [GVHR In Camera] 	
Quarterly Meetings June 6-7, 2019 [AF, GVHR, BD]	REVIEWED <ul style="list-style-type: none"> External Audit Report for 2018/10 [AF] Director Expense Reporting for 2018/19 (annual review) [AF] 2019/20 Operating and Capital Plans - Quarterly Update [AF] Board Renewal Process (approach) (19/20) [GVHR/BD] Annual Board Composition Assessment (approach) [GVHR] Board Evaluation 2019 (approach) [GVHR] Board Compensation – Annual Review for 2020/21 (approach) [GVHR/BD] Regulatory Administration and Compliance Report [GVHR/BD] 5 Year Review Required under the Operating Agreement (approach) [GVHR/BD] Annual Conflict of Interest Disclosure Process Report [GVHR/BD] Annual Assurance Fund Claims Report [GVHR/BD] Project Pivot – Status [GVHR/BD] Benefit and Pension Plans (annual review) [GVHR/BD] New SAC Membership Request (BC Notaries Association) [GVHR/BD] Records Retention – Electronic Board Materials on Portal (adjusted) [GVHR] 	APPROVED <ul style="list-style-type: none"> 2018/19 Audited Consolidated Financial Statements and Management Discussion and Analysis [AF/BD] LTSA 2018/19 Annual Report [AF/BD] Authorization for CEO to Execute a Service Schedule to the Master Services Agreement between the LTSA and the Province for the build and operation of a Property Tax Deferment Portal [AF/BD] [Note: rescinded and re-authorized at February 25, 2020 Board meeting] Authorization to amend the 2019/20 Capital Plan by \$1,875,000 to support the Property Tax Deferment Portal [AF/BD] Authorization to amend the 2019/20 Annual Operating and Capital Plans by \$582,579 and \$613,138 respectively to support the development of the Land Owner Transparency Registry [AF/BD]

SUMMARY OF BOARD AND COMMITTEE MEETINGS AND OUTCOMES CONT'D

DATE & TYPE	OUTCOMES	
Quarterly Meetings June 6-7, 2019 [AF, GVHR, BD] cont'd	REVIEWED <ul style="list-style-type: none"> • CEO's Report on Senior Mgmt Accountabilities and Resp. [GVHR/BD] • Executive Compensation Strategy Review [GVHR/BD] • CEO's Quarterly Board Report [BD] • Kamloops Office Move and Records Relation (update) [BD] • 2019/20 Strategic Planning (approach for session) [BD] • Quarterly Enterprise Risk Report (Risk Dashboard; Annual Cybersecurity Report; Quarterly Cyberbrief) [BD] • Business Innovation and Technology Report (quarterly report) [BD] • Business Operations Report (quarterly report) (incl. customer outreach) [BD] • Annual Board/SAC Meeting and LTSA AGM (approaches) [BD] 	APPROVED <ul style="list-style-type: none"> • LTSA Bylaws: amended Schedule A (Skills and Experience Profile) with effect June 7, 2019 [GVHR/BD] • 2018/19 CEO Performance Evaluation Report (accepted) [GVHR/BD] • 2018/19 CEO At-Risk Compensation Determination [GVHR/BD] • 2019/20 CEO Performance Plan and At Risk Compensation Plan Targets [GVHR/BD] • 2019/20 CEO Compensation Base Salary [GVHR/BD]
June 24, 2019 [BD]	REVIEWED <ul style="list-style-type: none"> • Board Governance (review Advisor's report) [BD] 	
June 25, 2019 [BD]	CONDUCTED <ul style="list-style-type: none"> • LTSA Board/Executive Strategic Planning Session [BD] 	
June 26, 2019 [BD] June 26, 2019 Board Meeting [BD]	CONDUCTED <ul style="list-style-type: none"> • Annual Meeting of Board, Stakeholder Advisory Committee and LTSA Executive • LTSA Annual General Meeting REVIEWED <ul style="list-style-type: none"> • Executive Compensation Strategy [BD] 	
July 24, 2019 [GVHR]	REVIEWED <ul style="list-style-type: none"> • Executive Compensation Strategy (review) [GVHR In Camera] 	

SUMMARY OF BOARD AND COMMITTEE MEETINGS AND OUTCOMES CONT'D

Board Activities and Function

Summary of Board and Committee Meetings and Outcomes

Stakeholder Advisory Committee

DATE & TYPE	OUTCOMES	
Quarterly Meetings September 5-6, 2019 [AF, GVHR, BD]	REVIEWED <ul style="list-style-type: none"> • Selection of External Auditor (approach) [AF/BD] • Code of Business Conduct and Ethics Annual Compliance Report [AF/GVHR/BD] • LTSA Investment Policy (proposed approach) [AF/BD] • Conflict of Interest Disclosures (report on recent disclosures submitted [GVHR]) • Board Renewal: Annual Board Composition Assessment (results report); Request for Director Nominations (approach) [GVHR/BD] • Policy and Legal Report (quarterly) [GVHR/BD] • <i>Land Owner Transparency Act</i> (overview) [BD] • Human Resources Report (quarterly) [GVHR/BD] • Executive Compensation – Long-Term Incentive Plan/Short-Term Incentive Plan (review) [BD] • CEO Quarterly Board Report [BD] • 2020/21 LTSA Strategic Plan (review draft) [BD] • Quarterly Enterprise Risk Report (Risk Dashboard; Quarterly Cyberbrief); Risk Tolerance for new products and services [BD] • Business Innovation and Technology Report (quarterly) [BD] • Business Operations Report (quarterly) [BD] 	APPROVED <ul style="list-style-type: none"> • Unaudited Condensed Consolidated Interim Financial Statements for the three months ended June 30, 2019 [AF/BD] • Authorization for Designated Staff who may Execute Crown Grants [GVHR/BD] • LTSA Bylaws: amendment to Part 5 (Directors' Remuneration and Reimbursement) to remove the Reduced Meeting Fee; approved associated amendments to Tab 18 (Director Compensation and Expenses) of the Board of Directors Governance Manual [GVHR/BD] • LTSA Bylaws: amendment to Section 9.2 to authorize new member organization on the LTSA Stakeholder Advisory Committee (BC Notaries Association) with effect September 6, 2019; approved associated amendment to Tab 26 (SAC Terms of Reference) of the Board of Directors Governance Manual [GVHR/BD] • Terms of Reference for the 5 Year Performance Review Under the Operating Agreement [GVHR/BD] • Authorize adjustments to the Board Meeting Calendar for 2019/20 and 2020/21 [GVHR/BD] • Authorization for CEO to negotiate the terms and conditions of an agreement between the Province and LTSA relating to requirements under the <i>Land Owner Transparency Act</i> (LOTA Agreement) [BD] • Authorization to amend the 2019/20 Capital Plan by \$5,000,000 to support the build of the Land Owner Transparency Registry [BD] • Executive Compensation Strategy (accept Consultants Report) [BD] • LTSA Bylaws: amendment to section 7.5 (Mandated Committees) to establish a new Committee of the Board (New Ventures Committee) with effect Sept 6, 2019 [BD] • Kamloops Land Title Office Records Relocation (rescind resolution 2018-BD-49 to move records on or before March 31, 2020; reauthorize relocation of the records to occur on or before March 31, 2022) [BD]

SUMMARY OF BOARD AND COMMITTEE MEETINGS AND OUTCOMES CONT'D

DATE & TYPE	OUTCOMES	
October 1, 2019		<p>APPROVED</p> <ul style="list-style-type: none"> Board Consent Resolution to appoint members and Committee Chair for the New Ventures Committee [BD]
<p>Quarterly Meetings</p> <p>November 14, 2019 [AF, NV]</p> <p>November 25, 2019 [GVHR]</p> <p>December 4/5, 2019 [BD]</p>	<p>REVIEWED</p> <ul style="list-style-type: none"> Quarterly Budget Update [AF] LTSA Business Plan 2020/21-2022/23 (approach/outline) [AF/BD] Annual Fee Review for 2020/21 Fees (approach) [AF/BD] Selection and Recommendation for Appointment of External Auditor [AF] LTSA Investment Policy (review proposal, recommend) [AF] Risk Appetite and Tolerance for Commercial Products [NV/BD] Commercial Business Development Activities Report (quarterly) [NV/BD] Human Resources Report (quarterly) (included report on results of Employee Engagement Survey) [GVHR/BD] Policy and Legal Report (quarterly) [GVHR/BD] 5 Year Performance Review under the Operating Agreement (update) [GVHR/BD] Board Renewal Process (approach for nomination reviews) [GVHR/BD] Annual Governance Review 2019/20 (approach) [GVHR/BD] Board Chair Selection for 2020/21 (approach) [GVHR/BD] Executive Compensation Strategy 2020/21 [GVHR/BD] CEO's Report on Senior Management Succession Plans (annual review) [GVHR/BD] 	<p>APPROVED</p> <ul style="list-style-type: none"> Unaudited Condensed Consolidated Interim Financial Statements for the three and six months ended September 30, 2019 [AF/BD] Amendment to the Terms of Reference for the Audit and Finance Committee (Tab 22 of the Board of Directors Governance Manual) [AF/BD] Authorize the CEO to execute the <i>Land Owner Transparency Act</i> Agreement (LOTA Agreement) between the Province and the LTSA [AF/BD] LTSA Bylaws: amendments to Section 13.1 (Service Fees) to authorize fees for service under the <i>Land Owner Transparency Act</i> and consequential amendments to Sections 11.2 (Public Access) and Section 13.4 (Government Exemption from Administrative Services Fees) with effect December 5, 2019 [AF/BD] Appointment of External Auditor for the year ended March 31, 2020 [BD] LTSA Investment Policy [BD] Terms of Reference for the New Ventures Committee (new Tab 24 of the Board of Directors Governance Manual); and consequential amendments to the Governance Manual to reflect the new Committee [NV/BD]



SUMMARY OF BOARD AND COMMITTEE MEETINGS AND OUTCOMES CONT'D

Board Activities and Function

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Stakeholder Advisory Committee

DATE & TYPE	OUTCOMES	
Quarterly Meetings November 14, 2019 [AF, NV] November 25, 2019 [GVHR] December 4/5, 2019 [BD] cont'd	REVIEWED <ul style="list-style-type: none"> • CEO Succession Plan (annual review) [GVHR/BD] • Cybersecurity Response Planning (review) [BD] • CEO Performance 2019/20 (mid-year review) [BD] • Board Evaluation 2019 (results report) [BD] • CEO's Quarterly Board Report [BD] • Quarterly Enterprise Risk Report (Risk Dashboard; Quarterly Cyberbrief) [BD] • Business Innovation and Technology Report (quarterly) [BD] • Business Operations Report (quarterly) (included Social Media Plan) [BD] • Board Education Plan 2019/20 (status update) [BD] 	APPROVED <ul style="list-style-type: none"> • Annual Governance Review 2019/20 – Amendments to the Board of Directors Governance Manual [GVHR/BD]: <ul style="list-style-type: none"> - Minor Amendments to Tabs 6, 14B, 18, 25 and 26; - Amendments to the Annual Board Activity Schedule for 2019/20 and approval of the 2020/21 Board Activity Schedule (Tab 2B); - Consequential amendments to reflect that review of terms of reference documentation shifted from annually to be reviewed at least every three years. • Statement of Executive Compensation Philosophy [GVHR/BD] • Kamloops Office Lease (rescind resolution 2019-BD-19 to authorize CEO to execute lease agreement for a new Kamloops Office; authorize CEO to enter into a lease extension agreement for current space [BD]) • Board Chair Appointment – Diane Friedman appointed as Board Chair for one year term effective April 1, 2020 [BD] • Authorization for CEO to Execute a Service Schedule to the Master Services Agreement between the LTSA and the Province for: <ul style="list-style-type: none"> - Speculation and Vacancy Tax Data Query Service [BD] - Title Update Information Product Services [BD]
January 22, 2020 [GVHR]	APPROVED <ul style="list-style-type: none"> • Review of the Nominations received for consideration as Director appointees 	

SUMMARY OF BOARD AND COMMITTEE MEETINGS AND OUTCOMES CONT'D

DATE & TYPE	OUTCOMES	
Quarterly Meetings February 13, 2020 [AF, NV] February 14, 2020 [GVHR] February 24-25, 2020 [BD]	<p>REVIEWED</p> <ul style="list-style-type: none"> Commercial Business Development Activities Report Commercial/Digital Product Review Framework [NV/BD] Business Innovation Activities (quarterly) [NV/BD] Quarterly Budget Update [AF] LTSA Business Plan (20/21-22/23) (draft text) [AF/BD] LTSA Insurance (annual review) [AF/BD] External Auditor's Audit Plan for FY 2019/20 [AF/BD] LTSA Annual Report 19/20 (approach/outline) [AF/BD] Board Education Plan and Budget 2020/21 [GVHR/BD] New Director Orientation Plan 2020/21 [GVHR/BD] Committee Chairs and Membership (approach for 2020/21) [GVHR/BD] Policy and Legal Report (quarterly) [GVHR/BD] 5 Year Performance Review under Operating Agreement (status) [GVHR/BD] Covenants on Land Titles (review procedures) [GVHR/BD] Human Resources Report (quarterly); including Diversity [GVHR/BD] CEO's Report on Senior Management Perf. Evaluation (approach) [GVHR/BD] CEO Performance Planning 2020/21 (review draft targets) [GVHR/BD] 	<p>APPROVED</p> <ul style="list-style-type: none"> Rescind resolution 2019-BD-27 which authorized CEO to Execute a Service Schedule to the Master Services Agreement between the LTSA and the Province for the build and operation of a Property Tax Deferment Portal; authorization for CEO to Execute a Service Schedule to the Master Services Agreement between the LTSA and the Province for a Property Tax Deferment Service [AF/BD] Authorization for CEO to Execute a Service Schedule to the Master Services Agreement between the LTSA and the Province for hosting the Property Transfer Tax Form on myLTSA [AF/BD] Unaudited Condensed Consolidated Interim Financial Statements for the three and nine months ended December 31, 2019 [AF/BD] LTSA Bylaws: amendment to Part 13 (Service Fees) to authorize a 2% CPI fee increase as permitted under the Operating Agreement to be in effect April 1, 2020 [AF/BD] 2020/21 Annual Operating and Capital Plans [AF/BD] Amendments to the Levels of Delegated of Spending Authority to the CEO [AF/BD] Consequential Amendments to Tab 10 (Statement of Powers and Delegations) to reflect new levels of spending authority for the CEO and requirements established in the <i>Land Owner Transparency Act</i> [AF/BD] Board Renewal Process-Board Director Appointments effective April 1, 2020 (Sarf Ahmed, Province of BC; Eugen Klein, BC Real Estate Association; O'Brian Blackall, Association of BC Land Surveyors; Scott Smythe, Law Society of BC) [GVHR/BD]



SUMMARY OF BOARD AND COMMITTEE MEETINGS AND OUTCOMES CONT'D

Board Activities and Function

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DATE & TYPE	OUTCOMES	
Quarterly Meetings February 13, 2020 [AF, NV] February 14, 2020 [GVHR] February 24-25, 2020 [BD] cont'd	REVIEWED <ul style="list-style-type: none"> • CEO Performance Reporting 2019/20 (approach for evaluation) [GVHR/BD] • CEO Compensation 2020/21 (review package) [GVHR/BD] • Trends in Human Resources [BD] • CEO Quarterly Board Report [BD] • Stakeholder Engagement (SAC, Other Groups, First Nations Outreach) [BD] • Quarterly Enterprise Risk Report (Risk Dashboard; Quarterly Cyberbrief; Cybersecurity Response Plan) [BD] • Business Innovation and Technology Report (quarterly) [BD] • Business Operations Report (quarterly) [BD] 	APPROVED <ul style="list-style-type: none"> • LTSA Bylaws: Amendments to Part 5 to effect a 2% CPI increase to Board Compensation in effect April 1, 2020 [GVHR/BD] • Annual Governance Review 2019/20 – approve amendments to Board of Directors Governance Manual: 5 Year Board Meeting Calendar (Tab 2A); Tab 21A (Board Chair Appointment Record) and Tab 22 (AF Committee Terms of Reference) [GVHR/BD] • Executive Compensation Strategy 2020/21 (STIP/LTIP) [GVHR/BD] • Annual Customer Communications Plan 2020/21 [BD]
March 27, 2020 [BD]	REVIEWED <ul style="list-style-type: none"> • COVID-19 – Update on Corporate Response [BD] • LTSA Annual Report 2019/20 (draft text reviewed) [BD] • Notice of Circulation of Annual Conflict Disclosure Forms in April 2020 [BD] • Assurance Fund Matter 2019/20 [BD In Camera] [BD] • HR Matter [BD In Camera] [BD] 	APPROVED <ul style="list-style-type: none"> • Committee Members, Chairs, Vice Chair (confirm for 2020/21) [BD] • LTSA Business Plan (2020/21 to 2022/23) (approve release) [BD]

STAKEHOLDER ADVISORY COMMITTEE

Members are nominated by the organizations that support the LTSA in the performance of its statutory functions, in consultation with the CEO. Included are entities that make nominations for Board of Director appointments. We would like to acknowledge the contributions of Stakeholder Advisory Committee members both at their meetings with the LTSA and as disseminators of important information from the LTSA to their respective organizations.

2019-2020 Stakeholder Advisory Committee Membership as at March 31, 2020

STAKEHOLDER ENTITY	REPRESENTATIVE
Land Title and Survey Authority	Connie Fair, Chair
Association of British Columbia Land Surveyors	Chad Rintoul
BC Assessment	Jason Grant
BC Association of Professional Registry Agents	Aziz Pirani
BC Historical Federation	Jacqueline Gresko
BC Notaries Association [new at Sep 2019]	Wayne Braid [from September 2019]
BC Real Estate Association	Darlene Hyde [from September 2019]; Cameron Muir [to June 2019]
Canadian Bankers Association	Emiko Ando
Canadian Bar Association, BC Branch	Brett Horton [from January 2020]; Sanda King [to June 2019]
Central 1 Credit Union	Tiffany Chung [from January 2020] Marilyn Mauritz [to December 2019]
First Nations Summit	Howard Grant
Law Society of British Columbia	Edward Wilson
Province of British Columbia	Chris Stagg
Society of Notaries Public of British Columbia	John Mayr
Union of BC Municipalities	Ron Gill [March 2020]; Glen White [to November 2019]



STAKEHOLDER ADVISORY COMMITTEE

CONT'D

The views of the Stakeholder Advisory Committee members were considered respecting:

CORPORATE	OPERATIONS
<ul style="list-style-type: none"> • Strategic Direction Overview • Province of BC/LTSA Collaboration • Stakeholder Perspectives – Presentation from Legal Professionals Advisory Committee • LTSA Strategic and Business Priorities (public interest and commercial) • Communication/Consultation Highlights (expanded social media presence; listing of advisory groups) • Kamloops Office Move and Records Relocation • New Historic Records Advisory Committee • LTSA Annual Report • LTSA Board of Directors Renewal Process and Board Chair Appointment Results • SAC Terms of Reference Annual Review • Financial Highlights and Transaction Trends (overview of LOTA Fees) • 5 Year Performance Review under the Operating Agreement • Regulatory Activities - In collaboration with the Province: <ul style="list-style-type: none"> - <i>Land Owner Transparency Act</i> (activities related to regulation, policy, practice statements and operational requirements) - <i>Land Title Act</i> (New Part 10.1, Streamlined Filing) 	<ul style="list-style-type: none"> • BUSINESS INNOVATION ACTIVITIES AND IT SYSTEMS <ul style="list-style-type: none"> - Land Owner Transparency Registry (LOTR) - Web Filing Project - ParcelMap BC Awareness and Adoption - Cybersecurity - IT Systems Availability and Network and Technology Upgrades • BUSINESS OPERATIONS: <ul style="list-style-type: none"> - Process Improvements and turn arounds - Customer Consultation, Communications and Outreach activity (incl. supporting customers preparing for Web Filing and LOTR; webinars on LTSA products; new Voice of Customer Program) • LAND TITLE MATTERS: <ul style="list-style-type: none"> - Web Filing (policy development and business design support) - <i>Land Owner Transparency Act</i> (activities related to regulation, policy, practice statements and operational requirements) - <i>Land Title Act</i> (New Part 10.1, Streamlined Filing) • SURVEYOR GENERAL MATTERS: <ul style="list-style-type: none"> - Boundary Commissioner update - Survey Plan Services Modernization update - Integrated Survey Area program update