

# ANNUAL REPORT

2017/2018



**bc Land**  
Title & Survey

innovation. | integrity. | trust.

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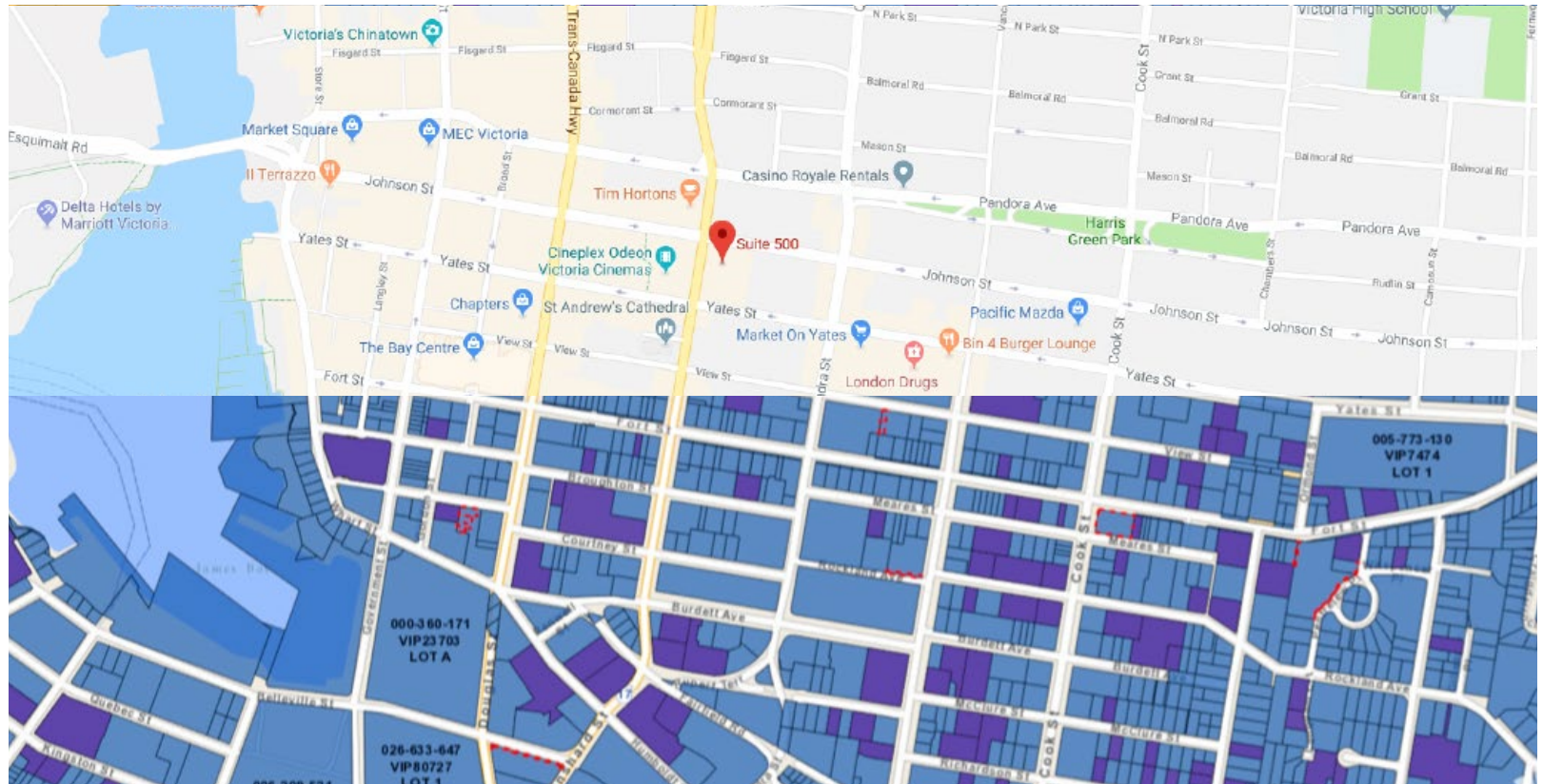
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# OUR MANDATE AND SERVICES

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## Mission

Our mission is to deliver responsive and trusted expertise and reliable land title and survey systems, which are an essential foundation to economic and social prosperity.

## Vision

Our vision is to provide exceptional service and innovative solutions as the trusted source of land registry and land information services in BC.

The Land Title and Survey Authority of British Columbia (LTSA) is a publicly accountable, statutory corporation formed in 2005 responsible for operating the land title and survey systems of BC. These systems provide the foundation for all real property business and ownership in the province. *The Land Title and Survey Authority Act* and a 60-year Operating Agreement with the Province define the operational mandate and responsibilities of the LTSA.

## Values

### ACCOUNTABILITY

We are accountable and responsive to customers and stakeholders.

### RESPECT

We treat each other and our customers and stakeholders with respect.

### INTEGRITY

We act with the highest standards of integrity.

### IMPROVEMENT

We continuously develop our business, knowledge and skills.

## Our Customers and Stakeholders

- Lawyers, paralegals and legal assistants
- Notaries
- Land surveyors
- Real estate professionals

- Financial institutions
- Federal government
- Provincial government

- Local government
- First Nations
- Registry agents

- Historians
- Other businesses
- Property owners / General public



### Did you know?



93%

Customer Satisfaction Rating



4.3M

4.3 million transactions annually, of which approximately 20% are registrations and approximately 80% are searches



\$41M

\$41 million in fees for the Province in 2017/2018



97%

Trust Rating

# MESSAGE FROM BOARD CHAIR AND PRESIDENT & CEO

The Annual Report outlines the operational activities and achievements of the LTSA for the 2017/2018 fiscal year.

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The LTSA saw a busy year, continuing its strategy of operational excellence. This excellence was recognized by the numerous awards received by the LTSA and its subsidiary LandSure Systems from national organizations.

The final geographic regions to be included in ParcelMap BC became operational in June 2017, and the parcel fabric is now accessible to all British Columbians through multiple channels. We thank ParcelMap BC participating stakeholders who helped to develop this critical land information infrastructure for BC: the Province, the Integrated Cadastral Information Society, the Association of BC Land Surveyors and BC Assessment.

Supporting the Province with its initiatives was a priority this year. The LTSA assisted the Ministry of Finance with three changes to Property Transfer Tax returns, and was tasked by the Province in February 2018 to develop and administer the Province's new publicly-available beneficial ownership registry.

Project ACE (Advanced Customer Enhancements) delivered several enhanced customer services. These include the extension of the Scan on Demand service, enabling customers to order images of hard copy and microfilmed land title documents from myLTSA.

The LTSA has been holding intensive consultations with legal professionals, land surveyors and financial institutions on Web Filing, the largest component of Project ACE. This initiative to improve the electronic filing experience will be introduced to customers in spring 2019.

We are grateful to the LTSA Board of Directors for their guidance on the LTSA's customer-centric strategy. This work resulted in the development of a strategic framework that supports continued efforts to drive operational excellence and pursue business development opportunities aligned with our mandate.

Our employees continue to deliver exceptional service and valued solutions to our customers and stakeholders. The LTSA's impressively high ratings for customer satisfaction and trust are only made possible by our dedicated and responsive team. We are grateful for everyone's efforts – it is our people who make the LTSA a great place to work.



**Janice Comeau**  
CHAIR OF THE BOARD

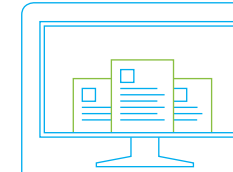


**Connie Fair**  
PRESIDENT & CEO

# GOVERNANCE AND LEADERSHIP

In support of fulfilling the Board's statutory function, oversight role and fiduciary duty, the LTSA Board of Directors and Board Committees met 21 times in 2017/18 on matters related to:

- 1 Strategic planning and risk management
- 2 Public accountability and reporting
- 3 Regulatory administration and compliance
- 4 Financial administration and compliance
- 5 Human resources
- 6 Corporate governance



[View the complete 2017/2018 Governance Report →](#)

## LTSA Board Members as at March 31, 2018



**Janice Comeau**  
**CPA, CA, CHAIR**  
Nominating Entity - Province of British Columbia



**Diane E. Friedman**  
**B.COMM, VICE CHAIR**  
Nominating Entity - British Columbia Association of Professional Registry Agents



**Brent Atkinson**  
**FIIC, B.COMM**  
Nominating Entity - Society of Notaries Public of British Columbia



**O'Brian Blackall**  
**BCLS, CLS**  
Nominating Entity - Association of British Columbia Land Surveyors



**Ron Cannan**  
**P.C.**  
Nominating Entity - Province of British Columbia



**Bill Cottick**  
**LL.M, MBA**  
Nominating Entity - Law Society of British Columbia



**Gordon (Bert) Hol**  
**BCLS, CLS**  
Nominating Entity - Association of British Columbia Land Surveyors



**Eugen Klein**  
**B.COMM, ICD.D**  
Nominating Entity - British Columbia Real Estate Association



**Victoria Kuhl**  
Nominating Entity - Union of British Columbia Municipalities



**Scott Smythe**  
**LL.B**  
Nominating Entity - Law Society of British Columbia



**Angela Wesley**  
Nominating Entity - First Nations Summit

# GOVERNANCE AND LEADERSHIP CONT'D

## LTSA Executive Team as at March 31, 2018

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**Connie Fair**

**MBA, CPA, CMA, ICD.D**

President and Chief  
Executive Officer



**Liza Aboud**

**MBA, ABC**

Vice President,  
Customer Experience  
and Communications



**Rob Cutler**

**CPHR**

Vice President,  
Human Resources



**Leslie Hildebrandt**

**LL.B., ICD.D**

Vice President,  
Regulatory and Corporate  
Affairs and Corporate  
Secretary



**Craig D. Johnston**

**LL.B**

Director of Land Titles



**Al-Karim Kara**

**MBA, FCPA, FCMA, C.Dir**

Vice President,  
Business Innovation and  
Chief Information Officer



**Greg Pedersen**

**MS, CA, CPA,**

**CPA (Oregon), CGMA**

Vice President and  
Chief Financial Officer



**Mike Thomson**

**BCLS**

Surveyor General



# CONSULTATION AND COLLABORATION

Outreach is core to the LTSA's accountability framework. Regulatory governance, operational performance, and business changes at the LTSA all benefit from established consultation and advisory forums with a wide variety of organizations.

GROUP	# OF CONSULTATIONS AND/OR MEETINGS	HIGHLIGHTS FOR 2017/2018
Stakeholder Advisory Committee	3	<ul style="list-style-type: none"> <li>Review Surveyor General, Land Title, and Communications reports</li> <li>Update on Stakeholder nominating entities' involvement in the annual Board renewal activities</li> <li>Performance and operating matters of interest to myLTSA users</li> <li>Business Continuity and System Availability</li> <li>General Roundtable discussion</li> </ul> <p><b>View more information in the 2017/2018 Governance Report</b></p>
Legal Professions Advisory Committee	5	<ul style="list-style-type: none"> <li>Project ACE, including Web Filing</li> <li>Alternative Filing Procedures</li> <li>Enhancements for Parcel Activity Notifier service</li> </ul>
Land Surveyors Advisory Task Force	5	<ul style="list-style-type: none"> <li>Evolution of ParcelMap BC</li> <li>Survey Plan Datasets – compliance and quality</li> <li>Project ACE</li> </ul>
Project ACE Advisory Committee	5	<ul style="list-style-type: none"> <li>Project ACE progress, including Web Filing</li> </ul>
Project ACE Web Filing User Experience	12 workshops and onsite visits	<ul style="list-style-type: none"> <li>Developed and tested prototypes</li> <li>Developed on-screen Help content</li> </ul>
First Nations Final Agreements and related Pre-Treaty Surveys		<ul style="list-style-type: none"> <li>Issued 13 sets of survey instructions</li> <li>Reviewed 22 survey plans</li> <li>Invested approximately 280 hours in survey and land related research, guidance and support in First Nations treaty related matters</li> </ul>
Province of BC		<ul style="list-style-type: none"> <li>Support for Property Transfer Tax changes</li> <li>Beneficial Ownership Register planning</li> </ul>



# KEY ACHIEVEMENTS AND AWARDS 2017/2018

## Key Achievements – Stakeholder and Customer

2017/2018 PERFORMANCE MEASURES		2017/2018 PERFORMANCE RESULTS
95% of transactions completed within:		
Land Title registration	6 days	✓ 3.8 days
Crown Land Survey Plan approval	21 business days	✓ 5.7 days
Crown Grant issuance	21 days	✓ 5.4 days
Overall Customer Satisfaction rating	Implement plan to improve satisfaction ratings from 83%	✓ 93%

## Key Achievements – Quality plus Efficiency

2017/2018 PERFORMANCE MEASURES		2017/2018 PERFORMANCE RESULTS
ParcelMap BC: Fully operational system, and commencement of value-added enhancements		✓ Access to ParcelMap BC available through myLTSA Enterprise, myLTSA Explorer, ltsa.ca, and BC Data Catalogue
Improve Electronic Filing: Implement improvements to searching and electronic filing for professional customers		✓ Scan on Demand for land title documents launched on myLTSA Enterprise and myLTSA Explorer ✓ One-click authorization for land title application withdrawal requests launched • Web Filing development in progress

## Key Achievements – Learn and Improve

2017/2018 PERFORMANCE MEASURES		2017/2018 PERFORMANCE RESULTS
Employee Engagement – resurvey employees		✓ Completed
100% Performance Management participation rate		✓ 100%



# KEY ACHIEVEMENTS AND AWARDS 2017/2018 CONTINUED

## Key Achievements – Financial

2017/2018 PERFORMANCE MEASURES	2017/2018 PERFORMANCE RESULTS
Assurance Fund: maintain \$6 million cash reserve to fund the Assurance Fund reserve	✓ Achieved
Contingency cash reserve: maintain an additional cash reserve of the equivalent of 25% of annual cash operating costs	✓ Achieved
Core business and ParcelMap BC: positive operating margin to allow continued reinvestment	✓ Achieved



In 2017/2018, the LTSA was honoured to receive the following recognition:

Selected from over 300,000 eligible candidates worldwide.

Selected as one of eleven finalists across Canada.

Selected as a finalist in the 'Challenging Cadastral Survey Project' category.

LandSure Systems, a subsidiary of the LTSA, was named one of BC's Top Employers for 2018.



Special Achievement in GIS  
2017 Award Winner



# OPERATIONAL PERFORMANCE

The LTSA is committed to continually enhancing its customers' experience and strengthening BC's land title and survey systems.

## Customer Service Metrics

2017/2018 ACTIVITY AND PERFORMANCE MEASURES	PROFESSIONAL CUSTOMERS	PUBLIC CUSTOMERS
Number of calls	48,731	34,084
Percentage of calls answered in under 60 seconds	87%	97%
Percentage of cases resolved on same day received	96.5%	

## Land Title Activity

2017/2018 ACTIVITY AND PERFORMANCE MEASURES	2017/2018 RESULTS	2016/2017 RESULTS
Number of applications to register land title documents and plans	851,800	888,000
Number of online business transactions	4.3 million	4.2 million
Percent of Land Title document registrations submitted electronically	95.4%	95.0%
Percent of Land Title plans submitted electronically	99.9%	99.8%
Land Title registration (target: 6 days for 95 % of transactions)	3.8 days	3.5 days



### Did you know:

A Rapid Collaboration Initiative (RCI) was introduced in December 2017 to improve consistency in communicating land title application defects to customers and to reduce the number of defect notices outstanding.

This is an agile framework for internal cross-functional teams to collaborate. The intense focus to solve specific issues quickly removes barriers to implementation.

# OPERATIONAL PERFORMANCE

## Surveyor General Activity

2017/2018 ACTIVITY AND PERFORMANCE MEASURES	2017/2018 RESULTS	2016/2017 RESULTS
# Crown land survey plans received and reviewed	959	994
Average processing time for <i>Land Act</i> survey plan confirmations (target: 21 business days for 95% of transactions)	5.7 days	7.8 days
# Crown Grant documents issued	83	97
Average processing time for issuing Crown Grant documents (target: 21 days for 95% of transactions)	5.4 days	7.0 days
# Statutory applications processed by Surveyor General	426	361
Average processing time for Survey General applications (target: 30 days)	5.0 days	6.1 days
# Requests for Information from Records Distribution Services	682	788
Average processing time for records information requests	0.6 days	0.8 days

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# OPERATIONAL PERFORMANCE

## Historic Records Conservation Activity

2017/2018 CONSERVATION ACTIVITY	2017/2018 RESULTS <sup>1</sup>	2016/2017 RESULTS
# records condition reports	451	538
# land title and survey plans conserved	451	538
# land surveyor field books scanned	Deferred to FY2018/2019	981
# Absolute Fee and Charge Books pages scanned	131,444	218,238

<sup>1</sup> The reduction in Historic Records Conservation activity in 2017/2018 is primarily due to an increase in the complexity of records and plans processed. In addition, the scanning of historic records proceeds at different rates, depending on the resolution of images required (higher resolution results in slower productivity).



Members of the Society of Notaries Public toured the Victoria office vault in September 2017.

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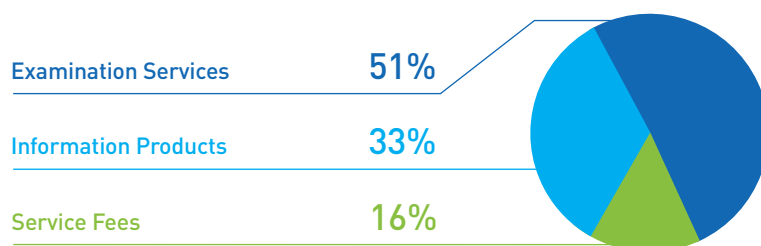
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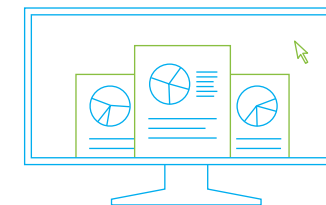
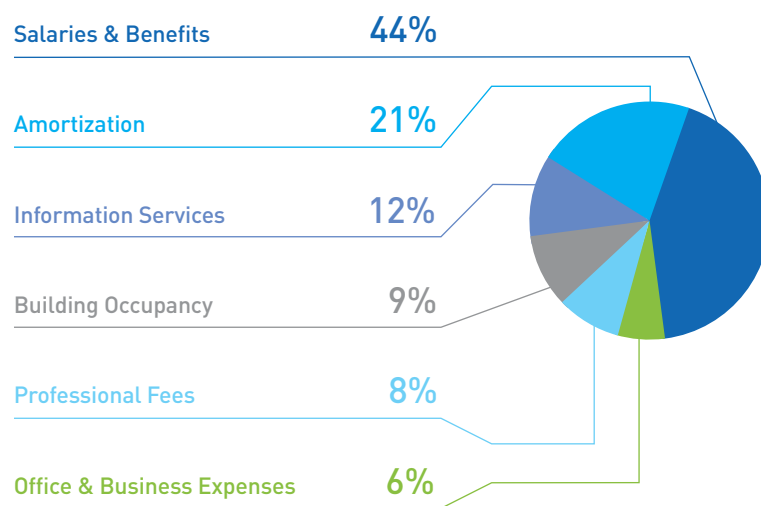
# FINANCIAL SNAPSHOT

LTSA operations are funded through regulated fee revenue from land title and survey services and myLTSA services provided to customers. Fees are established in compliance with requirements set out in the LTSA's Operating Agreement with the Province. More information on fees is available in the 2017/2018 Governance Report.

## 2017/2018 Revenue by Source



## 2017/2018 Operating Expenses



[View the complete 2017/2018 Financial Report →](#)

FINANCIAL HIGHLIGHTS (\$THOUSANDS)	2017/ 2018	2016/ 2017
RESULTS OF OPERATIONS		
Revenues	\$43,014	\$42,552
Operating Expenses	\$34,596	\$31,683
Net Income	\$8,584	\$10,843
FINANCIAL POSITION		
Cash and Cash Equivalents + Investments	\$67,951	\$58,073
Total Assets	\$98,617	\$91,623
Total Liabilities	\$13,223	\$14,813
Equity	\$85,394	\$76,810

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# CONTACT INFORMATION

## Land Title and Survey Authority of British Columbia Corporate Office

Suite 200-1321 Blanshard Street  
Victoria, British Columbia  
V8W 9J3

### General Inquiries

1 877 577-5872 (LTSA) or  
604 630-9630 • [www.ltsa.ca](http://www.ltsa.ca)

### Follow Us on Twitter and LinkedIn

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[linkedin.com/company/land-title-and-survey-authority-of-british-columbia](https://www.linkedin.com/company/land-title-and-survey-authority-of-british-columbia)

## Mailing Address for all Land Title Offices

### Land Title Office

Suite 300-88 Sixth Street  
New Westminster, British Columbia  
V3L 5B3

**PLEASE NOTE: THE NEW WESTMINSTER LAND TITLE OFFICE WILL BE MOVING BY SEPTEMBER 2018 TO:**

### Land Title Office

Anvil Centre  
Suite 500 – 11 Eighth Street  
New Westminster, British Columbia  
V3M 3N7

### Surveyor General Division Mailing Address

Suite 200-1321 Blanshard Street  
Victoria, British Columbia  
V8W 9J3

## Land Title Office Locations

### Kamloops Land Title Office

Kamloops/Nelson Land Title Districts  
Suite 114-455 Columbia Street  
Kamloops, British Columbia  
V2C 6K4

### New Westminster Land Title Office

**(NOTE UPCOMING ADDRESS CHANGE)**

Vancouver/New Westminster Land Title Districts  
Suite 300-88 Sixth Street  
New Westminster, British Columbia  
V3L 5B3

### Victoria Land Title Office

Victoria/Prince George/Prince Rupert Land Title Districts  
Suite 200-1321 Blanshard Street  
Victoria, British Columbia  
V8W 9J3