

Annual Report

2018–2019

Land Title and Survey Authority of British Columbia



innovation. | integrity. | trust.



Table of Contents

Table of Contents

Our Mandate and Services

Message from the Chair and President and CEO

Leadership

Consultation

Accomplishments and Awards 2018/2019

Operational Performance Land Title Related Activity

Operational Performance Surveyor General Related Activity

Operational Performance Historic Records Conservation Activity

Financial Snapshot

Contact Information

Our Mandate and Services	3	Accomplishments and Awards 2018/2019	9	Operational Performance Historic Records Conservation Activity	13
Message from the Chair and President and CEO	4	Operational Performance Land Title Related Activity	11	Financial Snapshot	14
Leadership	5	Operational Performance Surveyor General Related Activity	12	Contact Information	15
Consultation	7			Appendix 1: Governance Report	
				Appendix 2: Financial Report	



- Table of Contents
- Our Mandate and Services**
- Message from the Chair and President and CEO
- Leadership
- Consultation
- Accomplishments and Awards 2018/2019
- Operational Performance Land Title Related Activity
- Operational Performance Surveyor General Related Activity
- Operational Performance Historic Records Conservation Activity
- Financial Snapshot
- Contact Information

The Land Title and Survey Authority of British Columbia (LTSA) is a publicly accountable, statutory corporation responsible for operating BC’s land title and survey systems. 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.

MISSION

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

VISION

Provide exceptional service and innovative solutions as the trusted source of land registry and land information services in British Columbia.

VALUES

Accountability

We are accountable and responsive to customers and stakeholders.

Integrity

We act with the highest standards of integrity.

Respect

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

Improvement

We continuously develop our business, knowledge and skills.

DID YOU KNOW:

 **97%** Customer Satisfaction

 **92%** Level of Trust

 **4.5M** Annual transactions

OUR CUSTOMERS AND STAKEHOLDERS

- Lawyers and legal professionals
- Notaries
- Land surveyors
- Real estate agents
- Financial institutions
- Registry agents
- Authorized Subscriber Register (ASR) members such as government employees
- Provincial government
- Local government
- Federal government
- First Nations
- Historians
- Title Direct users
- Property owners / General public

Message from Board Chair and President & CEO

Table of Contents

Our Mandate and Services

Message from the Chair and President and CEO

Leadership

Consultation

Accomplishments and Awards 2018/2019

Operational Performance Land Title Related Activity

Operational Performance Surveyor General Related Activity

Operational Performance Historic Records Conservation Activity

Financial Snapshot

Contact Information

The Annual Report outlines the operational activities and achievements of the LTSA for the 2018/2019 fiscal year.

The LTSA experienced many changes last year as it continued to deliver on its strategy of pursuing operational excellence, a customer-centric service ethic and new business opportunities both within the public interest and for new services to existing customers. All activities were undertaken with consideration for the preservation of the security and reliability of the Province's land title and survey systems.

A new organizational structure was implemented that provides additional resources for new services and separates the policy and operations functions to ensure seamless, customer-focused delivery of services as well as concentrated effort on policy development, communication and stakeholder relations. Project ACE (Advanced Customer Enhancements) continued work on moving current PDF forms to web-based filing with the first instalment of changes for customers delivered in April 2019. Customer service and document preservation was enhanced by the move of the New Westminster Office to the convenient Anvil Centre location in New Westminster complete with upgraded vault systems to safeguard historic materials.

The ParcelMap BC Adoption Working Group kicked off its work to encourage adoption of ParcelMap BC and by the end of the fiscal year

10 organizations will have adopted ParcelMap BC as their base map. The LTSA continued to support the provincial government by implementing changes to the Property Transfer Tax form and launching the Condo and Strata Assignment Integrity Register, the first register in Canada to track the resales of pre-sold condominiums.

The purchase of Autoprop Software Ltd. acquired new software to support the delivery of new services and increased emphasis on due diligence for the real estate profession. The goal is to provide AUTOPROP tools to all lawyers, notaries and realtors in BC so they can better support their clients.

The new structure at the LTSA provides resources for Research and Development (R&D). The new R&D team supports our overall strategy for growth and allows us to be more agile in responding to innovation. The team conducted its second pilot on Blockchain gaining crucial knowledge on how the LTSA may be able to leverage this tool in the future. Further, prototypes of mobile applications were created to respond to the desire by customers for more flexible use of myLTSA.

The success of the LTSA is demonstrated by the recognition it receives from other organizations

such as the awarding of a 2019 Top 100 Employer in BC to the LTSA. Customers also signalled their satisfaction by responding to our Customer Survey in record numbers with a 97% satisfaction rating and a 92% trust rating.

We thank all of our customers and stakeholders for their active participation, feedback and advice through our many surveys, focus groups and working committees to maintain British Columbia's position as a world leader in land systems. We also thank our employees, whose dedication and continued dissatisfaction with the status quo drives us all to be our best in serving the citizens of British Columbia.



Janice Comeau
Chair of the Board



Connie Fair
President and CEO

Table of Contents

Our Mandate and Services

Message from the Chair and President and CEO

Leadership

Consultation

Accomplishments and Awards 2018/2019

Operational Performance Land Title Related Activity

Operational Performance Surveyor General Related Activity

Operational Performance Historic Records Conservation Activity

Financial Snapshot

Contact Information

In support of fulfilling the Board’s statutory function, oversight role and fiduciary duty, the LTSA Board of Directors and Board Committees met 17 times in 2018/19 on matters related to:

- Strategic planning and risk management;
- Public accountability and reporting;
- Financial administration and compliance;
- Regulatory administration and compliance;
- Human resources; and
- Corporate governance.

[View the complete 2018/2019 Governance Report](#)



LTSA BOARD MEMBERS AS AT MARCH 31, 2019



Janice Comeau
CPA, CA, ICD.D, CHAIR
Nominating entity – Province of British Columbia



Diane Friedman
B.COMM, VICE CHAIR
Nominating entity – British Columbia Association of Professional Registry Agents



O'Brian Blackall
BCLS, CLS, C.DIR
Nominating entity – Association of British Columbia Land Surveyors



Ron Cannan
PC, ICD.D
Nominating entity – Province of British Columbia



Shawna Farmer
BA, MPA, MA (ALS)
Nominating entity – Society of Notaries Public of British Columbia



Bert Hol
BCLS, CLS, C.DIR
(until Feb. 17, 2019)
Nominating entity – Association of British Columbia Land Surveyors



Patrick Julian
LL.B
Nominating entity – Law Society of British Columbia



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
ICD.D
Nominating entity – First Nations Summit

Table of Contents

Our Mandate and Services

Message from the Chair and President and CEO

Leadership

Consultation

Accomplishments and Awards 2018/2019

Operational Performance Land Title Related Activity

Operational Performance Surveyor General Related Activity

Operational Performance Historic Records Conservation Activity

Financial Snapshot

Contact Information

LTSA EXECUTIVE TEAM - 2018/2019



Connie Fair
MBA, CPA, CMA, ICD.D
 President and
 Chief Executive Officer



Liza Aboud
MBA, ABC
(until Jan. 21, 2019)
 Vice President, Customer
 Experience and Communications



Rob Cutler
CPHR
 Vice President,
 Human Resources



Leslie Hildebrandt
LL.B, ICD.D
(until Dec. 31, 2018)
 Vice President, Regulatory
 and Corporate Affairs and
 Corporate Secretary



Craig Johnston
LL.B
 Vice President,
 Policy and Legal Services



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



Camille Reid
CPHR
(effective Jan. 15, 2019)
 Vice President,
 Operations



Mike Thomson
BCLS
(until Mar. 31, 2019)
 Surveyor General

Consultation

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.

- Table of Contents
- Our Mandate and Services
- Message from the Chair and President and CEO
- Leadership
- Consultation
- Accomplishments and Awards 2018/2019
- Operational Performance Land Title Related Activity
- Operational Performance Surveyor General Related Activity
- Operational Performance Historic Records Conservation Activity
- Financial Snapshot
- Contact Information

GROUP	NUMBER OF CONSULTATIONS AND/OR MEETINGS	HIGHLIGHTS
Stakeholder Advisory Committee	3	<ul style="list-style-type: none"> LTSA Re-organization (Project Pivot) LTSA Stakeholder Survey Results LTSA Board of Directors Renewal Process ParcelMap BC Awareness and Adoption Projects with the Province (Land Owner Transparency Registry; Condo and Strata Assignment Integrity Register)
Legal Professional Advisory Committee	4	<ul style="list-style-type: none"> Project ACE updates and consultations, including streamlined filing, nature of interest consolidation Title Search Preview Risks Projects with the Province (Land Owner Transparency Registry; Condo and Strata Assignment Integrity Register) Results of Customer Strategy Focus Groups Copyright Emblazoning LTSA Re-organization (Project Pivot) Survey Plan Submission Services Modernization
Land Surveyors Advisory Task Force	5	<ul style="list-style-type: none"> ParcelMap BC Operational Updates and Adoption Plan Project ACE Planning Schedule CGVD28 to CGVD2013 Transition AI Technology Changes to LTSA Search Preview functions Spatial Improvement Plan, Roads Layer and Adoption Plan Transition – Lower Mainland Adjustments Survey Plan Services Modernization Director's Requirements for Electronic Survey Plans



- Table of Contents
- Our Mandate and Services
- Message from the Chair and President and CEO
- Leadership
- Consultation
- Accomplishments and Awards 2018/2019
- Operational Performance Land Title Related Activity
- Operational Performance Surveyor General Related Activity
- Operational Performance Historic Records Conservation Activity
- Financial Snapshot
- Contact Information

GROUP	NUMBER OF CONSULTATIONS AND/OR MEETINGS	HIGHLIGHTS
Project ACE Advisory Committee	4	<ul style="list-style-type: none"> Project ACE progress, including Web Filing
PMBC Adoption Working Group	8	<ul style="list-style-type: none"> 1 kickoff meeting 7 monthly working sessions Adopter organization collaboration concerning identification and resolution of barriers to the adoption of ParcelMap BC in their organization Identification, facilitation, and prioritisation for development of value-added products and services
Project ACE Web Filing User Experience	5 Onsite Visits 2 Workshops	<p>Top Findings and customer wants and aspirations for Web Filing:</p> <ul style="list-style-type: none"> Increased productivity Minimize amount of time to spend on a particular form No defects No problem closings Easy document drafting No filing issues Efficiently file documents without issues
First Nations Final Agreements and related Pre-Treaty Surveys	400 hours	<ul style="list-style-type: none"> Issued 13 sets of survey instructions Reviewed 27 survey plans Logged approximately 400 hours in survey and land related research, guidance and support in First Nations treaty related matters
Province of BC	24	<ul style="list-style-type: none"> Land Owner Transparency Act planning Review and sign off on Master Service Agreement between LTSA and the Province

Accomplishments and Awards 2018/2019

- Table of Contents
- Our Mandate and Services
- Message from the Chair and President and CEO
- Leadership
- Consultation
- Accomplishments and Awards 2018/2019
- Operational Performance Land Title Related Activity
- Operational Performance Surveyor General Related Activity
- Operational Performance Historic Records Conservation Activity
- Financial Snapshot
- Contact Information

Key Achievements – Stakeholder and Customer

2018/2019 PERFORMANCE MEASURES		2018/2019 PERFORMANCE RESULTS
95% of transactions completed within:		
Land Title registration	6 days	4.0 days
Crown Land Survey Plan approval	21 business days	7.1 days
Crown Grant issuance	21 days	5.9 days
Overall Customer Satisfaction rating	90%	97%

Key Achievements – Financial

2018/2019 PERFORMANCE MEASURES		2018/2019 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
Cash Flow from Operations: \$8 million annually to allow continued reinvestment		✓ Achieved

Accomplishments and Awards 2018/2019 (cont'd)

- Table of Contents
- Our Mandate and Services
- Message from the Chair and President and CEO
- Leadership
- Consultation
- Accomplishments and Awards 2018/2019
- Operational Performance Land Title Related Activity
- Operational Performance Surveyor General Related Activity
- Operational Performance Historic Records Conservation Activity
- Financial Snapshot
- Contact Information

Key Achievements – Internal Processes

2018/2019 PERFORMANCE MEASURES	2018/2019 PERFORMANCE RESULTS
ParcelMap BC: Operationalize technology and refine service delivery efficiencies	<ul style="list-style-type: none"> ✓ 10 organizations adopted ParcelMap BC ✓ Achieved service target and maintained a turnaround time of less than 2 days for updating ParcelMap BC based on survey plans accepted at the LTSA
Percentage of Registration transactions processed online	<ul style="list-style-type: none"> ✓ Web Filing development in progress through Project ACE ✓ In collaboration with the Province, supported successful passing of Bill 37 which enables Streamlined Filing capabilities that will, among other things: <ul style="list-style-type: none"> – Increase the efficiency of government, financial institutions and conveyancing filings; – expand electronic filing services to members of the public for certain applications; – increase automated examination and registration as result of higher volume of electronic filing
External IT Service Availability: 99% of scheduled access time	<ul style="list-style-type: none"> ✓ Achieved 99.99% of scheduled access time

Key Achievements – Learn and Improve

2018/2019 PERFORMANCE MEASURES	2018/2019 PERFORMANCE RESULTS
Employee Engagement: Implement plan to improve employee engagement by 3% in next survey (May 2019)	<ul style="list-style-type: none"> ✓ Leadership development and management training ✓ Updated salary structure and improved employee benefits program ✓ Internal re-organization to improve company practices and create new career opportunities for employees ✓ Enhanced employee communications and involvement activities
100% Performance management participation rate	<ul style="list-style-type: none"> ✓ Achieved 100% participation rate

The LTSA was recognized as one of BC's Top Employers for 2019.



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

Table of Contents

Our Mandate and Services

Message from the Chair and President and CEO

Leadership

Consultation

Accomplishments and Awards 2018/2019

Operational Performance
Land Title
Related Activity

Operational Performance
Surveyor General
Related Activity

Operational Performance
Historic Records
Conservation Activity

Financial Snapshot

Contact Information

Key LTSA Customer Service Metrics

2018/2019 ACTIVITY AND PERFORMANCE MEASURES	PROFESSIONAL CUSTOMERS	PUBLIC CUSTOMERS
Number of calls	44,279	31,578
Percentage of calls answered in <60 seconds	83%	94%
Percentage of Cases Resolved on Same Day Case Received	96.8%	

Land Title Activity Performance

2018/2019 ACTIVITY AND PERFORMANCE MEASURES	2018/2019 PERFORMANCE RESULTS	2017/2018 PERFORMANCE RESULTS
Number of applications to register land title documents and plans	771,800	851,800
Number of online business transactions	4.5 million	4.3 million
Percent of land title document registrations submitted electronically	94.5%	95.4%
Percent of land title plans submitted electronically	99.9%	99.9%
Land Title registration (target: 6 days for 95% of transactions)	4.0 days	3.8 days



Did you know:

The Alberta-British Columbia Boundary Commission, with its BC representative being the Surveyor General, contracted two surveys of the provincial boundary; one in Yellowhead Pass adjacent to Mount Robson Park, and the other in Tent Mountain Pass near Sparwood. The surveys were carried out to renew boundary monuments that are now over one hundred years old, to ensure the provincial boundary remains well marked.

Table of Contents

Our Mandate and Services

Message from the Chair and President and CEO

Leadership

Consultation

Accomplishments and Awards 2018/2019

Operational Performance Land Title Related Activity

Operational Performance Surveyor General Related Activity

Operational Performance Historic Records Conservation Activity

Financial Snapshot

Contact Information

Surveyor General Related Activity

2018/2019 ACTIVITY AND PERFORMANCE MEASURES	2018/2019 PERFORMANCE RESULTS	2017/2018 PERFORMANCE RESULTS
Number of Crown land survey plans received and reviewed	1,841	959
Average processing time for <i>Land Act</i> survey plan confirmations (target: 21 business days for 95% of transactions)	7.1 days	5.7 days
Number of Crown Grant documents issued	76	83
Average processing time for issuing Crown Grant documents (target: 21 days for 95% of transactions)	5.9 days	5.4 days
Number of Statutory applications processed by Surveyor General	404	426
Average processing time for Surveyor General applications (target: 30 days)	5.5 days	5.0 days
Number of Requests for Information from Records Distribution Services	810	682
Average processing time for records information requests	0.6 days	0.6 days

Table of Contents

Our Mandate and Services

Message from the Chair and President and CEO

Leadership

Consultation

Accomplishments and Awards 2018/2019

Operational Performance Land Title Related Activity

Operational Performance Surveyor General Related Activity

Operational Performance **Historic Records Conservation Activity**

Financial Snapshot

Contact Information

Historic Records Conservation Activity

2018/2019 ACTIVITY AND PERFORMANCE MEASURES	2018/2019 PERFORMANCE RESULTS	2017/2018 PERFORMANCE RESULTS
Number of records condition reports	319	451
Number of land title and survey plans conserved	356	451
Number of scanned land surveyor field books	9,303	Work deferred
Number of pages scanned Absolute Fee and Charge Books	123,456	131,444



Did you know:

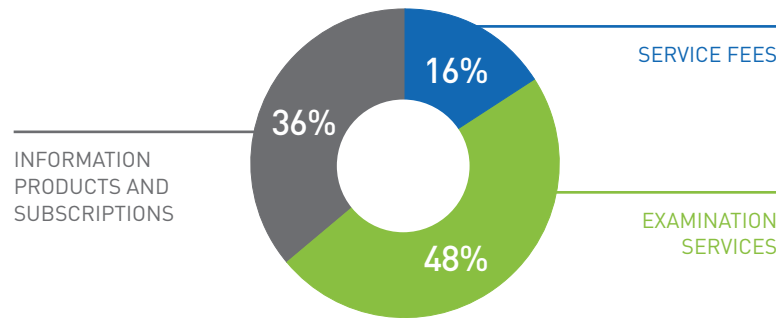
The LTSA acquired a new Indus BookScanner to support ongoing projects to digitize historical bound volumes.

The LTSA is currently in year four of a six-year project to scan approximately 2,000 older bound volumes such as Absolute Fee and Charge Books. As original bound volumes are imaged and made available electronically through the Land Title Offices, access to the original bound volumes will be restricted, preventing further deterioration.

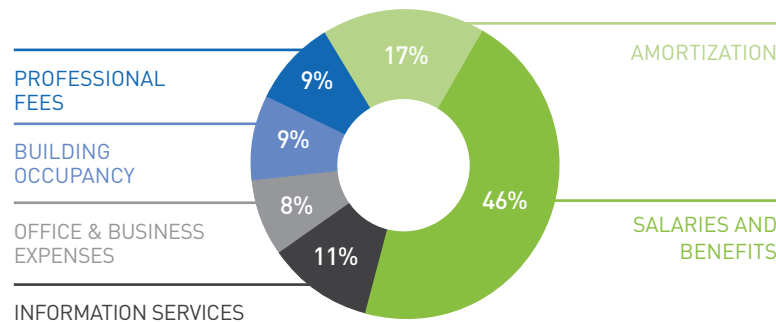
LTSA operations are funded through regulated fee revenue from land title and survey services and myLTSA services provided to customers. Fees are established in compliance with requirements set out in the LTSA's Operating Agreement with the Province.

[View the complete 2018/2019 Financial Report](#)

2018/2019 REVENUE BY SOURCE



2018/2019 OPERATING EXPENSES



FINANCIAL HIGHLIGHTS (\$THOUSANDS)	2018/2019	2017/2018
RESULTS OF OPERATIONS		
Revenues	\$38,826	\$43,014
Operating Expenses	\$36,877	\$34,596
Net Income	\$3,074	\$8,584
FINANCIAL POSITION		
Cash and Cash Equivalents & Investments	\$69,988	\$67,951
Total Assets	\$102,800	\$98,618
Total Liabilities	\$14,332	\$13,224
Equity	\$88,468	\$85,394

DID YOU KNOW:

76M Total revenue collected which includes \$37M for the Province

Table of Contents

Our Mandate and Services

Message from the Chair and President and CEO

Leadership

Consultation

Accomplishments and Awards 2018/2019

Operational Performance Land Title Related Activity

Operational Performance Surveyor General Related Activity

Operational Performance Historic Records Conservation Activity

Financial Snapshot

Contact Information

Land Title and Survey Authority of British Columbia Corporate Office

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

General Inquiries

1 877 577-5872 (LTSA) or 604 630-9630 • www.ltsa.ca

Follow Us on Twitter and LinkedIn

 twitter.com/ltsabc

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

