

Business Plan

2023/24 to 2025/26

LAND TITLE AND SURVEY AUTHORITY OF BRITISH COLUMBIA



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Message From the Chair of the Board of Directors and the President and Chief Executive Officer



In today's business environment where change is a constant presence, LTSA is focused on delivering operational excellence with a customer-centric focus. By continuing to reinvest and strengthen core systems, LTSA is on track to achieve a versatile infrastructure that supports ongoing enhancements and future innovations.

Our ongoing investments in core systems provides stability through periods of rapid change. We are confident that continual improvements to systems and processes will ensure LTSA is responsive to future market fluctuations while maintaining a high level of customer trust in the accuracy, security and efficiency of our systems.

Our commitment to operational excellence extends to all parts of our organization, where innovative ways of thinking and doing are continually explored. We are supporting our people in building skills that support adoption of technological advances and agile product development. We are incorporating innovative approaches in order to leverage data for insights and identifying enhancements that will benefit our customers as well as build on our position as a trusted source of real property information.

As we work to grow the business in the public interest, we want to ensure it is easy for customers to work with us. We recognize our customers' needs and expectations are evolving in a changing digital environment. Enhanced discovery activities will inform our innovation efforts and help establish more effective and efficient workflows, reduce our customers' administrative overhead, and mould our product and service offerings to increasingly digital ways of working.

LTSA continues to build on our established strategic objectives to achieve our vision of a real property market that is trusted and transparent. We will continue to innovate new ways to serve our customers in the future, and to evolve our products for a shifting environment. We view this customer-centric evolution as our responsibility to our customers and the entire province of British Columbia.



Eugen Klein

CHAIR, BOARD OF DIRECTORS



Al-Karim Kara

PRESIDENT & CHIEF EXECUTIVE OFFICER



Corporate Overview



LTSA is a publicly accountable, statutory corporation responsible for operating BC's Land Title and Survey systems and other land-related registries.

LTSA is an independent regulatory authority with the mandate to “manage, operate and maintain the land title and survey systems of British Columbia” along with other land-related registries such as the Land Owner Transparency Registry (LOTR) and the Condo and Strata Assignment Integrity Register (CSAIR). The *Land Title and Survey Authority Act* and the Operating Agreement with the Province provide LTSA with guidance for how it conducts business and additional services provided on behalf of the Province are guided by a Master Services Agreement with the Ministry of Finance. LTSA is governed by a Board of Directors chosen from stakeholder nominations and strives to reflect the diversity of the Province of BC.

As the operator and regulator of BC's land title and survey systems, LTSA is charged with the reliable and secure delivery of these systems, which are an essential underpinning to BC's private property market and the civil justice system. LTSA also safeguards the associated legislation in collaboration with the Province to support civic governance, taxation and Crown land management frameworks. Reports on LTSA's achievement against performance requirements that have been established by the Province are published annually.

LTSA creates value through efficient registration of land title interests and survey records and by providing access to reliable land information. By

virtue of that responsibility, LTSA must maintain the trust and confidence of stakeholders and customers. Confidence is gained through an open and accountable governance structure and transparent practices. With a reputation for accountable, reliable and trusted public administration, LTSA is a progressive, responsive organization that strives to continuously improve its customers' experience.

LTSA processes over seven million online transactions annually including transactions related to registration of land title interests and for searches of registered records and issuance of certificates. In addition, LTSA provides land title information data to the Province, local



governments, BC Assessment and other authorized organizations with an interest in real property information.

LTSA business operations are highly reliant on advanced technology to maintain effectiveness. In addition to a dedicated focus on the core mandate, and to stay ahead of trends toward greater demand for innovative information product solutions, the Board has established an expanded corporate structure with two subsidiary companies (LandSure Systems Ltd. [LandSure] and Autoprop Software Ltd. [Autoprop]). These subsidiaries develop and deliver innovative products and services aligned with the evolving needs of LTSA customers and the business strategy established by the Board. System security and reliability practices are rigorously applied and monitored by high-performing teams of information technology professionals to ensure data and systems are well protected.



Innovation

LTSA continuously develops, implements and manages new processes and systems to ensure it meets the ever-evolving needs of its customers and stakeholders.



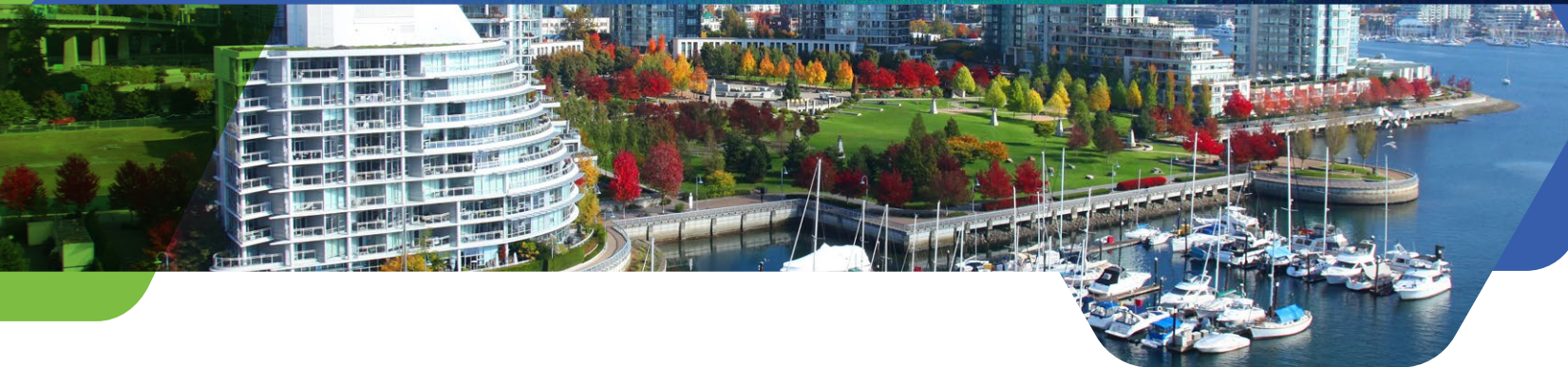
Integrity

LTSA and its employees are accountable for maintaining public trust in BC's land-related registries and survey systems. LTSA provides assurance that its services are delivered honestly, ethically, and with integrity.



Trust

With an earned reputation for reliable, trusted and accountable public administration, LTSA is poised to move its mission forward over the next three years.



Purpose, Mission, Vision and Values



PURPOSE

LTSA is guided by the overarching principle of serving the public interest. Within the context of LTSA's mandate, policies, practices and systems, the term public interest refers to those advisable activities that provide a public or common good. A functioning property market underpins a successful and sustainable economy. Access to information informs important decisions about land and enables individuals, businesses and governments to plan for a future that meets the challenges of today.

The *Land Title and Survey Authority Act* was established in 2005 with clear directives from government that LTSA will have a strong

governance, accountability and operating framework, established through legislation and an Operating Agreement, to protect the public interest. Public benefits of the LTSA model include an expectation that LTSA will provide stable, financially self-sufficient title registry and survey functions, and introduce technology solutions that are responsive to fluctuating demands.

MISSION

We deliver innovative trusted expertise and reliable land-related solutions to support the economy in the public interest.

VISION

A real property market that is trusted and transparent.

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 improve our business and increase our knowledge and skills.



Customers and Their Needs



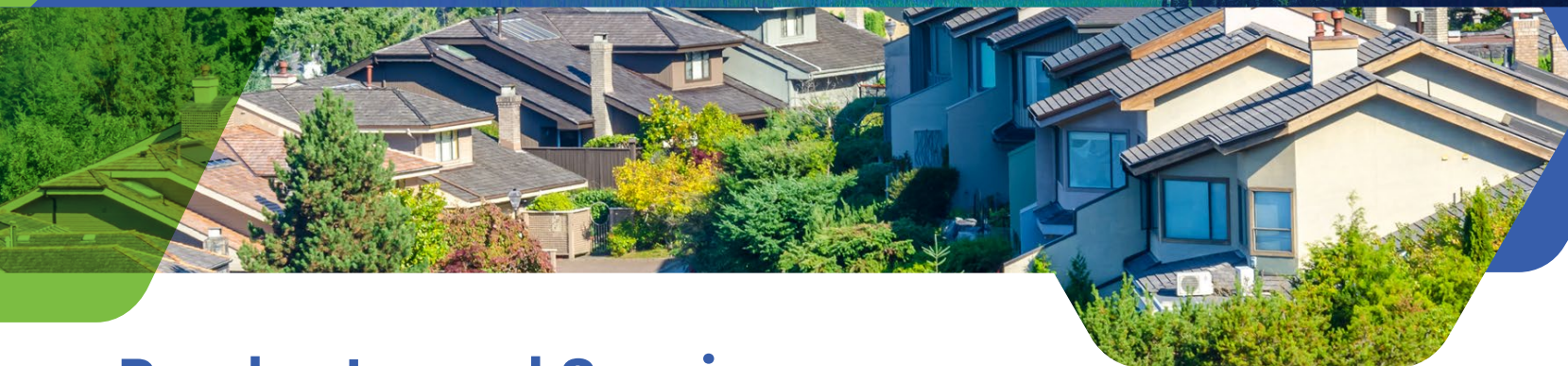
As a customer-centric organization, LTSA recognizes the unique requirements of different customer groups and is evolving products and services to meet customers' needs in an ever-changing environment.

LTSA is focused on improving the customer experience by developing customized solutions to meet the varied requirements of different customer segments. This customer centricity includes improvements to existing products and services as well as identifying opportunities to support customers through additional interactions along the real estate value chain.

LTSA will continue to enhance discovery and feedback activities to understand customers' needs in a changing digital environment. This will inform LTSA's innovation efforts and enable tailored experiences for a wide range of customers. LTSA will consider how customers want to interact with the

organization and how products and services can be configured to reduce friction and add value for customers. With this in mind, LTSA will work to establish better and more efficient workflows for customers, reduce administrative overhead, and build products and services for increasingly digital ways of working.

Customers are looking for LTSA's assistance to access data and business insights, make informed decisions and complete transactions easily and accurately. LTSA strives to exceed customer expectations with innovative solutions that provide greater efficiency and transparency for the real property market.



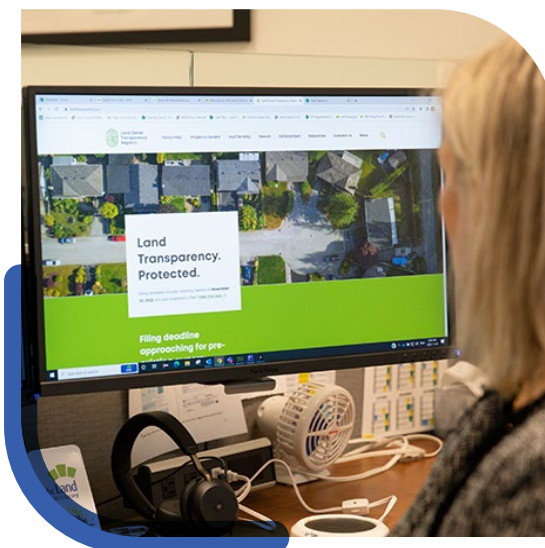
Products and Services

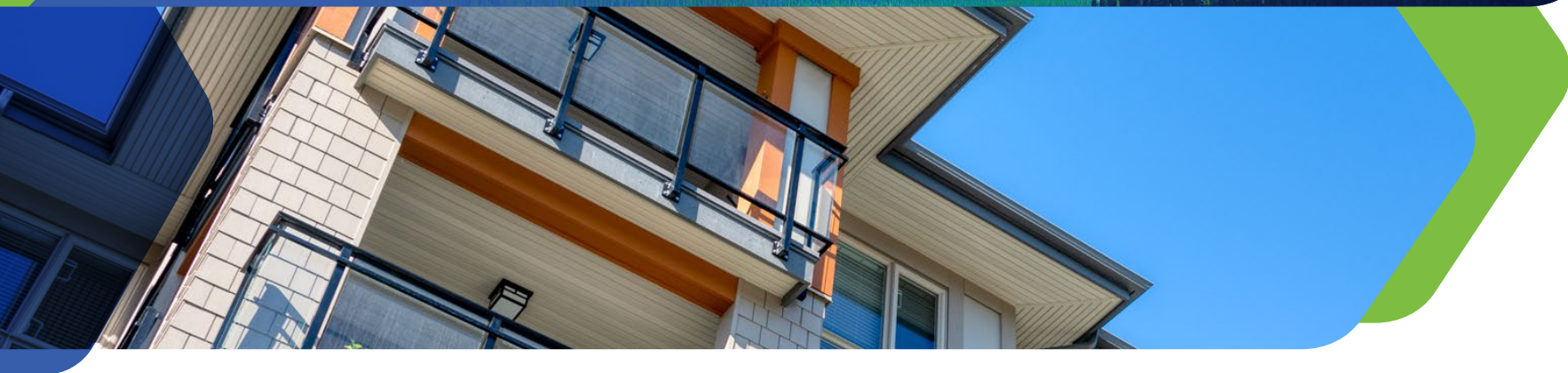


As a regulatory authority, LTSA is mandated to deliver defined statutory services in compliance with a variety of legislative provisions. A significant focus for the organization is the continued reinvestment and strengthening of the core systems that support these services, increasing agility, efficiency and reducing costs.

In addition to ongoing improvements to statutory services and core systems, LTSA is identifying product opportunities to address identified customer needs. While land title applications often occur near the completion of a real estate transaction, there are opportunities for LTSA to assist with the flow of information and activity between various customers earlier in the process. LTSA is considering the needs of various customer groups along the entire real property value chain to identify where LTSA could develop new products to improve the process for customers through better workflows and increased transparency.

Building on the concept of a real property platform, LTSA is positioning itself for the future by leveraging existing technology systems to expand our products and services. By adopting a product innovation approach that makes systematic and incremental changes, the organization will work towards a platform that serves multiple opportunities across LTSA's ecosystem and enables products such as land and property data services, geospatial applications and integrated workflows.





LTSA provides the following products and services to stakeholders and customers:



Statutory Services

Land Registry

- Online examination and registration of interests in land
- Assured ownership through a guarantee that, should an error be made in a title, individuals who suffer a loss will be compensated
- Online search

Surveyor General Services

- Facilitate execution of Crown grants
- Approve legal survey plans for private and public lands
- Address property boundary issues

Land Owner Transparency Registry

- Searchable registry of beneficial owners of property where property is held by a private company, trust or partnership

Condo and Strata Assignment Integrity Register

- Registry of resales of condo pre-sales



Service Aggregation

For Province

- Web-based interaction of Property Transfer Tax forms
- Automation of Property Tax Deferment
- Reports for Speculation Tax
- Crown Grant preparation and issuance
- Supports First Nations treaty settlement and land title registration

For Legal / Real Estate Practitioners

- Electronic Signatures – Juricert
- Tax certificates online
- Identity Verification
- eStrataHub



Data Aggregation Services

ParcelMap BC

- Electronic map of all private and Crown land legal parcels in BC, updated within two days of a new land survey being registered

AUTOPROP

- Software allowing users to quickly compile information on property from 125+ property databases into reports



Preserve & Digitize Historic Records

- Preserve physical plans, Absolute Fee Books and Surveyor's Field Books
- Digitize Absolute Fee Books to expand access to interested parties

Financials



Since its inception in 2005, LTSA has been a self-funded organization and has focused on providing value to customers through efficient service delivery and ongoing system enhancements. Net income amounts have been reinvested in the business and in building new products, services and technologies that serve the public interest. To March 31, 2023, LTSA has invested almost \$100 million in capital projects to improve operation of the land title and survey systems which represents a capital investment ratio of 95% of earned operating income since 2005.

LTSA has experienced a decline in transaction volumes and corresponding land title examination services and information



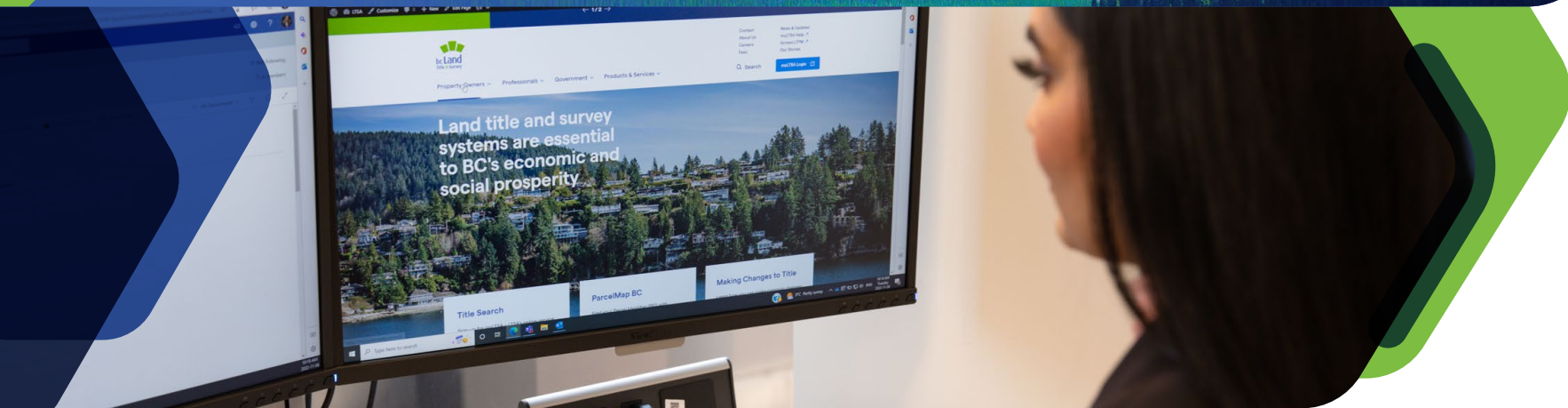
products revenue through the 2022/2023 fiscal year. These year on year declines are expected to continue into the coming fiscal year, as LTSA approaches historical transaction volume levels. LTSA will continue to prudently manage costs in this lower revenue volume environment while investing in projects that will serve the public interest, modernize existing systems, increase automation and reduce processing defects. LTSA will also invest further in preserving and digitizing LTSA’s historic records, allowing individuals and organizations to access records online at any time.

LTSA has a funding review process in place to ensure investments are prudent, aligned with strategic objectives and stakeholder needs and are within LTSA’s mandate.

DID YOU KNOW?

LTSA invests significantly in modernizing its operations and supporting the public interest. This includes the following project investments made up to December 31, 2022:

\$2.3 Million	Project Echo – (see page 16 for more information on Project Echo)
\$1.6 Million	Survey Plan Services Modernization – (see page 21 for more information on Survey Plan Services Modernization)
\$1.3 Million	Application Platform Modernization – (see page 20 for more information on Application Platform Modernization)



Looking forward to the 2023/2024 fiscal year, investments are planned for the following projects:

PROJECT/ SERVICE	PROJECT BUDGET (\$MILLIONS)	DESCRIPTION
Application Platform Modernization	\$5.6	(see page 20 for more information on Application Platform Modernization)
Survey Plan Services Modernization	\$2.6	(see page 21 for more information on Survey Plan Services Modernization)
Historic Records Plan	\$1.0	(see page 16 for more information on Historic Records Plan)
Other Initiatives	\$1.5	



Environmental, Social and Governance



As a regulatory authority, LTSA administers systems that underpin BC's real property market and support civic governance, taxation and Crown land management to provide social and economic benefit for all. LTSA has always strived to act with trust, integrity, and in the public interest. While LTSA's current planning and operations reflect the principles of Environmental, Social and Governance (ESG), steps are being taken this year to more clearly align activities and reporting to these principles, building an ESG strategy for long-term sustainability.

The initial phase of this work will be aimed at identifying material ESG opportunities in the LTSA context. With guidance from the Board of Directors, LTSA will determine how to further incorporate ESG into its mission, vision and values. Future plans include identification of key metrics to provide a framework for future reporting in annual reports and other public facing documents.

ENVIRONMENT

Several modernization initiatives implemented and planned by LTSA will support reducing greenhouse gas emissions through increased automation, electronic filing efforts and document digitization, which all reduce paper waste.

Two of LTSA's leased offices are LEED gold buildings, and LTSA will continue to leverage recent investments in remote work technology to reduce emissions from travel.





SOCIAL

LTSA is mindful that its business activities have an effect on the general public, customers, stakeholders, communities and employees.

LTSA is committed to fostering an organizational culture of diversity, equity and inclusion (DE&I).

LTSA continually invests in the development of its people, including employee training and reviewing hiring and compensation policies (see page 22/23 for further information).

LTSA is implementing its recently established Indigenous Reconciliation Plan which provides a meaningful framework for how the LTSA can conduct its business in the spirit of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commissions (TRC) Calls to Action. Activities planned for this coming fiscal year are aligned under several themes including Communication and Relationships; Culture, Learning and Awareness; First Nations

National Land Registry; Records, Information and Services and Partner Outreach.

(see page 18 for more information on the First Nations National Land Registry)



GOVERNANCE

LTSA will continue to focus on operating a sustainable corporate structure that supports the public interest.

LTSA is subject to a variety of legislative provisions and operating agreements and has established accountable policies and practices to ensure compliance, internal

controls, clear lines of authority and comprehensive risk monitoring.

Oversight of LTSA is provided by a Board of Directors that is populated from nominees provided by defined stakeholder entities in legislation. Additionally, LTSA employs several statutory decision makers who are delegated authorities defined in legislation who apply discretion independently, with an emphasis on procedural and administrative fairness.

(see LTSA Annual Report: Governance Report for more information on LTSA governance activities)



Strategic Business Priorities



To achieve LTSA's vision of a real property market that is trusted and transparent, LTSA will explore opportunities that make up the complete real property value chain, including those activities that occur prior to registration activities (i.e. 'upstream'). The aim is to enhance transparency, reduce fraud and increase the reliability and efficiency of the real property market.

With the public interest paramount, LTSA is uniquely positioned to develop, and be a trusted platform for, a sustained expansion of products and services that would support the complete real property value chain. This overarching trusted platform strategy builds on LTSA's expertise in land-related matters, successful

business transformation, and development of innovative technology solutions to support improved collaboration and efficiencies for customers and stakeholders.

LTSA has identified four strategic objectives to support its mission of delivering innovative

and trusted expertise and reliable land-related solutions to support the economy in the public interest. In alignment with key areas of the business, these objectives outline what LTSA aims to accomplish and the plans to accomplish it:



Improve Operational Excellence

Continually improve internal and customer-facing processes for a better service experience.



Grow the Business in the Public Interest

Develop new business opportunities and product innovations that solve problems for customers and society at large.



Reinvest and Strengthen Core Systems

Enhance core systems to ensure LTSA remains the 'trusted source and place' for real property information.



Continually Invest in People and Capabilities

Engage and invest in employees to build a customer-centric culture.

LTSA will achieve these objectives in compliance with the regulatory framework and agreements that apply to the organization. Maintaining and strengthening the LTSA's reputation for being the trusted source for real property information is paramount. LTSA achieves this through responsible and prudent fiscal management, a critical focus on its cyber security program and by continually seeking innovative ways to improve the business and the customer experience.



STRATEGIC OBJECTIVE 1:

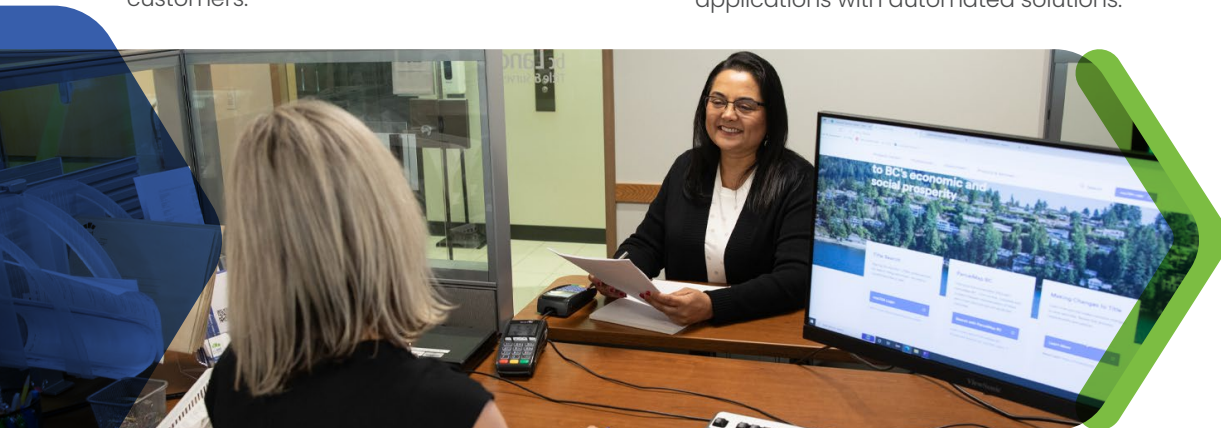
Improve Operational Excellence



Continually improve internal and customer-facing processes for a better service experience.

LTSA creates value by supporting security and certainty of title through the efficient registration of land title interests and survey records, and by providing access to reliable land title and survey information. By virtue of that responsibility, LTSA must maintain the trust and confidence of its stakeholders and customers.

LTSA is obligated under the Operating Agreement with the Province to process land title and survey services within specified timeframes, regardless of transaction volumes. This standard means we continually monitor turnaround times and moderate the effort required to manually examine and register applications with automated solutions.



► Key Initiatives

Customer Engagement and Experience

LTSA uses customer feedback to identify enhancements to its business that will improve customers' experience. Along with activities like focus groups, advisory committees and post-transaction surveys, LTSA conducts an annual Customer Relationship Health Survey to measure overall experience and continuously invests in improving customer support, help content and dissemination of timely information through a variety of communication channels.

LTSA will continue to make improvements to the customer experience, introducing new or refined processes to improve the efficiency, accuracy and security of LTSA products and services. Using ongoing feedback from customers, LTSA will introduce iterative changes that address the unique needs of different customer segments.



Maintain Consistent Average Application Processing Times

LTSA received over one million land title applications last year that consisted of simple applications to change title information through to the more complex title registrations. Since it is difficult to predict the types of applications received and when, automation is key to reducing average application processing times, especially during high volume periods. At present, almost 65% of all applications received for land title transactions are automated. LTSA's goal is to steadily increase that rate to 68% over the next two years.

Process Improvement to Achieve Operational Excellence (Project Echo)

Project Echo, which began in April 2021, aims to increase automation and reduce application defects through retiring legacy forms, increasing electronic web-based filings, refining automation processes and increasing the number and types of forms that can be automatically processed. This project has

resulted in tangible increases in automation and decreases in filing defects through increased electronic filing, and customer education efforts.

With Project Echo nearing completion, LTSA will continue work to find operational efficiencies including:

- Implementing improvements to the land title submission process;
- Significantly lowering the land title defect rate;
- Continuing to increase land title automation and online land title submissions;
- Optimizing resources to meet turnaround times during cycles of higher and lower volumes.

Digitize Historic Records to Expand Access and Preserve Artifact Integrity

LTSA cares for a significant collection of BC's historic land title records and survey plans that date back to the early 1800s. LTSA is continuing

its multi-year project to digitize these historic paper and microfilm records, improving customers' access, allowing for more on-line searches of records and preserving the original paper versions from deterioration.

The Historic Records Advisory Committee will continue to provide advice to LTSA on the prioritization and digitization of records with greatest interest to First Nations and LTSA will continue to provide records access to First Nations groups.

Discriminating Covenants Project

LTSA supports efforts to address discriminating covenants in land title records and is continuing to amend discriminating language in accordance with current legislation. With over 100 million records in paper and microfilm format, the effort to find and strike discriminating covenants is ongoing. Along with work to digitize historic records, LTSA has initiated a project to explore the use of machine learning to help find remaining unaltered discriminating covenants. The project uses

optical character recognition and artificial intelligence to search digitized records for a list of discriminating words.

Expanded Online Services

Customers are now able to use their BC Services Card to access and file a number of transactions online with LTSA, including change of mailing address and Claim of Builders Lien. These online forms reduce the filing and mailing of complex paper forms, as well as reduce the time required by LTSA staff to examine and enter paper forms into LTSA's systems. Additional benefits are anticipated to be a reduction in form defects, and further increases LTSA's automation of transactions. LTSA will continue to implement additional public filing forms in the coming year as well as improve forms rolled out in the current year.

Quality Assurance Program (QAP)

The QAP provides a pathway for the Director of Land Titles to exercise the responsibility of regulating practice and securing uniformity

in details and procedures under section 9 of the Land Title Act. It takes a proactive and preventative approach toward delivering services and aims to achieve the following outcomes:

- maintaining accuracy of information to ensure customer satisfaction, trust and confidence in the land title register;
- increased efficiency in the land title services and operations including meeting or exceeding average processing time targets;
- continued establishment of best practices in the work of land titles.

Land Owner Transparency Registry (LOTR)

LTSA continues to support the Land Owner Transparency Registry, a public, searchable database containing information about individuals who are deemed to have an indirect interest in land. LOTR improves real estate transparency in BC and supports the Province's 30-point housing plan to address



housing affordability. To December 31, 2022, LOTR has received over 400,000 transparency declarations and over 100,000 transparency reports. There have also been just under 10,000 LOTR registry searches done by the general public as well as many searches (count of PIDs) done by enforcement officers and ministry officials, taxing authorities, law enforcement agencies and regulators. LTSA will continue to make enhancements to the LOTR filing and search processes, and will continue to work with regulators to provide timely and relevant LOTR information.



STRATEGIC OBJECTIVE 2:

Grow the Business in the Public Interest



Develop new business opportunities and product innovations that solve problems for customers and society at large.

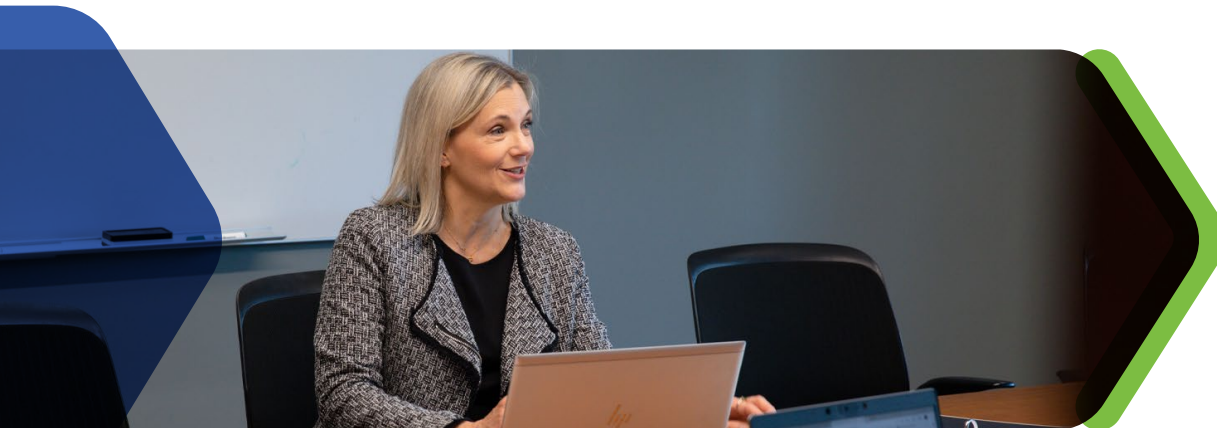
Through ongoing collaboration, customers have expressed a desire for LTSA to make it easier for them to operate in the real property market. LTSA is poised to add value in the future by aggregating the trusted data and services

customers need to conduct their business. This strategy aims to support the entire real property value chain and provide users with solutions that are unique to their needs to improve the customer experience.

► Key Initiatives

First Nations National Land Registry

LTSA is collaborating with the Lands Advisory Board and First Nations Land Management Resource Centre to develop the operational and technical requirements for a First Nations National Land Registry (FNNLR). The vision for the FNNLR is to establish a shared, comprehensive, trusted, sustainable, and First Nations governed land registry for lands governed under a Land Code or self-government arrangement. The registry will create essential infrastructure for First Nations land governance, further First Nations land management and provide reliable and trustworthy registration of interests in land to support First Nations under the Framework Agreement. Pending funding approval by the Government of Canada, LTSA will work with the Lands Advisory Board to initiate work on constructing the FNNLR in fiscal 2024/25.





Land and Property Data Services

LTSA is well positioned to solve specific needs for key customer groups, with a focus on items that improve transparency and efficiency in the real property market. This could include services on behalf of the Province of British Columbia, local governments, public sector entities as well as other organizations who participate in the real property market. LTSA actively engages with stakeholders to identify opportunities and potential solutions.

ParcelMap BC

ParcelMap BC has become widely recognized and used as the authoritative cadastral parcel fabric representation in BC, following the phased retirement of the Integrated Cadastral Fabric (ICF) by Geo BC. With continual data updates

to parcel attributes and spatial representations, [ParcelMap BC](#) provides the foundation for an integrated platform where customers will be able to access a range of LTSA's land and property data services.





STRATEGIC OBJECTIVE 3:

Reinvest and Strengthen Core Systems



Enhance core systems to ensure LTSA remains the 'trusted source and place' for real property information.

As business needs evolve and grow, LTSA will continue to reinvest in and strengthen the core systems that real property practitioners and BC's citizens have come to rely on for trusted information. Moreover, these systems underpin BC's real property market and support

civic governance, taxation and Crown land management to provide social and economic benefits for all. With so much at stake, it is essential that LTSA sustains the reliable operations and integrity of these systems.

► Key Initiatives

Application Platform Modernization (Real Property Platform)

LTSA is in the early stages of visioning a modern Real Property Platform to form the basis of LTSA's existing and future systems. The new platform is intended to enable delivery of more adaptable and extendable systems that will improve customer experience by integrating capabilities and making systems easier to use. The platform will be flexible to customers' needs and will offer a range of services dependent on customer type. Areas covered through this initiative include:

- building a shared underlying technology for all LTSA systems;
- leveraging standards in the land administration domain and supporting technologies;





- upgrading geospatial capabilities and further leveraging ParcelMap BC;
- modernizing the land title system to enhance security, accessibility, sustainability and efficiency for users;
- establishing a common, standardized user portal to provide a unified customer experience across LTSA applications;
- enhancing data visualizations and insights into the real property marketplace.

This modernization project is in its early phases and will continue for a number of years as additional capabilities are built and implemented.

Survey Plan Services Modernization

Survey Plan Services Modernization, which launched in fiscal year 2022/2023, will build a modern, web-based central workspace which will contain unified survey plans and datasets

with enhanced plan validation and versioning. This will increase transparency and improve controls through the survey plan submission process, streamline plan filing and reduce inefficiencies and errors.

Cyber Security Program

With the majority of LTSA services being delivered online with modern technology, LTSA takes its Cyber Security Program very seriously. LTSA will continue to invest in strengthening its Cyber Security Program through continued employee training, performing vulnerability assessments and penetration testing, and conducting regular risk reviews. LTSA conducts continuous monitoring for security related events and potential threats and responds and adjusts its approach as necessary. LTSA will continue to perform privacy and security impact assessments and security testing for all new products prior to product launch.



STRATEGIC OBJECTIVE 4:

Continually Invest in People and Capabilities



Engage and invest in employees to build a customer-centric culture.

LTSA's progress towards its vision of a trusted and transparent real property market can be directly attributed to the ongoing agility and dedication of our employees. Employees have demonstrated resilience and adaptability through a period of continuous change and

growth. LTSA will build on these skills and strengths to ensure our people are prepared for fluctuating market demand, agile product development and delivery, and evolving customer needs.

► Key Initiatives

Enhance Employee Experience

We have bright, committed employees who share an interest for the innovative, meaningful work that LTSA provides. We are committed to creating an environment where this interest is fostered. We will implement action plans to strengthen employee connection to our mandate, values, senior leadership, and each other. We have also built a strong recognition program that provides regular and varied moments of celebration throughout the year. This year, LTSA will refine and expand this program to further support a culture of ongoing recognition.





Develop Leadership Capability

The coaching and mentorship of current and future people leaders will complement employee experience activities across all areas of our business and help achieve LTSA's strategic goals. Our leaders will learn tools and apply frameworks designed to support their leadership while developing teams and team members who feel confident and empowered in their work.

Invest in Development and Training

Investing in the learning and development of our employees will help prepare them for continued change, market fluctuations, new ways of working, and the ongoing digitization of products and services, as well as the innovative customer-centric approach required today and into the future.

Focus on Diversity, Equity and Inclusion

LTSA is committed to fostering an organizational culture of diversity, equity and inclusion (DE&I). From regularly reviewing our hiring practices, to ensuring pay equity and DE&I training for all employees, we are providing a workplace where all our people can share their diverse views, skills and backgrounds.





Targets and Measures



The strategic objectives established by the Board enable LTSA to continually improve its operations and meet demand for services in the public interest.

The Province of BC establishes the mandate, responsibilities and performance standards of LTSA under the *Land Title and Survey Authority Act* and an Operating Agreement that enables LTSA to carry on other necessary or advisable activities related to improving the real property market in the public interest. LTSA's existence as an independent authority relies on the organization's ability to achieve—and exceed—these targets:

MEASURES	OPERATING AGREEMENT TARGETS
Average Processing Time for Land Title Act Applications	6 business days
Average Processing Time for Crown Grants	21 days
Average Processing Time for Land Act Surveys	21 business days

Contact Information



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