

# Business Plan

# Plan

2025/26 to  
2027/28

Land Title and Survey Authority of British Columbia



A decorative graphic consisting of several concentric white circles on a dark blue background, partially overlapping a green fern leaf.

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

**LTSA is building on 20 years of operating BC's land title and survey systems by continuing to focus on the four strategic objectives which form the foundation for the organization's continued success and improvement. Within these four strategic objectives, a number of new initiatives are shaping the development of a real property platform for British Columbia.**

The ongoing investment in LTSA's core systems and digitization of records is providing a stable foundation to support our progress across all aspects of strategy. By applying advanced technology to modernize our core systems, we ensure our services

remain reliable and resilient, we continue to improve our operational excellence, and we can more easily introduce new services for the benefit of our customers. In addition to investing in our core systems to position us for the future, we consider growth opportunities through a balanced approach of innovation, strategic collaborations and resource allocation.

As new technologies speed the rate of change in our environment, we focus on measured and considered adoption. Development of an artificial intelligence (AI) policy framework will consider appropriate applications and responsible use of AI. In the event of unexpected or crisis situations, the stability of our systems is backed by enhanced business continuity management planning to ensure operational resilience in extenuating circumstances.





LTSA is committed to enhancing accessibility and security of the land title system by developing a verified transaction that incorporates secure technology infrastructure related to property ownership. This includes introducing digital credentials for property owners to securely connect a verified person to their interest in land. It also includes enhanced digital verification for the professionals involved in a real estate transaction, to increase transparency and reduce potential for fraud. LTSA continues to provide leadership to the industry to improve collaboration and work more efficiently as a whole.

Based on feedback from stakeholders, customer and employees, the LTSA Board of Directors has established Environmental, Social and Governance (ESG) priorities aligned with LTSA's business plans and strategy. Included in these priorities is a continued commitment to Indigenous reconciliation, actioned through the Indigenous Reconciliation Action Plan and LTSA's contributions towards the development of the First Nations Land Governance Registry by the Lands Advisory Board.

Building innovative and resilient systems is only possible with the commitment and involvement of our dedicated employees, and we are growing our organization's innovation capabilities through employee training and development.

We look forward to continuing to build on our foundation to maintain what LTSA has accomplished to date and further our vision of a real property market that is trusted and transparent.



**Robert Simmons**  
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 a regulatory authority, independent from government, with the mandate to “manage, operate and maintain the land title and survey systems of British Columbia” along with other necessary or advisable related activities. This includes 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, steward 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 millions of 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. 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 thriving property market is essential for a robust and enduring economy. Having efficient access to comprehensive information about land empowers individuals, businesses, and governments to make crucial decisions and prepare for a future that addresses present challenges effectively.

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 continue to be responsive to fluctuating demands in the real property market. LTSA makes an essential contribution to the economic and social well-being of British Columbians and the public interest is always at the forefront of what we do.

## 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

**LTSA provides products and services to a wide range of customers including legal professionals, surveyors, realtors and other professionals, as well as property owners, public agencies and all levels of government.**

While each of these groups has different needs and accesses LTSA services in different

ways, all LTSA's customers want to complete transactions easily and accurately, and are looking for information and data that will help them make informed decisions.

LTSA will continue to consult with customers to identify changing requirements. These activities include focus groups, one-on-one discovery sessions, surveys and other customer feedback opportunities that help LTSA identify improvements to the customer experience.



# Products and Services

**A significant focus for the organization is the continued reinvestment and strengthening of the core systems that support the efficiency of the land title and survey systems, ensuring they remain adaptable for the future. This includes a large project to modernize LTSA's application platform which delivers land title and survey services to customers.**

Working together across the land and property industries, LTSA is strengthening the real estate transaction for long-term resilience. LTSA seeks to foster innovation while ensuring a real property ecosystem that keeps pace with technological

advancements and societal expectations. LTSA is supporting the Lands Advisory Board and First Nations Land Management Resource Centre in the development of a First Nations Land Governance Registry, providing essential infrastructure for First Nations land administration.

By adopting a product innovation approach that makes systematic and incremental changes to existing technology systems, LTSA aims to build a connected and secure system that improves transparency and efficiency in the real property market. The impact of these investments will benefit multiple customer segments and provide the foundation for LTSA to offer integrated data services, geospatial applications, and workflows across its ecosystem.





## 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

- Prepare and execute Crown grants
- Approve legal survey plans of Crown land
- Adjudicate statutory applications related to property boundaries

### 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



## Supplemental Services

### For Province

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

### For Legal / Real Estate Practitioners

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

### For First Nations

- First Nations Land Governance Registry



## 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 Vault Records

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

# Financial Plan

**Since its inception in 2005, LTSA has been a self-funded organization and has focused on ensuring that its operating expenses do not grow at a greater rate than its revenues. Operating income amounts have been reinvested in the business and in building new products, services and technologies that serve the public interest.**

LTSA has continued to experience lower than average land title transaction volumes and revenues in the 2024/25 fiscal year as the real estate market has continued to be affected by higher interest rates and a slowing economy. With lower volumes in the 2023/24 and 2024/25 fiscal year, LTSA has moderated its spending to reflect lower

revenue volumes, and will continue to grow operating expenses at a slower rate than revenues, with the exception of investing in exploring new technologies or new solutions in the public interest. LTSA expects to see a moderate increase in land title volumes as they are expected to return to long term historical averages in the 2025/26 fiscal year as the real estate market reacts to interest rate and mortgage rate reductions.

In the 2025/26 fiscal year LTSA expects to incur a modest operating loss, as it invests in research and development activities related to the verified transaction initiative. This initiative, to enhance digital trust and security for real property transactions, will span several years (see page 19). In addition, LTSA expects to spend in the range of \$8 to \$12 million on capital projects supporting facilities and systems improvements, primarily focusing on the Application Platform Modernization

project (see page 20). LTSA will also continue to invest in preserving and digitizing LTSA's historic records (see page 16).

LTSA has a budget 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?

► **From 2005 to March 31, 2024, LTSA has invested over \$118 million in capital projects which represents an investment ratio of 112% of earned operating income since 2005.**

# Social Responsibility

## **LTSA's governance and operating models have reflected the principles of Environmental, Social and Governance (ESG) since its inception in 2005.**

LTSA is continuing to build on these principles and has identified relevant ESG topics to focus the organization on areas that contribute positively to society within LTSA's mandate and the ecosystem within which it operates. These focus areas were selected based on feedback from stakeholders, customers, employees and the Board of Directors via an ESG Materiality Assessment Survey. The survey invited participants to provide input on the importance/impact of 20 key material topics selected as relevant to LTSA from a subset of the Global Reporting Initiative (GRI) standards.

LTSA stakeholder and customer feedback identified a continued interest in seeing LTSA uphold its 'trusted source' position with five of their top seven ranked key ESG material topics relating to governance. Furthermore, stakeholders and LTSA both identified the following as high impact areas:

- Cyber Security and Data Privacy
- Anti-Corruption / Fraud
- Customer Experience / Satisfaction



## ESG Ambition Statement

LTSA is committed to upholding its core values in pursuit of its overarching vision of a real property market that is trusted and transparent, including integration of environmental, social and governance principles.

Based on the result of external and internal stakeholder engagement, LTSA has identified the following key ESG material topics as important impact areas for LTSA.



### Environmental

- **Climate Change and Sustainable Operations** – Achieve carbon neutrality annually for Greenhouse Gas (GHG) Emissions and practice responsible consumption and production.
- **Disaster Recovery from Climate Change** – Support the Province and communities to prepare and recover from the impacts of natural disaster events in support of a climate resilient society.



### Social

- **Indigenous Reconciliation** – Establish a meaningful framework for how LTSA can conduct its business in the spirit of the United Nations Declaration of the Rights of Indigenous Peoples (UNDRIP) and the Declaration on the Rights of Indigenous Peoples Act (DRIPA) and responding to the Calls to Action from the Truth and Reconciliation Commission (TRC).
- **Customer Experience / Satisfaction** – In support of maintaining strong customer experience and satisfaction, continue to ensure the products and services are meeting the needs of customer groups.
- **Diversity, Equity and Inclusion** – Take action to ensure LTSA is a safe, respectful, diverse, equitable and inclusive workplace.



### Governance

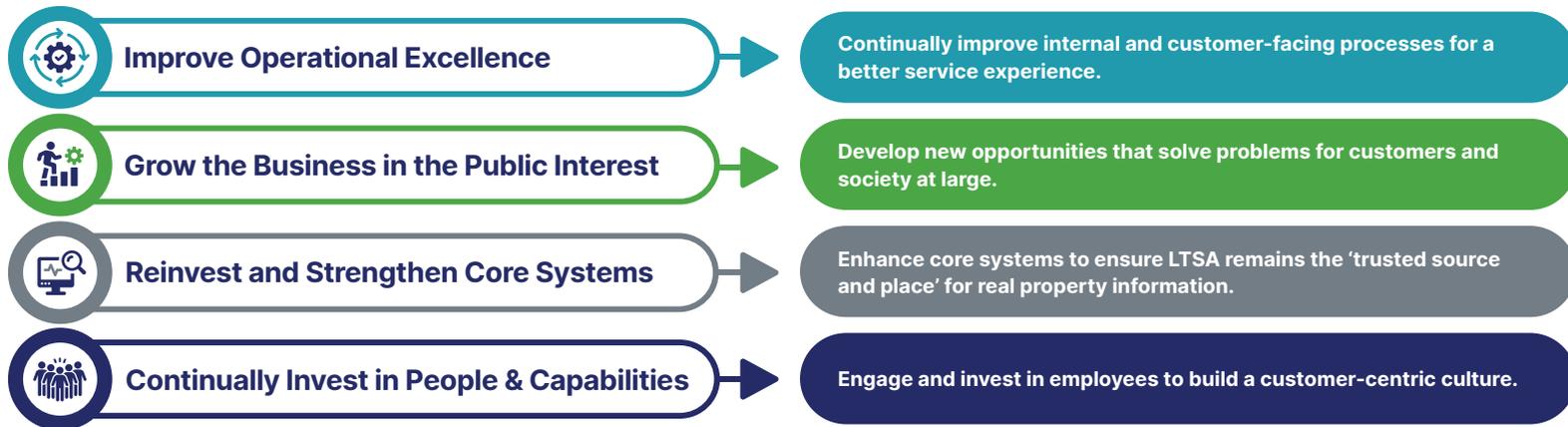
- **Anti-Corruption / Fraud** – Strengthen and build strong systems to mitigate against corruption and fraud in the real property market.
- **Cyber-Security and Data Privacy** – Continue investment in LTSA Cyber Security Program and maintain strong compliance with data privacy laws and best practices.

*In the following pages, key initiatives linked to an ESG principle are indicated with an associated icon.*

# Strategic Business Priorities

**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.**

LTSA is establishing a real property platform that modernizes and streamlines systems and practices, delivering an enhanced experience and new offerings to customers. An ongoing investment in core systems and operational excellence provides system stability and a robust infrastructure that can support enhancements and future innovations. Through a focus on streamlining systems and processes, LTSA is ensuring continued efficiency and accuracy of our operations to keep pace with market fluctuations and shifting customer expectations.



LTSA will achieve these objectives in compliance with the regulatory framework and agreements that apply to the organization. Maintaining and strengthening LTSA's reputation for being the trusted source for real property information is paramount. LTSA achieves this through responsible and prudent fiscal management, a robust 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.



## Key Initiatives

### Operations

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 average processing times and moderate the effort required to manually examine and register applications with automated solutions.

LTSA will continue work to improve quality of application submissions, refine automation

processes, and optimize resources to maintain consistent average processing time. These ongoing efforts benefit customers by ensuring a smooth land title registration process with minimal delays. LTSA continues to operate the Land Owner Transparency Registry (LOTR), a public, searchable database containing information about individuals who are deemed to have an indirect interest in land. 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.



### Customer Engagement and Experience

LTSA uses customer feedback to identify enhancements 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.

LTSA will continue to introduce incremental changes to address the unique needs of different customer segments, improving the efficiency, accuracy and security of LTSA products and services. Education resources such as webinars, articles and other learning content provide valuable information for customers submitting land title and survey applications, and the customer service centre provides direct support for customers who need support to access LTSA products and services.



### Vault Records Program

LTSA continues to explore and update its approach to digitizing vault records with a long-term goal of improving accessibility while reducing the need for physical access, thereby contributing to preservation.

Recognizing the value of the records for First Nations LTSA established a Vault Records Advisory Committee in 2019 which includes members from First Nations organizations, historical researchers with expertise in land records, and other archivist specialists as appropriate. The Vault Records Advisory Committee will continue to provide advice to LTSA on records and metadata with greatest interest to First Nations and LTSA will continue to provide records access to First Nations groups.



### Discriminating Covenants

LTSA supports efforts to address discriminating covenants in land title records and continues 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. LTSA is continuing to utilize technologies such as intelligent character recognition to extract machine-readable text from land title records that have been digitized as a possible means of helping to identify offensive records.

### 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; and
- continued establishment of best practices in the work of land titles.

► **For more information on discriminating covenants, visit**  
[ltsa.ca/discriminating-covenants/](https://ltsa.ca/discriminating-covenants/)

## Surveyor General

### Supporting First Nations Agreements

LTSA performs an important role in advancing the provincial government's commitments to First Nations in BC. This includes ensuring clarity and certainty in boundaries of lands transferred to First Nations. Key responsibilities include issuing survey instructions to land surveyors, reviewing and approving the resulting legal survey plans, preparing and issuing Crown grants where applicable, and providing comprehensive land and survey-related advice throughout the process.

As the provincial government continues to prioritize the finalization and implementation of these land agreements, LTSA expects a sustained high volume of requests. To meet this demand effectively, the organization has optimized workflows and will continue to monitor capacity to adapt resources as needed.

### Improving Natural Disaster Response

Natural disasters can disrupt boundary evidence, creating uncertainties in the location of property boundaries. To mitigate these challenges, LTSA has developed and published

post-disaster guidance for landowners and local governments. This guidance emphasizes the critical role of boundary certainty in recovery efforts and provides practical proactive steps that can be taken to reduce property boundary issues. Additionally, proactive measures are being taken to prepare for the potential impacts of a significant earthquake, including addressing the unique challenges of determining boundary locations when the ground surface changes.

### Modernizing Survey Framework

With the increasing use of air space parcels for complex multi-use developments, LTSA is working to modernize the survey framework to meet current and future demands. Additionally, efforts are underway to explore the 3D representation of airspace parcels within Geographic Information System (GIS) mapping applications to help visualize the relationship of volumetric parcels and charges.

### Transitioning to Modern Datums

LTSA is actively partnering on the Province's GeoBC project to upgrade the accuracy of physical control monuments across the province, facilitating the transition to modern

vertical and horizontal datums. The Surveyor General is a key stakeholder in this initiative relating to the adoption and maintenance of these datums for legal surveys in BC. The multi-year project, initiated in Fall 2022, is expected to increase the precision and reliability of BC's geospatial infrastructure.

### Maintaining Boundary Monumentation

The Alberta-BC Boundary Commission is responsible for restoring and maintaining boundary monuments and managing surveys of the interprovincial boundary. These surveys are often in remote and challenging terrain. The Commission, comprised of the Surveyor General of Canada Lands, the Director of Surveys of Alberta, and the Surveyor General of British Columbia, convenes bi-annually to assess progress on its 30-year Boundary Maintenance Plan and set annual survey priorities.

► For more information on Surveyor General services, visit

[tsa.ca/professionals/surveyor-general/](https://tsa.ca/professionals/surveyor-general/)



## STRATEGIC OBJECTIVE 2:

# Grow the Business in the Public Interest

### Develop new opportunities 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. This strategy aims to provide users with solutions that address their needs and improve the customer experience. Through an annual symposium, LTSA is bringing government, industry and other stakeholders together to identify challenges and deliver innovative services that improve trust, transparency and security for the real property market.



### Key Initiatives



#### First Nation Land Governance Registry

LTSA is supporting the Lands Advisory Board and First Nations Land Management Resource Centre in the development of a First Nations Land Governance Registry (FNLGR).

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 operating under the

Framework Agreement on First Nations Land Management Act.

LTSA's role within the project is to support and advise the Lands Advisory Board and First Nations Land Management Resource Centre on registry related matters, build the necessary technology for the FNLGR, and sustain the technology as required post-completion. Development of the operational and technical components of the registry will continue over the coming year, with initial operating capacity anticipated in 2025/26.

 **Verified Transaction**

LTSA is taking a leadership role to digitally connect the real estate transaction and make the complex, multi-step process of buying and selling property more trusted and secure. LTSA is working with stakeholders to modernize identity verification for homeowners and professionals involved in real estate transactions, using digital tools. With enhanced verification and data standards, the parties can be connected and progress the digitization journey. Benefits include enhanced security, improved access to information and data, improved interoperability with other public service agencies and truly paperless transactions for property owners. By limiting opportunity for identify theft and fraud and improving the connectivity of the real estate transaction, the whole system will be stronger.

**Land and Property Data Services**

LTSA is well positioned to solve specific needs for key stakeholder 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 stakeholders who participate in the real property market. LTSA actively engages with stakeholders to identify opportunities and potential solutions.

 **Data Standards**

The adoption of standardized data formats, definitions, and quality control mechanisms will support the delivery of efficient and transparent real property market. LTSA is engaging with the Province and industry stakeholders to assess readiness and identify best practices to inform the development of data standards for the real property sector.



**ParcelMap BC**

ParcelMap BC has become 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 core systems by modernizing the application platform and business practices that streamline land administration processes. Strengthened technology infrastructure for the platform and existing geospatial systems will support organizational resilience, and new capabilities that provide value for our stakeholders and customers. Ongoing cyber security activities will protect and maintain the quality of core systems.

## Key Initiatives

### Application Platform Modernization

LTSA continues to modernize our application platform to strengthen existing technology infrastructure and enable new capabilities and the creation of new offerings for customers.

- A customer portal that efficiently connects products to customers through a single login, to improve the customer experience
- The implementation of a universal parcel identifier as well as planned parcels to

better support local governments and industry and allow for future innovations in planning and data use.

- An updated data platform and improved data analytics capabilities to deliver better information and insights about land information.
- A major modernization of our core land title systems for improved resilience and efficiency.

### ► SurveyHub

Part of the application platform modernization initiative, a pre-submission workspace to assemble survey plans and datasets in a single workflow was made available to land surveyors in late 2024. Additional functionality will be added to SurveyHub, continually improving efficiency and customer experience for land surveyors.

 **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 investment in tools as well as employee training, performing vulnerability assessments, penetration testing, and managing risks by conducting regular risk

reviews and testing effectiveness of controls. 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 launch, and maintain a business continuity management plan to ensure operational resilience in extenuating circumstances.





## STRATEGIC OBJECTIVE 4:

# Continually Invest in People and Capabilities

### **Build a customer-centric culture; engage and invest in employees.**

LTSA's reputation for innovative, trusted expertise and reliable land-related solutions can be attributed to the dedication and capabilities of our employees. Through fostering a culture of innovation and high performance, our employees effectively execute our strategic priorities. LTSA will continue to build on our skills and strengths to ensure our people are prepared for evolving customer needs, technological advancements, and market trends.



#### **Drive Employee Engagement**

LTSA is committed to creating a positive employee experience that nurtures continuous learning, inclusion and innovative practices. To enhance our organizational culture, we actively promote employee connection to our vision, values and community. This includes celebrations of key organizational achievements, an employee recognition program, regular health and wellbeing seminars, and other ongoing opportunities for employees to connect and share.

#### **Develop Leadership Capability**

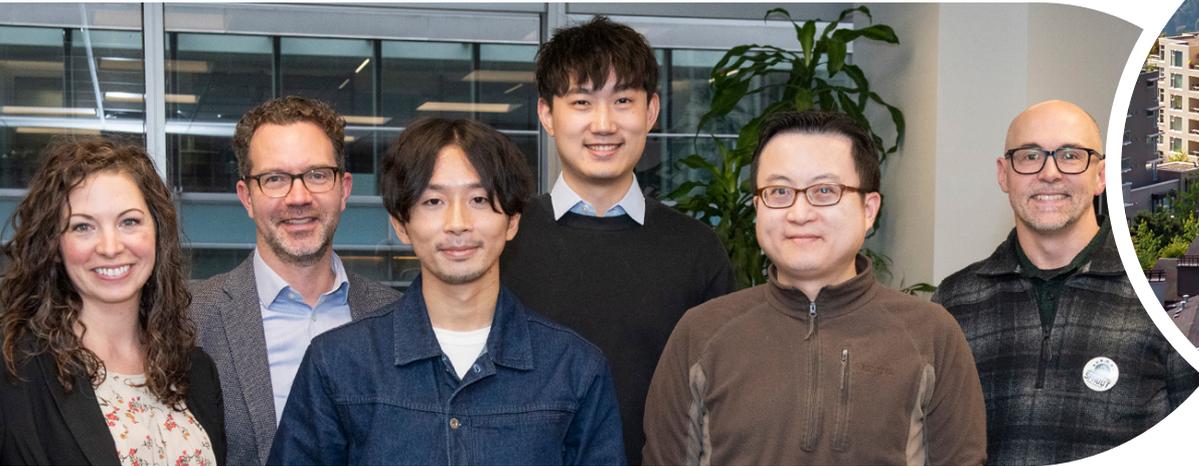
Through coaching, mentorship and our established in-house leadership development program, LTSA invests in employee leadership capabilities which support strategic thinking, focused performance management and effective program delivery. Strengthening our internal leadership will enhance our culture and shape the future of LTSA. Our leaders will continue to develop teams and team members that have confidence in their roles and further our organizational abilities.

 **Grow Skills and Capabilities**

LTSA is committed to investing in the learning and development of our employees to cultivate a culture of innovation and effectively serve the public interest. We support our workforce with tailored individual development plans and organization-wide training on critical topics such as cybersecurity, technology and diversity, equity, and inclusion, ensuring a well-rounded and future-ready team.

 **Create a Modern and Inclusive Workplace**

Our ongoing journey in diversity, equity and inclusion (DE&I) incorporates enhancements to best practices and organizational culture. By integrating social responsibility initiatives (see pages 12-13), LTSA fosters an inclusive environment that promotes work-life balance and employee well-being. Modernizing our workplace ensures LTSA continues to meet shifting market and employee expectations.



# 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:

PERFORMANCE MEASURES	OPERATING AGREEMENT TARGETS
Average processing time for <i>Land Title Act</i> instruments*	Less than or equal to 6 business days
Average processing time for Crown Grants	Less than or equal to 21 days
Average processing time for <i>Land Act</i> surveys	Less than or equal to 21 business days

\* Instruments include documents and plans



# Contact

## INFORMATION

### Land Title and Survey Authority of British Columbia Corporate (Head) 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](http://www.ltsa.ca)

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