

Business Plan

2026/27 to 2028/29

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

LTSA continues to deliver on our established strategy, including a strong focus on strengthening core systems and providing operational excellence to deliver value for our customers. Over the upcoming year we will continue delivering on our existing objectives while working toward a refreshed strategy that meets the future needs of our customers and stakeholders, keeping pace with evolving changes in our ecosystem.

At the heart of our work is our commitment to our core systems. This includes our largest-ever investment in vault records digitization to accelerate the conversion of our vast collection into searchable digital records—making it faster and easier for customers and stakeholders to find information. It will also unlock new data capabilities to improve service delivery. With this accelerated investment and pace, we expect to complete the work in approximately 5 years, rather than the previous timeline spanning decades.

Through the Verified Transaction initiative, LTSA is modernizing and simplifying the property transfer process while enhancing trust, transparency, and security. We will introduce BC Property Connect, a digital service for property owners that sends alerts about new land title transactions and other property-related updates, helping protect owners and reinforcing our strong and secure land title system. In addition, we are updating the process to confirm identity and accreditation for professionals who facilitate property transactions. These services will enable a secure digital connection and reduce the opportunity for fraud.



We continue to prioritize our commitment to social responsibility. This includes developing a Responsible AI (Artificial Intelligence) Framework to provide appropriate governance for use of the technology. Our work towards Indigenous reconciliation includes the Indigenous Reconciliation Action Plan, along with our contributions to the First Nation Land Governance Registry, expected to launch in the coming year. The digitization of vault records will improve access to some of the oldest land records in the Province and help support the necessary research towards reconciliation of land interests in the Province of British Columbia.

The dedication and expertise of our employees drives our success. We continue to provide employee training and development that in turn helps grow our innovation capabilities.

LTSA is accountable to users of BC's land title and survey systems. This accountability is demonstrated through a number of activities, including five- and ten-year provincial reviews of LTSA's operational performance. Coinciding with LTSA's 20th year of operations, the most recent provincial reviews were completed in 2025. We continue to meet the performance measures set by our Operating Agreement with the Province.



Robert Simmons

Chair, Board of Directors



Al-Karim Kara

President & Chief Executive Officer

Corporate Overview

LTSA is a non-governmental, self funded organization responsible for operating BC's land title and survey systems and other land-related registries.

LTSA is a regulatory authority, 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 guide how LTSA conducts business. 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. The Board of Directors sets the strategy for LTSA and is the ultimate authority for LTSA's activities.

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 operates within a prescribed regulatory framework and works closely with the province on legislative matters that affect the land title and survey systems. 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 and survey records, access to reliable land information, and supplemental services that improve the functionality of the real property market.



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. A key strategic objective is to reinvest in core systems to ensure these systems are regularly updated and modernized.



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 responsible for supporting public trust in BC's land-related registries and survey systems. LTSA is committed to delivering its services 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's purpose is to safeguard the integrity of BC's land title and survey systems and deliver public good. Within the context of LTSA's mandate, policies, and practices, public good is realized by providing efficient access to comprehensive land and title information and delivering new services that make it easier for individuals, businesses, and governments to find, use, and act on trusted information. This supports a thriving real property market—core to the province's economy—and enables timely, confident decisions.

Established under the *Land Title and Survey Authority Act* (2005), LTSA operates within a strong legislative governance and accountability framework and an Operating Agreement. The LTSA model delivers stable, financially self-sufficient registry and survey services that can scale and innovate with changing market demand, helping protect property rights, enable secure transactions, and support the economic and social well-being of British Columbians.





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 of 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 strong focus for the organization is continued reinvestment and strengthening of the core infrastructure that supports efficiency of the land title and survey systems, ensuring they remain adaptable for the future. This includes a generational 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 fosters innovation while ensuring a real property ecosystem that keeps pace with technological advancements and societal expectations. Notable initiatives include the development of a Verified Transaction, modernizing and simplifying the land transaction process. The upcoming introduction of BC Property Connect is a first step which will provide property owners with a secure digital connection to information about their property. LTSA is supporting the First Nations Lands Advisory Board and First Nations Land Management

Resource Centre in the development of a First Nation Land Governance Registry, providing essential infrastructure for First Nation 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 LTSA customers 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
- Tax certificates online
- Identity Verification
- eStrataHub
- StrataReports
- OfferRent
- Digital Credentials

For First Nations

- First Nation Land Governance Registry

For Property Owners

- BC Property Connect



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's land title volumes in the 2025/26 fiscal year continue to trend lower than historical averages, in line with lower than average sales volumes experienced in the BC real estate market. Despite these lower volumes, LTSA has continued to reinvest in the organization in the current year and has progressed on the Application Platform Modernization and Verified Transaction initiatives and has continued its research and development activities.

LTSA expects to see a modest increase in volumes in the 2026/27 fiscal year, and will

continue its reinvestment focus both on existing projects, and accelerating the vault records digitization work. The significant amount of reinvestment and the nature of the work being performed will result in an anticipated operating loss in the 2026/27 fiscal year. LTSA expects to spend in the range of \$7 to \$9 million on capital projects, mainly related to the Application Platform Modernization Project.

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, 2025, LTSA has invested over \$127 million in capital projects which represents an investment ratio of 117% of earned operating income since 2005.

Social Responsibility and Indigenous Reconciliation

LTSA's governance and operating models have reflected the principles of Environmental, Social and Governance (ESG) since its inception in 2005. LTSA continues to integrate ESG factors into strategic business planning and reporting to foster understanding and awareness of how environmental, social and governance connects to the work of LTSA. Focus areas have been selected based on feedback from stakeholders, customers, employees and the Board of Directors. Our work towards Indigenous reconciliation includes the Indigenous Reconciliation Action Plan, along with our contributions to the First Nation Land Governance Registry and the digitization of vault records which will improve access to land records and support the necessary research towards reconciliation of land interests in the Province of British Columbia.

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.



LTSA has prioritized the following ESG goals which link to LTSA's overall strategy and LTSA's four strategic objectives:



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 LTSA's 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 with responsible use of technology, including AI (artificial intelligence).

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. Ongoing investments 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.

-  **Improve Operational Excellence** Continually improve internal and customer-facing processes for a better service experience.
-  **Grow the Business in the Public Interest** Develop new opportunities 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 & 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 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 times. 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's vault records are an essential part of the land title and survey systems. Over the next 5 years LTSA will make a historic investment of over \$25 million to accelerate

digitization of records and to create a digital vault. This initiative will help ensure the records are protected and accessible for future generations. Digitized records improve access while reducing the need for physical handling, thereby contributing to preservation.

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 utilizing 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.

For more information on discriminating covenants, visit

itsa.ca/discriminating-covenants



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.



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 GIS mapping applications to help visualize the relationship of volumetric parcels and charges.

Transitioning to Modern Datums

LTSA is actively partnering on GeoBC's 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 partner 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

ltsa.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 Nation Land Governance Registry (FNLGR).

The registry will create essential infrastructure for First Nation land governance, further First Nation land management, and provide reliable and trustworthy registration of interests in land to support First Nations operating under the Framework Agreement on First Nation Land Management Act.

LTSA's role within the project is to support and advise the First Nations 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 registry launch anticipated in 2026/2027.

Land and Property Data Services

LTSA is expanding land-related data products to meet customer needs and improve transparency and efficiency in the real property market. New external data product offerings will serve the public interest and provide value to public, private, and research sector customers. The development of an updated data analytics platform and architecture enables timely and scalable data products for customers. Data offerings will incorporate enriched, reusable datasets, ultimately delivering advanced insights and predictive analytics for timely and informed decision making.



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 adopt new digital tools that modernize identity verification for homeowners and professionals involved in real estate transactions. In 2026/27, LTSA will launch **BC Property Connect** to provide property owners with a secure digital connection to information about their property. Property owners can create a BC Property Connect account to stay up-to-date, act quickly, and make more informed decisions that support their property needs. The work being done for Verified Transaction will help mitigate risks associated with identify theft and fraud in the land title system to make the real estate market stronger.

Common Data Standards

The adoption of standardized data formats, definitions, and quality control mechanisms will enable participating organizations to describe, exchange, and interpret data consistently, improving collaboration, transparency, automation, and analytics across the sector. 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.

BC Property Connect

Building on the strengths of a land title system developed over 150 years ago, LTSA is evolving to meet the needs of today's property owner. BC Property Connect is a digital service which creates a secure online connection between owners and their property. Property owners will receive notifications of pending title changes and, in the future, access to property-related insights and deadline reminders, all in one centralized space. The result is enhanced security for owners and improved access to information from a trusted source.

ParcelMap BC

ParcelMap BC is the authoritative cadastral parcel fabric representation in BC. With continual data updates to parcel attributes and spatial representations, ParcelMap BC provides the foundation for an integrated platform where customers access a range of LTSA's land and property data services. A recent update to the technology platform for PMBC is facilitating the introduction of new functionality. In the coming years, LTSA will introduce new features including the addition of 'proposed parcels'; parcels appearing on certified survey plans but not yet filed in the land title register.

Universal Parcel Identifier

Universal Parcel Identifiers are a unique business ID for all distinct parcels in ParcelMap BC—including roads, park dedications, common property and other interests—and later for other parcel data products. The introduction of this ID facilitates property and land-related workflows, facilitating common identification across customers.



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 is modernizing its application platform to strengthen technology infrastructure and enable innovative capabilities that deliver greater value to customers. Key priorities include:

- **Unified Customer Experience:** A modern customer portal that consolidates access to LTSA products and services through a single, secure login, improving convenience and engagement.

- **Enhanced Geospatial Capabilities:**

LTSA recently modernized ParcelMap BC (its trusted land management system with over 2 million parcels across British Columbia) by moving to cloud infrastructure and adopting the latest in GIS mapping technology to meet evolving business needs and streamline downstream processes.

- **Data-Driven Insights:** Upgrading data platform and analytics capabilities to provide richer, real-time insights and improved decision-making for land information stakeholders.
- **Core System Resilience:** A major modernization of LTSA's land title systems to improve operational efficiency, scalability, and security, ensuring continuity and trust in the delivery of essential services.

Cyber Security Program

With the majority of LTSA services being delivered online through 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 product launch.





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.

Key Initiatives

Cultivate Employee Engagement and Collaboration

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 Excellence

Through coaching, mentoring 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.





Foster Continuous Learning and Growth

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

LTSA's ongoing journey in diversity, equity and inclusion (DE&I) incorporates enhancements to best practices and organizational culture. By integrating social responsibility initiatives (see page 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. A mutually beneficial four-year agreement with the BC General Employees Union (BCGEU) provides ongoing stability.



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 Info

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