

The main title of the report is "Annual Report 2025-2026", displayed in a large, bold, white sans-serif font. The text is centered horizontally and positioned in the lower half of the page, overlapping the cityscape and the decorative graphic elements.

Land Title and Survey Authority of British Columbia



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Our Mandate

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 Stakeholders

- Provincial and Federal governments
- Local governments
- First Nations
- Utilities and public agencies
- Educators and researchers
- Legal professionals (lawyers and notaries), land surveyors, real estate professionals, financial institutions, registry agents, value-added resellers
- Property owners and general public

Corporate Overview

The Land Title and Survey Authority of British Columbia (LTSA) is a non-governmental, self-funded organization responsible for operating BC's land title and survey systems and other land-related registries. These systems provide the foundation for all real property business and ownership in the province. The Land Title and Survey Authority Act and Operating Agreements with the Province define the operational mandate and responsibilities of LTSA.

Land Title and Survey Authority Act

The *Land Title and Survey Authority Act* ("the Act") was enacted by the Province of British Columbia ("the Province") in 2005 and allowed LTSA to be established as a corporation without share capital that must not be operated for profit. The Act also established a Board of Directors to oversee the operations of LTSA. Members are appointed from nominations provided by stakeholder entities defined in the Act and strives to reflect the diversity of the Province of BC. In 2019, the Act was amended to include a mandate to carry on necessary or advisable activities contemplated under the *Land Owner Transparency Act*.

Operating Agreements

The Operating Agreements between the Province and LTSA set out the obligations and targets which each party must meet. The Operating Agreements each have a term that expires in January 2065, with the provisions for periodic reviews at least every five years.

Reports on LTSA's achievement against performance requirements that have been established by the Province are published annually in the [Annual Report](#) as required by the Act.

Since LTSA's establishment in 2005, all performance targets established by the Province have been met or exceeded.



Relationship to the Provincial Government

The Province of BC establishes the mandate, responsibilities and performance standards of LTSA under the *Land Title and Survey Authority Act*, and key operating agreements with the Province that enable LTSA to execute on its mandate and carry on other necessary or advisable activities related to land title or land survey systems.

As the operator and regulator of BC's land title and survey systems and other land-related registries, LTSA is charged with the reliable and secure delivery of these systems, which are an essential underpinning to BC's real property market, and the civil justice system. These systems also support civic governance, taxation and Crown land management frameworks. In collaboration with the Province, LTSA safeguards the legislative framework for BC's land title and survey systems.

In 2025/26, LTSA delivered \$24.1M in fee-exempt services to the Province and taxing authorities and transferred \$36.8M of collected fees to the Province. LTSA also facilitated the collection of more than \$1.6B in Property Transfer Tax in fiscal year 2026, with 100% remitted to the Province.



Creating Value in the Public Interest

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

LTSA processes millions of online transactions annually and provides land title information data feeds to the Province, local governments, and BC Assessment. Maintaining the trust and confidence of stakeholders and customers is paramount and is supported through an open and accountable governance structure and transparent registries.

In the 2026 Customer Relationship Health Survey, 96% of customers indicated a positive overall experience with LTSA.

Customers and stakeholders benefit from LTSA's increased automation and ongoing commitment to reducing application defects. By expanding electronic filing and introducing new, innovative products and services, LTSA is making processes faster, more reliable, and easier to navigate. In addition, LTSA has developed and operates tools that increase transparency in the real property market, including the creation of the Condo and Strata Assignment Integrity Register (CSAIR) in 2019 and the Land Owner Transparency Registry (LOTR) in 2020. These initiatives provide greater confidence and clarity for all participants in the real estate sector.

In 2025/26, 98% of transactions received by LTSA were filed online.

Message from the Board Chair

The annual report outlines the operational activities and achievements of LTSA for the 2025/26 fiscal year.

LTSA's work to safeguard real property ownership and progress its vision of a real property market that is trusted and transparent provides people with the confidence to invest, build, and imagine what comes next. The organization remains focused on developing a comprehensive real property platform that enhances transparency, reduces fraud, and improves reliability and efficiency of the real property ecosystem. This work is guided by four strategic priorities: improve operational excellence; grow the business in the public interest; reinvest and strengthen core systems; and continually invest in people and capabilities.

LTSA's commitment to social responsibility is demonstrated through integrated environmental, social and governance (ESG) principles incorporated into strategic and business planning. LTSA continues to implement its Indigenous Reconciliation Action Plan to align with the United Nations Declaration of the Rights of Indigenous Peoples and responding to the Calls to Action from

the Truth and Reconciliation Commission within the context of LTSA's mandate.

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 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.

The accomplishments of the 2025/26 fiscal year have laid a strong foundation for the future. With continued advancements in technology, operations, products and core systems, LTSA is well positioned to meet the evolving needs of customers, stakeholders, and the broader public.

On behalf of the Board of Directors, I would like to thank the leadership team and all LTSA employees for their commitment and professionalism. I also extend my appreciation to our partners and stakeholders for their ongoing support. Together, we are building a stronger, more transparent, and more resilient real property market for the future.



A handwritten signature in black ink, appearing to read 'R. Simmons', written in a cursive style.

Robert Simmons

Chair of the Board

Message from the President and CEO

In 2025/26, LTSA delivered meaningful progress on strategy and advanced its vision of a real property market that is trusted and transparent. LTSA met the performance measures set by the Operating Agreement with the Province of BC, including targets for average processing times for Land Title Act Instruments (documents / plans), Land Act Surveys, and Crown Grants—reinforcing the reliability British Columbians and LTSA's partners count on.

Customer experience remains a core measure of success. The 2026 Customer Relationship Health Survey indicated a positive customer experience by 96% of respondents rating their experience with LTSA as 'excellent' or 'very good.' By listening closely to customer feedback, LTSA ensures product and service improvements remain aligned with evolving customer needs.

Significant investments have been made to strengthen LTSA's core systems, positioning the organization to meet the challenges of a swiftly changing digital environment with technology solutions that deliver security, accessibility and flexibility for years to come.

LTSA is advancing initiatives that deliver clear public value for customers and for British Columbians. This includes enhancing accessibility and security of the land title system by building a verified transaction that incorporates secure technology infrastructure related to property ownership. Digital credentials for property owners are being introduced to securely connect a verified person to their interest in land. In addition, LTSA is enhancing 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.

LTSA's innovation capabilities continue to grow, supported by ongoing employee training and development. LTSA is proud to once again be recognized as one of the Top 100 Employers in BC, a reflection of an exceptional team and workplace culture.

LTSA continues to collaborate with the Province of BC on ways to leverage its expertise, and continues to work with the Lands Advisory Board on the development and launch of a First Nations owned

and operated land registry to meet the unique needs of Indigenous communities across Canada.

Looking ahead, LTSA remains committed to reinvesting in and strengthening core systems as the organization works to realize its vision of a real property market that is trusted and transparent.



A handwritten signature in black ink that reads "Al-Karim Kara". The signature is fluid and cursive, written in a professional style.

Al-Karim Kara

President & Chief Executive Officer

Leadership

In support of fulfilling the Board's statutory function, oversight role and fiduciary duty, the LTSA Board of Directors and Board Committees held meetings during the 2025/26 fiscal year on matters related to:

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

A listing of the outcomes of from each of these meetings is set out in the 2025/26 [Governance Report](#).

LTSA Board Members as at March 31, 2026



Robert Simmons
CHAIR
Nominating Entity –
Government of British
Columbia



Bronwyn Denton
VICE-CHAIR
Nominating Entity –
Association of British
Columbia Land Surveyors



George Abbott
Nominating Entity –
British Columbia Real
Estate Association



Sarf Ahmed
Nominating Entity –
Government of British
Columbia



Shawna Farmer
Nominating Entity – Society
of Notaries Public of British
Columbia



BJ Houghton
Nominating Entity –
Association of British
Columbia Land Surveyors



Patrick Julian
Nominating Entity –
Law Society of British
Columbia



Anar Popatia
Nominating Entity – British
Columbia Association of
Professional Registry Agents



Scott Smythe
Nominating Entity – Law
Society of British Columbia



Richard Walton
Nominating Entity –
Union of British Columbia
Municipalities



Angela Wesley
Nominating Entity –
First Nations Summit

Leadership Cont'd

LTSA Executive Team as at March 31, 2026



Al-Karim Kara

President and
Chief Executive Officer



Robert Airey

Vice President and
Chief Financial Officer



Rob Cutler

Vice President and
Chief Product Officer



Matt Dockerty

Vice President and
Chief Information Officer



Sam Mitchell

Vice President,
Human Resources



Camille Reid

Vice President,
Operations



Gregory Steves

Vice President, Policy
and Legal Services

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 to contribute positively to society within LTSA's mandate and the ecosystem within which it operates.

LTSA has identified the following key ESG material topics as important focus areas and were selected based on feedback from stakeholders, customers, employees and the Board of Directors via an ESG Materiality Assessment Survey. Areas of activity have been highlighted throughout this document and in [Appendix I – Governance Report](#) with corresponding icons:



Environmental










Social



Governance

See the following pages for more information:

-  **Indigenous Reconciliation** Page 11
-  **Customer Experience** Page 13
-  **Disaster Recovery from Climate Change** Page 15
-  **Anti-Corruption / Fraud** Page 18
-  **Cyber Security and Data Privacy** Page 19
-  **Diversity, Equity and Inclusion** Page 21
-  **Climate Change and Sustainable Operations** Page 22



Indigenous Reconciliation

LTSA has implemented an Indigenous Reconciliation Action Plan to guide LTSA in aligning with the United Nations Declaration of the Rights of Indigenous Peoples and responding to the Calls to Action from the Truth and Reconciliation Commission within the context of LTSA's mandate.

LTSA's actions to support indigenous reconciliation include:

First Nation Land Governance Registry – LTSA continued its partnership and collaboration with the Lands Advisory Board to leverage LTSA knowledge and expertise to help develop a First Nations owned and operated land registry (see page 16 for more information).

Vault Records Advisory Committee – Recognizing the value of the records for First Nations, LTSA continued collaboration with its Vault Records Advisory Committee (established in 2019) which provides advice to LTSA regarding the preservation and accessibility of the records in LTSA's care. The Vault Records Advisory Committee includes members from First Nations organizations.

Recognition of Indigenous characters in BC's Land Registry – LTSA has completed work to identify how it might expand the current suite of allowable text characters within its own systems. In order to maintain strong data integration with stakeholder organizations, adoption will be implemented when parallel progress is completed within the broader environment of other systems and organizations.

Surveys for 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.

Indigenous Scholarships – LTSA involved employees in participating in a selection committee which awarded undergraduate scholarships to six Indigenous students.

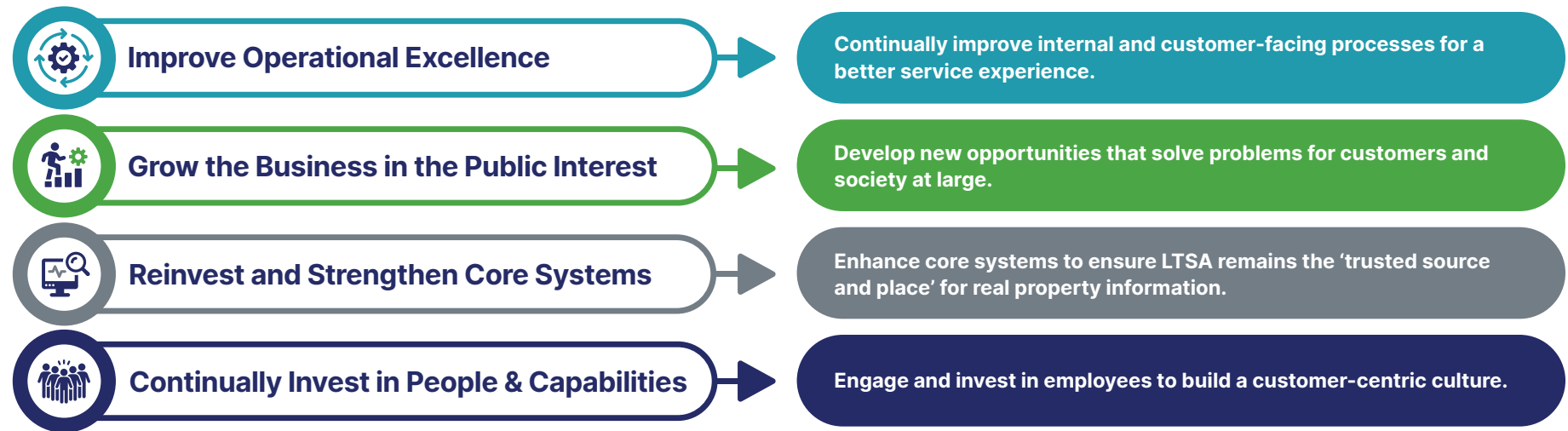
Ongoing work will be informed by the continued development and implementation of the Indigenous Reconciliation Action Plan.



Initiatives and Achievements

Strategic Objectives

LTSA established four strategic objectives in the 2025/26 LTSA Business Plan to frame desired outcomes and the strategies the organization will use to achieve them as follows:



Key initiatives and customer engagement activities delivered to support the objectives established in the Business Plan are outlined on the following pages.



Improve Operational Excellence

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

Key achievements delivered to support this objective include:

Customer Engagement and Experience

LTSA uses customer feedback to identify enhancements that will improve customers' experience. In addition to workshops and post-transaction feedback, the organization uses comprehensive results from the Customer Relationship Health Survey to identify ongoing enhancements to our customers' experience. Using ongoing feedback from customers, LTSA introduced iterative changes that address the unique needs of different customer segments and improve the efficiency, accuracy and security of LTSA products and services.



LTSA's social impact is demonstrated through transparent communication with customers, including regular events, webinars and updates that occur throughout the year on a variety of topics. LTSA collects ongoing feedback from customers and public via customer support teams and the annual Customer Relationship Health Survey.



DID YOU KNOW?

In the 2026 Customer Relationship Health Survey, 96% of customers indicated a positive overall experience with LTSA.

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. The most recent provincial reviews were completed in 2025 and LTSA continues to meet the performance measures set by the Operating Agreement.

We continually monitor average processing times and moderate the effort required to manually examine and register applications with automated solutions. During the year LTSA received 0.7 million land title applications, with 66.8% of the applications being processed automatically. LTSA continued to focus on improving average processing times and consistency of decision making by increasing automation and increasing customer success with applications to reduce

defects. During this reporting period, a number of updates were introduced to increase form validations to reduce defects, and LTSA continued to introduce additional electronic filing options for property owners and the public. LTSA also worked with customers to reduce defects in the year through hosting webinars and education sessions, and preparing and updating materials and guides on the LTSA website to support customers through the application process.

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 has continued to make enhancements to the LOTR filing and search processes, and continues to work with regulators to provide timely and relevant LOTR information.

Average Processing Times ¹		
	2025/26 TARGET	2025/26 RESULTS
Land Title Act Instruments ²	6 business days	3.0 business days
Land Act Surveys	21 business days	4.2 business days
Crown Grants	21 days	4.0 business days

¹ Performance measures for Average Processing Time are established through the Operating Agreement with the Province. See page 4 for more information

² Instruments include documents and plans



Vault Records Program

LTSA's vault records are an essential part of the land title and survey systems. LTSA has committed a historic investment of over \$26 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.



LTSA's social impact is demonstrated through improved vault records access, including a digitization program for key hardcopy documents and a vault records plan that outlines timeline and actions.

Discriminating Covenants

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 is continuing to focus on extracting the highest quality text possible from digitized documents so that emerging artificial intelligence models can more easily assist in finding any remaining unaltered discriminating covenants.

DID YOU KNOW?

With millions of documents in printed form, LTSA relies on the assistance of homeowners, local governments, and property professionals to identify any remaining land title records that are affected by discriminating covenants. Requests to strike through a covenant on title can be submitted to the Registrar by emailing customerservice@ltsa.ca

Quality Assurance Program

To ensure accuracy and integrity of the land title register, the Director of Land Titles continued activities related to a Quality Assurance Program to maintain the accuracy of information and support continued customer trust and confidence in the register.

Surveyor General

The Surveyor General operations staff provided significant support to the Province including work related to agreements signed with First Nations across BC, developing a plan to guide the restoration of property boundaries after a natural disaster, and working with the Alberta-BC Boundary Commission to maintain monumentation along the border. Further work by the Surveyor General was completed to modernize the Survey Framework and transition to modern datums.



LTSA supports the Province and the public interest in disaster recovery matters including re-establishing survey evidence after fire or floods and proactive policy development to support boundary establishment after an earthquake event.



Grow the Business in the Public Interest

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

Key achievements delivered to support this objective include:

First Nation Land Governance Registry

LTSA has been supporting the First Nations Lands Advisory Board and Resource Centre (LAB) to develop a new independent national land registry that will be operated and governed by First Nations. This will provide reliable and trustworthy land-related systems and information to support First Nations who have land codes and wish to use these services to self-manage the governance, management, protection, and development of First Nation lands. An independent First Nation governed land registry system will support improved land management and governance for Framework Agreement First Nations and further recognize First Nation

land governance and governmental institutions. During the year, LTSA and LAB further developed the registry technology and collaborated on administrative requirements for the registry operations, including the incorporation of First Nation Land Governance Registry Inc., the registry's operating entity.

The new land governance registry will replace the First Nation Land Register operated by Indigenous Services Canada with a modern, reliable First Nation governed and operated land registry system. The registry will benefit Nations who are operating under the Framework Agreement on First Nation Land Management and will empower Nations to better advance economic and social development through the establishment of a comprehensive interest based registry, improved registration, search and

information products based on user needs. LTSA is also working in an advisory capacity for First Nation Land Governance Registry Inc., sharing expertise in registry technology, experience in operating registries and helping to develop a supportive regulatory framework under the Framework Agreement on First Nation Land Management Act.



The First Nation Land Governance Registry reflects LTSA's commitment to Indigenous reconciliation. LTSA has been openly sharing its experience in operating land registries and expertise in governance, policy support and operational efficiency.



Land and Property Data Services

LTSA solves specific needs for key stakeholder groups, with a focus on improving transparency and efficiency in the real property market. LTSA currently provides a variety of data services for government partners (including municipal, provincial, other agencies) such as:

- aggregated land title updates;
- customized data queries; and
- automated decision-making.

LTSA provides real estate professionals with AutoProp, a map-based service that helps them retrieve, export, and visualize real estate data in British Columbia. Consumers benefit from having access to comprehensive property information, helping them make informed real estate decisions.



ParcelMap BC

ParcelMap BC is the current, complete and trusted mapped representation of titled and Crown land parcels across the province, and is considered to be the point of truth for the graphical representation of property boundaries. As at March 31, 2026 it has been adopted by 157 organizations, including municipal governments, utilities and provincial agencies.

ParcelMap BC data is continually updated by LTSA. New plans and other parcel fabric updates enter the maintenance queue upon registration or confirmation, with a publication service target of approximately two business days.

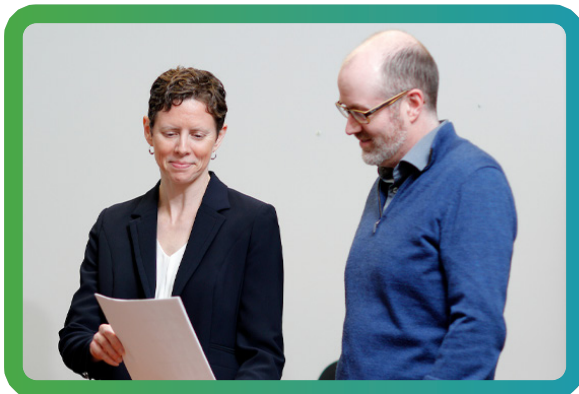


Verified Transaction

LTSA is spearheading the digital transformation of real estate transactions, working to ensure seamless, secure real property transactions while enhancing trust, transparency, and security for the public. 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 property market stronger.

The Verified Transaction is centered on achieving three outcomes: modernizing identity verifications for all individuals involved in a property transaction; improving digital connectivity for the transaction; and developing industry standards for data exchange formats to enable digital connectivity.

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.



The adoption of standardized data exchange formats, definitions, and quality control mechanisms will support the delivery of an efficient and transparent real property market.

Recognizing that industry collaboration is paramount to success, LTSA has established the Verified Transaction Advisory Committee with representatives from the following organizations:

- BC Assessment
- BC Financial Services Association
- BC Real Estate Association
- City of Vancouver
- Greater Vancouver Realtors
- Law Society of BC
- Ministry of Citizen Services
- Ministry of Finance
- Society of Notaries Public of BC

This year, LTSA developed and piloted two new services related to Verified Transaction. The first is a digital credential for lawyers that can be used to digitally sign land title applications. This service has been developed in partnership with Connected Services BC, an initiative within BC's Ministry of Citizen Services, and the Law Society of British Columbia. The second is BC Property Connect, a new service that provides property owners with a secure digital connection to information about their property, including property alerts for any changes to title.



LTSA's commitment to fraud protection and anti-corruption efforts is demonstrated through work to develop the verified transaction, which provides enhancements to security, improved access to information and data, and interoperability with other public service agencies.

BC Property Connect

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.

To register for an account, visit

bcpropertyconnect.ca



Reinvest and Strengthen Core Systems

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

Key achievements delivered to support this objective include:

Application Platform Modernization

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

- An improved customer portal that efficiently connects products to customers through a single login with access and permissions tailored to different user types.
- 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.
- Continued improvements to SurveyHub, a pre-submission workspace for surveyors to assemble survey plans and datasets into a single workflow.



LTSA's application platform modernization project provides a range of benefits that improve BC's publicly-available land title system including reduced cybersecurity and disaster-related risks; and improvements to customer experience.



Cybersecurity Program

LTSA has a robust cybersecurity program in place, recognizing that the majority of LTSA services are delivered online with modern technology. To ensure continued vigilance against malicious online attacks, LTSA has implemented preventative measures to minimize risk.



LTSA conducts continuous monitoring for security related events and potential threats and responds and adjusts its approach as necessary. LTSA has implemented a Responsible AI Governance framework and conducts privacy and security impact assessments and testing for all new products prior to launch. The organization maintains a business continuity management plan to ensure operational resilience, including independent third-party reviews.



Continually Invest in People and Capabilities

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

Key achievements delivered to support this objective include:

Employee Engagement and Collaboration

LTSA conducted an engagement survey in 2025 and achieved a participation rate of 95%. Throughout the year, LTSA continued to evolve and advance action plans to improve the employee experience. LTSA will conduct a subsequent annual survey on employee engagement in June 2026.



Leadership Excellence

LTSA has invested in an in-house leadership program to develop capabilities which support strategic thinking, focused performance management and effective program delivery. The program includes formal training, coaching and mentorship, which strengthens organizational culture and helps LTSA deliver on strategy.

Continuous Learning and Growth

LTSA invests in the learning and development of employees to strengthen innovation capabilities and build skills that enhance understanding of public interest and drive business performance. An ongoing monthly Lunch and Learn program offered sessions to improve business knowledge, life skills and personal wellbeing. LTSA also continued to support individual requests for external training and development in support of organizational and team objectives.

A Modern and Inclusive Workplace

LTSA has continued to maintain diversity, equity and inclusion (DE&I) initiatives and has incorporated ongoing enhancements to best practices and organizational culture. LTSA supports equity and reduced inequalities through regular review of hiring practices, pay equity and an organizational culture where all our people can share their diverse views, skills and backgrounds. LTSA continues to implement its first Accessibility Plan which provides a three-year view of efforts to identify, remove, and prevent barriers that affect people with disabilities who use LTSA's services and facilities.



Award Winning Culture

LTSA has once again been recognized as one of BC's Top Employers by the editors of Canada's Top 100 Employers. This is the eighth year in a row for LTSA to be on the list (2019-2026). BC's Top Employers is a special designation that recognizes those employers in BC that lead their industries in offering exceptional places to work. Employers are compared to other organizations in their field to determine which offers the most progressive and forward-thinking programs to attract and retain talented employees.



LTSA's DE&I vision statement helps shape the identity of the organization and sends a clear message to current and future employees about LTSA's culture:

We are committed to fostering a safe, respectful and inclusive workplace where all employees can share their diverse views, skills and backgrounds.

Valuing employee diversity strengthens workplace trust and enhances our ability to innovate in service of our customers and partners.

LTSA was recognized as one of BC's Top Employers for the **eighth year in a row** (2019 – 2026).



Environmental Reporting



Climate Change

LTSA has gathered emissions data for the 2021/22 baseline year and for the subsequent years. Emissions sources for LTSA include office heat and electricity, travel, paper use, web hosting and IT infrastructure backup services.

Greenhouse gas emissions for the following periods are voluntarily disclosed below. Generally, LTSA's emissions are very low. Since the 2021/22 baseline year, LTSA has seen reductions in overall CO₂E. Results as below:

- ▶ **2021/22: 146 tonnes of CO₂E** (baseline year)
- ▶ **2022/23: 140 tonnes of CO₂E** – 15% reduction as a result of reduced office space
- ▶ **2023/24: 120 tonnes of CO₂E** – 14% reduction as a result of reduced office space and less travel
- ▶ **2024/25: 115 tonnes of CO₂E** – 4% reduction from lower heating and electricity consumption
- ▶ **2025/26: 122 tonnes of CO₂E** – 6% increase largely attributable to higher energy use linked to expanded cloud data storage capacity

Starting in 2025/26, alongside its ongoing commitment to responsible consumption and production practices, LTSA achieved annual carbon neutrality for its greenhouse gas emissions. This was accomplished through contributions to British Columbia-based, First Nations led carbon offset projects, supporting emissions mitigation within the local region.

Sustainable Operations

Two of four leased offices are LEED Gold facilities, including automatic lighting sensors as well as waste diversion at all facilities. Additionally, the Victoria and Vancouver offices have storage, shower and change room facilities for employees who choose to commute by bicycle. All four offices are located in city centres with good public transit options for employees and visitors.

Electronic filing of records, electronic survey plan submissions and a focus improving online services and reducing defects all help reduce paper waste. The organization works with vendors to procure goods which are sustainably and ethically sourced, and to recycle or donate outdated computer and hardware assets.

See also page 15 for Surveyor General work relating to disaster recovery from climate change.



Financial Snapshot

As a self-funded organization, LTSA operations and capital investments are funded through regulated fee revenue from land title and survey services and other land-related registries including the Land Owner Transparency Registry (LOTR), the Condo and Strata Assignment Integrity Register (CSAIR) and LTSA account and other services provided to customers. Fees for services that are delivered under statute are established in compliance with requirements set out in the Operating Agreement and Land Owner Transparency Act Agreement (LOTA Agreement) with the Province.

[View the complete 2025/26 Financial Report](#)

Key achievements delivered to support this objective include:

REVENUE

\$63.2M

Revenue \$63.2 million: Land title transaction volumes were 1% higher than the prior year.

REVENUE FROM NEW PRODUCTS & SERVICES

\$12.3M

Revenue from new products and services \$12.3 million: Revenue from new products and services accounted for 19% of total revenues.

CASH FLOW FROM OPERATIONS

\$8.9M

Cash flow from operations \$8.9 million: A 34% decrease as a result a greater amount of cash paid for labour, goods and services supporting product and technology exploration work.

CUMULATIVE REINVESTMENT

\$138.9M

Investments \$138.9 million: LTSA invests in capital projects to improve operation of the land title and survey systems. Current capital investment ratio is 127% based on \$109.1 million earned operating income since 2005.

DID YOU KNOW?

In 2025/26, LTSA processed **6.7M** transactions.

Contact Info

Land Title and Survey Authority of British Columbia Corporate (Head) Office

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