

# Canadian Hydrographic Conference and National Surveyors Conference- Victoria May 6, 2008

## Land Title and Survey Authority and the Office of the Surveyor General

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May 6, 2008

# Background

- Created in the fall 2004 via legislation.
- Started operation January 2005.
- Independent not-for-profit, non-share capital corporation.
- Responsible to operate and maintain land title and land survey systems.
- New independent structure.
- Flexibility to respond quickly.
- Governed by user groups and accountable to the people of British Columbia.

# Governance

- 11 member Board of Directors
  - Province (2)
  - Land Surveyors (2)
  - Law Society (2)
  - Notaries
  - First Nations Summit
  - UBCM
  - BC Real Estate Association
  - BC Registry Agents
- Board responsibilities established in legislation – provides strategic direction and ensure Authority meets accountability requirements.

# Customer Accountability

- Formal interaction with customer through Stakeholder Advisory Committee.
- Representatives from
  - Land Surveyors
  - Law Society
  - Province
  - BC Registry Agents
  - First Nations Summit
  - Notaries
  - Canadian Bankers Assoc.
  - BC Historical Federation
  - BC Real Estate Association
  - BC Assessment Authority
- Provide advice on Authority's mandate, activities, policies, programs, services and customer service improvements.
- Valued forum for ensuring the Authority is adding value to the customer's experience.

# Strategic Direction

- Mission – To create confidence by delivering assured land title and land survey systems essential to the property market and economic foundation of British Columbia.
- Values
  - Accountable to those we serve.
  - Act with the highest standards of integrity, knowledge and skill.
  - Respect and value our customers and each other.
  - Continuously improve.
  - Approachable and personally responsive to our customers and employees.

# Current Objectives

- Instill confidence, maintain integrity and increase the value of the land title and survey systems of British Columbia.
- Improve and deliver professional, consistent service.
- Develop new lines of business/product/services in response to customer needs.
- Ensure the right structure, people and tools for the effective operation of the LTSA.

# Business Snapshot - 2007

- Land Title instruments registered – 1.33 million (2007)
- Online business transactions – 3.721 million (2007)
- Crown land surveys – 2,473 (2008)
- Crown grants issued – 315 (2008)
- Surveyor General statutory applications – 440 (2008)
- Employees – 160

# Business Emphasis

- Greater use of technology – Electronic filing of documents and survey plans – internal processing of applications.
- Technological renewal to ensure the Authority is able to modernize business process and have cost effective information systems.
- Human resource, succession planning to ensure the Authority is seen as an excellent employer to attract and retain good employees.
- Historic records fit under the first business objective and are critically important to the Authority.



# Historic Records Program

- Cataloguing of land title records complete and available on the LTSA website – sample documents.
- Assessment of the physical condition noted during cataloguing.
- A professional document conservator is on site and restoring those records most in need of attention.
- The Authority has worked with a developer in Victoria to design a “state-of-the-art” vault for the records.
- The Authority has a number of initiatives to improve electronic access through having documents scanned and available electronically – including historic field books.
- Continue to work with advice and support of BC Historical Federation.

## Core Functions

- Ensuring the continued integrity of British Columbia's Torrens System for registering land titles, and interests in titles such as mortgages and other charges.
- Provides conclusive evidence of title, and is backed by an Assurance Fund in the unlikely event of a registration error.
- Offices in New Westminster, Victoria and Kamloops.

# Turnaround Times

- 1.33 million land title documents
- Average turnaround time for land title documents - 4.4 days
- Average turnaround time for Land Title Act plans – 4.6 days
- LTSA performance target – 6 days
- Emphasis on Electronic Filing System (EFS)
- 2007 intake 26.8% of eligible documents
- Current uptake approximately 34%
- Goal is 100% electronic filing

# Surveyor General Current Roles and Responsibilities



- Surveyor General of British Columbia appointed by the CEO of LTSA pursuant to Section 34(2) of the Land Title and Survey Authority Act.
- Boundary Commissioner of British Columbia appointed by provincial Order in Council working as part of a tripartite Boundary Commission with the Surveyor General of Canada and the Alberta Director of Surveys.
- Member of Executive Team of LTSA.
- Appointed to the Board of Management of the Association of British Columbia Land Surveyors.
- Delegate to the Canadian Council on Geomatics to deal with cadastral survey issues on a national scale with other provinces, the territories and the federal government (Director of Integrated Land Registry for Ministry of Agriculture and Lands takes lead role for British Columbia).

## Core Business

- Responsible for the quality and integrity of the survey structure of British Columbia.
- Provision of expertise in the survey structure.
- Crown grant conveyancing for the disposition of Crown land in fee simple (92% of the province remains Crown land).
- Provision of records and research material
- Leader and partner in the development of regulations, standards and specifications for surveys and parcel structure in British Columbia.
- Surveyor General Business Units
  - Surveyor General Services
  - Crown Grant Services
  - Records Distribution Services

# Surveyor General Services

- Manage the cadastral survey structure of British Columbia by:
  - Providing parcel designations to land surveyors for surveys of Crown land.
  - Providing guidance on the maintenance and creation of General Survey Instruction Rules to the Association of British Columbia Land Surveyors.
  - Providing professional support on survey issues to the Land Title Office.
  - Manage all surveys of Crown land under the authority of the Land Act by:
    - Responding to questions and concerns.
    - Reviewing all plans prepared for the survey of Crown land for accuracy and completeness.
    - Confirming all plans and filing them in the Crown Land Registry

# Surveyor General Services (continued)

- Manage the statutory obligations imposed by legislation by:
  - Maintaining the integrated survey area program.
  - Reviewing and adjudicating changes to natural boundaries in order to maintain accurate titles within the Land Title Office.
  - Adjudicating requests by developers to provide subdivisions with deferred monumentation for the protection of the cadastral fabric.
  - Adjudicating requests for modified or deferred monumentation for surveys within the E & N land grant.
  - Adjudicating requests for agreed boundaries adjacent to Crown lands.
  - Adjudicating designations and confirming official plans of provincial parks.
  - Cancelling Crown titles from the Land Title Office when required.
  - Designating corporate bodies or the public to hold statutory rights of way or covenants over lands registered in the Land Title Office.

# Surveyor General Services (continued)

- Provide professional guidance on survey issues to government and the public by:
  - Providing assistance in the negotiation of treaty settlements with First Nations.
  - Providing assistance to ministries and the public on an as needed basis to resolve issues with their property holdings.
  - Researching historical records to report on the accuracy of land transactions.
  - Assisting the Ministry of Transportation with the transfer of provincial Crown lands and federal lands.



# Crown Grant Services

- Preparation of Crown grant documents conveying Crown land in fee simple. During the 2003/04 fiscal year, the unit prepared 417 Crown grants which provided over \$77 million in revenue to the province.
- Preparation of Ministerial Orders to amend, cancel or replace terms, covenants, provisions, stipulations, reservations or exemptions of existing Crown grants and cancellations of those Crown grants deemed to be defective.
- Transactional advice on more complex conveyance procedures involving registration of multiple instruments.

# Records Distribution Services

- Respond to client requests for copies of plans, field notes, historical survey records, Crown grant documents and reference maps in a variety of mediums.
- Scanning records for population in the Atlas database to support electronic retrieval through GATOR.
- Records management and maintenance.
- Promote and educate clients on internet use for retrieval of electronic records.

# Land Title and Survey Authority Business Transformation



- LTSA is embarking on a major business transformation initiative to modernize the existing operations and systems.
- Potentially \$3 million in expenditures in 2008/09 fiscal year.
- Includes examination and modernization of all existing processes
  - Defect notices
  - State of Title Certificates
  - Advisory service
  - Re-write of ALTOS
- Study of internal capacity
  - Employee demographics

# Land Title and Survey Authority Business Transformation (continued)



- New business opportunities
  - Pre-vetting service
  - Consolidated knowledge base
  - Smart title search
  - Real property report
- Increase availability of electronic images
  - Pre-1990 image project online
- Increase use of electronic and automatic registration
  - Increase from 34% to 100%
- Move away from a reliance on government systems

# Electronic Survey Plan (ESP) Process

- Primary business initiative for the Surveyor General Division.
- Historically, legal survey plans have been prepared in a hard copy format on linen and mylar.
- The Electronic Survey Plan project is a multi-year, multi-phase project that results in the electronic delivery of survey plans, in digital format to the Crown Land Registry and the Land Title Offices.
- Initially only an image will be capture – Phase II will include plan intelligence to allow automated maintenance of a provincial legal (cadastral) parcel base map as close to source as possible.
- Functionality to allow electronic submission of plan to the Crown Land Registry went live on July 24, 2006.
  - Includes survey plans prepared pursuant to the Land Act, the Mineral Tenure Act, the Petroleum and Natural Gas Act and the Coal Act.

# Electronic Survey Plan (ESP) Process (continued)



- In February 2008, 92% of eligible plans filed in the Crown Land Registry were filed electronically.
- Pilot project to support submission of Electronic Survey Plan process to Land Title Offices started in May 2007.
- Pilot group expanded from initial single land surveyor to 40 land surveyors by February 2008.
- Originally simple plans (posting plans, right of way plans) not requiring signature.
- Grew to include more complex plans (subdivision and strata plans) with multiple approving authority and owners, charge holders consents required.
- On February 28, 2008, the Electronic Survey Plan process was rolled out to all land surveyors in the province.

# Conclusion

- LTSA is operated to ensure:
  - Client service continually improved.
  - Historic records critically important.
  - Continue to play a vital role in economic and social wellbeing of British Columbia.
  - Business transformation vital in ensuring future of LTSA.
  - Electronic Filing Service and Electronic Survey Plan process positions LTSA as a leader in e-business.
  - Integrity of land title and land survey systems of British Columbia are maintained.
- Website: [www.ltsa.ca](http://www.ltsa.ca)