



LTSA update

News for our Stakeholders | Winter 2008-09

Business Transformation Program at the LTSA Modernizing Our Business Systems The New Concept Registry

Business Transformation is the term the LTSA uses to describe how we will be modernizing our business over the next few years. Business Transformation will encompass a review and potential upgrade of internal processes and systems to improve efficiency and consistency. We are also looking to move our customer service capabilities to a higher level and, where possible, to offer additional products and services of benefit to land title and survey customers.

At the heart of the LTSA's business, the BC Land Title Registry is contained in a secure database, which houses information about every parcel, active title, owner, charge, and charge holder, including images of most of the documents and plans that were used to create them. The LTSA uses a system called the Automated Land Title Office System (ALTOS) to maintain the database. Every name, title and document search via BC OnLine retrieves information from the ALTOS database. Likewise, every Electronic Filing System (EFS) submission is deposited in the ALTOS database.

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The LTSA has begun the conceptual design of a replacement for the aging Automated Land Title Office System (ALTOS). For the time being, we are calling it the New Concept Registry.

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This quarterly newsletter focuses on and addresses issues of mutual interest and concern to the Land Title and Survey Authority of BC (LTSA) and our stakeholders. In this and coming issues, you'll learn more about the LTSA, meet some of our employees, and find out about the customers they serve. You'll gain some insight into how we're improving our business processes and systems to serve you better. We hope you enjoy reading the *LTSA Update* and we look forward to receiving your suggestions and comments. You can always reach us at update@ltsa.ca.



Pilot Program Yields Positive Feedback

The LTSA's system for retrieving land titles and documents which is accessed through BC OnLine has been modernized, and a pilot project with groups of users is underway. The new title search and document retrieval system replaces the system that was built over 20 years ago. Similar in appearance to the LTSA's EFS, the new system reflects modernized web site design and improved customer-usability standards.

The new land title and document retrieval system has been used in a live pilot mode by about 26 users over a nine week period. So far overall feedback of the system has been very positive. In fact, one of the pilot users said, "The reaction from everyone here is definitely a resounding 'wow - great improvements'." Based on the initial feedback, the LTSA has expanded the number of pilot users.

Following a staged rollout, the new system will be available to all BC OnLine users in late February 2009. The LTSA and BC OnLine will work with users to ensure that their transition to the improved system is successful. Once this has been achieved, the LTSA will phase out the old system in a timely manner. LTSA's title search and document retrieval system and EFS are offered through [BC OnLine](#). ■

Registry Agents Using EFS

Dye & Durham: Doing Business Efficiently with EFS



"What I like most about EFS is its speed, the ability to track registration applications in real-time, no longer having to meet the 3:00 PM deadline for paper filings, and being able to provide our clients with their filed documents and invoices immediately."

– Melinda Lawrence

Since 1874, Dye & Durham has successfully adapted to changing practices and policies in order to offer the highest level of service. In keeping with this tradition, they have developed ETRAY, their own fully-supported, web-based e-filing application that is fully integrated with the LTSA's EFS.

Dye & Durham's diverse local, national and international client base includes law firms, notaries public, land surveyors and government. According to Melinda Lawrence, Supervisor of Land Registrations at Dye & Durham Corporation, "Electronic filing is a reality and one that will dramatically change the legal industry.

"By embracing emerging technology, we seek to ensure new and existing clients benefit from such advances. We also recognize our ecological responsibilities, but believe the environment and business have to be competing interests. Electronic applications are faster, more efficient and will reduce the legal industry's reliance on paper and couriers – changes that will all have a significant impact on a firm's bottom line."

The majority of Dye & Durham staff are fully versed in EFS document completion, submission and LTSA registration requirements and provide service at every phase from pre-vetting to electronic invoicing and even cost recovery. "We have our own trainers on staff too - this simplifies the learning curves for our clients and enables us to provide them with ongoing training and continued full support.

"What I like most about EFS is its speed, the ability to track registration applications in real-time, no longer having to meet the 3:00 PM deadline for paper filings, and being able to provide our clients with their filed documents and invoices immediately. We are even able to track requests and inform our clients as to what stage each is at and which of our professionals is responsible. That's very efficient business and that benefits all parties. It's a win win win."

For more information about Dye & Durham in BC, visit www.dyedurhambc.com. ■

EFS Adoption Reaches 40%

EFS and ESP uptake summary (December 1 to 31, 2008)			
	EFS	Paper	EFS %
Fee Simple	6,041	6,246	49.2%
Charges	9,641	11,705	45.2%
Releases	6,836	14,135	32.6%
Miscellaneous Applications	293	2,182	11.8%
All Application Types	22,811	34,268	40.0%

Now Available via EFS: All Charge and Release Transactions and Survey Plans

EFS adoption has steadily grown since its introduction. Today, 70 percent of BC notaries public are taking advantage of electronic filing.

BC lawyers, notaries, land surveyors and registry agents who rely on this safe and secure electronic system understand the benefits of using the Internet to submit land title documents and land survey plans for registration by the LTSA. Users boast of EFS's ease of use, eco-friendliness, lowered costs, and faster service. EFS also enables registry agents to electronically submit professionally certified documents.

In the fall, the LTSA introduced new EFS functionality adding about 90 new transaction types, including the ability to submit Certificates of Pending Litigation, Caveats, Injunctions and Transfers of Mortgage. With the recent addition of Power of Attorney functionality, all transactions are now available through EFS accessed via BC OnLine.

Now there's even more reason to learn EFS today. ■

EFS training and support is available at no charge by calling BC OnLine at 800-663-6102 or 250-953-8200. More information on EFS is available at www.ltsa.ca/efs.

Did you know?

As an EFS user:

- You can receive an **EFS decal** for your office window or door, or reception area, by emailing EFS@ltsa.ca with your name, full address and the decal you would like (regular or window application).
- A **Lawyer & Notary Locator** can be found on the [LTSA](http://ltsa.ca) website or under the Land Title search page on [BC OnLine](http://bc.online.ca). The Locator lets you search by city to find a legal professional using EFS to make your transaction as efficient as possible. If you have electronically filed at least five applications in the last three months and are not on the Locator, email us at EFS@ltsa.ca.
- You can **Find a Land Surveyor** who prepares electronic survey plans on the [LTSA](http://ltsa.ca) and [BC OnLine](http://bc.online.ca) websites.
- You can find handy **EFS-related links** by bookmarking this [page](#).



Chris Nation Joins LTSA Stakeholder Advisory Committee



Mr. Chris Nation, Municipal Solicitor for the District of Saanich, has joined the LTSA's SAC representing the Union of BC Municipalities.

Called to the British Columbia Bar in 1977, Mr. Nation began working as Saanich's first Municipal Solicitor in 1979 and continues to serve in that role to the present. Prior to that, he practiced with the Victoria law firm Pearlman and Lindholm until 1979 carrying out a combined Municipal Law and litigation practice.

Mr. Nation has served on the Boards of the Victoria Conservatory of Music, Glenlyon Norfolk School, the Saanich Legacy Foundation, and the Saanich ZombaKidz aid project in Malawi.

The SAC operates to ensure that the LTSA Board and Executive are kept aware of any stakeholder concerns and recommendations related to land title and survey services.

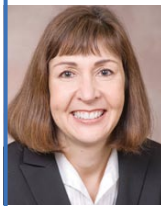
Members, representing 12 stakeholder groups, are nominated by the organizations that have a statutory interest in land titles and the land survey framework. A current listing of SAC members and their biographies can be found in the [governance section](#) of the LTSA's website. ■

NEW LTSA APPOINTMENTS



Craig D. Johnston – Director of Land Titles

Craig D. Johnston, LL.B., has been appointed to the position of Director of Land Titles. Craig joined the LTSA in March 2006 as Registrar of Land Titles for the Victoria and Kamloops Land Title Offices. Prior to joining the LTSA, Craig worked both in private practice as a solicitor and as corporate counsel with a large BC-based land developer. He has extensive real estate and corporate/commercial experience serving both commercial and residential clients.



Andrea M. Brace – Registrar of the Victoria and Kamloops Land Title Offices

Andrea M. Brace, LL.B., has been appointed as Registrar of the Victoria and Kamloops Land Title Offices. Andrea is based in Victoria and regularly visits the Kamloops office. She joins the LTSA from the Vancouver Island Health Authority (VIHA) where she worked as General Counsel. Prior to VIHA, Andrea worked with the Greater Vancouver Regional District (now known as Metro Vancouver) as Corporate Solicitor. Both positions involved corporate/commercial and real estate legal matters.



Ian C.B. Smith – Special Advisor on Real Property Law

Ian C.B. Smith, LL.B., served as the Director of Land Titles for five years and as Registrar of Land Titles for 23 years. In recognition of the importance of succession planning for these critical positions, and in anticipation of Ian's retirement in the spring of 2009, Ian has been appointed as Special Advisor on Real Property Law. In this role, the LTSA hopes to facilitate greater opportunity for Ian to share his knowledge and experience with the newly appointed Registrars.



Kelly Stofer – Deputy Surveyor General

The LTSA welcomed Kelly Stofer, BCLS, as Deputy Surveyor General in the Surveyor General Office on January 5, 2009.

Kelly received his commission as BC Land Surveyor #782 in May 2000 after serving articles with Mike Manson, BCLS. In addition, Kelly is a graduate of Royal Military College in Kingston, Ontario with a Bachelor of Engineering degree. Kelly has eight years of diverse experience with progressive private practice land surveying organizations. Prior to joining the LTSA, he was a member of the management team of Focus Corporation in Victoria.

Kelly was the co-chair of the External Relations Committee of the Association of BC Land Surveyors (ABCLS), a member and past chair of the Electronic Checklist Registry Committee and a past chair of the Vancouver Island Group.

His role will be integral in serving the public and the membership of the ABCLS through the Surveyor General's Office.

Meet The Trainers' Trainer

If ever there was a good example of how on-the-job training can be the best way to learn, this is it.

Sandy King, a familiar face and name to many of our EFS customers, is an LTSA Program Analyst, and has been involved with the development, launch and subsequent growth of EFS for the past five years. She is tech-savvy, writes much of the documentation that guides EFS users, and is a particularly effective trainer – not just of EFS users, but of other EFS trainers.



Sandy King, LTSA Program Analyst

“Sharing that knowledge with customers and helping staff to learn a new or unknown process is a personally rewarding experience. Helping customers to understand that missing link, or discover a new EFS enhancement which will assist them in their daily business, and hearing their genuine appreciation and positive feedback, is very gratifying.”

Sandy started her LTSA career back in 1977 in a ‘Clerk 1’ support position in what was then known as the New Westminster Land Title Branch. Within five years, she had been promoted to Examiner, and over the course of the next 27 years, she held several temporary stints as Deputy Registrar. Sandy has also headed the survey section of land titles, and was responsible for preparing training materials, training new survey examiners, and designing a training program to ensure all examiners acquired basic survey examination experience.

It was this exposure to just about every facet of the work at the LTSA that gave Sandy a complete understanding of what the LTSA does and its business practices and procedures.

With her background in, and extensive knowledge of, land title and survey matters, her experience liaising with lawyers, notaries and land surveyors, and her attention to detail and past examiner training experience, Sandy was encouraged to apply for the role of Program Analyst when electronic filing of survey plans was in its infancy in 2004.

Sandy discovered she had a natural bent for IT, quickly learning the technical requirements of the job. Her role today is all-encompassing. To say she ‘manages the day-to-day operations of electronic filing’ does little to convey just how much Sandy is involved in.

It is for training that Sandy is probably best known to our customers. She has an ability to develop detailed, customer-friendly training materials. Her involvement in training takes several forms. She gives advanced Electronic Survey Plan (ESP) training to registry agents, and trains the trainers, such as the BC OnLine help desk staff and EFS roving trainer, Alisa Markley. Sandy gives high level EFS presentations to bodies such as the Law Society and large corporations, and hands-on training to paralegal students. Visiting delegations from other jurisdictions are treated to EFS and ESP demonstrations by Sandy.

It’s a sign of the scope of Sandy’s work, and of the rapid development and growth in importance of electronic filing, that she is responsible to the heads of both the Technology Services group and Land Title Division for key aspects of her role.

An indication of just how good Sandy is can be found in tributes from EFS users – among them, the Certificate of Appreciation presented by the Association of British Columbia Land Surveyors in February 2008 for her work in developing the Electronic Survey Plan process. Training clearly gives her a great deal of enjoyment: “Sharing that knowledge with customers and helping staff to learn a new or unknown process is a personally rewarding experience. Helping customers to understand that missing link, or discover a new EFS enhancement which will assist them in their daily business, and hearing their genuine appreciation and positive feedback, is very gratifying.” ■

