

The Land Title and Survey Authority of British Columbia (LTSA) is an independent corporation responsible for managing British Columbia's land title and survey systems. These systems provide the foundation for all real property business and ownership in the province.

The LTSA's Strategic Direction outlines the strategic approaches that will be taken to achieve the organization's vision. The focus for the LTSA is to provide exceptional customer service in a sustainable and secure manner.

Strategic Direction

www.ltsa.ca

Our Mission

To create confidence by delivering assured land title and land survey systems essential to the property market and economic foundation of British Columbia.

Our Vision

To earn a reputation for exceptional service and excellence in the preservation, access and integrity of the land title and survey systems.

Our Values

The LTSA has a set of core values:

- > We are accountable to those we serve.
- > We act with the highest standards of integrity, knowledge and skill.
- > We respect and value our customers and each other.
- > We will continuously improve.
- > We are approachable and personally responsive to our customers and employees.

The LTSA's Strategic Direction is dynamic and is reviewed and approved annually by the Board of Directors and Executive. The 2009 review has resulted in changes to the LTSA's strategic objectives. These five objectives have been developed to enable the LTSA to realize the vision and carry out the mission.

Strategic Objectives

ONE: Instill confidence, maintain integrity and increase the value of the land title and survey systems of British Columbia.

TWO: Improve and deliver professional, consistent customer service.

THREE: Deliver business modernization in order to sustain land title and survey systems services to meet customer needs and the public interest.

FOUR: Ensure the optimum structure, people and tools for the effective operation of the LTSA.

FIVE: Manage our business in a sustainable and cost efficient manner that directly benefits our customers.

These objectives provide the foundation for the LTSA's operations and are all reflected in the multi-year business modernization initiative. The modernization initiative will enhance the LTSA's service delivery so that it is sustainable and provides customers with consistent and reliable services enabled by modern technology, integrated processes, and expert staff.

