



Landscan

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A news update for Land Information New Zealand clients.

CROWN PROPERTY FEATURE: PAGES 4-6

In this issue of Landscan we focus on **Landonline** dates and Crown Property development



Landonline
survey and title automation

New Landonline Dates

The **Landonline** programme is now working towards a 1 March 2000 rollout date for the Dunedin office. This is eight months later than the previous date of 7 July 1999, and means that the rollout in the other four regions will be delayed by a similar time, with the partial electronic phase expected to be fully in place by the end of 2001.

Landonline Programme Manager Terry Jackson says that LINZ has had to extend the construction project because of the modifications required to the original design.

“These changes are to deal with issues that have cropped up while PricewaterhouseCoopers has been building the software. It’s not unusual to have to change the design to make systems work perfectly, especially in applications as complex as **Landonline**, and we allowed some room in our project plan for changes. However, the issues on both the survey and titles side were greater than expected.”

Terry says that this is largely because of the complexity of the data that LINZ is automating, and how the system needs to deal with it.

“If we were only imaging our existing records to make them available on-line, then the job would be relatively straightforward. However, we are automating most of the processing of data and transactions, and integrating the survey and title systems within the **Landonline** system. This is far from simple.”

Terry stresses that the only changes being made to the design are those that are essential for making the system meet LINZ’s business requirements in the partial electronic phase.

“There are no unnecessary enhancements. All of the changes relate to how LINZ will do its processing and maintain the relationships between data, and only apply to the complex transactions that can’t be completely automated.”

“The result of the changes is a more robust and flexible system.”

As well as giving time to build an improved system, Terry says an advantage to not rolling **Landonline** out until 2000 is that LINZ will be able to observe the application performing under Y2K conditions before it goes ‘live’.

WHAT’S NEW ON THE LINZ WEBSITE

Nautical information on line

A test site has been established for the delivery of nautical information via the LINZ web site. The information can be downloaded free to users as PDF files and viewed using Adobe Acrobat Reader. It includes:

- Tidal predictions for standard ports with high and low water times
- Secondary ports with links to their standard ports
- NZ Notices to Mariners and each Weekly Edition of the current year
- A cumulative listing of NZ Notices to Mariners affecting New Zealand charts, updated weekly
- New Zealand Chart Catalogue (NZ202) of charts and nautical publications
- Links to other hydrographic related sites.

The site will be a test site only from February to June 1999 while LINZ collects feedback and makes modifications as required. It will be an official source of this data at a later date. The site address is <http://www.hydro.linz.govt.nz>

Comments and feedback can be sent from the site or otherwise by fax to (04) 471 6894 or email to hydro-info@linz.govt.nz



Survey Board information

The Survey Board of New Zealand registers surveyors and sets professional standards. It was set up in its present form under the Survey Act 1986, but actually dates back to the beginning of the century. To find out more about the board’s purpose, functions, standards and membership, visit our site at <http://www.linz.govt.nz/organisation/business/sg/surveyboard.html>

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New Landonline Dates continued

“We are certain that **Landonline** will be fully Y2K compliant - we designed it with that need in mind. However, it also uses technology and software produced by other firms, and we need to be absolutely sure that the whole system will work properly after 1 January 2000.”

A delayed rollout also gives more time for customer education on the **Landonline** system, which will ease the transition for customers.

“We have a big job ahead of us educating customers about the new system. We have talked to the NZ Law Society and NZ Institute of Surveyors to get their views, and the consensus seems to be that local activities, such as seminars through District Law Societies and NZIS branches, should be the basis for an effective education programme. Further discussions and consultation is still required before we finalise the exact details in this area.”

The extension to the project has also prompted a review of the original business case that justified the **Landonline** programme. LINZ has to report to a sub-committee of Cabinet Ministers (John Luxton, Bill Birch, Bill English and Maurice Williamson) every six months on how the project is going. Under the segmented nature of the programme, Ministers also need to approve all major contracts.

“Last month’s meeting focused on the eight month extension to the **Landonline** construction project, and the increased cost. LINZ has to report back to the Ministers in May. By that time, we will have firm prices for the Facilities Management contract with EDS, and negotiated prices for the survey and title conversion contracts. These are the most costly contracts in the whole **Landonline** programme.”

LINZ is also reviewing the estimates included in the original **Landonline** business case on how long phase two of the project will take and how much it will cost. This phase is the development of a fully electronic system, which will allow digital lodgement of survey plans and title transactions. This review will be undertaken in light of the more comprehensive information LINZ has available as a result of the experience of the past two years of phase one.

LINZ images all its survey plans

LINZ has successfully completed its first large-scale conversion project and now has images of almost 1.4 million survey plans.

The Image Plans project, which scanned aperture cards and colour plans, finished in late February. The project was managed by PricewaterhouseCoopers, although Petone company, Datamail, did the actual scanning. Datamail scanned 1.2 million survey plans from aperture cards at its Petone site, and another 150,000 selected colour plans during a colour plans roadshow, which visited all 12 LINZ offices. This includes all the Deposited Plans, Survey Office Plans and Maori Land Plans, plus some others.

LINZ now has black and white images of all its survey plans, along with colour images of some of them.

The Colour Plans Roadshow, which travelled to all the LINZ offices to scan a selection of colour plans has finished. LINZ is now checking the paper plans where the black and white image from the aperture card didn’t meet the benchmark quality standards.

Deputy Programme Manager, Lindsay Meehan, says the project finished on time, and cost less than budgeted.

“There have been a few hiccups along the way, such as having to hand-feed 25,000 buckled aperture cards that wouldn’t go through the hoppers on the scanners. There was also some variation in the plan indexing rules between offices that took some sorting out. But we have imaged virtually all of our plans, and we have sorted out the indexing to create a complete national collection.”

“There’s been a major personal commitment to the project by (Hamilton Plan Examiner) Don Mackenzie, who spent almost eight months on the road with the Colour Plans Roadshow. His experience was vital in selecting the colour plans that had to be scanned.”

As well as checking the quality of the images, Don had to select around 2,000 colour plans a day for scanning.

Before he started on the roadshow, Don was able to spend several weeks looking at old plans and comparing the black and white and colour images of them. From that he was able to learn how to interpret the quality criteria so that he knew which plans would have to be scanned in colour for legibility. For example, in a black and white version, it’s not possible to read some red lettering on red backgrounds, some green lettering on green backgrounds, and virtually any lettering on a purple background. If the illegible information was legally significant, e.g. an easement, those plans had to be scanned in colour.

Once the fully automated system is in place, surveyors will be able to submit their survey information as structured digital data. However, paper plans will still be necessary in the meantime. Eventually, the digital survey record will replace paper plans as the authoritative record, doing away with the need for surveyors to submit paper plans, and for LINZ to store new surveys as images. Legislative amendment will be needed to make this happen and the Survey Act is being reviewed for this purpose.

Landonline news hot off the web!

You can register through the **Landonline** Internet site for emailed updates of information. If you want to be notified of the latest ‘News’ items or Fact Sheets on the site, fill in the form at <http://www.linz.govt.nz/landonline/register.html>.

Planning for the devolution of the National Property Database (NPD) is well under way. The database contains property information for rating valuation purposes and was managed by the former Valuation New Zealand when it had a monopoly on rating valuation work. As this work is now being opened up for competition, it is more appropriate for the data to be held by its primary users, New Zealand's local authorities.

Valuer-General Warwick Quinn says that local authorities are rapidly coming up to speed on the devolution options available. "We only received the funding go-ahead for devolution late last year, so we're moving quickly to ensure local authorities are in an informed position to decide on the appropriate devolution option for them."

The Valuer-General's office has been holding forums on the devolution process throughout the country for local authorities, valuation service providers, database management service providers and other interested groups.

"Devolution is scheduled to begin on 1 July 1999 and be completed by 31 December 1999," Warwick says. "This timeframe is required because, while the data being devolved will be Year 2000 compliant, the database is not. We do have an option of installing a Year 2000 compliant database. However, this not a preferred option as there are significant installation costs and feedback to date has been that the devolution timetable is readily achievable."

Warwick says the Office of the Valuer-General is also developing its own systems so that it will be able to receive local authorities' data for the purposes of auditing. "We are asking the authorities to give us a time frame for the establishment of the former NPD data on their systems. Some of them are already well advanced down this track and are using some of the NPD data on their databases."

To assist with information on the devolution process, the Office of the Valuer-General has established a web site: www.linz.govt.nz/organisation/business/vg which will provide one method of keeping the various interested parties informed.

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Good communication. While most would agree that it's desirable, getting the right message to the right people can be an elusive goal. As one wag put it, managing good communication can be a bit like managing fog.

Like any dynamic organisation, Land Information New Zealand works hard to keep its clients and stakeholder groups well informed. But communicating well can be hampered by an increasing level of communication "clutter" – the competition for our clients' attention.

It can also be complicated by the rapid changes in communications technology.

For LINZ, all of this begs some important questions. Are we getting our messages to the people we want to reach? Can they reach us easily when they want to? Are we using the right media? Is what we say easily understood? Does it mesh with our clients' needs?

It is with these questions in mind that the LINZ has set out to find some answers from its important client groups, such as lawyers, surveyors, government departments and many others. Corporate Communications Manager Mary Macpherson says the department communicates at many levels.

"When LINZ was established in its present form in 1996, we set out to communicate our organisation's purpose and functions to key groups. LINZ's role has evolved in that short time, so this process is ongoing," she says.

"LINZ has also embarked on some major reforms and projects. We have changed the way Crown Property services are delivered, front desk services have been streamlined, and of course we are in the midst of **Landonline** – a major automation project spanning several years."

"Projects and changes such as these each require a communication strategy, and we keep our target audiences informed through a whole range of media – everything from client newsletters such as Landscan to direct marketing, interpersonal communication and the Internet."

"But are we hitting the mark? Certain markers indicate that we are, but we need to scrutinise our communications efforts through formal client research."

Mary says LINZ is commissioning a wide-ranging research project to assess the effectiveness of the department's communications. The research will cover all major client groups and a good geographic spread. The shape of the research will be partly determined by the programme for **Landonline**.

"We want to assess client satisfaction with existing communications, and the effectiveness of the channels we use now. We also want to get a better feel for how well our main programmes and resources are understood."

"An important outcome of this research will be to identify opportunities for improvement – not only in the content of what we say, but also in the channels we use."

So if you are contacted to take part in the research, LINZ would really appreciate hearing your views. The results and outcomes of the research will be published in Landscan.

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Iain MacLean, Landonline Communications Manager,
Land Information New Zealand. Phone (04) 498 9683.

Dave Gullen was appointed Commissioner of Crown Lands (CCL) on 1 February. For Dave, the appointment is the culmination of nearly 25 years' involvement in the administration of Crown land.

When he began his career with the former Department of Lands and Survey in 1975 the Crown was still actively developing, farming and settling young farmers and their families on the land.

As the decade draws to a close, the Crown's role as land custodian has changed dramatically.

"When I started out there were over 20,000 Crown leases and licences," Dave says. "The bulk of those were transferred to Landcorp when it was created in 1987. We now administer only 340 pastoral leases, but these still represent 10 percent of New Zealand's land area and contain some environmentally significant land."

"The Crown is now actively withdrawing from its role as a rural landlord. Land use in the residual Crown estate will be progressively restructured as we work through a tenure review process with lessees. This process enables lessees to negotiate with the Crown to freehold the commercial areas within their leases in return for surrendering land with significant conservation values to the Crown. This is a right lessees did not previously have."

Dave says tenure review is a complex and sensitive process, involving intensive consultation with interested parties. Broadly speaking, these include the lessees, farming interests, Maori – mainly Ngai Tahu – and a whole range of outdoor recreation and conservation groups.

"For this process to work well we get together with these groups on the land we're discussing," Dave says. "Invariably these meetings of the mind establish common ground and set up the process of tenure review for a successful conclusion. That doesn't mean the process is easy! Often we have to try to reconcile some very conflicting views about how land should be used and who should have access to it."

The Crown Pastoral Land Act 1998 sets the legislative framework for the review process. Dave says the policies which led to the enactment of the legislation were developed over five years and involved an unprecedented level of consultation with stakeholders and public interest groups.

"We also trialled ideas over 80 tenure reviews as the legislation was being developed, so it is based on unprecedented practical experience. It helps

automate the conveyancing function and also ensures the review process doesn't get bogged down unnecessarily by the provisions of the Resource Management Act."

While the position of CCL is not a new one, it is new in this form. Prior to Dave's appointment, the roles of CCL and Chief Crown Property Officer (CCPO) were rolled into one. Now they are separated. Sam Brown continues as CCPO; this position is focused on providing a framework to enable government departments, including LINZ, to commission Crown property-related services from the private sector. The framework is supported by technical standards and guidelines for the conduct of the work; a group of appropriately accredited agents access to Crown property records, and a clearance function to meet the Crown's statutory obligations.

As Commissioner of Crown Lands, Dave reports to the Minister the Hon John Luxton, of Food, Fibre, Biosecurity and Border Control on statutory issues. Dave is also the principal adviser to the CCPO on Crown land matters.

"My focus is on the setting of standards and guidelines for the administration, acquisition and disposal of Crown land. These standards will apply to both the LINZ staff and to accredited agents. The new structure reflects the Crown's gradual withdrawal from hands-on land management, and a refocusing on standards activity that supports our regulatory functions."

"Ultimately all operational activities carried out by LINZ will be outsourced."

"In terms of the Crown Pastoral Land Act and tenure review, if you like, I'm the regulator of the regulators! Separating operational and standards setting functions is not always straight forward," Dave says, "because it involves work that is done by DOC and LINZ contractors as well as LINZ itself. However, there's a strong desire from all parties to continue this process and make it work."

Contact for further information: Dave Gullen, Commissioner of Crown Lands, Land Information New Zealand.

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Dave Gullen, Commissioner of Crown Lands: the main statutory responsibilities of the position are the administration of Crown land under the 1948 Land Act, and contributions to Treaty settlements when the Commissioner has a statutory involvement.

The Crown Property Regulatory Group and Crown Property Clearance Team have rated well in a survey of accredited agents carried out late last year. Although the 30 percent response rate to the survey was not high, a clear pattern emerged showing general satisfaction with the performance of the Land Information New Zealand Crown Property groups.

According to Keith Turner, Manager Property Standards, the survey clearly indicated where LINZ is performing well, while identifying areas for improvement.

The survey was divided into five performance areas: clearance process, standards and guidelines, audit, the accreditation process and information access.

Clearance process

The turnaround times for decisions set by the Chief Crown Property Officer rated a high 97 percent approval. Keith says that considering the processes had been established for less than six months at the time of the survey, this was a commendable result.

Agents were less enthusiastic about the costs of compliance. Keith says this may point to the need for greater efficiencies within LINZ, as the department is committed to full cost recovery for these processes.

Standards and guidelines

Although there had been concerns expressed prior to the survey, the respondents expressed a very high level of satisfaction with the quality and assistance provided by standards and guidelines produced by the Crown Property Regulatory Group. There was some concern from a minority of those surveyed about access to an up-to-date set of standards and guidelines, and this will be investigated.

Audit process

Feelings were mixed about this, with equal numbers reporting good or bad experiences with the opportunity for audit feedback. Overall, satisfaction was expressed with the way the application of standards and guidelines were audited.

Accreditation

Some 77 percent of those surveyed were satisfied with the process for accreditation of agents. Keith says that although this was a good result, the area would continue to be scrutinised and improved.

Access to information

The new system for accredited agents gaining access to property files appears to be working well. Of those surveyed, 70 percent rated this area above average. Some 85 percent obtained files within five days.

Keith says respondents also answered specific questions. “A large majority showed interest in a regular publication on accreditation matters, but less than 50 percent identified specific training needs. Where training needs were identified, they highlighted Public Works Act acquisition and disposal, followed by assessment of compensation and Land Act disposals.”

An analysis of the survey will be distributed to accredited agents, with advice on steps LINZ will take in light of the results.

“The survey is a pleasing indication of the hard work put in by the Crown Property Regulatory and Clearances teams,” Keith says. “It provides a valuable benchmark against which we will measure progress in these surveys, which will be repeated.”

HISTORIC STATION GETS NEW LEASE OF LIFE

Otaki Railway Station, a category 2 historic place, looks to have its future assured after an agreement was reached between the Crown and the Otaki Railway Station Community Trust. The lease negotiations were managed by LINZ Crown Property Contracts.

One of the few remaining “Type B” stations designed by noted architect George Troup, the station dates back to 1911. Under the agreement, the rental for the station will be waived while the Trust is restoring it. The Trust has first option to buy the station at market value from the Crown if it is cleared for sale.

Hon John Luxton, Minister in charge of Land Information New Zealand, says the agreement paves the way for the station to become a focal point for the local community.

CROWN PROPERTY INFORMATION LINE TO END

The 0800 number set up to deal with Crown property enquiries will be discontinued on 30 June. This comes exactly 12 months after the LINZ restructuring that saw Crown Property acquisition and disposal functions taken over by accredited agents. “The number has proved to be an effective communication link between LINZ Crown Property and client groups” said Paul Jackson, Manager Crown Property Contracts. “Use of the information line has gradually declined as groups with an interest in Crown property matters have become familiar with the new structures. A fact sheet updating Crown property changes and contacts will be distributed with the July issue of Landscan,” said Paul.

ACCREDITED AGENTS SURVEY: OVERALL LEVELS OF SATISFACTION

Contact for further information: Keith Turner, Manager Property Standards, Land Information New Zealand, Phone (04) 460 0596. Email ktturner@linz.govt.nz

The successful conclusion of the Turangi Ancillary Claims Deed means that there is now a legally enforceable process to resolve land transaction errors and omissions made during the construction of the Turangi township during the heyday of the Tongariro power scheme in the 1960s and 1970s.

Land Information New Zealand (LINZ) was responsible for negotiating the deed with Ngati Turangitukua on behalf of the Crown. It was the first such deed to be negotiated outside the Office of Treaty Settlements, and was a challenging exercise for the multidisciplinary LINZ team.

LINZ commenced its involvement in October 1998 and the process was completed on 21 December when the last signature was obtained. The core team was led by Senior Policy Analyst, Karin Knedler and included Graham Williams, who has been recently involved with these ancillary claims and is now responsible for implementing the Deed. Sharon Cottrell (General Manager Policy) had overall responsibility for the project.

For LINZ, much work still lies ahead. The department is responsible under the Deed for investigating 33 ancillary claims.

Pictured from left to right with the Deed of Settlement for the Turangi Township Treaty of Waitangi Claim are: Sharon Cottrell (General Manager Policy, LINZ), Rt Hon Sir Douglas Graham (Minister in Charge of Treaty of Waitangi Negotiations), Mahlon Nepia (Claims Manager), Arthur Grace (Chairperson of the Ngati Turangitukua Maori Committee and Ancillary Claimant) and Arthur Smallman, who witnessed the claimants' signing of the Deed.

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Crown Property Contracts staff are quietly confident of achieving their revenue target of \$23.159 million from sales of surplus Crown properties this year.

The group's manager Paul Jackson said that this is the first year of operating under a new system of contracting Crown property disposal work out to private enterprise providers.

"Previously LINZ property staff in five regional offices did all the work of preparing properties for sale. Now we have five main contracts with external agencies who do all of that work," he says.

The main disposal contractors have just over 400 properties worth nearly \$21 million to deal with this year. Another subsidiary contract made up of incomplete property sales left over from last year is dealing with 20 properties with a value of \$3.5m.

Managing those contracts is a full time job for Crown Property Contracts staff in Hamilton, Wellington and Christchurch. Grant Webley in Christchurch manages the Canterbury/Otago contract with 120 properties up for disposal and says that it is a totally different way of doing things. "We no longer do the hands on work ourselves; our job is to manage the contracts."

Out of the \$23.159 m revenue target the Crown Property Contracts group had \$9.75m in the bank as at the end of January or just over 42 percent of its target. Most of that came from the sale last November of the former Auckland Area Health Board portfolio of leasehold properties on LINZ balance sheet which netted over \$7m. Several other large sales were finalised last month, such as the Taupo Bus Depot (\$630,000) and farm land at Ruataniwha (\$805,000).

Paul Jackson says the achievement of the target will be a mixture of some critical high value properties and the large volume of comparatively low value sales and "that is what we expect from our disposal contractors."

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AUCKLAND LEASEHOLD PROPERTIES SOLD

A group of Auckland leaseholders have become freehold owners of the properties they occupy. Some 31 Crown leases have been sold for \$5 million after a successful sale process which saw 16 tenders received. The properties were formerly leased by the Auckland Area Health Board, which was abolished in 1993. LINZ and its predecessor department administered the leases from this point. The sale of the leases was managed by Colliers Jardine on behalf of LINZ Crown Property Contracts.

The successful tenderer was the Auckland Area Health Board Leaseholders' Association. The leases were originally part of a much larger estate dating back to the 1890s, and included prime residential properties.

A second lot of leases, which comprised mainly commercial properties, was bought by Tram (JVB) Ltd for \$2 million.

A chat with Helen Trim about her new role as Regional Manager for LINZ's Wellington region reveals not only an approachable and enthusiastic leader, but also a fresh insight into the way Wellington staff will engage with their clients.

Helen first joined LINZ in mid 1998 as a change facilitator in the area of automation, before taking up the reins as Regional Manager last month. Her appointment signals a new balance between professional knowledge and a need for strategic, analytical and implementation skills at senior management levels.

Helen says she is strongly focused on the future, and the linkages between LINZ and its key client groups.

These linkages will be largely underpinned by the automation project, **Landonline**. The traditionally paper-heavy processes such as survey and title transactions are undergoing a radical overhaul. Helen is keen to ensure that the affected client groups are kept closely involved in the process.

"This interface is crucial," she says. "It's a process of discussion and mutual understanding. As with any business, our resources are not unlimited. We need to show how we can deploy these to the greatest possible effect. At the same time the legal and survey professions need to see that we understand their issues – and that we're developing a service strategy based around a partnership model.

"My management style is to get out there amongst the customers and hear first hand their concerns and suggestions.

"Of equal, if not greater importance is my interface with the Wellington Region LINZ team. I'm fortunate that about 70 percent of the region's staff share the same building with me, but I'm also spending as much time as possible at our two branch offices in Napier and Gisborne."

Helen says that although the future of LINZ's service delivery is built around a big investment in technology, the department's people are just as important if the organisation is to "fire" into the 21st Century.

"Organisations like ours need a good mix of people – the visionaries with strong strategic skills, and those with the technology and management skills to implement the vision.

"Part of my job is to distill down the essentials of wh

want in the future, and understand how their own businesses are changing. We're starting to see important changes in their business environment.

"As one with a background in organisational development and strategic management, my mission is to ensure our organisation is in a position to respond."

Helen readily concedes that she does not have a traditional survey or titles background. Many of her predecessors and colleagues have come "through the ranks" of professions such as surveying or land title administration, while her background is a mix of organisational development and strategic management experience. Her career spans the public and private sectors, with experience in both the service and manufacturing industries. During this time, Helen has worked in or advised a range of small to medium-sized businesses.

Helen's management team includes Chief Surveyor Peter Lawson, District Land Registrar Warren Moyes and Service Delivery Manager Stephen Hall.

"I have great confidence in the professional leaders in our region. The specialised technical knowledge of people like Peter and Warren is pivotal to the management team.

"With my background in organisational change and their specialised skills, I think we're forging an excellent mutual understanding with our clients. We're building a clear picture of their changing needs, while they're gaining a better picture of how we can manage the automation process to deliver within the resources available."

Contact for further information: Helen Trim, Wellington Regional Manager, Land Information New Zealand. Phone (04) 474-3508. Email htrim@linz.govt.nz

Helen Trim: Likes to get amongst customers and hear their ideas first hand.



