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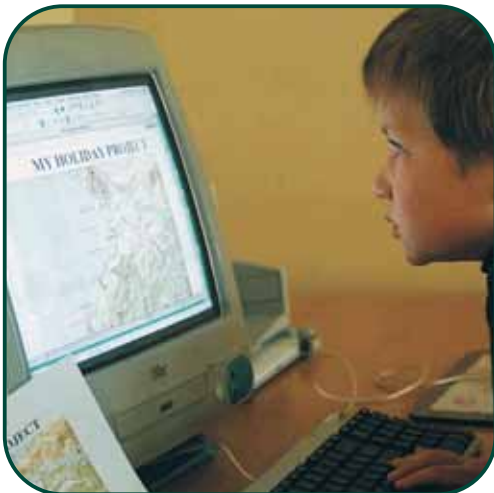
1999

A news update for Land Information New Zealand clients

in this issue

8 Paper records management: we seek your input

- Clients who use LINZ core paper records have their say. We look at the paper records that won't be available through **Landonline**, but are still important to end users.
- Greymouth surveyor Lloyd McGarvey is keen to retain access to the local knowledge of LINZ staff.
- Environment BOP plan administrator Graham Dixon would like to see the more frequently used core paper records kept in his local region.



After the abolition of copyright fees on LINZ topographic data, this youngster can freely use map images for his school project.

2 Topographic data and copyright fees slashed

- Maximum fees for digital topographic data have been slashed from up to \$2 million to just \$1500. Everyone from students to major GIS users will feel the benefits.
- The drop in fees for digital data removes a major cost impediment to Landcare research programmes.
- Crown Property fees to move to set structure.



2 Seeing ourselves through your eyes

- Simpler, better-looking and faster – we hope you'll agree our redesigned web site offers a more customer friendly experience.

6 Rewiring the national datum

- Our longitude and latitude lines will shift slightly but everything else will stay safely put. The transition to the new NZ Geodetic Datum 2000 should run smoothly, but be aware of what system you're using.
- A Terralink geodetic specialist welcomes the consistency across GPS systems that will be offered by NZGD2000

10 Communicating better

- You'll notice some changes to the format of this Landscan. It's just one of the ways we're responding to feedback from our readers in the LINZ communication survey.



4 Proof of the pudding

The system is soon to undergo full load testing to ensure it can cope with the rigours of more than a million client accesses in its first 12 months.

5 User acceptance testing

Up to 14 technical experts will soon arrive in Wellington to put **Landonline** through its paces. They'll be checking to ensure it can deliver what business clients need.

5 Survey plan images

The quality of many of the survey plans on **Landonline** will surpass the originals.

TOPOGRAPHIC DATA AND COPYRIGHT FEES SLASHED

Before too long, cars will be available in this country with on-board GPS navigation systems. Until now, each car owner would have been required to pay a considerable fee of up to \$2 million for the rights to load in New Zealand map data. That's some car. But from as early as next month the removal of the copyright fee will make on-board local navigation a more affordable prospect.

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At a glance

- LINZ has abolished copyright fees on its maps and aerial photographs. LINZ retains copyright.
- No licences are needed when printing maps.
- The fee charged for digital data was up to \$2 million depending on how much information was required.
- It will be replaced by a charge of around \$1500 for a copy of the entire digital database.
- Updates will be available for a small fee.
- The change requires new regulations, which could be in place by next month.

regulations are in place – this could happen as early as mid-November.

Copyright fees for Land Information New Zealand's topographic data and aerial photographs have been scrapped. Aside from printed maps there will only be a small fee to data distributors for a copy of digital topographic data to cover the cost of disseminating the information. The change is not expected to affect the price or sales of hard copy topographic maps, but will allow anyone to use topographic images or data without fear of prosecution.

The radically different fee structure will be promulgated as soon as the appropriate

The fee to data distributors for a national copy access to the digital topographic database is expected to be around \$1500. This is a dramatic reduction on the \$2 million fee currently payable for the entire 1:50,000 digital topographic database. The fee to distributors for the 1:250,000 digital topographic database is likely to be a mere \$100.

LINZ Chief Executive Russ Ballard says this will open up exciting possibilities for a whole range of people and organisations. "Crown Research Institutes, the tourism industry, emergency services, schools, local authorities, GIS companies and private individuals will all benefit," he says. Up until now the price of the data effectively locked it away from these users.

"Everyone will gain – from the large corporation integrating digital topographic data into its own systems, to the student doing a computer assignment or photocopying a map for a project."

In the past, businesses have paid large royalties to use LINZ data to make products such as tourist maps. The scrapping of the copyright fee will reduce the cost of making such products, while opening up other business opportunities for new products.

Russ says the former copyright fee structure was based around a cost recovery model. Government has now decided that information held for Government purposes should, where appropriate, be made available to all at the marginal cost of its release.

Technology has also played a part in the decision. "When the fee structure was set up, computers were expensive, and slow and had limited storage capacity. With today's technology – email, cheap scanners and fast machines – it's not feasible to police copyright on this data, especially as the internet is no respecter of state boundaries," he says. These changes do not apply to hydrographic charts and the current restrictions on copying them still apply for safety reasons.

Contact for further information:

Teresa Cox, Topographic Data Licensing Officer, Land Information New Zealand,
Phone (04) 460 0183, email th-licence@linz.govt.nz

th-licence@linz.govt.nz

SEEING OURSELVES THROUGH YOUR EYES

Regular visitors to the LINZ web site will notice that it's had an overhaul.

LINZ Communications Adviser Michael Mead says the revamp focuses the site more closely on clients' information needs.

"It's simpler, better-looking and faster," he says. "We've retained the LINZ look and feel, but restructured the site for easier navigation and more customer-friendly titles," Michael says.

The new-look site features three new sections: "Services and Projects", "Contracts" and "Site Map". Under Services and Projects, subjects are arranged into

customer-friendly groupings such as Survey/Titles and Property/Valuation.

Users can explore for further levels of detail within these main categories.

The Contracts section adds a perspective on an important facet of LINZ's operation – the contracting-out of operational services such as property acquisition and disposal. The Site Map gives a quick overview of the whole site.

Contact for further information: **Michael Mead, Communications Adviser, Land Information New Zealand.**
Ph (04) 498 3516, email mmead@linz.govt.nz

<http://www.linz.govt.nz>

ROYALTY CUT FREES UP LANDCARE RESEARCH OPTIONS

“Landcare scientist James Barringer says the massive drop in fees for digital topographic data is excellent news for the CRI’s research programme. He is involved with Landcare’s land resources information systems programme, developing and maintaining natural resources databases on GIS systems.

Client viewpoint

Digital topographic data is a vital element of the geographic jigsaw being pieced together by Landcare. Until now access to that piece has been limited by cost.

“We’re rapt,” says James. “Many of the research programmes we do had been constrained by the high cost of accessing topographic data. We had to make do by limiting research to smaller areas, or using coarser scale information than we would have liked.”

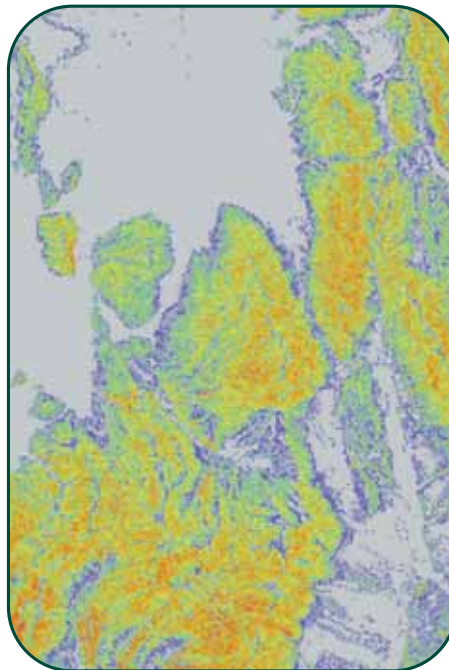
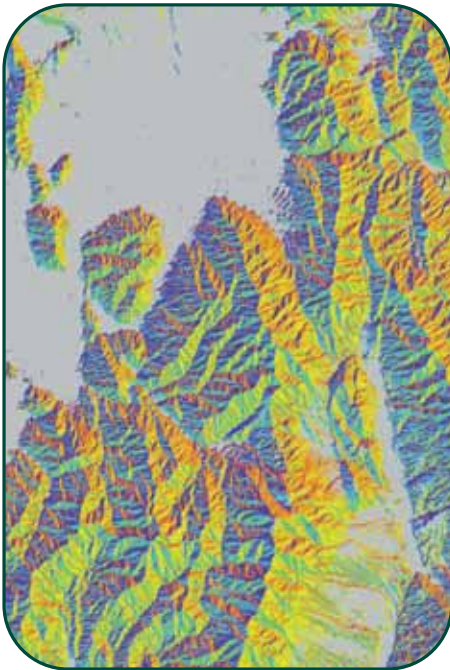
“The cost of contour information used to be a limiting factor in our research plans. Now that limitation has been removed.”

Landcare programmes cover four main areas:

- biodiversity and conservation
- biosecurity
- land and water quality
- climate change and greenhouse gases.

James says the digital topographic data will be extremely valuable across all of these programmes. For example, in biodiversity assessment research it will now be possible to look more closely at the interactions between climate, ecosystems and the landscape.

Another beneficiary of the data will be Landcare’s remote sensing work. The digital elevation models available with the topographic database will allow the researchers to orthorectify satellite images for a variety of research projects at significantly lower cost.”



These maps are of the Grampian Range and McKenzie Basin just south of Burkes Pass in Otago. They show slope (left) and aspect (right) using a digital elevation model made from LINZ 20 metre contours. The slope map uses a range of colours from grey through blue, green, yellow, orange and red as the slope gets progressively steeper. On the aspect map, blue shows a south-facing slope and red a north-facing slope.

Crown property fees to be fixed

Fees charged to government organisations for Crown property work will be fixed according to a set fee structure, rather than on an hourly rate.

The new fixed fee will give clients certainty about what fees to expect. They will apply to work carried out under:

- Public Works Act 1981
- Land Act 1948
- Local Government Act 1974
- Te Ture Whenua Maori Act 1993
- Waikato Raupatu Claims Settlement Act 1995
- Ngai Tahu Claims Settlement Act 1998.

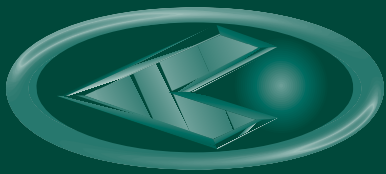
The fees will be introduced under new regulations which are expected to be promulgated next month. Clients affected by the changes will be advised individually.

Contact for further information:

Trevor Knowles, Manager Crown Property Clearances, Land Information New Zealand.

Ph (04) 474 3501, email tknowles@linz.govt.nz

tknowles@linz.govt.nz



Landonline
survey and title automation

4

Landonline: proof of the pudding

With the system building phase of the new **Landonline** computerised land record system drawing near completion, the project is soon to move on to rigorous load testing and then user acceptance testing.

Only five months away from the designated start-up date, it's full steam ahead for the software systems designers.

PricewaterhouseCoopers Programme Manager for LINZ Paul Hickey is encouraged by progress to date on building the

“Completing the detail for a complicated set of business rules was a big challenge,” says Paul Hickey, “but all the core records system software is now built. We’ve got time scheduled to give the systems a thorough testing and iron out any post-build problems prior to going live.”

software for the new **Landonline** project. The developers have finished writing the application code for the titles and survey components, and many of them have now moved on to testing the various sub-systems.

“Completing the detail for a complicated set of business rules was a big challenge,” says Paul Hickey, “but all the core records system software

is now built. We’ve got time scheduled to give the systems a thorough testing and iron out any post-build problems prior to going live.”

Seventy five staff have worked on the project to bring it to this stage, 65 at PricewaterhouseCoopers itself and a further 10 at LINZ. As they complete the testing next year, the numbers working on the project will drop to around 35. Eventually, a maintenance team of about 10 people will be all it takes to keep the entire system running.

Load testing commences

Once the system tests are complete, a second round of testing begins to ensure that the structure can handle the millions of demands that users will place on it each year. The new system is going to have to be capable of hitting the ground running.

Landonline Deputy Programme Manager Lindsay Meehan explains: “We have to test it for all types of transactions that it will be going to experience when it’s operational next year, and under peak stress. There will be two main types of activity - transactions presented by the customer for validation, and searching for database information.”

And the statistics are mind-boggling.

“It will have to accommodate the processing of around one million title and survey transactions, and provide over a million accesses to our customers in its first twelve months. We have a strategy in place to back-capture up to 7 million existing records. Some (like the 3.2 million existing certificates of title, the 2 million title instruments such as easements and leases, and the 1.3 million survey plan images) can be captured as images.”

And time is money, so the users will expect **Landonline** to download information as rapidly as possible. Load testing under stress thus helps LINZ pinpoint slow spots and delays in the system, and eradicate them.

“Speed is the target,” says Lindsay Meehan. “Fast response times to desktop PCs is the aim of the improvements we are making during this phase.”

“We are going to load up the database using software tools that create a mass of data in the database by a cloning technique. They replicate information and are a more efficient alternative at this stage than keying in real data. We then simulate loads to create an artificial heavy load scenario and see how the system performs.”

With the load testing hurdle passed, the testing process then moves into its third phase, that of testing the system’s acceptability to users.

User Acceptance Testing

In this final phase the project moves from simulated tests by the technical experts to practical tests from LINZ business experts - people who really understand land-use business needs. Over the next month up to 14 people will be coming to Wellington for 12 weeks to carry out functional acceptance tests on the software.

Acceptance testing gives the eventual users of the system the chance to check that the system does what is expected of it and is fully ready for implementation.

“This phase is a critical one for the business,” says Lindsay Meehan. “LINZ people will put it through a series of transaction-based tests to see that the system really does deliver what the business needs.”

“We want it to be able to take every transaction that we can throw at it - even transactions of a type that we may see only once in 20 years. The system should be able to cope from Day One. The test plan looks quite daunting because there are literally hundreds of different transaction types.”

“The two questions we ask ourselves at the outset are: is it going to give the performance the business expects? And will it have the functionality the business requires?”

A strength of **Landonline** will be its custom-fit to the New Zealand business and legislative environment.

“We examined some similar overseas systems, in Australia and in Ontario, but eventually concluded that New Zealand’s would have to be built from the ground up, to match New Zealand conditions,” says Lindsay Meehan. “It was not feasible to buy an existing system and modify it.”

The factors that drive our system - business drivers, legislative environment and processes - required an approach specifically tailored to the needs of the New Zealand user.

Survey plan image quality often better than originals

The quality of many of the survey plan images in **Landonline** will be better than the originals.

LINZ has imaged 1.2 million survey plans from aperture cards, and around 150,000 colour plans. When **Landonline** goes on-line, these will be loaded into the central database, and users will be able to receive them by email and view them on their desktop computer.

However, many surveyors are aware that some of the old plans, in particular, are difficult to read, and have raised concerns about how easy it will be to read all the information on the scanned versions.

Deputy Programme Manager, Lindsay Meehan, says that there were stringent quality standards established for the imaging project.

“We were surprised at how good the plans looked. Because of the system Datamail used, the images they took of colour plans that were on black and white aperture cards were at least as clear as the originals, and in many cases, even easier to read.”

“We also sampled all the CDs of plans, and if we found problems with more than two percent of them, we sent them back to Datamail, to fix up. The problems included not being able to read all the information on the images, broken lines and incorrect indexing.”

“By having to create a national index, we also improved the existing plan indexes. We are also currently re-checking the index to resolve any anomalies, such as duplications and missing plan references.”

New Zealand geodetic DATUM2000 (NZGD2000)

Rewiring the national (mapping) datum

If you're over 40, you'll probably remember the mixture of dread and excitement as we embraced dollars and cents. Within weeks – even days – we wondered what all the fuss was about. It was easy.

6

At a glance

- The datum that underpins our maps is being replaced.
- The new system is called NZGD2000
- It will be more accurate than the old system.
- It means our lines of latitude and longitude will shift by about 200 metres.
- New maps and systems like **Landonline** will use the new datum.
- There is no rush to change – the older system can still be used.
- It's important to know which system your map or GIS is using.
- Don't try to combine to two systems.

Geodetic Survey Adviser, Graeme Blick, is picking that the transition to the New Zealand Geodetic Datum 2000 (NZGD2000) will be similarly untroubled. He is helping familiarise direct users of New Zealand's mapping "datum" with the changeover and its implications for them.

NZGD2000 makes us more compatible with other global mapping systems. Introduction began in August 1999.

The datum is the mathematical groundwork that we use to base our mapping and coordinates. The 1949 datum currently used (NZGD49) contains distortions and inaccuracies. These are mainly due to the limitations of the technology of the time, and movements in the shape of the land surface in the past 50 years.

NZGD2000 uses the earth's centre as its reference point. It will be far more accurate than NZGD49 and will form the bases for new survey-accurate digital cadastral areas and upgrading of the DCDB being developed as part of the LINZ automation of survey and title project, **Landonline**.

The main difference between the two systems is that our lines of latitude and longitude will shift by about 200 metres (10 metres east and 190 metres north). On a standard 1:50,000 topographic map, that will shift the coordinates about 4 millimetres.

"My main message is to be aware of the changes," Graeme says. "Nothing on the ground will change, legal boundaries won't be affected, and you can still safely use maps that use the old 1949 geodetic datum (NZGD49)."

"The other key message is be aware what coordinate system you are using. For example, all 1:500,000 and larger scale LINZ topographic maps produced to date use NZGD1949. If you're using digital topographic data with a GPS receiver that uses NZGD2000, the coordinates will be about 200 metres out from what's on the printed map. However, it's a simple job to align your receiver to the right system."

Graeme says big users of geographic information systems such as regional councils have some decisions to make about when they will re-align their systems to the new datum. **Landonline** will be aligned to NZGD2000. New cadastral surveys in designated areas will also be based on NZGD2000, and as time goes by all new land information work will use the new datum.

Unlike our currency on the 10th of July 1967, the changeover to NZGD2000 will be a more gradual affair, but the outcome for New Zealand will nonetheless be a positive one.

NZGD2000 – coming to a town near you!

Land Information NZ has mounted an education campaign to bring land information users up to speed with the transition to NZGD2000. The campaign includes:

- Fact sheets
- Brochures: New Zealand Geodetic Datum 2000 and Get in Step with the Geocentric Datum: Discussing the Business Issues
- A video presentation
- Information on the LINZ website
- A road show targeting direct users such as local authorities and the NZ Institute of Surveyors.

Graeme Blick says ongoing education will be aligned to the rollout of **Landonline**.

Contacts for further information on NZGD2000:

Graeme Blick, Geodetic Survey Adviser, Land Information NZ.
Ph (04) 471 6859, email gblick@linz.govt.nz

John Spittal, Chief Topographer/Hydrographer, Land Information NZ.
Ph (04) 471 6856, email jspittal@linz.govt.nz

GEODETIC SPECIALIST WELCOMES NZGD2000

“As one who works at the pointy end of geodetic science, Terralink’s geodetic product specialist Glen Rowe can well appreciate the benefits that will flow from the changeover to NZGD2000.

Glen welcomes the consistency across GPS navigation systems that will come through the new datum, but he is also keen to see the back of the distortions of up to 3-4 metres that populate parts of the “current” 1949 datum.

“LINZ will be publishing these parameters with localised parameters to help deal with these distortions in NZGD49,” Glen says. “That will be helpful. However the important change will be the move to a completely new datum.”

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The decision on the map projection to be used for NZGD2000 will also be a key development, Glen says.

“At the moment there are only two or three types of GPS receiver that support the NZ Map Grid. A new projection that makes us compatible with global systems will solve this problem.”

He says the change will be more significant for clients who have

big GIS systems based on the current map grid. “Depending on what projection is chosen, some of these users could be in for a big job translating their systems to fit the new grid.”

Transformation parameters will be made available from LINZ to enable GIS users to maintain their systems in terms of NZGD49 if they wish.”

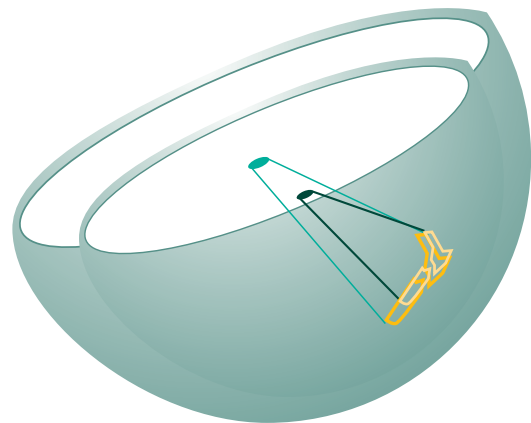
Future projection on the table

One outcome from the transition to NZGD2000 is the opportunity to change the New Zealand Map Grid. This is the “projection” that is used to show New Zealand – which exists on a curved surface – as accurately as possible on the flat plane of a map.

Graeme Blick says this is a complex mathematical task that’s like trying to take a section of orange peel and lay it flat without distorting its surface.

Our current map grid does a reasonable job taking into account our country’s awkward (for mapmakers) shape. Our section of the globe’s “skin” is an unhelpfully long, bent and narrow banana shape. However, the New Zealand Map Grid is a non-standard mapping projection.

LINZ will consult a wide range of people in the mapping industry and users of digital mapping information before deciding on a new projection. A decision should be made around mid 2000.



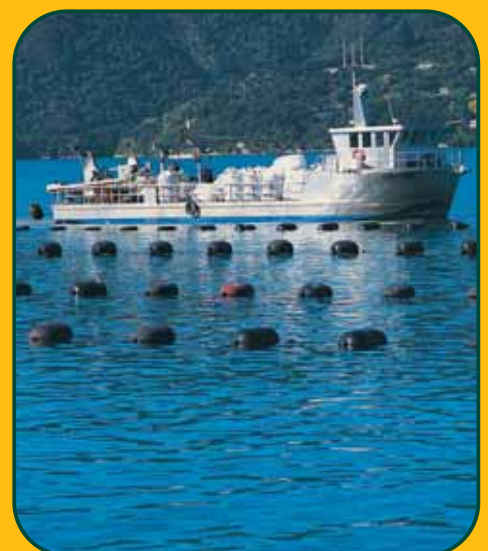
A geocentric datum has its origin at the centre of the Earth. Until now, New Zealand used a different datum with its origin about 200m from the Earth’s centre.

MUSSELING IN

The importance of not confusing the old and new datums was highlighted by a recent enquiry from Marlborough.

“You can’t stick a stake in the ground to mark out a mussel farm,” Graeme Blick says. “Fixing coordinates using GPS is really the only alternative. If the wrong coordinates were being used, there could be a shift of 200 metres in the approved location of the farm. That could be disastrous!”

“It highlights the need for GIS users to be manage their transition to NZGD2000 very carefully.”



PAPER RECORDS MANAGEMENT: WE SEEK YOUR INPUT

LINZ has begun work on a project to develop a detailed proposal for the storage and management of LINZ paper records. The project will provide an overall plan for all LINZ paper records and, at present, is considering the future of records from branch offices which will close. The project will deal with the needs of both staff and client access, and standards for records storage and management.

“There are many questions to answer. How will we store and manage these records and to what standards? Where will they be kept? Will they be stored securely and safely? How can we ensure people can still access them? What will it cost? Who will be involved?”

Landonline will see the most frequently used records – land titles and survey plans – digitally imaged, but even the paper versions of these records still need to be stored safely.

The on-line survey and title records available to users through **Landonline** will account for the bulk of future transactions between LINZ and its client groups. But they represent only a fraction of the physical bulk of the department’s core paper records. These include

mortgages, encumbrances, deeds, field books, traverse sheets, old block sheets, road legality sheets and much more.

The planned closure of LINZ branch offices in Gisborne, Napier, New Plymouth, Blenheim, Nelson, Hokitika and Invercargill is a catalyst for the Core Paper Records Project, because that’s where many of these records are stored. But there are other factors, says Information Services Manager Jenny McDonald.

“There’s a huge volume of paper records under our statutory care, and it’s building quickly,” she says. “We need to protect what we have now and accommodate future growth.”

“There are many questions to answer. How will we store and manage these records and to what standards? Where will they be kept? Will they be stored securely and safely? How can we

ensure people can still access them? What will it cost? Who will be involved?” “Seeking input from user groups and LINZ staff is helping to provide answers,” she says.

Following a thorough inventory of our paper records by the LINZ Core Paper Records Project team, there was a formal survey of users during September. Several hundred people across all user groups and regions were interviewed.

A discussion paper was then written and distributed to affected groups during October. It outlines possible options and asks for comment.

“Although branch offices will be closing, it doesn’t necessarily mean the paper records they house will all leave the district,” Jenny says. “Provided they can meet the LINZ standards for document storage and access, other providers could take over.”

The discussion paper provides a framework for groups to make submissions about the future management of core paper records.

If you would like to be part of the discussion process, please urgently provide your contact details to:

Mary Gilbert, Deputy Project Leader, Core Paper Records Project, Land Information New Zealand, National Office, Wellington. Fax: (04) 460 0162, email mgilbert@linz.govt.nz

[email mgilbert@linz.govt.nz](mailto:mgilbert@linz.govt.nz)

“Although branch offices will be closing, it doesn’t necessarily mean the paper records they house will all leave the district,” Jenny says. “Provided they can meet the LINZ standards for document storage and access, other providers could take over.”

LOCAL KNOWLEDGE VALUE

“Loss of local knowledge by LINZ staff is one of the main concerns for West Coast surveyor Lloyd McGarvey, when weighing up the options for LINZ core paper records.

Lloyd is office manager for Greymouth firm Cowan & Holmes. He says the local knowledge of LINZ staff in the Hokitika office of LINZ is very important when it comes to tracing old records dating back as far as the 1860s. (The Hokitika office of LINZ will eventually close when **Landonline** is implemented.)

Having said that, Lloyd is excited about the benefits offered by **Landonline**. “If the system delivers all that is promised, then I expect that access to survey and title information will be an improvement on the present situation,” he says.

The records required by Cowan & Holmes that won't be scanned for **Landonline** include cancelled titles, traverse sheets, survey reports and field books. These are usually ordered directly from LINZ or via a search agent and are faxed, couriered or mailed, depending on urgency. However, Lloyd undertakes complex searches personally in the LINZ Hokitika office to ensure the correct information is obtained.

He says that any regionalised or centralised management system for LINZ's core paper records must be able to deliver at least the same level of service as the present Land Title Link service.

He is concerned that the closure of the Hokitika office means that he'll be dealing with remote staff who may not have the same depth of knowledge of West Coast records.



Greymouth surveyor Lloyd McGarvey: keen to retain access to local knowledge of LINZ staff.

“It is essential that, as an accredited cadastral surveyor I have confidence in being able to obtain a full and accurate record of relevant survey information.”

If an office cannot be maintained in each land district for core paper records, Lloyd says a centralised facility should offer at least:

- same day fax or overnight delivery service for copies;
- overnight delivery for original records for approved users (eg field books);
- staff thoroughly familiar with survey and title records;
- a comprehensive, cross-referenced index system;
- an efficient and reliable search service.”

LOCAL ACCESS PREFERRED

“They don't have to be kept in the same town, but the same region would be good. That's the preference of Environment BOP plan administrator, Graham Dixon.

Graham looks after around 30,000 plans for Environment BOP, so he's well aware of the logistical challenges with paper document storage. His office equipment includes an A0 sized scanner which is used to capture plans in tif or jpeg format.

He is looking forward to the benefits offered by Landonline, but is also mindful of the need to maintain good access to the LINZ core paper records that are not digitally imaged for on-line access.

“We usually use search agents for access to title and survey plans, as well as material from the Maori Land Court. By and large we would be happy with a delivery time of up to five days for paper records,” Graham says.

“I think it would be better if the core paper records for our area were kept somewhere reasonably close, like Hamilton. I'd like to see the Maori Land Court records for the area kept in Rotorua.”

Graham says that once core paper records become less current and are rarely accessed, they could probably be transferred to a central archive.”

Communicating Better

You will probably notice a few changes to the format and style of this issue of Landscan. It's just one of the ways we'll be responding to the issues raised in our commissioned market research report on LINZ communication with clients and stakeholders.

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At a glance

- We are making some changes to Landscan in response to LINZ communications market research.
- Client feedback in the survey has been very valuable.
- There's overall satisfaction with LINZ communications, but still room for improvement.
- Landscan will focus more on client experience and feedback, and contain short, easily scanned information summaries (like this one!).

We surveyed a representative sample of 250 lawyers, surveyors, government organisations, accredited agents and local authorities, asking how well we're communicating with you and how we can do it better.

"Good market research is the cornerstone of good service delivery," says LINZ Chief Executive Russ Ballard. "The feedback we've received from our

clients and stakeholders has provided us with an excellent platform for sharpening up our communications."

"There are some big changes coming in the way we deliver our services. Changes such as **Landonline** and the core paper records project require a healthy flow of information between LINZ and its clients."

"The feedback we've received has been extremely helpful, and I'd like to thank those who took the time to give such a full and honest appraisal of our communications," Russ says.

The survey showed fairly high satisfaction with LINZ communications, but also identified room for improvement.

In the case of Landscan, 45% rated it as excellent, 29% as okay and 6 percent as poor. The improvements suggested – and some of these have already been implemented for this issue of Landscan – included the following:

- a greater focus on clients rather than on LINZ
- identify "critical" information more readily so that it can be easily scanned and noted
- more scope for client feedback and input
- bullet point summaries of content before the main text
- highlight contact names and details more prominently.

The executive summary of the LINZ Communications market research survey can be found on our web site on:

www.

linz.govt.nz/publications/survey_findings/execsummary.html

Contact for further information:

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mmacpherson@linz.govt.nz*

Thanks for reading Landscan and we welcome your feedback. For further information or permission to use Landscan articles contact: The Communications Manager, Land Information New Zealand, PO Box 5501, Wellington. Web: <http://www.linz.govt.nz> ISSN #1174-2380

ARE OUR RECORDS CORRECT?

Landscan wants to address you correctly and maintain an up-to-date mailing list. If you want to alter your information please fill out the form below.

Please check the appropriate circle: Change of address Add a new reader Delete my name from mail list for Landscan

(eg. Lawyer, Government Department.)

Surname: First name: Profession:

Postal Address: Organisation:

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