



Landscan

APRIL 2000

A news update for Land Information New Zealand clients

in this issue ..

2 We're rolling ..

After years of planning and preliminary work, **Landonline** is coming off the drawing board and into the public arena.



The Octagon in Dunedin



2 The waiting is over!

As **Landonline** makes its first public appearance, clients can have total confidence in the integrity of the land information system, says LINZ Chief Executive Russ Ballard.

3 Getting ready for change

How LINZ staff in Dunedin have been preparing their clients for the launch of **Landonline**.

5 Solutions focus

The Solutions Team provides a nationwide phone help service for clients with enquiries arising from the changes to **Landonline**.

5 Why start in the South?

There are good reasons for **Landonline** to start rolling out from the deep South, says Project Manager, Terry Jackson.

6 What about Land Title Link?

As **Landonline** rolls out, Land Title Link will roll back. We look at the transitional arrangements to maintain clients' access to title information.

8 Higher quality on the way

Clients can look forward to seeing survey plans much closer to the originals when they get on-line access.

6 Name change for Crown Property

The Crown Property Contracts group is now known as Crown Property Management.

7 Check before you dig!

Ensuring survey marks are protected is largely a matter of good communication.

7 Paper plans

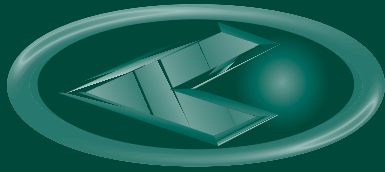
We update progress on the Core Paper Records project.

4 **Landonline: the clients' viewpoint**

Dunedin regional office LINZ clients will start seeing some significant changes from 10 April as **Landonline** goes live.

4 Tucked inside...

You'll find a complete index to every issue of **Landscan** produced since we became a department in July 1996, and current LINZ Fact Sheets.



Landonline
survey and title service

We're rolling! After years of planning and preliminary work, **Landonline** is coming off the drawing board and into the public arena. In this issue we feature the Dunedin region, site of the first **Landonline** rollout – and focus of intense interest from land information professionals around New Zealand. As Landscan goes to press, LINZ customers in the Dunedin region will be seeing the first tangible signs that **Landonline** is going live. We'll look at how they've been preparing for the changeover and how the transition is being managed. The Dunedin experience will be a preview for LINZ clients from around New Zealand.

The waiting is over: Landonline kicks off

As **Landonline** makes its first public appearance in the Dunedin region, LINZ is indeed charting new territory. It is a bold, cutting-edge initiative that will yield very real benefits to land information users.

But as with any new initiative, there will always be unanswered questions. How well will it work? How will it affect businesses? How well is data protected?

LINZ Chief Executive Russ Ballard says there will be inevitable fine-tuning to be done as **Landonline** rolls out in the South. But of one thing he is very sure:

"As this transition begins, the integrity of our land information system is protected absolutely" Russ says. "The security of survey and title data will not be compromised in any way as we move from a paper to an electronic environment."

"The systems we are putting in place have been tested rigorously. We have to acknowledge that changes will be needed and we're prepared to deal with problems as they arise."

Russ says that by its nature, the implementation of **Landonline** in the Dunedin region is a pilot. "The project team will be monitoring it closely so that lessons can be applied in other regions when their turn comes."

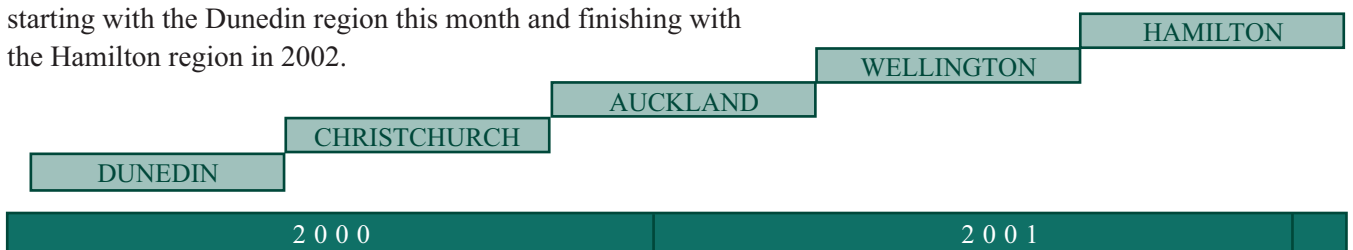
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The shape of the Landonline rollout

Landonline will be implemented progressively throughout New Zealand, starting with the Dunedin region this month and finishing with the Hamilton region in 2002.



Hon Paul Swain,
Minister for Land Information

FROM THE MINISTER

"The launch of the Dunedin **Landonline** pilot sets the course for an exciting time at LINZ. It is another step towards e-government. I was interested to learn of the sheer volume of paper-based data kept by LINZ – about 32 kilometres of shelving is needed to store all this data and is growing at a staggering rate of one and a half kilometres a year."

"Those figures make it clear to me how important it is that we get those valuable records into an electronic format to make them more accessible and to preserve and protect the paper documents for the future."

"I would like to thank all of those LINZ people who have put so much effort into getting this project up and running and wish them luck for the future."

Hon Paul Swain, Minister for Land Information

Getting ready for the change

LINZ staff have been climbing the learning curve alongside their customers in the Dunedin region as both prepare for Landonline, says Regional Manager Phil Keene.

At a glance

- LINZ Dunedin regional staff have been analysing their clients' demand patterns in the lead-up to the launch of **Landonline**.
- Most of the transactions are accounted for by only a small number of clients.
- Dunedin region clients have been kept informed on the changeover to **Landonline** through regular newsletters and information packs.
- They are very positive about the benefits offered through **Landonline**.

Phil says the customer focus of his role has been intensified in the months leading up to the change-over.

"It's been a really interesting and positive exercise," he says. "We now know far more about our clients. One thing that's surprised us is

how much the '80:20' rule of business applies to what we do."

Referring to the business adage about 20 percent of customers generating 80 percent of the business, Phil says that, if anything, the "80 percent" is probably generated by an even smaller percentage of LINZ's clients.

"We've also found big differences in the types of people we deal with, depending on the size of their business."

"With the many small firms that employ only one or two people, individuals are often responsible for virtually all stages of a transaction or subdivision. That can cover everything from conveyancing to the legwork of doing title searches or lodgements."

"With larger firms, these tasks are more specialised, and the people who come to the counter have often not been so involved in other stages of the transaction. Appreciating these differences has been very helpful to us, and means that we can target our services more effectively."

Phil says the relationship between front line staff and



Regional Operations Manager Lindsay Smith and Regional Manager Phil Keene demonstrate the new Landonline survey and titles products with Kate Walker of the New Zealand Law Society.

customers has been strengthened in the leadup to **Landonline**. "As we've made changes, our customers have been very understanding."

"We've been keeping them informed through regular newsletters and, starting in February this year, we've run seminars for core customers. We are also sending out **Landonline** information kits to explain the 'nuts and bolts' of the new service."

"On an individual level, our front line staff are running mini-workshops in Dunedin with the people who regularly come in to the counter. Our in-house training has even extended to role plays to get a feel for customer liaison under the new system."

"Following the rollout in Dunedin we will ensure Southland customers are kept abreast of the detailed changes they will face later in the year."

"But ultimately **Landonline** is going to be a first for us and our customers. We'll take it step by step."

There has been huge interest from the region's customers in **Landonline**, Phil says. "We're not afraid to admit there could be teething problems but we have undertaken to keep customers up-to-date with developments so they remain positive, because they can see the big picture," he says.

"The response to our request to pilot the on-line service for **Landonline** shows us that they're keen. We need three or four clients to sign up for the trial. We thought there'd be a 'you go first!' mentality, but not a bit of it. We've actually had more volunteers than we need."

"If that isn't a sign of faith in the new system, I don't know what is!"

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LANDONLINE IN DUNEDIN REGION: THE CUSTOMERS' VIEWPOINT

4

From Monday 10 April, LINZ customers in the southern South Island would have started noticing some changes as **Landonline** started to go public. The area is served by two offices: a regional office in Dunedin and a branch office in Invercargill.

At a glance

- The first visible change from **Landonline** in Dunedin will be the opening of a new public counter at the LINZ office.
- At the new counter customers will be able to lodge documents and receive plans and titles generated by **Landonline**.
- There will be a transition period of about five months. After this, customers will be able to go directly on-line to **Landonline** through their own PCs to access information.
- Contractors will start scanning certificates of title in the Dunedin office from mid April.
- The Invercargill office will remain open until July. At this point scanning will start for locally held certificates of title.

In Dunedin, the most obvious change would have been the closing of the old public counter. It has been replaced with a new, "on-line" public counter upstairs.

So far, all survey plans have been imaged. LINZ Dunedin region customers requesting plans will now receive paper copies generated by **Landonline**, rather than the microfilm-generated copies they've received to date.

Since early April, contractors EDS have occupied the old public counter area in the Dunedin office and have been scanning in certificates of title and documents. These become available through the **Landonline** system as soon as they're fully converted. Customers won't need to know whether or not titles have been transferred to **Landonline** - they'll receive copies as before, but as soon as they've been converted, the titles will be generated through the new system.

Titles and plans from new transactions lodged at LINZ in Dunedin are also captured electronically and become part of

the **Landonline** database.

Lindsay Smith, Service Delivery Manager in Dunedin, says there will be a transition period of up to 5 months from April until **Landonline** customers literally go on-line - probably from July.

In the meantime, **Landonline** will start delivering survey plans and titles in paper form for customers who either come to the office or request plans using the current systems. Those making mail or fax requests for titles, documents or plans won't notice much difference, Lindsay says.

"The important thing to remember is that while we're managing the transition to a full **Landonline** service, we'll be running the old and new systems in parallel for a while," Lindsay says. "We won't be taking away anything that customers have had before until the service is replaced with **Landonline**."

The new search room upstairs at the Dunedin office will contain a public **Landonline** terminal, as well as "behind-the-counter" terminals accessed by staff.

Lindsay says customers will be able to either use the public terminal, or ask counter staff to access the requested titles, document or survey plans for them, via **Landonline**. "Our staff will help customers get used to the public terminal, and as time goes on we expect they'll become more self sufficient and need less help."

"Once customers can access **Landonline** directly from their own PCs later this year they'll really start to feel the benefits. During this transition, customers will start to get used to the output from the system and the quality it offers."

The Invercargill office, in the meantime, will function as normal until July, when the doors will be closed for the last time. From then the office will be given over to the task of scanning in locally held certificates of title and documents. Staff will also be managing the outcome of the Core Paper Records project (records not being scanned for **Landonline**).

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Index
Index
Index

Tucked inside...

In this issue you'll find an index to the back issues of Landscan produced since our organisation was formed on 1 July 1996 and the current LINZ Fact Sheets. We've drawn together this information in response to demand from our clients. For quick access to issues of Landscan, visit our web site at www.linz.govt.nz/publications/landscan/index.html

A number of our Fact Sheets can also be found on our site, via: www.linz.govt.nz/services or you can request a paper copy: The Communications Manager, Land Information New Zealand, Private Box 5501, Wellington.

SOLUTIONS FOCUS

On-(phone) line help has been strengthened considerably for both LINZ staff and external clients. Our 'solution' is a dedicated team of communications experts with an IT bent: the Solutions Team.

At a glance

- The Solutions Centre provides a nationwide phone-based help service to LINZ internal and external clients.
- The service runs from 7.00 am to 7.00 pm.
- The team will be expanded as **Landonline** is implemented throughout New Zealand.
- The Solutions Team can be contacted on 0800 665-463

The five-strong group provides a 7.00 am to 7.00 pm free phone service that's been live since 13 March. Team leader Whetu Tangaere says that in the first 10 days the service had logged 340 calls.

That rate of calls is expected to grow significantly as the service is extended to external **Landonline** and Land Title Link clients.

"Our 0800 number is being distributed to **Landonline** customers with information packs as the service is extended throughout the regions."

The team is based in National Office and is part of the Information Management Group. "We all have strong IT backgrounds. We're a brand new team to LINZ, and our focus is on learning the department's business inside out," Whetu says.

"We can support a whole range of applications, and for



Wired up and ready to help – the Solutions Team from left: Terry Sturt, Jono Borrill, Whetu Tangaere, Bari Chin and Elissa McIntosh.

external clients that will include Land Title Link and **Landonline**. As regions switch to **Landonline** their PABXs will be cut in to our 0800 number so we can deal with any queries about the new system."

Whetu points out that while they are often able to help callers sort out issues over the phone, the Solutions Team is not primarily a "fix-it" service.

"Our job is to classify people's needs and make sure they are directed to the right sort of help. We have agreements with both internal and external providers. The Solutions Team is very much a communications hub."

While most calls to date have been from internal clients, Whetu expects the demand from external clients to grow quickly as **Landonline** kicks in and the support service is publicised more widely.

For the record, the Solutions Team can be contacted on 0800 ONLINE (0800 665 463).

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WHY START IN THE SOUTH?

With the project team based in Wellington, it seems incongruous that the first region to implement **Landonline** should be about as far from the capital as you can get.

But there are good reasons for starting in the South, explains **Landonline** Project Manager Terry Jackson.

"We chose Dunedin with great care," he says. "As well as very experienced staff, there is a good representative cross section of land transactions and survey work carried out there, but the volumes are manageable."

"If there were to be any hiccups with the implementation of **Landonline** it will be a relatively simple task to maintain a parallel system while any problems are ironed out. That would

be much harder somewhere like Auckland or Hamilton, where very large volumes of business are transacted."

Terry says the region has a good complement of very experienced staff in both the main Dunedin office and the Invercargill branch office - another important component for success.

And the distance from Wellington? "With today's communications technology, it's not really an issue."

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WHAT ABOUT LAND TITLE LINK?

People wanting on-line access to the index to land titles have been able to do so since 1996 through Land Title Link (LTL).

At a glance

- Land Title Link gives on-line access to an index of certificates of title, and an on-line ordering service.
- It will be superseded by Landonline.
- As Landonlines is implemented in regions, Land Title Link will remain on line for that area, but the index will no longer be updated.
- Clients from outside a Landonline region can request a search of the up-to-date index through the Solutions Centre on 0800 ONLINE.

LTL shows on-line clients what titles are available, and accepts orders for copies. These are then forwarded as paper copies by fax or mail.

Landonline will supersede LTL. Not only will it show what titles are available, but it will also give clients on-line access to copies of the documents and titles themselves.

But it will be a phased changeover. As Landonline is progressively implemented throughout New Zealand, so LTL will be gradually rolled back.

Manager Technical Support Ron Munro says clients need to be aware that as a region implements Landonline, the LTL information contained in the Work in Progress Journal and Index to Titles will no longer be maintained for any new lodgements for that region. In fact LTL will carry a warning to that effect when clients log into LTL.

“For people within a region it’s not an issue once they get on-line access to Landonline. They’ll still have access to a totally up-to-date titles database within that region or another Landonline region.”

“However, for people outside the region and without access to Landonline, we need to make special provisions during the transition. For example, an LTL customer in Christchurch may be searching a title from Dunedin. Now that Dunedin has switched to Landonline, the LTL index for this region is no longer being maintained.”

“This situation won’t occur very often, but we need to provide for it nonetheless. We’re doing so through our toll-free customer service, the Solutions Team.”

“This service is offered to LTL customers who are searching a Landonline district, but have not had the opportunity to convert to Landonline themselves.”

“Such clients can contact a Solutions Centre operator through 0800 ONLINE (0800 665-463). The operator can do an index search for them via Landonline. Once the information is passed on, the client can request the title directly from the region in the usual way. The Solutions Team is not set up to process orders for titles.”

Ron adds that LTL customers within a recently converted region can also make use of the Solutions Team service while they are still waiting to get their office connected to Landonline.

Contact for further information:

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Landfacts

These are some of the facts and figures behind Landonline:

Title records to be converted to digital form: 5,000,000

Survey plans that have been imaged by LINZ: 1,400,000

Number of land parcels on the Digital Cadastral

Database to have survey-accurate boundaries and

bearings added: 1,600,000

Estimated annual number of record searches carried

out manually: 1,500,000

Estimated annual number of property transactions: 900,000

Costs:

Estimated Landonline licence cost for solicitors to access digital information: \$500 initial licence fees, with an annual maintenance fee of \$250 and an installation charge of \$230.

Estimated Landonline licence cost for surveyors and search agents to access digital and spatial information: \$1,000 initial licence fee, with an annual maintenance fee of \$690 and an installation charge of \$230. The initial licence fee includes one discounted licence per office (\$500) for the spatial software for surveyors and search agents.

Non-discounted spatial software is available to solicitors, and extra licences to surveyors and search agents, for \$2,065. Where a firm installs software on more than one PC, the installation charge for additional PCs is reduced to \$130.

CROWN PROPERTY NAME CHANGE

The LINZ Crown Property Contracts group led by Paul Jackson will now be known as Crown Property Management. The change was made to better reflect the predominant business of the group which includes Crown forestry management, pastoral leases, liabilities management, project management of Treaty settlements as well as disposal and management of surplus properties.

CHECK BEFORE YOU DIG!



At a glance

- LINZ provides a service to help prevent damage to survey marks.
- Any agency planning work that could disturb survey marks is obliged to present their plans to the Chief Surveyor for their LINZ region.
- The agency is liable for the cost of any work needed to protect or replace survey marks.
- LINZ will advise what marks, if any, are in the path of the proposed work.
- Any remedial work must be done by a registered surveyor.

LINZ is responsible for maintaining New Zealand's survey system, and its integrity depends on our network of survey marks. Ensuring the marks are protected is largely a matter of good communication, says Geodetic Assistant, Kelvin Tait.

“Accidentally destroying or disturbing a survey mark could be seen as just bad luck, but there's more to it than that,” Kelvin says.

“LINZ provides a service that helps preserve survey marks. The Survey Act 1986 provides for prosecutions of people who disturb survey marks, but a consultative approach is preferred.”

Kelvin says any agency planning work that could disturb survey marks (eg roadworks, construction) is obliged to contact LINZ. The department will then let them know about any marks that may be affected by the work.

“The agency doing the work must pay for the work to protect the survey marks, but failing to do this could end up costing much more.”

The number of projects that involve replacing or repositioning survey marks can vary considerably. Kelvin, who checks all notified work for all South Island projects, says that during the past month only about 10 percent of the works affected survey marks.

“It may not be very many in numerical terms, but you can't over-estimate the importance of protecting our survey network,” he says.

If a plan shows no marks are at risk, agencies will be notified within three days and cleared to go ahead. If marks are at risk, LINZ shows their location on the plans provided. Agencies can then either re-design the project to avoid the survey marks, or contract a registered surveyor to replace/reposition them.

All enquiries regarding survey marks should be directed to the Chief Surveyor in the nearest LINZ regional office.

Contact for further information:

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Core Paper Records Project Update

A total of 11 responses were received by LINZ to its request for proposal (RFP) to provide storage and management services for the department's core paper records. Of these, seven were from national providers and four from special interest groups.

The proposals are being evaluated and the successful tender announced later in May.

The project has also been moved forward with the appointment of Gillian Hendren as Project Manager CPR Implementation.

Gillian comes to LINZ from the Ministry of Transport, where she was involved in policy and project management work.

She will manage the project team over a one-year contract period as the branch offices are closed during the rollout of Landonline.

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LANDONLINE PROMISES HIGHER QUALITY OUTPUT

At a glance

- Under old technology, requested copies of survey plans are second-generation black and white prints and are sometimes hard to read.
- Landonline will give on-line clients access to black and white or colour scans of survey plans.
- Where a colour version is needed for legal interpretation, the plans will be available in colour on-screen through Landonline.

When customers finally go on-line for Landonline they'll be able to order screen images of some of the original coloured plans in all their original coloured glory. And the black and white or coloured copies generated over the counter during the transition phase will be a marked improvement on

Loss of colour can also mean loss of information.

LINZ has scanned 150,000 plans in colour if the colour version is necessary for legal interpretation purposes. For example, if there are several easements shown on the plan in different colours, and it's not possible to tell which is which on the black and white image, then that plan will be also available in colour.

"Under Landonline customers will be able to see a first-generation, high resolution scan on their own PC screen. It'll be in colour and they'll be able to zoom in or print it out just as they'd do with any graphic on their own computer using any image viewing software. LINZ is considering a trial service to provide A3 colour prints over the counter at the Dunedin office, as part of the pilot.

"We've already tried running out some of the scanned plans on a plotter, and even on a basic output device like this, the quality is far better than we've ever been able to deliver before."

what's gone before, says Dunedin LINZ Service Delivery Manager Lindsay Smith.

"Under old technology, customers receive a second-generation copy of some titles and plans," he explains. "The original plans are then microfilmed, and the customer copy is then generated from the microfilm. In some cases they become very hard to read."

Lindsay says many of the survey plans held in Dunedin go back to the mid 19th Century. "These are beautifully rendered old plans with subtle colour washes that are totally lost during the translation to black and white, second-generation copies."

"We've already tried running out some of the scanned plans on a plotter, and even on a basic output device like this, the quality is far better than we've ever been able to deliver before."

Contact for further information:

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