



## In this issue **2 Landonline initiatives launched**

A raft of new initiatives being launched in May will address the issues raised by **Landonline** users during an in-depth customer survey conducted late last year. The initiatives will focus on support, especially for new users, and communication through the **Landonline** website and newsletter.



### 6 LINZ on ice

A LINZ hydrographic survey team has just returned from a successful expedition to the Ross Sea aboard the *RV Tangaroa*, armed with new data and tales of gales, growlers and guano.

### 5 Tenure Review progress

A group of Lindis Valley high country properties are among the latest group of Crown Pastoral leaseholders to reach the final stage of Tenure Review. We talk to one of the Lindis Valley leaseholders about the outcomes.

### 8 New Zealander appointed to international advisory body

LINZ Acting Surveyor-General Don Grant has been appointed as a geodetic specialist to an international expert group which provides specialised advice on matters related to the United Nations Convention on the Law of the Sea. The appointment is especially relevant to New Zealand's upcoming continental shelf claim.



### 4 World first for eSurvey

The world's first end-to-end fully digital survey lodgement has been completed by Christchurch survey firm, Clark Land Surveyors, in conjunction with Christchurch City Council's Subdivision Consents Team.



## LAND ONLINE CUSTOMER INITIATIVES SET FOR LAUNCH

Some in-depth customer research among **Landonline** customers has provided a clear roadmap for a set of customer initiatives due for launch in May. The measures are designed to address a range of pertinent issues about customer interface with **Landonline**, raised during the customer-focused research. The investigation was part of a post-launch review for **Landonline's** second (digital lodgement) phase.

The broad thrust of the initiatives is aimed at making it easier for **Landonline** customers to make the transition from manual to digital services while achieving their own productivity and business objectives. At the same time, there will be a focus on communication, to ensure customers and LINZ can engage more effectively.

The research, which incorporated lengthy focus group sessions, focused on perceptions of the key **Landonline** digital services:

**eSearch:** A search service for users such as search agents and conveyancers providing access to the titles register, digital survey data (excluding spatial views) and supporting documents.

**eDealing:** An electronic registration service for conveyancers, **Landonline eDealing** provides all the features of **Landonline eSearch** as well providing for electronic discharge/transfer/mortgage registrations.

**eSurvey:** An electronic submission service for surveyors, allowing search functions as well as submission of electronic cadastral survey transactions.

**TA Online Certification:** A **Landonline** licence specifically for territorial authorities, incorporating all search features as well as online certification of survey plans.

Among those surveyed there was overwhelming support (more than 75 percent) for the **Landonline** concept. Support was equally strong among both law and survey professionals, who also supported the proposition that **Landonline** had met or exceeded their expectations.

But the research also identified some specific issues, and the quality of the feedback has provided a good foundation for the upcoming initiatives. These fall into three main areas: support, website and communications.

### SUPPORT

During the research, customers indicated a desire for stronger support during the planning, sign-up and establishment phases, to help them negotiate the inevitable



learning curve involved with the digital system. During May, **Landonline** customers will see the start of a phased enhancement of support to address these requirements:

- This will begin at one of the most crucial phases – when customers are considering changing to digital lodgement of titles or survey plans. Pre sign-up support will help businesses explore their options for adapting workflows and putting the appropriate technology in place
- In a move focused on the needs of legal professionals, LINZ and the New Zealand Law Society are to develop guidelines for law firms on adapting their in-house workflows to the introduction of **Landonline eDealing**
- Customers will be able to look forward to increased technological support during the sign-up process
- An enhanced welcome pack for newly signed-up **Landonline** customers will help them negotiate the path from implementation to routine daily use with greater confidence
- Desktop Quick Reference Cards will provide an information shortcut as customers familiarise themselves with digital lodgement processes
- Despite the availability of best-designed support information, customers like to know that there is someone available to discuss specific issues or problems, and the support strategy rolling out next month includes provision for dedicated support specialists for both **Landonline eDealing** and **Landonline eSurvey**

## WEBSITE

As **Landonline** beds in, the information needs of customers are moving well beyond a ‘one size fits all’ approach. In a digital medium such as **Landonline**, the website is a key point for information exchange. This is being redeveloped to more closely reflect the evolving needs of businesses as they move from the status of initial enquirer to fully-fledged user.

From May, the **Landonline** website will take on a fresh look and feel as it is prepared for a more central role in the interface between LINZ and its growing base of **Landonline** customers.

## IMPROVED BUSINESS COMMUNICATIONS

Customer feedback to LINZ’s research indicated a number of changes customers would like to see in LINZ’s communications. Reflecting the upcoming changes to the website, the improved communications will be targeted to specific customer groups, depending on their particular needs. As with the website, LINZ plans to introduce the new communications in May.

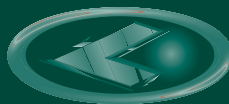
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## At a glance

- A new set of initiatives for **Landonline** customers is due to be launched in May
- The initiatives have been designed in response to extensive customer and internal research
- The focus will be on enhanced support (especially for those planning or newly signed-up for **Landonline** digital services), and improved communication and support through the **Landonline** website.

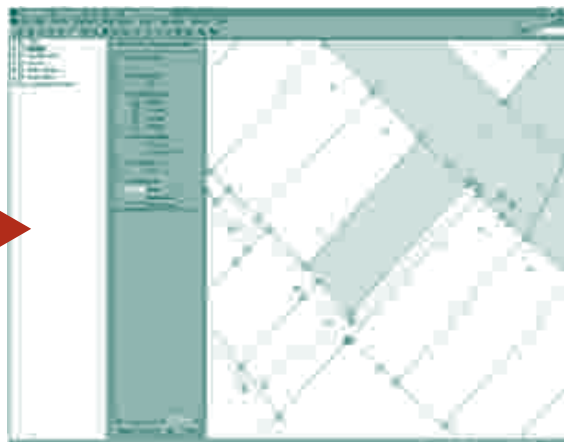


**Landonline**  
survey and title service

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From paper records...



...to electronic data.

## eSURVEY COMPLETES WORLD FIRST

The world's first end-to-end fully digital survey lodgement has been completed by Christchurch survey firm, Clark Land Surveyors, in conjunction with Christchurch City Council's Subdivision Consents Team.

"We didn't actually realise that we were the first to complete the entire process until someone from LINZ contacted us. It's pretty amazing when you think about it," says Jeff Irving of Clark Land Surveyors.

LINZ launched **Landonline eSurvey** on 3 November last year. It allows surveyors to prepare and lodge survey transactions directly to LINZ, via their own PC, without having to provide any paperwork. At the same time LINZ also enhanced the system to allow territorial authorities to digitally certify eSurveys directly into **Landonline**. Together they make the survey lodgement process fully digital from beginning to end.

Neil Clark, owner of Clark Land Surveyors, took the plunge over a year ago to commit his firm to becoming fully digital as part of the Christchurch-based pilot of **Landonline**. "eSurvey is a credit to LINZ," says Neil. "You'd be unlikely to see a paper plan coming out of our firm now, especially with the new plan generation tools; it's great." Neil expects his firm to make the most of the 10-day approval turnaround time for eSurveys and already has another 15 eSurveys in the pipeline.

Of course it wouldn't have been complete without Christchurch City Council getting on board early with TA Certification. This is the online certification process in **Landonline** for territorial authorities (TAs). TAs log into **Landonline** and locate an eSurvey lodged with LINZ. The TA can then edit the certificates as required and certify and sign them. The certification is then attached to the eSurveys online, as imaged supporting documents.

Mike Gillooly of Christchurch City Council has been involved with **Landonline** TA Certification as a local authority stakeholder representative since 2001. He helped to determine user requirements and then to test the programme.

"I could see the benefits of a totally automated process and was determined that our council would be involved from the outset. I think LINZ has done an outstanding job and have definitely met all our requirements.

"Back here in the office with the file in front of me, it took about two minutes to complete online," says Mike. "It was easy to get up and running, and now I am training others in the team to certify online."

The volume of **Landonline eSurvey** users in Christchurch should keep Mike Gillooly and his team busy with online consents. At present Christchurch survey firms make up the majority (by region) of those with eSurveys licences. However, survey firms from around the country have been signing up, despite the traditional summer break. Surveyors have also been taking up the offer to preview **eSurvey** through the new computer-based training (CBT) tutorial on CD-ROM and to get an idea of how **eSurvey** works in practice before they buy their **Landonline eSurvey** licences.

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# REVIEW PROPERTIES WORK AS A TEAM

Six adjoining high country properties in the Lindis Valley area of Central Otago have reached the implementation stage of Tenure Review in a unique move where the leaseholders negotiated as a group. The six stations involved are Shirlmar, Geordie Hills, Merivale, Nine Mile, Long Acre and Timburn.

The outcome has been a very satisfactory one for all concerned. Because the economic, recreation and conservation values could be considered as a whole for the combined 18,000 hectares, the public will have access to 50 km of walking and mountain biking tracks across the six blocks. This integrated approach has enhanced public access to some spectacular high country while maximising the economic potential of the land and protecting sensitive areas.

Apart from the easements required for the tracks, the only land not to be freeholded comprises two small reserves to protect native fish species and the historic Lindis Pass Hotel site (already freehold), which is to be sold to the Crown. About 2000 hectares of the freeholded land, which runs from the Dunstan Creek to the top of the Chain Hills Range, will be covered by a landscape covenant. This will restrict the amount of cattle grazing, prohibit new tree planting, roads or building, but allow maintenance of existing tracks.

John and Helen Davis of Long Acre Station have been involved with Tenure Review negotiations for a number of years, first under the Land Act and then under the Crown Pastoral Land Act.

John says that while the process has been a very long one, the landscape covenant applied to part of the Lindis group of properties has shown that the Tenure Review process can be flexible enough to allow common sense solutions.

“Locking this land away into the conservation estate wasn’t going to be the best solution in this case,” John says. “Grazing can actually be quite beneficial for protecting landscape values, especially in short tussock country, where stock can help prevent the invasion of woody weeds.”

He says the group employed a consultant and did extensive research when preparing for negotiations during the review process. Working as a group definitely helped.

“We looked at old catchment board run plans and other archives going back as far as 1910, and made sure everything was well documented. The six properties were all originally part of the same block, so it made sense to work together on this.”

John says leaseholders are unlikely to enter into a review unless they feel they will be left with a robust economic unit at the end of it. “Opportunities for developments such as vineyards and subdivisions are not available in most situations, and in most cases a viable farming operation is the objective. Our experience has shown that there is room for compromise and common sense.”

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View towards Lake Benmore from Otamatapaio Station, one of the most recent pastoral leasehold properties to reach the final stage of Tenure Review.

## MORE MOVING THROUGH PROCESS

The list of Crown Pastoral Lease properties moving through to the final stage of Tenure Review is steadily growing.

When Landscan last reported on Tenure Review, three properties (Ben Ohau, Clayton and Quailburn) had completed the implementation stage. A further two (Mount Pisa I and II) have recently been added to the list and another one (Ben Avon) is close behind.

Mount Pisa I and II in Central Otago covers 8901 hectares. About half of this has become conservation land, of which some 2352 hectares will still allow limited grazing. There is a public foot access easement to the conservation area at the summit, which includes high-altitude cushion fields of low-growing vegetation, and mixed tussock grasslands.

The 8300 hectare Ben Avon station in Canterbury will provide 4804 hectares of conservation land, including high tops above the Ahuriri and Dingleburn Valleys and a 75 hectare scenic reserve to enhance protected wetlands alongside the Ahuriri River. Covenants will be put in place to cover two small areas of the freeholded land – some tussock grasslands and an area of kettle holes and wetlands.

Beyond this initial group, final Tenure Review proposals have been accepted by the leaseholders on a further 23 properties.

The spectacular Antarctic scenery of Cape Adare. Photo: John Mitchell, NIWA.

## LINZ ON ICE: GALES, GROWLERS AND GUANO

When *RV Tangaroa* docked at Wellington on 13 March, the 43-strong party were greeted by a mellow Autumn day – a calm and low-key ending to an immensely rewarding 48-day Ross Sea Discovery voyage.

The scientific voyage was a 100-year commemoration of Robert Falcon Scott's famous 1902-4 voyage to Antarctica in the *Discovery*. This was a dual-purpose and a joint-funded journey. A team of NIWA scientists and Italian researchers, working under contract from the Ministry of Fisheries (MFish) were taking part in a joint biodiversity project with the Italian research vessel *Italica*, while an international and local hydrographic survey team under contract from LINZ gathered data to fill some important gaps in knowledge of the Ross Sea's hydrography.

While the shared vessel meant the scientists and hydrographers had to take two-day blocks turn about to complete their work, there were overall efficiency gains through sharing vessel running and journey costs.

Commander Dave Mundy, of the Royal New Zealand Navy, was on board as the LINZ representative. Until recently he was seconded to the LINZ National Topographic/Hydrographic Authority as a hydrographic survey adviser (he is now Commanding Officer of the survey ship *HMNZS Resolution*).

Hydrographic charting of the Ross Sea area is part of New Zealand's responsibility, allocated through the International Hydrographic Organisation. It is a vast piece of territory, around 600 km wide and 1200 km from north to south, but fortunately for the surveyors, only a small fraction of this requires high-quality charting.

One priority is the area around Cape Adare, Cape Hallett and the Possession Islands on the western shores of the Ross Sea and just north of the permanent ice shelf. The area includes well-used shipping lanes and because of the spectacular scenery and abundant wildlife, is popular with visiting cruise liners. It was around here that the hydrographic survey effort was concentrated.

Dave Mundy explains that although a hydrographic chart for the area was produced in 2001, coverage of many parts is sketchy, and there are many gaps to be filled.

One of their first tasks was to install a tide gauge on the Possession Islands, and a party was put ashore to set the equipment up. It was during this project that the team had their first encounter with Antarctica's vicious weather extremes. An approaching depression with closely 'scrunched' isobars ahead, turned calm, balmy weather into a screaming gale.

"The shore team on the islands were very well equipped and were never in danger, but they had to stay put for several days while the ship found shelter further south from the 90 knot winds and six-metre swells," Dave says. "We were in radio contact throughout. One thing it did demonstrate was the value of the survival training that's done before these expeditions."

The weather also destroyed the three tide gauges that had been installed. However the exercise was not a total waste, and the 15 hours of data that was gathered helped ensure that hydrographic data was more accurately calibrated. As a backup, NIWA had previously built a tidal model of the Ross Sea based on known seafloor data and tidal regimes.

Dave says the experience has shown that seafloor-mounted tide gauges may be a safer bet, but even these are vulnerable to 'growlers' – the small icebergs that constantly batter anything that gets in their way.

The tide gauge party was set up on the only flat land available, a small peninsula. Some tens of thousands of penguins also appreciate the same real estate. While the accumulated guano remains inoffensive when frozen, Dave says the shore party and those near them were knocked over by the stench of defrosting penguin poo as they came back aboard the ship.



The combined fisheries research and hydrographic survey teams aboard *RV Tangaroa* during the 2004 Ross Sea Discovery expedition. Photo: Suzie Iball, MFish.



The team installing the tide gauge had to hunker down for several days while a storm blew itself out. Their visitors seem less concerned about the weather. Photo: Cameron Brown, RNZN.



**Multi-beam hydrographic survey work aboard the *Tangaroa*.**  
**Photo: Kevin Tate, NIWA Vessels.**

With all safely back aboard, the ship moved north to carry out some multi-beam surveying between the Possession Islands and Cape Adare. The work was alternated with the MFish programme, which required samples of the biodiversity of the ocean floor taken from a number of east-west transects. Although not such a high priority for LINZ, hydrographic data was also captured on these journeys, helping to fill in at least some of the charting gaps in the vast Ross Sea.

Further north at Cape Adare, they visited the area of the historic Carsten Borchgrevink Huts, built in 1899 during the 1898-1900 British Antarctic (*Southern Cross*) expedition led by C.E. Borchgrevink. Dave says the main hut, which was built something like a Lockwood house, is in pristine condition, and has survived more than a century; far better than some of the tide gauges managed over a few days. Another hut, built in 1911 to support Scott's last (*Terra Nova*) expedition, has not fared so well, however, and is mostly wrecked. Unfortunately work priorities and ice conditions meant no time remained to go ashore to visit this historic site.

Cape Adare is one of the principal sites of early human activity in Antarctica, and an important symbol of the heroic age of Antarctic exploration. Some of the earliest Antarctic-based studies of earth sciences, meteorology and flora and fauna were based here, and a century on, the area still holds many secrets.

One new discovery by the hydrographers aboard the *Tangaroa* was that of a significant shoal that extended further north than had been thought. "This was an important find, given the shipping traffic in the area," Dave says. Some of the survey work undertaken also *disproved* the existence of some suspected navigational hazards.

As the ship headed further around the Cape and into Robertson Bay, another storm blew up, and there was nothing for it but to head for shelter right into the aptly-named Protection Cove at the head of the bay. What had been thought of as a dangerous

**This ice floe ain't big enough for the three of us... Some of the abundant wildlife seen by the Ross Sea Discovery voyage team. Photo: Paul Truscott, HMP Services.**



stretch of water proved to be a safe anchorage. Although the ship was exposed to 80-90 knot winds, which knocked out the anemometer and shut down the radar, the configuration of the Bay protected them from the swell.

After hunkering down for four days the survey focus shifted to the shipping lanes between Possession Islands and Cape Adare. The area was well covered except for the odd spot where a grounded iceberg blocked access.

The last port of call was the Balleny Islands, where a mix of fisheries and hydrographic surveys was carried out. Although the topography of the area was rather dull compared with the spectacular mountains and glaciers they had encountered further south, the team were captivated by the sight of numerous Humpback whales cavorting in the waters around the islands. Dave says the surveyors were careful to keep the multi-beam equipment off when whales were around, as there is some concern that the low-frequency sound waves may upset the whales' own sonar 'equipment'.

He says that despite the down-time due to weather, the journey was a productive one for all concerned. The NIWA scientists came back with a fascinating collection of new 'creepy crawlies' from the ocean floor, while the hydrographers gathered vital seabed information.

This was his first hydrographic surveying trip near Antarctica. While the need to dodge weather and icebergs added some interesting challenges, he says the stable sea temperatures and lack of temperature gradient in the water column can actually make the data gathering easier.

He was impressed with the preparation and attention to detail required for visiting such a hostile environment, "right down to the heaters that keep the fuel from freezing and the windows from frosting over". Survival training was paramount, with contingencies including a specially-provisioned container within the ship with independent power source, in case of a total power failure on board. "With 43 people it would have been fairly snug," Dave concedes.

While the hydrographic work has built extensively on previous surveys, there is much more to be done, and the group are making recommendations for future priorities in the area.

"I would expect that in 20 years' time, we'll still be adding to our hydrographic knowledge of the Ross Sea," Dave concludes.

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***RV Tangaroa* from Possession Island, in the Ross Sea. Photo: John Mitchell, NIWA.**



