

CUSTOMER INFORMATION

BULLETIN



No. 4, April 20, 1988

DELAYS IN OBTAINING TITLE SEARCHES

Many of you have recently experienced delays in obtaining title searches and some other land title information. The most serious difficulties arose last week when the time required to obtain a title search copy from the aperture card microfilm bank exceeded 3 hours at one point of time. For most of last week the time required to service title search requests varied from 1 to 3 hours.

The rising level of conveyancing activity is a pleasing sign of confidence in our state's real estate market. Nevertheless, it has been placing increased stress upon Titles Office services as resources are extended to accommodate the record levels of business. Our Client Services areas, such as the searchroom and other public counters, are the locations where the effects of the increased demand are most immediately noticeable. At the same time, the technical branches of the office are also under increasing pressure to cope with much larger volumes of work.

I have attached a record of current business activity to this bulletin for your information. (Attachment "A") You will see that there has been an increase in daily business of about 33% this year over previous years. This increase is being absorbed within our existing resources. The size of the increase is now beginning to severely test the capacity of the system to service the growing demand from clients. That is why you have been experiencing longer waiting periods in obtaining title searches and some other services.

The Present System

Using generally accepted formulae for measuring the business capacity of this office (and land registration systems generally), the Office of Titles is staffed and equipped to accommodate a dealing lodgement rate of

approximately 950 dealings a day, and service title search requests of around 2600 per day. It can comfortably deal with a plan and diagram lodgement rate of about 200 per month. You will see from the figures included here that the average dealing lodgement rate for April is, so far, 1557 a day, while title searches are consistently over 4,000 a day. On April 6, a lodgement of 1927 dealings was recorded while 5217 search requests were received on Wednesday last week, both record business levels for this office.

Reducing the Problems for Clients

As you would expect, finding ways in which to alleviate the problems caused in the office by the business increase is the number one priority of Titles Office management. There are some special problems to be overcome.

In many respects the capacity of the system, particularly in the searchroom, is limited by the ability of the available equipment to meet demands for searches at peak periods. The IBM System 38 computer, upon which the searching system relies, has been operating at close to maximum capacity for some time. Plans to upgrade to a larger computer are already well advanced, although subject to funding considerations. Accommodation is a further limiting factor as additional microfilm printers, which may increase capacity to some extent, will require space which at present is at a premium. During the recent searchroom difficulties, nearly double the usual number of staff were at times employed in the aperture card bank in photocopying titles, but there are limitations on the use of increased personnel because of the confined working area. Some improvements in accommodation in the area are to be commenced shortly, but it is anticipated they will take some time to complete. Overtime is already being used extensively in the office to extend the capacity of the system and most staff are working far longer hours than usual. There are, in fact, no quick and easy solutions to the problem.

The Titles Office management is adopting measures to permanently increase the level of staff in the area which will assist to some degree. This is being achieved by a review of all branches in the office, which commenced in March 1988. The aim is to change established procedures of document and plan examination to reduce the present level of checking undertaken by technical staff and thereby free up staff resources which will be re-allocated to the Client Service areas of the office. These changes must be made with care and judgement or it will simply result in transferring the problems being experienced by the upsurge in activity in Client Services to the technical areas of the office where there are already substantial workloads. It is expected that more "self-serve" facilities for clients will be introduced when the Review has been completed.

A Long Term Solution

The outlook for the longer term is more optimistic. Plans to introduce major technology which will revolutionise the provision of land title services and information, are well advanced and a proposal has been placed before the government. If approved, it should substantially increase the capacity of the office to absorb current and future levels of business. This project is designed to develop and implement an automated conveyancing system and is known as Register 2000.

In the short term the office will continue to develop service initiatives as it has done in the past. Many of these actually assist the office in better managing the level of daily business as well as providing new services to clients. A list of recent and planned initiatives is included in Attachment "B".

Tips for Searchers

In the meantime there are some measures which can be taken by searchers and which should assist in reducing the inconvenience which you may have recently experienced.

They are :

1. Find out your certificate of title reference before attending the office, and if this is not possible then avail yourself of the microfiche indexes and locate your certificate of title reference prior to ordering prints.
2. Phone or fax your lists to the office for later collection.
3. For a quicker turnaround time, keep priority lists to a maximum of six titles.
4. Leave large lists in the office for late collection.
5. Search during times of low activity in the Office of Titles eg. 8-9 am.
6. Become a user of the Customer Remote Search facility. This facility enables you to search the indexes relating to land ownership and to order prints for post or later collection from the comfort and convenience of your own office. Please contact the Manager, Client Services (2226813) for further information with regard to this service.

I have included a copy of a recent computer printout (Attachment "C"), which will indicate to you the busiest times for searching in the office. This may assist you in targeting a quieter time for the lodgement and collection of search requests.

Finally, let me express my regret on behalf of management and staff for any difficulties you may have experienced in recent weeks connected with the supply of land title information. Managers and staff will continue to examine all possible measures to improve the delivery of services and welcome suggestions from clients who may wish to assist us to achieve this aim.



D.L. MULCAHY
DIRECTOR
LAND TITLES

DEPARTMENT OF LAND ADMINISTRATION

OFFICE OF TITLES - PERTH

BUSINESS LEVELS 1988

DOCUMENT LODGEMENT

Actual Daily Lodgement (Recent Business Figures)

11.4.88	1398
8.4.88	1434
7.4.88	1468
6.4.88	1927
31.3.88	1835
30.3.88	1380
29.3.88	1229
28.3.88	1552

Average Daily Document Intake
1988 compared to previous years

	1988	1987	1986
April	1557 (to 11.4.88)	1041	841
March	1285	974	894
February	1131	935	827
January	1095	869	784

PLAN LODGEMENT

	1988	1987
March [48 Plans	38 Plans
[205 Diagrams	160 Diagrams

TITLE SEARCHING LEVEL

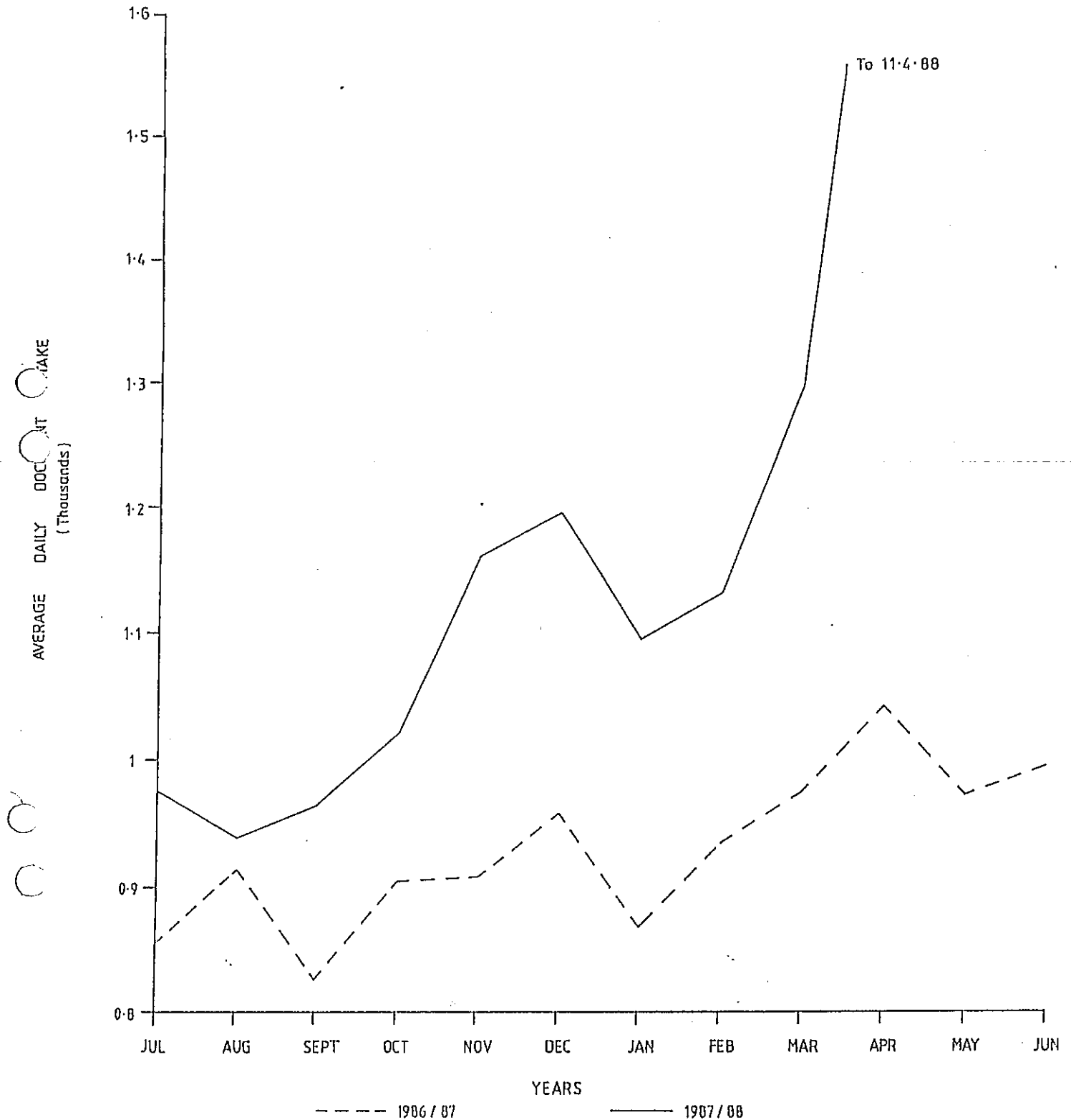
Average Daily Title Print Production

	1988	1987	1986
April	4050 (to 11.4.88)	3047	2784
March	3994	3112	2817
February	3230	2988	2689
January	2969	2878	2714

OFFICE OF TITLES - PERTH

DAILY DOCUMENT INTAKE FIGURES

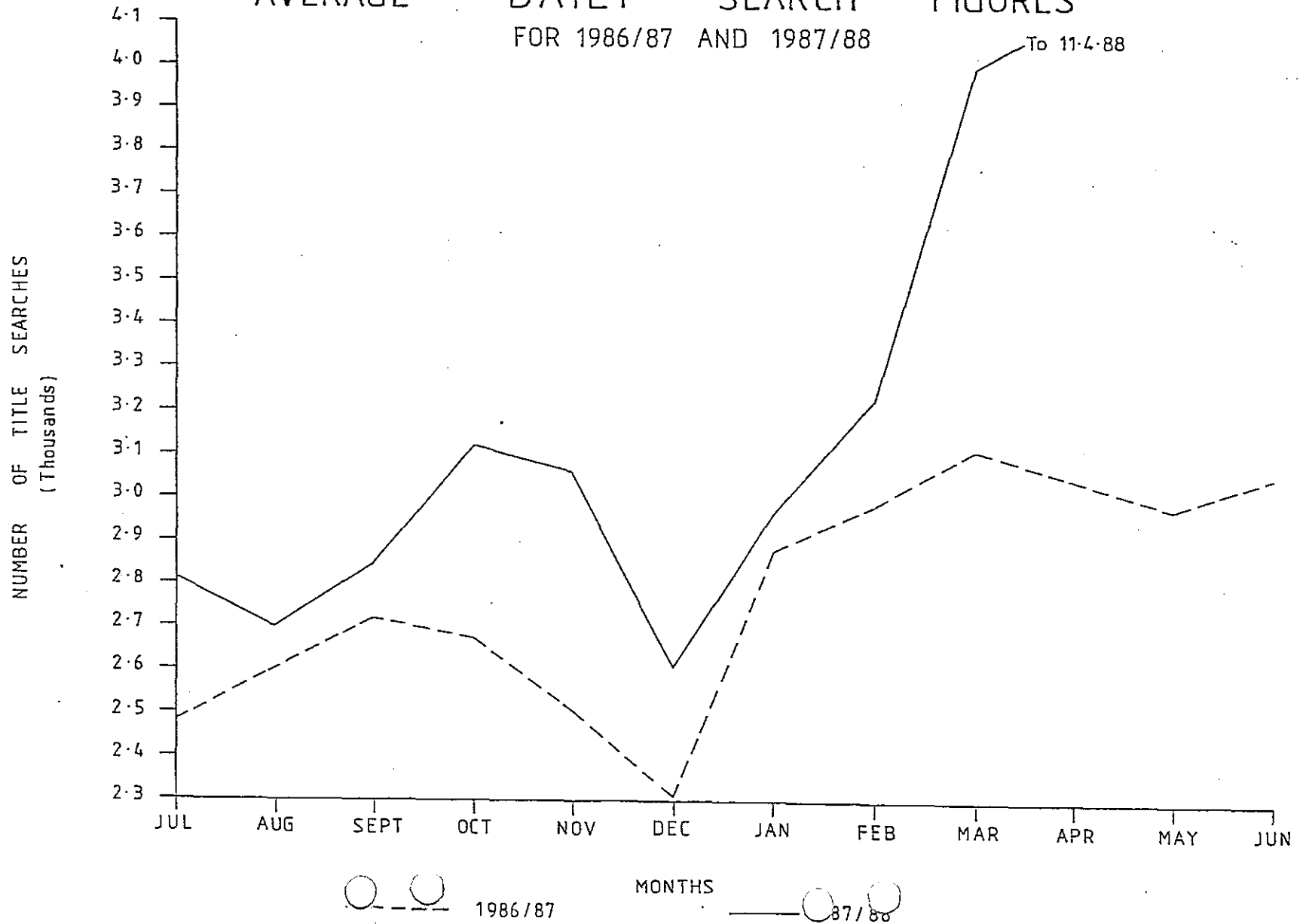
FOR 1986/87 AND 1987/88



OFFICE OF TITLES - PERTH

AVERAGE DAILY SEARCH FIGURES

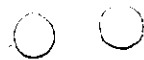
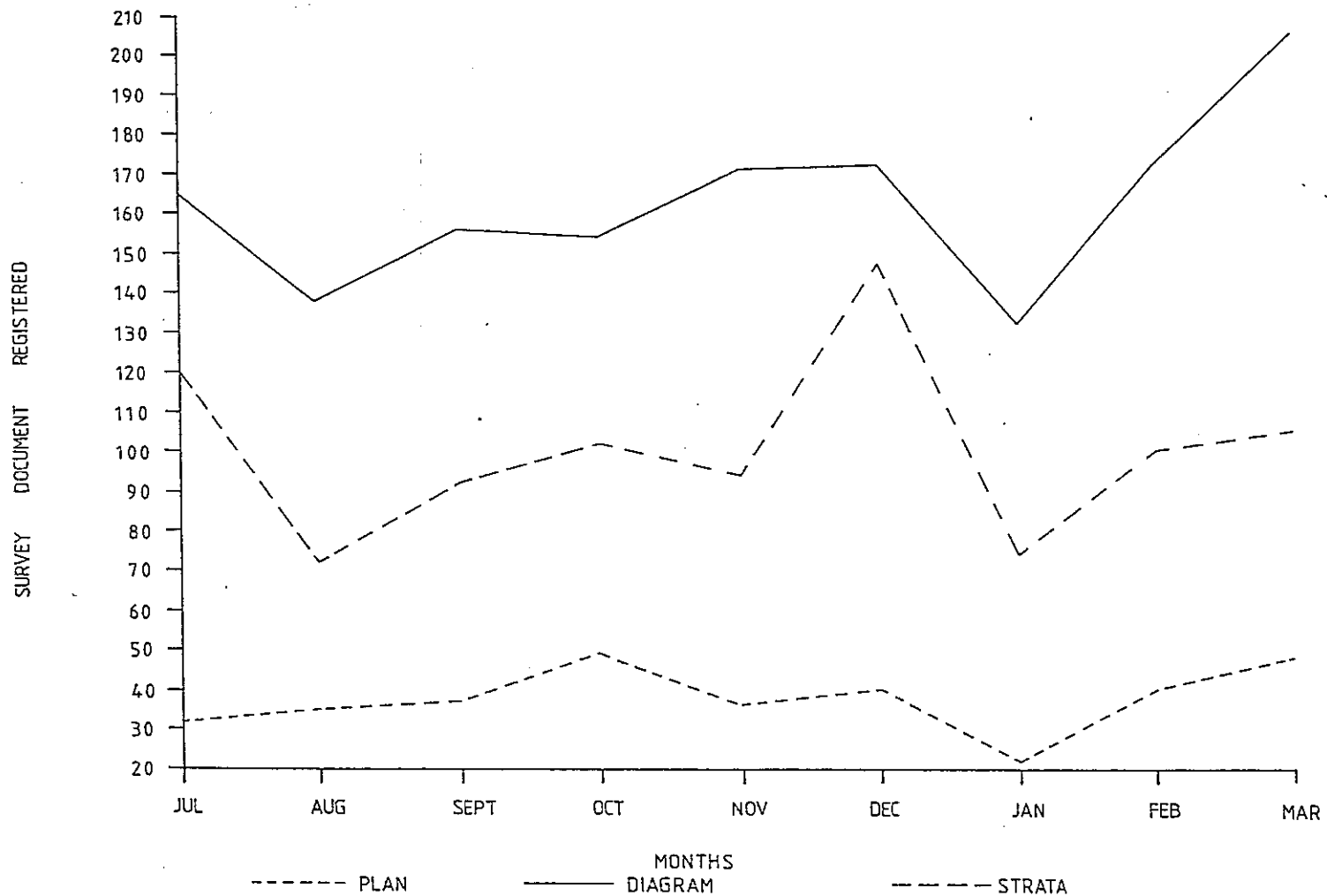
FOR 1986/87 AND 1987/88



OFFICE OF TITLES - PERTH

SURVEY DOCUMENT REGISTRATION

FOR 1987/88

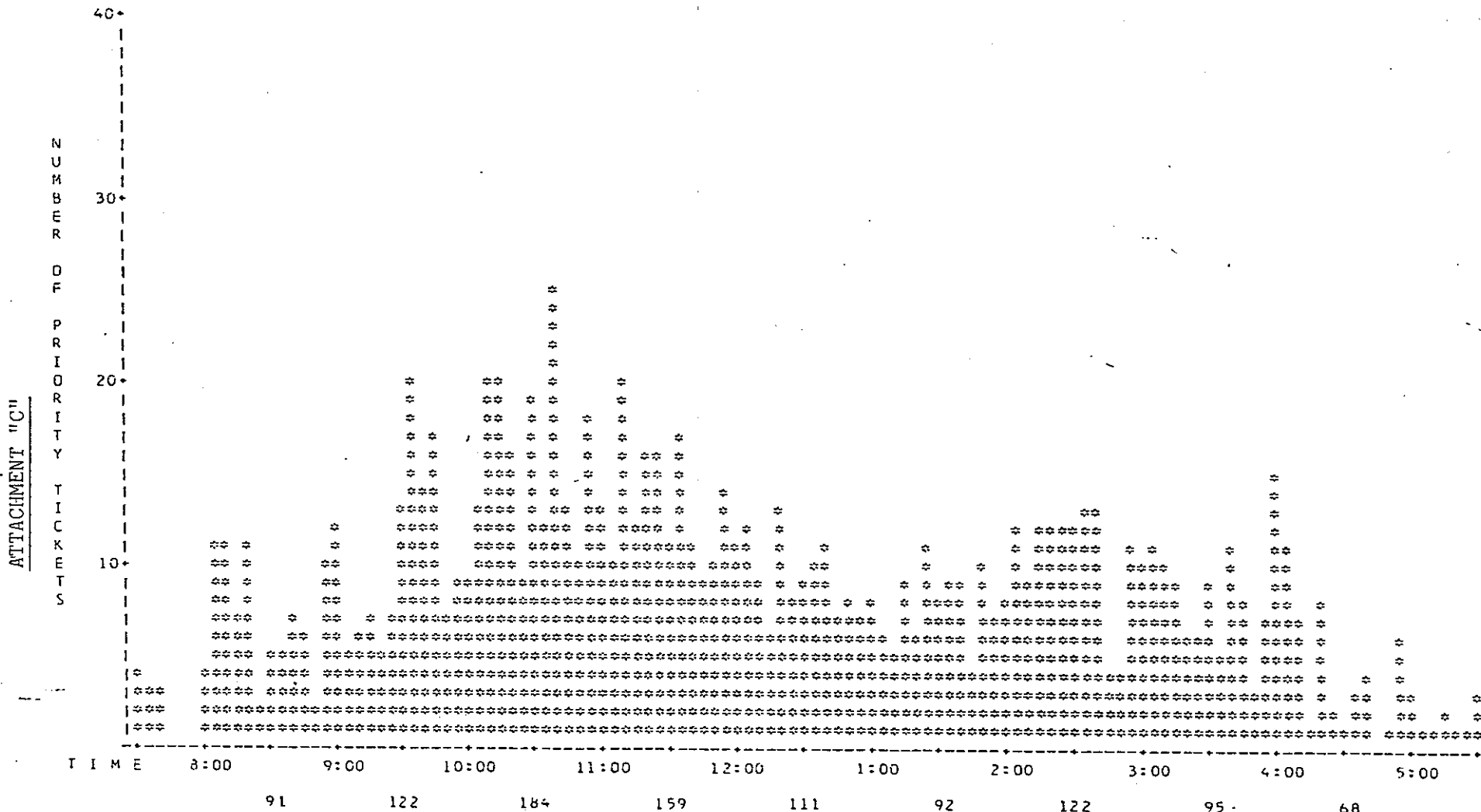


DEPARTMENT OF LAND ADMINISTRATION

OFFICE OF TITLES - PERTH

SERVICE INITIATIVES 1987-88

- * Early issue of title (Feb 87)
- * Formation of Client Liaison Committee with Law Society (Feb 87)
- * Government Property Information System (August 87)
- * C.A.S. Credit facilities for payment of searches. First service of this kind in an Australian Titles Office (Oct 87)
- * Customer Accounting Remote Searching Service (Oct 87)
- * Provision of Street Address microfiche (Oct 87)
- * "Fast-track" processing of title preparation (Nov 87)
- * "Fast-track" acceptance counter (Dec 87)
- * Establishment of a training course for bank settlement staff (Jan 88)
- * New service arrangements for title search customers (Feb 88)
- * Extended search hours for remote search clients (March 88)
- * Sale of T.L.A. forms from Office of Titles (April 88)
- * Land information access (Planned, May 88)
- * Microfiche service for Index Plan searching (May 88)
- * Customer Service Centre (July 88)
- * Extension of title faxing service to metropolitan clients (subject to funding) (Jan 89)



TITLE COPY SERVICE TIME BREAKDOWN FOR 11/04/1988
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TOTAL NUMBER OF PRIORITY TICKETS : 1047

TOTAL NUMBER OF TITLE PRINTS : 4124