

# CUSTOMER INFORMATION BULLETIN



**DOLA**

OFFICE OF TITLES

Department of LAND ADMINISTRATION

No. 34, 9th November, 1990

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**A. GRAPHIC BANK CROWN SURVEYS - SELF SERVE SYSTEM**

For several months in late 1989 and early 1990 a pilot study was undertaken to test the feasibility of introducing a system of self serve searching within the Graphic Bank Crown Surveys.

The pilot was successful and with the subsequent gazettal of self serve fees, an operational system commenced on September 3, 1990.

Briefly, the self serve searching process involves customers selecting the relevant crown survey document microfiche themselves and using a reader-printer to view it. To obtain copies customers insert a Resource Card, which is similar to a credit card, into a small terminal. The number of copies taken and the card number are recorded and these details are used to bill the customer at the end of each month.

The self serve system has been introduced to provide customers with cheaper and quicker searching and to allow DOLA to meet increased demand without additional staff.

The self serve fees of \$1.20 per A4 long print (a double page of a Fieldbook) and \$1.80 per A3 print (an entire Original Plan or Diagram) compare favourably with the counter service fees of \$5.50 for up to 4 pages from one Fieldbook and \$6.50 for a print of an Original Plan or Diagram.

The self serve system is in addition to, and does not replace, the counter service which will continue to be available to all clients.

Application forms to become a self serve customer are available from the Supervisor, Graphic Bank Crown Surveys, telephone 323 1226. Further information on the self serve system can also be obtained from the Manager, Survey and Document Repositories, telephone 222 6804.

**B. STOPPED DOCUMENTS**

From Monday November 12th this Office will introduce a new service to provide customers with a quicker and cheaper method of correcting some of the errors and omissions that occur in documents lodged for registration.

The Supervising Examiner (an Assistant Registrar of Titles) will contact the lodging party by telephone and request information on matters that can be rectified in this office by written authority.

The letter authorising amendment of documents can be hand written provided the firms letterhead is used and it is signed by a responsible person.

A facsimile machine is located in the Examination Branch for the purpose of receiving letters of authority. The Fax number is 222 6129. Please ensure that the Dealing Number is referred to in your response.

The usual Stopped Document Rejection Notice, together with a requisition fee, will be issued if a response is not received by the close of business on the date of contact.

Customers will be invited to participate in a review of this service in February 1991.

**C. REGISTER 2000**

The Land Titles Office has recently commenced work on implementing the "Register 2000" Project which will herald a new era in the delivery of service to the conveyancing community. The project when implemented will ensure a high quality and timely delivery of land title information both at the Land Titles Office and in conveyancer's offices.

The concept of Register 2000, which is to provide a totally integrated image based system to service current and future processing and storage requirements of the office, beyond the year 2000, was developed in late 1985. In an endeavour to determine the feasibility of the concept, the Office issued a Request for Proposal in January 1988. The responses substantiated the adoption of a document image based solution and a Request for Tender was issued in October 1988. Following an intensive evaluation of responses, a contract for \$11.8m was let in April 1990, to Kodak (Australasia) Pty Ltd to fulfil the total requirements of the Register 2000 Project.

The Document Image System component of Register 2000 basically provides a means of computerising Land Titles Office records such as certificates of title, subdivisional plans and diagrams, strata plans and legal documents by electronically scanning them and storing the resultant electronic image utilising leading edge storage techniques such as optical disk. The image can then be viewed on a screen, printed out on a printer or sent out directly as a fax. It differs from conventional computerisation in that it is not necessary to type in all the data you wish to store via a keyboard.

The actual Register 2000 Project is comprised of three distinct activities:

1. Installation of a document image processing system which will replace the present microfilm-based storage and retrieval system. This will provide on-line access to the register, and provide a base on which to address the fundamental methods of handling and maintaining the various parts of the register. On-line access to images will be limited however, to DOLA offices.
2. Data capture of all certificates of title (about 1.4) million), plans, diagrams and strata plans, and approximately 114,000 historical caveats/writs/warrants.
3. Conversion of the existing Land Titles Office IBM System 38 computer's applications to the Department's large corporate mainframe computer which is located in the Oakleigh Building. This is necessary as the existing computer system cannot cope with peak levels and future demand.

Development of the systems supporting the Register 2000 Project has commenced and it is expected that hardware will be installed in early

March next year. The Land Titles Office expects to be in a production mode by June 1991 when scanning of titles and documents and the delivery of title prints from the system commences.

The historic data capture phase will commence in July 1991 and is scheduled for completion by July 1992 with the System 38 conversion which commenced in July also scheduled for completion in July 1992.

Positive benefits that will accrue to clients upon implementation of the project are:

- Significant reduction in turn-around times for production of search prints and no greater than 30 minutes even in times of peak activity as experienced in 1988.
- Noticeable improvement in the consistency of quality of search print output.
- Automated delivery of high quality images of titles, legal documents and freehold graphic bank records via facsimile statewide by early 1992, unlike the present system which requires manual preparation of photocopies prior to fax transmission.
- Majority of searching activities being able to be undertaken in the client's office which will enable substantial time savings in obtaining land title information.

The application of the high technology within the project is central to the Government decision to relocate the office to Midland, yet still maintain a shopfront service in the city. The use of state-of-the-art technology within the system will help place the Land Titles Office at the forefront as a model of efficiency in the provision of service to the public and private sectors.

Any queries regarding the project can be directed to Mr Don Beer, of the Register 2000 Working Group on the 3rd Floor, Law Chambers Building on 2226464.



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