

LIST CLIENT SURVEY 2006

5 June 2007

Summary of Results by Client Category

1. Surveyors	Main Issues
<ul style="list-style-type: none"> • Participation rate: represented 9.5% of surveys returned • 78% stated business as their primary purpose for using LIST, with 12% Government users • Most participants from small business (1-5 employees), with 94% Tasmanian based • Mostly long-term LIST users, with high daily use (72%) • Over half of those surveyed found out about LIST from DPIW. • 86% of those responding were LIST subscribers • The most heavily accessed data was land titles, property maps and topographic maps • 48% of those surveyed stated they had problems or issues when using LIST 	<ul style="list-style-type: none"> • Slow access speeds • High cost of data • Need for up to date planning schemes • Significant need for a cadastral search facility • Need for distance measuring tool • Significant requests for more data on council & services infrastructure • More/higher resolution aerial imagery
2. Valuers & Planners	Main Issues
<ul style="list-style-type: none"> • Participation rate: represented 12% of surveys returned • 73% stated business as their primary purpose for using LIST, with 13% Government users • Most participants from small to medium businesses (1-10 employees), with 97% Tasmanian based • Mostly long-term LIST users, with high frequency of daily (49%) and weekly (25%) use • Discovery of LIST was spread fairly evenly between DPIW, workmates and industry colleagues • 75% of those responding were LIST subscribers • The most heavily accessed data was land titles, property and valuation details, sales information, property maps and topographic maps • 44% of those surveyed stated they had problems or issues when using LIST 	<ul style="list-style-type: none"> • Slow access speeds • Need for up to date planning schemes • Significant requests for more data on council & services infrastructure • Requests for a diverse range of additional data • Issues with sales data – accuracy, quality, currency • More/higher resolution aerial imagery • Some issues with map viewer functionality
3. Real Estate Agents	Main Issues
<ul style="list-style-type: none"> • Participation rate: represented 16% of surveys returned • 90% stated business as their primary purpose for using LIST, with 1% Government users • Participants spread across small, medium and large businesses, with 14% working for organisations with over 50 employees. 96% Tasmanian based • Mostly long-term LIST users, with high daily use (82%) • Most of those surveyed found out about LIST from industry colleagues, followed by workmates • 93% of those responding were LIST subscribers • The most heavily accessed data was sales information, property maps, land titles, property & valuation details and dispatch enquiry • 33% of those surveyed stated they had problems or issues when using LIST 	<ul style="list-style-type: none"> • Highly significant amount of problems with searching • Substantial amount of issues with sales data – accuracy, quality, currency

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4. Forestry Enterprises & Natural Resources	Main Issues
<ul style="list-style-type: none"> • Participation rate: represented 7% of surveys returned • 37% stated business as their primary purpose for using LIST, with 45% Government users • Participants mainly from larger organisations, with 31% working for organisations with over 50 employees. 74% stated they were Tasmanian based, however, 22% did not provide a response. • The vast majority were long-term LIST users, with weekly use most common (33%) • Most of those surveyed found out about LIST from DPIW, followed by workmates and industry colleagues • 53% of those responding were LIST subscribers, however 22% did not provide a response • The most heavily accessed data was land titles, property maps, topographic maps, property & valuation details, sales information and deeds search • 35% of those surveyed stated they had problems or issues when using LIST, however, there was a high rate of non-response to this question (34%) 	<ul style="list-style-type: none"> • Slow access speeds • Some issues with map viewer functionality • Requests for a range of additional data • More/higher resolution aerial imagery
5. Government	Main Issues
<ul style="list-style-type: none"> • Participation rate: represented 27% of surveys returned • 15% stated business as their primary purpose for using LIST, with 65% identifying as Government users and 12% citing use for personal purposes • Participants primarily from large organisations, with 57% identified as working for organisations with over 50 employees. 91% Tasmanian based • Mostly long-term LIST users, daily use (44%) followed by weekly use (27%) • Most of those surveyed found out about LIST from DPIW and workmates • 74% of those responding were LIST subscribers • The most heavily accessed data was land titles, topographic maps, property maps, property & valuation details and tourism maps. Sales information, deeds search and scanned dealings also showed good use. • 24% of those surveyed stated they had problems or issues when using LIST 	<ul style="list-style-type: none"> • Need for up to date planning schemes • More/higher resolution aerial imagery • Requests for new functionality • Significant requests for more data - council & services infrastructure • Requests for a range of new data • Significant amount of issues with sales data – accuracy, quality, currency • Slow access speeds • Problems with searching
6. Barristers & Solicitors	Main Issues
<ul style="list-style-type: none"> • Participation rate: represented 20% of surveys returned • 95% stated business as their primary purpose for using LIST • Participants spread across small and medium businesses, with only 2% working for organisations with over 50 employees. 98% Tasmanian based • Mostly long-term LIST users, with a high percentage of daily use (89%) • Most of those surveyed found out about LIST from DPIW, followed by workmates, industry colleagues and (noticeably) industry newsletters • 94% of those responding identified as LIST subscribers • Heavy use in most areas with the exception of tourism maps. The most heavily accessed data was land titles (100%), estimate of liability at settlement date, lodging & withdrawing priority notices, council 132 & 337 certificates, property & valuation details, lodging & withdrawing caveats, dispatch enquiry, property maps, deeds search and scanned dealings. Purchasers index, sales information, renumbered plans and topographic maps also showed good use 	<ul style="list-style-type: none"> • Problems with searching • Slow access speeds • Illegible plans, especially older survey plans • Incorrect or missing links to titles & PIDs • New functionality for multiple subscriber logins

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<ul style="list-style-type: none"> • Of note was that 91% of this group ranked their satisfaction with LIST and LIST Client Support Unit as excellent • 24% of those surveyed stated they had problems or issues when using LIST 	
<p>7. Financial Institutions</p> <ul style="list-style-type: none"> • Participation rate: represented 8% of surveys returned • 90% stated business as their primary purpose for using LIST • Participants mainly from large organisations, with 43% identified as working for organisations with over 50 employees. 76% Tasmanian based • Almost half of responses indicated commencing using the LIST within the last 12 months, followed by fairly even responses for groups starting use within the last 5 years and more than 5 years ago. Mostly daily use (59%) followed by weekly users (26%). • Most of those surveyed found out about LIST from workmates • 90% of those responding were LIST subscribers • The most heavily accessed data was land titles, property & valuation details, property maps, deeds search, dispatch enquiry, lodging & withdrawing priority notices, scanned dealings, sales information and topographic maps • 26% of those surveyed stated they had problems or issues when using LIST 	<p>Main Issues</p> <ul style="list-style-type: none"> • Major problems with searching • High cost of data • Slow access speeds • Availability of historical title information
<p>8. Miscellaneous</p> <ul style="list-style-type: none"> • Participation rate: represents 16% of surveys returned • 45% stated business as their primary purpose for using LIST, with 9% identifying as Government users and 41% citing use for personal purposes • Participants from all size organisations. 81% Tasmanian based • Mostly long-term LIST users, but a greater percentage than other groups starting to use LIST in the last 12 months (37% in total). As reflected by high personal use in this group, the majority of users cited use every few months. • Most of those surveyed found out about LIST from an internet search or DPIW • 36% of those responding were LIST subscribers • The most heavily accessed data was land titles, property maps, topographic maps, property & valuation details and sales information. Deeds search and tourism maps also showed good use • 25% of those surveyed stated they had problems or issues when using LIST. 	<p>Main Issues</p> <ul style="list-style-type: none"> • High cost of data, including the cost involved in viewing property ownership • Problems with searching • Slow access speeds • Difficulty with site navigation • Issues with map viewer functionality • General issues with data – accuracy, quality, currency • Requests for more data on council & services infrastructure • Substantial requests for more/higher resolution aerial imagery • Requests for new functionality