



The Connecticut Surveyor

September 2009

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CALS Annual Meeting Set For November 6, 2009

First Vice President Kevin DaRos has been busy planning the 42nd Annual Meeting that will be held on Friday, November 6th at MountainRidge in Wallingford, Connecticut. In consideration of the current economy, Kevin is making every effort to present a conference that is interesting and informative while keeping the cost at a minimum so that firm members and their employees can take advantage of a day with fellow professionals.



The main speaker will be Brent A. Jones, P.E., L.S., Industry Manager for ESRI. This nationally known speaker is one of those renaissance men that is always a pleasure to talk to. He has a great sense of humor and wide ranging interests and understanding of history, land administration, surveying and engineering. Do not miss this opportunity to listen to Mr. Jones as he gives a very interesting and informative presentation on GIS and Surveying.

Other guest speakers include Richard Vannozzi, L.S., Peter Hill, a Surveyor/Educator and GIS practitioner, and the Environmental Land Use Restrictions Coordinator at the CT DEP.

Invitations will go out the first week in October. We look forward to seeing you.



How Can My Surveying Business *Survive* a Declining Economy?

By Alicia Glassford

Declining profit margins are on the minds of most business owners, including surveyors. Surveying publications are full of articles and advertisements on competitive advantages and improved performance available through advancements in surveying equipment and software. As the economy continues to decline, a surveyor may feel even greater pressure to pursue these technological solutions for improving their profit margin. But is there another solution? Could the solution be as simple as attention to customer service?

The bottom line for successful survey is the pins are placed in the right location, proper documentation is filed, and the client is satisfied, all at a reasonable cost. So when faced with increasing operating costs and a shrinking pool of clients, the surveyor needs to ask, which investment will get me to the bottom line at a reasonable cost-improved technology or improved customer service? To frame the comparison, think of today's high-tech bow sophisticated compound latest materials. Next, hunters who use simple from native materials. have been successful at use different approaches line. Surveyors can borrow primitive hunters in successful approach to customer service. Primitive hunters were successful through their local knowledge, understanding of animal behavior, and survival skills, all of which were intensified by the threat of pending hunger.

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hunter, outfitted with bows made from the think of early American bows and arrows crafted Both kinds of hunters bagging game, but they to achieve the bottom row from the example of breaking down a

Local Knowledge

Surveyors have always understood the edge available to them when they return to an area where they previously surveyed. While past work may have unearthed a can of worms, at least it's a familiar can of worms. Further advantages may be available by cultivating opportunities for additional jobs in the same area you are already working. What is your current approach to right-of-entry notification to neighboring landowners? Does your crew hang door knob notices when landowners are at work on a Monday morning? What if you obtained telephone numbers for neighboring landowners and called them on a Sunday evening when they are likely to be home? The personal approach not only completes the necessary notice for crossing property, but also cultivates relationships that might result in future work in this same neighborhood. If only a few of these calls result in future business, you have made a positive contribution to your profit margin.

Animal Behavior

Primitive hunters needed to understand animal behavior to be successful, which translates to the surveyor's need to understand human behavior. A major component of human behavior is based on communication. Informed clients are usually satisfied clients, and satisfied clients communicate with family, friends, and neighbors about their satisfaction with your work. Conversely, uninformed clients usually result in negative communication about your work. You can influence this communication chain in your favor by recognizing some key behaviors of your client. Recognize if your client is feeling disoriented by the new experiences that arise while a survey of their land is completed. During the survey, the client may need to interact with panning office employees, title examiners, attorneys, realtors, and angry neighbors. To add to it, different professions use different vocabularies, which can be confusing. If you recognize this potential for your client's confusion, you can bridge the gap for your client and tie together the pieces. Regular communication with your client not only allows you to convey information to your client, it gives you an opportunity to gauge their comfort with the amount of information they are receiving. By influencing human behavior and communication chains in your favor, the ultimate result could be potential clients hearing good things about your work and approaching you for your services.

Survival Skills

Surveyors may want to refine their customer service survival skills with respect to components such as work force, equipment, flexibility, and instinct. A work force that extends your sense of customer service is important. You will want to discuss with employees any changes you decide to make in your customer service approach, and you will want to listen to their ideas on how to make it happen. An investment in customer service might mean that investments in technology upgrades to equipment are postponed. A downside to aging equipment is finding available parts and qualified technicians who are familiar with servicing older models. However, the Internet and communication with other surveyors can help overcome these obstacles.

Business survival skills should include flexibility. Your clients and the team of professionals working on a project might be subject to unexpected circumstances at any time due to the declining economy. Difficulty in securing financing might cause a project to quickly terminate or change. Discuss options with your client at all phases of the project, and be prepared to arrange for interim payments so that you stay current with reimbursement for the work you have completed. If the client can't come up with funding to pursue a subdivision, be prepared to discuss the cost of a partition that might not require the bonding and development requirements of a subdivision. Also, you might be prepared to discuss the cost of recording a record of survey for the parent parcel so that the subdivision can continue later with fewer steps to be completed. Respecting your gut instincts might be your key to survival in a period of economic difficulty. Be ready to decline work for a prospective client if your instincts tell you that the situation is wrong for you. Customer service also means being selective on whom you engage as a customer. Surveyors encounter risky situations during good economic times, so it stands to reason that those situations, turning away risky work is more economically viable than accepting the work and its associated risks.

Pending Hunger

Today's economy is honing the surveyor's skills much like the primitive hunter who would not have survived without successful hunts. However, the declining economy is also affecting potential clients and their interest in spending money. If a client is not interested in investing in the cost of a full survey, perhaps they would consider a smaller investment to achieve a portion of their goals. For example, pursuing boundary line agree- neighbors to at least fix of the property bound- project. While the cli- full survey of their survey based on bound- could be completed at partitioned parcels size do not require a partition of parcels larger than 10 acres in size might meet the client's budget. If your client understands the statutes, they may not to partition property to a different configuration. As previously described, a subdivision could be reconfigured as a partition or as a record of survey for the parent property. You might better serve your client by providing suggestions to scale down the size of the project and the cash outlay. In your situation, a small project might be better than no project at all. So, is it time to pull the dusty transit from your shelf and ignore the advancing world of technology? Of course not, but a thorough review of your customer service approach could improve your profit margin and help your business economy.

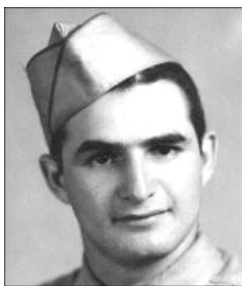
A thorough review of your customer service approach could improve your profit margin and help your business survive a declining economy.

ments with cooperative the location of a portion ary might be a viable ent would not have a property, the partial ary line agreements a lower cost. Since larger than 10 acres in survey of the parcels, a

Taken from the Hoosier Surveyor, Summer 2009

In Loving Memory...

VECHESLOFF, Andrew Andrew Vechesloff, 57, of West Hartford, died Saturday, (August 22, 2009). Born in Hartford, the beloved son of Igor and Nadeshda Vechesloff, he made his home in West Hartford for most of his life. He attended Robinson School, graduated from Conard High School, and was a member of St. Panteleimon Russian Orthodox Church. Besides his parents, he is survived by his sister Tanya Lamb of GA, and nieces and nephew, Veronica, Christian and Julia. The funeral will be Wednesday at 9 a.m. in St. Panteleimon Russian Orthodox Church, 19 Becket St., Hartford. Burial will follow in Fairview Cemetery, West Hartford. Molloy Funeral Home has care of arrangements.



FEINSTEIN, Myron "Mayo" Myron "Mayo" Feinstein, age 84, passed away on August 18, 2009, from stroke-related complications. Beloved husband of the late Gertrude Feinstein, father of Lee I. Feinstein and Adam H. Feinstein, and the loving grandfather of Haley Feinstein and Perry Feinstein. Also survived by many nieces and nephews. Born in Hartford, Mayo was an Alumni of Weaver High School, Class of 1943, and U.S. Army Veteran who served his country honorably in World War II, including a five month period of detention by German Forces as a Prisoner of War. Following his discharge from the service, Mayo returned home and began his career as a land surveyor. He maintained his land-surveying license for more than 50 years. He moved to Philadelphia, PA in 1980 and lived there until his death. Memorial Services will be held Sunday, August 23, at the home of Lee Feinstein, 16 Exton Circle, Cherry Hill, NJ 08003 at Sundown (approx. 7:45 p.m.). Donations may be made to the [American Heart Association](#) .

Why Add More Iron to the Fire?

We have all traversed through heavy brush to set a corner only to find another surveyor has been there and left his or her cap. Often we find two or more surveyors have been there and left their caps. In the latter case, the delight of finding evidence of the corner is quickly smothered by the question “Why?” Why are there more than one cap at this location, and should another cap be added? These are questions we shouldn’t have to be faced with in most cases. Read on.

A 1977 Record of Survey shows 3/4” iron pipes and plugs set for corners of a tract on tidal water. The tract was segregated by deed from the original tract less than a month following the date of the Record of Survey.

Many years later the owner of the original tract elected to subdivide the remainder of his holdings. He retained a second Professional Land Surveyor. The second surveyor proceeded to perform a boundary survey following the description furnished by the title company. He researched the record and found the 1977 survey. His field crew then found the 3/4” iron pipes of record, missing all of them by some 0.4’. It must be noted that though the second surveyor no doubt used more modern equipment for his work, his crews still had to slog through the same dense undergrowth on the steep west slope as did the crew in 1977. What did the second surveyor do? Yep! You guessed it! He set bright, new capped rebars 0.4’ west of the iron pipes set in 1977.

There are more than a couple of things troubling about this situation. Judging from the length of the traverses and the number of angle points both surveyors found necessary to set the corners, and the nature of the terrain, the iron pipes conservatively each had an error ellipse of somewhere around an estimated 0.3’. The second surveyor used more modern equipment, so let’s give him or her a break and say the error ellipses around each of his or her rebars in the area of the iron pipes was 0.2’. Those areas of uncertainty must certainly overlap.

Statistically, both pieces of iron are at the same point, not 0.4’ apart if our estimates are close to being accurate (it may well be necessary to subject both traverses to a least squares analysis to determine the true magnitude of the error ellipses).

I find it troubling that so many surveyors will dutifully hold sacred the position of a stone or brass cap (in their minds, “Monuments”), while not giving original tract corners the time of day (read that “time of re-search”). What history is attached to the found points? It is a question that must be addressed in every survey, isn’t it? The record is chock full of wrong assumptions. For an example, that 2” iron pipe with the mushroom top may have been originally pounded into the ground to brace a long-gone fence corner; if you find no record of how it came to be set, it may well be just that, a brace and nothing more. A stone with a cross with no record other than being rejected as being a “monument of record” unless you make it one. Then what?

Another troubling thought: Would it be a stretch to assume that most party chiefs or crew leaders today are not fully aware of relative accuracy or the weight original corners carry? To be sure, some of our leading field technicians have developed a rather cavalier attitude toward points set by others. They seem to fall back into the comfort zone afforded by their electronics; production is everything and “my truck is more shiny than yours.” The other surveyor is just plain, wrong.

Why Add More Iron to the Fire continued...

As for the double irons in the above example, there they exist today for all to scratch their heads over. And left alone for a few years, there no doubt will appear a third set with a third surveyor's identification number on a shiny new cap. An "iron bouquet", "pin cushion", "stake orchard", whatever, it signals the property owners that the surveyors did not have their "poop in a pile." Not good public relations, not to mention just plain wrong in the first place.

It is up to each individual, both field and office, to eliminate most of these problems. It boils down to education. The seminars and workshops overflow with licensed surveyors seeking to maintain their tickets, which is a good thing. We could easily make a good thing even better by demanding that the rest of the workplace take advantage of the educational opportunities that abound in our organization. It can only improve our product and our image.

*Taken from the Evergreen State Surveyor
Published by the Land Surveyors' Association of Washington, Winter 2008*



Professional Development at CALS

Securing the Future Through Education

■ TO THOSE INTERESTED IN CT SURVEYING HISTORY:

CALS is looking for people interested in researching and sharing knowledge on 19th century compass and chain surveying (1804-1870) for purposes of presenting seminar(s) on the subject.

Pat Toscano, Rick Martel and Jay Doody invite you to contact us if interested. We will be using a common surveying text written by Connecticut's Survey General in the 1830's, which is in reprint for a reasonable price. Topics include but are not limited to field operating procedures, office computing, office drafting, 19th century boundary law, state statutes pertaining to surveying, biographies of well known surveyors, comparisons of surveying texts of the 17th, 18th and 19th centuries, old maps, etc...

For more information contact Jay Doody at jjdoody@snet.net, Rick Martel at martelnorthstar@aol.com, or Pat Toscano at ptoscano@ch.ci.new-britain.com.

■ Please follow the link below to listings of the colleges and universities throughout the country that have been identified to ACSM as providing surveying education.

The first list contains the schools that have achieved ABET accreditation as "surveying and similarly named programs." It may not include schools that offer surveying education programs that have been accredited by ABET as "engineering technology" because ACSM is not the lead society for those programs.

The second list is a compilation of information we have gathered from various sources, showing schools offering surveying education, but have not yet sought ABET accreditation.

As ACSM unveils its new website in the near future, we hope to enhance the listings of schools offering surveying education. www.acsm.net/college.html.



Employment Opportunities...

SEEKING POSITION:

1) Licensed Land Surveyor, with extensive knowledge and experience, seeking to obtain a position as a Senior Land Surveyor and Project Manager for a Surveying / Engineering firm in central Connecticut that has a goal to grow in all sectors of the surveying market including State, municipal, and private sector projects, using the latest technology. Extensive experience in DOT, DPW, and municipal on-call survey projects. Licensed in CT, MA & NJ. Well versed in project management, GPS & Least Squares Adjustment, and field to finish AutoCAD work. Resume and excellent references available. #4092

2) Associate Member, experienced as field person with ability to use a variety of instruments. AS degree from Mitchell College. Excellent references. Willing to travel anywhere in CT for the right position. Contact the CALS office for resume #4093.

3) 2009 Dean's List college graduate from Wentworth Institute of Technology, BS in Civil Engineering Technology. Has extensive experience as a field surveyor, survey technician. Technical Competencies - Field Work: Total Station, Theodolite & Automatic Level; Software - AutoCAD, Autodesk Land Desktop, ArcView GIS, Microsoft Word, Microsoft Excel & Powerpoint. Excellent references available upon request. Contact the CALS office for resume #4095.

4) Associate Member of CALS looking for full-time position. Hartford County. Eleven years experience. BS in Geography and AA in Mathematics. Skilled in Autocad Mapping, Eagle Point Coordinate Geometry, Trimble, Topcon, TDS, Sokkia total stations and data collectors; Leica and Trimble GPS. Excellent references. Contact the CALS office for resume #4091.

5) Licensed Land Surveyor. CALS Member with extensive experience. Fully skilled in most survey applications. Excellent references. Hartford County. Contact the CALS office for resume #4096.

POSITIONS AVAILABLE:

Fairfield County

Pereira Engineering, LLC is an established Civil/Environmental Engineering and Land Surveying firm located in Shelton, CT and we are looking to fill the following positions as of August 2009:

Survey Technician / CAD Operator:

We are seeking a candidate with 0-2 years experience in Land Surveying or Civil Engineering. The qualified

candidate MUST be highly proficient with AutoCAD and Autodesk Survey software. Candidate must also be highly-motivated and detail-oriented. Responsibilities will include downloading field survey data, preparation of CAD survey maps, and other office/field work all under the direct supervision of Senior Surveyor.

Survey Crew:

We are also looking to bring on an additional survey crew. Qualified candidates must be experienced in boundary, ALTA/ACSM, topographic surveys, underground utility location, and construction stakeout. Experience with AutoCAD and Autodesk Survey software a real plus. Pereira Engineering offers a very competitive salary and benefits package including Major Medical Insurance, Retirement Plan, Life Insurance including Short-Term Disability and AD&D coverage, paid Vacation, Holidays, Sick Days, and Direct Deposit for payroll. Please email resume and salary requirements to: joe@pereiraeng.com or fax to: (203) 944-9945.

The Department of Civil & Environmental Engineering at the University of Connecticut is looking for an adjunct instructor for a basic surveying course (CE 2410 – Geomatics and Spatial Measurement) to be offered in the Fall semester. The catalog description follows: 2410. Geomatics and Spatial Measurement

First semester. Four credits. Three lecture periods and one 3-hour Laboratory. Recommended preparation: MATH 1060 or 1120 or 1131.

Elementary plane surveying, geospatial coordinate systems, error and accuracy analysis, introduction to geographic information systems, theory and uses of global positioning systems, introduction to photogrammetry and land-surface remote sensing in the context of civil and environmental engineering.

This course typically meets twice a week for lecture and practice/lab sessions.

Compensation is negotiable. Since the Department does not anticipate hiring a faculty in this field, this may lead to a teaching engagement that gets renewed yearly should the instructor and the Department wished to do so. Those interested can contact the Department Head, Dr. Ross Bagtzoglou at acb@enr.uconn.edu or (860) 486-4017.

Classified continued...

FOR SALE

Nikon Total Station DTM-522/3", Crain Tri-Max Composite Tripod, 12' Crain Cosmopolite Prism Pole, Omni Advanced Tilting Prism w/bag, Seco Prism Pole w/bag, 36" Survey Crew Vinyl Sign with base. Unit is in excellent condition with only a total use of approx. 100 hours. Call Luis Santos at 203-395-4656 - \$4500.00.

Topcon GPT-303 Total Station. Excellent working and cosmetic condition, ready to use, complete system includes: Topcon total station with case, manual, extra battery, charger, prism pole, prism, and tripod. \$3,500. Call Doug Lindquist Surveying LLC (203) 736-0197.



Dear Members,

It has been almost a year since we have gone digital with our newsletter. We are pleased with the number of members who are receiving their information in a digital format. One of the keys to our success is making sure we have your correct e-mail address.

If you know of someone who is not getting their newsletter or any other notices from CALS please share this message with that person or ask him to send his contact information to the CALS office. The information should be sent to kathy@ctsurveyor.com or call 860-563-1990.

Thank you,
Jason G. Racette
Secretary

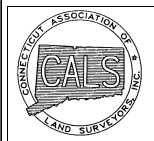


<http://www.nspsmo.org/documents/August2009NewsandViews.pdf>

Finding "shovel ready" projects is like digging for buried treasure, without the right map and tools, you are likely to come up empty handed.

Not so for the people who sign up for the Superior Instrument Treasure Hunt !

Stop by our booth for a chance to "dig up" one of 50 exciting prizes ! Contest is limited to the first 50 people to sign up, so don't be late. Details available in our booth the morning of the Annual Meeting.



THE CONNECTICUT SURVEYOR

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