

"Having the one system makes everything so much easier, saves money and is significantly more thorough than how we operated before the implementation"

Craig Fuller, Derwent Valley Council



DERWENT VALLEY COUNCIL

Derwent Valley Council Maintenance Department continues to go from strength to strength since the implementation of Insight GIS's spatial data solutions.

Their Council remit is broad and includes the maintenance of:

- Overhead hazards
- Roads - holes, stormwater and general condition
- Cemeteries
- Road gradings
- Tree safety
- Signs
- Road vegetation
- Table drains
- Footpaths

There are 12 Maintenance Council workers on the ground as the Derwent jurisdiction is large and diverse and made up of both residential and farm land, with gravel roads making up for two thirds of the road surfaces.





WHY

Prior to the implementation of spatial data solutions systems, Derwent Valley Council were:

- Burdened with admin due to the dependence on the manual recording of;
 - Reported and observed issues
 - Tracking of repairs and fixes
 - Planning of ongoing maintenance timescales
- Reliant on information and data that was stored in various places and systems
- Trusting in tools that were sub-standard
- Making “better to be safe than sorry” repairs that were costly and potentially unnecessary
- Unable to accurately monitor the effectiveness and productivity of the team
- Dependent on the knowledge of the individuals in the team who knew the maintenance history

SOLUTION

In 2017 Derwent Valley Council made the decision to implement Insight GIS's spatial data solutions in 2021.

A dedicated Insight GIS Consultant was allocated and worked onsite to manage the implementation and integration. The Insight GIS Consultant has worked closely with the Derwent Valley Maintenance Team Manager, Craig Fuller, to ensure that the technology is fit for purpose, to field team queries and for ongoing development.

BENEFITS

The Maintenance Team of 12 were all given a tablet and training. It was a big shift for the team but after some initial trepidation, quickly realised that the systems made their lives easier and so, embraced the change.

Not only was the admin burden significantly reduced, but the increase in information available at their fingertips, combined with the user-friendly interface meant that the quality and quantity of their outputs increased, which in turn increased their job satisfaction.

With so many roads, both sealed and unsealed, tracking the road conditions and previous, current and required works is an ongoing and laborious task. With the solution, the history and status is available anywhere, any time and includes photos.

Additionally, due to the size of the area that the Council supports, there are many parts that are out of phone range, but the system supports offline access so can be used anywhere in the region and all data added is uploaded to the Cloud once in range.

From a cost perspective, the savings to the Council are significant. Not only in terms of efficiency but with the spatial and geographical data, which incorporates data around heavy traffic areas etc, the analysis on the history of any given road dictates what needs to be done. Where historically a safe assumption may have been that a road needs a more costly refill, the technology will analyse the history and establish that a seal will suffice. The system tracks and reports on how many tons of bitumen have been added to each road enabling a more thorough assessment of repair requirements. Therefore, less cost, inconvenience to road users and ultimately healthier/ safer roads.

Furthermore, Craig and his team can, from anywhere and at any point in time, look to the technology for real time visual representations, which are colour coded according to urgency, for required maintenance.

It may be that a cemetery headstone has collapsed, a storm water pipe is at risk or a road sign has been knocked down - all information is available at a glance.

From a management perspective, Craig is now better able to monitor his team's movements and productivity, and better manage their workload and quality of work.

Ultimately, the rate payers are benefiting from the more efficient maintenance of all of their Council managed facilities.

LOOKING FORWARD

Derwent Valley Council is genuinely excited by the ongoing capability of the Insight GIS products. Craig stated that, although the experience has made huge improvements to the teams outputs, he doesn't believe that they're even close to the end of what the system can do.

Craig thoroughly enjoys working hand in hand with the Insight GIS Consultant to explore just how far they can go with it and embraces the ongoing improvements and system developments that they're making together.

It seems that the sky's the limit for Derwent Valley Council Maintenance and Insight GIS!

SPEAK TO US NOW FOR A NO-OBLIGATION DISCUSSION.

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