



The difference is what you see

## City of Port Adelaide Enfield

### GIS: A natural part of the workflow



Established in 1996, the City of Port Adelaide Enfield is one of the largest metropolitan Councils within South Australia. Extending from the River Torrens to Outer Harbour and covering an area of approximately 97 square kilometres, the City offers some of the State's finest historical buildings and landmarks, together with a wealth of beautiful parks and excellent cultural and recreational facilities. With a solid industrial and residential base, Port Adelaide Enfield provides facilities and services to a growing population of 101,000 residents and over 7,000 businesses.

Image supplied courtesy of the City of Port Adelaide Enfield. Photographer: Ben Searcy

#### // Outcomes

- Location intelligence has become a natural part of many Council departments' workflows
- Council now has a location intelligent perspective of their corporate data, allowing trends and patterns to be seen more readily than a pure report
- Key functions of Council, including customer enquiries, development assessment and asset management are benefiting from the efficiencies delivered by GIS
- By utilising an ELA, the Council is ensuring maximum return on their investment in GIS
- Dekho's intuitiveness ensured quick uptake, with staff finding Dekho very straight forward to learn

#### // Challenge

GIS has been used on staff desktops extensively throughout the Council for more than a decade, however, the implementation of the Hansen asset management system in 2006 significantly expanded the application of GIS, raising its profile and importance within the organisation.

Broad access to GIS was vital throughout the Council, with an integrated environment key to ensuring staff could access location related data in the one place, without needing to find the datasets from various sources.

Previously using a Technology One module called eMap as their corporate GIS browser, the Council had existing integration between their GIS interface, Asset Management System (Hansen) and Property Management System (Proclaim). With eMap phased out by Technology One, the Council chose Esri Australia's location intelligence enterprise solution Dekho as their new corporate GIS interface.

Rather than purchase a Dekho licence, the Council looked at alternative methods to extend GIS across the enterprise.

In 2009, the Council commenced a three year Enterprise Licence Agreement (ELA) which includes Dekho, ensuring maximum return on their investment in GIS.

#### // Solution

Dekho was rolled out to all staff in August 2009 with training provided internally via pre-recorded videos or instructor led sessions. For staff, learning Dekho was straight forward.

"Dekho is intuitive to the end user. The Administration interface is simple to use so it's not a headache to add a new layer or query," said Georgie Cassar, GIS Services Officer at City of Port Adelaide Enfield.

Hansen and Proclaim integration was continued as these were configured easily with Dekho's integration modules. A new level of two way integration was also introduced to the Records Management System (Dataworks).

"Port Adelaide Enfield's four corporate systems (Property, Records Management, Asset Management and GIS) now all integrate with each other, enabling efficient switching from one system to another about the one property or asset," said Cassar.

# City of Port Adelaide Enfield



**“Port Adelaide Enfield’s four corporate systems now all integrate with each other”**

**Georgie Cassar**  
GIS Services Officer  
City of Port Adelaide Enfield

## // Solution

This integration has seen GIS become a vital and powerful tool for many departments, with location intelligent information becoming an essential component of multiple workflows.

For asset managers, GIS can spatially display statistics relating to asset performance and expenditure drawing from nearly five years of asset maintenance history. This capability provides managers with an extra level of knowledge on which to base their decisions.

GIS is also integral to asset maintenance. Mapping has been integrated into the customer request capture process so that customer service staff can identify the affected asset(s), with a work order automatically generated and dispatched to the appropriate field team. Without GIS, it would be difficult to accurately identify one asset from another.

Customer Service use GIS to assist with a wide range of queries ranging from community bus routes, bin collection days, fence issues and development zone identification. Local residents also benefit from the Council’s GIS, with the counter screen often spun around to share the information with the customer.

Council’s Strategic Planning section utilises GIS heavily for tasks such as compiling Planning Amendment

Reports (PARs), predictive land use studies and environmental SOE reports.

GIS is also an essential tool for Development Assessment. The use of GIS cuts down the need for site visits as they view existing buildings and measure distances via the map. Efficiencies are also gained through selecting properties for notification based on their location.

## // Benefits

Integrating all four corporate systems has provided the Council with a location intelligent perspective of their corporate data, allowing trends and patterns to be seen more readily than a pure report.

For example, asset managers can see where the higher levels of expenditure have occurred and where the highest levels of defects have been reported.

Location intelligence is also helping the Council to come up with new ideas. Historical data about the location of graffiti is being analysed to identify hotspots and changes over time, providing new ideas for prevention.

“GIS has been taken for granted for so long – it’s just as important as our Property and Rating System”, stated Cassar.

“With such a large majority of things that Council deals with relating to a location, GIS has become a natural part of the workflow in many areas at the City of Port Adelaide Enfield.”

## // The Future

The wealth of integrated data that has accumulated at the Council across all corporate systems provides massive opportunities. With the Council’s corporate data now location enabled, there is potential to further extend location intelligent reporting. The result may range from simple pre-configured maps to more flexible interactive-style reports with maps.

Another future direction for the Council is the potential to extend GIS into the field to assist in the management of customer requests and work orders. Online GIS is also being considered to provide public access to archived aerial imagery and the possible integration of mapping into the existing online services such as customer requests.

