



## Rotorua Lakes Council improve accessibility of information



**2,101kms** of underground assets

**70,000+** serviced customers

**1600+** annual beforeUdig requests

**360+** staff members

Rotorua has long been an iconic tourism destination for both domestic and international visitors. It is known for its 18 beautiful lakes, spectacular geothermal attractions, stunning scenery, and its welcoming hospitality - often referred to as the traditional spirit of 'manaakitanga'. Located in the central North Island, less than three hour's drive from New Zealand's largest city, Rotorua is a central hub with a broad industry base including tourism, agriculture and forestry.

Rotorua Lakes Council owns and maintains over 800kms of pipes supplying the district with drinking water from water sources including one bore, one lake and seven natural springs.

### Challenge

As long-time members of beforeUdig Rotorua Lakes Council were challenged with a manually laborious response process to its incoming enquiries, tasked with supplying multiple sets of plans to provide asset information. The time consuming process required dedicated staff attention to ensure responses went out in a reasonably accepted timeframe.

### Solution

Rotorua adopted an automated process with the use of PelicanCorp's TicketAccess solution to efficiently deliver and maintain consistent detailed information to those conducting works near their underground assets, focussing on dependable service delivery and the avoidance of contractor damage.

### Outcome

By transforming and automating the response to beforeUdig enquiries TicketAccess has successfully eliminated the manual processes for Rotorua. By delivering a single asset plan pack within minutes, Rotorua have achieved improved accessibility to council information and ensuring a safer work environment. In addition, Rotorua have also incorporated a second line of defence in ensuring the safety of those working within areas where geothermal activity is present.



**“TicketAccess consistently delivers asset plan packs within minutes, resulting in improved accessibility to council information and ensuring a safer work environment”.**

**Ian Hayes, Road Protection Officer**

Rotorua Lakes Council has transformed its beforeUdig response process and are successfully protecting council-owned assets across the region by adopting an automated solution with PelicanCorp’s TicketAccess.

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Located in the central North Island, less than three hour’s drive from New Zealand’s largest city, Rotorua is a central hub with an increasingly broad industry base that includes tourism, agriculture and forestry.

Rotorua Lakes Council is focused on building ‘resilient communities’ by minimising the risks to public health, security, and personal safety by working with all the Utility owners to keep the district safe. Rotorua Lakes Council owns and manages the regions ‘three Waters’ assets – Water, Wastewater and Stormwater.

Long-time members of the beforeUdig service, the response process for the team at Rotorua was completely manual. Ian Hayes, Road Protection Officer at Rotorua Lakes Council explained that “we required a manual search of our service network and emailed or posted back the information to enquirers. We would supply three sets of plans to cover all our asset types”.

Responding to beforeUdig enquiries, combined with processing permit applications for road openings, was a full time role. “If the team member went on leave the role had to be covered, yet the additional staff had their own roles. Ensuring a staff member was available to respond as needed was often difficult” said Ian.

As enquiry numbers increased through beforeUdig Rotorua focused on its mission to provide excellent service and build ‘resilient communities’, deciding that in order to maintain consistency for contractors seeking information they needed to automate the process. Rotorua strive to stay at the forefront of new technology, and at an Asset Owner Workshop attended by Ian discovered PelicanCorps automation solution, TicketAccess.

“We worked with the team at PelicanCorp to gain a better understanding of how we could improve the accessibility of our asset location information. This led to combining the three individual asset maps into a single plan response, showing all council asset types” said Ian.

Since automating Rotorua Lakes Council now send out more detailed information packs to all enquirers. “In addition to the traditional ‘three waters’ assets, Rotorua added extra information highlighting where geothermal activity is present including a cross reference to OH&S recommendations” said Ian. Those excavating in the region are aware they should always be checking for geothermal activity; however, this additional information is a second line of defence.

With the responses now fully automated, Rotorua have been able to re-allocate the resource to a different department. Ian explained that “we opt to still monitor the responses in order to maintain visibility on the planned works within the region, allowing the team to make contact and coordinate with other internal parties as needed” says Ian.

TicketAccess has enabled Rotorua the option to automatically categorise each enquiry into normal, critical and no asset response scenarios. Ian concluded that “TicketAccess consistently delivers asset plan packs within minutes, resulting in improved accessibility to council information and ensuring a safer work environment”.

### About beforeUdig

beforeUdig is a referral service for information on locating underground utilities anywhere in New Zealand. The service is designed for all members of the public from home owners to excavators, drainlayers, plumbers, planners, developers, landscapers and a host of other professions where workers need to be aware of the location and risk of associated assets. Launched in 2007, beforeUdig are the guardians of asset information for 145 different utilities and asset owners throughout New Zealand. The beforeUdig interactive website allows you to lodge your enquiries online either on your desktop computer or onsite on your smartphone or mobile device. beforeUdig NZ use the most up to date OneCall program available which enables you to view the excavation site onscreen. beforeUdig NZ is owned and operated by PelicanCorp (NZ) Ltd. PelicanCorp are the only global One Call solution dedicated to the protection of essential infrastructure and provide beforeUdig solutions in Australia, United States, UK, Singapore, Ireland and Canada.

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