Mornington Peninsula Shire revolutionise permitting process

MORNINGTON PENINSULA Shire

1700km+ road network

155,000+ serviced customers

800+ monthly DBYD requests

720+ staff members

Mornington Peninsula Shire is a local government area located to the south of the city of Melbourne. The Shire was formed in 1994 following the amalgamation of the previous Shires of Flinders, Hastings and Mornington.

Mornington Peninsula Shire is made up of a mixture of urban areas, coastal towns, tourist development and rural land. It is an innovating and progressive region, where community infrastructure and assets are prioritised to ensure the best service available to their residents. Their broad range of community services and infrastructure for residents supports the wellbeing and prosperity of the community.

Challenge

Mornington Peninsula Shire found as an organisation the asset protection department was lacking visibility around the works being done by contractors within the road reserve. The manual, resource intensive process for Permit Applications regarding these works meant projects were often commenced without the awareness of the Shire and lack of information being provided.

Solution

Mornington Peninsula Shire revolutionised the approach to their permitting challenges by being the first in Australia to adopt the PermitAccess system from PelicanCorp. PermitAccess is the end-to-end cloud solution for applicants and Permit Authorities to apply for, review and approve permit requests by combining and automating the processes with the submission of a Dial Before You Dig (DBYD) enquiry and applying for a Permit.

Outcome

Through the use of PermitAccess the contractors planning works within the Mornington Peninsula Shire area can now access their systems and information for more effectively, allowing greater productivity and efficiency. What was previously an average of 10 business days turn around time for a permit can now usually be achieved within 48 hours. In addition the team at the Shire have far greater visibility across all works conducted within the road reserve. Through close monitoring of activities it enables the Shire to rectify any issues that may occur, saving time, council resources and costs.
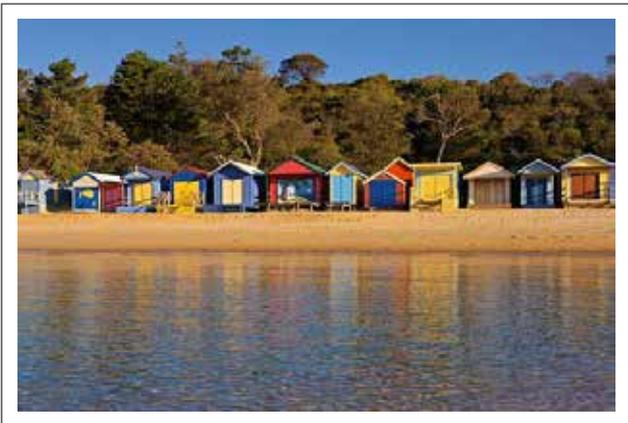
"Our contractors can now access our systems and information much quicker. What was previously an average of 10 business days turn around time for a permit can now usually be achieved within 48 hours."

Cameron Cantley-Smith, Asset Protection Officer

Mornington Peninsula Shire (MPS) are leading the way in technology through successful implementation of the centralised online permit management solution PermitAccess from PelicanCorp.

A local government area, Mornington Peninsula Shire is located to the south of the city of Melbourne. The Shire was formed in 1994 following the amalgamation of the previous Shires of Flinders, Hastings and Mornington. MPS were already an existing client to PelicanCorp utilising the TicketAccess system to automate the Dial Before You Dig (DBYD) response process.

In a huge step forward to complete the automation of their services, MPS have become the first council in Australia to implement PermitAccess.

"When processing over 10,000 enquires through DBYD per annum, we knew there was a large number of permit applications we were missing. Whilst this has implications for revenue, our primary interest was in gaining an awareness of the works potentially affecting council property and the benefits this knowledge would provide. Our planning departments were often in the dark with respect to works that could affect our region" said Cameron Cantley-Smith, Asset Protection Officer - Service Authorities at Mornington Peninsula Shire.

The manual process in place at MPS meant that permit applications could take up to an average of 10 working days to process. "After investigating PermitAccess with PelicanCorp, whom we already had a trusted partnership with, MPS realised the ability to automate would not only ensure all projects followed the correct permit procedure, but that we would have far greater awareness and save time and resources" said Cameron.

Cameron then explained that "The team at PelicanCorp worked with us at MPS to configure PermitAccess to suit our local permitting requirements and business workflows. Contractors using the DBYD service for asset plan locations now automatically have their permit applications delivered to MPS."

"The team are then able to communicate with the contractors, to invoice them online for their permit, and once payment has been received send the permit. The contractor can then advise council of when they commence and complete their works. This enables us to be able to go out on site and confirm the works were done to council satisfaction" said Cameron.

Cameron went on to say "This gives contractors the confidence to walk away from a project knowing it has been completed to councils satisfaction. Our contractors can now access our systems and information much quicker. What was previously an average of 10 business days turn around time for a permit can now usually be achieved within 48 hours."

PermitAccess also provides MPS with a range of features not seen by other councils manually processing requests. The online service gives both MPS staff and contractors logging in the ability to generate reports on activity, pay for permits online, do an accurate map view of the location of each permit application and see a full audit trail of applications recorded in the system.

Cameron summarised that "We are incredibly positive and excited about the enhancements PermitAccess from PelicanCorp will bring to MPS as an organisation. As part of our corporate 'digital transformation' it is important that we stay on the forefront of being adopters of technology that can really revolutionise the way forward."

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