

# **Roads Service - Total Mobile Working Customer Reported Road Defect Process**

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# Aims for today

- **Delivering Improvement Team and Roads Service**
- **Digital Workforce – Total Mobile**
- **The business process and the customer**
- **Integration**
- **Improvements**

## Roads Service - Total Mobile Working



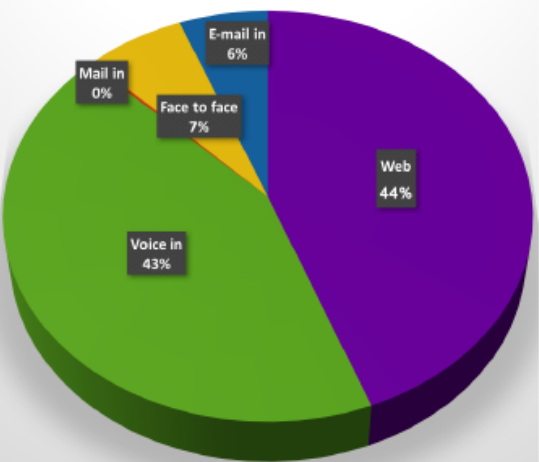
# Data Capture

Based on information from July 2015 to July 2016 there were 5,803 reports of road defects, 52% of these related to potholes. Currently customers can report potholes online, face to face, by phone, letter, social media and via elected members.

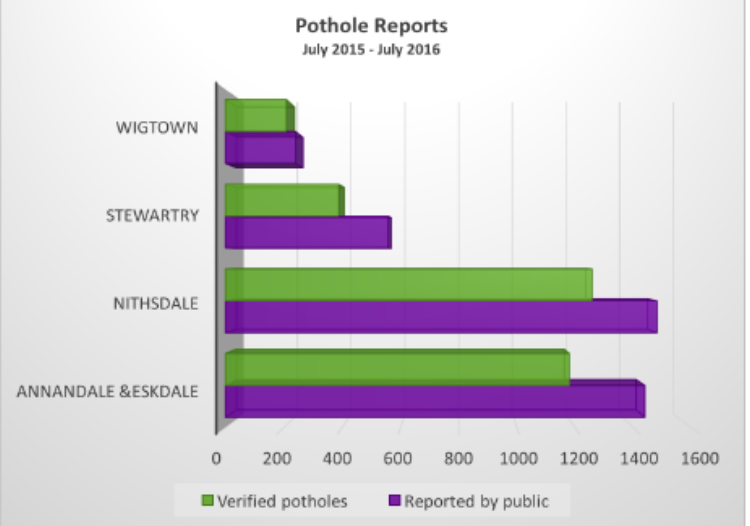
Of all potholes reported 72% are verified as being potholes, the remaining 28% of reports were reclassified as road defects or no action necessary. There were 3,719 potholes reported in total with 3,038 being verified

Potholes are categorised based on the depth and the associated level of risk:

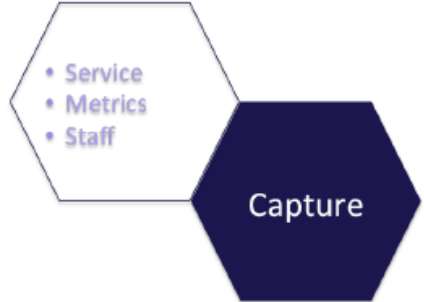
Contacts by access channel  
All roads & pavement defects



Pothole Reports  
July 2015 - July 2016



Category	Response
1	Make safe or repair within 48 hours
2a	Make safe or repair within 5 working days
2b	Repair within 4 weeks.
2c	Repair during next available programme; schedule more detailed inspection, or review condition at next inspection. Target repair within six months if required.



## Current Process – Customer, Stakeholder and Staff Views

Customers and stakeholders are pleased by:

- Potholes being repaired
- Being able to speak to someone

Customers and stakeholders are frustrated by:

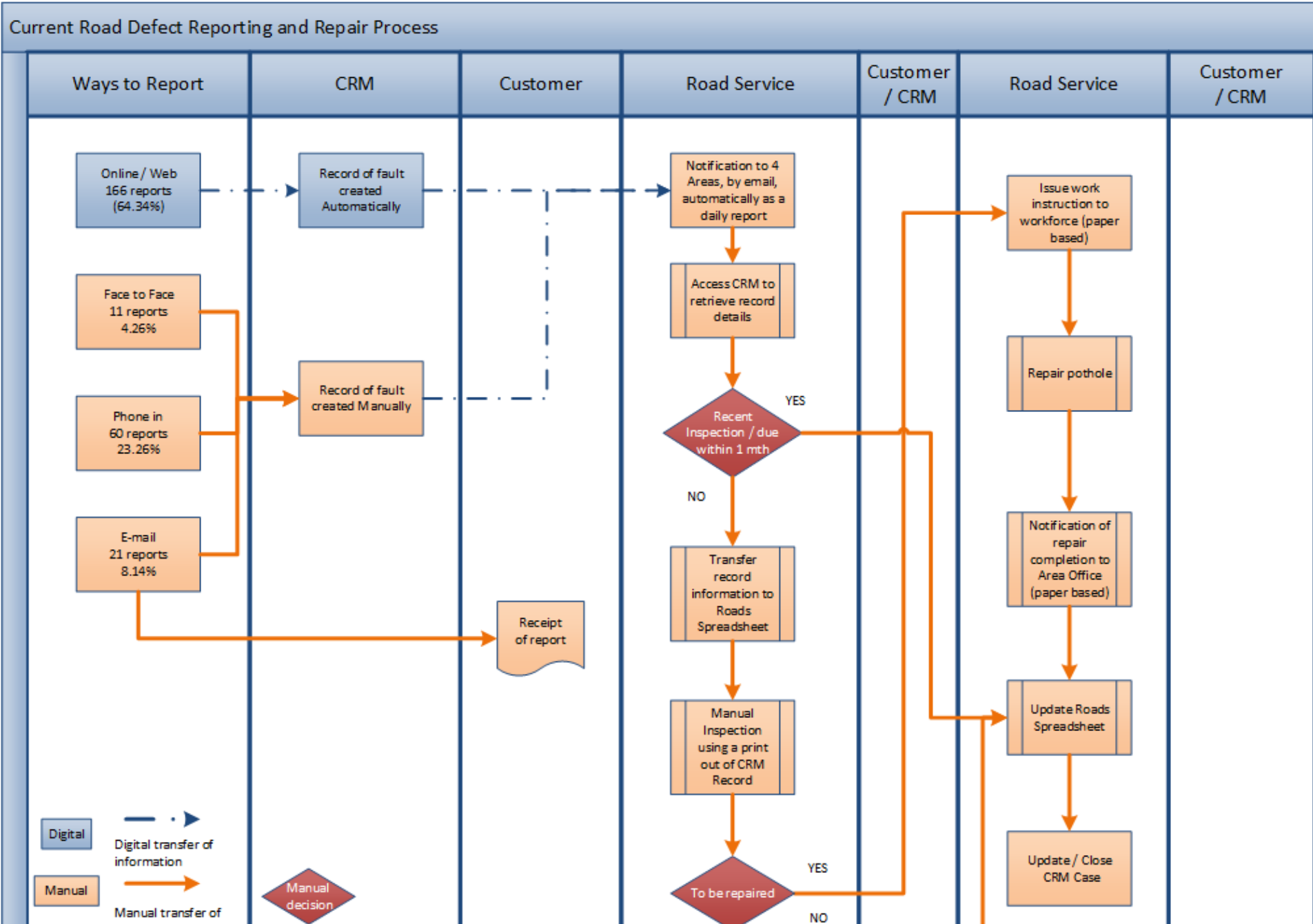
- Expectations are not managed – phone and online
- Being passed around the organisation
- Process not being fully automated
- Believing that a pothole has been reported when mentioned in a comment on social media when it has not

Staff are frustrated by:

- Time not available to inspect all pothole reports
- Not feasible to update Lagan for every contact
- Duplicate reporting
- Lack of communication/information sharing between front and back office
- Council phone number shows as withheld number when calling customers about potholes – some customers do not answer withheld number calls
- Calls routed to back office when they relate to another service or where the road is a trunk road
- No acceptance of call or responsibility for call
- Different approaches used by Members
- Preferential treatment granted/expected to certain reports



# Doing it all manually...



<b>Service</b>	<b>Customer</b>
Lengthy manual processes	Delays in responding to customers reports
Duplication of data input onto multiple systems	Lack of appropriate response to customers
Lack of consistency across offices	Limited opportunity for the customer to feedback on service received

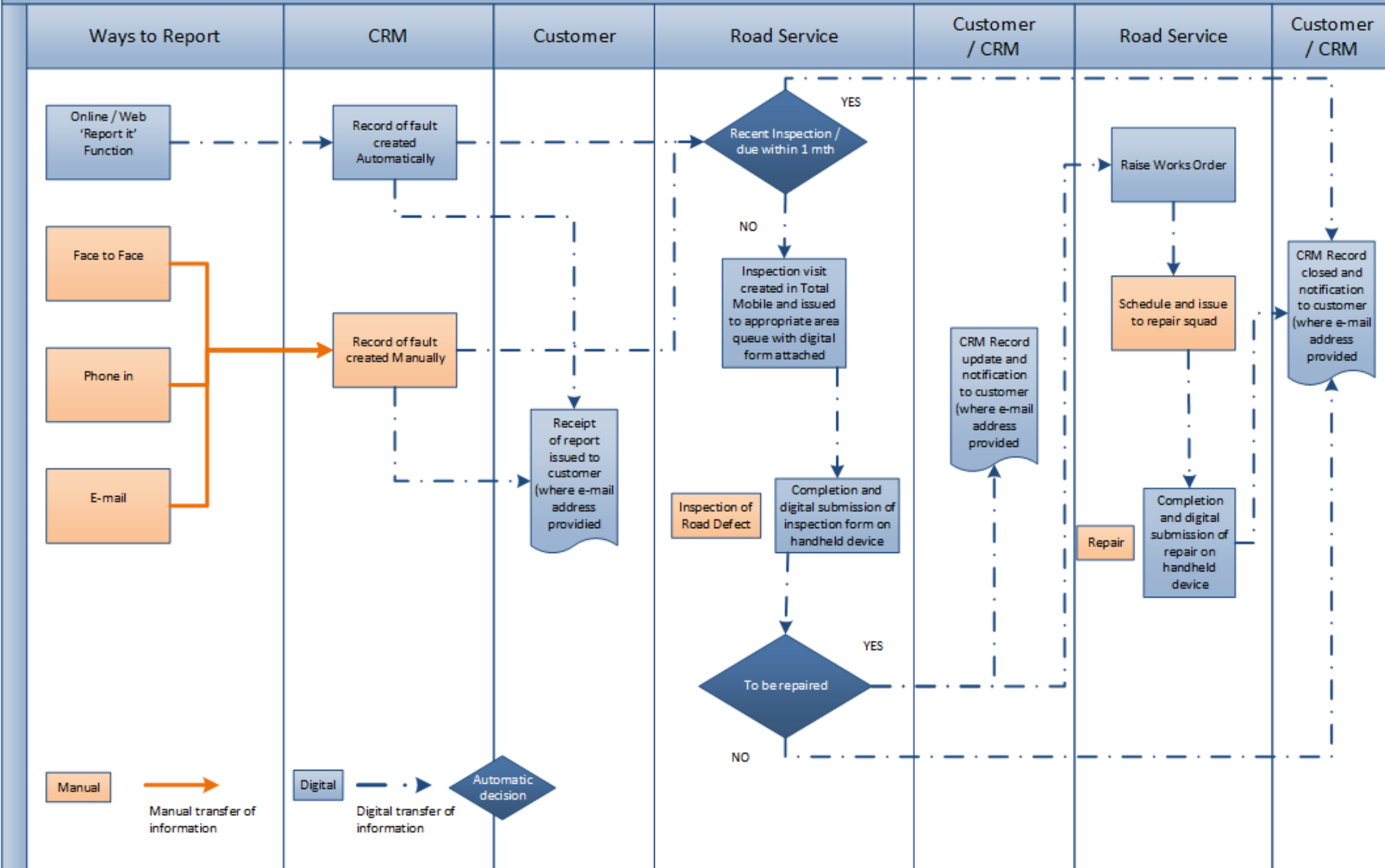
# Desired Benefits from Integration

- **Information held in one place**
- **Consistency**
- **Automatic updates**
- **Real-time customer data**
- **Increase interactions with customers**
- **Effective use of time**
- **Better data**
- **Reduction in non-activity time**



# Doing it the digital way

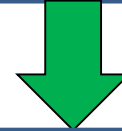
Improvement Road Defect Reporting and Repair Process



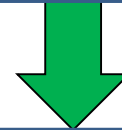
# System Integration



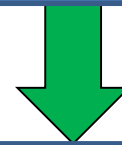
Online Fault Reporting



LAGAN (CRM)



Total Mobile



Total Repairs

# Successes of Project

- Customer focussed real time updates
- Customer Satisfaction information
- Reduced manual effort
- Removed process duplication
- Consistent approach
- Helping customers at the first point of contact
- No more manual spreadsheets
- Cyclical inspections – reduced customer reports
- Duplicates, trunk and private reports will be dealt with at first point of contact

The cost per interaction of the new process is **£0.91 (approx)** and takes **13 minutes 20 seconds** processing time.