CAPITA SYMONDS

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Cumbria County Council — POSTBOX

Postbox is an electronic GIS map based communication management system, commissioned by Cumbria County Council, to provide a total solution for reporting, prioritisation, task allocation and the management of repairs to the highway network.

The application encompasses desktop software for call centre users, a web interface for members of the public to log faults and Informer a remote survey Tablet PC version for mobile workers. Reported defects are logged on the system via the 24/7 call centre hotline, online web portal, fax or email. A centralised system collates key information, prioritises and assigns highway faults to relevant inspectors/ contractors. Works progress is logged and tracked with unique identifiers and progress made available to the public. Reported defects can be mapped ensuring precise location and enabling faster repair.

Project Brief:

To provide hosting, management and development of the Postbox application, acting as a one-stop facility for the reporting of highways defects, provision of information about activity on the highway, registering comments or requests about highway related issues, and for members of the public to gain access to the appropriate service provider when needed.

Key Objectives:

- Hosting, maintenance and support of the system
- Data management
- System development including the integration of GIS
- Development of system monitoring tools to ensure the system is robust
- Development of reporting tools
- Management of data access through a secure website

Contract Value: £600k to date

Contract Period: 2003 - Ongoing

Postbox Core Elements:

- **Postbox Desktop Application**
- **Highways Hotline website**
- **Informer**

Beyond highways defects, Postbox provides a central source of information allowing stakeholders and the public to receive the most up to date information about any particular communication or call including County Council policies, ferry timetables, traffic signal lists and road closure lists. Postbox encourages all stakeholders to work in a co-ordinated manner, sharing, feeding and obtaining information.

Services provided:

- Development of a bespoke works management system
- Linked multiple reporting / communication methods
- Mobile survey/ fault reporting tool
- 24/ 7 Hotline support provision
- KPI information logged and reported

John Robinson, CCC Network Manager, has commented:

"Postbox has provided the highways service with an effective way of managing highways-related telephone calls. The system transfers information from our call centre in Carlisle to the 'front-line' highways staff, and also provides the call centre operators with a lot of information needed to respond to queries.".

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