STREET REPAIRS®

A NATIONAL STREET FAULT REPORTING SYSTEM

Linking Local Authorities To The Local Public

Street Repairs is an online fault-reporting system, that enables members of the public to effortlessly report street-level problems to their local authority, via their mobile phone, PC, laptop, or tablet.

Through the Street Repairs system, local authorities can gather details about the problem and its precise location and provide the reporter with regular updates. This efficient, seamless service helps local people feel more engaged with the authorities that maintain their immediate environment and helps authorities identify and prioritise repair works.

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Street Repairs takes advantage of the technology most people carry in their pocket everyday. The website is fully optimised for use with iOS, Blackberry or Android smartphones. It also comes in a handy app format. Also it can be easily white labelled to suite your own brand. When a member of the public spots a local problem, they can report it instantly using their mobile phone. Problems are far more likely to be reported using this user-friendly, permanently available website, than using traditional phone or email based processes.

Mobile-Friendly Interface Enhances Public Engagement

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Street Repairs Step-By-Step

1. A member of the public notices a street-level problem such as an unlit street lamp, dog fouling or fly tipping.

2. Using their Smartphone, they access the mobile-friendly Street Repairs website and report the fault by completing a short form and identifying the precise location using the on screen map.

3. The fault is added to the local authority's list of repairs to be completed.

4. The job is allocated, via the Street Repairs system, to a contractor, who has full visibility of all the information added about the problem.

5. When the fault is repaired, the Street Repairs website is updated with details and a text message alert is sent to the reporter.

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Technology Enhanced Fault Reporting Process

Street Repairs has been carefully designed to take the traditional fault-reporting process and re-engineer it to benefit from the efficiencies offered by modern technology:

The website is **mobile friendly**, so whether the resident is accessing it on a PC, laptop, tablet or mobile phone, they will still be able to use all the functions and features.

Cloud hosting means the service doesn't impact on any of your existing IT systems and we take care of all maintenance, updates and upgrades.

Adaptive mapping technology makes it easy for the reporter to pinpoint the location of the problem, providing you with better quality information.

Systems **access for contractors** enables them to see the reported information first hand, and report directly on repair progress.

Fast real time reporting enables the public to see problems affecting the local area being tackled, and reduces the number of follow-up telephone or email inquiries.

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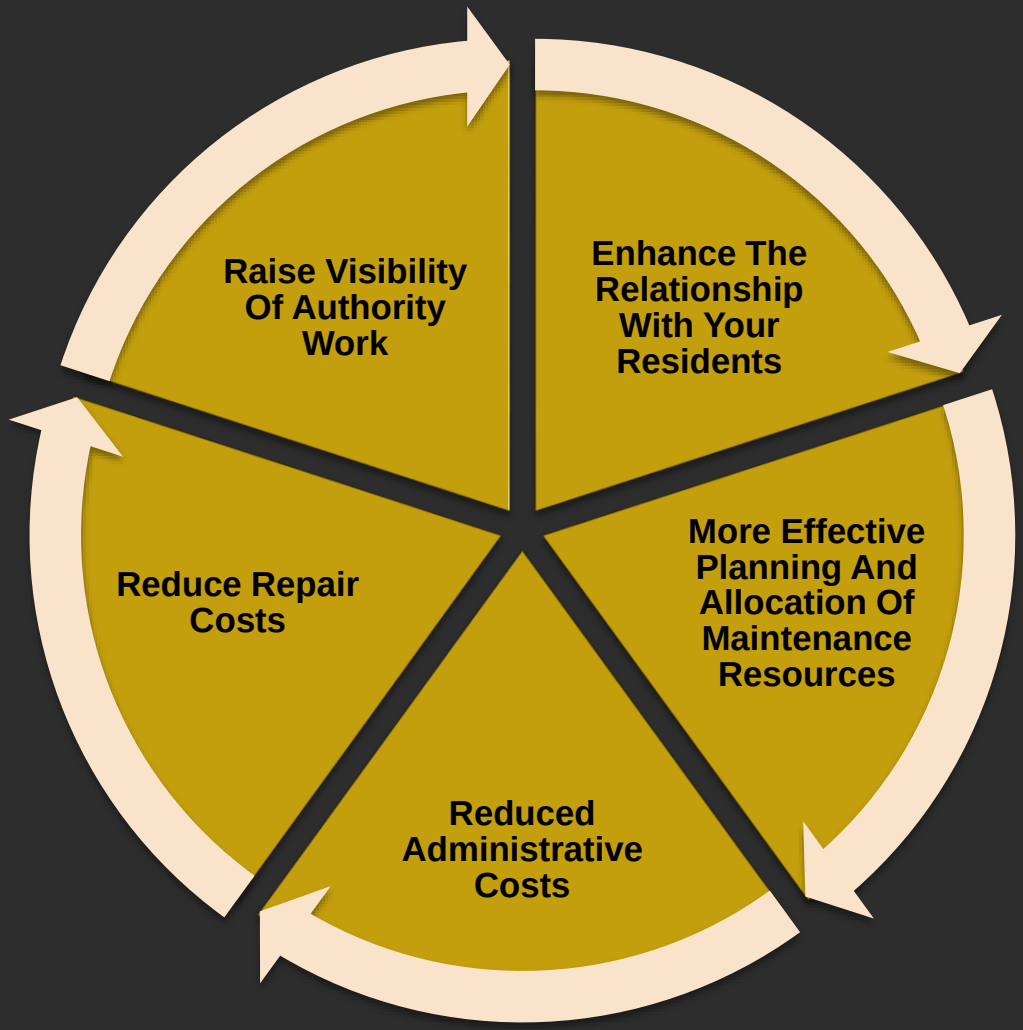
This slick, efficient, technology-enhanced reporting system invites local residents to get involved with the maintenance of their immediate environment. Ease of fault reporting and real-time feedback on progress improves the level of engagement between the authority and its residents. For authorities, Street Repairs can offer significant cost savings, through reduced duplicate reporting, eliminating unnecessary contacts and supporting more efficient planning and targeting of maintenance resources.



Benefits Local Residents And Local Authorities

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Reduce Repair Costs

- Implementing the Street Repairs system will result in an increase in the number of problems reported, but this will not be matched by an increase in maintenance costs. Since problems are more likely to be reported when they are first discovered, they can be dealt with at a reduced cost than if the problem were left to deteriorate. How much money could your authority save if you were able to clear away a discarded piece of furniture before it attracted fly tippers, or fill small potholes before the edges crumbled away creating huge gaps in the road surface?

Reduced Administrative Costs

- From the moment a resident chooses to report a problem via Street Repairs instead of calling the local authority offices, you are saving on administrative costs. There is no one-to-one interaction involved in gathering data through Street Repairs and because all reported faults are listed on the website, you will handle far fewer duplicate reports too. The online and text updates about the progress of repairs will cut down on the number of telephone calls from residents following up a report.

Raise Visibility Of Authority Work

- All reported problems are available to view on the website, giving local residents an insight into the amount of work required to maintain the streets in which they live. Progress updates are published online and delivered via text message to the original reporter, raising the visibility of the work carried out on a daily basis by the local authority.

More Effective Planning And Allocation Of Maintenance Resources

- By improving your visibility of the street-level faults requiring attention, Street Repairs helps you make decisions about your maintenance budget and resources. The system will also identify clusters of reported faults that are close together, enabling them to be tackled at the same time, saving on transport costs and vehicle emissions. Access to more, higher quality fault-reporting information, helps decision-makers make better decisions.

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Cloud Technology Based System Is Free of IT Hassle

Street Repairs is cloud based which means it is not hosted on your own servers and will not touch your IT systems. When you implement Street Repairs, your team will access the system via a log-on, without needing to install any software onto their PCs. We look after all maintenance and upgrade work and if you wish to expand the system's capabilities, we will handle that too.

The Street Repairs system is user-friendly and intuitive, so integrating it into your existing business processes should be easy. However, all changes take time and a little patience to implement, so we will be on hand to help with training and explanations during the set-up process and beyond. We will also provide full support during any updates and upgrades.

Flexible, Adaptable System

The Street Repairs system can be adapted to suit your needs, from the moment of installation, or later when the process is firmly established. Once your team have experience with the system, they may request a change or enhanced feature, which we can implement for you.

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Need A More Comprehensive System?

Street Repairs offers a more comprehensive network management system, beyond the customer-facing interface outlined here.

Our full service provides a back-end software system to support the front-line Street Repairs data collection.

Authorities can use the system to prioritise and categorise work, allocate it to contractors and gather progress updates. The service provides an efficient solution to increasing problems of risk and asset management authorities are facing with respect to the challenge of maintaining their highways.

STREET REPAIRS

Companies we work with

Below are just a few companies we work with. By clicking the links below you will see our application installed and live.

The RAC http://www.rac.co.uk/advice/potholes/report-a-pothole

The Sun http://www.sunmotors.co.uk/news/pot-hole

Fleet Point http://www.fleetpoint.org/tools/report-a-pothole

Our systems do much more than just reporting potholes. Please see here http://streetrepairs.co.uk

Revolutionise Fault-Reporting With Street Repairs

To discuss how to modernise your fault-reporting process with Street Repairs, email your details to info@streetrepairs.co.uk

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THANK YOU

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