Kent Highway Services

Parish Portal – Update to Joint Transportation Boards January 2009

The Parish Portal is a key part of Kent Highways Services transformation initiative and is designed to offer a full range of highways services online. "**My Kent Highways Online**" will provide the General Public, Parish Representatives, and Council Members with a number of 'online services' to make access to highways services more convenient to all our customers.

The functionality for each stakeholder group will vary slightly however all will provide the ability to make a request, report and track a fault through its lifecycle, and make a complaint or comment on our services.

The plans are, for each of our portals to include the following functionality:

General Public Website

- To open an account with My KHS Online and register as a user and given a user id.
- To recognise registered users each time they return to the website.
- To allow users to change their contact details.
- To allow users to remain anonymous when logging an enquiry
- To log a defect/fault. Present the user with a list of Services, Categories, Subjects and Descriptions to help them best define the reason for the enquiry.
- To provide the tools to help the customer pinpoint the exact location of the fault by using a mapping tool or search by street or postcode.
- To route the enquiry to the right team or individual via CSM.
- To allow the customer to track the real time status of an existing enquiry
- To apply and pay for services online

Parish Portal

All the functionality included in the Public website will be available to the Parish representatives plus:

- To allow parish representatives to log a defect/fault on behalf of their parish members
- To view the status of all enquiries raised by either parish representatives or members for a parish. (For all enquiries raised by public, restricted views of the data will apply to ensure the data protection of the general public is never compromised).
- To replace the Parish Reports (Parish Reports are currently provided by Community Liaison Officers (CLO's) on request to the Parish Reps and include a list of all enquiries raised to KHS for their respective geographic regions).
- Contact details for KHS staff responsible for servicing their parish

Member Portal

All the functionality included in the Public and Parish websites will be available to Members plus:
- To view a subset of data regarding compliments and complaints for their respective geographic regions (For all complaints and compliments raised by public or parishes, restricted views of the data will apply to ensure the data protection of the public is never compromised).

Although ambitious, KHS believes we can deliver the full range of online functionality mentioned above. The implementation of the infrastructure to enable

My Kent Highways Online is scheduled for completion early April 09.   The technology that KHS has introduced so far includes:

CSM (Customer Service Module): provides a method of capturing highway faults, issues and queries reported by members of the public, parishes and highways staff via the telephone, email and letters.

FBI (Field Based Inspections): handheld inspection system that enables Highway Inspectors to record defects and the condition of the road etc, as well as to receive and respond to faults reported by members of the public

Works Ordering: enables works orders to be created for faults identified during routine inspections or via the public enquiries and sent straight though to the crews who can fix them.

During January, mobile technology will be rolled-out to the Drainage and Street Lighting teams. This will enable them to collect data about the condition of a drain or streetlight, as well as receiving details for dealing with defects and faults. This integrated technology system is one of the most comprehensive highway solutions in the country and means that faults and defects can be dealt with seamlessly, from 'end-to-end'. One of the major benefits will be the ability to automatically let the customer know when the fault is going to be dealt with, as well as reporting when it has been completed.

Implementation of the final core system; **Job Smart** begins on Thursday, 22 January 2009 and is scheduled for completion by the beginning of April 2009. This will be live for Community Operations "gangs" first and then rolling out to other specialist crews.

Job Smart: receives the works orders and sends the work instructions to the crews who can fix the fault, via a hand-held device, returning information to KHS about when the gang is scheduled to complete work and when they actually arrive and depart from the work site.

Following the successful implementation of Job Smart with the provision of accurate real time data, KHS believes we will be in a good position to begin the implementation of Phase 1 of My Kent Highways Online.

Phase 1 will begin to address the specific requirements of the Parishes to view the full range of enquiries that are raised on a daily basis by both Parish representatives and the public they represent.

We will also take the time in the next few weeks to gather and understand the specific requirements of our customer base and to ensure we deliver an online solution that will meet the diverse requirements of the Parishes, Kent residents and our Transport Partners.

This will begin with consultation sessions with Parishes and members of the Highways Advisory Board (HAB) that will be arranged via the Community Liaison Officers and Community Delivery Managers. Invitations to participate in these sessions will be sent out to all Parishes and members of HAB by 23 January 2009.