

# ***News from Cambridgeshire County Council***

## **NEW HIGHWAY FAULT REPORTING SYSTEM TO KEEP THE CUSTOMER AT THE WHEEL**

Cambridgeshire County Council has introduced a new interactive on-line reporting system for highway problems which will ensure the person reporting a fault is kept fully up to speed with its repair.

The Highways Reporting Project allows people to:

- Report a fault using a web-based mapping system to ensure the exact location is identified and notified to repair teams
- Check on-line to see if the fault has already been reported
- Let the customer go on-line to check progress on repair work
- Does away with the need for the public to use other reporting systems such as 'fixmystreet' which will save staff time and free up resources for road repair work
- In addition people will still be able to report faults by telephone on 0345 045 5212

Other benefits include:

- Better information and communication for customers
- Time saving for county council staff through reduced numbers of e-mail/telephone calls, freeing them up for other tasks such as programming repair work
- More accurate fault reporting which will help reduce repair times

The online service is available at: [www.cambridgeshire.gov.uk/transport/highwaysfault](http://www.cambridgeshire.gov.uk/transport/highwaysfault)

County Council Deputy Leader and Cabinet Member for Highways and Access, Councillor Mac McGuire, said: "This new Highways Reporting system has streamlined the way in which our customers can report a fault on the highway network and keep themselves fully informed on the progress being made to repair or rectify the problem. It's another example of the County Council's commitment to putting the customer first and keeping them at the heart of everything we do in Cambridgeshire."