



TECHNOLOGICAL INFRASTRUCTURE AND MANAGEMENT FOR THE NATIONAL AUTOMATIC TRAFFIC TICKET PROCESSING CENTER

INTEGRATED PROCESSING OF TRAFFIC TICKETS FOR SPEEDING, MAKING ROAD SAFETY THE SERVICE'S TARGET



Context

Optimizing the processing of speeding tickets

Traffic Ministry (DGT - Dirección General de Tráfico) in Spain needed to create a center for efficiently processing traffic tickets, equipped with the most appropriate systems and software applications as well as BPO processes for the center's management.

Need for managing:

- 577 radar installations
- 322 radars
- 2,800,000 infractions/year
- 1,300,000 sanctions

Need to improve:

- Record processing
- Citizen assistance (Call Center)
- Legal management

Integrated management for the National Automatic Traffic Ticket Processing Center (CETDA)

The solution contributed by Indra entailed transforming CEDTA into a model of efficiency and good management practices by using a suitable state-of-the-art technological platform.

To this end, we use the PDCA (Plan-Do-Check-Act) management method that fosters the continuous improvement cycle as the central element of the management model for continuously improving processes and detecting errors. Simultaneously, a continuous quality audit model is implemented, based on the review of significant samples of records processed, telephone calls attended, etc. The services rendered include:

- Receipt of diverse infractions, verification and notification to the citizen, through manual validation means.
- Receipt of documentation sent by the citizen. Receipt channels: email, fax or ordinary mail. Digitalization, entry into the management system and classification for processing.
- Document processing. According to type (allegations, appeals, change of addressee).
- Telephone assistance. The call center receives calls from citizens, filtered by a voice menu through which the citizen selects automatic actions. Operator assistance is provided for complex operations.
- The solution provided by Indra involved a private, efficient and effective management model, loyal to the vocation of public service. Sharing the principles behind serving citizens, making these compatible with profitability, as a result of applying the best management practices together with technology upgrades.

Effectiveness of public-private partnerships

PDCA management methodology for continuous implementation of corrections, improvements and adaptations

Benefits

Fast and efficient implementation of the SIAPARC solution

For citizens:

- Speed in processing.
- Range of communication channels: fax, phone, Internet.
- Information on the disciplinary process and status of the record.

For traffic agents:

- Elimination of routine management processes.
- Increase in activities of higher added value

For the Administration:

- Speed in processing.
- Optimization of infraction processing costs.
- Increase in exemplary penalties, decrease in unpunished infractions.
- Efficiency and modernization

Preventing unpunished infractions

Reducing accidents resulting from speeding

Results

Security at parking lots

- Processing of 160,000 / 300,000 infractions per month
- Processing of 100,000 documents per month
- Handling of 30,000 telephone calls per month.
- Average infraction processing time under one day.
- Average document processing time from receipt, between one and two days.
- Number of operators simultaneously on call, 100.
- Technology infrastructure capable of processing 40,000 infractions/hour

Indra in the sector

World leader in traffic management systems

We at Indra partner with the public sector to build solutions and services that offer genuine value for citizens, establishing closer links with the public and involving them in public initiatives. We thus make government bodies more approachable and efficient.

Public Administrations are facing new challenges, including a growing need for modernization and efficiency via cloud solutions, digitalization, automation, the creation of shared service centers, consolidation of data centers, reengineering and process simplification.

Our broad experience and expertise in the specific issues faced by public sector agencies has given us a deep understanding of our clients' needs, as well as the capacity to offer fast and effective solutions and services. Our strategies have proven successful.

