

EIRCODE CASE STUDY

Waterford City and County Council

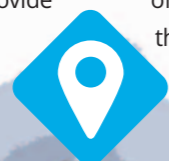
Waterford City and County Council (Comhairle Cathrach agus Contae Phort Láirge) is the authority responsible for local government in the City and County of Waterford, Ireland.

It has responsibility for numerous functions for the City and County of Waterford, such as planning, housing, environment, roads and parking, culture and heritage, online payments, library services, economic development, community, arts, water services (on behalf of Irish Water) and emergency services.

How are Eircodes helping Waterford City and County Council? Waterford City and County Council is using Eircodes in its customer relations management (CRM) system to provide rapid capture of a customer contact address and the location of a reported case.

Eircode offers address accuracy that was not possible before by solving the problem of non-unique townland names in the county. This leads to significant operational time-saving improvements.

Waterford City and County Council faced a challenge locating non-unique addresses, which account for 24% of all 58,260 addresses within the city and county. The Council has created a simplified set of 12 operational engineering areas. The use of Eircodes allows it to accurately locate the case and identify the engineering area in which it can be found, and thereby automatically assign it to the correct person.



X91Y880



F26 583K*

*For illustration purposes only.

WHAT ARE THE KEY BENEFITS TO WATERFORD CITY & COUNTY COUNCIL OF USING EIRCODE?



Using Eircodes, cases are now **assigned correctly** first time and are resolved quicker



over time, it is also anticipated that the application of Eircodes will assist in **delivering improvements** to operational planning, budgeting, prevention and cross-referencing.

What are the key benefits to Waterford City and County Council?

One of the main benefits for Waterford City and County Council is in locating cases when they are recorded. Over 80% of cases reported to the Council have a location component. Previously staff had to pick a townland from a list of 1,663 in order to record the case. They also had to identify the appropriate department to respond to the case.

