



# Taranto

## SERVICE DEFINITION DOCUMENT

Taranto Systems Limited

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## Introduction to Taranto

The Taranto notice processing system combines Taranto Systems Limited (TSL)'s parking sector expertise, gained over two decades of market experience, with a cutting-edge, future-proof, and fully web-enabled application.

Taranto has benefitted from significant, continual investment throughout the past five years, and is currently operational in some of the largest scale enforcement schemes in the UK (where the requirements are often bespoke), including:

- Over 55 local authority contracts, including 14 London Boroughs
- The London Road User Charge and Low Emissions Zones (TfL)
- The Dartford FreeFlow road-toll (Highways England)
- The Mersey Gateway Bridge road-toll (Halton Borough Council)
- The DVLA's national Vehicle Excise Duty enforcement scheme

Overall, Taranto is used by over 8,000 users to:

- Process over 16 million Penalty Charge Notices (PCNs) per annum
- Generate over 1 million letters per month
- Handle over £500,000,000 worth of payments per annum
- Issue over 4 million permits per year

Taranto has been designed with a close appreciation of the requirements of both the operation and the public, helping deliver significant efficiencies alongside excellent customer service.

We aim to build-upon and enhance Taranto throughout the lifetime of our contracts, working in partnership with our clients to identify and deliver innovation alongside a continually great service.

## Taranto Mobile

The Taranto Mobile handheld application provides the ability for Civil Enforcement Officers (CEOs) to efficiently issue PCNs, Fixed Penalty Notices (FPNs), and more on-street - in line with legislation and the operation's individual policy directives, all of which are configurable within the system. Taranto Mobile has been designed with end-user input and is currently used successfully throughout our client base.

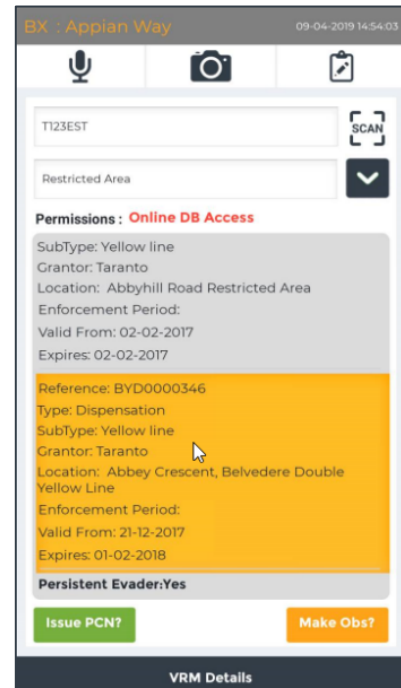
### Hardware

Taranto Mobile is delivered via Android OS, meaning that our software can be deployed on a wide range of devices at a wide range of price-points. Taranto Mobile is installed upon these devices during implementation, and as the application is device-agnostic (providing the device runs Android OS version 5.1 and above), the choices available to our clients regarding possible devices are vast.

### Software

The key functionality of Taranto Mobile includes:

- **Real-time data transfer** - data is transferred to the back office as soon as a PCN is issued. If unavailable, the system allows the information to be recorded locally, with the cases automatically sent once signal is re-established
- **Auto-population** of information based on historical issuance
- **Ensuring** that only relevant options at each stage of the PCN issuance process are provided to the CEO, such as contraventions linked to current enforcement area
- **Restricting** what types of PCNs can be issued by linking to Traffic Regulation Orders (TROs). This can be manually configured, or can interface with our clients' parking and traffic information systems
- **Automatic** recording of audit details e.g., PCN prefix, date/timestamp of the PCN
- **Requiring** all required legislative data to be recorded, only allowing the PCN to be recorded once this information is obtained



The screenshot shows the Taranto Mobile application interface on a handheld device. At the top, it displays 'BX : Applan Way' and the time '09-04-2019 14:54:03'. Below this are icons for a microphone, camera, and a document with a checkmark. The main form contains a 'T123EST' field, a 'Restricted Area' dropdown menu, and a 'Permissions : Online DB Access' section. This section lists details: SubType: Yellow line, Grantor: Taranto, Location: Abbyhill Road Restricted Area, Enforcement Period: Valid From: 02-02-2017, Expires: 02-02-2017. Below this is a yellow box with details: Reference: BYD0000346, Type: Dispensation, SubType: Yellow line, Grantor: Taranto, Location: Abbey Crescent, Belvedere Double Yellow Line, Enforcement Period: Valid From: 21-12-2017, Expires: 01-02-2018. At the bottom of this box is 'Persistent Evader:Yes'. Two buttons are visible: 'Issue PCN?' and 'Make Obs?'. A 'VRM Details' button is at the very bottom.

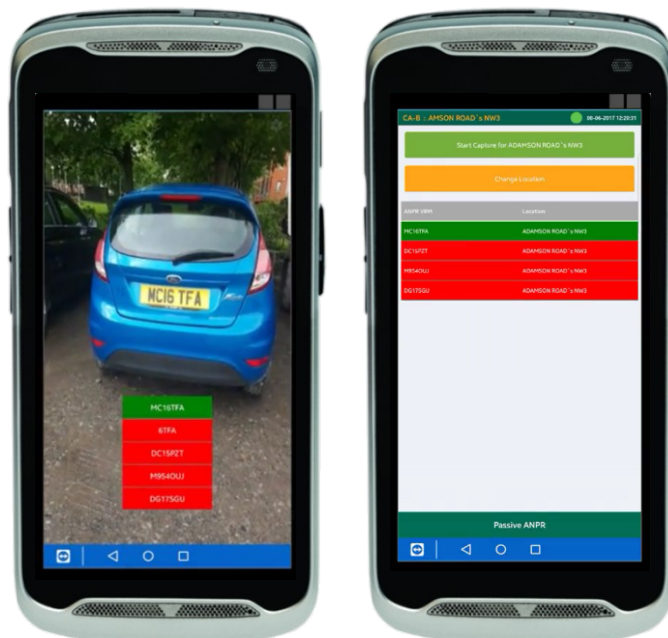
## Integration

Taranto Mobile can incorporate multiple integrations to ensure that data regarding PCNs, FPNs, permits, suspensions, persistent evaders, and more can be recorded and simultaneously checked from the same screen, prior to issuance. Upon entering the Vehicle Registration Mark (VRM), the application will immediately check if the vehicle is 'of interest' or a persistent evader. The application can undertake checks against third-party systems, including cashless providers, ANPR solutions, and payment machines.

Taranto uses a web-service which consumes a VRM, date and location - returning information relating to whether the vehicle can be in the area at the time. Taranto has open and published APIs, which third parties can develop against. This means links can be created to other systems that our clients may require in the future.

## Added Value

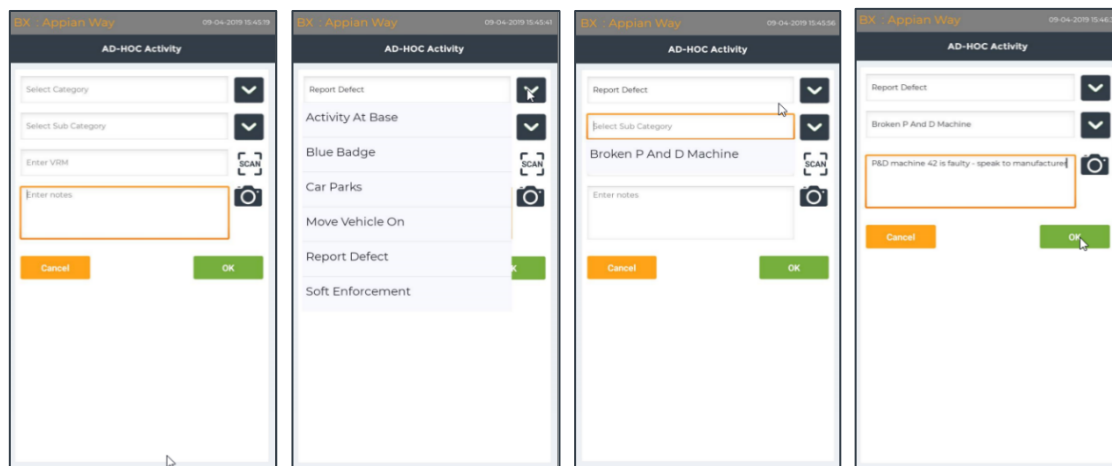
The Taranto handheld solution is not solely focussed on PCN issuance – the application is multi-functional, which increases efficiency by lessening the need to navigate through the device for different applications:



- **ANPR Spotter** - allows CEOs to use the Taranto Mobile as their own ANPR scanner. Operatives can point the device at vehicles, without the need to pause, to instantly check VRMs. The solution uses the Taranto PermissionsChecker service to conduct multiple checks against disparate

services, whitelists, and blacklists in one call, including against the cashless parking and live virtual permits databases, to determine whether a vehicle has permission to park. The solution can also be used to identify vehicles of interest, such as persistent evaders or those with outstanding warrants

- **Evidence** - At any time, CEOs can utilise the evidence bar to record additional images, audio, and unlimited electronic notes. All data is automatically assigned to the PCN case currently being progressed
- **Ad-Hoc Activity** – any on-street detail can be recorded, such as signs & lines, and other defects, in user-configurable categories. Information can then be automatically assigned to the appropriate stakeholders, with emails sent once the data is inputted into the handhelds. It can also be reported against



- **FPNs** - Taranto Mobile provides a fully integrated FPN solution. Various progression paths can be configured to meet the nuances in process-flow for different FPNs and different types of correspondence linked to the progression stages. The FPN module lies directly within Taranto Mobile, meaning that there is no need to use a separate application to issue FPNs
- **Clamp and Remove** - Most requests for the clamping, relocation or removal of vehicles come from Taranto Mobile, as opposed to being established in the back office. During the issuance of a PCN, users can flag the current case for clamping or removal, or even request the same on a PCN already issued. Once allocated to a vehicle, the job will then appear on the relevant user's Android device within Taranto Mobile, which can then be used to update the back office as the case is actioned. The system dynamically updates the options available according to the job, and all relevant details are transferred to the back office in real-time.

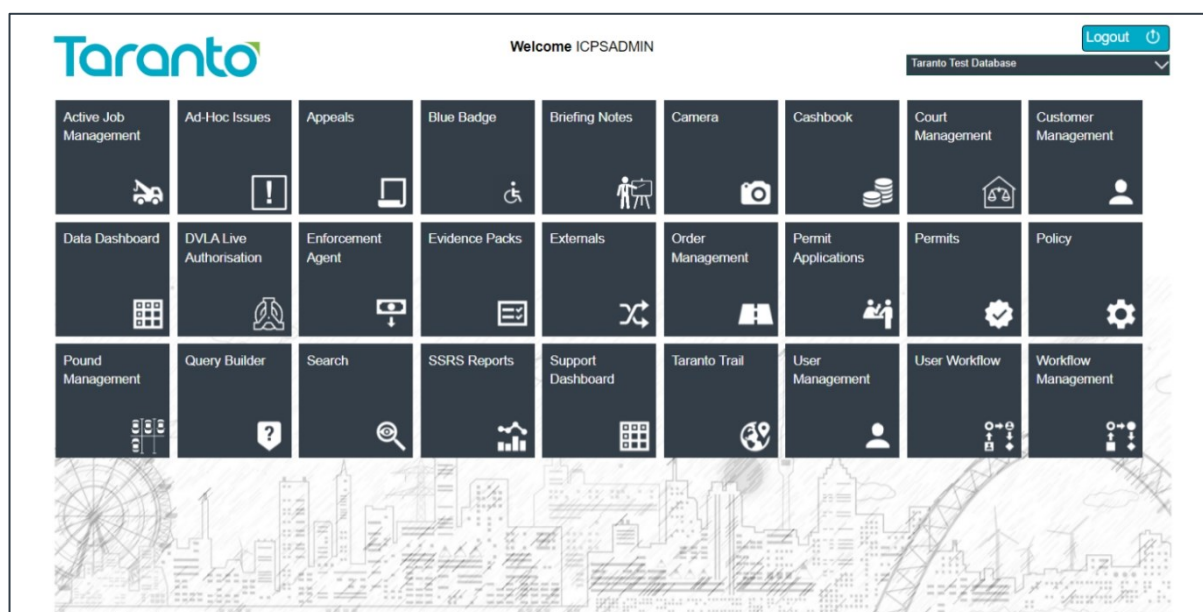
## Taranto Back Office

Taranto's primary function is to allow local and central government authorities manage of cases through the Penalty Charge Notice lifecycle, in line with legislation in a robust and efficient manner. Taranto has established, seamless integrations with third party organisations, including but not limited to:

- The Driver Vehicle Licencing Agency (DVLA)
- The Traffic Enforcement Centre (TEC)
- The Traffic Penalty Tribunal (TPT) and London Tribunals
- Various Enforcement Agents operating throughout the UK, & EDRA
- Other third-party providers through use of the Taranto web-services

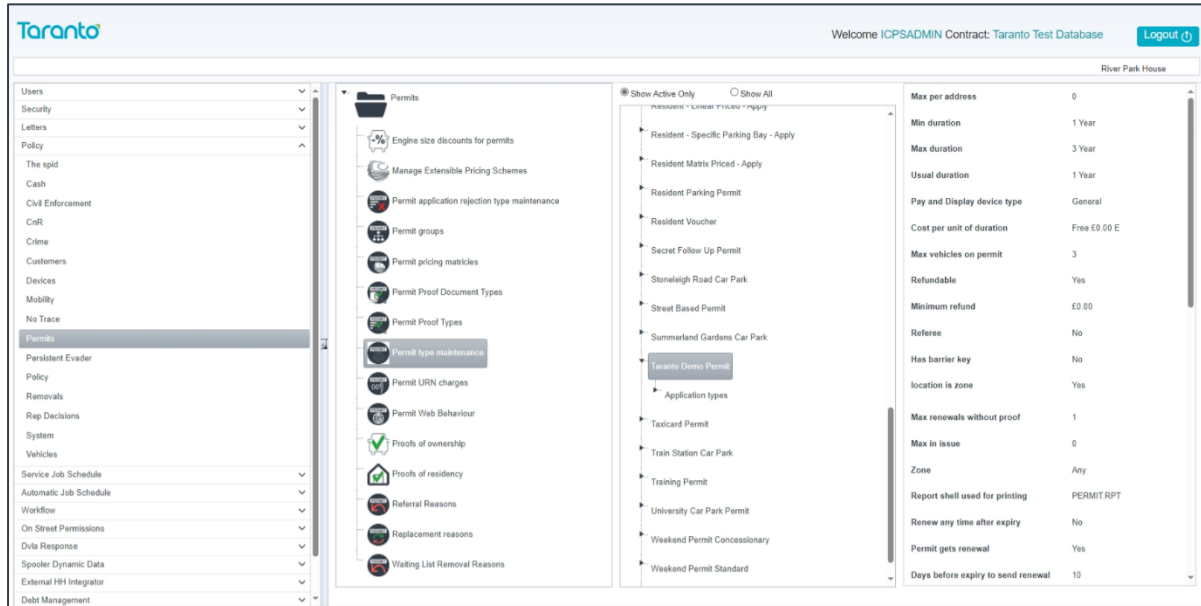
Progression of PCN cases through Taranto is completely automated - no user intervention is required until correspondence with a member of the public or an external organisation takes place. This allows system users to focus on areas of customer service, and operational and compliance management, whilst repetitive administrative tasks are performed automatically in the background.

The Taranto system is web-based and available through a range of different browsers, meaning that the system supports home as well as office working, without the need of any 3<sup>rd</sup> party software, such as Citrix. Users access is restricted with two-factor authentication, requiring a username, password, and a unique, one-time pin to be entered. Once logged-in, Taranto presents the user with an intuitive homepage, offering access to several functional zones, each with a specific purpose:



## System Configuration

Our users can maintain their own individual policies, including prefix, progression path, statutory documents, cancellation codes and logos, all set within Taranto Policy, Taranto's configuration module:



By default, Taranto follows statutory rules for processing different PCNs through the required stages and at the correct timescales in line with legislative requirements (such as RTA91 or TMA04). Taranto's Policy module can be used to amend these rules, providing the flexibility to easily respond to changes in legislation or policy, including prefix, progression path, statutory documents, new schemes such as Clean Air Zones, cancellation-codes, logo alterations, charging schemes and more.

Taranto progression is automated through *smart logic*, whereby the system automatically determines whether the case satisfies relevant criteria before allowing it to advance to the next statutory stage and automatically updating the PCN value.

## Workflow

Taranto Workflow provides a hub for all enquiries, including general enquiries/complaints, PCN recovery, cashless parking, virtual permits, CCTV and suspensions, and more; and is used to allocate tasks to back-office staff that require manual intervention or supervision.



It is designed to minimise manual correspondence handling, and to prevent backlogs of unanswered correspondence, by ensuring any communications are efficiently allocated to the most appropriate person and dealt with in the correct order.

Workflow activity can be automatically created from contact channels including:

- Handhelds running Taranto Mobile
- Business-processing personnel
- Scanned documents
- Emails and web forms
- Third-party systems
- CCTV Review Clients

Once postal correspondence is scanned, Taranto's Optical Character Recognition (OCR) functionality uses the item number to link the document to the required case, automatically indexing it on the same day as its arrival. Electronic correspondence is automatically indexed, without scanning. All inbound correspondence is then viewable in Taranto Workflow.

Inbound correspondence is automatically categorised based upon the status of the case and a configured target response date. The RAG display assists users in establishing which piece of correspondence is priority:

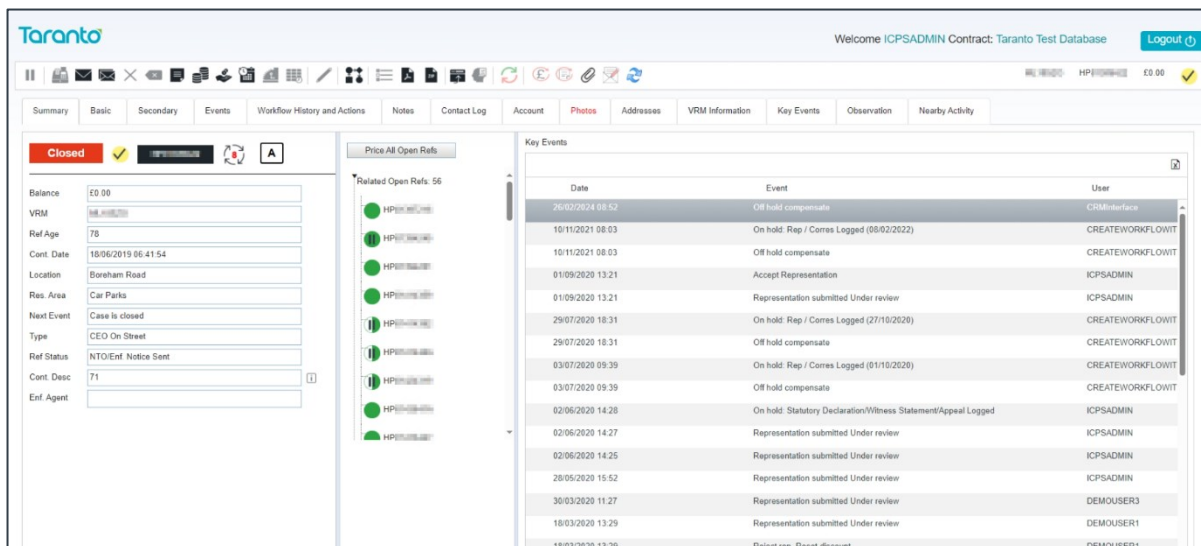
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Work can be allocated manually by a supervisor, or alternatively, Taranto can automatically allocate work based on user availability, workload, or the nature of the item. Automatic 'top-ups' can also be configured to maintain current workloads.

Checks are also performed to ascertain whether a user has logged onto the system that day, preventing work from being allocated to users that are not present and are therefore unable to action. This automation allows supervisors more time to manage the operation, rather than administrative tasks.

## Case Management

The system presents all data associated with the case, including digital images or video footage, and other PCNs or permits linked to that vehicle, to the user in a clean and user-friendly interface. Multiple records can be viewed in parallel.



The screenshot displays the Taranto ICPSADMIN interface. The top navigation bar includes tabs for Summary, Basic, Secondary, Events, Workflow History and Actions, Notes, Contact Log, Account, Photos, Addresses, VRM Information, Key Events, Observation, and Nearby Activity. The main content area is divided into three sections:

- Left Panel:** Contains case details such as Balance (£0.00), VRM (18-11-2021), Ref Age (78), Cont. Date (18/06/2019 06:41:54), Location (Boreham Road), Res. Area (Car Parks), Next Event (Case is closed), Type (CEO On Street), Ref Status (NTO/Enf Notice Sent), Cont. Desc (71), and Enf. Agent.
- Middle Panel:** Displays 'Related Open Refs: 56' with a list of items, each represented by a green circle and a small icon.
- Right Panel:** Shows a 'Key Events' table with columns for Date, Event, and User.

Date	Event	User
26/02/2024 08:52	Off hold compensate	CRMInterface
10/11/2021 08:03	On hold: Rep / Corres Logged (08/02/2022)	CREATEWORKFLOWIT
10/11/2021 08:03	Off hold compensate	CREATEWORKFLOWIT
01/09/2020 13:21	Accept Representation	ICPSADMIN
01/09/2020 13:21	Representation submitted Under review	ICPSADMIN
29/07/2020 18:31	On hold: Rep / Corres Logged (27/10/2020)	CREATEWORKFLOWIT
29/07/2020 18:31	Off hold compensate	CREATEWORKFLOWIT
03/07/2020 09:39	On hold: Rep / Corres Logged (01/10/2020)	CREATEWORKFLOWIT
03/07/2020 09:39	Off hold compensate	CREATEWORKFLOWIT
02/06/2020 14:28	On hold: Statutory Declaration/Witness Statement/Appeal Logged	ICPSADMIN
02/06/2020 14:27	Representation submitted Under review	ICPSADMIN
02/06/2020 14:25	Representation submitted Under review	ICPSADMIN
26/05/2020 15:52	Representation submitted Under review	ICPSADMIN
30/03/2020 11:27	Representation submitted Under review	DEMOUSER3
18/03/2020 13:29	Representation submitted Under review	DEMOUSER1
18/03/2020 13:29	Reject rep: Reset discount	DEMOUSER1

Additionally, users can perform various actions against the case from this screen (for one or multiple PCNs), including writing correspondence, and taking payment.

## Outgoing Correspondence

Once letters are created, they can be sent for in-house printing or to external print-partners via internet transfer, for both general and/or statutory correspondence. These files may be either .PDFs of the document (which allows for the use of Microsoft Word templates, configurable by the user), or flat-data files (to allow the print-partner to merge the data defined by configuration files, which can access any data held in Taranto).

These can be altered appropriately should users change their printing company, or the details required on the documents themselves change). Statutory batches are generated according to status (e.g., CCTV PCN, NTOs, Charge Certificates).

This can be undertaken manually or automatically via scheduled stored procedures. Web-services then automatically process and print or export the file to the printing company.

The system provides a facility to record the posting date; so, if documentation is not posted on the day of printing the system can be updated to reflect this, ensuring the confirmed posted date is used to calculate the date at which a case progress to its next statutory stage.

### *TEC Registration*

Taranto gives greater control in managing PCNs that are about to register with the Traffic Enforcement Centre (TEC). The system reviews case history and suggests as to whether the specific PCN should be progressed further or not, referring to details like previous cancellations, or historic payments for that VRM.

Certain cases can then be automatically excluded (based on Scottish addresses, for example). This prevents investing £8 per case, and further time and effort, in pursuing debt that is unlikely to yield a return.

Users are given the option to register all PCNs for one VRM in one batch or hold back all but one case. Recommendations can be processed in bulk or ignored, allowing users to make full use of the efficiency of the solution, but remain in control of the actual decision.

PCNs will then be registered electronically in TEC's specified format, with the associated Global Certificate and Advice Note, using STFP, on an automated or manual basis. The maximum number of cases to be included is user-configurable, and the batch is assigned a unique number and filename based on the TEC guidelines. This detail is stored against the PCN audit for later reference.

### *Payments*

Taranto allows full or partial payments for all items held within the system. Any partial payments will not close the case off, and it will continue to advance through its lifecycle. The system has been designed with standard accounting processes and controls and will handle all financial management except the processing of the payment itself (we link with the corporate finance already used by our clients). As

such, Taranto can receive payments in real-time from the systems for various payment methods, facilitated by web-services.

This link allows the payment receipting system to look-up the outstanding balance and automatically post a direct payment. The software automatically updates the account/event history of each associated case with the amount, payment type, date/time, location, and user details for each payment made.

## Appeals

Should an appeal be made then Taranto makes the process of electronically uploading evidence to TPT as efficient as possible. Through one button click, all attachment data can be exported to a specific location directly from the Case Management screen. Items can be manually added/removed before the final version is uploaded.

## Permits

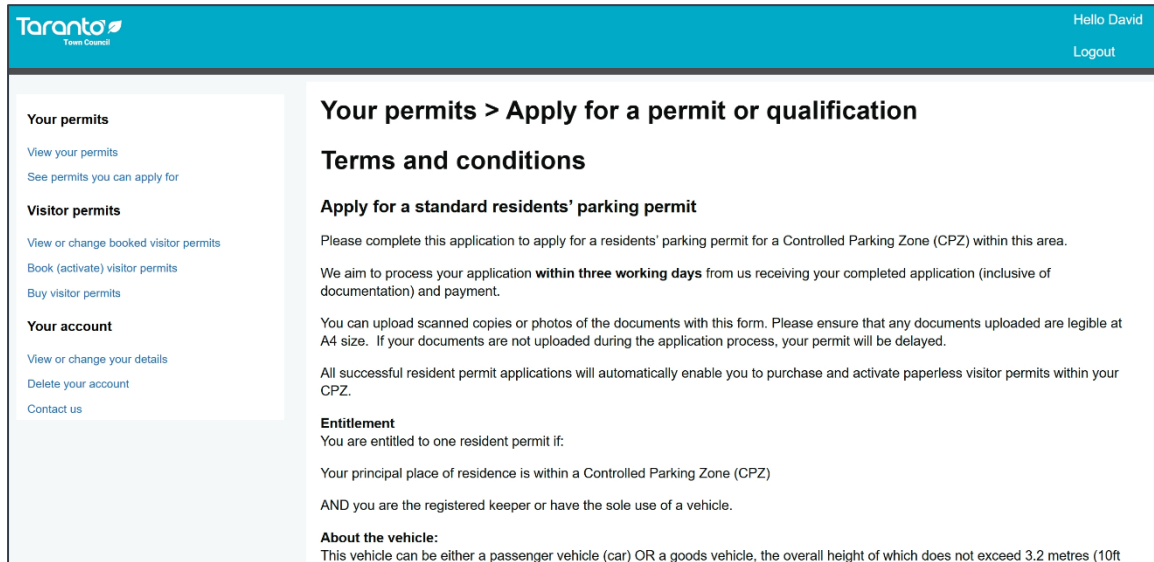
Taranto Permits' back-office processing component is used for issuance and management of permits in various permit types and formats **in conjunction** with our self-serve website solution. A system user with appropriate permissions can easily search, replace, duplicate, renew or cancel a permit, and correspondence can be generated based on templates and standard text. Any action that takes place is auditable, and anything able to be done online can be done in the back office.

Taranto Permits is highly configurable, and can be easily amended to facilitate the nuances, policies, and processes of our clients' operations. Multiple permit types can be configured, including resident and business parking, visitors, parking permissions, disabled parking badges, taxi-cards, freedom passes, each with a variety of settings that can be parameterised from within the system: eligibility criteria; number of permitted vehicles; method of application (online or otherwise); the renewal reminder process; various pricing mechanisms (including emissions-based) and more.

Back-office areas of configuration, such as the terms and conditions that many clients require customers to agree to before progressing with their online application, can be instantly amended and subsequently viewable:

This can be done specifically for any permit type, meaning that any changes need to be made then these can be configured by staff with suitable permissions from the back office, rather than reliant on chargeable development requests.

This configurability can be controlled by authorised users via the Taranto Policy module, which gives the operation significant flexibility and empowerment when creating and amending permit types. Any changes made here will be instantly viewable via the back office and online portal once saved:



The screenshot shows the Taranto user interface. The top header is blue with the Taranto logo on the left and 'Hello David' and 'Logout' on the right. The left sidebar contains a menu with sections: 'Your permits' (with links 'View your permits' and 'See permits you can apply for'), 'Visitor permits' (with links 'View or change booked visitor permits', 'Book (activate) visitor permits', and 'Buy visitor permits'), and 'Your account' (with links 'View or change your details', 'Delete your account', and 'Contact us'). The main content area is titled 'Your permits > Apply for a permit or qualification' and contains the following sections:

- Terms and conditions**
- Apply for a standard residents' parking permit**
  - Please complete this application to apply for a residents' parking permit for a Controlled Parking Zone (CPZ) within this area.
  - We aim to process your application **within three working days** from us receiving your completed application (inclusive of documentation) and payment.
  - You can upload scanned copies or photos of the documents with this form. Please ensure that any documents uploaded are legible at A4 size. If your documents are not uploaded during the application process, your permit will be delayed.
  - All successful resident permit applications will automatically enable you to purchase and activate paperless visitor permits within your CPZ.
- Entitlement**
  - You are entitled to one resident permit if:
  - Your principal place of residence is within a Controlled Parking Zone (CPZ)
  - AND you are the registered keeper or have the sole use of a vehicle.
- About the vehicle:**
  - This vehicle can be either a passenger vehicle (car) OR a goods vehicle, the overall height of which does not exceed 3.2 metres (10ft)

## Integrations

Taranto has been designed to make interfacing with third-party applications as straightforward and simple as possible. Many of our existing contracts have required us to develop an interface layer that sits between Taranto and the applications with which the system is required to interface.

The integration is achieved using several different methods, such as web services, windows services, email, and SFTP. We do not charge additional costs for the use of these mechanisms.

Taranto has established, seamless integrations with many third-party providers and solutions. Our interfaces are continuously improving and growing in number, but our clients benefit from interfaces developed across our client-base; we'll never charge twice for the same integration.

Where applicable, our web-services are scalable, resilient, self-describing and well documented so that other third parties can easily interface with them with little assistance. We are happy for any third-party provider to develop against our system, so long as our IPR is not infringed or at risk.

## *Clamp and Remove*

Taranto is used throughout the country to deal with the process of clamping, removing, and relocating vehicles, including impounding, and managing the vehicle, until the transaction is closed.

The Taranto Clamp and Remove solution is configurable to the operational policies and procedures that our clients follow and can be used for dealing with a range of offences, including abandoned vehicles.

This part of the software is available through both Taranto Back Office and within the Taranto Mobile application. As the same handheld application can be used for both PCN issuance and removals, this increases on-street efficiency and reduces costs, as the CEO is no longer required to carry multiple devices.

When a vehicle is ready to be impounded, Taranto enables an operator to select a vehicle from those listed as 'on-route' and move it within the pound. An audit of the case record is held throughout including date/time/name of who impounded the vehicle and any additional notes that have been entered.

Once impounded Taranto offers a real-time view of pounds managed within the application (of which there can be more than one), the activity of each vehicle within the pound, the current and upcoming vehicles within the disposals process, and more.

## *Order Management*

Taranto introduces the concept of 'on-street permissions' for managing the process flows of suspensions, Highways Licences (of any sort, including skips or cranes, road closures, Temporary Traffic Orders, and requests for parking bays), and dispensations. As these are often purchased (or at least required) together, Taranto offers a fully integrated option to combine each into a single order.

Each parking permission can be progressed independently, but the order acts as a container to reduce the amount of administration. The applicant's details only need to be entered once, the individual permissions can be processed en-masse, and the whole order can be paid as a single transaction.

Order Management applications can be completed by a Taranto user or made by the customer online via our self-serve Order Management portals. Customers can set-up their own account, replacing the process of having to fill out a form and post it into the operation whilst delivering the associated efficiency savings and improvement in customer service.

Once complete, the application passes into Taranto's workflow system providing an easy method to analyse the 'virtual application' as all the information associated, including uploaded documentation, is displayed on screen.

When authorised, the Taranto system will automatically email the end-customer an update of the suspension status and direct them to the proposed portal included within our submission.

The webpage will conform to the operation's corporate style guidelines and interface with the user's finance system and Taranto Back Office via web-services, allowing accurate reflection of the amount owing, and removing the requirement for duplicate payment entry.

### *Blue Badges*

Taranto Blue Badge has been designed in close collaboration with experts from our local authority clients.

Applications are made immediately available within Taranto Back Office for review and management – directly through integration with the Department for Transport's API.

Users can immediately correspond with the applicant directly from the application, and applications can be automatically assigned to the correct workgroup as soon as they are submitted via Workflow.

### *FLEET Bureau*

Taranto can automate the lengthy Transfer of Liability process by using our central database populated with market-leading Lease and Fleet Company VRMs to obtain the hirer's address details.

This delivers material operational savings to our users, removing the requirement for a DVLA look-up for these cases, eliminating large amounts of administration time, and removing most of the paper from the process.

FLEET Bureau is unique to Taranto and is a winner of the Parking Technology award at the British Parking Awards.




## Reporting

Taranto has a varied suite of management information reporting tools. Each option forms part of our proposed offer and no additional licences are required, meaning that each solution can be accessed by all users, dependent on user access permissions. All reporting functions enable the user to query against the live database, selecting date-ranges as appropriate.

### Standard Reports

Taranto provides a comprehensive tool that allows users to view details related to any part of the data contained within the system using pre-configured templates written in Microsoft SQL Server Reporting Services (SSRS).



CEO On Shift Activity Report - No Drill Down

For Shift Activity Recorded From 26/04/2023 to 26/04/2024

Taranto Test Database

Taranto

Main Menu

Detailed

Reset Params

App Login	Login To Shift Start	On Shift At	Off Shift At	Time On Shift	Break Start	Break End	Break Type	Streets Visited	Ad Hoc Activity	PCNs Issued	PCN Obs	Breaks	Auto Shift End	HH ID
01/06/2023														
9999														
01/06/2023 11:37	0 Mins.	11:37	11:44	7 mins	No Breaks Recorded			0	0	0	0	0	No	dee8873a657990d1SM-G525F
01/06/2023 11:56	1 mins	11:57	14:26	2 hrs, 29 mins	No Breaks Recorded			0	0	0	0	0	No	dee8873a657990d1SM-G525F
Totals for 9999 on the 01/06/2023								0	0	0	0	0		
Total Time On Shift for 9999 2 Hrs 36 Mins				Total Time On Breaks for 9999 0 Hrs 0 Mins				Net Time on Shift for 9999 0 Hrs 0 Mins						
Total Number of shifts logged on the period 01/06/2023 2								0	0	0	0	0		
Gross Time On Shift 2 Hrs 36 Mins				Total Time on Breaks 0 Hrs 0 Mins				Net Time on Shift 0 Hrs 0 Mins						
11/07/2023														

### Support Dashboard

Taranto provides high-level performance information, in a graphical format, through the 'at a glance' Dashboard module.

Taranto also contains a series of dashboards specific dashboards that provide information such as number of PCNs open, number of DVLA enquiry records sent, and number of cases at enforcement agent stage.

In this way, staff can easily manage the risk associated with high volumes of automated batch progression.



DVLA Enquiries	Statutory Documentation	Print File Tracking	Batch Confirmation Tracking	Enforcement Agents + EDRA
System Health	Distribution List			

<<

25/01/2018

>>

Run now

Last run: 25/01/2018 10:19

Type	Scheduled today	Number of runs	Number of cases
VQ4	Yes	1	201

Type	Scheduled today	Number of files loaded	Number of cases
VQ5	Yes	0	0

## QueryBuilder

Taranto QueryBuilder is a simplified, yet powerful reporting module that has been specifically designed to assist with ad-hoc queries and/or where information is needed quickly. It includes a high degree of flexibility that is especially useful for responding to Freedom of Information (FOI) requests:

Profile: Tickets

Max Retrieve: Up to 15 records

Stored Queries: Select

Delete Stored Query

Tables and Fields

- Appeals 2
- Appeal Tickets
- Contacts
- Representations
- Status Codes
- Statutory\_letter
- ☒ Tickets
  - Destination
  - ☒ Ticket Number
  - t\_number

Result columns

Expression	Sorting
.Tickets Ticket Number	Ascending
.Tickets VRM	Not sorted
.Tickets Vehicle Colour	Not sorted

Column sorting

Column	Sorting
Tickets Ticket Number	Ascending

Query conditions

Select records where all of the following apply

- ☐ .Tickets Issue Date is Yesterday
- ☐ .Tickets VRM starts with [enter value]
- ☒ .Tickets Vehicle Colour is equal to Blue

SQL

```
SELECT tickets.t_reference AS [Tickets Ticket Number], tickets.t_vrm AS [Tickets VRM], tickets.t_colour AS [Tickets Vehicle Colour]
FROM tickets AS tickets
WHERE (
  tickets.t_colour = 'Blue' )
ORDER BY 1
```

Result

Tickets Ticket Number	Tickets VRM	Tickets Vehicle Colour
NG70376749	X027DLJ	Blue
NG70382242	UM55RXV	Blue
NG00002054	TESTJON1	Blue
NG00002087	SIMON1	Blue
NG70366053	QM71MPM	Blue

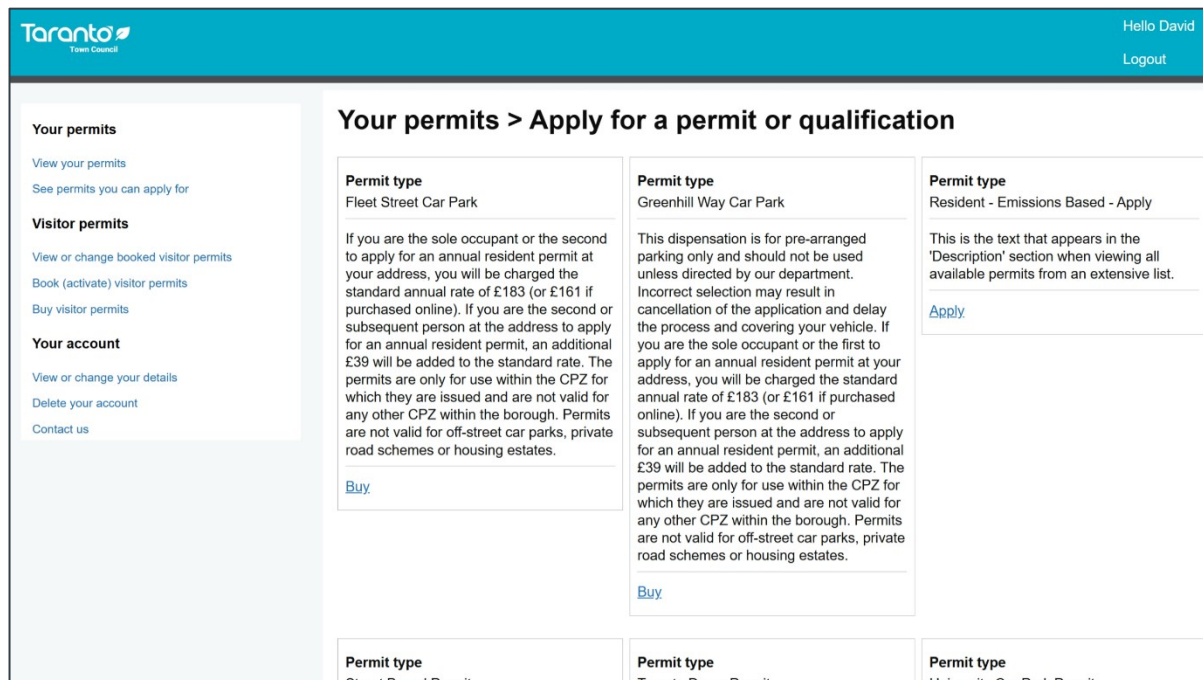
## Taranto Self-Serve

We have a wealth of experience of working with our clients to ensure that the web becomes the channel of choice for members of the public, helping shift the administrative burden away from the back office onto the public whilst also offering 24-hour availability to users.

### Self-Serve Permit Management

In addition to the back-office permit functionality described within our submission, incoming actions are also available via web-channels. Permit management can be completed by members of the public independently via our OPM (Online Permit Management) self-serve website.

Taranto Permits is implemented with a branded, customer-facing web-solution enabling users to virtually administer, apply, change and surrender permits and visitor vouchers, 24x7x365. Permit types can be easily created, maintained, updated and retired by our users through the Taranto Permits section of Policy, Taranto's user-facing system configuration module.



The screenshot shows the Taranto Self-Serve website interface. The top navigation bar includes the Taranto logo and the user's name 'Hello David' with a 'Logout' link. The main content area is titled 'Your permits > Apply for a permit or qualification'. On the left, there is a sidebar menu with sections: 'Your permits' (with links to 'View your permits' and 'See permits you can apply for'), 'Visitor permits' (with links to 'View or change booked visitor permits', 'Book (activate) visitor permits', and 'Buy visitor permits'), and 'Your account' (with links to 'View or change your details', 'Delete your account', and 'Contact us'). The main content area displays three permit options, each with a 'Permit type' header, a description, and a 'Buy' link. The first option is 'Fleet Street Car Park', the second is 'Greenhill Way Car Park', and the third is 'Resident - Emissions Based - Apply'. Below these, there are three more permit types: 'Street Based Permit', 'Taranto Demo Permit', and 'University Car Park Permit'.

Customers can utilise the Taranto OPM solution to make, renew, and amend their permit applications. Users set-up their own account enabling the holder to apply for permits via the internet; this replaces the process of having to physically fill out a form and post it to the operation.

- Applications can pass into Taranto Workflow, providing an easy method to analyse the 'virtual application' as all the information, including any uploaded documentation (or physical documentation stated to be sent into the back office), is displayed on the screen. Users can accept, reject or refer the application back to the customer for more information.
- Applications can be automatically authorised and become instantly active – the application can then be reviewed retrospectively to check any evidence supplied. This can be done for all applicants or a percentage, enabling our clients to cancel the permit post-issuance if not satisfied with the submitted evidence.

Taranto

Town Council

Hello David  
Logout

Your permits

View your permits

See permits you can apply for

Visitor permits

View or change booked visitor permits

Book (activate) visitor permits

Buy visitor permits

Your account

View or change your details

Delete your account

Contact us

< Back

## Your permits > Apply for a permit or qualification

<b>Permit type</b>	Taranto Demo Permit
<b>Permit length</b>	Year
<b>Minimum application quantity</b>	1
<b>Number of vehicles it can be used for</b>	3

Submit proofs

If you want to send us a document in the post instead of uploading a file, click the 'Send in the post' button below.

Send your documents to: Taranto Town Council Permit & Concessionary Travel Services, PO Box 100, Taranto, Devon PL20 9AA

You can upload the following file types: JPG/JPEG, PDF, PNG, HEIC, HEIF, TIF or BMP. Max 25MB. If posting documents, send us photocopies and not originals as we are not responsible for lost or damaged items.

Proof of Residence

Documents for standard resident parking permit and resident greener parking permit. One of the following to be provided; NOTE – Documents provided as proof of residence must show your name and Controlled Parking Zone (CPZ) address. If providing one of the bills listed below, it must be addressed to and refer to the CPZ address.

We could not confirm your details, and you have not uploaded a document or said you will post

Photo Library

Take Photo or Video

Choose Files

Choose Files no files selected

☐ Send in the post

Bank statement dated within the last 3 months

A statement from a bank to you at your address

Choose Files

Choose Files no files selected

☐ Send in the post

Current council tax bill

Choose Files

Choose Files no files selected

Valid 12 months home contents insurance schedule

An insurance schedule for your

Choose Files

No file chosen

azure.tarantoportal.com

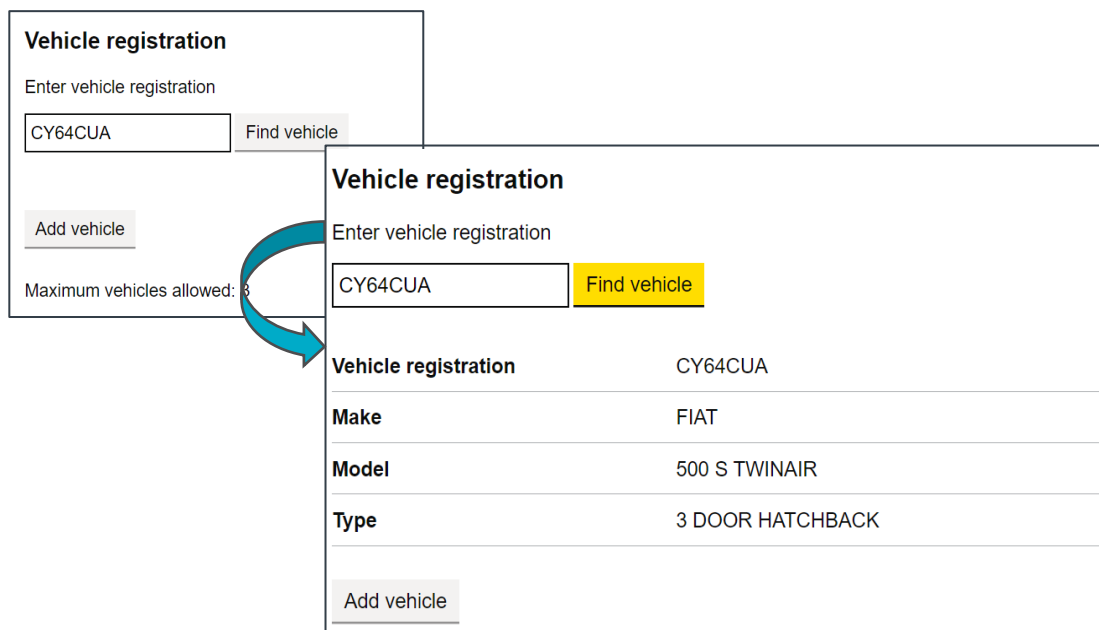
Taranto – G-Cloud 14 / Crown Commercial Service

The digital Taranto Permits solution ensures that if an application is accepted, the permit is immediately valid, and the customer has immediate permission to park.

However, there is still the option to send physical permits to a printer, should the required – Taranto can support our users by helping adopt a phased approach to going virtual (by still providing users with physical permits but enforcing via real-time VRM checks for valid virtual permits, for example).

Conversely, Taranto can be used to move the operation from paper entirely, utilising virtual methods over analogue wherever possible, to be more environmentally friendly.

Taranto Permits also includes the facility to integrate with a third-party to gather information such as CO<sub>2</sub> emissions, fuel type, and other data that can form part of the permit application and pricing process, a feature used by other clients within our client base. Should this be of interest, then we are happy to discuss and facilitate this post-award.



The diagram illustrates the integration of vehicle data into the Taranto Permits system. It shows a transition from a basic registration form to a more detailed view where vehicle specifications are automatically populated.

**Vehicle registration**  
Enter vehicle registration  
CY64CUA Find vehicle

Add vehicle

Maximum vehicles allowed: 8

**Vehicle registration**  
Enter vehicle registration  
CY64CUA Find vehicle

<b>Vehicle registration</b>	CY64CUA
<b>Make</b>	FIAT
<b>Model</b>	500 S TWINAIR
<b>Type</b>	3 DOOR HATCHBACK

Add vehicle

If emissions-based pricing is utilised in such a way, the user experience is frictionless. When a user is making an application through the OPM solution, entry of the nominated VRM will automatically call the service used to retrieve all available metrics regarding the vehicle available.

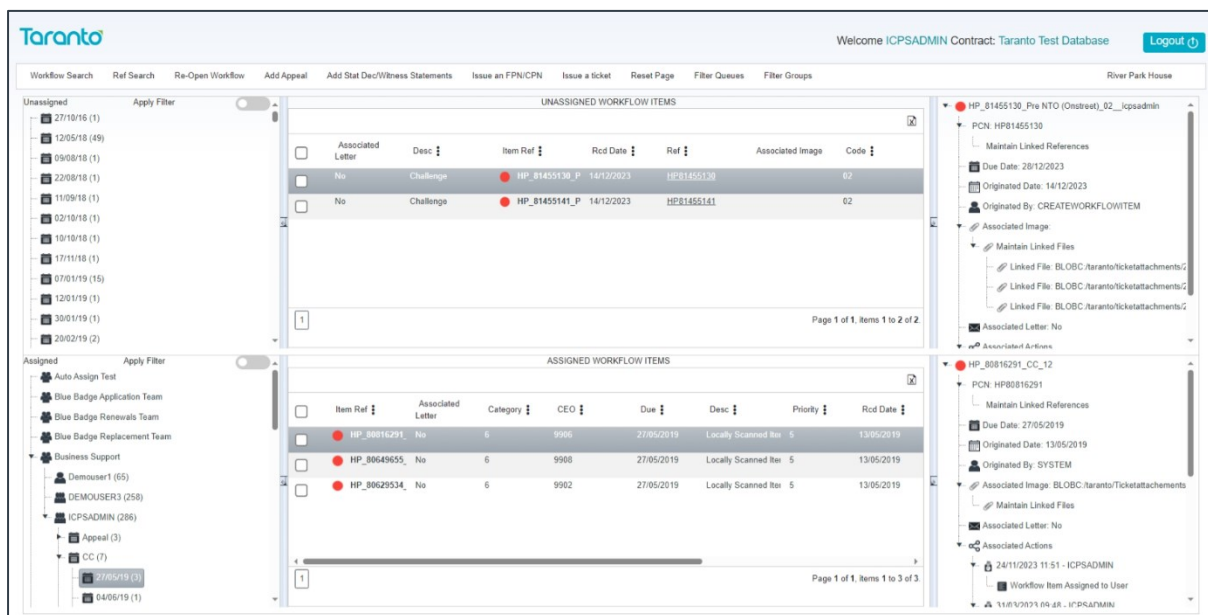
Importantly, this is done in the background, and only requires the user to enter the VRM. This data will then be used to calculate the price of the permit in line with the operation's pricing rules for that permit type.

During enforcement, the handheld checks the Vehicle Registration Mark (VRM) against the system to see whether a valid permit exists for the date and time queried, relying on the technology rather than the CEO checking the vehicle windscreen. The same principle also applies when checking for cashless sessions and Taranto visitor vouchers. All data is presented in real-time.

Renewals can also be facilitated through the self-serve portal, completely independent of manual input. Renewal emails and/or letters can be sent via Taranto at a configurable amount of time prior to permit expiry, alongside renewal reminders to provide subsequent call-to-action if not already taken. Different renewal reminder rules can be set per permit type.

Renewals can then be actioned online - payment can be taken, or fresh evidence can be uploaded. Taranto can also complete checks against third-party solutions to confirm no details have changed, expediting the renewal process by removing the need for manual review.

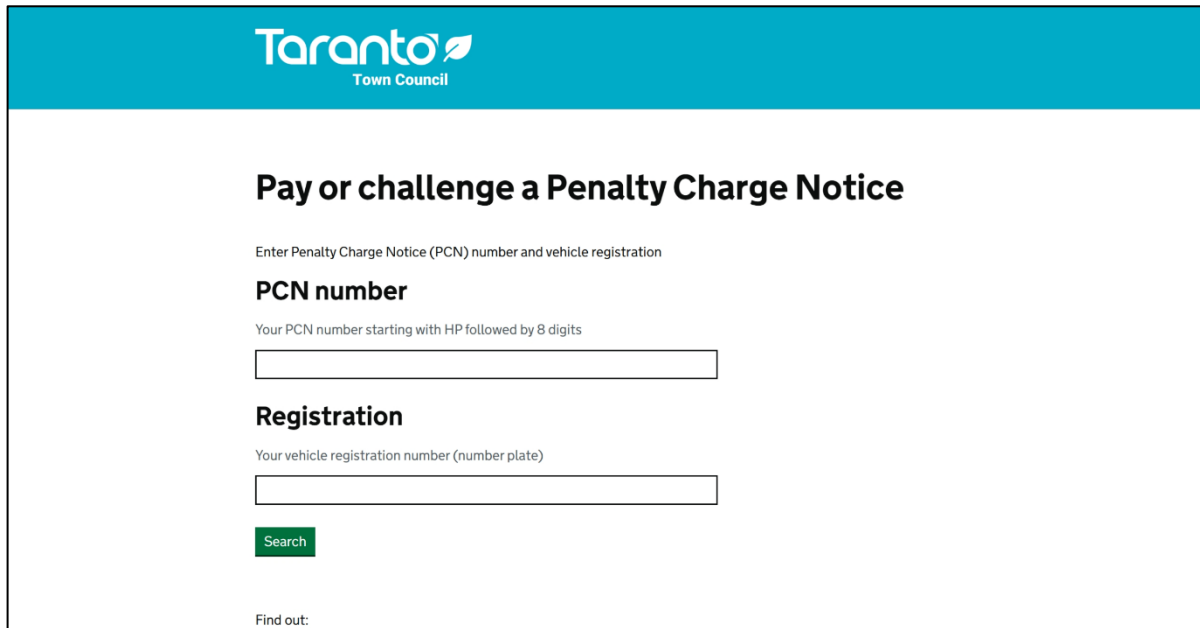
OPM is an invaluable solution for our clients to utilise, not only to shift the administrative burden away from the back office onto the public, but also offering 24-hour availability to users, which allows for more consistent and up-to-date enforcement due to real time links between Taranto, the user, and the operation.



The screenshot displays the Taranto ICPSADMIN interface. The top navigation bar includes the Taranto logo, a welcome message for ICPSADMIN, and a 'Logout' button. Below the navigation bar, there are several tabs: 'Workflow Search', 'Ref Search', 'Re-Open Workflow', 'Add Appeal', 'Add Stat Dec/Witness Statements', 'Issue an FPN/CPN', 'Issue a ticket', 'Reset Page', 'Filter Queues', and 'Filter Groups'. The main content area is divided into two sections: 'UNASSIGNED WORKFLOW ITEMS' and 'ASSIGNED WORKFLOW ITEMS'. The 'UNASSIGNED WORKFLOW ITEMS' section shows a table with columns: 'Associated Letter', 'Desc', 'Item Ref', 'Rcd Date', 'Ref', 'Associated Image', and 'Code'. It lists two items, both with 'Challenge' as the description and 'HP\_81455130\_P' as the item reference. The 'ASSIGNED WORKFLOW ITEMS' section shows a table with columns: 'Item Ref', 'Associated Letter', 'Category', 'CEO', 'Due', 'Desc', 'Priority', and 'Rcd Date'. It lists three items, all with 'No' as the associated letter and 'Locally Scanned' as the description. On the right side of the interface, there is a sidebar with a search bar and a list of items, including 'HP\_81455130\_P' and 'HP\_80816291'. The bottom of the interface shows a footer with the text 'Page 1 of 1, Items 1 to 2 of 2' and 'Page 1 of 1, Items 1 to 3 of 3'.

## Self-Serve PCN Management

We have extensive experience of delivering web-portals that allow members of the public to log on and view information relating to PCNs and perform actions relating to them, such as paying for PCNs or challenging them.



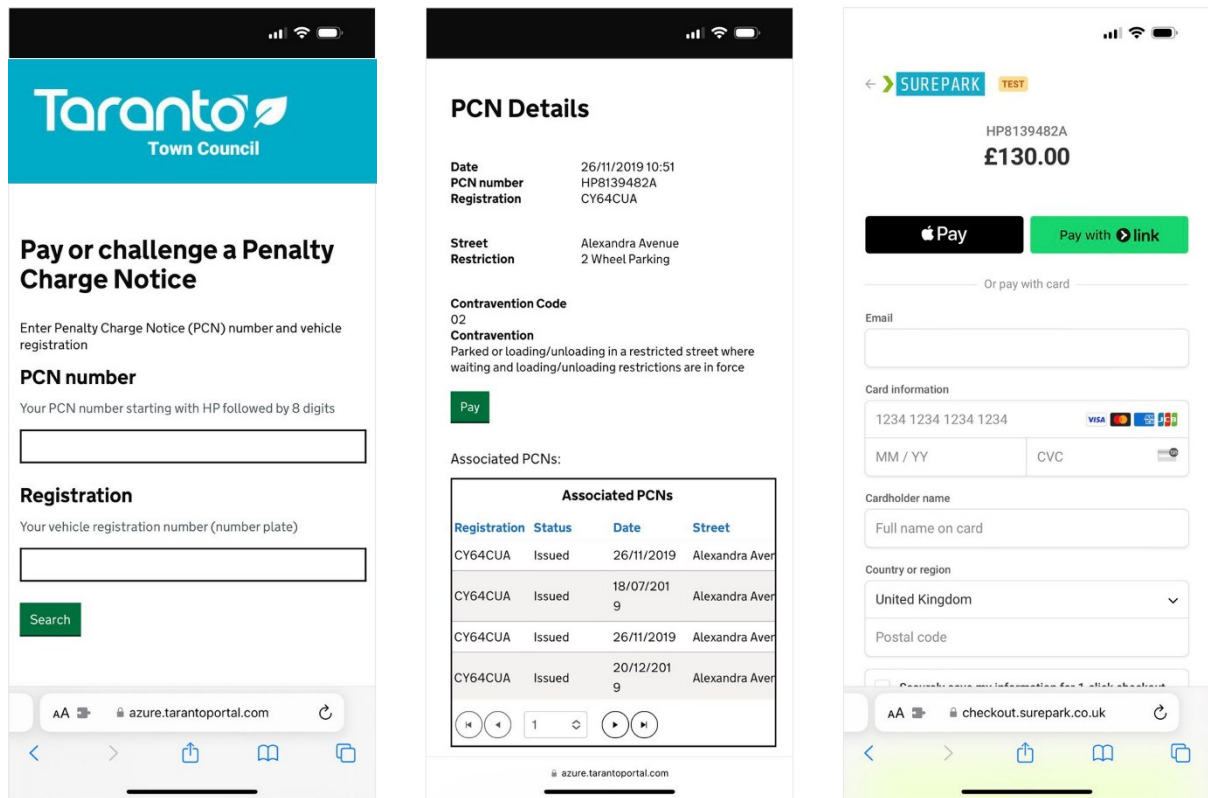
The screenshot shows the Taranto Town Council website interface. At the top is a blue header with the Taranto logo and 'Town Council'. Below this is a white section titled 'Pay or challenge a Penalty Charge Notice'. Under the title, it says 'Enter Penalty Charge Notice (PCN) number and vehicle registration'. There are two main input sections: 'PCN number' with a subtext 'Your PCN number starting with HP followed by 8 digits' and a text input field; and 'Registration' with a subtext 'Your vehicle registration number (number plate)' and another text input field. Below these fields is a green 'Search' button. At the bottom of the form area, it says 'Find out:'.

The PCN webpage provides a real-time mirror of the Taranto Case Management Screen; so, by entering the unique PCN number and corresponding VRM, the customer is exposed to various services and options regarding their offence, including:

- Allowing one or multiple PCNs to be paid online, providing a view of the user's current outstanding balance, interfacing with the current payment system
- Viewing any associated evidence (such as information, images or video footage) relating to their offence
- Viewing the location of the contravention on a Google map
- Submitting a challenge against the case, including uploading of evidence documents - this automatically interfaces with Taranto Back Office and raises a workflow item for action informing supervisors (via the work-queue) of each challenge received. Once submitted, Taranto sends an email to the appellant notifying them that the appeal has been received
- Viewing key-events associated with the PCN audit, preventing the operation from fielding unnecessary enquires over the status of the response as they progress the representation internally



Users are notified of all progression pertaining to them, such as their representation being rejected, through the website. This functionality reduces avoidable contact as the member of the public can see the status of their representation online rather than making contact outside of this solution again.



The screenshots show the following interface elements:

- Screenshot 1: Pay or challenge a Penalty Charge Notice**
  - Header: Taranto Town Council
  - Title: Pay or challenge a Penalty Charge Notice
  - Text: Enter Penalty Charge Notice (PCN) number and vehicle registration
  - Form fields: PCN number (with hint: Your PCN number starting with HP followed by 8 digits), Registration (with hint: Your vehicle registration number (number plate))
  - Search button
  - Footer: azure.tarantoportal.com
- Screenshot 2: PCN Details**
  - Title: PCN Details
  - Details:
    - Date: 26/11/2019 10:51
    - PCN number: HP8139482A
    - Registration: CY64CUA
    - Street: Alexandra Avenue
    - Restriction: 2 Wheel Parking
    - Contravention Code: 02
    - Contravention: Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force
  - Pay button
  - Associated PCNs:

Registration	Status	Date	Street
CY64CUA	Issued	26/11/2019	Alexandra Ave
CY64CUA	Issued	18/07/2019	Alexandra Ave
CY64CUA	Issued	26/11/2019	Alexandra Ave
CY64CUA	Issued	20/12/2019	Alexandra Ave
  - Footer: azure.tarantoportal.com
- Screenshot 3: SUREPARK TEST**
  - Header: SUREPARK TEST
  - Details:
    - HP8139482A
    - £130.00
  - Payment options: Apple Pay, Pay with link, Or pay with card
  - Form fields: Email, Card information (1234 1234 1234 1234, MM / YY, CVC), Cardholder name (Full name on card), Country or region (United Kingdom), Postal code
  - Footer: checkout.surepark.co.uk

Taranto websites are compatible with various desktop browsers, such as Internet Explorer, Chrome, Safari and Firefox. They are also compatible with various mobile browsers, such as Mobile Safari on iOS and Chrome for Mobile on Android. Websites are coded with responsive design to auto-resize dependent upon the customer's screen-size, making it easily accessible via smartphones.

## Implementation

Post-contract award, we will initially agree and baseline the final implementation plan with the client. This will take place at a project kick-off meeting, which will be attended by various stakeholders and the project team.

Our implementation plan will include mobilisation activities/tasks, expected timeframes, the relationship between mobilisation activities and any dependencies. The plan will be owned by the dedicated and named Project Manager for the work and will form the basis for monitoring the progress and success of this implementation.

## Dependencies

Within the project there will be dependencies and requirements that pertain to all parties involved with the implementation. These will require communication between the client, third parties, and ourselves to mitigate as much risk as possible with regards to the project.

These dependencies can affect different aspects of the project. They include, but are not limited to:

- Making the necessary arrangements and facilitating communication regarding necessary infrastructure enquiries as we will be hosting the solution
- Completing the necessary Configuration Packs that are provided by us to ensure that Taranto follows operational policy
- Coordinating communication between ourselves and other 3rd Party providers (e.g., payment providers, enforcement agents, and cashless parking providers)
- Ensuring that there is availability of client resource during the UAT phase of the project
- Providing us with the necessary branding and style guides to ensure that Taranto OCM, OPM, Order Management or other portals are branded in line with current corporate style guidelines

These will all be listed within the Taranto Project Plan, which provides our clients with an understanding of their required level of effort. For each activity, we include reasonable time-constraints, based on our experience of similar sized projects.

However, we ultimately work collaboratively with our clients to finalise this, taking in account the various nuances and differences in scope and deliverables that are different every implementation.



Our wealth of experience with Taranto implementations allows us to mitigate risk even further by utilising lessons learnt from past implementations and migrations to ensure that the project is handled in a safe and efficient manner.

## Migration

Whilst a data migration has its complexities, we are confident, and can demonstrate, that we can manage the associated risk - we are well experienced with migration, and we have tried and tested processes.

We have developed a robust process for managing data-migration and have previously undertaken significant migrations from a range of other systems into Taranto. **All scripts used to undertake these exercises are reused to reduce risk and streamline the process for future implementations.**

Migration from a legacy system be an opportunity to review business processes, cleanse the dataset and review the legacy static data held in the system. Our migration process is developed with performance in mind - in terms of the cutover into live, they are generally complete and signed off within a couple of hours.

The data migrated into the Taranto system will be a mapped version of what is currently stored in the legacy system; this means that cases will progress along the legislative path as they would have done previously. Once migrated into Taranto, this progression will not require any manual intervention.

## Hosting

Taranto is delivered as a cloud-hosted solution, powered by Microsoft Azure.

Cloud computing platforms, such as Azure, tend to be less expensive and more secure, reliable, and flexible than on-premises servers. With the cloud, equipment downtime due to maintenance, theft or damage is almost non-existent – and the level of affordability far exceeds that of on-site infrastructure.

We commission all combined services in the Azure the UK regions *UK South* and *UK West*. The Azure cloud service utilises multiple datacentres in one region with various degrees of geographical separation, providing unrivalled levels of resilience.

The security of our clients' data is of the highest priority, and to achieve unrivalled levels of resilience, we utilise Pro-Active Security as a Service through Azure Security Centre. The security centre extends security and compliance monitoring on to the

inside of the firewall to continually deliver various capabilities, such monitoring, analytics, rapid security deployments, and more, 24x7x365.

On a physical security level, Azure is deployed in Microsoft regional datacentres, which are protected by layers of defence-in-depth security that include perimeter fencing, video cameras, security personnel, secure entrances, and real-time communications networks. The defence-in-depth security is in use throughout every area of the facility, including each physical server unit.

## Support and Maintenance

Support is a critical component of our service; we do not view ourselves as simply a software supplier. Our team supports over 50 Central Government and Local Authority clients throughout the UK, operating to a specific Service Level Agreement (SLA) in each case.

### *Ongoing Support*

Our standard support service offer, upon which our indicative pricing is based, includes the following:

- Release updates delivered free of charge, out of hours, including those to ensure that Taranto complies with legislation
- A fully staffed Support Desk service, based in the UK, available over telephone, email, or via an on-line, customer web-portal, manned from 8:30am until 5:30pm, Monday to Friday
- Performance that meets and exceeds service level KPIs and SLAs
- Software bug fixes and corrections for all supported versions
- Advice to users on software use
- Regular on-site consultancy visits from a nominated Support Desk contact
- Twice-yearly user forums, hosted in our Northern and Southern offices, used to share best practice and inform our development roadmap

We have been supporting the parking enforcement market for many years and our Taranto product and associated services have been shaped by this experience and changes to legislation. We provide our services in line with all applicable legislation and will do so at no additional cost to our clients.

We have a team dedicated to the implementation of the Traffic Management Act and other relevant legislation, who keep abreast of any legislative changes and ensure

these are communicated to the software development team to be incorporated into the Taranto software.

It is core to our business to ensure that our software allows our clients to apply the relevant legislation when it comes into effect.

A recent example of this is our data deletion and anonymization functionality to ensure that Taranto is compliant with GDPR; this functionality has been developed and is now part of the standard Taranto build; our clients did not have to pay additionally for this functionality, nor will any future clients.

## Training

We have years of experience in delivering Taranto system training for our new and existing users. We successfully deliver training to hundreds of local authority staff each year, offering a tailored and flexible approach to all our customers. Our dedicated training team are responsible for working with the organisation and our own project managers to ensure a smooth transition to Taranto.

Taranto training programmes are created and built as part of the project, and are unique to each client, but they generally include:

- An initial “training needs analysis” session
- Taranto training (prior to go-live)
- Floor-walking and on-site training presence (during go-live)
- Supplementary training webinars (following go-live)
- One Taranto TaskForce visit per year

## eLearning

An online training repository accompanies the Taranto system. This includes user-guides and instructional videos which are always accessible by users through Freshdesk, our online helpdesk tool.

The training repository also includes a copy of the release notes for each of the software builds and instructional videos demonstrating the benefits of the associated features. This repository is continually updated and will form a valuable first point of reference for understanding the system.