appyway

Digital Traffic Order Management

Service Definition



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Summary

The AppyWay Traffic Suite is designed to enable local authorities to efficiently create, manage, and digitise Traffic Regulation Orders (TROs/TMOs/TTROs) via a D-TRO compliant, cloud-based platform, that supports public consultation, legal publishing, and real-time data sharing.

Traffic Suite is renowned as the only D-TRO software package that manages all traffic order types (permanent, experimental and temporary) in one software system; one login is all that is needed.

1. Introduction

AppyWay's Traffic Suite offers a comprehensive, cloud-based solution for the creation, management, and digitisation of Traffic Orders (TROs/TMOs). Designed to support the entire order lifecycle—from scheme design and public consultation to legal publication and API-based data sharing—our Traffic Order Management tools enable local authorities to streamline and modernise their workflows.

The Traffic Suite supports all order types, including permanent, experimental, and temporary orders, as well as management orders for off-street car parks and estate areas. With a modular design, it provides flexibility to manage both static and moving Traffic Orders, engage the public, and share accurate, real-time kerbside data.

Developed in close collaboration with local authorities, the Traffic Suite is tailored to the needs of its users, offering an intuitive, purpose-built experience. Its ongoing development is guided by core principles:

- Accessibility
- A contemporary, user-friendly interface
- Collaborative development
- Compliance with the Department for Transport's (DfT) Digital Traffic Regulation Order (D-TRO) specifications
- Map **and** text based schedule management
- End-to-end digitisation of Traffic Orders
- Process optimisation
- Utilisation of AI to further improve processes and efficiencies

Since its launch in 2020, AppyWay's Traffic Suite now provides DTRO processes for over 40 local authorities/councils (as of January 2026), transforming how they manage Traffic Orders, with many wishing they'd made the switch sooner.

All operational authorities adopting AppyWay have renewed or extended their contracts with AppyWay and we also attract new customers who have a DTRO software system but chose to move to AppyWay.

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Why AppyWay?

We're transforming the way local authorities manage Traffic Orders—saving time, cutting through complexity, and enabling meaningful public engagement like never before.

Here's what our customers have to say about working with us. More information is in section 11 of this document "Case studies and further information":

- **Seamless Onboarding Process**
  "The onboarding process was made extremely simple by the staff at Appyway. The data was transferred to them in the format they required. This information was then added to AppyWay's system and the technical team changed the raw data into clear and concise plans on Mapper. The process took a matter of weeks to convert the data. Wish we had done it sooner. Appyway is a fantastic package with a fantastic team behind it."
  — Blackpool

- **Hands-On Training for Real-World Use**
  "The hands-on training was exactly what we needed - instead of going through generic examples, we worked directly with our own data on our laptops. This meant we could ask real, practical questions that came up as we used the system. Mike, Freya, and Sarah from AppyWay were there to answer everything on the spot."
  — Cheshire West & Chester Council. Full case study available. Click here to access.

- **Proven Time Savings and Enhanced Efficiency**
  "We compared the functionality of AppyWay's TRO management solution 'Traffic Suite' alongside our existing in-house developed solution as part of a trial. The comparative improvements in usability and time saved were clear to see and we have estimated that the Traffic Suite represents a time saving of at least 40%. We are really looking forward to continuing our work with AppyWay and using the suite in a live environment."
  — Northumberland

- **User-Friendly and Time Efficient**
  "When we started looking for an alternative to our existing TRO system, AppyWay was by far the best solution. We have found that using AppyWay has managed to save approximately 50% of officer time when producing a traffic order. The system is very user friendly, it is quick and easy to create orders and make changes and revisions."
  — North Somerset

- **Improved Workload Management**
  "Traffic Suite saves me so much time. I can take on a lot more work, manage my workload more easily, and overall it's very user-friendly. For the public, the traffic order information can be served to them in a much more digestible way. I highly recommend AppyWay to any council."
  — London Borough of Haringey

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2. Service Overview

2.1 Available Packages

AppyWay Traffic Order Management: Available Packages

AppyWay offers three core packages tailored to different levels of need and functionality:

- **Mapper Lite**
  A streamlined version of Mapper designed to record Traffic Order data and ensure D-TRO compliance.
- **Mapper**
  The full-feature version of Mapper, providing complete functionality for managing static (parking/loading) and moving (speed/movement) regulations and automated map schedule generation and optional text based schedule management tooling included.
- **Traffic Suite**
  A comprehensive package that includes Mapper alongside the following modules:
  - Consultation Portal
  - Engagement Dashboard
  - Streets

2.2 Service description

Mapper Lite D-TRO compliance straight out the box. The focus of Mapper Lite is to provide an easy to use software to digitise Traffic Orders. Data entry to Mapper Lite uses intuitive tooling to best ensure accuracy and up to date data is compliant with D-TRO specification. The processes in Mapper Lite are to complement existing Traffic Order processes that are not yet ready to be fully digitised or are being managed in a separate system that is not D-TRO compliant.

Mapper is the core product within AppyWay's Traffic Suite. A cloud-based mapping and order management tool purpose-built for Digital Traffic Regulation Orders (D-TROs). With a user-friendly interface and intuitive features, Mapper provides Traffic Order teams with a streamlined platform to design schemes, create orders, generate documentation, and run public consultations as part of the statutory process. Map schedules are automatically generated within the system to ensure consistency throughout the process and give confidence to teams reliant upon Traffic Orders. Text based schedule management is also available within Mapper offering flexibility to authorities and full Traffic Order management tools and processes. Mapper's tools enable authorities to more effectively manage their Traffic Order processes resulting in a more proactive and transparent approach.

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As a fully D-TRO compliant solution, Mapper enables local authorities to meet legislative requirements with confidence. It supports all Traffic Order types—permanent, experimental, and temporary—and facilitates workflows for both parking/loading and speed/movement regulations.

Traffic Suite includes Mapper and additional modules, Streets and Consultation & Engagement. The majority of local authorities have adopted Traffic Suite to digitise their Traffic Orders and to transform their processes so that they can be as efficient and effective as possible.

Streets is the public-facing counterpart to Mapper, offering an interactive map that displays live Traffic Orders and supporting documents. By improving public access and transparency, it reduces reliance on FOI requests and promotes self-service. Street is available as an additional module to the Mapper Lite and Mapper package.

Consultation is a public-facing interactive map-based portal that enables authorities to consult on proposed orders with stakeholders and the public, enhancing accessibility and supporting the legal process.

Engagement provides a back-office interactive dashboard for Traffic Order teams/sponsors to review feedback submitted during statutory consultation. The dashboard provides built-in insights and data export functionality, allowing teams to analyse feedback efficiently and make informed decisions. Consultation feedback is automatically assigned to the relevant scheme, avoiding having to monitor a central email inbox and assigning feedback to the relevant scheme/order manually - a significant time saving.

Consultation & Engagement module is available as an additional module to the Mapper package only.

The standard Traffic Suite package can be further enhanced with additional modules.

2.3 Additional Mapper and Traffic Suite Modules

The following modules are available as optional add-ons and are priced separately to Mapper Lite, Mapper and Traffic Suite packages.

Assets
Allows users to map and manage highway assets—such as traffic signals, speed humps, green spaces, and cycle hangars—within the Mapper environment.

KurBi/KurBi+
A robust analytics module offering standard and custom dashboards. KurBI turns Order data into operational and strategic insights, supporting initiatives like kerbside strategy development and performance monitoring.

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APIs and KurBI are available as optional enhancements and are priced separately from the Traffic Suite package.

KurBi is suitable for dashboard reporting of Traffic Order management process.

KurBi+ is suitable for dashboard reporting of kerb/road assets relating to kerbside management/mobility management strategies including target progress monitoring reporting.

Off-Street/Off Street+
Available as a standalone module or alongside on-street Orders, this feature allows authorities to map estates and car parks while managing Off-Street Parking Orders with precision.

Off Street module is suitable for off street car park management

Off Street+ is suitable for off street car park management and estate order management.

TempO Lite/TempO (TTRO management)
Map and manage temporary TROs/TMOs, generate required documentation, and share them seamlessly with stakeholders. These modules ensure D-TRO compliance for TTROs with support for process optimisation with TempO functionality..

Requests
Capture public recommendations for EV charge points and cycle hangars in a few clicks. Promote public engagement in active travel, electrification and decarbonisation discussions. Enable demand-based planning for infrastructure within your authority. Plan better, save money, enhance your sustainable travel agenda

Module availability depends on the selected package. A breakdown of package options is provided below.

2.4 Integration & Data Sharing

API integrations from Traffic Suite to complimentary services and systems best ensure Traffic Order data is aligned with network management priorities and operations. Traffic Order data in Traffic Suite being the single source of truth.

Traffic Order data in Traffic Suite is aligned with Alliance of Parking Data Standards (APDS) enabling seamless, real-time integration services such as:

- GIS applications
- Enforcement operation e.g. ANPR solutions
- Highways Asset or Street Works management systems
- CEO Handheld devices and/or Parking notice processing systems

Traffic Suite can also ingest data from Street Manager via an API - applicable only to TempO module of Traffic Suite.

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3. Features & Capabilities

Below are some of the core features and capabilities that Traffic Suite offers. We continuously enhance the platform to ensure it meets the evolving needs of our users. All users have access to the latest version and functionality of their available modules.. We keep users informed about updates and changes, and encourage feedback or suggestions for improvements, which can be submitted through your dedicated customer service representative or during one of our user group sessions.

- **Automated Data Validation**: Consistent and compliant data, ensuring adherence to regulatory standards across the platform.
- **Automated Document Generation**: Legally compliant TRO documents, with automatic map schedule creation for seamless processing (Mapper+ and Traffic Suite packages **only**) with text schedule management also available.
- **Automated USRN assignment:** D-TRO compliant tooling that automatically assigns the USRN(s) associated with the extent of any given Traffic Order feature in Mapper. USRNs are a key component of the D-TRO service.
- **Cashless and P&D Terminal IDs**: Inclusion of relevant codes for enhanced datasets and smoother integration with enforcement systems.
- **Cloud-Based Solution**: Accessible from any device with no local installation required, and fully mobile-compatible without the need for intermediary services.
- **Data Integration & Sharing**: Open API that facilitates third-party integrations, supporting seamless data exchange.
- **D-TRO Compliance**: Automated sharing of your TROs with the Department for Transport, ensuring compliance with D-TRO requirements.
- **Dynamic Map Tiles**: Map tiles that reflect the actual scheme, not a fixed-grid system, providing greater accuracy and flexibility.
- **End-to-End Traffic Order Lifecycle Management**: Manage the entire process, from drafting new or amended Orders through public consultation to finalising and making the Order.
- **Find a Map Tile**: An interactive map tile viewer that allows users to efficiently locate specific tiles within an Order—ideal for Notice Processing teams and responding to Freedom of Information requests.
- **Intuitive Drawing Tools**: Simplified tool menus and features that increase efficiency for users.
- **Import and Export Functionality**: Easy import of temporary map layers and export of Order data for streamlined workflows.
- **Public Consultations**: An interactive map portal that enables public feedback, enhancing engagement and transparency.
- **User & Role Access Management**: Customisable permissions for different user groups to ensure data security and maintain process integrity.

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4. Security & Compliance

- AppyWay is ISO 27001 certified and is hosted in an ISO 27001 certified data centre, ensuring high security standards.
- Cyber Essentials certified.
- Subject to annual PEN testing by CREST or CHECK approved third party.
- Role-based access control (RBAC) with secure authentication to manage user permissions effectively.
- GDPR-compliant data handling policies to safeguard personal information and privacy.
- Encrypted data transmission via HTTPS, ensuring secure communication.
- Single Sign-On (SSO) integration available with local authority identity stores (additional cost applies).
- Multi-Factor Authentication (MFA) is available as standard.
- Regular security patching and updates to ensure that the platform remains protected against emerging vulnerabilities and complies with industry best practices.
- Compliance certificates (e.g ISO27001) are available on request.

5. Backup, Restore & Disaster Recovery

- Daily differential and weekly full backups, ensuring regular and comprehensive data protection.
- Fast and reliable data restoration support, adhering to agreed Service Level Agreements (SLAs).
- Robust disaster recovery procedures in place to minimise downtime and ensure business continuity.

6. Onboarding & Offboarding

Onboarding approaches will differ depending on scope and will be planned ahead of and during each project initiation, agreed collaboratively alongside client expectations and required timelines. AppyWay's Project team will work with each client to manage the process accordingly.

6.1 Onboarding Process

- Initial project Kick Off call to establish priorities and to align expectations, requirements and to set key milestones.

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- Formal onboarding plan and timeline against client expectations & onboarding requirements.
- Standard cadence is for weekly project project meetings but will be adjusted to suit throughout.
- Data migration and validation (options for manual entry,, or transfer from existing TRO databases or extraction from survey).
- Consultation support options as/if required.
- Dedicated Prince2 qualified Project Manager throughout the onboarding phase
- Dedicated Customer Success Manager allocated throughout onboarding and following.
- In depth project closure report with key findings and recommendations post onboarding.

6.2 Offboarding Process

- Data export in standard formats (GeoJSON, CSV).
- Secure deletion of data upon contract termination.

7. Pricing

Pricing is based on a modular SaaS subscription model. Costs depend on:

- The number of users and access levels.
- Optional modules
    - Engagement (public facing interactive map of proposed Orders)
    - Streets (public facing interactive map of active Orders)
    - KurbBi/KurBi+ (Management BI reporting Dashboard for the Kerbside)
    - Off Street/Off Street+
    - TempO Lite (TTRO D-TRO compliance)
    - TempO (TTRO compliance + management)
    - Requests
    - Single Sign On (SSO)
    - API Licence(s)
- Data migration and professional services - One off set up project(s).

Package	What is included	Optional extras
Mapper Lite	Mapper Lite	TempO, Assets, KurBi, , Streets, Off Street Requests and API integration
Mapper Full	Mapper Full	TempO, KurBi, , Engagement, Streets, Off Street, Requests and API integration
Traffic Suite	Mapper Full, Engagement,	TempO, KurBi, Off Street,

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	Streets	Requests and API integration

8. Service Management & Support

- **First-line support**: Standard operational queries and guidance.
- **Second-line support**: Technical issue diagnosis and minor bug fixes.
- **Third-line support**: Complex issue resolution, development team involvement.
- **Support availability**: Core business hours (09:00-17:30, Mon-Fri) with an online portal for 24/7 ticket submission.

9. Service Requirements

- Browser Compatibility: Optimised for the latest versions of Chrome, Edge, Firefox, and Safari.
- All public-facing elements of the Traffic Suite are fully mobile-enabled. Mapper and the Engagement dashboard are designed for large tablets or larger devices to maintain optimal functionality.
- Scheduled maintenance occurs outside core hours and is communicated in advance.

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10. Service Levels & SLAs

10.1 Availability

- 99.5% uptime guarantee (excluding scheduled maintenance).

10.2 Support SLAs

Priority	Response Period	Response Times	Resolution or Workaround
High = Examples. a) No data available within the Traffic Order Suite. b) No Traffic Order Suite access at all.	Working Days (9.00am – 5.30pm)	2 hours	8 hours
Medium = Examples. a) Some data types unavailable within the Traffic Order Suite b) Limited access to the Traffic Order Suite	Working Days (9.00am – 5.30pm)	4 hours	16 hours
Low = Examples. a) Intermittent access to one type of data b) Intermittent access to the Traffic Order Suite	Working Days (9.00am – 5.30pm)	12 hours	1-2 weeks

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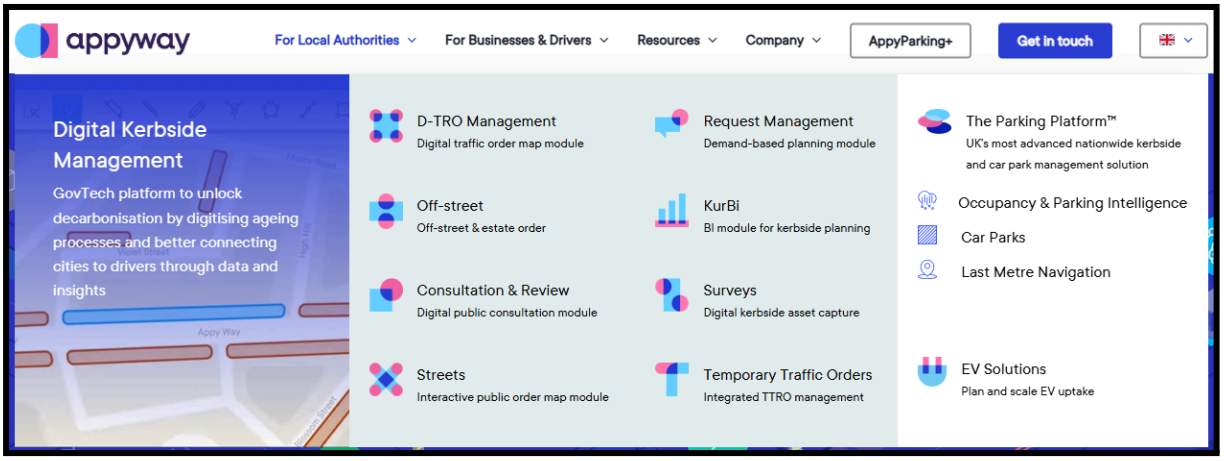
11. Training & Documentation

- We empower councils to get the most from the platform through a range of accessible, up-to-date learning tools. Our online training site gives users the confidence to work independently, with clear tutorials and FAQs that are regularly reviewed and improved.
- Interactive user groups and webinars not only keep teams informed of the latest features but also provide a space for shared learning and feedback. Councils are invited to shape future developments by taking part in user research and co-design activities.
- Onboarding includes tailored training sessions to build confidence from day one, with further support available whenever it's needed. Each training session is designed in conjunction with the council concerned and will cover all order types and processes covered by the councils licence configuration.
- Our active community forum is a space for councils to connect, ask questions, and share solutions with peers.

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12. Case Studies and further information

https://appyway.com/ is a great resource for additional information. The "For Local Authorities" menu leads to the following menu options designed to support GCLOUD users.



https://appyway.com/case-studies/ is the AppyWay repository for customer and partner case studies. It is regularly updated.

The AppyWay LinkedIn page is also regularly updated and is an excellent resource for customer comments and AppyWay announcements. Click here to visit.

AppyWay prides itself on a wide range of partnerships and connections and has a monthly newsletter to highlight best practice, stimulate discussions and raise issues. Already 26 editions old, you can view all editions of the AppyWay "Kerbside Digest" by clicking here.

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