

SERVICE DEFINITION
WRITTEN FOR THE DIGITAL MARKETPLACE G-CLOUD 15

Novoville

ENFORCEMENT



novoville

1 Kings Avenue, London, N21 3NA, UK | t: 0207 442 5551 | www.novoville.com

Table of Contents:

1. Introduction	3
2. Services Description	3
2.1 Novoville Enforcement Back-Office	3
A. Penalty Charge Notice (PCN) Management Subsystem	3
B. Data Dashboard: KPIs & Statistics Subsystem	4
C. User Management Subsystem	5
D. Permit Management Subsystem	5
2.2 Novoville Enforcement Mobile App	6
3. Project Scope	7
3.1 Exploration & Requirements Analysis Phase	7
3.2 Integration & Launch Phase	7
4. Support & Maintenance	8
5. Confidentiality Statement	8
6. Company Details	9

1. Introduction

Novoville Enforcement presents a fully customisable cloud-hosted solution designed to enhance parking operations. Comprising a web-based back-office system for administrators, a mobile app for field operations, and a web app for parking permit applications, this integrated suite of tools facilitates seamless management of parking activities. Whether utilised as a stand-alone service or in conjunction with the Novoville Parking & Mobility platform, it offers comprehensive management capabilities for parking operations.

2. Services Description

2.1 Novoville Enforcement Back-Office

Our web-based back-office system delivers automated, end-to-end notice processing that adheres to statutory legislation requirements governing all aspects of parking management.

The web application comprises the following subsystems:

A. Penalty Charge Notice (PCN) Management Subsystem

- Real-time recording of PCNs with all relevant details entered by the Enforcement Officer/Authorised field personnel handheld device application (Vehicle details, violation details, issuing officer details, etc.).
- Manual entry option for PCNs by system administrators.
- Dynamic display of PCNs in chronological order.
- Filters for multiple and combined searches of registered PCNs (based on issuance time, address, license plate, municipal police officer, etc.).
- PCN processing and status selection (e.g., contestation status, paid status).
- Viewing of PCN details, internal notes, accompanying image/photo, with options for download, storage, printing, etc.
- Management of appeals: submission of an appeal application, supplementary electronic document submission, and automatic updates on appeal processing status. Appeals can be entered into the system either manually by municipal staff or electronically by citizens.
- Creation of different types of PCNs: the system dynamically allows the creation of various PCN types.

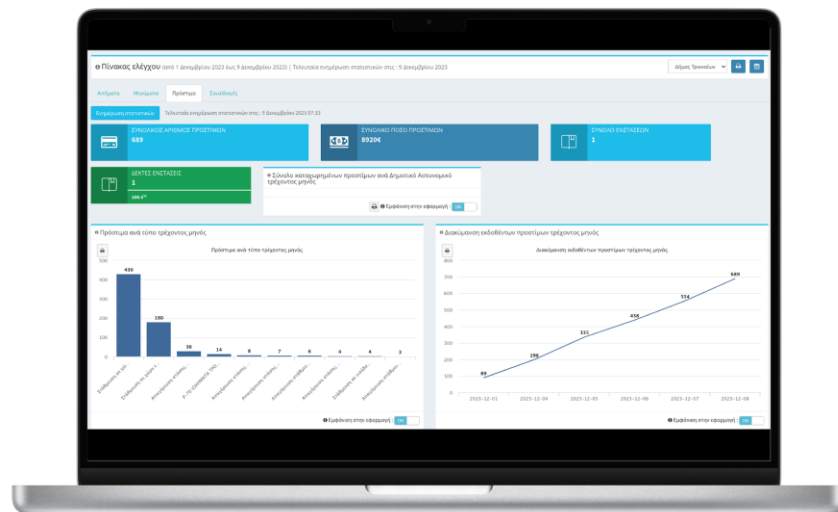
- Data export capability in multiple file formats such as .csv, excel, pdf, etc.

B. Data Dashboard: KPIs & Statistics Subsystem

Through this subsystem, the administrator can select the live visualisation of combined data concerning violations, inspections, and PCNs, as well as future data from sensors or other third-party systems, portraying data on the city map. Data is displayed on the control panel in various formats such as graphs and tables, with the option to select the time range for data presentation and export reports.

Indicative and not limited to, the following data for the selected time range are presented:

- Total number of PCNs
- Total amount of PCNs
- Total number of appeals
- Total accepted/rejected/pending appeals
- PCNs by violation type
- Variation in issued PCNs
- Hourly variation in issued PCNs
- Field Enforcement Officer Activity



In summary, the subsystem offers multiple filtering options for report and metric searches: based on location, time, field officer, address, time range, etc. With this functionality, administrators can generate highly useful reports and visualise them in graphs and tables.

C. User Management Subsystem

This component facilitates the centralised control of all users within the parking management administrative system, encompassing both enforcement staff and field personnel.

Its features include:

- Single-Sign-On capability for registered users of the administrative system.
- Allocation of varying access privileges based on user roles (e.g., administrator, standard user).
- Access to different datasets depending on user roles.
- Ability to assign or restrict access on an individual or group basis according to user roles.
- Administration of users for the mobile apps/ handheld device applications: the central administrator possesses the authority to manage users by editing, deleting, or adding them within the application.

D. Permit Management Subsystem

This dedicated subsystem facilitates the electronic issuance of parking permits. This subsystem streamlines the organisation and oversight of permits, ensuring a fully digitised process.

Key features and interfaces of the subsystem include:

- Citizen Web Application: Integrated into any website, this platform enables users to electronically submit applications and accompanying documentation for acquiring parking permits. Applicants receive electronic updates regarding the status of their application.

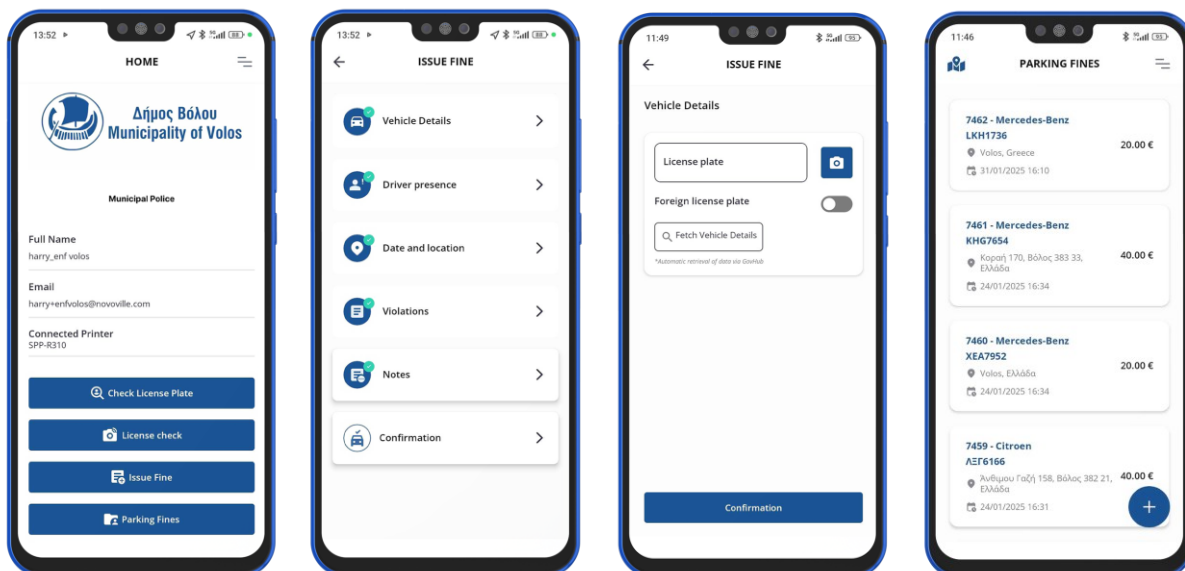
- Permit Management Subsystem: Permit Management Subsystem: This component records and tracks all issued permits and applications, offering multiple filtering and search functions for efficient management.

2.2 Novoville Enforcement Mobile App

The Novoville Enforcement mobile application for field personnel, is designed for the Google Android operating system. It is fully functional on versions 10.0 and above and It operates on any portable device (smartphone/tablet) with the Android operating system.

It exchanges real-time data with the back-office system for PCN issuing and wirelessly links to any portable printer via Bluetooth. It additionally interfaces with diverse ANPR/LPR systems.

Local authorities or organisations have the capability to establish custom information categories that CEOs can promptly report on via the mobile app while in the field. This encompasses various issues, including faded signs and lines, malfunctioning P&D machines, or abandoned vehicles, with accompanying photos and details transmitted directly to the back-office team or external council groups. Furthermore, the back-office team can dispatch crucial messages or briefing notes to the mobile devices, requiring CEOs to confirm their acknowledgment at the beginning of each shift.



3. Project Scope

Novoville has designed a three-step process to successfully launch and support the solution at each new customer. The goal is to deliver immediate results and drastically reduce implementation time. Novoville can typically implement the Enforcement solution to a local authority within 4 weeks, including the time required for onsite training.

This process consists of the following:

1. Exploration & Requirements Analysis Phase
2. Integration & Launch Phase
3. Support & Maintenance

3.1 Exploration & Requirements Analysis Phase

This phase kicks off with a workshop to understand what the priorities are for the authority. The points covered in the workshop will include the current service provision and the final objective.

As a part of defining the working solution, we will consider the vision for the customer journey and the processes and data that exist currently. Optimising the journey will include onsite visits and focus groups.

Key outcomes of this phase include:

- A. gathering and categorising all available data and where it coexists;
- B. a needs-assessment report;
- C. the customer journey and data flow;
- D. an outline design of the initial service;
- E. selection of relevant key performance indicators;
- F. a draft marketing plan to ensure optimised uptake of the platform (when implemented in conjunction with the Novoville Parking & Mobility platform).

3.2 Integration & Launch Phase

This process is straightforward and at its basic version consists of the following:

1. Processes: Providing the customer service or support teams with an understanding of the processes and the information required at each stage of the process. Where manual intervention is required, to explain how these activities are

performed using the back-office dashboard.

2. Integration: Novoville provides a roadmap to integrate legacy systems with the core product. It will then only require a web browser to operate.

3. Testing and training: Once the product is fully integrated and used for training by customer service teams, Novoville tests the functionality in its own sandbox environment. Once signed off, we conduct a short closed user trial period to test that everything works in the way that the authority expects. We then deliver onsite training to all stakeholders. Once the training is completed, results are evaluated. All calls logged are examined and are then incorporated into further training sessions.

After a few weeks of operation, the Novoville team will make suggestions for further optimisation of service.

4. Support & Maintenance

Novoville provides a single level of support, which is built into the subscription cost.

It includes an online helpdesk and ticketing system available 24/7, as well as telephone support during business hours (9am-5pm, Monday to Friday, except UK Bank Holidays).

On-call support will respond to critical availability issues outside of standard business hours. Our support SLA is included in the terms of service document.

Our helpdesk is staffed with dedicated support engineers, with system admins and other technical experts becoming involved to resolve support issues as necessary.

Each authority or transport provider has a designated account manager and will receive dedicated support for any issue.

For further details please follow the Terms of Services section.

5. Confidentiality Statement

The information contained in this document is confidential, privileged, and only for the information of the intended recipient and may not be used, published, or redistributed without the prior written consent of Novoville Limited.

6. Company Details

Novoville Limited

Company Registration No: 10313940

VAT: 283614101

1 Kings Avenue, London, N21 3NA, UK

www.novoville.com

novoville

Powerful Cities, Empowered Citizens