TARANTO ENVIRONMENTAL ENFORCEMENT - SERVICE DEFINITION DOCUMENT

Taranto Systems Limited

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Contents

Introduction to Taranto 2

Fixed Penalty Notices 3

- System Configuration 3
- Workflow 4
- Case Management 5
- Outgoing Correspondence 6
- Payments 6
- Reporting 7
  - Standard Reports 7
  - Support Dashboard 7
  - QueryBuilder 8

Taranto Mobile 9

- Software 9
- Added Value 9
- Printing FPNs in a Dual Role 10

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 50 local authority contracts, including 12 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 17 million Penalty Charge Notices (PCNs) per year
- Issue over 4.5 million permits per year
- Handle over £500,000,000 worth of payments per year
- Generate over 1 million letters per month

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.

Fixed Penalty Notices

The Taranto system provides a fully integrated solution for the issuance and management of Fixed Penalty Notices (FPNs), in line with the applicable elements of legislation contained within Acts including:

- Environmental Protection Act 1990
- Clean Neighbourhoods and Environment Act 2005
- Anti-social Behaviour Act 2003
- Anti-social Behaviour, Crime and Policing Act 2014
- Refuse Disposal (Amenity) Act 1978
- Environmental Offences (Fixed Penalties) Regulations 2007
- Environmental Offences (Fixed Penalties) (England) Regulations 2018
- Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016.

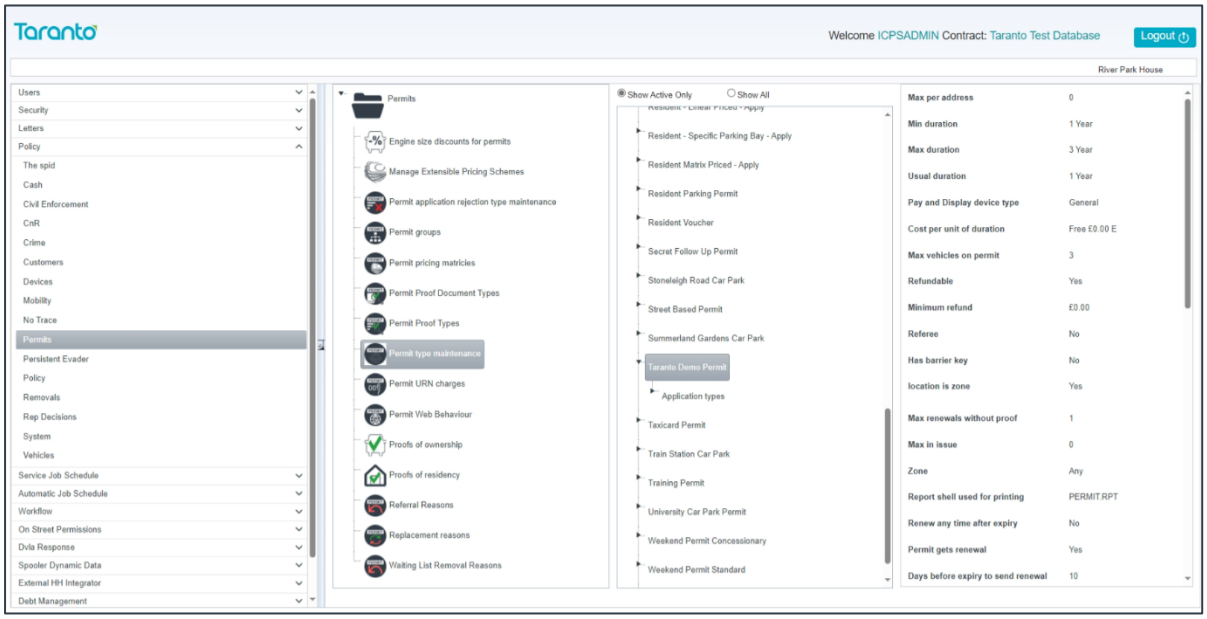
The Taranto solution can deal with FPNs relating to a range of environmental contraventions, including engine idling, littering, dog fouling, spitting, urinating, flyposting, fly-tipping, commercial waste duty, consumer protection, trading standard issues, food hygiene, stray dogs and more. The progression path for each type of FPN can be configured to meet individual requirements and templates can be set up to contain specific correspondence formats based on contravention type and associated policy.

The Taranto FPN solution uses much of the same functionality as our widely used Penalty Charge Notice (PCN) system, so the automation of the progression paths and use of the Taranto Workflow solution will also be used for managing FPN cases.

The Taranto Android handheld application, Taranto Mobile allows a Civil Enforcement Officer (CEO) to issue both FPNs and PCNs without needing to leave the application – the system contains both modules and all functionality therein. This negates the requirement for officers to carry any extra equipment, or even to change their issuance workflow in any way, which in turn allows CEOs to do more whilst on-shift.

System Configuration

Our users can maintain their own individual polices, 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 FPNs through the required stages and at the correct timescales in line with legislative requirements. 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.

Workflow

Taranto Workflow provides a hub for all enquiries, including general enquiries/complaints, FPN recovery, virtual permits, 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.

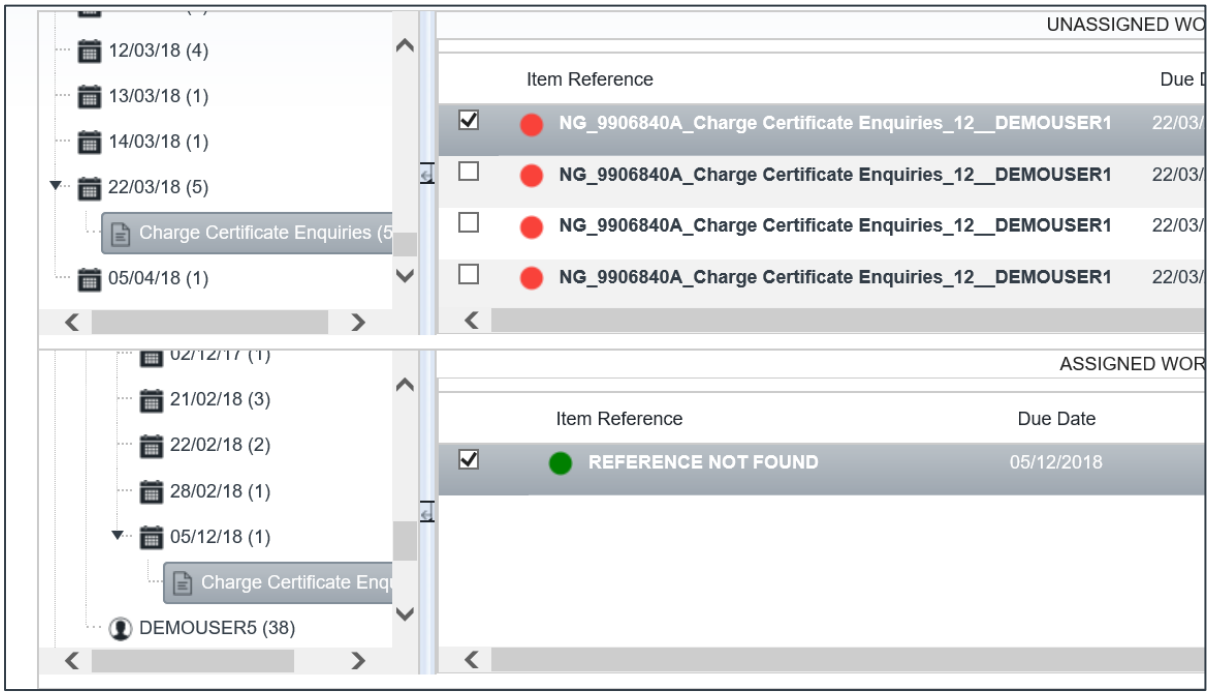
Workflow activity can be automatically created from contact channels including:

- 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:

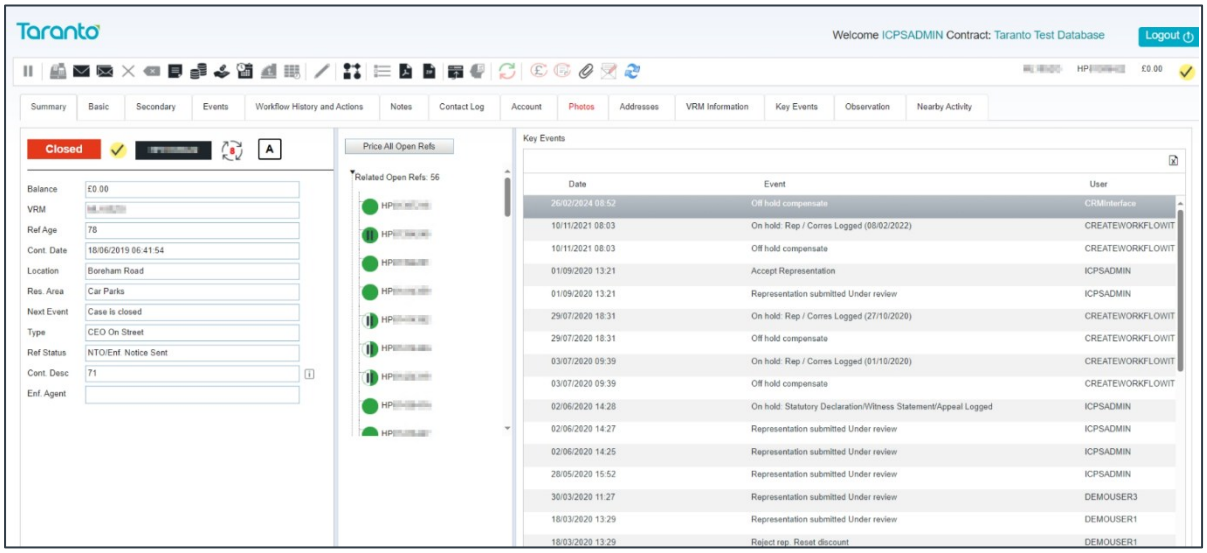


Work can be allocated manually by a supervisor, or alternatively, Taranto can automatically allocate work based on user availability, workload, or the nature of the item. Automatic 'top-ups' can also be configured to maintain current workloads.

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 any other linked cases, to the user in a clean and user-friendly interface. Multiple records can be viewed in parallel.



Additionally, users can perform various actions against the case from this screen (for one or multiple FPNs), 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 .PDF documents (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). 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.

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.

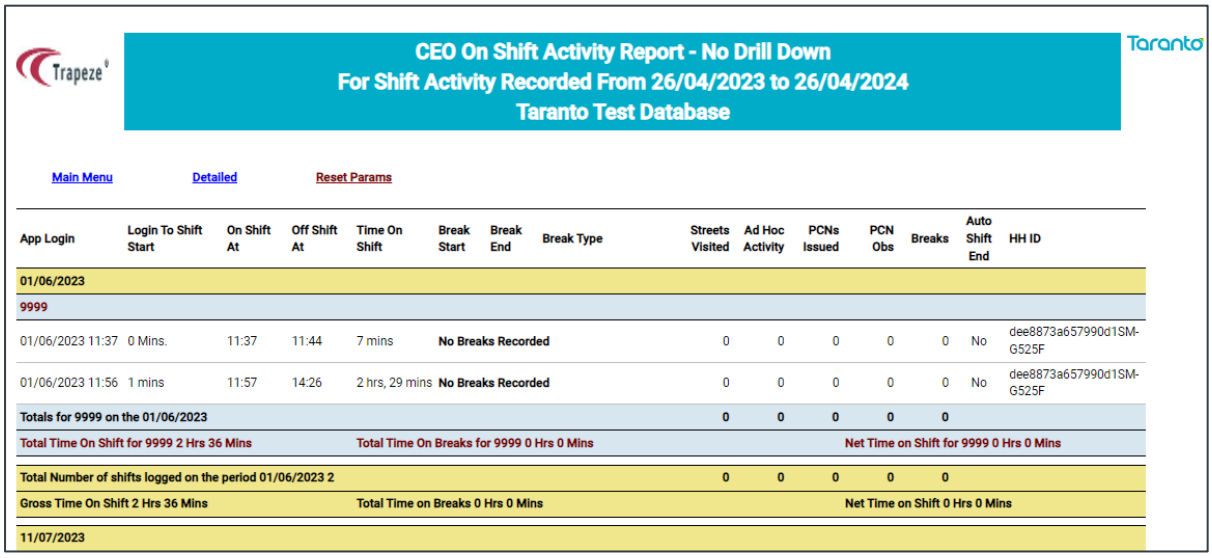
This link allows the payment receipting system to look-up the outstanding balance and automatically post a direct payment. The software automatically updates the account/event history of each associated case with the amount, payment type, date/time, location, and user details for each payment made.

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).



Trapeze

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

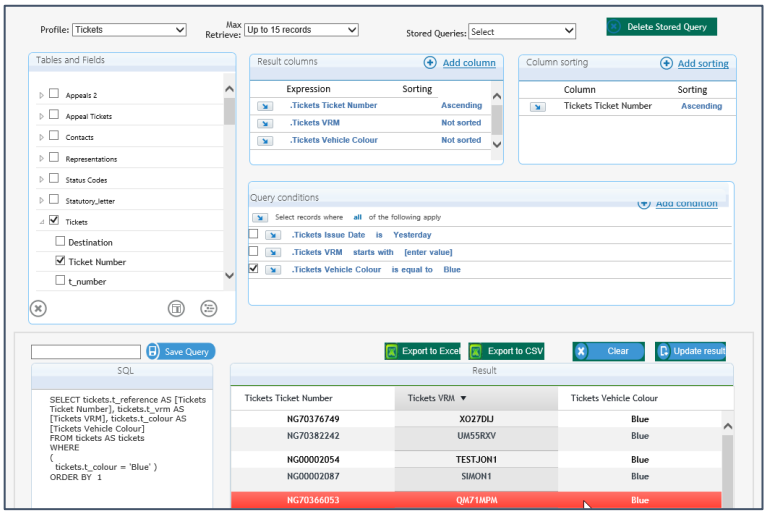
App Login	Login To Shift Start	On Shift At	Off Shift At	Time On Shift	Break Start	Break End	Break Type	Streets Visited	Ad Hoc Activity	PCNs Issued	PCN Obs	Breaks	Auto Shift End	HH ID
01/06/2023														
9999														
01/06/2023 11:37	0 Mins.	11:37	11:44	7 mins	**No Breaks Recorded**			0	0	0	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 FPNs open, number of DVLA enquiry records sent, and number of cases at enforcement agent stage. This provides staff the ability to easily manage the risk associated with high volumes of automated batch progression.

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.



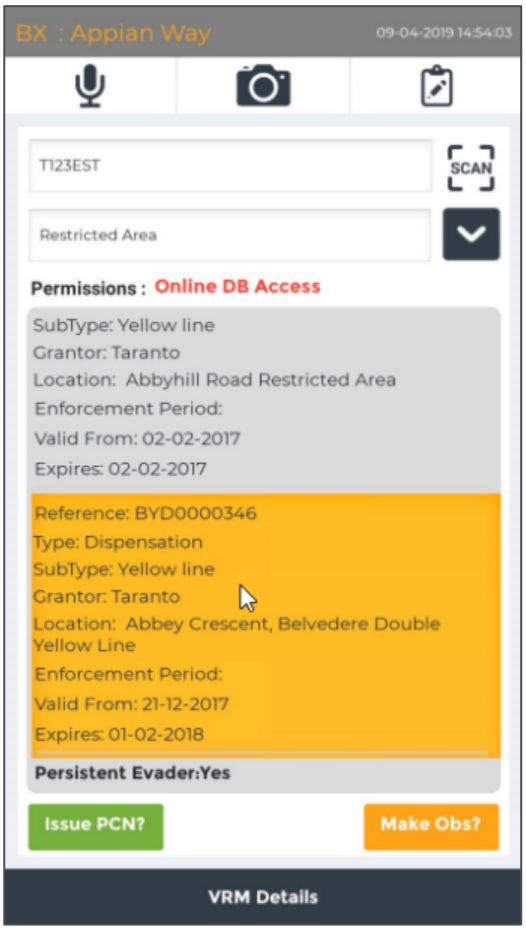
Taranto Mobile

The Taranto Mobile handheld application provides the ability for Civil Enforcement Officers (CEOs) to efficiently issue 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.

Software

The key functionality of Taranto Mobile includes:

- **Real-time data transfer** to the back office as soon as a FPN 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.
- **Automatic recording** of audit details e.g., FPN type, date/timestamp of the FPN.
- **Requiring all required legislative data** to be recorded, only allowing the FPN to be recorded once this information is obtained.

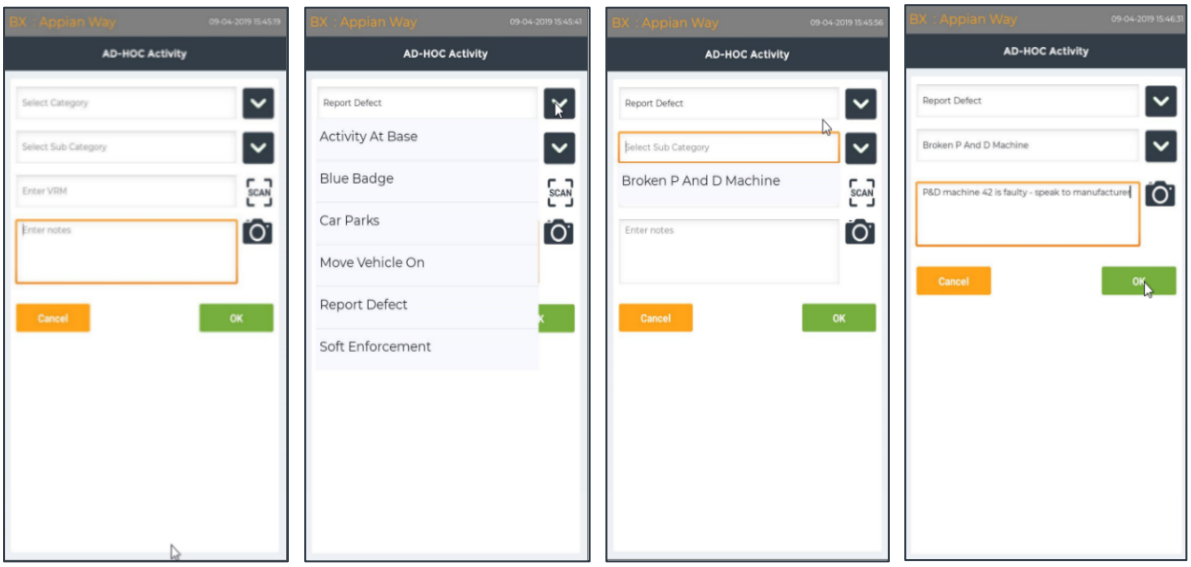


Added Value

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

- **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.



Printing FPNs in a Dual Role

As the Taranto Mobile handheld application is paired to an individual on-street printer, Taranto allows for FPNs to be issued directly to the offender at the time the offence is committed. However, if the CEO is performing a 'dual role' then an appropriate method of printing should be considered. There can be various options to handle this, including:

- Ensuring that the CEO changes the print-roll depending upon the offence (PCN or FPN).
- Ensuring that CEO obtains address details of the offender to issue a postal-FPN.
- Amending the reverse of the print-roll to cover conditions for PCN and FPNs.
- Using a blank print-roll so the thermal printer can print both sides depending upon the offence (PCN or FPN).

There are pros and cons to each option, and we would work with each client to explore suitable options regarding their specific use-case and business requirements.