

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 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.

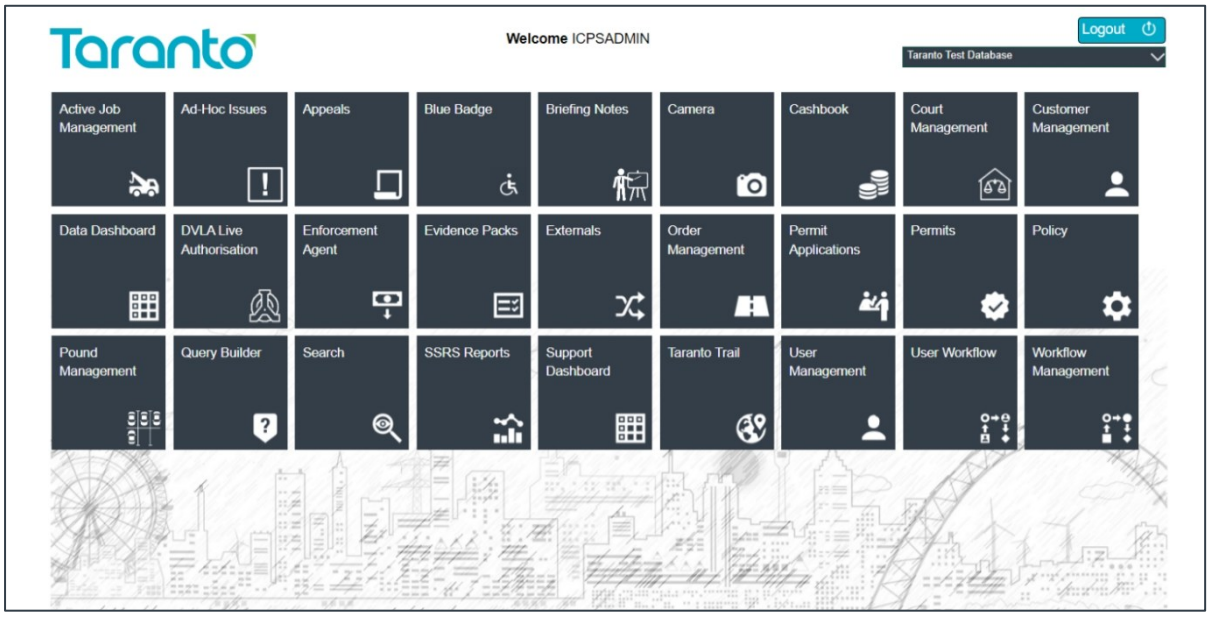
Taranto Back Office

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

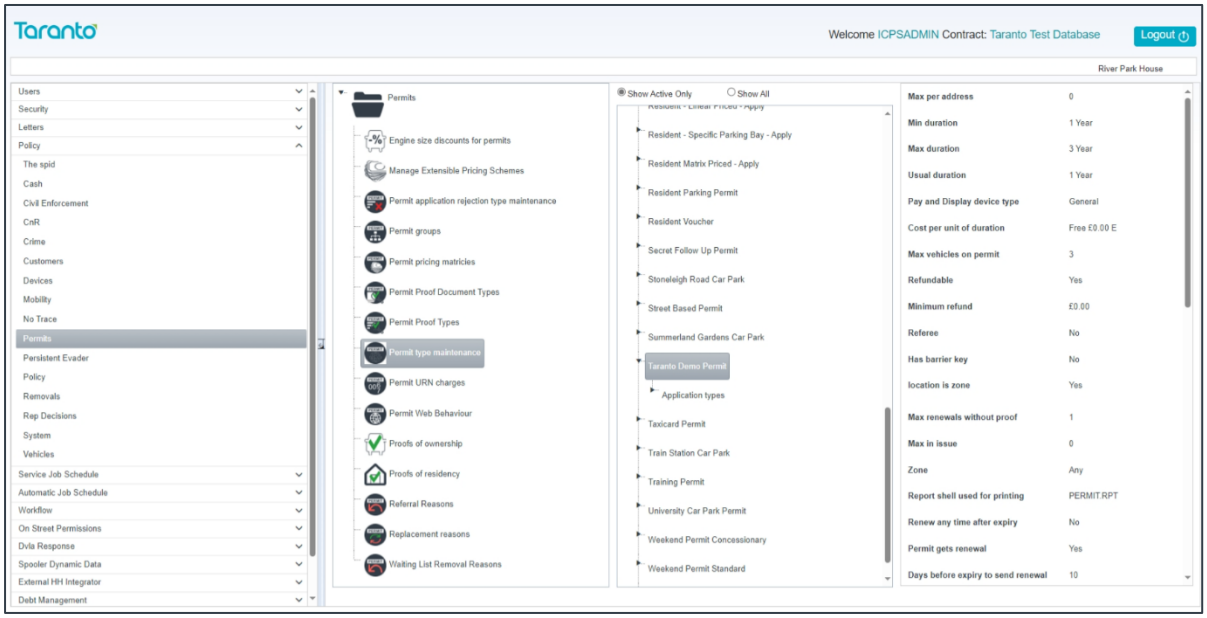
Progression of PCN cases through Taranto is completely automated - no user intervention is required until correspondence with a member of the public or an external organisation takes place. This allows system users to focus on areas of customer service, and operational and compliance management, whilst 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 3rd 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 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 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.

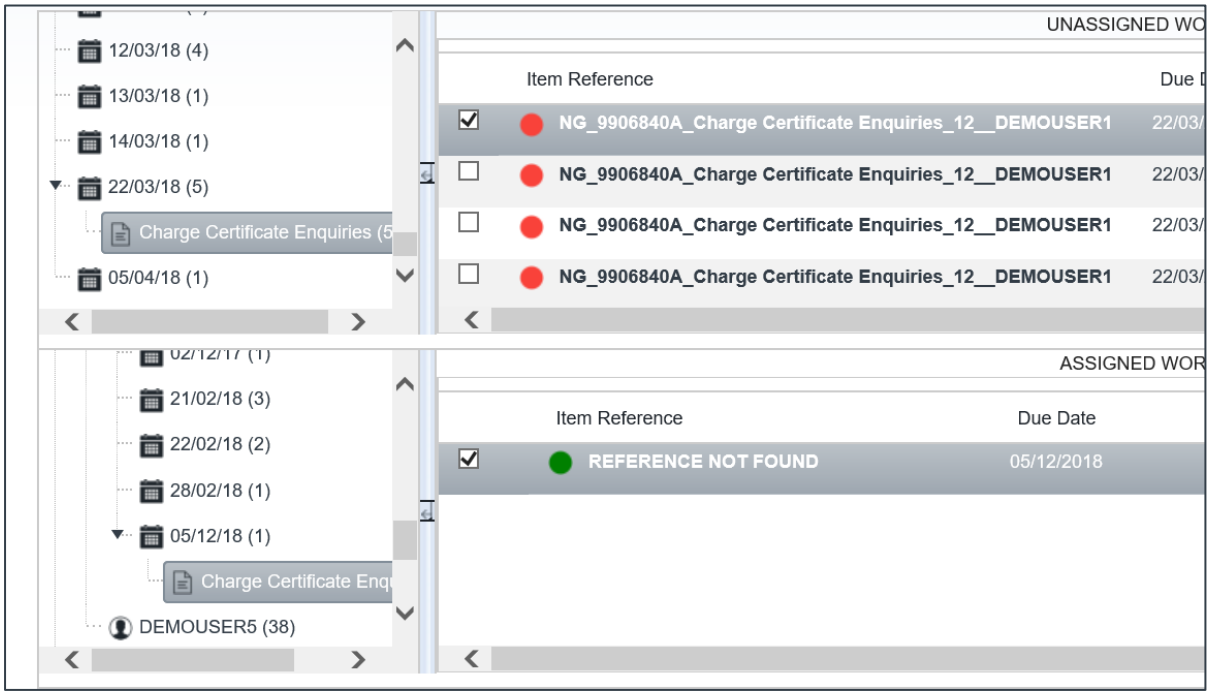
Workflow activity can be automatically created from contact channels including:

- 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:

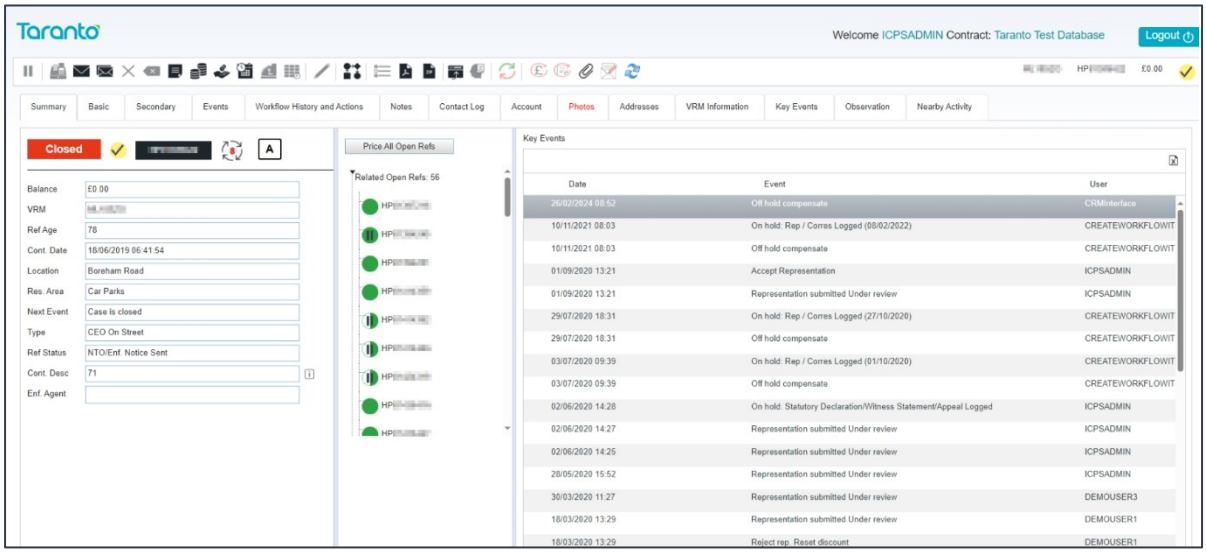


Work can be allocated manually by a supervisor, or alternatively, Taranto can automatically allocate work based on user availability, workload, or the nature of the item. Automatic 'top-ups' can also be configured to maintain current workloads.

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.



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 .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). Statutory batches are generated according to status (e.g., 1 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.

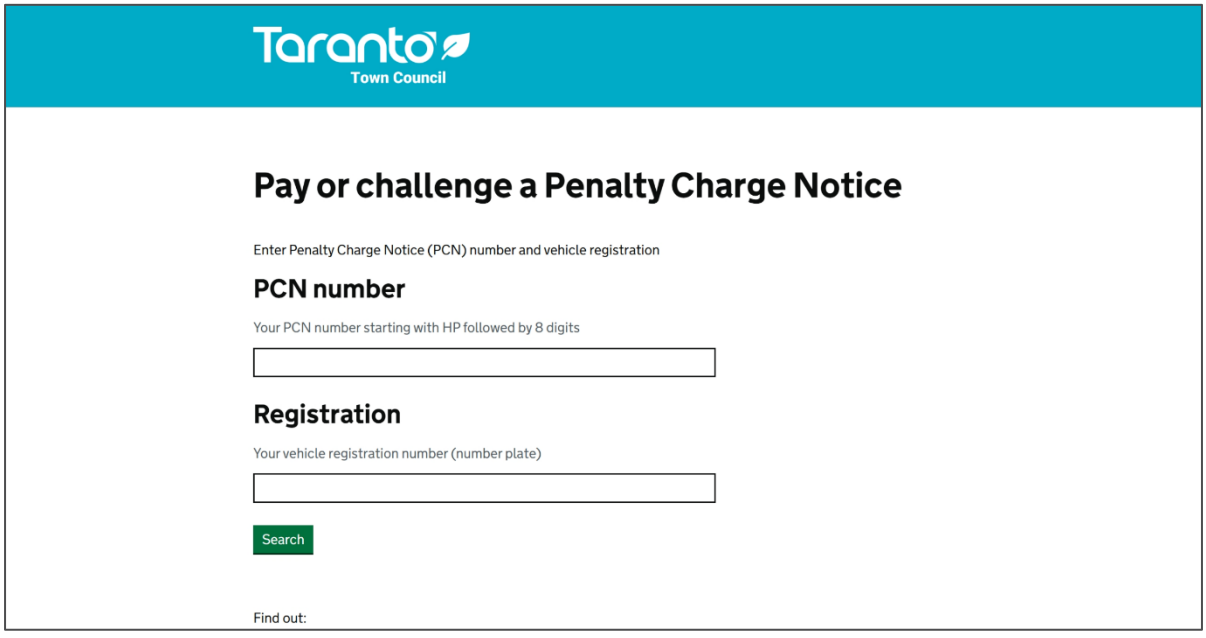
This link allows the payment receipting system to look-up the outstanding balance and automatically post a direct payment. The software automatically updates the account/event history of each associated case with the amount, payment type, date/time, location, and user details for each payment made.

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.

Self-Serve PCN Management

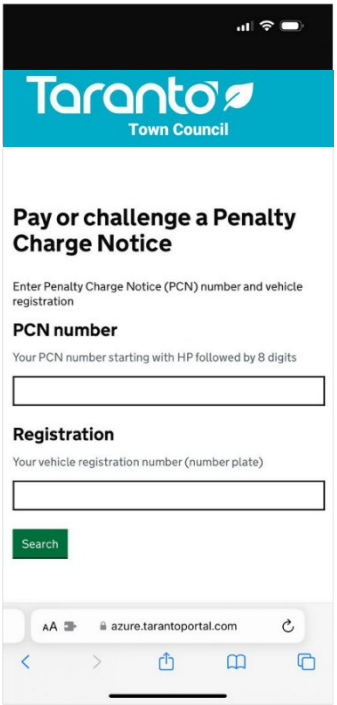
We have extensive experience of delivering web-portals that allow members of the public to log on and view information relating to PCNs and perform actions relating to them, such as paying for PCNs or challenging them.

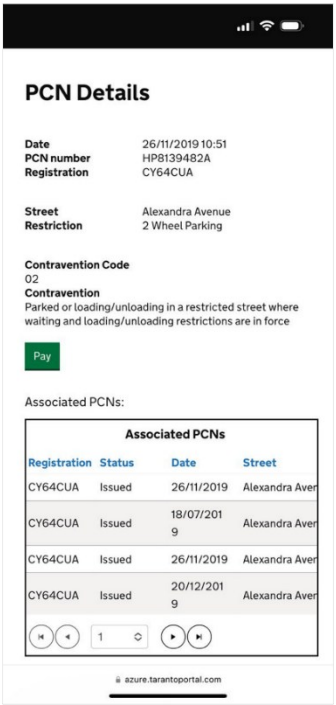


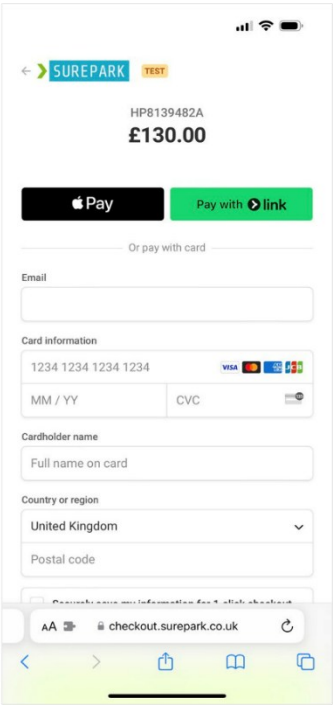
The PCN webpage provides a real-time mirror of the Taranto Case Management Screen; so, by entering the unique PCN number and corresponding VRM, the customer is exposed to various services and options regarding their offence, including:

- 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.







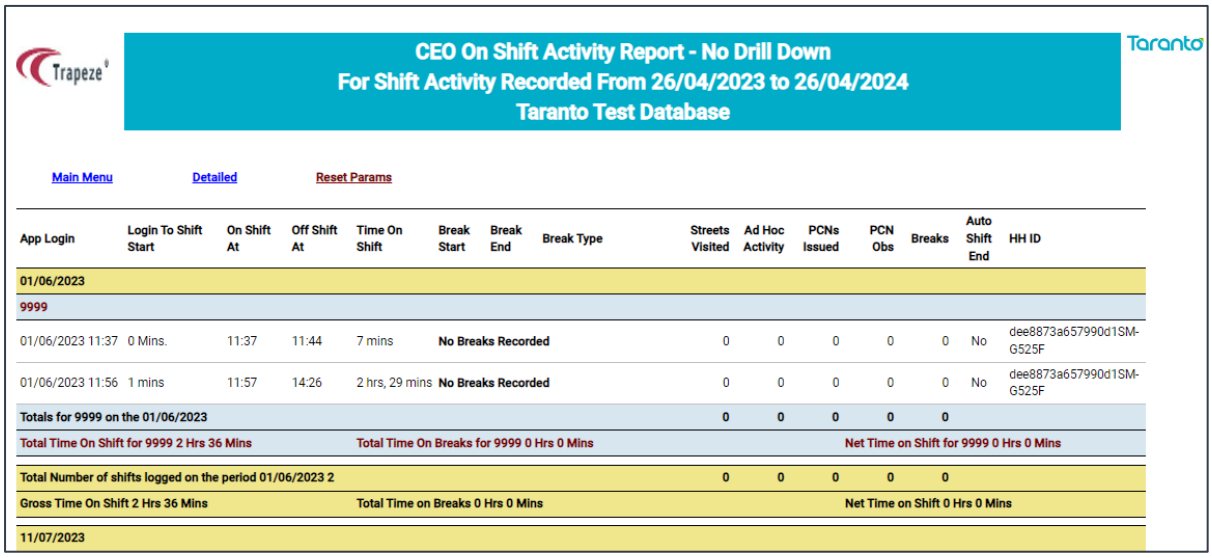
Taranto websites are compatible with various desktop browsers, such as Internet Explorer, Chrome, Safari and Firefox. They are also compatible with various mobile browsers, such as Mobile Safari on iOS and Chrome for Mobile on Android. Websites are coded with responsive design to auto-resize dependent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

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

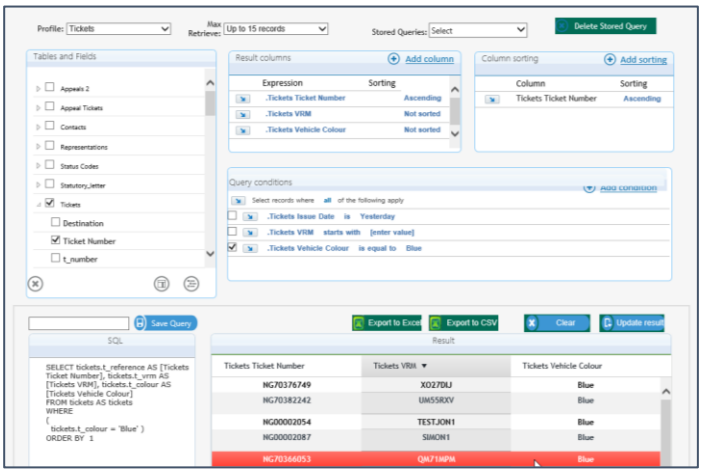
App Login	Login To Shift Start	On Shift At	Off Shift At	Time On Shift	Break Start	Break End	Break Type	Streets Visited	Ad Hoc Activity	PCNs Issued	PCN Obs	Breaks	Auto Shift End	HH ID
01/06/2023														
9999														
01/06/2023 11:37	0 Mins.	11:37	11:44	7 mins	**No Breaks Recorded**			0	0	0	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 PCNs 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.



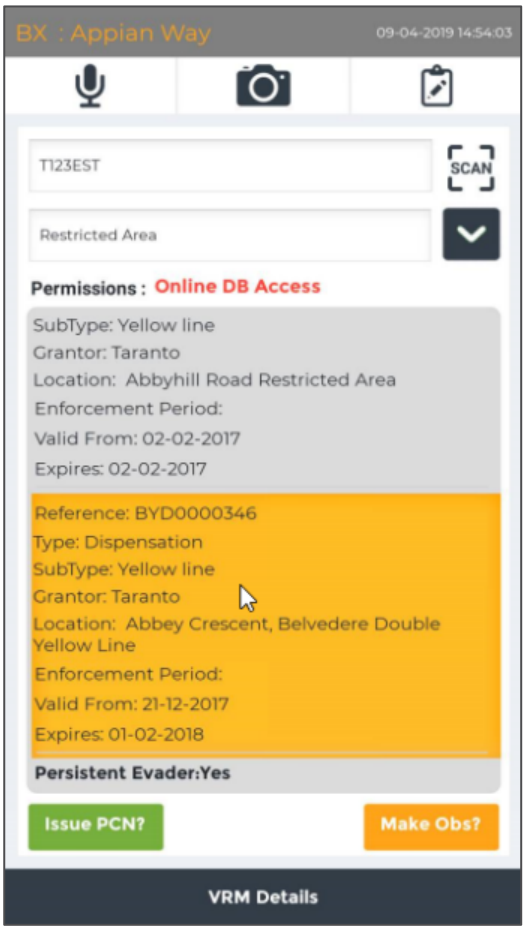
Taranto Mobile

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

Software

The key functionality of Taranto Mobile includes:

- **Real-time data transfer** 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.



Integration

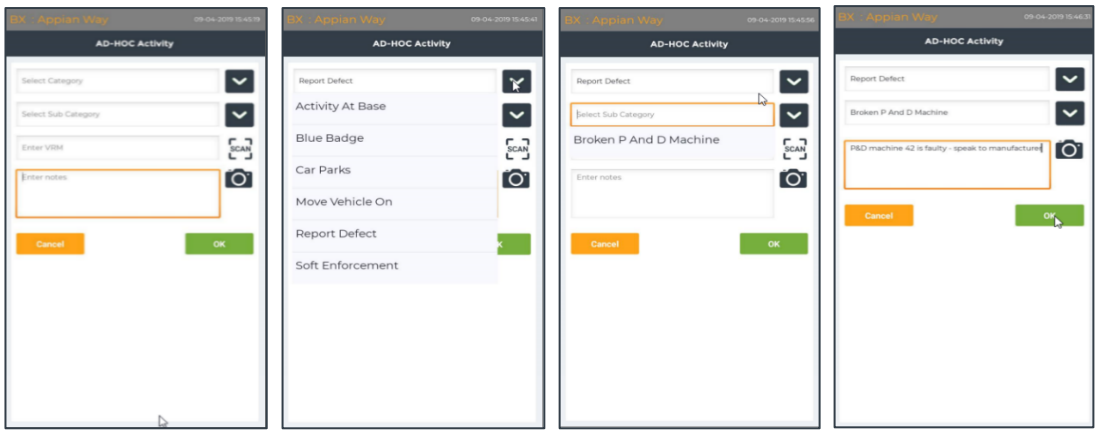
Taranto Mobile can incorporate multiple integrations to ensure that data regarding PCNs, FPNs, permits, suspensions, persistent evaders, and more can be recorded and simultaneously checked from the same screen, prior to issuance. Upon entering the Vehicle Registration Mark (VRM), the application will 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:

- **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.



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.

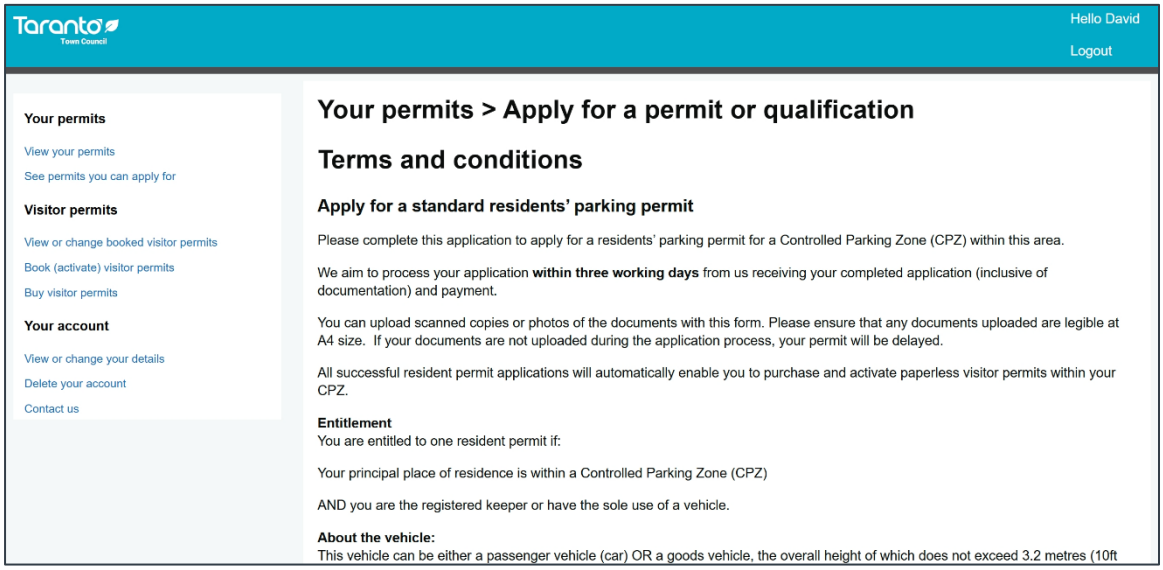


Permits

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. All user interactions are audited and all options available via the public-facing portal 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.

All configuration changes are actioned immediately across the system and can be viewed subsequently by the end-user, e.g., customised terms and conditions many of clients require customers to agree ahead of online application progression (pictured below).

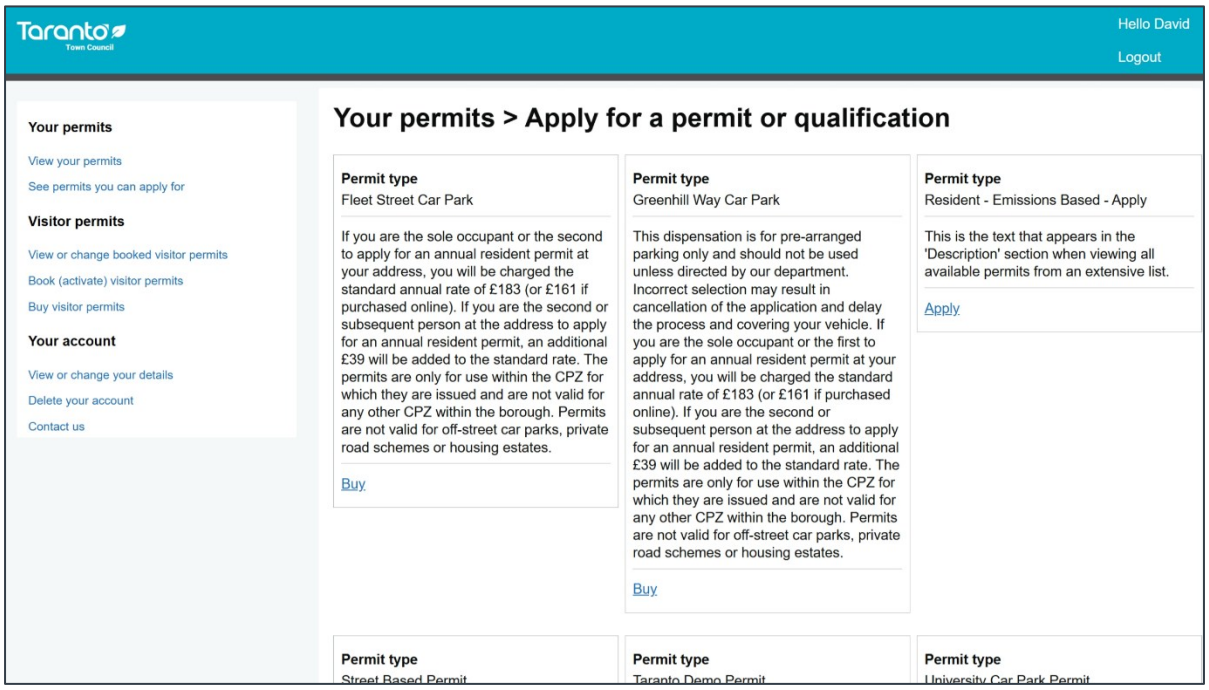


Such configurations can be done specifically for the required permit types with absolutely no reliance on third parties or chargeable development requests. Amendments are simply actioned within Taranto by a member of staff with suitable access permissions.

The Taranto Policy module allows system administrators to elect which users are allowed to make configuration changes for permit creation and amending per permit type to divide responsibility efficiently while minimising risk of unauthorised access.

Self-Serve Permit Management

In addition to the back-office permit functionality, Taranto supports self-service via branded, customisable web-channels. Permit management is supported via our OPM (Online Permit Management) self-serve website, implemented with a branded, customer-facing web-solution enabling users to virtually administer, apply, change and surrender permits and visitor vouchers, 24x7x365.

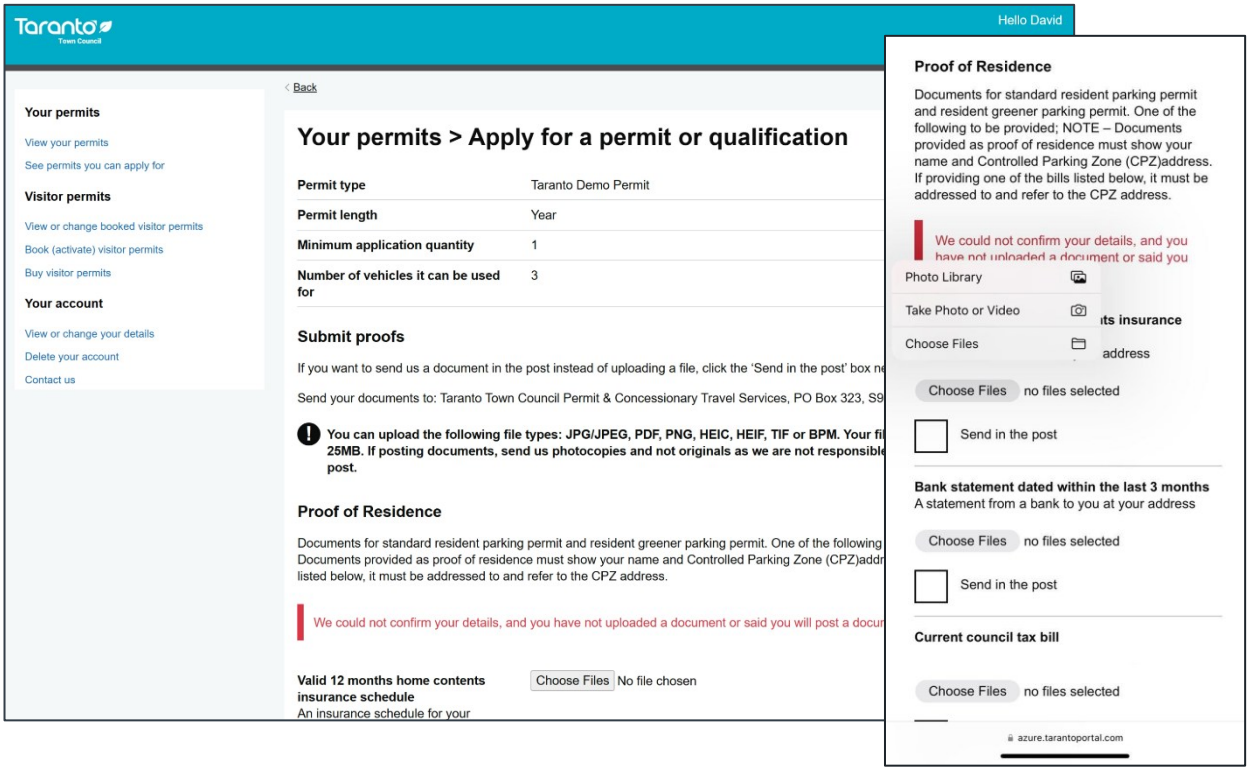


Customers can utilise the Taranto OPM solution to make, renew, and amend their permit applications. Users set-up their own account enabling the holder to apply for permits via the internet; this replaces the process of having to physically fill out a form and post it to the operation.

The online application process can be tailored to meet our clients' preferred payment and application routes for different permit types:

- 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.



The online solution can also cross-check the eligibility criteria of an applicant against other sources, using web-services to query a tracing application such as Experian or the Electoral role (if made available to a local authority operation by the council).

Once a payment has been taken or ring-fenced for the permit via the finance provider integration, and the permit is issued and valid once the application is accepted, then there is no need for the physical permit or dispensation to be printed, posted and displayed. Our users rely on the Taranto technology instead.

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.

Taranto also supports sending physical permit requests to printers, should this be required - we regularly 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.

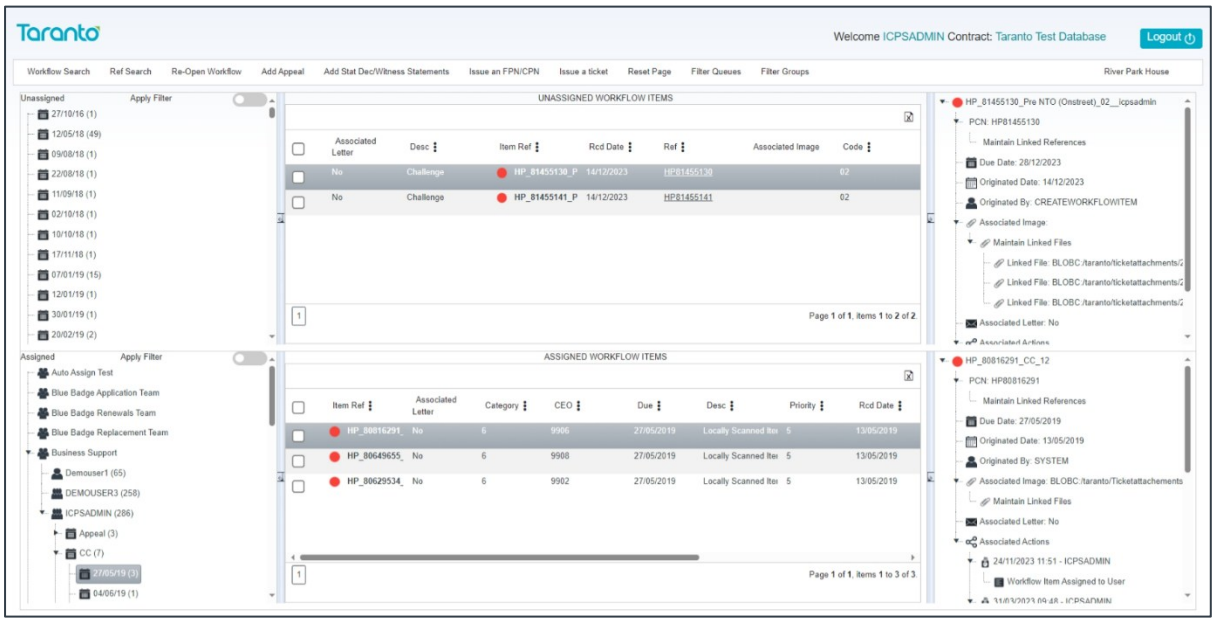
During enforcement, the handheld checks the Vehicle Registration Mark (VRM) against the system to see whether a valid permit exists for the date and time queried, relying on the technology rather than the CEO checking the vehicle windscreen. The same principle also

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.



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.

Taranto Mobile plays an important role in the Clamping and Removal process. 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.

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.

Fixed Penalty Notices

Taranto 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 handheld module lies directly within Taranto Mobile, meaning that there is no need to use a separate application to issue FPNs once set up.

Blue Badge Checker

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

Blue badge information is viewable directly from within the handheld application through integration with the Department for Transport’s API.

FLEET Bureau

Taranto can automate lengthy Transfer of Liability processes 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.