



Taranto

TARANTO PERMITS - SERVICE DEFINITION DOCUMENT

Taranto Systems Limited

contact: sales@tarantosystems.com

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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.

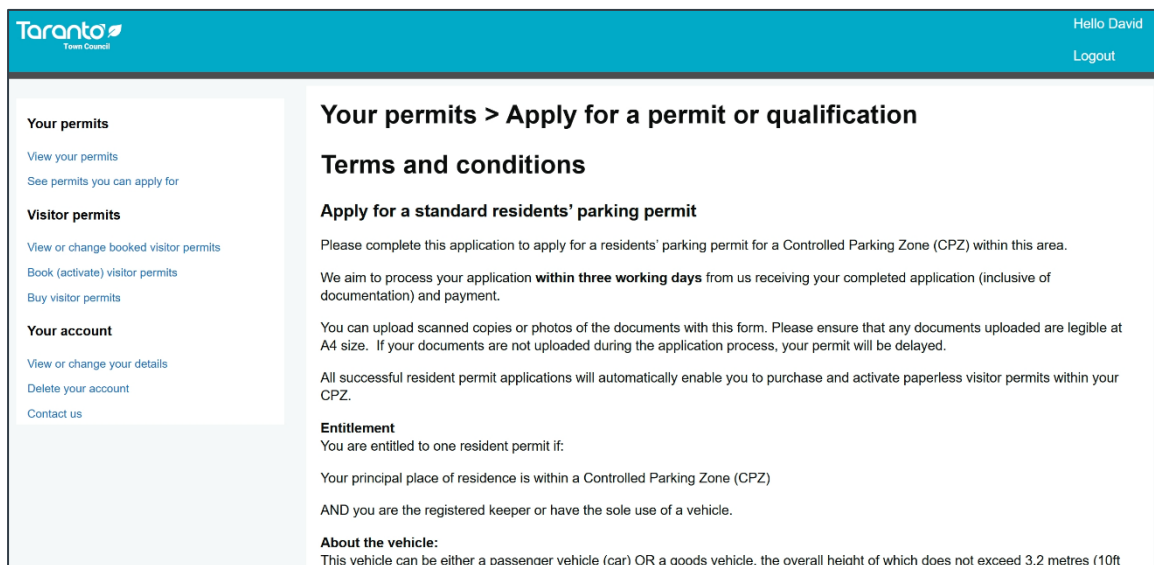
We aim to build-upon and enhance Taranto throughout the lifetime of our contracts, working in partnership with our clients to identify and deliver innovation alongside a continually great service.

Taranto 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).



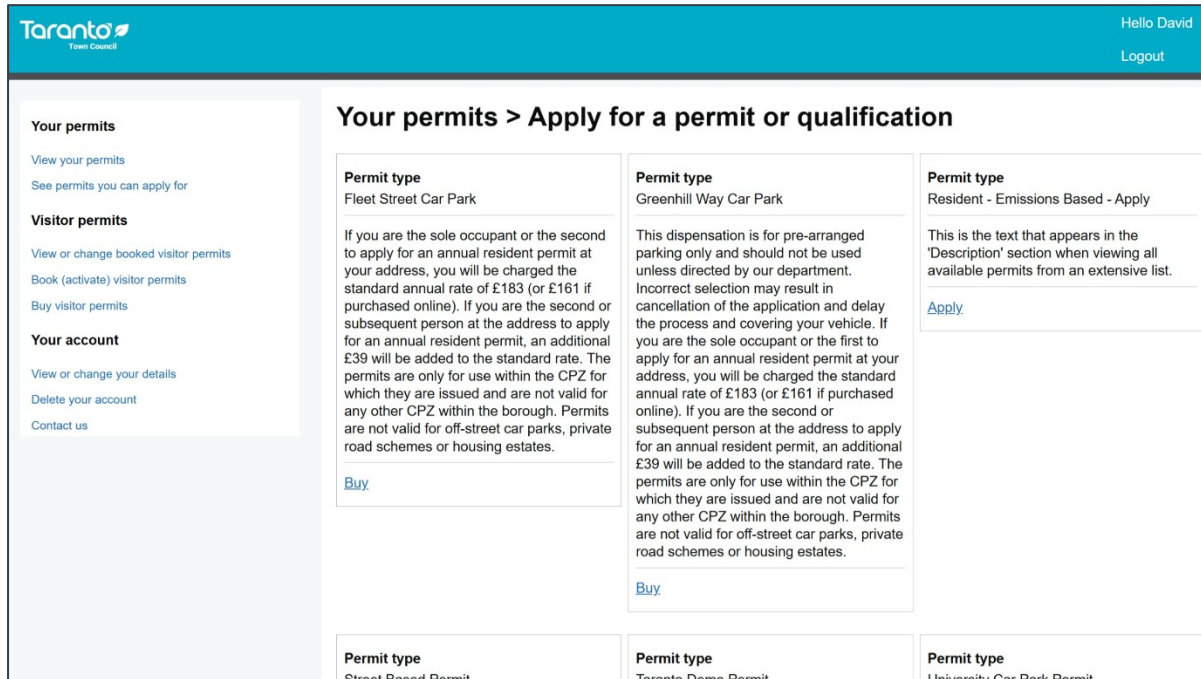
The screenshot shows the Taranto Town Council website. The header includes the Taranto logo and 'Hello David' with a 'Logout' link. The left sidebar contains links for 'Your permits', 'Visitor permits', and 'Your account'. The main content area is titled 'Your permits > Apply for a permit or qualification' and displays 'Terms and conditions' for applying for a standard residents' parking permit. The text includes instructions to complete the application within three working days, upload scanned copies of documents, and lists entitlement criteria: one resident permit if the user's principal place of residence is within a Controlled Parking Zone (CPZ) and they are the registered keeper or have the sole use of a vehicle. It also specifies that the vehicle must be either a passenger vehicle (car) or a goods vehicle with an overall height not exceeding 3.2 metres (10ft).

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

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.



The screenshot shows the Taranto OPM self-serve website interface. The header 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 with links for 'Your permits', 'Visitor permits', and 'Your account'. The main area displays three permit application options, each with a 'Permit type' and a 'Buy' link.

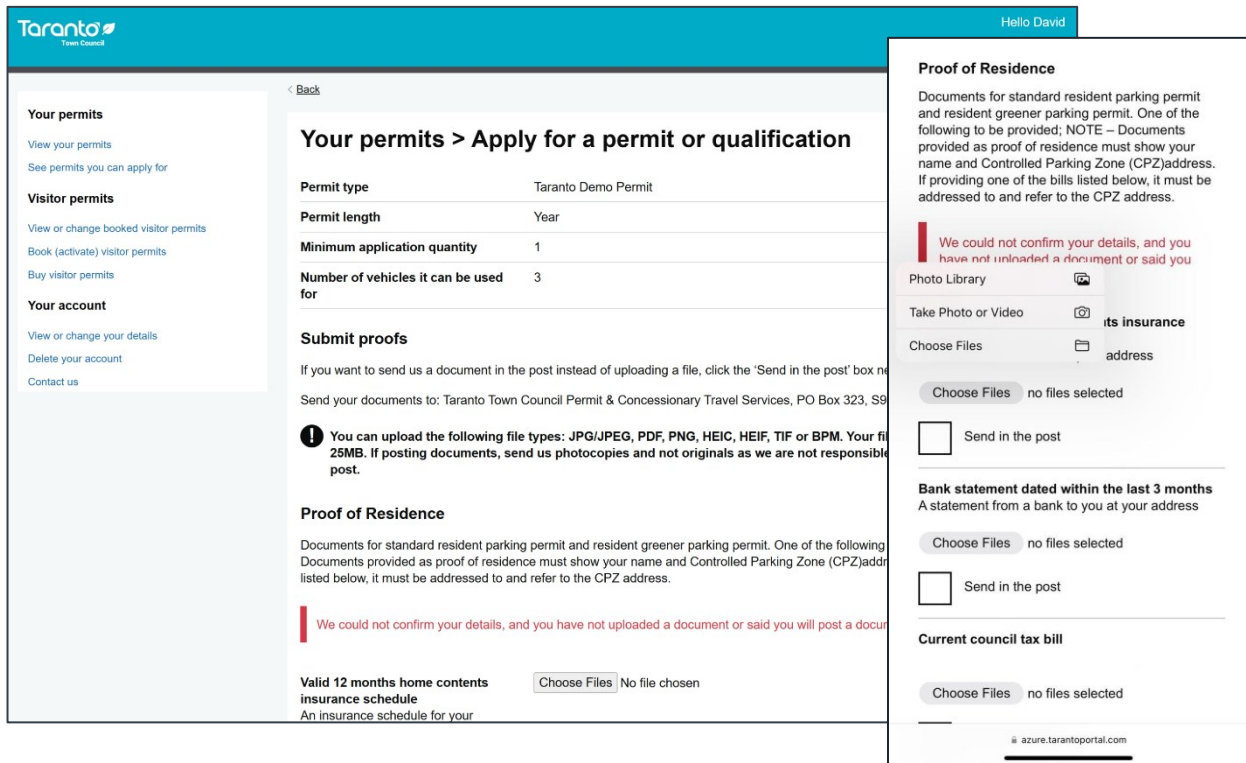
Permit type	Permit type	Permit type
Fleet Street Car Park	Greenhill Way Car Park	Resident - Emissions Based - Apply
If you are the sole occupant or the second to apply for an annual resident permit at your address, you will be charged the standard annual rate of £183 (or £161 if purchased online). If you are the second or subsequent person at the address to apply for an annual resident permit, an additional £39 will be added to the standard rate. The permits are only for use within the CPZ for which they are issued and are not valid for any other CPZ within the borough. Permits are not valid for off-street car parks, private road schemes or housing estates.	This dispensation is for pre-arranged parking only and should not be used unless directed by our department. Incorrect selection may result in cancellation of the application and delay the process and covering your vehicle. If you are the sole occupant or the first to apply for an annual resident permit at your address, you will be charged the standard annual rate of £183 (or £161 if purchased online). If you are the second or subsequent person at the address to apply for an annual resident permit, an additional £39 will be added to the standard rate. The permits are only for use within the CPZ for which they are issued and are not valid for any other CPZ within the borough. Permits are not valid for off-street car parks, private road schemes or housing estates.	This is the text that appears in the 'Description' section when viewing all available permits from an extensive list.
Buy	Buy	Apply
Permit type	Permit type	Permit type
Street Based Permit	Taranto Demo Permit	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.

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.

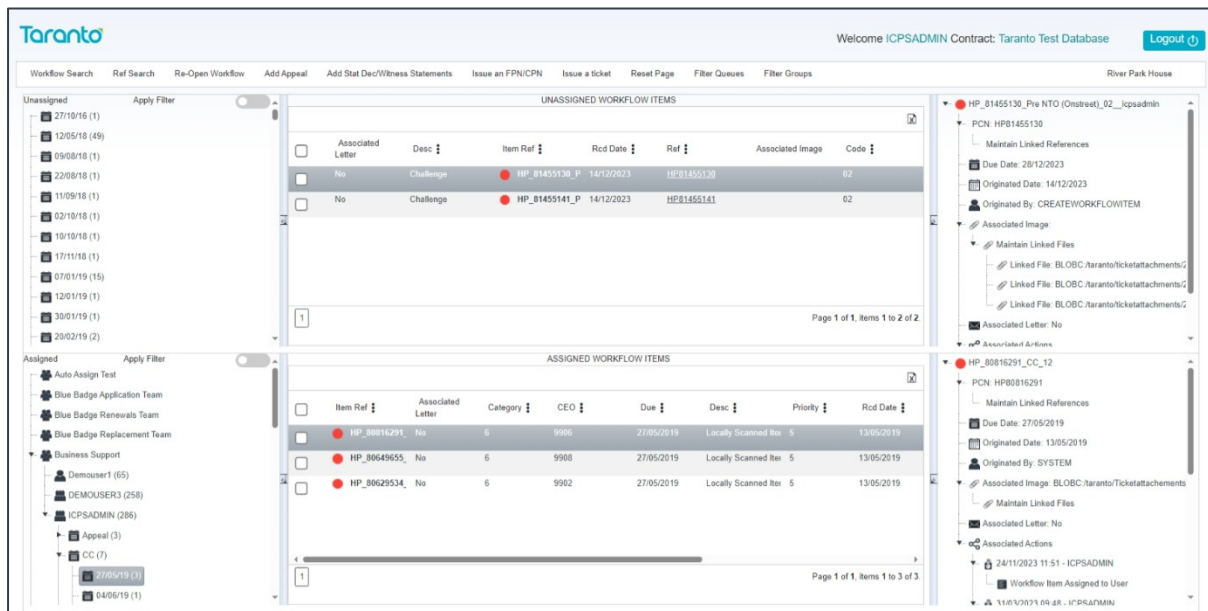
Renewals can also be facilitated through the self-serve portal, completely independent of manual input. Renewal emails and/or letters can be sent via Taranto at a configurable amount of time prior to permit expiry, alongside renewal reminders to provide subsequent call-to-action if not already taken.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

Workflow

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



The screenshot displays the Taranto Workflow 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' section shows a table with columns for 'Associated Letter', 'Desc', 'Item Ref', 'Rcd Date', 'Ref', 'Associated Image', and 'Code'. It lists two items, both with 'Challenge' as the description. The 'ASSIGNED' section shows a table with columns for 'Item Ref', 'Associated Letter', 'Category', 'CEO', 'Due', 'Desc', 'Priority', and 'Rcd Date'. It lists three items, all with 'Locally Scanned' as the description. On the right side, there are two panels for 'Associated Image' and 'Associated Letter', each showing a list of linked files and a 'Maintain Linked Files' button. The bottom of the interface shows a pagination bar for each section, indicating 'Page 1 of 1, Items 1 to 2 of 2' for unassigned and 'Page 1 of 1, Items 1 to 3 of 3' for assigned items.

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

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:

12/03/18 (4) 13/03/18 (1) 14/03/18 (1) 22/03/18 (5) Charge Certificate Enquiries (5) 05/04/18 (1)	UNASSIGNED WORK <table> <tr> <th>Item Reference</th><th>Due Date</th></tr> <tr> <td>☒ NG_9906840A_Charge Certificate Enquiries_12_DEMOUSER1</td><td>22/03/18</td></tr> <tr> <td>☐ NG_9906840A_Charge Certificate Enquiries_12_DEMOUSER1</td><td>22/03/18</td></tr> <tr> <td>☐ NG_9906840A_Charge Certificate Enquiries_12_DEMOUSER1</td><td>22/03/18</td></tr> <tr> <td>☐ NG_9906840A_Charge Certificate Enquiries_12_DEMOUSER1</td><td>22/03/18</td></tr> </table>	Item Reference	Due Date	☒ NG_9906840A_Charge Certificate Enquiries_12_DEMOUSER1	22/03/18	☐ NG_9906840A_Charge Certificate Enquiries_12_DEMOUSER1	22/03/18	☐ NG_9906840A_Charge Certificate Enquiries_12_DEMOUSER1	22/03/18	☐ NG_9906840A_Charge Certificate Enquiries_12_DEMOUSER1	22/03/18
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☐ NG_9906840A_Charge Certificate Enquiries_12_DEMOUSER1	22/03/18										
☐ NG_9906840A_Charge Certificate Enquiries_12_DEMOUSER1	22/03/18										
02/12/17 (1) 21/02/18 (3) 22/02/18 (2) 28/02/18 (1) 05/12/18 (1) Charge Certificate Enquiries (38) DEMOUSER5 (38)	ASSIGNED WORK <table> <tr> <th>Item Reference</th><th>Due Date</th></tr> <tr> <td>☒ REFERENCE NOT FOUND</td><td>05/12/2018</td></tr> </table>	Item Reference	Due Date	☒ REFERENCE NOT FOUND	05/12/2018						
Item Reference	Due Date										
☒ REFERENCE NOT FOUND	05/12/2018										

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.

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).

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).



CEO On Shift Activity Report - No Drill Down

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

Taranto Test Database



[Main Menu](#)
[Detailed](#)
[Reset Params](#)

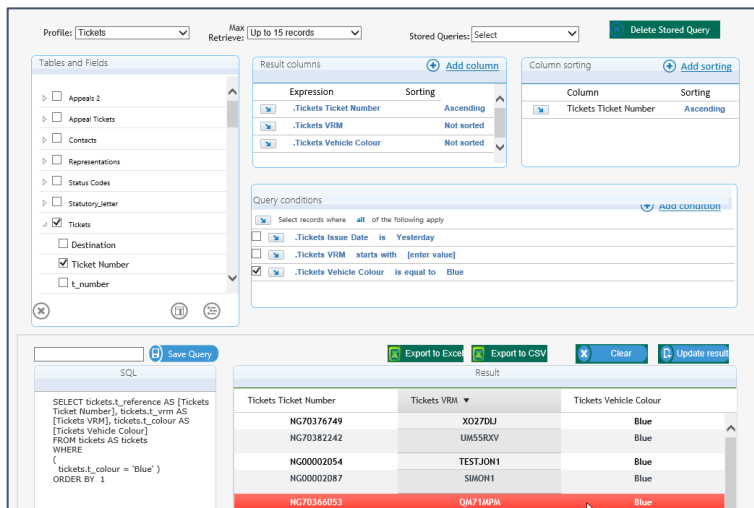
App Login	Login To Shift Start	On Shift At	Off Shift At	Time On Shift	Break Start	Break End	Break Type	Streets Visited	Ad Hoc Activity	PCNs Issued	PCN Obs	Breaks	Auto Shift End	HH ID
01/06/2023														
9999														
01/06/2023 11:37	0 Mins.	11:37	11:44	7 mins	No Breaks Recorded			0	0	0	0	0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



The screenshot shows the Taranto QueryBuilder interface. At the top, there are controls for 'Profiles' (set to 'Tickets'), 'Max Retrieve' (set to 'Up to 15 records'), and 'Stored Queries' (set to 'Select'). A 'Delete Stored Query' button is also present.

The main interface is divided into several sections:

- Tables and Fields:** A list of fields including 'Appeals 2', 'Appeal Tickets', 'Contacts', 'Representations', 'Status Codes', 'Statutory Letter', 'Tickets', 'Destination', 'Ticket Number', and 't_number'. The 'Tickets' field is selected.
- Result columns:** A table with columns 'Expression' and 'Sorting'. It contains three rows: '.Tickets Ticket Number' (Ascending), '.Tickets VRM' (Not sorted), and '.Tickets Vehicle Colour' (Not sorted).
- Column sorting:** A table with columns 'Column' and 'Sorting'. It contains one row: 'Tickets Ticket Number' (Ascending).
- Query conditions:** A section for building query conditions. It includes a 'Select records where' checkbox and a 'of the following apply' checkbox. The conditions are:
 - '.Tickets Issue Date' is 'Yesterday' (unchecked)
 - '.Tickets VRM' starts with '[enter value]' (unchecked)
 - '.Tickets Vehicle Colour' is equal to 'Blue' (checked)
- SQL:** A text area showing the generated SQL query:


```
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
```
- Buttons:** 'Save Query', 'Export to Excel', 'Export to CSV', 'Clear', and 'Update result'.
- Result:** A table showing the results of the query:

Tickets Ticket Number	Tickets VRM	Tickets Vehicle Colour
NG70376749	X027DUJ	Blue
NG70382242	UM55RDXV	Blue
NG00002054	TESTJON1	Blue
NG00002087	SIMON1	Blue
NG70366053	QM71MPW	Blue