

# Taranto Street Reporting Solution



Taranto has designed and developed a Street Reporting module that allows both your CEOs and members of the public to quickly and efficiently report any issues that occur on-street.

Cases such as overflowing bins, broken streetlights, damaged signs, abandoned vehicles and potholes cause a great nuisance if left unreported and these solutions allow users to capture information associated with the issue with just a few button clicks. Pertinent information can be recorded easily, without disrupting the enforcement process for CEOs, and providing a seamless user journey for the public

The details can be viewed in the back-office system, showing the details of the incident including photos, map location and any additional notes.

## Taranto Mobile module

CEOs can use the in-built Street Reporting module within the Taranto Mobile handheld application to instantly access a configurable set of categories and sub-categories of issues that can be reported upon, meaning that reports can be made in seconds within the same app that PCNs are issued from – allowing the CEO to get right back to issuing.

**The fully integrated system drives efficiencies across both the application process and back-office management of Street Reporting.**

## Street Reporting customer website

We've also developed a Street Reporting Customer facing website that allows residents the ability to report issues themselves, automatically feeding into your Taranto Back Office system to be actioned. Its simplistic style is based on government websites to ensure the application is user-friendly.

The web-page is designed to give customers a positive user experience and reduces avoidable contact for local authorities. All correspondence from the module can be automatically sent to an individual or a team inbox to action, further reducing back and forth phone calls, providing a more positive customer experience whilst freeing-up back-office resources to work on other tasks.

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