

# Electronic Process Management for Road Traffic Offence Records



Capture



Retrieve



Deliver

Capture returned documents, NIP data and PentiP output automatically

Eliminate paper-based filing, search & retrieval tasks

Monitor offence processing tasks and office workloads dynamically

Provide instant access to electronic case files (within the office or remotely)

**FastForm Ticketing Management** is used by Police Forces and Safety Camera Partnerships to process and store road traffic offence documents, including camera offence records, officer issued tickets and collision records.

FastForm provides integrated image scanning, data capture and document management features that increase the efficiency and reliability of forms handling and document processing activities, which have traditionally been labour intensive and error-prone.

FastForm is used to capture images and data from paper-based forms and documents, transfer the information into corporate data processing systems, such as PentiP, and store scanned records within a high integrity enterprise document management environment.

Case studies have shown that police forces can increase productivity substantially by using FastForm to process road traffic offence records (e.g. increasing offence volumes by over 50% with 30% less staff).

## Before Deployment

12 people struggling to process 45,000 NIPs pa and deal with incoming calls



## 2 Years Later

8 people comfortably processing 70,000 NIPs pa and servicing increased call volumes

# Efficient Production of High Integrity Digital Case Files

## Automate Data Capture

FastForm uses intelligent character recognition software to extract data from forms, including bar codes, tick boxes and handwriting. Validated data is then uploaded to PentiP and related police systems automatically. This approach allows a larger quantity of returned forms to be processed, without increasing staff numbers.

The screenshot shows a software window titled "NP Response 09/11/2013 Batch 2 - Kofax Capture Validation". On the left, there are various data capture fields such as "Reference", "Image Only?", "Admission Response", "Details Overleaf Correct?", "Licence issued by", "Date of Birth", "Driving Licence Number", "Part A Signature Present?", "Ticket Response", "Part B Signature Present?", "Title", "Gender", "Date of Birth", "Surname of Company Name", "Forename(s)", "Address Line 1", and "Address Line 2". The main area displays a scanned form with the following text:

**SECTION A – You MUST answer Q1 and follow the instructions. Complete**

**Q1** Were you the driver at the time of the alleged offence? Yes  Go to Q2 below

**Q2** If you were the driver please check your details overleaf. Is your full name and home address correct? Yes  Complete rest of Section A

Driving Number (e.g SMITH 705117 AN9XP)

WALKE 705294 F99XX

Country of Issue  
(Complete if you ticked Other)

Date of Birth 29 05 1974

YOU MUST SIGN THE FORM

Driver's Signature

A red box highlights the driving number field, and a blue callout box on the right says "Use validation rules to check field data automatically".

## Eliminate Paper Storage

The volume of paper files stored in the office environment is reduced substantially when the FastForm document management system is used as the principal repository for all case documentation. All associated document filing, search and retrieval activities are also effectively eliminated.

## One Touch Call Handling

Telephone enquiries can be resolved immediately when all records in a case file can be retrieved and viewed instantly.

The screenshot shows a search interface with a list of documents and a preview of a document. The list has the following columns: Edit Date, Doc #, Reference, Document Name, Document Type, and Application. The data in the list is as follows:

Edit Date	Doc #	Reference	Document Name	Document Type	Application
31/07/2015	742	0463050000650512	adjudication image	IMAGE	PUB.JPG
31/07/2015	743	0463050000650512	NP Response	NPRES	ACROBAT
15/05/2015	722	0463050000650512	Mitigation for Offence 0463050000650512	CON	MS OUTLO
04/03/2015	703	0463050000650512	0463050000650512	CON	MS WORD
03/03/2015	690	0463050000650512	letter to harrish levels	CON	MS WORD
03/03/2015	691	0463050000650512	Mitigation for Offence 0463050000650512	CON	MS OUTLO

The preview window shows a photograph of a white car with a yellow license plate, parked in a lot. A blue callout box on the right says "View case records within a search interface".

## Intuitive Office Integration

FastForm is fully integrated with Microsoft Office technologies and users can save ad hoc documents and email correspondence to the document management system directly from MS Word and MS Outlook. Users can also search and browse offence records directly from Windows Explorer and MS Outlook.

## Automated Case File Production

All documents associated with a Case File can be retrieved instantly from the FastForm document management system, including completed forms, incoming and outgoing correspondence and offence images.

Records can be selected and compiled for delivery to court directly from FastForm or they can be exported to dedicated force case management systems, such as Niche or Athena.

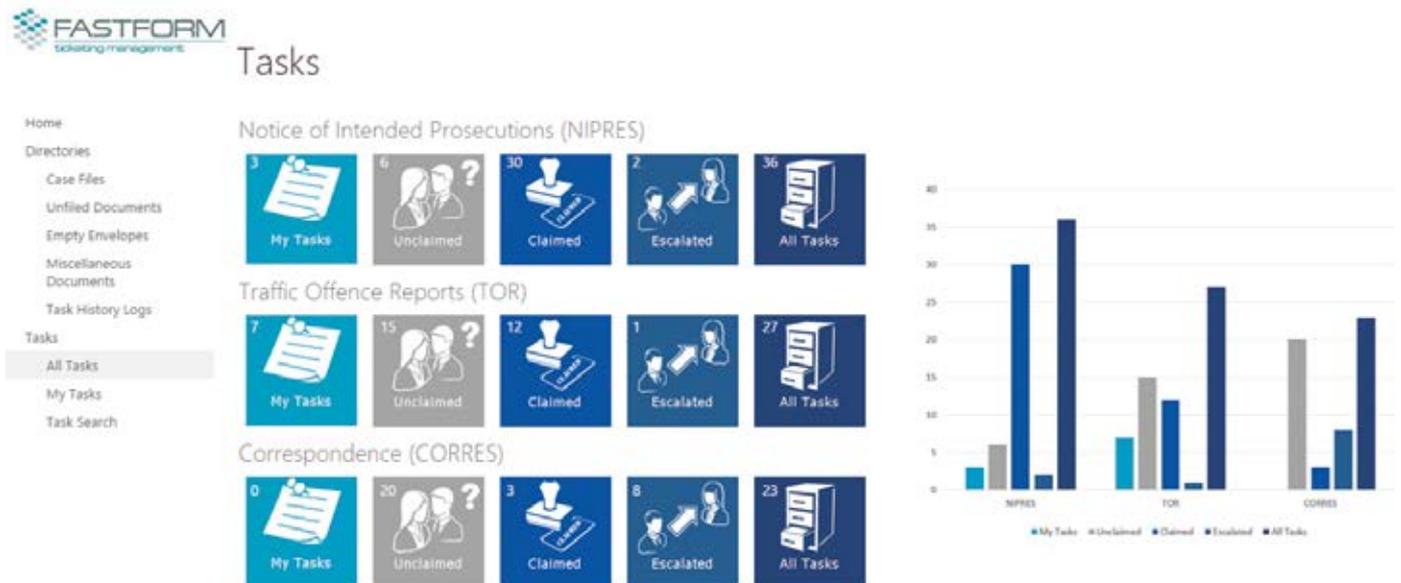
## Process Integrity & Legal Admissibility

FastForm supports compliance with the BS 10008 standard for evidential weight and legal admissibility of information stored electronically, providing high integrity access controls and secure audit trails:

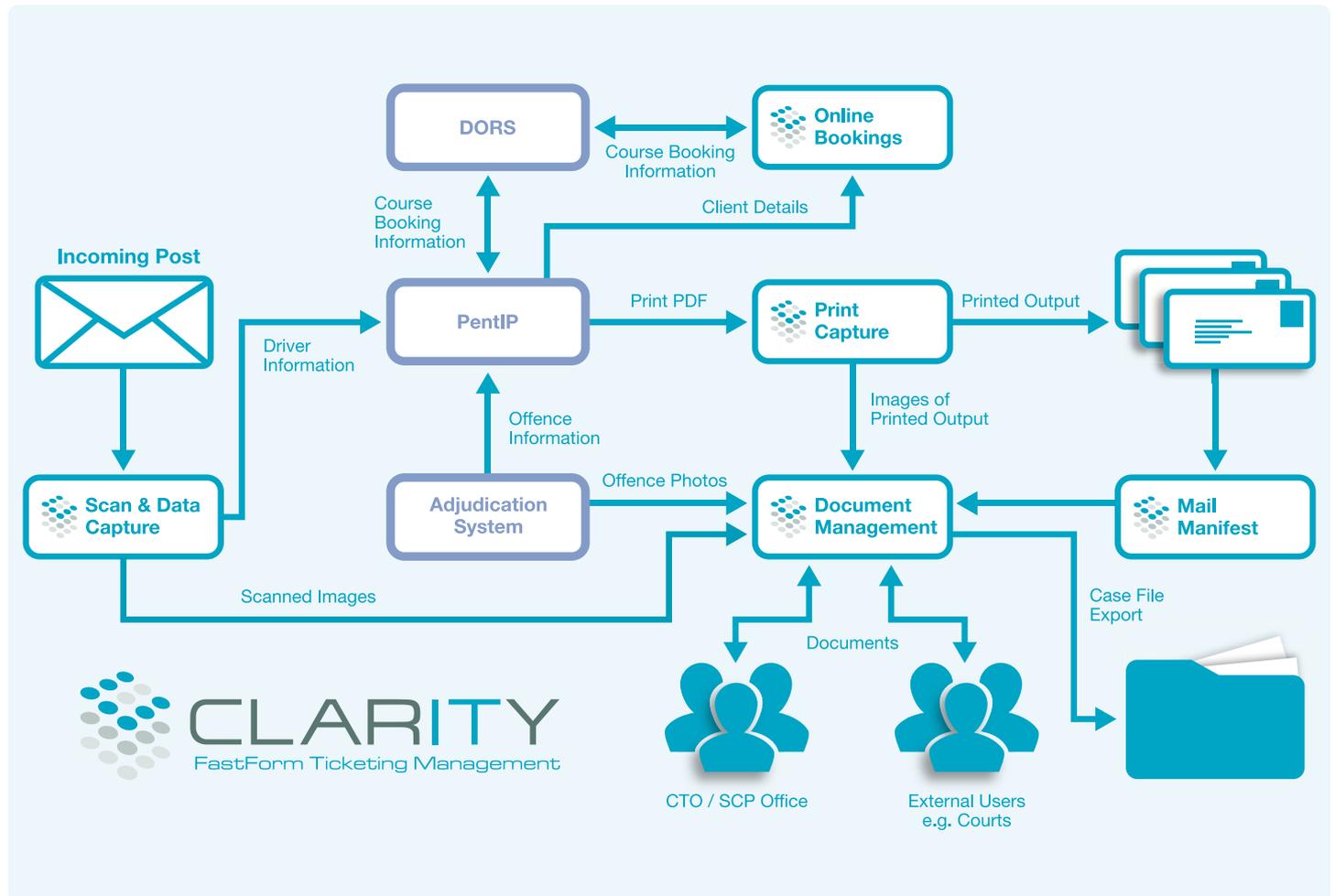
- All case records are managed in a secure environment, manual data entry errors are eliminated and documents are never lost.
- All actions are recorded in a secure audit trail and offence records can be viewed, copied and electronically reproduced, with the original integrity maintained.

## Workflow Management

Time critical tasks can be executed efficiently and reliably using FastForm workflow management features to ensure statutory time limits for progressing offences are met.



# The FastForm Process



## Incoming Correspondence

Correspondence and returned forms are scanned on receipt. Data is extracted automatically, validated and uploaded to PentiP. Scanned documents are stored in the FastForm document management system.

## Enquiry Management

Users can search and retrieve offence records using any saved metadata (e.g. offence reference, licence number, VRM).

## Outgoing Correspondence

PentiP output is intercepted, split into discrete offence records and saved in the FastForm document management system automatically.

Outgoing envelopes are scanned and a mail manifest is generated and saved in FastForm.

## Case Preparation

All documents associated with a Case File can be retrieved instantly and compiled in a court bundle.

Case Files can be delivered to court or exported to a case management system.



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