

# A Guide To StarTraq

Private & Confidential



Global Experts In  
Offence Processing  
Solutions



Global experts in  
offence processing  
software



# A Guide To StarTraq

## Contents

### About StarTraq

<a href="#">Overview</a> .....	4
<a href="#">About StarTraq</a> .....	5
<a href="#">Our Customers – Police</a> .....	6
<a href="#">Our Customers – Local Government</a> .....	7
<a href="#">Our Customers – International</a> .....	8
<a href="#">Customer Growth</a> .....	9
<a href="#">What Our Customers Say About Us</a> .....	10
<a href="#">Accreditations</a> .....	11
<a href="#">Memberships</a> .....	12
<a href="#">Frameworks</a> .....	13
<u>Our Products</u>	
<a href="#">StarTraq Dome</a> .....	15
<a href="#">StarPortal</a> .....	16
<a href="#">StarTraq Dome For Environmental Enforcement</a> .....	17
<a href="#">StarGo</a> .....	18
<a href="#">Trager</a> .....	19

# About StarTraq



# A Guide To StarTraq Overview



**Increased return  
on investment**

## Why Choose StarTraq

# 60%

Over 60% of UK Police  
camera offences processed in  
our systems

**Award  
winning**

# 19



**Years experience  
in enforcement**

**Global  
partners**





# A Guide To StarTraq

## About StarTraq



Started in 1999, StarTraq pioneered the automated enforcement of camera generated traffic offences in South Africa. In 2001 StarTraq entered the UK Police Market and now provides its back-office processing software to over 50% of police forces in the United Kingdom and to other enforcement authorities overseas.

For the police sector StarTraq provides software to automate the processing of many different types of traffic violations such as speeding and red-light running. Offences can either be captured by automated enforcement cameras or from officer issued tickets (electronic or paper).

For the local government sector StarTraq provides software to automate the processing of environmental offences such as littering and dog-fouling. Tickets can be issued by officers using StarTraq's smartphone enforcement app. StarTraq's experienced team can help also help Local Governments with digital transformation across multiple departments including highways licensing and environmental permits.



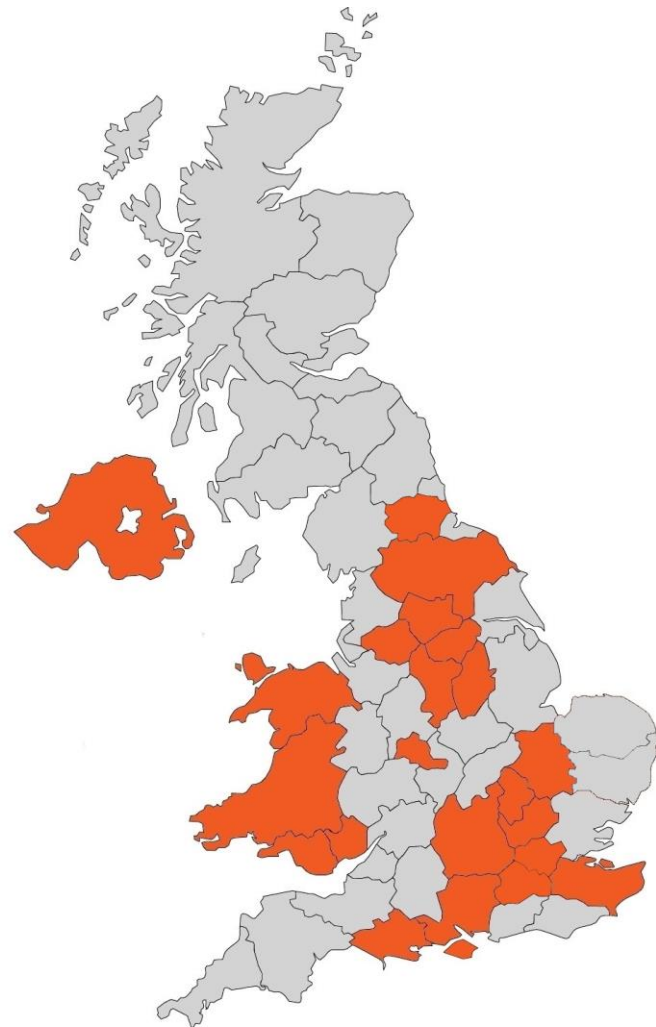
# A Guide To StarTraq

## Our Customers - Police



### Police

- Thames Valley (2003)
- Hampshire (2004)
- Greater Manchester (2004)
- North Wales (2004)
- Derbyshire (2004)
- Bedfordshire (2004)
- Kent (2005)
- Nottinghamshire (2005)
- West Midlands (2005)
- West Yorkshire (2006)
- South Yorkshire (2006)
- Dorset (2006)
- Police Service Northern Ireland (2010)
- Dyfed Powys (2010)
- South Wales (2010)
- Gwent (2010)
- Cambridgeshire (2013)
- Hertfordshire (2013)
- North Yorkshire (2013)
- London Metropolitan Police (2019)
- Durham Constabulary (2019)
- Wiltshire Police (2021)





# A Guide To StarTraq

## Our Customers – Local Government



### Local Government

- Tameside Borough Council (2014)
- City of London Corporation (2017)
- Merthyr Tydfil County Council (2017)
- Rochdale Borough Council (2017)
- Cardiff County Council (2017)
- Ashford Council (2019)
- Brighton & Hove Council (2021)
- Kent County Council (2021)
- NSL
  - Wandsworth (2017)
  - Salford (2018)
  - Solihull (2019)
  - Richmond (2020)
  - Manchester Airport Group (2020)





# A Guide To StarTraq

## Our Customers – International



### International

- Land Transport Authority of Fiji (2012)
- Road Transport Malta (2019)
- Ministry of Interior in Qatar – KTC International (2020)

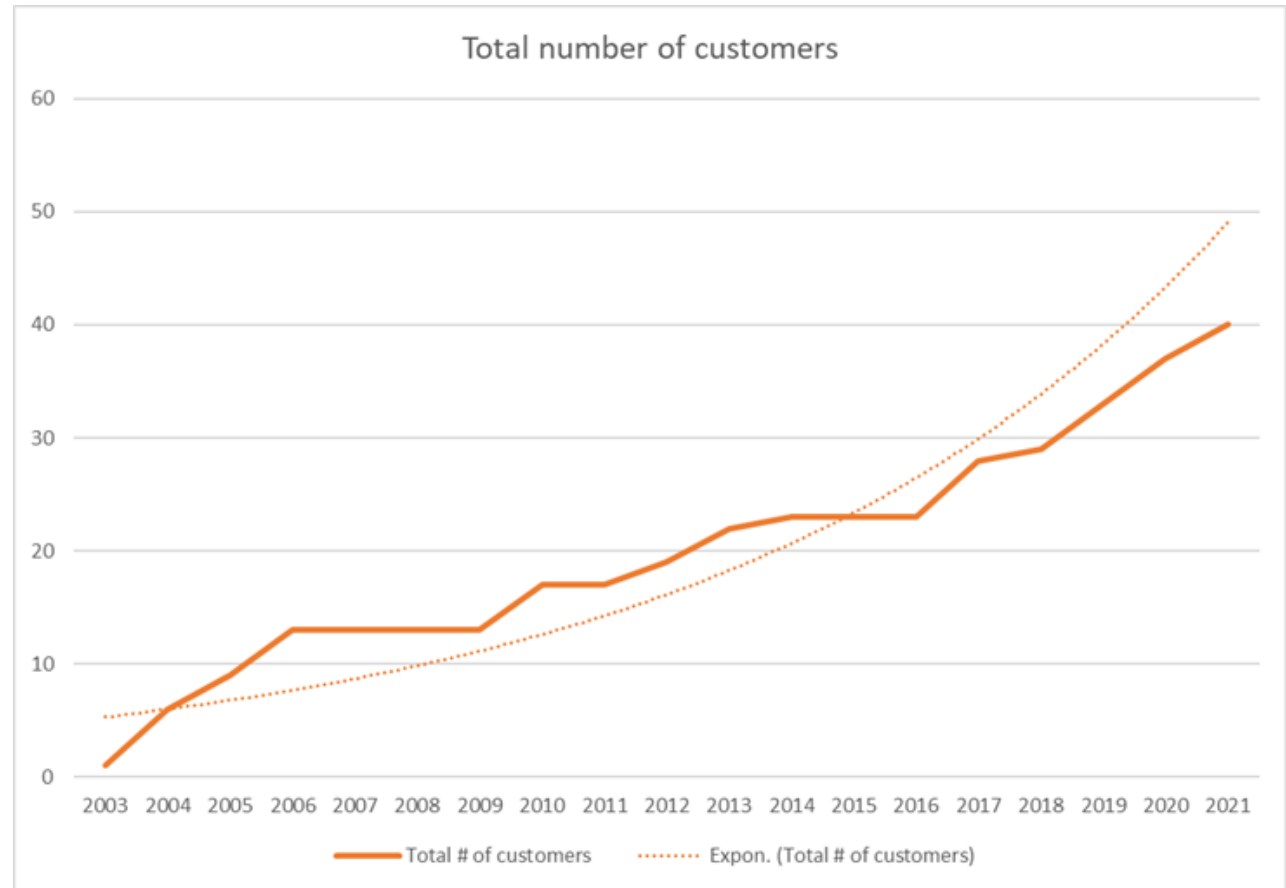




## A Guide To StarTraq Customer Growth



**Our  
customer  
base  
continues to  
grow.**





# A Guide To StarTraq

## What Our Customers Say About Us



*“The efficiencies delivered through implementing the StarTraq system has enabled the MPS to nearly triple the number of offences we are processing with the aim of reducing speeding and the harm it causes. Without the StarTraq system, to process the same volume of offences we would have needed to recruit nearly 24 additional members of staff.”*

**Pauline Pateman-West**  
Head of Traffic Prosecution Services  
Metropolitan Police Service (MPS)

*“In more than 37 years of working in the public sector StarTraq is the best company I have ever dealt with because they listen and respond.”*

**Geoffrey Hall**  
CREST Manager, Derbyshire Constabulary

*“We decided to implement a new traffic enforcement programme, with a simple goal to reduce road deaths and improve overall road safety. StarTraq specified, customised, and installed their system remotely whilst training and support was delivered online.”*

**Rajeshwar Prasad, Manager ICT, Fijian Land Transport Authority**

*“The efficiencies achieved through the automated back office enforcement system are enormous and with the majority of offenders taking up a driver education course, NYP’s enforcement programme funds itself and enjoys positive public reaction.”*

**Dave Brown, Safety Camera Manager, North Yorkshire Police**

*“StarTraq were able to tailor the Dome processing system to our business processes.”*

**Geoffrey Hall**  
CREST Manager, Derbyshire Constabulary

*“Since the implementation of the StarTraq Dome, NYP has been able to process four times the offence volume than before.”*

**Dave Brown, Safety Camera Manager, North Yorkshire Police**

*“Just because it hasn’t been done before in Local Authorities doesn’t mean it can’t be done, it probably exists in the private sector or it can be built. Smaller software houses like StarTraq are more inclined to develop a tailored fit solution rather than try and impose existing systems that may be costly. Working with StarTraq to achieve our objectives has been rewarded by increased revenue for Cardiff Council and by enhancing the citizen experience in terms of our service delivery.”* **Kathryn Palmer, Team Leader Delivery & Business Improvement, Cardiff Council.**



# A Guide To StarTraQ Accreditations





# A Guide To StarTraq Memberships





# A Guide To StarTraQ Frameworks



HM Government  
**G-Cloud**  
Approved Supplier

- **G – Cloud 12**



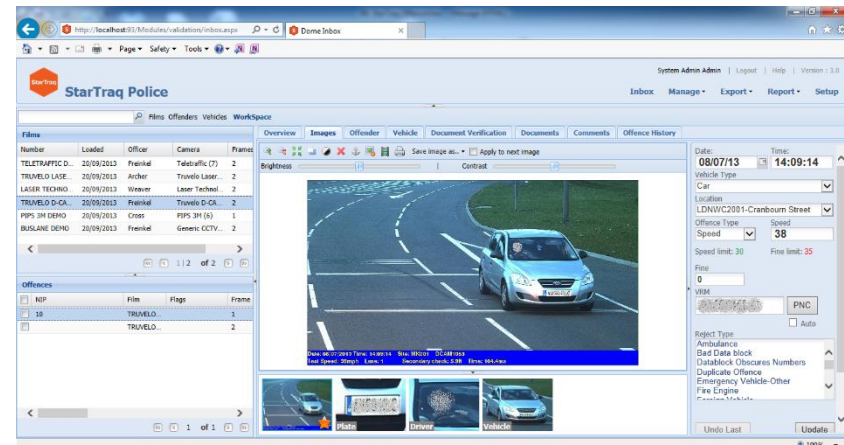
- **RM6099 – Traffic Technology and Associated Services (TTAS)**
- **RM6194 – Back Office Software Framework**
- **Sparks DPS**

Our products

The logo for StarTraq Dome is a dark blue circle containing the text "StarTraq" in white and "Dome" in a large, bold, light blue font.

- Easy to setup and install
- Management reporting
- Works with all camera manufacturers
- Graphical workflow
- Adaptable to business processes
- Minimal IT setup

***Rita Mistry (CTO) Team Leader  
Greater Manchester Police***





# A Guide To StarTraq

## Our Products - StarPortal



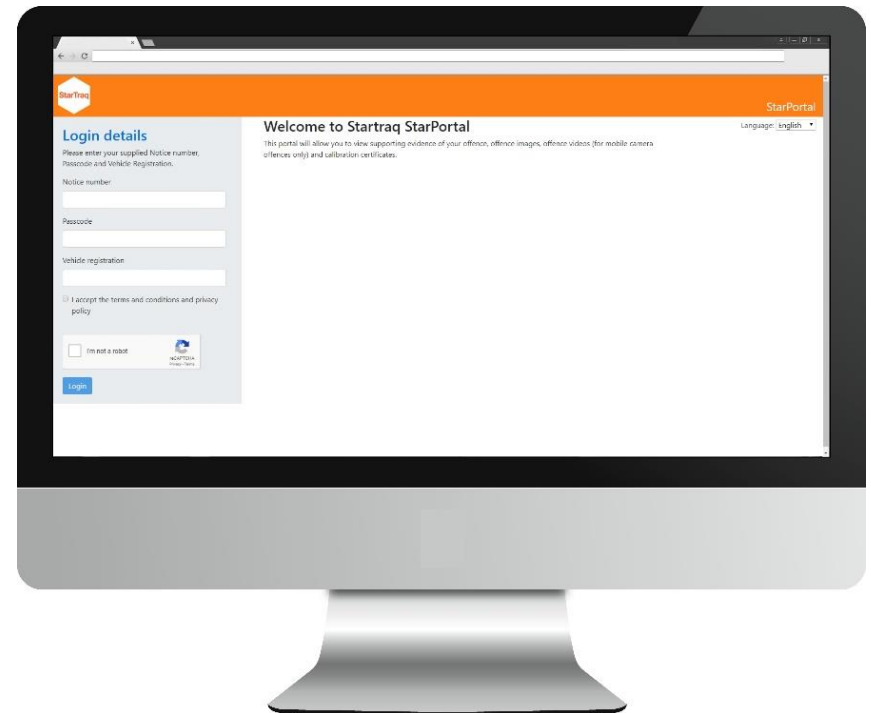
StarTraq StarPortal is a web portal that gives recipients of a Notice of Intended Prosecution (NIP) and Section 172 (S172) an easy and secure way to view their evidence online and nominate the driver of a vehicle instead of returning the paper form.

### Features of StarPortal

- Ability to nominate another driver
- Access to photographic evidence of an offence
- Ability to view all associated supporting documents such as: Notice of Intended Prosecution (NIP), camera calibration certificates and location maps
- Access to a customisable F.A.Q. section
- Securely pay fines or charges related to your offence
- View supporting video of an offence
- Link with local or national road safety groups
- Installed locally or hosted by StarTraq

A white monitor displaying the "StarPortal" logo in purple text.

## StarPortal





# A Guide To StarTraq

## Our Products - StarTraq Dome For Environmental Enforcement

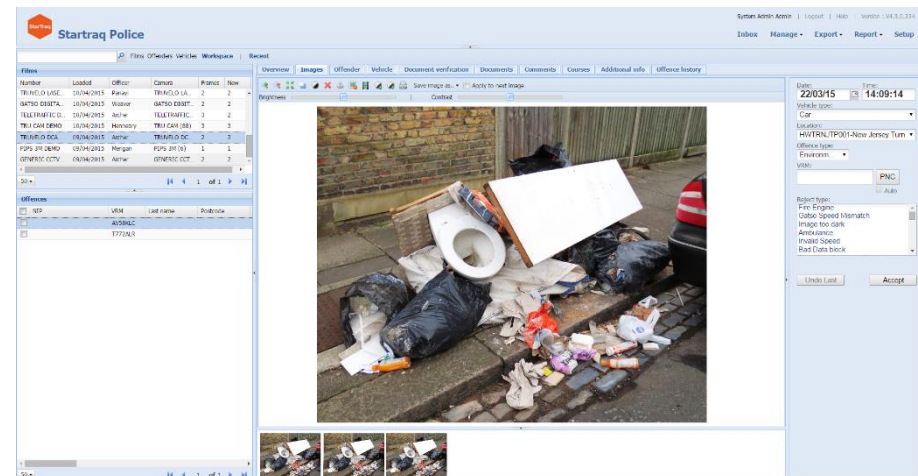


Dome is the complete 'Software as a Service' solution for environmental enforcement. The back office system is fully cloud based so that local authorities can quickly automate their environmental enforcement programme. The mobile app allows them to issue FPN's from anywhere.



### Features of StarTraq Dome for Environmental Enforcement

- Issue FPNs for any environmental offence including littering, dog fouling and fly tipping
- Automate the processing of notices for 'duty of care' and 'failure to produce waste documents'
- Payments can be made by the offender almost immediately after the FPN has been issued
- Dramatically reduce the time it takes to generate court files with our CourtDockets and Microsoft Office plugins
- Upload FPNs from handheld electronic devices
- Batch printing software to issue initial FPNs, reminders and debt recovery letters
- Integration with Microsoft Word to create reusable pre-populated letter templates
- Full document management system to attach the evidence to individual records
- Manage appeals efficiently and fairly online
- Dashboards and drag-and-drop reporting for real time management information
- Immediate online payment provision for offenders





# A Guide To StarTraq

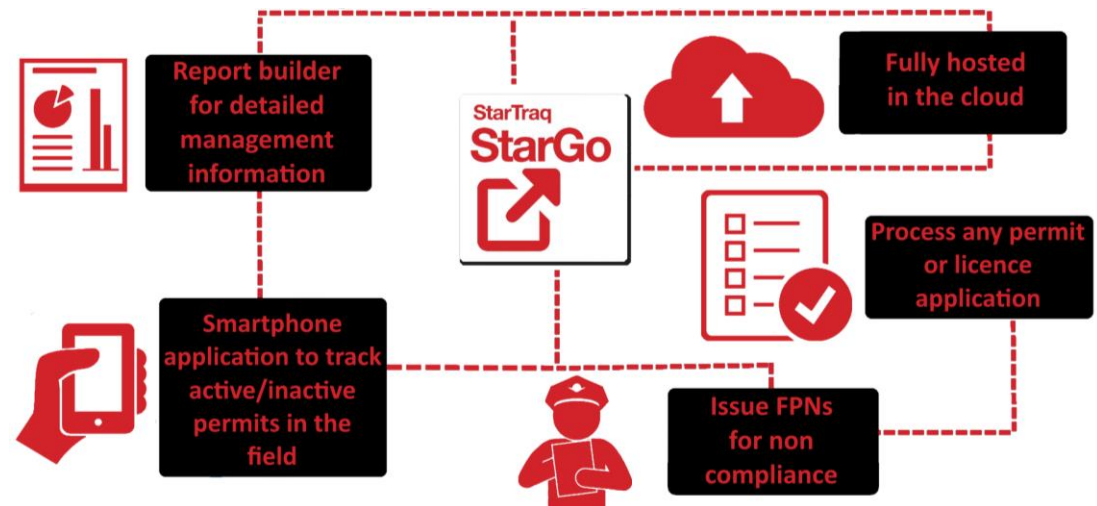
## Our Products - StarGo



StarGO is the complete end-to-end digital transformation solution for the public sector. The system can be fully hosted so that local government can optimise the application, approval, issuing and enforcement of any permit or licence.

### Features of StarGo

- Apply, renew and pay for a permit or license online
- Purchase multiple permits or licenses at once
- Automated permit reminders or renewals
- Mobile app for targeted officer enforcement
- Automated case and appeals management





# A Guide To StarTraq

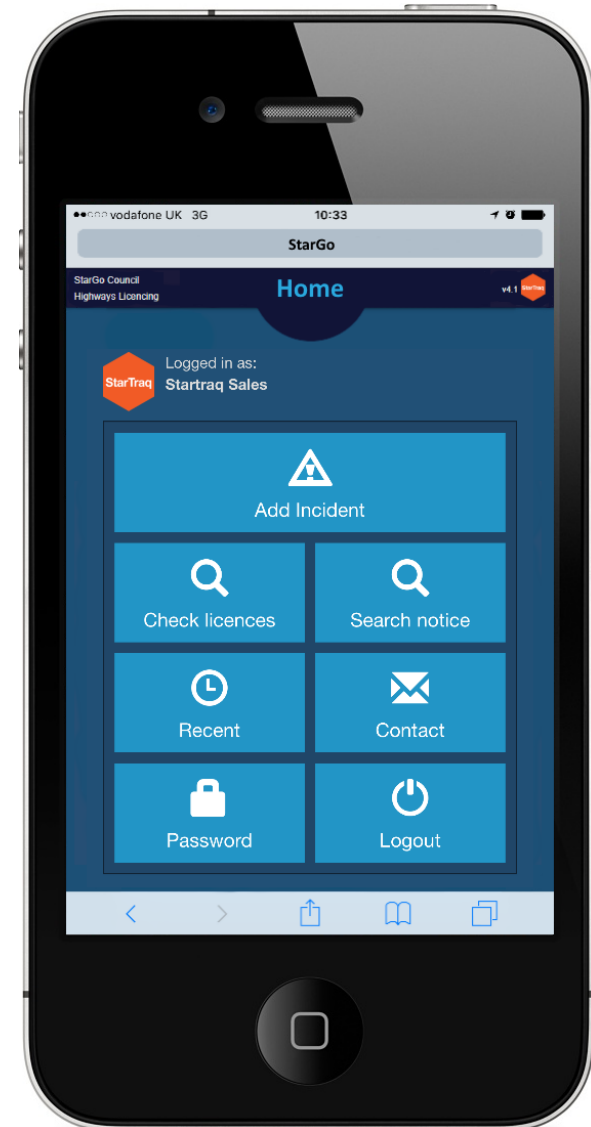
## Our Products - Traquer



Traquer is a mobile ticketing application that allows enforcement officers to use the latest mobile handheld technology to capture, upload and print a ticket for any violation from any location. Built using the latest web-app technology, Traquer is the smart choice for mobile ticketing.

### Features of Traquer

- Geo tagging to pinpoint location of violation
- Postcode lookup for offender details
- Bluetooth printing to portable printer
- Use in-built camera to gather evidence
- Hardware independent





StarTraq Ltd / Call +44 (0)1295 273 000 / Email [info@startraq.com](mailto:info@startraq.com) / Web [www.startraq.com](http://www.startraq.com)  
StarTraq House / Banbury Office Village / Noral Way / Banbury / Oxfordshire / OX16 2SB / UK

Private & Confidential