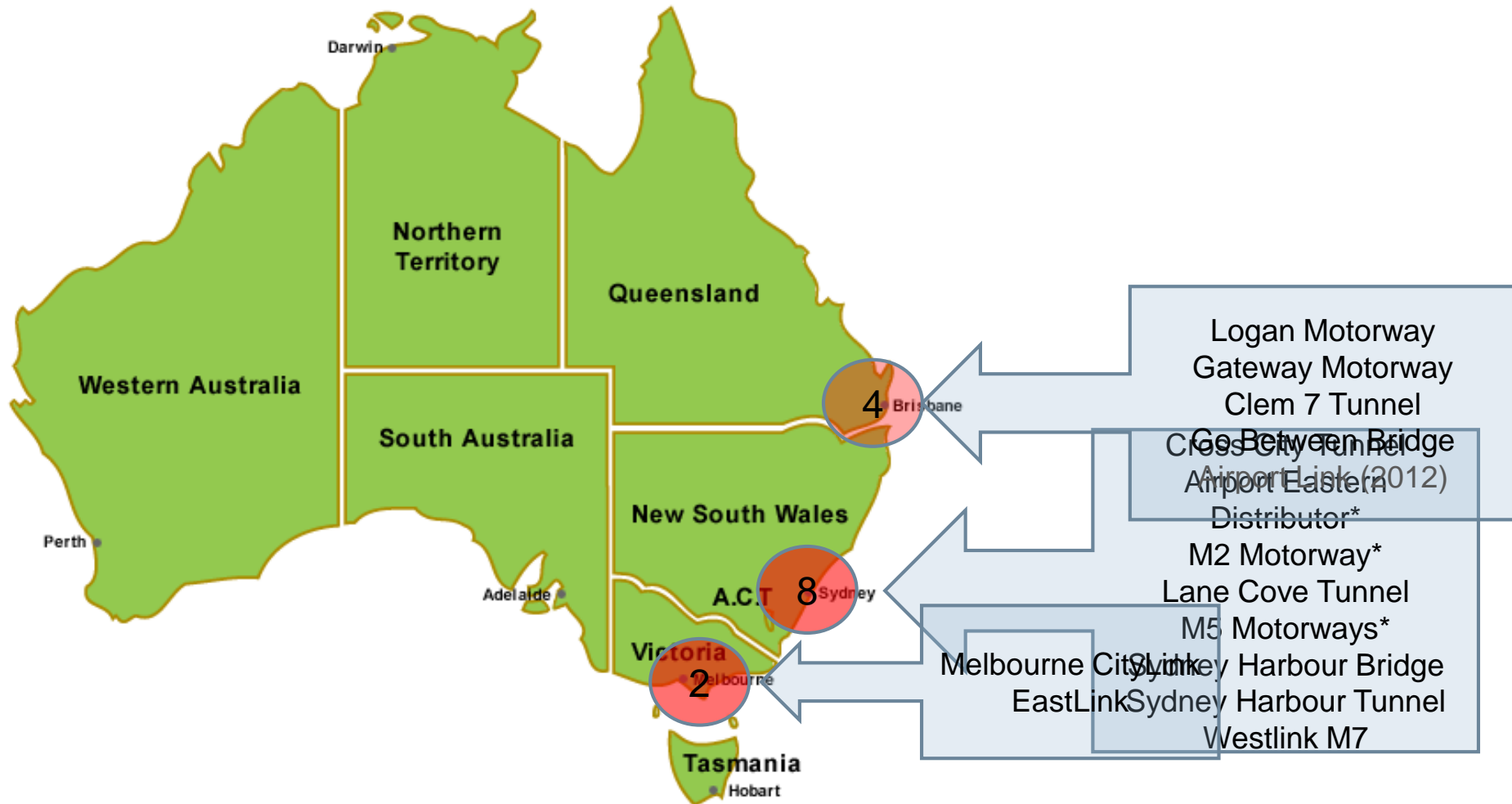


The Australian Experience

License Plate and Violation Enforcement



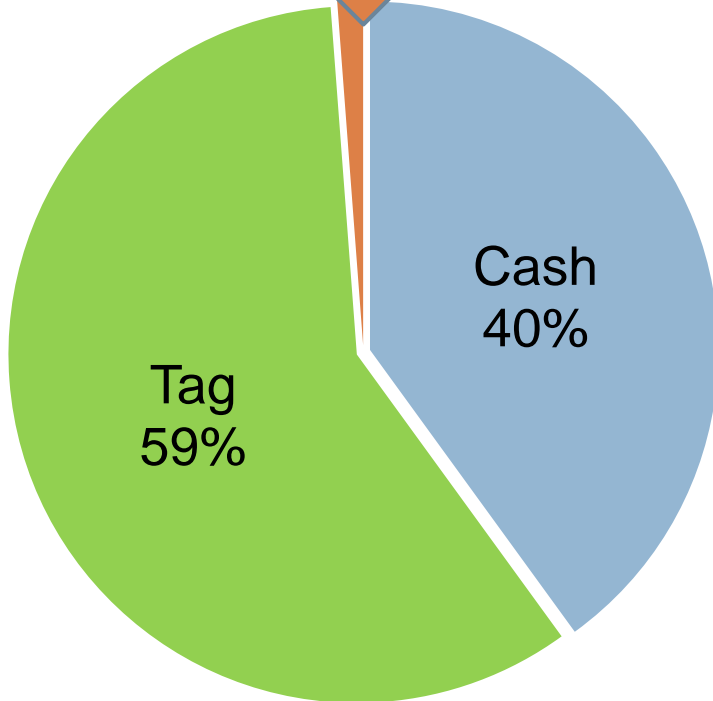
Australian Toll Roads



Violation profile changes with

FFT

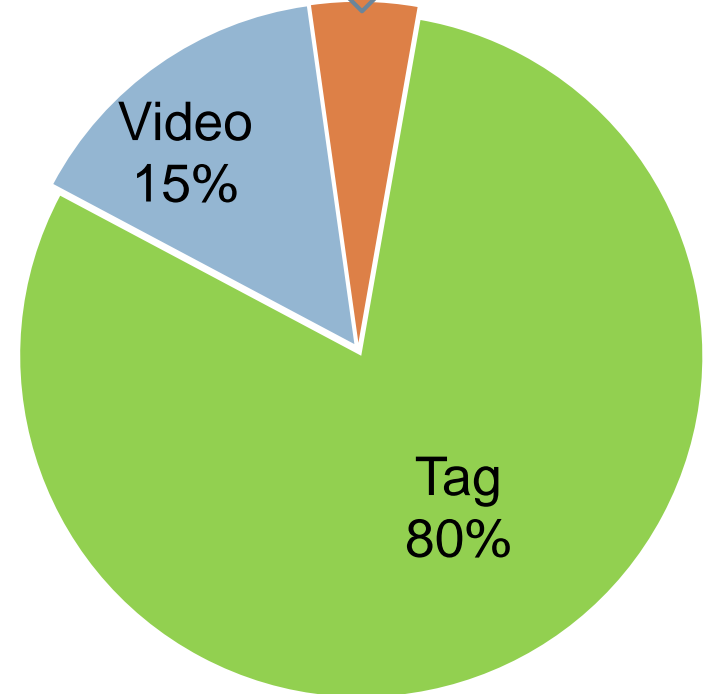
Video 1%



Hybrid Cash / ETC

Unreg Video 3-

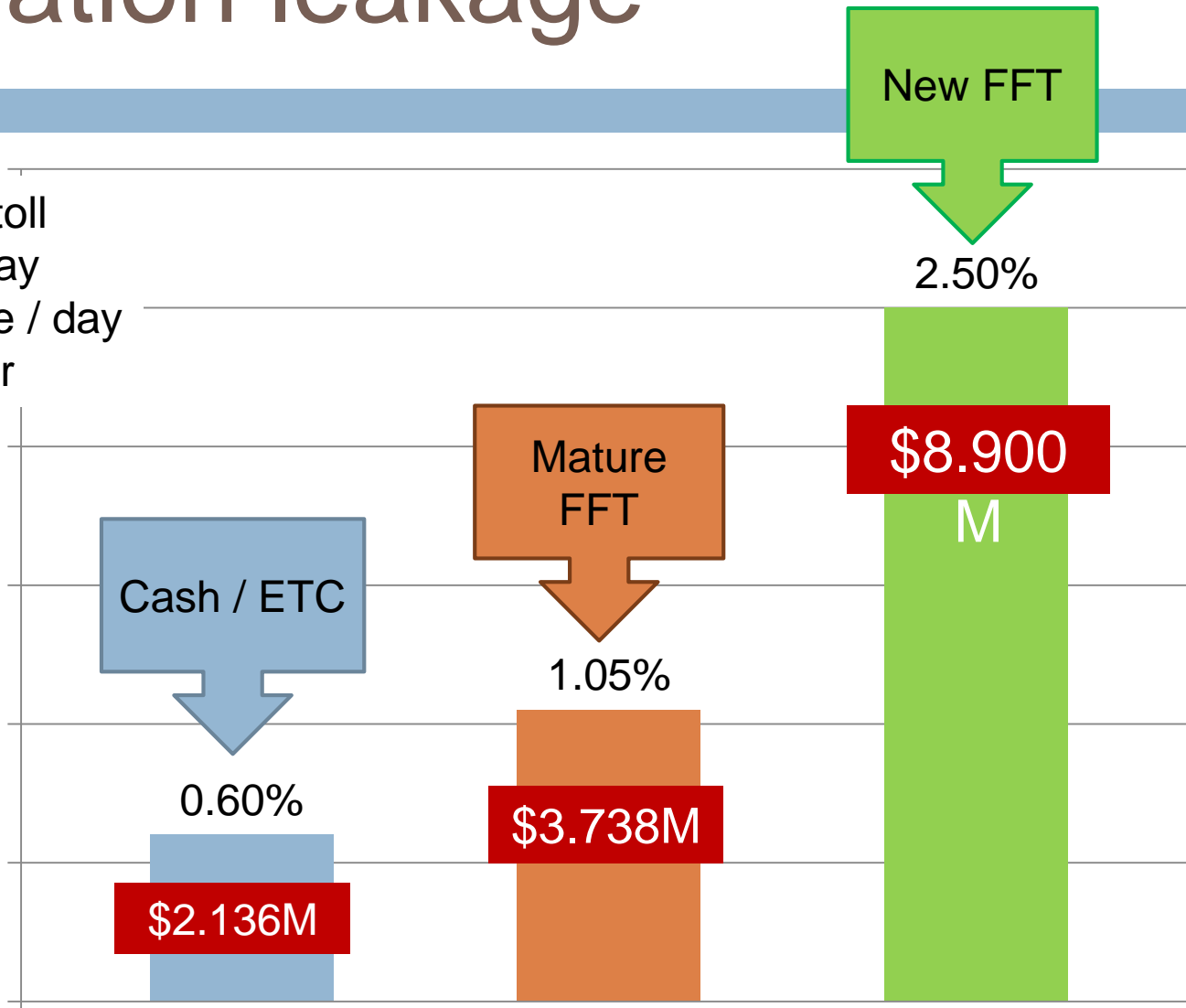
5%



Full ETC - free flow

Violation leakage

\$5 average toll
200K trips/day
\$1M revenue / day
\$356M / year

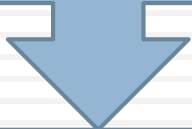


Enforcement strategies change with FFT

- Video processing – up from 1% to 20% traffic
- Maximise automatic license plate recognition
- More focus on CRM and debt management
- More reliance on external parties
 - ▣ Other toll operators and tag issuers - Interoperability
 - ▣ Licence plate registration authorities – state agencies

Australian processes for toll enforcement

Compliance



Enforcement
&
Prosecution



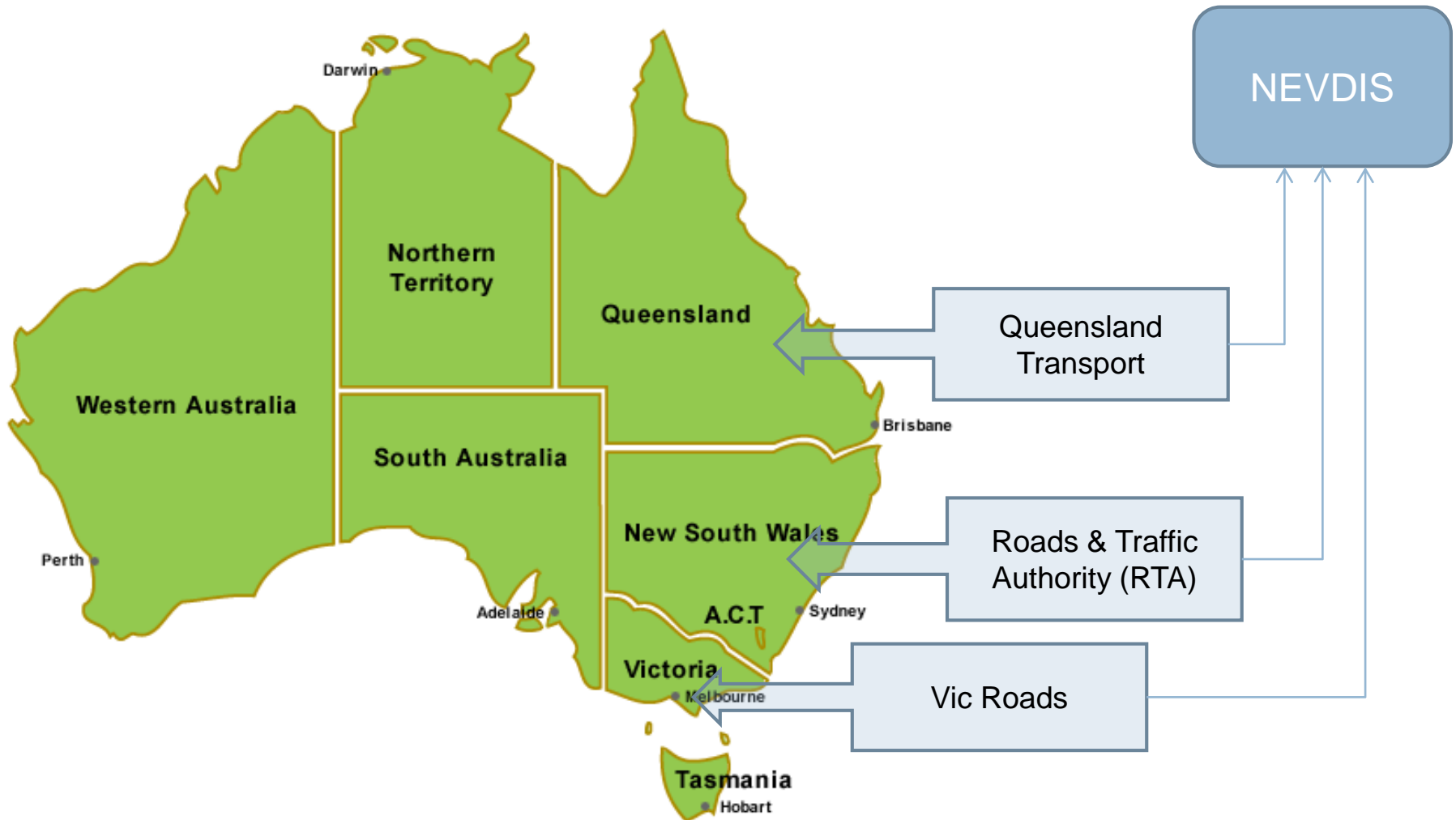
- Vary from state to state
- Combination of operator collection processes and enforcement agency penalties
- Requires cooperation between toll roads, licence plate registration bodies and enforcement agencies



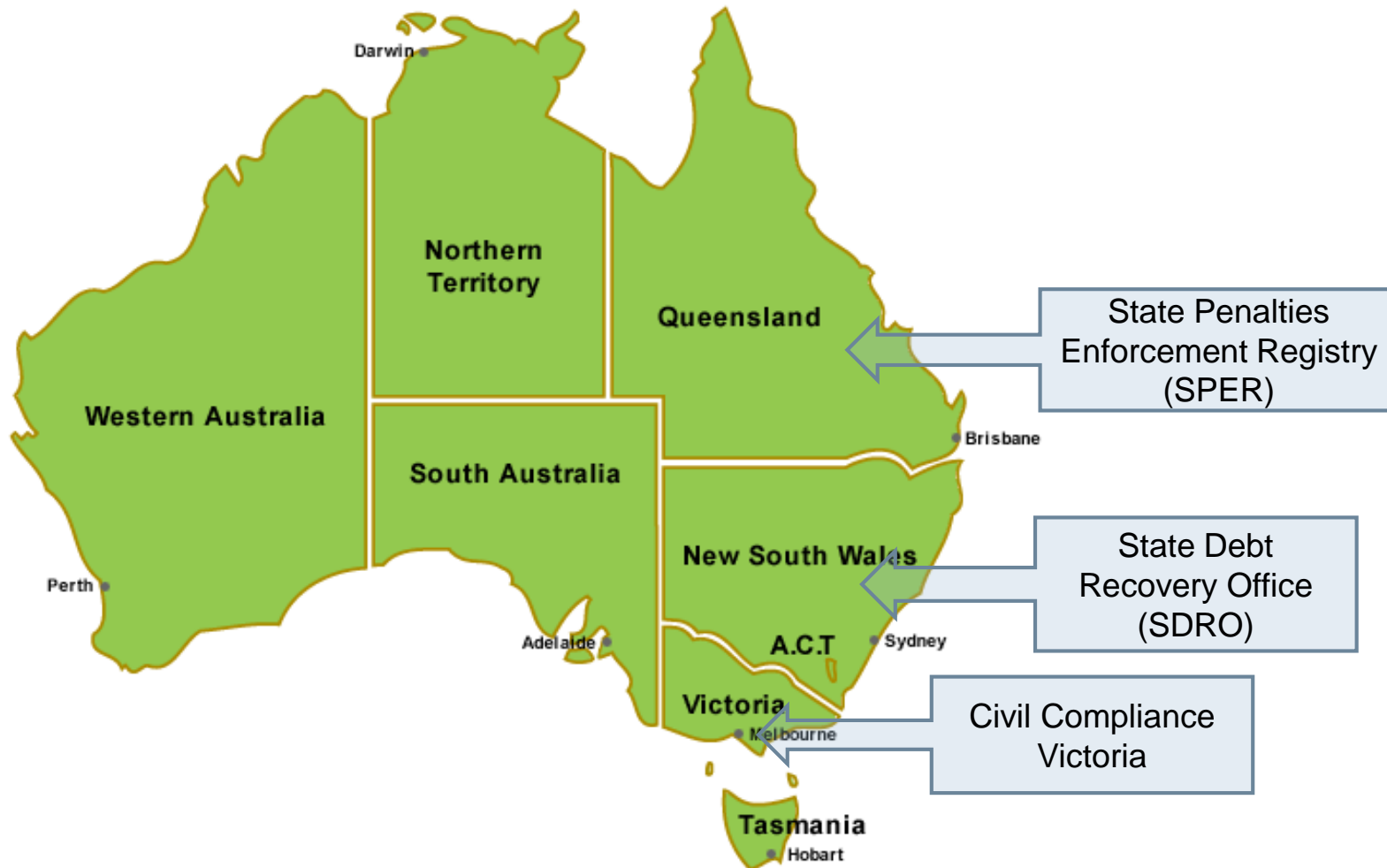
Cooperation between toll roads

- Memorandum of Understanding – MOU – between all Australian toll road owners and operators
- First created in 2001 – initially tag interoperability
 - ▣ ensure that ETC systems are Interoperable;
 - ▣ Standard tag protocols – AS4962
 - ▣ Customer service
- Updated 2009 to cover video tolling and casual pass interoperability

Cooperation with Registration bodies



Cooperation with Enforcement agencies



Enforcement – what is the offence

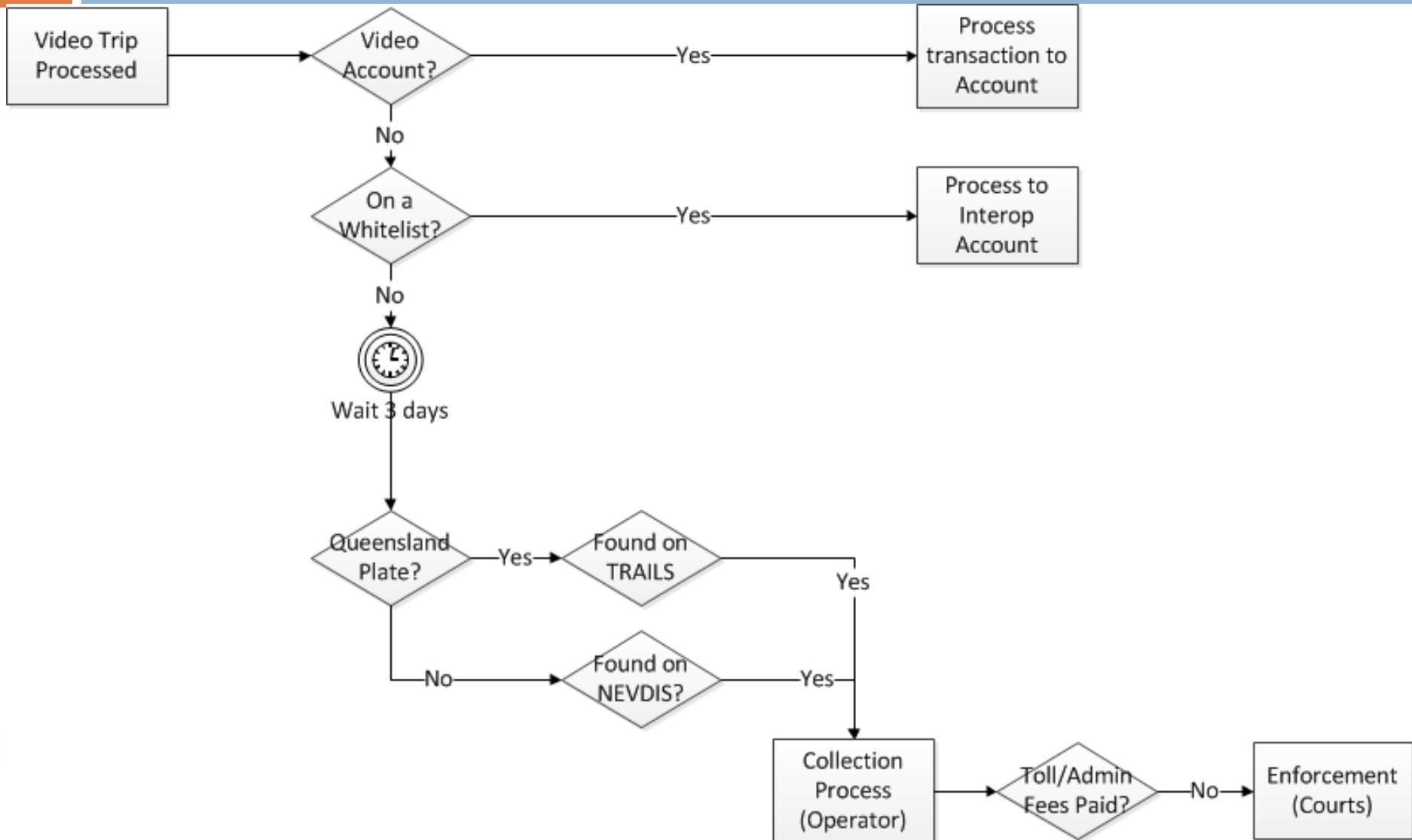
State	Offence
Victoria	Driving of a vehicle in a toll zone without being registered for travel
NSW	Non payment of the “deferred” toll (Toll Notice)
Queensland	Failure by the driver of a vehicle to comply with a Demand Notice for the payment of a toll and charges when no other arrangement has been made



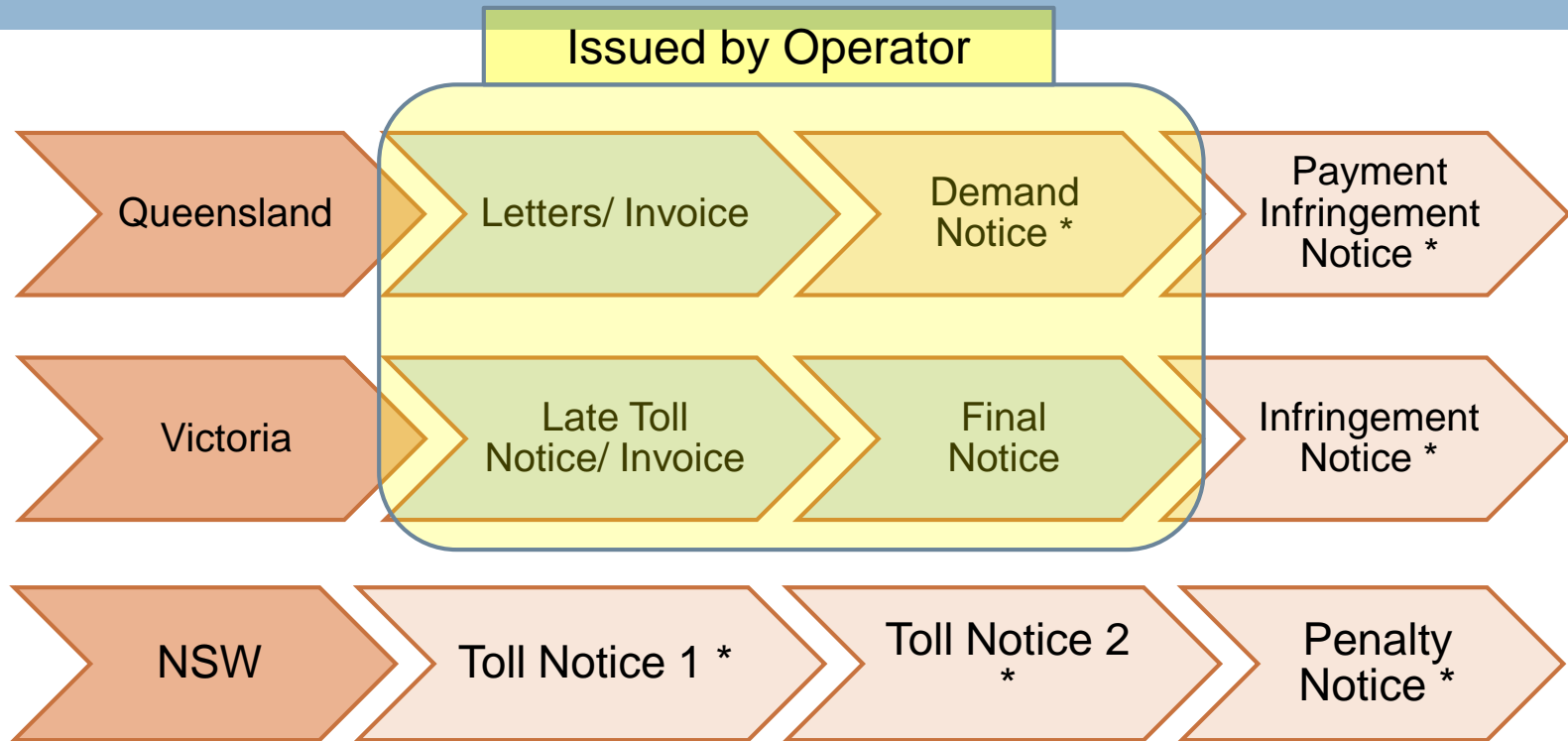
Evidence for court proceedings

- A statement regarding toll collection procedures on the Tollroad by a responsible employee of the Operator in a prescribed form;
- Photograph(s) in the prescribed form of the vehicle and LPN showing date and time of the trip and location of the toll point;
- Gazetted notices or approvals of camera, photograph and authorised personnel;
- Copies of documents authorising the toll; and
- Proof of the applicable toll amount

Road to enforcement



Stages of the process



Enforcement process initiated

* individual notice for each offence

Collections

Account Type	Treatment
Registered Accounts	escalated to civil debt recovery
Unregistered Video (Qld)	Invoices & reminders first, then Demand Notice
Unregistered Video (interstate)	Due to NEVDIS constraints Demand Notice every trip
Repeat Offenders	Demand Notice every trip



Key points to minimise violation loss

- License plate identification
 - ▣ Continue to optimise OCR
 - ▣ Quality video
 - ▣ Arrangements with licence plate registration authorities
 - ▣ Interoperable arrangements
- Operations
 - ▣ Strong collections process – keep up to date
 - ▣ Use enforcement avenues, eg RTI
- Customer
 - ▣ Educate, clear road signage
 - ▣ Simple product set – easy to understand
 - ▣ Accessible channels – easy to use (website)