Gauteng Freeway Improvement Project and Open Road Tolling
How do I Pay ?

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Background: Tolling in South Africa

- SANRAL – Government Agency, managing 16 170 km of national roads in South Africa
- Approximately 3100 km are toll roads
- SANRAL operates 1800 km's and 3 concessionaires 1300 km's (toll roads)
- 32 Mainline and 39 ramp toll plazas
- ETC standard determined in 1999 – CEN 278 (5,8 GHz)
- One concessionaire has implemented ETC – not multilane free flow

Background: Gauteng

- Gauteng smallest province – generates 33% of GDP in South Africa
- Gauteng is a large metropolitan area, consisting of 3 cities (Pretoria, Johannesburg and Ekhurhuleni)
- 10,7 million people
- 3,4 million vehicles
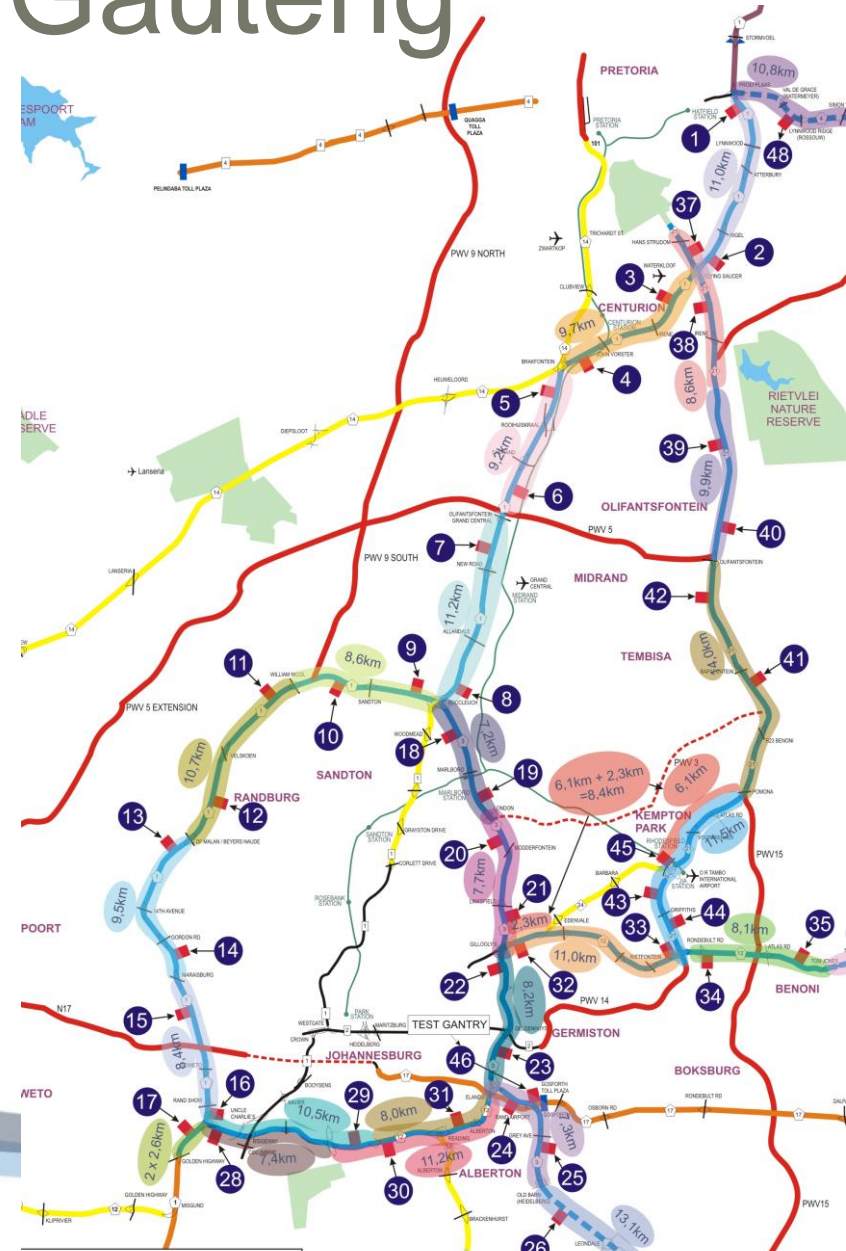
Background: Gauteng

◆ Extensive freeway network carrying between 120 000 to 200 000 vehicles per day

◆ Approximately 900 000 unique users of the freeway network per day

◆ Freeway network reached capacity – required improvement – since 2008 implementing the Gauteng Freeway Improvement project, substantially upgrading 200 km's of freeway in Gauteng
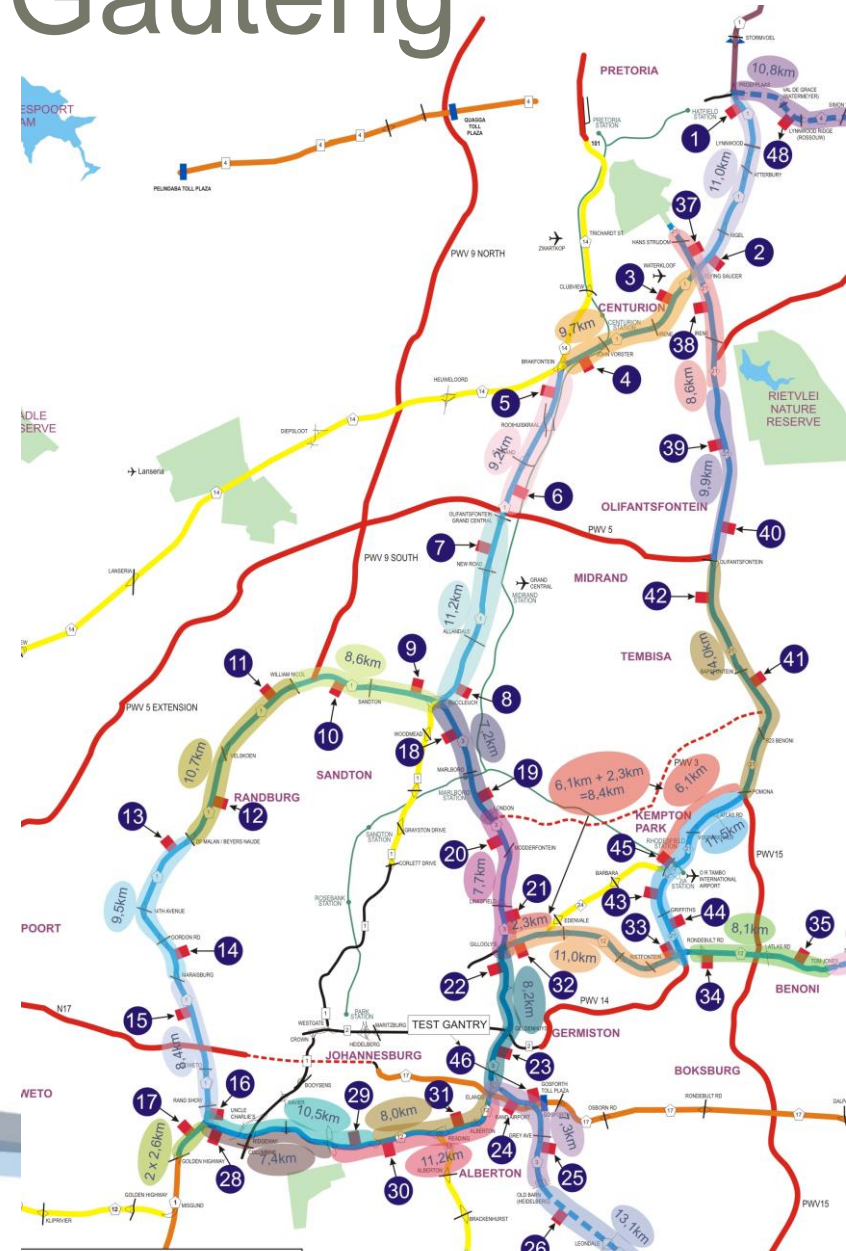
Tolling the GFIP

- Only option was all electronic tolling (ORT)
- Implementing 42 toll gantries

ORT Principles: Making Payment Easy

- Used advantage of international experiences
- National Central Transaction Clearing – key principle for the implementation of ORT
- Achieve single account with multiple account units – central clearing of all transactions
- SANRAL is the custodian of the TCH – provides this service to concessionaires
- Procured acquiring banking services for the National Transaction Clearing House (TCH) for:
  - Credit card transactions
  - Debit orders
  - Debit card transactions
  - Reconciliation services
- Successful bank offered "Hyphen" – single interface into the national payment system

Hyphen

◆ Hyphen is an integrated electronic cashbook, which caters for various payment and collection processes and provides a centralised platform for all financial transactions, in a single application

◆ Integrate with existing administrative processes.

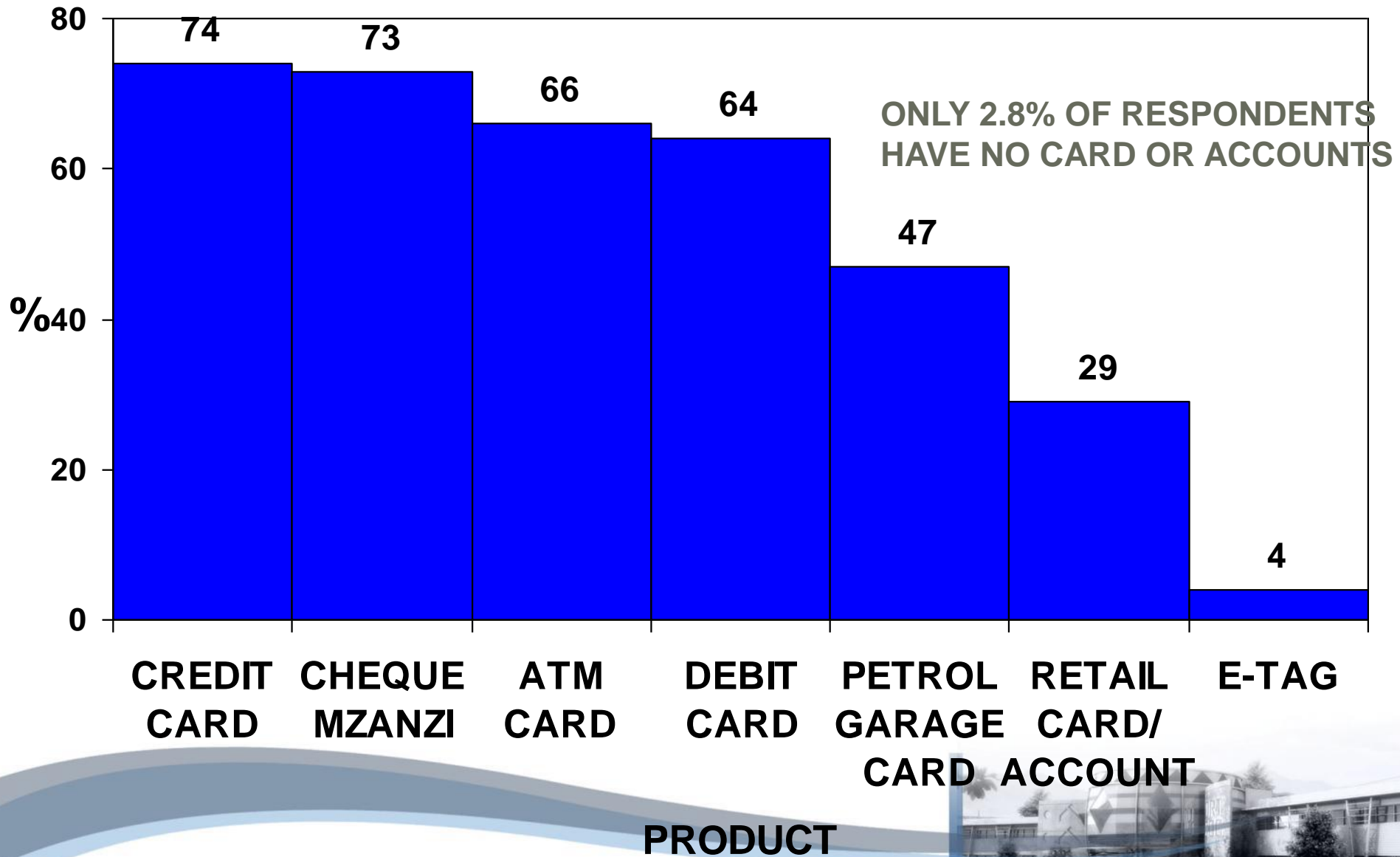| Customer Payment | Customer Bank | TCH Acquiring Bank | Hyphen | TCH |

Central Operations Centre

- ◆ Hosts ORT back office
- ◆ Transaction Clearing House (TCH)
- ◆ Violations Processing Centre
- ◆ ITS Management Centre

Payment Products Held by Gauteng Road Users

ONLY 2.8% OF RESPONDENTS HAVE NO CARD OR ACCOUNTS

Product	%
CREDIT CARD	74
CHEQUE MZANZI	73
ATM CARD	66
DEBIT CARD	64
PETROL GARAGE CARD	47
RETAIL CARD/ CARD ACCOUNT	29
E-TAG	4

PRODUCT

TCH Account Types

- Register a prepaid account:
  - Transactions for the day are deducted directly from prepaid account, on condition that there is a positive account balance
- Register an account directly linked to your credit card (only post paid option)
  - Transactions for the day are rolled up, and settled from user credit card
- Key Accounts
  - Special agreement with fleet banks and vehicle rental companies via direct interface into TCH

Making Payment Easy

◆ For GFIP:

- 2,5 million toll transactions (gantry passes) per day

- Estimated 1,2 million account holders (with multiple account units or vehicles)

◆ Most users may elect to link TCH account directly to credit card that will provide SANRAL/Concessionaires with a "guaranteed" payment

Making Payment Easy

- Payment Products for prepaid users are:
  - Cash at selected points of presence
  - Electronic Fund Transfer
  - E-Commerce Gateway
  - Debit Order
  - Credit Card (Master and Visa)
  - Mobile/cell phone banking
  - ATM Payment

Making Payment Easy (cont.)

- Four SA Fleet Banks:
  - Approximately 600 000 vehicles, mostly commercial vehicles, are linked to a fleet management account
  - Fleet banks are offering a 3rd party service to fleet owners, incorporating toll expenses into overall fleet management products they offer
  - Fleet banks have direct interface with TCH – have access to vehicle transaction information for which they have received proxy
  - Fleet banks receive payment from fleet owners, and guarantees payment to TCH

Making Payment Easy (cont.)

◆ Vehicle Rentals:
  - Direct interface into TCH
  - When vehicle is returned – ETC transactions are reconciled by vehicle rental companies
  - Direct deduction is made from the rental vehicle user
  - Commercial model based on rental companies receiving all discounts for these toll transactions, since they are account holders

How/Where do I pay

- Direct deduction from credit card
- Top up of pre-paid account:
  - Electronic Fund Transfer (EFT)
  - E-Commerce gateway (TCH website)
  - At ATM's (3000+)
  - At any customer point of presence provided by a toll operator

How/Where do I Pay? (Cont.)

- Customer point of presence provided for GFIP:
  - 25 temporary kiosks
  - 16 permanent kiosks
  - 14 customer service centres located next to freeways
  - Retail footprint (400+)
  - 20 mobile pay stations

Temporary Kiosks (25)

- ◆ Account Registration and Queries
- ◆ Account top ups:
  - Cash
  - Credit Card
  - Debit Card

Permanent Kiosks (16)

◆ Account Registration and Queries

◆ Account top ups:
  - Cash
  - Credit Card
  - Debit Card

Customer Service Centres (14)

- ◆ ITS and IMS operations
- ◆ Account Registration and Queries
- ◆ Account top ups:
  - Cash
  - Credit Card
  - Debit Card

Retail Footprint (400+)

- Two large grocery and hypermarket retail groups in South Africa
- Increase footprint with 400+ outlets in Gauteng alone
- Key to tag distribution (tag in a bag)
- Account Registration (selected outlets)
- Account top ups:
  - Cash
  - Credit Card
  - Debit Card

Mobile Pay Stations (20)

◆ Account Registration during ramp up phase

◆ Account payments:
  - Credit Card
  - Debit Card
  - Cash (security ??)

◆ Mobile enforcement (on road; at on ramps)

Conclusion

- The toll system implementation focused on convenience to the customer to make toll payments

- Central transaction clearing provides SANRAL the ability and flexibility to add any other pay options nationally, if required

- Focus now on account registration, incentivising users to set up an account, and choose the most convenient payment option

Thank You

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