

TRANSURBAN CUSTOMER OMBUDSMAN REVIEW

1 September 2010 – 28 February 2011

Transurban response

Volumes

The Ombudsman highlighted the number of enquiries to his office has increased marginally over this period. Transurban has identified a number of CityLink enquiries are from customers who have received Infringement Notices and are seeking clarification of the Infringement Notice Process. Whilst CityLink cannot respond to Infringement Notices disputes directly (this is a matter for Civic Compliance Victoria), we do provide customers with information relating to why an Infringement Notice may be issued.

Licence Plate Number Recognition

In the Review, the Ombudsman highlighted Tolling technology, namely Licence Plate Number Recognition and the requirement for this to be of best Tolling practice. Additionally, the Ombudsman recommended Tolling operators err on the side of caution if a Licence Plate number cannot be absolutely confirmed

Transurban currently has a number of processes across each of our roads to ensure the correct Licence Plate is charged. This includes the following practices:

- Flagging a particular Licence Plate in our system if it has proven difficult to read correctly in the past, this enables a manual read by an Image Processing staff member for any further travel. At CityLink, a list of troublesome or ambiguous Licence Plates is checked on a daily basis for further adjudication
- Doing a monthly assessment of both automatic and manual readings to ensure standards are maintained
- Providing ongoing training and feedback to staff members
- Human adjudication of any images - even if automatically read - prior to a Late Toll invoice being issued in the case of CityLink.

Additionally, recent technological advancements such as ‘vehicle fingerprinting’ has been rolled out by Roam and will result in further improvements to accuracy. The success of this technology makes it likely it will be implemented across Transurban’s other assets if commercially viable.

Change of Ownership of Vehicles and Use of Hire Vehicles

Recent product development by Transurban and the RTA is addressing the issue of toll notices resulting from rental vehicle customers not providing tolling companies with correct or updated data. New rental segment tolling products allow rental agencies to supply data directly to tolling companies, thereby removing the requirement for customer to contact tolling companies directly.

All Avis and Budget vehicles are now covered by an automatic process that transfers vehicle data to covering tolling arrangements. Hertz vehicles in Sydney are also covered, and Hertz Melbourne vehicles are expected to be covered in Q2 2011. Following this, other rental agencies are expected to adopt the new products.

Each of Transurban's Roads offers a temporary pass suitable for short term tolling arrangements. These allow an 'end date' to be specified which suits rental vehicle customers with a specified rental period. Additionally, CityLink Melbourne will shortly have the capacity to set an end date when a tolling arrangement is made for an eTAG based account.