



Transport Operator & Driver Guideline // Getting started in the Intelligent Access Program

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Transport Certification
Australia



IAP
Intelligent Access Program

Transport Operator and Driver Guideline //

Getting started in the Intelligent Access Program

Please note that this guideline is intended only as a general guide and introduction to the relevant provisions of the IAP legislation. TCA does not accept any responsibility for any exposure, loss or damage suffered as a result of reliance upon this publication.

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Contents //

1.0 About the IAP //	3	4.0 Reporting malfunctions, Tampering & Privacy //	27
1.1 About the Intelligent Access Program	4	4.1 Transport operator obligations	27
1.2 Benefits for transport operators	6	4.2 Driver obligations	28
1.3 What is an IAP Application?	8	4.3 Tampering	29
1.4 Who monitors the vehicle?	10	4.4 Protecting information and privacy	31
2.0 Getting started, Operating In & Leaving the IAP //		5.0 Further information & Notes //	33
2.1 Operating in the IAP	16	5.1 About TCA	33
2.2 Leaving the IAP	18	5.2 Notes	34
3.0 Obligations //	21		
3.1 Transport operator obligations	21		
3.2 Driver obligations	25		
3.3 Owner-operator obligations	25		



1.0 About the IAP //

The Intelligent Access Program (IAP)[®] is an innovative approach to addressing a number of fundamental challenges facing Australia's road freight industry. It is designed to improve the ability of transport operators to stay productive and commercially viable.

Australia's freight task has grown significantly in recent years and will continue to expand into the future.

While this strong growth can generally be viewed as a key indicator of a robust and vibrant economy, the additional demand being placed on the road network represents a major concern for governments, the transport industry and road users in general.

Put simply, demand is already outstripping supply across much of the road network, resulting in increased traffic congestion and reduced transport efficiency.

The introduction of more innovative freight vehicles and processes has allowed the freight industry to better manage its logistical operations – by carrying more freight, making fewer vehicle movements, reducing double-handling and the like. However, not all parts of the road network can accommodate such vehicles.

In responding to this, the IAP provides transport operators with the potential to gain enhanced access to the road network by providing road authorities with compliance assurances.

This guideline is intended to provide transport operators and drivers with a general understanding of the IAP and how to get started in the program, and outlines their obligations as participants in the IAP.

1.1 About the Intelligent Access Program //

The Intelligent Access Program (IAP) is a new approach to road management.

The IAP uses the Global Navigational Satellite System to monitor heavy vehicles' road use while giving transport operators more flexible access to the Australian road network in a way that suits specific business and operational needs.

In return, the IAP provides road authorities with greater confidence that heavy vehicles are complying with the agreed road access conditions.

Access to the road network

Most vehicles on Australia's roads operate with a right to access the entire road network, commonly referred to as *general access*.

Generally speaking, these vehicles may not exceed:

- 19m overall length for a prime mover with one trailer/rigid vehicle with one trailer
- 4.3m overall height
- 2.5m overall width
- 42.5 Gross Combination Mass for a 6-axle prime mover and trailer.

It should be noted, however, that there are some variations in *general access* arrangements, and transport operators should consult the relevant road authority regarding a particular State or Territory's *general access* arrangements.

Certain other vehicles are only allowed access to limited parts of the road network (referred to as *restricted access*), due to their dimensions, configuration or mass.

Examples of *restricted access* vehicles are:

- 25m or 26m B-doubles
- Vehicles carrying indivisible over-dimensional loads operating with permits on specified routes, sometimes with escorts
- Specialised mobile plant equipment.

Intelligent access under the IAP

The IAP provides the opportunity for vehicles to gain access, or improved access, to the Australian road network in return for monitoring of compliance with specific access conditions using modern telematic technology.

1.2 Benefits For Transport Operators //

The IAP provides the potential for transport operators to achieve productivity gains, better turnaround times and increased profits.

It also creates the possibility for a transport operator to develop an advantage over competitors. If a transport operator is enrolled in the IAP and a direct competitor is not, the enrolled operator may be able to deliver a better service to their customers.

CASE STUDY //

Road Train Modernisation in New South Wales

The NSW Government has announced that B-Triples and AB-Triples can gain access to approved routes in western New South Wales, with the IAP being a condition of access.

Major industries throughout western New South Wales can benefit from increased mass capacities of up to 90.5 tonnes GCM for B-Triples and 113 tonnes GCM for AB-Triples. This is a significant increase beyond the maximum 79 tonnes GCM that was previously available for Double Road Trains in New South Wales.

Being able to carry the extra weight has been strongly sought by the farming communities and mining operators in western New South Wales for many years.

The B-Triples can now carry extra pay load, providing farmers with additional deck space to carry more livestock and for the mining operators to carry more mineral sands. These productivity gains may be passed onto the retailer and ultimately to the end consumer. Here is a perfect example of how the IAP has been used to respond to industry's demands for more productive vehicles in return for demonstrating to the relevant road authorities (in this case the Roads and Traffic Authority in New South Wales) that the vehicles are complying with agree access conditions.

It also demonstrates how a transport operator participating in the IAP can increase productivity through improved access, reduced trip frequency and higher permitted loads, creating an advantage over their competitors.

1.3 What is an IAP Application? //

An IAP Application is any scheme or permit (notice, concession, exemption, regulation, application or gazette notice, etc.) that requires compliance with some (or all) of the conditions of the scheme or permit to be independently monitored by an IAP Service Provider. The conditions monitored are known as IAP Conditions.

A vehicle can operate under any number of different IAP Applications (granted by one or more road authorities) in the same way it can operate under more than one permit or concession under the traditional restricted access regime.

The IAP can be used to develop IAP Applications that are either *off-the-shelf* or *unique*. The way in which the IAP is used will vary according to road authorities' particular needs.

Off-the-shelf IAP Applications

Off-the-shelf IAP Applications are developed by a road authority to support the transport policies of the individual road authority.

These off-the-shelf IAP Applications are offered to all transport operators and may suit some transport operators but not others. Therefore, a transport operator must make a commercial decision to determine the benefits of joining the IAP Application.

Transport Certification Australia Limited (TCA) is working closely with each road authority to ensure transport operators are aware of all the off-the-shelf IAP Applications expected to become available when the IAP goes live during 2007/2008. These include:

- Higher Mass Limits – New South Wales
- Higher Mass Limits – Queensland
- Mobile Crane Concessional Benefit Scheme – New South Wales
- Road Train Modernisation – New South Wales
- Quad Axle Pilot Scheme – New South Wales.

Other off-the-shelf IAP Applications will be publicised by individual road authorities as they become available to transport operators.

Unique IAP Applications

The IAP is a powerful tool that transport operators should consider using to negotiate improved road access. They can achieve this by creating unique IAP Applications that suit their particular business and logistical requirements.

In doing so, transport operators may achieve productivity increases through higher permitted loads. In return, they need to demonstrate to the relevant road authority that they are complying with the agreed access conditions.

Unique IAP Applications usually require application directly to the road authority for consideration.

1.4 Who Monitors the Vehicle? //

Transport operators participating in the IAP must engage an IAP Service Provider to monitor a vehicle's compliance to the access conditions set by the road authority.

As the IAP is a national program, IAP Service Providers can supply IAP services on an Australia-wide basis.

Selecting and engaging an IAP Service Provider

IAP Service Providers are certified by Transport Certification Australia Limited (TCA), and once certified can display the IAP Certification symbol. The symbol, as shown below, indicates that a company meets all the required standards and can provide IAP services.



Selecting an IAP Service Provider is a business decision. IAP Service Providers set their own prices for provision of IAP services according to their own business practices.

It is expected that most IAP Service Providers will come from the existing telematics industry and will also offer commercial fleet management services in conjunction with IAP services. It is important to note that fleet management services will need to be covered by a separate contractual arrangement between the transport operator and the IAP Service Provider.

IAP pricing

The cost of being monitored under the IAP will be negotiated between the transport operator and their chosen IAP Service Provider.

The IAP offers transport operators the ability to negotiate specific access conditions that are unique to their business and operations with a particular road authority. The voluntary nature of the IAP means that transport operators need to make a commercial decision as to whether the benefits of the IAP outweigh the costs.

IAP Service Provider/ Transport Operator Agreement

Once the transport operator has selected an IAP Service Provider, it must, as a prerequisite of joining the IAP, enter into an IAP Service Provider/ Transport Operator Agreement with the IAP Service Provider.

The IAP Service Provider/ Transport Operator Agreement is the legal document by which the transport operator engages the IAP Service Provider to provide vehicle monitoring services. The agreement can be found on the TCA website.

2.0 Getting started, Operating In & Leaving the IAP //

To join the IAP, a transport operator needs to follow these seven easy steps.

STEP 1 – Identifying the Road Access Required //

The transport operator identifies the road access it needs to meet its business or operational requirements.

- If the road access required is available under an off-the-shelf IAP Application, the transport operator applies to the relevant road authority to enrol their vehicle(s) in that IAP Application. This may be done via a website or over the counter with the road authority, or
- If the road access required by the transport operator is unique, the access must be negotiated with the relevant road authority/ies (including local government access where necessary), in order to establish a unique IAP Application

STEP 2 – Applying for an Intelligent Access Condition //

Once the transport operator has identified or negotiated the access it needs, it applies to the road authority for an Intelligent Access Condition (IAC).

The IAC sets out the requirements against which a vehicle is monitored under the IAP Application and includes the:

- name of the road authority granting the road access required;
- name of the transport operator operating the vehicle;
- vehicle to be monitored under the IAP;
- IAP Conditions against which the vehicle will be monitored, for example, the authorised route, permitted times, etc;
- name of the IAP Service Provider that will be monitoring the vehicle (Step 4);
- type of in-vehicle unit that is fitted (Step 5); and
- period of the IAC.



The information needed to complete the IAC is contributed by all three IAP parties – the transport operator, the road authority and the IAP Service Provider – at various stages of the application process.

STEP 3 – Issuing an Interim IAC //

Once the IAP Conditions have been specified and the transport operator and the vehicle identified, the road authority assesses the application and either issues an Interim IAC or rejects the application.

The issuing of an Interim IAC indicates the intention of the road authority to grant the IAC contingent on the transport operator engaging an IAP Service Provider to provide IAP services.

STEP 4 – Selecting an IAP Service Provider //

After receiving the Interim IAC, the transport operator selects and engages its preferred IAP Service Provider and enters into an IAP Service Provider/ Transport Operator Agreement with that provider.

STEP 5 – Installing the IAP Equipment //

The IAP Service Provider checks the Interim IAC provided by the transport operator to ensure that the details are complete, correct and consistent.

If satisfied with the details in the Interim IAC, the IAP Service Provider:

- installs the in-vehicle unit and self-declaration input device (where required) in the vehicle;
- verifies that the IAP equipment is in correct working order, and
- records in the IAC the details of the IAP equipment installed, and submits this information to the relevant road authority.

STEP 6 – Assessment and Completion of the IAC //

The road authority assesses the information provided by the IAP Service Provider for accuracy and either approves or rejects the IAC and notifies the transport operator of the outcome.

If an IAC is approved, the road authority issues the IAC to the IAP Service Provider.

STEP 7 – Commencing Monitoring and Informing Drivers //

The IAP Service Provider begins monitoring the IAP vehicle on the commencement date specified in the IAC.

Drivers must be informed beforehand if the vehicle they are required to drive is monitored under the IAP.

2.1 Operating in the IAP //

Monitoring the vehicle

The IAP Service Provider is required to monitor a vehicle operating under an IAP Application and report any non-compliant activity against the Intelligent Access Conditions (IAC) to the relevant road authority.

The IAP has the capability to monitor three parameters - route, time and speed. The road authorities may elect to use one or a combination of these parameters to manage the compliance of vehicles operating under specific access arrangements.

Under the IAP, monitoring is always for non-compliant activity. Even though a vehicle is monitored continually, the road authority is only interested in data that demonstrates possible non-compliance.

The in-vehicle unit transmits data records to the IAP Service Provider on a regular basis (at least once per day) within a secure environment. The IAP Service Provider's system tests this incoming data for completeness, consistency and accuracy, raising the appropriate alarm when problems are detected.

The IAP Service Provider's system then compares the data against the IAC Conditions applicable to the vehicle. The system is capable of determining whether the vehicle has:

- been somewhere other than the permitted route;
- travelled on a permitted route but at a prohibited time, and
- exceeded the speed condition stipulated by the road authority.

In addition to the three monitoring parameters, drivers also have the ability to provide self-declared information using a manual-based entry.

Self-declaration function

The IAP includes a self-declaration function that allows the driver or transport operator to manually self-declare any additional information that may explain any apparent non-compliant behaviour. This will significantly reduce compliance costs for both the transport operator and the road authority. The self-declaration function will not be needed for all IAP Applications – the road authority will inform the transport operator whether it is required when arranging the IAP Conditions.

It is expected self-declared information will generally be provided via a self-declaration input device or PDA by the driver. The PDA remains in the cabin allowing the driver to make the relevant entries at the time of an event occurring. In some cases self-declared information may be provided directly to the IAP Service Provider by the transport operator through an approved system.

Three types of information can be declared:

- vehicle configuration information – for example, B-Double, semi trailer, etc;
- vehicle mass information – for example, GVM 48.5 tonne; and
- driver/ operator comments – for example, 'detoured from route due to road works', 'directed to take an alternative route by police officer', or 'medical emergency'.

Importantly, it should be noted that drivers must not use the self-declaration input devices while their vehicles are moving.

Non-Compliance Reports

If non-compliant activity is detected, the IAP Service Provider generates a *non-compliance report*, which it issues to the relevant road authority.

When information is declared to explain an apparent non-compliant behaviour as part of the IAP, the IAP Service Provider attaches the information to the data recorded by the in-vehicle unit and forwards it along with a non-compliance report to the relevant road authority.

A non-compliance report is not, of itself, notice of an offence. Rather it is an assessment of non-compliance compared to the Intelligent Access Condition. All *non-compliance reports* will be treated on a case-by-case basis, with the relevant road authority deciding whether any action should be taken in relation to the non-compliance. The road authority may determine that there were legitimate reasons for a detour such as changed road conditions caused by an accident.

2.2 Leaving the IAP //

At any time, a transport operator may decide to opt-out of an IAP Application. Likewise, the issuing road authority may cancel an IAC.

A vehicle's participation in an IAP Application can cease in one of two ways:

- the IAC expires because the IAC Cessation Date has passed, or
- the IAC is cancelled prior to its Cessation Date.

An IAC may be cancelled prior to its Cessation Date for the following reasons:

- the transport operator notifies the road authority that it wishes to withdraw from the IAP Application;
- the road authority decides to cancel the IAC as a result of non-compliant activity by the transport operator;
- the road authority decides to withdraw an off-the-shelf IAP Application; or
- the IAP Service Provider may request the road authority to cancel the IAC (for example, if the IAP Service Provider wishes to withdraw its services as a result of a breakdown in the business relationship with the transport operator). In the event this occurs, the road authority will review the circumstances. Cancellation of an IAC at the request of the IAP Service Provider will only be approved in exceptional circumstances.

An IAC may only be cancelled by the road authority that issued the IAC.

Upon an IAC being cancelled, the transport operator must inform the IAP Service Provider, who is obliged to cease monitoring the vehicle within one working day.

Transport operators should contact the relevant road authority for more information regarding the authority's processes and requirements for cancelling an IAC.



3.0 Obligations //

3.1 Transport operator obligations //

Transport operators participating in the IAP have important obligations to their drivers and their IAP Service Provider.

A – Obligation to drivers //

When operating vehicles in the IAP, a transport operator has two main obligations to drivers:

1. to inform drivers that a vehicle is participating in the IAP, and
2. to inform drivers of their obligations as a driver of an IAP vehicle.

These obligations are explained in more detail below. It is an offence for a transport operator not to comply with these obligations.

Inform drivers that a vehicle is participating in the IAP

Drivers must be informed beforehand if the vehicle they are required to drive is monitored under the IAP.

The transport operator must also take reasonable steps to tell drivers:

- that a vehicle will be monitored by an IAP Service Provider;
- the name and address of the provider;
- what information will be collected by the provider;
- the persons and road authorities to whom the information collected may be disclosed;
- the name/s of the State and Territory legislation authorising the collection of information;
- that they have the right to request access to any personal information held about them under the IAP, and that they can request for any inaccurate information to be corrected;
- the purposes for which that information is collected, and
- what Intelligent Access Conditions (such as routes, places, dimensions, load masses, times and speeds) the vehicle is required to comply with.

A transport operator can comply with the obligation to inform the driver by:

1. Making all of the required information part of a written contract of employment, and
2. Placing a notice in the vehicle's cabin that contains all the required information (the notice must be clearly visible to the drivers).

For occasional drivers of an IAP vehicle, such as a mechanic, where there is no written contract of employment, it is recommended that a notice is placed in the vehicle's cabin.

Penalties will be imposed for failure to adhere to the above duties.

Sample notice is shown for illustrative purposes only.

IMPORTANT NOTICE TO ALL DRIVERS OF THIS VEHICLE

This vehicle is equipped with an in-vehicle unit that uses the Global Navigational Satellite System to monitor the vehicle under the Intelligent Access Program (IAP).

Monitoring of this vehicle's location is constant and is carried out by:

[Name of IAP Service Provider]

[Address]

[Contact details]

The collection of information by the in-vehicle unit and/or self-declaration input device fitted to this vehicle is authorised by [insert name of all applicable State or Territory legislation].

If the movements of this vehicle do not comply with the requirements of the Intelligent Access Conditions, [insert name of IAP Service Provider] will forward a non-compliance report to the [insert the name of the road authority/ies].

A driver can request access to any personal information held about them under the IAP, and may request that any inaccurate information be corrected.

Important – it is an offence to tamper with or negligently damage any part of an in-vehicle unit or self-declaration input device. Penalties may be imposed for tampering.

If the driver of this vehicle becomes aware that the in-vehicle unit or self-declaration input device is malfunctioning they must immediately report the malfunction to:

[Name of transport operator]

[Address]

[Contact details]

In addition to reporting a malfunction to the transport operator, a driver must also keep a written record of the report for four years.

B – Obligations to the IAP Service Provider //

When operating vehicles in the IAP, a transport operator has several obligations to their chosen IAP Service Provider. These include:

- notifying the IAP Service Provider immediately of any malfunction with the in-vehicle unit or self declaration input device (refer to the section **Reporting malfunctions** for more information); and
- ensuring that information provided to the IAP Service Provider is not false or misleading.

Other Requirements

When operating vehicles in the IAP, a transport operator must:

- ensure its vehicles comply with the applicable Intelligent Access Conditions agreed to with the relevant road authority;
- notify the road authority, within the time specified by the authority, of any changes to their operations that may affect their eligibility to participate in an IAP Application, and
- notify all relevant road authorities if it ends its agreement with its IAP Service Provider.

3.2 Driver obligations //

The driver has certain obligations under the IAP – these are outlined in the section **Reporting malfunctions**.

Drivers should also familiarise themselves with their transport operator's obligations under the IAP.

3.3 Owner-operator obligations //

Owner-operators participating in the IAP must adhere to the same obligations outlined in the section **Transport operator obligations**.

An owner-operator may be the only regular driver of a vehicle they own and operate under the IAP. However, when someone else, such as a temporary driver or mechanic drives the vehicle, the owner-operator has the same obligations, to these drivers, set out in the section **Transport operator obligations**.



4.0 Reporting Malfunctions, Tampering & Privacy //

4.1 Transport operator obligations //

If a transport operator becomes aware that the in-vehicle unit or self-declaration input device in an IAP vehicle is malfunctioning, the transport operator must immediately inform the road authority and the IAP Service Provider of the malfunction either in person or by radio, telephone, fax or email.

A malfunction is when the in-vehicle unit or the self-declaration input device either stop working or working irregularly, or when they do not perform the functions that are required under the IAP which may provide inaccurate or unreliable results.

The transport operator must also keep a written record of the malfunction. The record must include:

- the date, time and type of the malfunction;
- the vehicle's location when the malfunction was first detected;
- how the report was made; that is, in person, by radio, telephone, fax or email;
- the name of the driver who made the report;
- the name of the road authority officer to whom the report was made, and
- the name of the IAP Service Provider to whom the report was made.

The transport operator must keep the written record of the malfunction for at least four years.

4.2 Driver obligations //

If a driver of an IAP vehicle becomes aware that the in-vehicle unit or self-declaration input device is malfunctioning, the driver must tell the vehicle's transport operator about the malfunction immediately either in person or by radio, telephone, fax or email.

The driver must also keep a written record of the malfunction. The record must include:

- the date, time and type of the malfunction;
- the vehicle's location when the malfunction was first detected;
- how the report was made; that is, in person, by radio, telephone, fax or email;
- the name of the driver who made the report, and
- the name of the transport operator to whom the report was made.

The driver must keep the written record of the malfunction for at least four years.

Sample of a written record of a malfunction report

While there is no prescribed form for recording a malfunction, the sample, as shown on page 30, is provided to assist transport operators and drivers to capture the required information in the event a malfunction is detected.

Please note, in the event of a malfunction occurring, the IAP Service Provider will also report the malfunction to the relevant road authority or to TCA (depending on the type of malfunction).

4.3 Tampering //

It is an offence to tamper with the in-vehicle unit and/or the self-declaration input device. Tampering includes negligent or reckless conduct that results in the system failing to collect, store or report IAP information.

If a transport operator becomes aware of tampering they must immediately notify the IAP Service Provider.

MALFUNCTION RECORD	
Transport operator details	
[Name]	
[Contact details]	
Driver details	
[Name]	
[Contact details]	
Details of the person/s to whom the malfunction was reported (for transport operator only)	
[Name of road authority person]	[Name of IAP Service Provider]
[Contact details]	[Contact details]
Vehicle registration number	
<i>In the next section, please state the exact location when the malfunction was identified</i>	
Street number or nearest location	Street name
Suburb/town or nearest town	
Distance from nearest town	
Description of malfunction	
How was the malfunction reported? <i>Please tick a box below</i>	
<input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> Fax <input type="checkbox"/> Email <input type="checkbox"/> Radio	
Date	
Name	
Signature	

Malfunction record is shown for illustrative purposes only.

4.4 Protecting information and privacy //

The conditions that apply to the collection, use and disclosure of information under the IAP are designed to provide the highest order protection of privacy information. They are set out in each road authorities' IAP legislation and are founded on the Information Privacy Principles set out in the Commonwealth Privacy Act 1988.

All parties participating in the IAP are encouraged to read the *protecting information and privacy* fact sheet. It discusses the collection, use and disclosure of information under the IAP. The fact sheet can be found on the TCA website.



5.0 Further information & Notes //

5.1 About TCA //

The development and implementation of the Intelligent Access Program is being administered by Transport Certification Australia Limited (TCA).

TCA's role is to certify and audit IAP Service Providers. Companies that display the IAP Certification symbol have been certified as IAP Service Providers by TCA.

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Contact your local road authority to find out how the IAP will be used in your State or Territory.

Australian Capital Territory

Department of Territory and Municipal Services
13 22 81

New South Wales

Roads and Traffic Authority
1300 137 302

Northern Territory

Department of Planning and Infrastructure
(08) 8924 7453

Queensland

Main Roads or Queensland Transport
13 23 80

South Australia

Department for Transport, Energy and Infrastructure
(08) 8204 8131

Tasmania

Department of Infrastructure, Energy and Resources
(03) 6233 2442

Victoria

VicRoads
(03) 9854 2903

Western Australia

Main Roads
(08) 9311 8450

5.2 Notes //

5.2 Notes //

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