

CORPORATE CAPABILITY STATEMENT





OUR ORGANISATION

TCA is a national Government body responsible for providing assurance in the use of telematics and related intelligent technologies, to support the current and emerging needs of Australian Governments.

TCA is a 'cross-cutting' organisation which works across different policy streams, surface transport modes, and government and industry sectors.

WHAT IS TELEMATICS?

Telematics refers to integrated systems of information, communications and sensors to exchange information between vehicles and other locations, including:

- Vehicle to infrastructure (V2I) applications
- Vehicle to vehicle (V2V) applications
- Vehicle to elsewhere (V2X) applications.

Telematics and related intelligent technologies enable Government and industry to realise productivity, safety, efficiency and environmental outcomes, through a variety of applications, including:

- Monitoring and reporting of vehicles and infrastructure
- Providing information to and from vehicles
- Connected and cooperative vehicles
- Automated and autonomous vehicles.



OUR VISION

Our vision is to be the Australian leader of Advice, Accreditation and Administration services, and to be an essential partner to Government organisations to achieve public outcomes through the use of telematics and related intelligent technologies.

OUR VALUES

Throughout all our work, TCA strives to uphold the four core values of our organisation:

INTEGRITY – honesty, impartiality, confidentiality and fairness

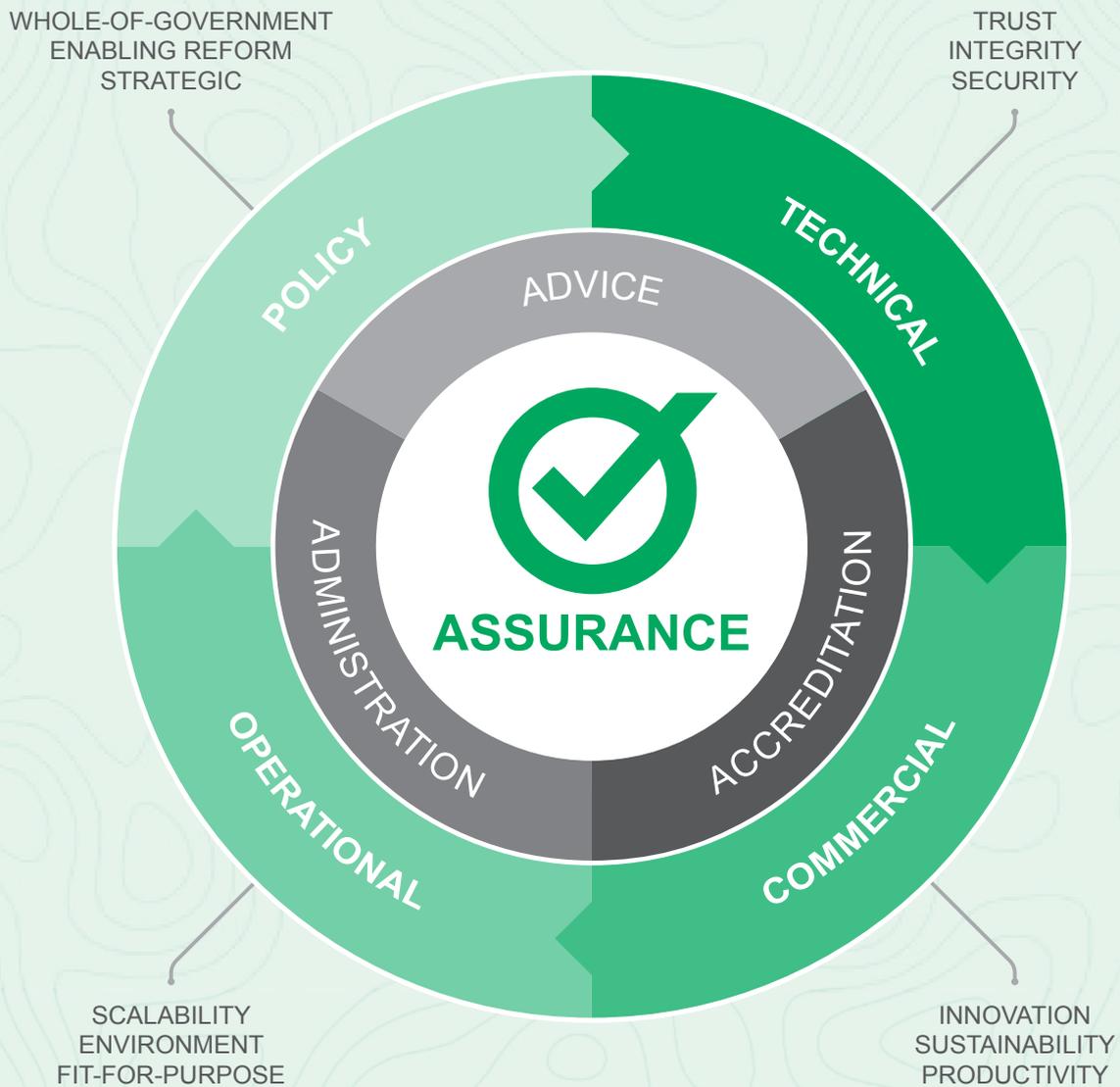
PROFESSIONALISM – passion and a commitment to excellence, teamwork and delivery of high-quality services

INNOVATION – a forward thinking commitment to research, development and continual investment in learning

ACCOUNTABILITY – caring about the needs of others, a focus of achieving outcomes, and a commitment to timeliness and financial responsibility.

OUR MISSION

TCA provides assurance through the provision of Advice, Accreditation and Administration, recognising the intersection of policy, technical, commercial and operations elements.



By recognising that policy commercial and operational sustainability is a mindset, not just an outcome, TCA distinguishes itself as a leading Australian provider of a critical intersection between technology providers and Governments, to ensure sustainable public purpose outcomes.

OUR PEOPLE

We actively seek people with the talent and enthusiasm to contribute to an emerging area of strategic importance to Australian Governments.

We strive to be an employer of choice.

We promote a culture of professionalism, innovation and integrity, with a commitment to accountability, quality and excellence in the delivery of all TCA services.

We recognise the unique skills and abilities of each individual that joins the TCA team, all of whom possess a wide range of experience and expertise that is vital to the success of our organisation.

We promote an inclusive workplace which encourages the exchange of rich insights, fresh perspectives, and innovative thinking between

individuals, which deliver powerful synergies to TCA's Members and other government organisations.

We support our people through ongoing development and learning opportunities, and create a supportive team environment for all our people.



THE NATIONAL TELEMATICS FRAMEWORK

Governments across Australia are using in-vehicle telematics deployed through the National Telematics Framework for a variety of regulatory programs across transport portfolios and policy areas.

Simultaneously, telematics devices have come to perform multiple functions, and industry is realising the benefits of adopting intelligent transport technologies.

To realise current and future applications of telematics and intelligent technology driven by Government policy needs, Australia needs a sustainable approach – the National Telematics Framework.

TCA administers the National Telematics Framework on behalf of Australian Governments.

The National Telematics Framework allows governments to overcome the need to develop bottom-up technical solutions, and provides an effective nexus between the public and the private sectors.

Technology-based operational programs with public-purpose outcomes can be delivered – without significant up-front costs to government and/or industry.

The Framework and its principles have been adopted by the International Organization for Standardization (ISO 15638), and are widely recognised as a world's best practice approach to facilitate the sustainable use of telematics and related technology applications.



OUR SERVICES

The use of telematics and intelligent technologies – including Cooperative Intelligent Transport Systems (C-ITS) applications involving connected and automated vehicles – present opportunities for policy makers to innovate and advance outcomes across surface transport modes, and beyond traditional portfolios of government.

These opportunities can only be realised if the complex interaction of policy, technical, commercial and operational elements are progressed in a coordinated manner.

We partner with Governments to realise policy intent through telematics and related intelligent technologies.

We play a critical role with all stakeholders to ‘get it right’ as new technologies are developed – not after they become available on the market, or when they are deployed.

By working closely with industry, standards developers and other stakeholders, we facilitate innovation, unlock productivity, and foster new, sustainable business environments. Our services fall into three broad categories.

ADVICE

We provide Advice underpinned by knowledge of state-of-the-art national and international developments and best-practices, and experience with strategic implications.

Our Advice:

- Enables public purpose outcomes
- Informs policy makers of opportunities
- Assists development of new and existing policies and programs
- Achieves a whole of government approach.

ACCREDITATION

By working with Governments and other stakeholders, our Accreditation services provide assurance through the deployment of quality systems in an operational environment.

Our Accreditation services include:

- Development of functional and technical specifications
- Assessment of conformance against functional, technical and business requirements
- Development of standards
- Management of government pilots, initiatives and reforms.

ADMINISTRATION

Our administration provides assurance to Governments, industry sectors and end-users.

This includes:

- Type-approval of hardware
- Certification and audit of Service Providers
- Operational, end-to-end management of government programs and applications.



Governments seek our advice on a growing range of reforms and initiatives. Here are some of them:

- **COOPERATIVE, CONNECTED AND AUTOMATED VEHICLES** will connect people, vehicles and cities making the roads safer and our cities more liveable – towards the Internet of Things (IoT).

We are working with Europe, America and Australian Governments and stakeholders to co-lead international harmonisation, and implement the security that will underpin the connected environment and the IoT.

- We support **MEMBERS, GOVERNMENT DEPARTMENTS AND REGULATORS** to harmonise regulatory and operational frameworks for heavy vehicles and technology-based policy initiatives in Australia.

- **TAXIS, HIRE CARS AND RIDE SHARING** are undergoing a series of technology-based policy reforms.

We are collaborating on next generation Smartphone-app compatible taximeters (Fare Devices) and safety cameras, to underpin sustainable operational and commercial environments.

- The **DATA ANALYSIS** we perform enables governments to make evidence-based policy and decision making, and upholds legislative safeguards, and protects privacy.
- We established and regularly host meetings with the **TELEMATICS INDUSTRY GROUP** a consultative, interactive forum that connects industry experts with government-led initiatives to advance positive outcomes.

Our Accreditation services pair rigour with innovation. Highlights include:

- We introduced **INTELLIGENT SPEED MANAGEMENT (ISM)** because not all telematics systems are created equal.

With obligations placed on all parties across the supply chain to manage compliance, **ISM** gives transport operators the right tools to measure speed with a high degree of accuracy.

- **TAXIS, HIRE CARS AND RIDE SHARING** are using technologies that benefit customers, industry and governments. We are ensuring that technology facilitates the best outcomes for all parties, including those with special needs.
- **THE ELECTRONIC WORK DIARY (EWD)** is an electronic system that will record the work and rest hours of heavy vehicle drivers, offering an alternative to paper work diaries.

As the System Manager, we are implementing the **EWD** reform, which will allow drivers to place safety and productivity at the heart of their work, and take the guess work out of compliance.

- Our **FUNCTIONAL AND TECHNICAL SPECIFICATIONS** set out the core requirements to ensure reliability, integrity and security of telematics devices and services. They are performance based, foster innovation, and align with policy intent.

Our growing suite of Specifications – some of which are the only of their kind in the world – includes those for the Intelligent Access Program (**IAP**), Telematics IVU, Electronic Work Diary (**EWD**), On-Board Mass (**OBM**), taximeters (**Fare Device**) and Alcohol Interlocks.

- **ALCOHOL INTERLOCKS** are being used for strategic policy initiatives.

We are paving the way towards a nationally consistent approach, by establishing the requirements with our Specification, and helping to establish operational and commercial settings.

By providing type approval and ongoing audit services, we are ensuring the program's integrity and sustainability.

- We run **PILOT PROGRAMS** like EWD and the Interim OBM solution to test the operational and commercial viability of technologies, people and places.

We ensure that each element is scalable, and can deliver results - from day one and into the future.

Our Administration activities span a range of end-to-end programs and targeted services, including:

- The **INTELLIGENT ACCESS PROGRAM (IAP)** is a world first. The IAP is a 21st Century technical, functional and regulatory framework that manages heavy vehicle access through the use of telematics.

We administer the IAP from end-to-end on behalf of Australian Governments, to advance productivity, asset sustainability, road safety and environmental outcome in unison.

By offering Transport Operators the option to use their existing in-vehicle technology, and introducing flexible pricing for occasional uses, we are making the IAP more cost effective, and providing more opportunities for Transport Operators to take advantage of the productivity benefits available through the IAP.

With the Operational Pilot of the IAP concluded in Sweden, we are moving forward with implementation options.

- Governments can use **INTELLIGENT SPEED COMPLIANCE (ISC)** to ensure that heavy vehicles are not exceeding a set speed threshold and/or to detect faulty speed limiter devices.
- **TYPE APPROVAL OF TELEMATICS IN-VEHICLE UNITS (IVU) AND ON-BOARD MASS (OBM) SYSTEMS** provides confidence and assurance in their reliability, accuracy, integrity and security capabilities, and distinguishes those that meet the requirements of the Specification.

Type approval allows stakeholders to make informed procurement decisions, and each unit receives a certificate of conformance.

- The **NATIONAL TELEMATICS DATA CLEARING HOUSE (NTDCH)** is a centralised data management platform. It provides a range of specialised and technical support services to government organisations that employ regulatory telematics solutions to achieve policy outcomes. Available for bespoke uses, Governments can deploy, operate and join policy and regulatory programs that are more efficient, secure, and accessible.

- With the **TRAVELLER INFORMATION SERVICE** providers of telematics services can transmit accurate, reliable information to drivers, in real-time and in-the-cab, who can then plan their work and respond to delays and disruptions.

The operational and technical infrastructure is flexible, and available to our Members and other Government stakeholders.

- We provide independent and audited **CERTIFIED TELEMATICS SERVICES (CTS)** which satisfy different business and user needs, where public outcomes are sought. CTS reference a nationally agreed suite of technical, functional, business and legal requirements.

Examples of CTS include the School Bus Program in Tasmania, which monitors routes and timetables, and how many students travel to and from school within each fare zone.

- **ON-BOARD MASS (OBM)** monitoring services linked to the IAP unlock productivity gains for transport operators carrying additional mass or using advanced vehicle combinations.

With the strongest assurance of route and mass compliance, Governments are granting access to routes previously unavailable.



AWARDS

ITS Asia Pacific Industry Award, 20th ITS World Congress Tokyo, Japan 2013 (The first Australian organisation to win an ITS World Congress Award)

Transport and Logistics Excellence Award in the Environment, Chartered Institute of Logistics and Transport Australia (CILTA) 2012 (jointly awarded with Queensland Department of Transport and Main Roads)

Environmental Excellence Award, Supply Chain and Logistics Association (SCLA) 2012

National ITS Excellence Award 2011

Logistics Association of Australia, Leadership in Logistics Operations Environment Award 2012 (jointly awarded with Scott Corporation Limited (SCL))

National ITS Award - Certificate of Achievement for the Deployment of the IAP, National Award 2010-2011

National ITS Award - Certificate of Achievement for the Deployment of the IAP, Victorian Award 2010-2011

Australian Freight Industry Award, Innovation and Technology Award 2009.

THIRD PARTY RECOGNITION



TCA's management systems, and information security management systems are certified to ISO 9001 and ISO 27001, respectively.

TCA's NATA Accredited Laboratory demonstrates technical competence to operate in accordance with ISO/IEC 17025. The facility is accredited in the field of calibration for test, calibrations and measurements for Speed Accuracy of GPS based In-Vehicle Units (IVU).

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