Electronic Tolling System in the Western Bay of Plenty

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NZTA Toll Roads

- **Northern Gate Way** – *Opened in January 2009, system upgraded in July 2015*
- **Tauranga Eastern Link (TEL) Toll Road** – *Opened in August 2015*
- **Takitimu Drive Toll Road** – *Opened in August 2015 as SH (was Local Toll Road from 2003)*
Tauranga Eastern Link and Takitimu Drive Outcomes

- Response from public has been favourable
- Monthly average daily traffic had increased over 35%
- Toll repayment compliance is at 99.7%
- $11M was collected from Aug 15 to Jun 16
Electronic Tolling Collection (ETC) System Overview
System Accuracy and Reliability

- Set Up Roadside Tolling Equipment Maintenance Contract
- Proactive and Collaborative Risk and Incident Management
  - Bird Issue
  - Tele-Communication Channel Failure
  - Power Quality Issue
Optimal Use of The Toll Road

- Proactively communicate with NZTA internal staffs, TMCs, NOC suppliers, and customers
- Plan the physical work well and in advance to minimise disruption to the traffic
- Arrange the site meetings with roading contractors to reduce the impact on the system performance.
- Manage the maintenance and operational activities smarter
- Monitor the traffic conditions 24/7, and team up to implement the agreed incident management plan
Conclusion

• The aspiration of the Agency is to create transport solutions to produce a safe, effective, efficient and resilient transport system.

• The tolling system enhances people’s journey experience, and the customers appreciate that the toll paid is value for money and reflects the Agency’s aspiration.

• This may set a precedent and ongoing acceptance of future applications of tolling.