

EDITORIAL

Welcome to another edition of Intertoll Africa's Newsletter for 2017. We hope that the previous Newsletter was informative and met your expectations.

Intertoll Africa is continuously expanding as a company and is now offering a unique training experience to Road Agencies/Clients across the continent. This training experience is intended to expose the participants to the full range of tolling company operations and maintenance activities over a week long **360-Toll Vista** experience from the **11th to the 15th of September**.

During the training, Intertoll will introduce delegates to:

- The latest tolling and **Intelligent Transport Systems** offering;
- How Intertoll's Tolling System can assist with migrating from a manual ticketing system to an automated toll collection system and increased efficiency in financial management;
- Operations management best practices;
- Affordable and Efficient Operation strategies for High, Medium, and Low Traffic Toll Plazas;
- Opportunities for Road Agencies/Clients to obtain an operator's perspective and tolling activities in a live environment.

PREAMBLE

Frequent and progressive changes, which have had a substantial impact on the methods of operating toll plazas, have become a feature of the Tolling industry. Intertoll Africa's Research and Development, driven by these changes, is increasing its focus on tailored solutions that include defined levels of functionality and affordability which would be attractive to Road Funds/Clients.

The 360-Toll Vista aims to allow participants to physically experience all aspects of the current products marketed by South Africa's tolling industry in order to provide a better understanding of the products and reassurance of their capabilities. As Intertoll, we recognise and show gratitude to international Road Funds/Clients in the tolling and roads industry, as well as all the work they have done and are currently running.

Delegates are invited to experience Intertoll's South African tolling system, and to also explore every bit of the 360-Toll spectrum as an opportunity to learn further about South Africa's Tolling Industry.

By providing this event, Intertoll hopes to deliver memorable experiences that would form the basis for future corporate partnerships. A further aim of this training opportunity is to also open a platform that will enable all Road Funds/Clients to interact with one another and thereby help provide better solutions and recommendations to help maintain a healthy level of toll fee collection to Road and Infrastructure Funds.

This newsletter serves to give a brief introduction, explanation and breakdown of the activities will be provided to attending delegates during the 360-Toll Vista.

THE TOLLING VENTURE

To produce a united entity, a **multidisciplinary** approach needs to be taken when providing for the construction and maintenance of roads through the collection of fees. Africa has a variety of methods of tolling, of which this 360-Toll Vista course will provide an opportunity to see and experience each type of tolling method, with a focus on the more advanced and recently installed equipment and systems. As well, **day-to-day** activities which involve operations and maintenance of the toll plaza will be explored to allow all participants to work towards providing common, effective solutions.

TECHNICAL ASPECT

Along with diverse tolling methods are diverse technical and operational aspects. On the technical aspect of tolling, this experience will provide the delegates with an opportunity to view all installed equipment, including the variable components from one plaza to another. The technical aspect of **operations and maintenance** of toll plazas will also be illustrated at the 360-Toll Vista.

OPERATIONS AND MAINTENANCE

Intertoll began its operations and maintenance activities in 1984 on a number of toll plazas in South Africa and has extended its current activities outside South Africa to Zimbabwe and to several locations in Europe, Eastern Europe, India, Bangladesh, and the USA. The basic activities include:

- Toll Advisory Services
- Operations and Maintenance Services
- Toll Collection Equipment Supply
- Routine Road Maintenance
- Intelligent Transport Systems

We thus have a proud toll operations and maintenance record covering **32 years** in Africa and more than **20 years** in Eastern Europe.

Operations and maintenance of toll plazas has become a primary responsibility for Road Agencies/Clients as it will determine how efficient toll collection will be and how profitable a tolling contract can become. This 360-Toll Vista will enable Road Agencies/Clients to understand the fundamentals of **effective and efficient operations and maintenance methods**, and their impact on South African roads.

The maintenance activities undertaken as part of the “toll operations and maintenance” activities involve:

- Maintaining complete facilities at a toll plaza.
- Regular maintenance of HVAC equipment
- Regular maintenance of area lighting infrastructure, generator, solar power, and UPS maintenance, equipment and systems.

At this 360-Toll Vista, Road Agencies/Clients will be able to understand the maintenance requirements of the toll collection system involving expertise in the maintenance and repair of electronic equipment, computer equipment, and digital communications equipment and systems.

There **3 types of Toll Plazas** that will be further elaborated and shown to participants of the 360-Toll Vista, which are as follows:-

1. TYPE A Toll Plaza:

- Suitable for High traffic conditions with Automated Toll System.
- High safety and security Specifications.
- Administration building (250m²) with all facilities.

2. TYPE B Toll Plaza:

- 40% reduced cost of construction (smaller footprint).
- Reduced administration building size 100m² to 150m².
- Elimination of bullet proof glass.
- Reduced fenced areas and concrete apron area.

3. INSTATOLL Plaza:

- A short Time-to-market = 2 months to commission.
- A functional temporary solution with a manual confirmation a video image based classification verification and audit system, also suitable for permanent operations for remote sites or low traffic.
- Efficiency levels still a much better alternative.

The **InstaToll** Toll Plaza solution that Intertoll developed consists of a Toll Lane on a movable frame and a separate Control Building. At this 360-Toll Vista, participants will be taught how to operate InstaToll effectively. Below in Figure 1 and Figure 2 is InstaToll's booth and control room.



Figure 1: InstaToll Booth

Figure 2: InstaToll Control Building

ROUTINE ROAD MAINTENANCE

Routine Road Maintenance (RRM) is defined as light treatments (preventative and reactive) that are applied to a road, in order to keep it functioning properly.

SANRAL has allocated a section of its annual budget towards RRM activities on the South African Road Network. The 360-Toll Vista will give Road Funds/ Clients a chance to examine the current RRM activities in Kwa-Zulu Natal. There are also RRM Projects currently running in Zimbabwe, where Intertoll is working as a joint venture (ZINARA) with Infralink. Alongside is an illustration of one of the RRM activities.



Figure 3: Edge repairs and completed repair of failed pavement

The Scope of Works for RRM as currently implemented on South African roads are as follows:

1. Inspection of the Road.
2. Accommodation of Traffic.
3. Pavement Layer Repairs.
4. Repair of Potholes, Edge Breaks and Surface Failures.
5. Crack Sealing.
6. Bleeding Repair.
7. Surface Treatment of Surfaced Roads.
8. Collection and Removal of Debris and Litter.
9. Erection and Repair of Permanent Road Traffic Signs.
10. Road-Studs.
11. Controlling Vegetation Growth: Mowing and Cutting.
12. Control of Vegetation and Eradication of Undesirable Vegetation.
13. Removal of Undesirable Vegetation: Physical Eradication.
14. Clearing of Drainage Structures.
15. Repair of Slope Failures and Washaways.

RRM is important as roads are among the most important public assets in many countries. RRM brings immediate **benefits** to road users through improved access to hospitals, schools, and markets; improved comfort, speed, and safety; and lower vehicle operating costs.

SANRAL estimates that repair costs rise to six times maintenance costs after three years of neglect and to 18 times after five years of neglect. Neglecting RRM also forms a reluctance within transport operators to use the roads, imposing a consequent loss of **economic** and **social** development opportunities.

INTELLIGENT TRANSPORT SYSTEMS

Intelligent Transportation Systems (ITS) are the use of Information Services (IS) to **enhance** the daily physical transport of goods, people, and services, through road, rail and sea (surface), and air, mediums and/or infrastructure.

In the case of Roadway Maintenance and Construction, ITS Work Packages support numerous services for scheduled and unscheduled maintenance and construction on a roadway system or right-of-way.

The 360-Toll Vista will provide participants with an opportunity evaluate various ITS Maintenance services, namely landscape maintenance, routine maintenance activities, and repair and maintenance of both ITS and non-ITS equipment on the roadway (e.g., signs, traffic controllers, traffic detectors, variable message signs, traffic signals, CCTV, etc.)

Intertoll is offering the following **4 ITS products**:

- Automated Number Plate Recognition (ANPR)
- Weigh-In-Motion
- Electronic Toll Collection (ETC)
- Roadway Solutions

360-TOLL VISTA OFFER

The 360-Toll Vista will provide a **balance** between two main components (theory and practical) by allowing our facilitators to deliver the theory component whilst allowing the participants to engage in practical and live activities. There will be various case studies, group discussions and presentations throughout the 5 days.

Be assured that this seminar will help participants present their arguments and ideas clearly, also being open to others' points of view. Conflicting opinions only open doors for clearer interpretation and deeper understanding of the matter at hand.

Attend the 360-Toll Vista with the aim of renewing your motivation in the industry that the participants are currently working in. This will help participants refocus on their **goals** and rekindle their enthusiasm as this leads to higher productivity for their respective companies.

360-TOLL VISTA EXPERIENCE

Intertoll aims to provide a training experience where Road Agencies/Clients will learn and understand the full spectrum of service components that are currently part of toll operations and maintenance. Each section and element plays a large role in ensuring that the development and research invested in **futuristic tolling** is put to greater use to incorporate the ever-changing tolling techniques in South Africa.

Below is a diagram indicating some of the modules that the 360°-Toll Vista includes, including the above mentioned aspects. By exposing Road Agencies/Clients to this Vista, we aim to present a basic framework of the South African Tolling Industry at its best, and open doors for any **progressive suggestions and strategies**.



360-TOLL VISTA BENEFITS

Attending this 360-Toll Vista will not only allow you a chance to explore the Roads Industry in details, but will also assist in developing technical, professional and personal skills, namely:-

- 1. Give Your Supervisor/ Middle Management A One-Stop Opportunity Of A Lifetime**
- 2. Bring Value Back To Your Business:** Attending the 360-Toll Vista will be a great ROI (Return On Investment) where you will learn invaluable knowledge to make you invaluable to your business
- 3. Sharpen Your Skills:** Learn new ideas to make you more effective and efficient at work.
- 4. Meet Experts Face-To-Face:** Grasp the opportunity to meet business leaders and position yourself as an expert on your field when required.
- 5. Learn In A New Space:** Break out of your comfort zone (office chair) and day-to-day environment, and resort to fresh thinking and new possibilities for your business.
- 6. Network:** Mix and mingle with new partnerships and strengthen existing ones.
- 7. Explore New Ways Of Working:** Obtain hands-on information specific to your industry/field directly from experts who know other working methods
- 8. Get Greater Focus:** Relearn classic techniques. Reflection can help you take your business to the next level.
- 9. Absorb Energy From Like-Minded Individuals:** interact with people who are attending for the same reason as you
- 10. Invest In Yourself:** Sharpening your skills and admitting to the need to learn more than you know at this 360-Toll Vista is investing in yourself

- 11. Have A Fun Challenge:** This 360-Toll Vista will be rewarding and enjoyable, at the same time challenging your knowledge for better growth.

AGENDA

The 360-Toll Vista training course will be 5-days long. Below are the activities that will be part of the planned agenda:

PLEASE NOTE: It will be convenient to book your accommodation in **Midrand** and **Umhlanga** in KZN.

ITEM	TOPIC	VENUE	ACTIVITIES
1	INTERTOLL PRESENTATION	Head Office, Group Five	<ul style="list-style-type: none"> • Intertoll Africa Products and Services • Technical and Operations presentation • InstaToll Plaza Tour • RRM, FMS and ITS presentation • 360-Toll Vista In Total • Strategies to improve tolling and maintenance methods • Way Forward in Transport Industry • Q&A session
2	MAGALIES TOLL PLAZA	Pretoria West	<ul style="list-style-type: none"> • Orientation and Walk around Plaza • Toll Collector Training • Supervisor Training & Operations • Maintenance Training • Manager Training
3	KZN: N2 NORTH ROAD PLAZAS <ul style="list-style-type: none"> • King Shaka • Tongaat • Mvoti Plaza 	Kwa-Zulu Natal	<ul style="list-style-type: none"> • Orientation and Walk around Plazas • Routine Road Maintenance in action
4	KZN: N3 MARIANHILL TOLL PLAZA	Kwa-Zulu Natal	<ul style="list-style-type: none"> • Orientation and Walk around Plaza • Different TCE Suppliers • Auto & Dedicated Lane Operations (SHESHA Lane)

HOTEL RECOMMENDATIONS

Although accommodation will not be catered for, we have however attached a guide for nearby affordable accommodation in Midrand and Kwa-Zulu Natal. Website: www.booking.com.

360-TOLL VISTA RESERVATIONS

The 360-Toll Vista will take place from the **11th-15th of September**. Reservations are however to be placed before the **30th of June**. To register your interest in the 360-Toll Vista and to receive a detailed Agenda, forward your details to **Takalani Netshipale** (ntakalani@groupfive.co.za). Please indicate the correct number of delegations as accurately as possible.

The following details are required in your reservation requests:

1. Name of firm/client/country attending
2. Name of head contact person
3. Names and Number of delegates attending
4. Time of arrival
5. Any special requests
6. Dietary requirements

CONCLUSIONS

With the hopes of forming new partnerships, based on the outcome of this 360-Toll Vista, we welcome all interested Road Agencies/Clients to share this **feedback on the 360-Toll Vista**. For more information on the above please consult our new Intertoll Africa website on www.intertoll.co.za/Products from experience with Intertoll Africa.

We welcome your valuable **contribution** and the 1st of May, or contact us directly. We will be pleased to assist you to develop a solution tailored to your needs and budget. Feel free to also view Intertoll services, as well as videos, brochures and Newsletters.

In addition to the evidence of Intertoll Africa's excellence through the awarded N3 Mariannhill Toll Road Operations and Maintenance contract on 1st of April 2016, Intertoll has been **awarded** the **70-lane N2 North** Toll Road Operations and Maintenance in Kwa-Zulu Natal, South Africa. This route is being operated by Intertoll for the past 8 years and will continue being operated for the next 5 years from the 1st of July 2017. There will be ETC roll-out by SANRAL with this contract to ensure simpler and faster toll collection on the route.

In our **next issue**, we will be covering the elements of **Intelligent Transport Systems (ITS)** that Intertoll is currently developing and managing in conjunction with Tolling and Road Maintenance to produce a full package for efficient Road Management for Road Funds/Clients.

For more information please contact:

Takalani Netshipale

Graduate Civil Engineer
Telephone: +27 10 060 1626
Email: ntakalani@groupfive.co.za

Laurent Bouchacourt

Director: Project Development
Telephone: +27 10 060 2091
Email: lbouchacourt@groupfive.co.za

Malcolm Elsworth

Toll System Specialist
Telephone: +27 10 060 2050
Email: malcolme@intertoll.co.za