Department of Transport and Main Roads
Noting Brief
DBN12062

To: Director-General

SUBJECT:	DATE:
Magazine article reporting the removal of registration labels has contributed to the increase in unregistered and uninsured offences	17 August 2017
	21ˢᵗ August 2017.

Director-General's Comments:

1. Noted.
2. Good Summary.
3. It is worth a strong bry to the Minister on This one as it keeps re-emerging!

Scales.

Summary

- An article in the June/July 2017 edition of the *Highway Engineering Australia* magazine invites customer feedback on an article that states:

  - the removal of registration labels has contributed to an increase in unregistered and uninsured vehicles being detected

  - a less 'fancy' and expensive label should have continued to be issued as a visual reminder of the vehicle's renewal month and year.

Recommendations

- That you note that the increase in unregistered and uninsured vehicle offences since the removal of registration labels, is primarily due to a significant increase in enforcement and the use of improved camera detection technology over the same period.

Financial Implications

- Nil.

Background

- The Department of Transport and Main Roads (TMR) ceased issuing registration labels for light vehicles (4.5 tonne Gross Vehicle Mass or less) on 1 October 2014. This provided an estimated annual saving of $3.5 million in production and postage costs.

Action Officer:	Endorsed by:	Endorsed by:	Endorsed by:
Melissa Cummins	Andrew Mahon	John Wroblewski	Mike Stapleton
A/Director (Registration and Licensing)	Executive Director (Transport Access and Use)	General Manager (Transport Regulation)	Deputy Director-General (Customer Services, Safety and Regulation)
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Date: 15 August 2017	Date: Bypassed	Date: 15 August 2017	Date: 17 August 2017

DBN12062

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- No other Australian jurisdiction issues registration labels for light vehicles.

- Since 2013, the number of infringements issued by TMR and the Queensland Police Service (QPS) for unregistered and uninsured offences has been increasing. See the table below for data:

	Oct 2013 – Sept 2014	Oct 2014 – Sept 2015	Oct 2015 – Sept 2016
Total TMR & QPS unregistered and uninsured infringements	61,675	74,054	96,357

- This increase has primarily been due to a significant increase in enforcement and the use of improved camera detection technology over the same period.

- TMR has significantly increased enforcement through the Enforceable Network by Automatic Number Plate Recognition Camera Technology (ENACT) program. The ENACT program has expanded from 8 fixed cameras in 2014 to 24 fixed and 15 mobile cameras in 2017.

- QPS has also increased its automated enforcement capacity, increasing their Automatic Number Plate Recognition (ANPR) capacity from 15 to 60 vehicles in April 2016. Enhanced technology has significantly improved ANPR camera read rate accuracy from 20 per cent in February 2015, to approximately 80 per cent in February 2016.

- It is difficult to accurately quantify the proportion of unregistered and uninsured vehicles in the Queensland fleet, however, the following measures can be used to provide an indication:

  - the rate of expired vehicles on the vehicle register has remained stable. The rate of expired vehicles on the vehicle register increased by 0.08 per cent from 30 September 2013 (1.79 per cent) to 30 September 2016 (1.87 per cent)

  - the rate of late registration payments has also remained stable. The average rate of late registration payments increased by 0.05 per cent from the 12 months before the removal of registration labels (October 2013 to September 2014 - 15.88 per cent) to the 24 months after (October 2014 to September 2016 - 15.93 per cent).

- To support the removal of registration labels, TMR launched:

  - an online registration check tool and mobile app, enabling customers to check the registration status of a vehicle any time. The mobile app allows customers to add a reminder to the calendar on their mobile phone or tablet device

  - a direct debit payment option, allowing a convenient 'set and forget' payment method and a choice of taking up three month registration pay terms

  - the option for customers to sign-up to receive their Vehicle Registration Notices by email (e-notices and e-reminders), ensuring instant notification and reducing the risk of missing a payment as a result of mail being lost in the post.

Issues and suggested approach

- A person cannot opt to receive a registration label at renewal time and there are no plans to make this option available. However, customers have the choice to attach a label they have made or purchased from a third party as a reminder of their registration renewal date.

- There is a proposal to stop issuing heavy vehicle labels in 2018 across all jurisdictions, as part of the national heavy vehicle reforms.

Financial Implications

- Nil.

Consultation with Stakeholders

- Nil.

Employment

- Nil.

Election Commitments

- Nil.

Department of Transport and Main Roads
Noting Brief
MBN20359

To: Minister for Main Roads, Road Safety and Ports

SUBJECT: Removal of registration labels and relationship to an increase in unregistered and uninsured offences	Non-Urgent

Summary

- The June/July 2017 edition of the Highway Engineering Australia states:

    - the removal of registration labels has contributed to an increase in unregistered and uninsured vehicles being detected

    - a less 'fancy' and inexpensive label should have continued as a visual reminder of the vehicle's renewal month and year.

- Since the removal of registration labels, unregistered and uninsured vehicle offences have increased. This can be attributed to enhancements in enforcement by both the Department of Transport and Main Roads (TMR) and the Queensland Police Service (QPS).

Background

- TMR ceased issuing registration labels for light vehicles (4.5 tonne Gross Vehicle Mass or less) on 1 October 2014, providing an estimated annual saving of $3.5 million in production and postage costs. No other Australian jurisdiction issues registration labels for light vehicles.

- Media and other sources have suggested that the removal of registration labels has directly resulted in an increase in unregistered and uninsured vehicle offences.

- Since 2013, infringements issued by TMR and QPS have increased as follows:

	Oct 2013 – Sept 2014	Oct 2014 – Sept 2015	Oct 2015 – Sept 2016
Total TMR and QPS unregistered and uninsured infringements	61,675	74,054	96,357
Total number of registered vehicles as at 31 September 2014, 2015 and 2016	4,824,548	4,919,305	5,036,828

- Rather than the removal of labels, TMR attributes this increase to:

    - TMR's Enforceable Network by Automatic Number Plate Recognition (ANPR) Camera Technology (ENACT) program expanding from eight fixed cameras in 2014 to 24 fixed and 15 mobile cameras in 2017

Action Officer:	Endorsed by:	Endorsed by:	Endorsed by: DDG	Endorsed by: DG
Melissa Cummins A/Director(Registration & Licensing)	Andrew Mahon Executive Director (Transport Access & Use)	John Wroblewski General Manager (Transport Regulation)	Mike Stapleton Deputy Director-General (Customer Services, Safety & Regulation)	Neil Scales Director-General
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Date: 05/09/2017	Date: bypass	Date: 05/09/2017	Date: 06/09/2017	Date: 07/09/17

- QPS increasing their ANPR capacity from 15 to 60 vehicles in April 2016 and improved ANPR camera read rate accuracy from 20 per cent in February 2015 to approximately 80 per cent in February 2016.

- Quantifying the proportion of unregistered and uninsured vehicles in the Queensland fleet is difficult, however, the following measures provide an indication:

  - the rate of expired vehicles on the vehicle register has remained stable. The rate of expired vehicles on the register increased by only 0.08 per cent from 30 September 2013 (1.79 per cent) to 30 September 2016 (1.87 per cent)

  - the rate of late registration payments has also remained stable. The average rate of late payments increased by only 0.05 per cent from the 12 months before the removal of registration labels (October 2013 to September 2014 - 15.88 per cent) to the 24 months after (October 2014 to September 2016 - 15.93 per cent).

- To support the removal of registration labels, TMR launched:

  - an online registration check tool and mobile application, enabling customers to check a vehicle's registration status and add a reminder of their vehicle's expiry date to the calendar on their mobile phone or tablet device

  - a direct debit payment option, with a choice of three-month registration pay terms

  - Vehicle Registration Notices sent by email (e-notices and e-reminders), reducing the risk of mail being lost in the post.

Issues and suggested approach

- A person cannot opt to receive a registration label at renewal time and there are no plans to make this option available. Customers may, however, attach a label they have made or purchased from a third party provider.

- There is a proposal to stop issuing heavy vehicle labels in 2018 across all jurisdictions, as part of the national heavy vehicle reforms. There are no plans to reintroduce registration labels for light vehicles.

Financial Implications
- Nil.
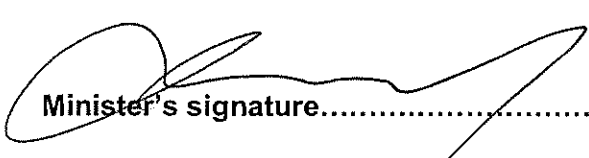
Consultation with Stakeholders
- Nil.

Employment
- Nil.

Election Commitments
- Nil.

Minister's comments

(Noted / Not Noted

Minister's signature.........................

Date 2 / 3 / 17

M - 184 - Registration Renewal Ontime or Late Report by Month

Assumptions & Limitations:

Figures are based on the best available data at this point in time

Dates are based on the processing date.

This report shows:

- the number of registration renewal transactions
- for the period 01-10-2013 to 30-11-2018
- for vehicles which no longer required a registration label from October 2014 (not vessels or Heavy Vehicles)
- by registration renewal term period
- and by ontime/late categories
- with late percentage and totals included

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	3 Month Pay Term			
	Ontime Payment	Late Payment	Total	Percentage Late
2013-10	402	278	680	40.88%
2013-11	349	239	588	40.65%
2013-12	410	228	638	35.74%
2014-01	430	262	692	37.86%
2014-02	340	211	551	38.29%
2014-03	328	186	514	36.19%
2014-04	432	203	635	31.97%
2014-05	391	242	633	38.23%
2014-06	395	202	597	33.84%
2014-07	464	228	692	32.95%
2014-08	395	193	588	32.82%
2014-09	391	165	556	29.68%
2014-10	423	187	610	30.66%
2014-11	126	140	266	52.63%
2014-12	156	141	297	47.47%
2015-01	146	117	263	44.49%
2015-02	197	122	319	38.24%
2015-03	143	124	267	46.44%
2015-04	87	59	146	40.41%
2015-05	103	82	185	44.32%
2015-06	113	87	200	43.50%
2015-07	96	69	165	41.82%
2015-08	212	85	297	28.62%
2015-09	431	67	498	13.45%
2015-10	503	90	593	15.18%
2015-11	1,627	74	1,701	4.35%
2015-12	1,579	95	1,674	5.68%
2016-01	2,169	79	2,248	3.51%
2016-02	3,751	101	3,852	2.62%
2016-03	3,848	122	3,970	3.07%
2016-04	4,982	122	5,104	2.39%
2016-05	6,238	133	6,371	2.09%
2016-06	7,306	139	7,445	1.87%
2016-07	7,310	122	7,432	1.64%
2016-08	9,415	118	9,533	1.24%
2016-09	9,903	160	10,063	1.59%
2016-10	8,876	162	9,038	1.79%
2016-11	11,336	183	11,519	1.59%
2016-12	10,267	216	10,483	2.06%
2017-01	11,389	208	11,597	1.79%
2017-02	12,884	195	13,079	1.49%
2017-03	13,221	256	13,477	1.90%
2017-04	10,523	237	10,760	2.20%
2017-05	14,442	297	14,739	2.02%
2017-06	14,506	302	14,808	2.04%
2017-07	12,193	240	12,433	1.93%
2017-08	15,006	230	15,236	1.51%
2017-09	13,488	250	13,738	1.82%
2017-10	13,232	261	13,493	1.93%
2017-11	16,228	304	16,532	1.84%
2017-12	12,530	313	12,843	2.44%
2018-01	15,659	354	16,013	2.21%
2018-02	16,567	302	16,869	1.79%
2018-03	15,959	447	16,406	2.72%
2018-04	14,992	376	15,368	2.45%
2018-05	18,772	449	19,221	2.34%
2018-06	16,617	425	17,042	2.49%
2018-07	15,858	428	16,286	2.63%
2018-08	18,567	416	18,983	2.19%
2018-09	16,395	418	16,813	2.49%
2018-10	17,254	442	17,696	2.50%
2018-11	20,247	500	20,747	2.41%

M - 184 - Registration Renewal Ontime or Late Report by Month

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	6 Month Pay Term			
	Ontime Payment	Late Payment	Total	Percentage Late
2013-10	152,238	47,117	199,355	23.63%
2013-11	180,401	49,753	230,154	21.62%
2013-12	177,467	50,752	228,219	22.24%
2014-01	168,057	46,716	214,773	21.75%
2014-02	162,374	38,708	201,082	19.25%
2014-03	152,531	43,576	196,107	22.22%
2014-04	173,953	48,199	222,152	21.70%
2014-05	195,010	57,547	252,557	22.79%
2014-06	180,910	51,603	232,513	22.19%
2014-07	180,026	53,177	233,203	22.80%
2014-08	180,154	47,370	227,524	20.82%
2014-09	185,419	49,457	234,876	21.06%
2014-10	196,517	55,000	251,517	21.87%
2014-11	190,569	48,902	239,471	20.42%
2014-12	186,789	52,438	239,227	21.92%
2015-01	179,054	50,891	229,945	22.13%
2015-02	184,304	44,402	228,706	19.41%
2015-03	186,302	55,220	241,522	22.86%
2015-04	185,835	53,109	238,944	22.23%
2015-05	189,045	55,484	244,529	22.69%
2015-06	184,474	53,718	238,192	22.55%
2015-07	186,865	55,796	242,661	22.99%
2015-08	181,929	49,156	231,085	21.27%
2015-09	189,460	49,323	238,783	20.66%
2015-10	185,361	51,591	236,952	21.77%
2015-11	197,830	51,268	249,098	20.58%
2015-12	184,130	51,121	235,251	21.73%
2016-01	183,254	51,732	234,986	22.01%
2016-02	192,253	49,873	242,126	20.60%
2016-03	196,641	53,938	250,579	21.53%
2016-04	194,235	52,402	246,637	21.25%
2016-05	197,441	55,333	252,774	21.89%
2016-06	197,723	54,086	251,809	21.48%
2016-07	187,486	53,818	241,304	22.30%
2016-08	196,775	51,441	248,216	20.72%
2016-09	198,839	49,961	248,800	20.08%
2016-10	197,398	53,111	250,509	21.20%
2016-11	212,715	52,411	265,126	19.77%
2016-12	197,783	52,887	250,670	21.10%
2017-01	196,025	52,883	248,908	21.25%
2017-02	200,505	48,051	248,556	19.33%
2017-03	210,131	55,332	265,463	20.84%
2017-04	194,545	51,212	245,757	20.84%
2017-05	216,783	59,018	275,801	21.40%
2017-06	209,478	55,911	265,389	21.07%
2017-07	197,780	53,835	251,615	21.40%
2017-08	208,508	53,036	261,544	20.28%
2017-09	205,130	49,864	254,994	19.55%
2017-10	202,699	52,975	255,674	20.72%
2017-11	223,660	53,032	276,692	19.17%
2017-12	205,034	52,564	257,598	20.41%
2018-01	209,547	55,297	264,844	20.88%
2018-02	208,223	48,374	256,597	18.85%
2018-03	215,275	55,567	270,842	20.52%
2018-04	203,729	51,262	254,991	20.10%
2018-05	228,010	57,522	285,532	20.15%
2018-06	217,633	53,058	270,691	19.60%
2018-07	211,338	54,864	266,202	20.61%
2018-08	218,054	52,283	270,337	19.34%
2018-09	212,060	47,777	259,837	18.39%
2018-10	217,560	52,822	270,382	19.54%
2018-11	232,771	51,883	284,654	18.23%

M - 184 - Registration Renewal Ontime or Late Report by Month

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	12 Month Pay Term			
	Ontime Payment	Late Payment	Total	Percentage Late
2013-10	165,114	18,843	183,957	10.24%
2013-11	182,624	19,018	201,642	9.43%
2013-12	157,564	19,752	177,316	11.14%
2014-01	181,994	17,892	199,886	8.95%
2014-02	165,671	14,984	180,655	8.29%
2014-03	170,245	16,102	186,347	8.64%
2014-04	173,488	18,690	192,178	9.73%
2014-05	237,195	22,993	260,188	8.84%
2014-06	254,132	24,847	278,979	8.91%
2014-07	228,762	25,717	254,479	10.11%
2014-08	216,621	22,927	239,548	9.57%
2014-09	223,627	23,422	247,049	9.48%
2014-10	213,824	24,131	237,955	10.14%
2014-11	192,777	21,855	214,632	10.18%
2014-12	165,409	21,976	187,385	11.73%
2015-01	187,538	21,350	208,888	10.22%
2015-02	192,237	18,533	210,770	8.79%
2015-03	211,676	23,329	235,005	9.93%
2015-04	197,172	23,864	221,036	10.80%
2015-05	228,691	24,732	253,423	9.76%
2015-06	260,805	27,190	287,995	9.44%
2015-07	234,227	28,134	262,361	10.72%
2015-08	218,682	24,907	243,589	10.23%
2015-09	220,427	23,147	243,574	9.50%
2015-10	198,518	23,352	221,870	10.53%
2015-11	199,371	22,172	221,543	10.01%
2015-12	158,381	20,954	179,335	11.68%
2016-01	188,346	21,810	210,156	10.38%
2016-02	199,483	20,429	219,912	9.29%
2016-03	213,146	21,449	234,595	9.14%
2016-04	206,279	22,499	228,778	9.83%
2016-05	236,603	24,904	261,507	9.52%
2016-06	272,871	26,550	299,421	8.87%
2016-07	227,922	27,575	255,497	10.79%
2016-08	232,273	25,854	258,127	10.02%
2016-09	225,247	23,628	248,875	9.49%
2016-10	202,301	24,456	226,757	10.79%
2016-11	202,116	21,929	224,045	9.79%
2016-12	164,346	20,556	184,902	11.12%
2017-01	194,720	21,713	216,433	10.03%
2017-02	196,759	18,987	215,746	8.80%
2017-03	217,725	21,418	239,143	8.96%
2017-04	190,416	22,065	212,481	10.38%
2017-05	250,121	26,397	276,518	9.55%
2017-06	279,694	27,768	307,462	9.03%
2017-07	231,629	27,870	259,499	10.74%
2017-08	237,271	25,556	262,827	9.72%
2017-09	223,597	23,133	246,730	9.38%
2017-10	210,104	24,759	234,863	10.54%
2017-11	207,572	21,920	229,492	9.55%
2017-12	167,085	20,447	187,532	10.90%
2018-01	202,635	22,748	225,383	10.09%
2018-02	198,366	19,017	217,383	8.75%
2018-03	214,953	20,728	235,681	8.79%
2018-04	204,112	22,670	226,782	10.00%
2018-05	253,323	25,322	278,645	9.09%
2018-06	282,163	26,451	308,614	8.57%
2018-07	240,729	27,854	268,583	10.37%
2018-08	241,395	25,664	267,059	9.61%
2018-09	223,976	23,064	247,040	9.34%
2018-10	220,340	24,867	245,207	10.14%
2018-11	208,323	21,957	230,280	9.53%

M - 184 - Registration Renewal Ontime or Late Report by Month

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	All Pay Term Totals			
	Ontime Payment	Late Payment	Total	Percentage Late
2013-10	317,754	66,238	383,992	17.25%
2013-11	363,374	69,010	432,384	15.96%
2013-12	335,441	70,732	406,173	17.41%
2014-01	350,481	64,870	415,351	15.62%
2014-02	328,385	53,903	382,288	14.10%
2014-03	323,104	59,864	382,968	15.63%
2014-04	347,873	67,092	414,965	16.17%
2014-05	432,596	80,782	513,378	15.74%
2014-06	435,437	76,652	512,089	14.97%
2014-07	409,252	79,122	488,374	16.20%
2014-08	397,170	70,490	467,660	15.07%
2014-09	409,437	73,044	482,481	15.14%
2014-10	410,764	79,318	490,082	16.18%
2014-11	383,472	70,897	454,369	15.60%
2014-12	352,354	74,555	426,909	17.46%
2015-01	366,738	72,358	439,096	16.48%
2015-02	376,738	63,057	439,795	14.34%
2015-03	398,121	78,673	476,794	16.50%
2015-04	383,094	77,032	460,126	16.74%
2015-05	417,839	80,298	498,137	16.12%
2015-06	445,392	80,995	526,387	15.39%
2015-07	421,188	83,999	505,187	16.63%
2015-08	400,823	74,148	474,971	15.61%
2015-09	410,318	72,537	482,855	15.02%
2015-10	384,382	75,033	459,415	16.33%
2015-11	398,828	73,514	472,342	15.56%
2015-12	344,090	72,170	416,260	17.34%
2016-01	373,769	73,621	447,390	16.46%
2016-02	395,487	70,403	465,890	15.11%
2016-03	413,635	75,509	489,144	15.44%
2016-04	405,496	75,023	480,519	15.61%
2016-05	440,282	80,370	520,652	15.44%
2016-06	477,900	80,775	558,675	14.46%
2016-07	422,718	81,515	504,233	16.17%
2016-08	438,463	77,413	515,876	15.01%
2016-09	433,989	73,749	507,738	14.53%
2016-10	408,575	77,729	486,304	15.98%
2016-11	426,167	74,523	500,690	14.88%
2016-12	372,396	73,659	446,055	16.51%
2017-01	402,134	74,804	476,938	15.68%
2017-02	410,148	67,233	477,381	14.08%
2017-03	441,077	77,006	518,083	14.86%
2017-04	395,484	73,514	468,998	15.67%
2017-05	481,346	85,712	567,058	15.12%
2017-06	503,678	83,981	587,659	14.29%
2017-07	441,602	81,945	523,547	15.65%
2017-08	460,785	78,822	539,607	14.61%
2017-09	442,215	73,247	515,462	14.21%
2017-10	426,035	77,995	504,030	15.47%
2017-11	447,460	75,256	522,716	14.40%
2017-12	384,649	73,324	457,973	16.01%
2018-01	427,841	78,399	506,240	15.49%
2018-02	423,156	67,693	490,849	13.79%
2018-03	446,187	76,742	522,929	14.68%
2018-04	422,833	74,308	497,141	14.95%
2018-05	500,105	83,293	583,398	14.28%
2018-06	516,413	79,934	596,347	13.40%
2018-07	467,925	83,146	551,071	15.09%
2018-08	478,016	78,363	556,379	14.08%
2018-09	452,431	71,259	523,690	13.61%
2018-10	455,154	78,131	533,285	14.65%
2018-11	461,341	74,340	535,681	13.88%

Late payments for vehicles that no longer have a registration label
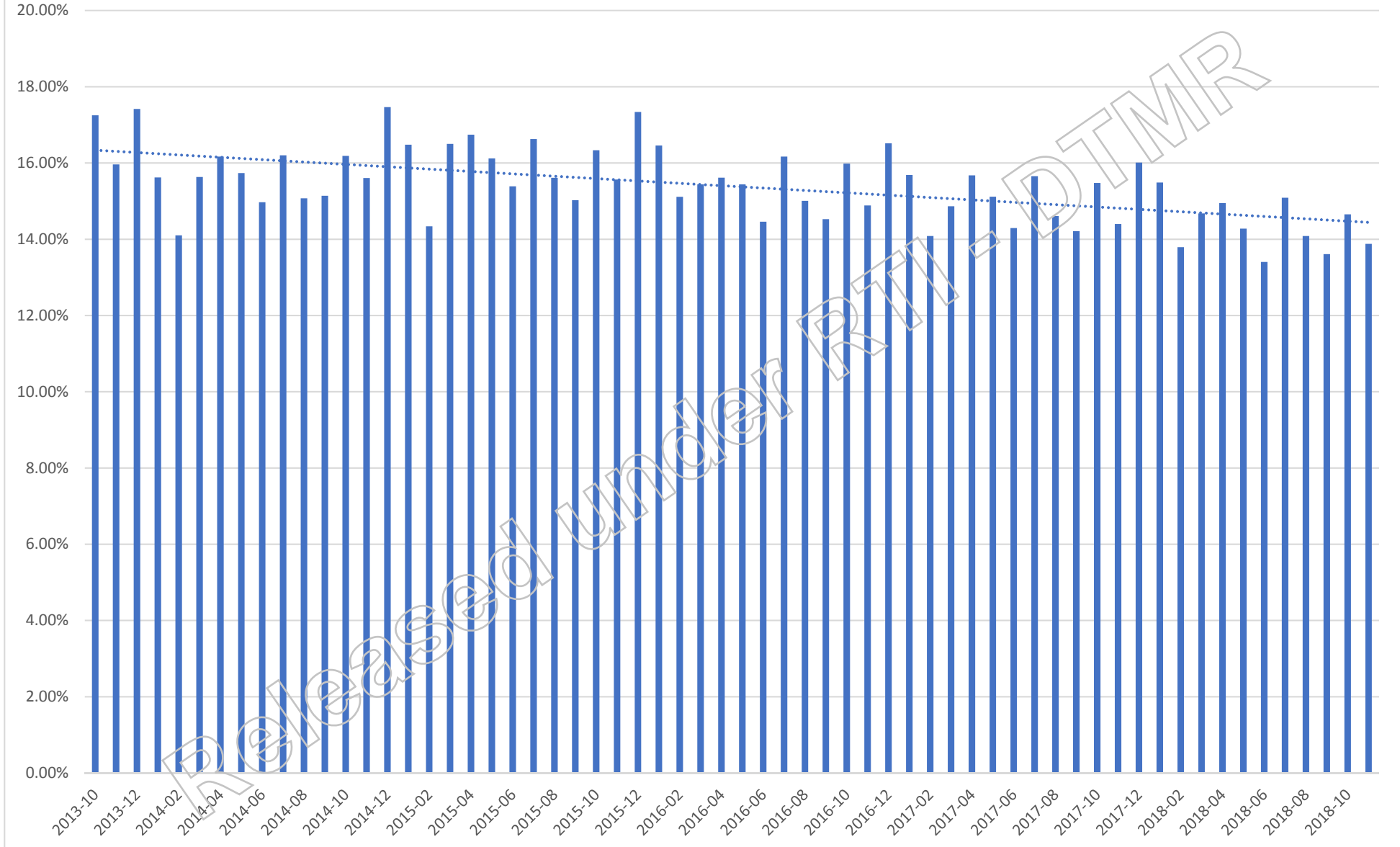
Pages 11 through 264 redacted for the following reasons:
- -
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration
Exempt Sch.3(2)(3)(a) Cabinet submission

Important changes to registration – Registration labels

As part of the Queensland Government's commitment to reducing red tape, some vehicles will no longer need registration labels from 1 October 2014. These include:

- Cars
- Motorcycles
- Light trailers
- Light caravans
- Light campervans
- Light buses
- Motorised wheelchairs
- Light commercial vehicles
- Conditionally registered vehicles (both light and heavy)
- Special purpose vehicles (both light and heavy)
  (e.g. mobile cherry picker, pole erector)
- Dealer/trade plates

Labels will continue to be required for heavy vehicles (over 4.5t Gross Vehicle Mass) and recreational vessels.

What does this mean?

- Customers will no longer be getting a registration label at renewal.

- Registration labels can be taken off vehicles from 1 October 2014, however if customers leave current registration labels attached they will not be fined.

- A registration certificate will be sent to customers:
  - after a new registration
  - when a registration is transferred
  - if changes are made to the vehicle's registration (e.g. Compulsory Third Party (CTP) insurance, number plate, etc.)

- Customers will now be issued with a *Vehicle Registration Notice* when their registration is due for renewal. This notice replaces the *Vehicle Registration Renewal Notice* and will include all the certificate information, including the conditions of use (where applicable) and all the details needed to pay the correct amount for the term of registration chosen. After the renewal is paid, a registration certificate will not be issued (unless changes have been made as above).

Great state. Great opportunity.

Do vehicles still need to be registered?

Yes. 'No labels' does not mean 'no registration'. Vehicles still need to be registered and have CTP insurance.

The Department of Transport and Main Roads and the Queensland Police Service will continue to actively enforce vehicle registration and insurance through the automatic number plate recognition program, fixed and mobile camera devices. If a person is caught driving unregistered, they may face a fine and if they are involved in a crash, they may not be covered by insurance.

What about interim labels?

Interim labels will continue to be used. There are no changes to the issuing or usage of interim labels.

What happens when buying or selling a vehicle?

Customers are no longer required to present a registration certificate at the time of transferring a vehicle. When a vehicle is registered in the new operator's name, a certificate will be generated to show the current details of the vehicle.

Checking a vehicle's registration

You can check the registration expiry date of any vehicle, at any time online at www.qld.gov.au/checkrego by entering the registration number of the vehicle or the Vehicle Identification Number (VIN).

For more information about these changes, please visit www.qld.gov.au/transport.

State/ Territory	Registration Website check	Smart Phone App	Unregistered Infringement Notice 4 cylinder	Unregistered Infringement Notice 6 cylinder	Unregistered Infringement Notice 8 cylinder	Uninsured Infringement Notice (for 4, 6 and 8 cylinder)	Maximum penalty for unregistered offences	Maximum penalty for uninsured offences	Cancelled plates Infringement Notice (for 4, 6 and 8 cylinder)	Maximum penalty for cancelled plates
						Not Relevant				

3 March 2014

State/ Territory	Registration Website check	Smart Phone App	Unregistered Infringement Notice 4 cylinder	Unregistered Infringement Notice 6 cylinder	Unregistered Infringement Notice 8 cylinder	Uninsured Infringement Notice (for 4, 6 and 8 cylinder)	Maximum penalty for unregistered offences	Maximum penalty for uninsured offences	Cancelled plates Infringement Notice (for 4, 6 and 8 cylinder)	Maximum penalty for cancelled plates
Qld	To be developed	To be developed	$264	$352	$352	$440	$8800	$8800	$176	$1760

Not Relevant

State/ Territory	Registration Website check	Smart Phone App	Unregistered Infringement Notice 4 cylinder	Unregistered Infringement Notice 6 cylinder	Unregistered Infringement Notice 8 cylinder	Uninsured Infringement Notice (for 4, 6 and 8 cylinder)	Maximum penalty for unregistered offences	Maximum penalty for uninsured offences	Cancelled plates Infringement Notice (for 4, 6 and 8 cylinder)	Maximum penalty for cancelled plates

Not Relevant

Not Relevant

Pages 271 through 327 redacted for the following reasons:
- -
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration
Exempt Sch.3(6)(c)(ii) Infringe the privileges of Parliament of Commonwealth or a State

Department of Transport and Main Roads

Registration Label Review

Lite End Project Report

March 2015

Version 2.0

Owner:	Leanne Edmonds, Principal Policy Officer	
Contact details:	Telephone:	30667256
	Email:	leanne.d.edmonds@tmr.qld.gov.au
Program name:	Registration and Licensing (R&L) Program	
Division/Unit:	Customer Services, Safety and Regulation | Business Improvement	
Document status:	Final	

Revision history

Revision date	Version No.	Author	Description of changes
25/09/2014	0.1	L. Edmonds	Initial draft
03/11/2014	0.2	L. Edmonds	Updates post Registration Policy review
19/11/2014	0.3	L. Edmonds	Updates post Manager review
21/11/2014	1.0	L. Edmonds	Final version post Business Owner review
26/03/2015	1.1	L. Edmonds	Inclusion of feedback from ITB
30/03/2015	2.0	L. Edmonds	Final document

Approvals

Project management team	Name	Signature	Date
Project Executive	Damian Shirley		
Senior User	Andrew Mahon		
Senior Supplier	Alan Simms		
Project Manager	Leanne Edmonds		

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Revision history

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19/11/2014	0.3	L. Edmonds	Updates post Manager review
21/11/2014	1.0	L. Edmonds	Final version post Business Owner review

Approvals

Project management team	Name	Signature	Date
Project Executive	Damian Shirley		11/12/2014
Senior User	Andrew Mahon		11/12/14
Senior Supplier	Darren James ALAN SIMMS	Not Relevant	30/3/15
Project Manager	Leanne Edmonds		11/12/14

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1   Project Manager's report

For a significant period of time, Queensland has issued a registration label to vehicle operators after full payment of registration fees. The main purpose of the label was to act as a visual cue that a vehicle was likely to be registered. Advances in technology now enables the provision of real-time information to enforcement and compliance agencies regarding the actual registration status of vehicles. This capability has largely rendered registration labels obsolete. This aligns Queensland to all other jurisdictions in Australia who have ceased issuing labels to light vehicles.

The Registration Label Review Project saw the cessation of issuing registration labels for light vehicles, that is, vehicles not over 4.5t Gross Vehicle Mass (GVM), all conditionally registered and special purpose vehicles, dealer trade plates (hereafter all referenced as light vehicles) and the modernisation of the registration renewal process. The initiative saw the cessation of the production and mailing of approximately 6.2 million registration labels per year.
Labels continue to be issued for heavy vehicles (excluding conditionally registered and special purpose vehicles) and recreational vessels (vessels).

This change took effect on 1 October 2014.

The project was delivered using PRINCE2 project management methodology. The tool used to manage the project was Microsoft Project.

Scope
The project was managed in accordance with the project scope, barring three (3) change requests.
Scope inclusion:

- Revised Registration Renewal Notices/Form Amendments
- Internal and External Communications
- Legislative changes
- Mail house changes
- TMR Website updates
- Publication updates (Your Keys to Driving)
- System changes
- User Acceptance Testing
- DocBase updates

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Scope exclusions:

- Changes to heavy vehicles
- Changes to vessels

Change requests

There were three (3) change requests raised for this project. All changes were reviewed and approved by the Project Executive. Refer **Section 3.2 Change and Issue Impact** for specific details regarding the project change requests.

Time

The project was completed on time.

The project was scheduled for implementation on 1 October 2014 and be finalised on 31 October 2014 (end of warranty period).

Cost

An original approved budget of $264,000 was assigned for the Registration Label Review Project by the Registration and Licensing (R&L) Program Board. Due to a number of change requests being required for the project, an additional amount of $30,000 was assigned by the R&L Program Board to fund these changes, with the total build cost being $297,482.

A flyer for insertion with registration renewal notices was developed. The cost for printing this flyer was $46,458 and an additional $8,000 for Fuji Xerox mail house storage costs for a 12 month insertion period, totalling $54,458.

In addition there were Fuji Xerox mail house costs associated to software development, base stock printing and previous form stock destruction, which was estimated to be $20,000, however, upon completion of this project, amounted to $36,105.31.

The total cost to deliver the Registration Label Review project was $388,046.

Deliverable	Cost
System changes	$297,482
Flyer development	$54,458
Mail house set-up & storage (rounded)	$36,106
TOTAL COST	**$388,046**

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2   Review of the Project Business Case

2.1   Alignment to agency/program strategies and objectives

Goals and objectives	Government/agency/program strategy
Deliver work in an efficient and cost effective manner	• Cost reduction • Reduced instances of customer contact with TMR • Alignment with other jurisdictions • Reduced opportunities for customer and/or TMR administrative errors due to simplified registration process • Simplified business practices
Reduce red tape and drive the cost of doing business down	• Removal of a burden on customers • Removal of a process that has the potential for customers to make errors which can possibly result in a fine(s) • Simplified registration process

2.1.1   Benefits achieved to date

The benefits that have been realised by the project to date include:

- Minimised implementation costs
- Reduced operational cost savings

2.1.2   Benefits expected

The benefits that will be measured by Registration Policy after the project's products have been in operational use for some time, include:

- Operational cost savings
  - Reduced label base stock
  - Reduced storage costs (including no storage costs for DAIS Easy Business Dealers)
  - Reduction in mail pack costs including postage costs
  - Reduction in label design costs / artwork
- Alignment with all other jurisdictions and
- Decreased customer contact
  - Replacement label requests

Customer benefits include:

- No risk of committing label offences
- Time savings - replacing labels
- Removal of red tape
- Clearer layout of renewal notices to indicate choice of payment options

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    o No chasing new label when away from home and

    o No requirement to distribute Common Due Date (CDD) labels

3   Review of project objectives

The following outputs were delivered as part of the implementation of this project:

- Review and amendment of applicable Queensland legislation
- TRAILS and supporting systems amended to cease the production of registration labels for agreed vehicle types whilst maintaining the system's ability to continue to issue registration labels to other vehicles (such as heavy vehicles)
- TRAILS and supporting systems amended to maximise the efficiency of printing and posting Registration Certificates to all vehicle types
- User Acceptance Testing (UAT) for amendments to TRAILS and other supporting systems
- A redesign of registration correspondence as required
- Review and implementation of necessary amendments to business processes, procedures and tools (DocBase and the Web sites updated)
- Communication of changes to all affected stakeholders and the wider community
- Registration label related offences amended
- Amendments to TMR contracts with Mail House Service Provider(s)
- Implementation of a cost effective, real-time online registration search tool for customers to confirm a vehicle's current registration status by CSB and
- Development of a free app for Apple and Android users to check if any vehicle they wish to drive is registered by CSB.

The extent to which the project achieved its original objectives in delivering the products initially specified against the time and cost included:

- Analysing the wider business benefits, impacts and risks of ceasing to issue registration labels to light vehicles in Queensland.
- Redesigning processes to increase the efficiency of the registration process.
- Implementation of the necessary legislation, policy, systems and business changes required to support the endorsed option for enhanced registration processes in Queensland and
- Realising the cost and environmental benefits of ceasing to issue registration labels (minor realisation immediately post implementation. Full extent to be realised later post implementation and in future years).

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3.1   Project performance

Project parameter	Target	Tolerance	Actual deviation	Reasons for Deviation	Effectiveness of the project's strategies and controls
Schedule	1 October 2014	NIL	N/A	N/A	Delivered on time based on agreed completion date with the business and Information Technology Branch.
Budget for TMR system changes	$264,000	NIL	+$33,482	Management of three (3) x change requests.	Tolerance limits to be included in future projects to cater for minor change requests so not to delay project.
Budget for other costs. These were paid for from the business owner's budgets	$75,000	NIL	+$8,000	Additional mail house costs fir set-up, storage and destruction of old registration label stock.	The flyer is beneficial in communicating the changes to the customers. The mail house costs are reasonable considering the many changes required to both keep the project on track and to ensure the change requests were actioned in a prompt manner.

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Project parameter	Target	Tolerance	Actual deviation	Reasons for Deviation	Effectiveness of the project's strategies and controls
Completion Date	1 October 2014 Cabinet Decision from CBRC submission. While other dates were originally considered, it was stipulated in the CBRC submission that an implementation date would need to be 12 months from approval.	NIL	N/A	N/A	Target met.

3.2 Change and Issue Impact

The following issues were identified during the life of the project. The issues are outlined below to provide a clear understanding on their impact on the project performance targets.

Issue No.	Issue type	Issue description	Severity	Impact on Project Plan	Impact on quality criteria	Impact on Project Business Case
32751	LAM indicator	TRAILS - LAM indicator not populated in renewal form merge data	Medium	Medium	High	Low
32698	Vary for a Conditional Registration	Correspondence item 241 for a 'Vary' on conditional registration to	Medium	Medium	High	Low

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Issue No.	Issue type	Issue description	Severity	Impact on Project Plan	Impact on quality criteria	Impact on Project Business Case
		contain both messages and conditions				
32727/42226	Vary on dealer plates	Vary of dealer plate renewal does not match correspondence specification	Low	Medium	High	Low

4   Review of the project's products

Success criteria	Responsibility	Measurement method	KPI	Target
Acceptance of all approved products	Project Executive	Product Acceptance Criteria	Agreed product quality criteria met	100% accepted
Supporting legislation in place	Project Manager	Baselined schedule	As scheduled	100% in place prior to implementation
Creation of processes for registration labels for light vehicles to be ceased	Project Manager	Mail house batch files	Mail house exception reporting rates	100% correct
Production of registration labels for out of scope vehicle types unaffected	Project Manager	Mail house batch files	Mail house exception reporting rates	100% correct
Accurate, web-enabled, real-time registration checks available	Project Manager	Check tool reporting	Accurate provision of point in time TRAILS data	100% correct and meets system availability criteria (availability aligns to TMR's standard web availability / scheduled downtime)

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5   Project product handover

Confirmation by the business that operations and maintenance functions are ready to receive the project's product are listed below.

5.1   Customer acceptance

Customer acceptance for the system changes supporting the project were signed off for User Acceptance Testing on 18 August 2014. This was for testing of the system only and did not include customer acceptance of Mail house proofs.

Acceptance of Registration Label Mail house production proofs was provided by the Registration Policy Team on 27 August 2014.

5.2   Operations and maintenance acceptance

Upon implementation of the project, the Registration Policy Team confirmed that they were ready to receive the project's products and any comments.

5.3   File archiving

A Document Management System (DMS) container was created on 22/05/2013 for the Registration Label Review Project.

The details are as follows:

DMS Container Name	Registration Label Review (Project)
DMS Container Identification Number	540/01945
Home Location	TRB - Registration

6   Lessons

Lessons identified during the project include:

* Full end to end testing (including review of proofs from the Mail house) prior to production release to be conducted by user acceptance testing (UAT) before customer acceptance of the delivered product is signed off. To achieve this, UAT must be planned for the relevant business testing on and 'end-to-end' basis to allow time for fault rectification.

* There are considerable benefits to be gained if consultation between the project personnel and ITB occurs prior to the writing of the Business Requirements Specification (BRS). This allows ITB to gauge the depth and impact of the project and the project personnel direction of what will be involved in the BRS. More importantly it would hopefully provide indications of costs which may result in early decisions of what is possible or what is not possible, thus saving a lot of time and effort in determining the scope of the project. This early consultation should look at the relationship of the project to the whole TMR direction so that benefits are achieved across the department and not necessarily just in isolated areas.

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- Tolerance limits to be included in future projects to cater for minor change requests so not to delay the project.

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7 Risks and Issues

Listed below is a table of risks managed throughout the lifecycle of the project.

Risk Description	Rating	Mitigation	Residual Rating	Risk Status
Increased incidence of non-payment of registration if there is no visible token affixed to a vehicle	High	Reliable alternate compliance methods to be in place before label is removed from use. This includes MINDA and the fixed and mobile ANPR technology to be implemented under the QPS *"Policing Unregistered Vehicles through CDOP"* Project as well as web-based look-up tools to be implemented as part of this project The roll out of ANPR cameras will continue beyond the implementation of the project.	Moderate	Closed
Increased incidence of late registration payments due to no visible reminder	Moderate	Provide sufficient communications to customers to reinforce their responsibilities to maintain rego. Allow alternate sources of reminders such as reminder stickers that would become available through the open market (as is the experience from other jurisdictions). Investigate the possible introduction of a TMR opt-in SMS or email reminder system. The planned direct debit payment option that will allow a three month registration term will ensure more payments are made before the due date.	Moderate to Low	Closed

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| Increased risk of Police not being able to quickly identify an un-registered vehicle | High | Increased use of MINDA, subject to funding and QPS approval, and investigate further roll-out of this technology. QPS are also developing costs and a submission to support a wider roll-out of ANPR technology. (This includes the *"Policing Unregistered Vehicles through CDOP"* Project which is further explained in paragraph 9). Introduction of this initiative as well as other tools such as the TMR web-based lookup tool would make labels effectively redundant. | Moderate to Low

Very Low (after full rollout of ANPR) | Closed |
| Increased number of claims for uninsured at-fault collisions due to rego not being current | Moderate | The rate of Nominal Defendant claims for collisions would increase proportionally with any increase in the instances of non-payment of rego. An education campaign will remind customers of their obligations and the compliance methods in use. Introduction of the full alternate compliance methods by TMR and QPS would reduce the effect of removing labels on this to essentially zero.
The Motor Accident Insurance Commission were fully consulted regarding the project and their concerns addressed. | Moderate

Low (after full rollout of ANPR) | Closed |

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