



Forth Estuary Transport Authority

Replacement of Toll Collection Equipment Progress Report

27 April 2007

1 Purpose of report

- 1.1 This report advises members of current progress on the replacement of the toll collection equipment.

2 Background

- 2.1 At its meeting on 29 October 2004, members approved the appointment of Transroute UK Ltd (TUK) as main contractor for the replacement of toll collection equipment, construction of a new toll plaza with canopy and an extension to the administration building. The civil engineering/building sub-contractor was Raynesway Construction and the tolling sub-contractor was later confirmed as Ascom SA.
- 2.2 The main features of the project were that electronic toll collection, by means of vehicle mounted transponder, should be the primary method of automatic collection but that manual collection would continue to be available in all lanes at peak times. The need to replace the existing booths and provide improved physical and environmental protection for operational staff had previously been identified. Works also included the construction of modern public toilets and a kiosk at car park level.

3. Main report

- 3.1 While electronic tolling systems are in operation elsewhere in the UK, none are as sophisticated in terms of using electronic pre-payment, with the ability to allow customers to securely manage their accounts on-line. The new system being introduced includes the minimising of risk to the end user through compliance with strict banking standards and aims to meet standards for interoperability set by the Department of Transport although these have not yet been finalised.
- 3.2 By August 2006, the new buildings, toll plaza and canopy had been completed. The contractor advised that the new toll equipment would be fully functional by September 2006, but in the event only cash and voucher

collection was possible when operations transferred to the new booths on 17 September. Problems with software and hardware prevented the contractor progressing to formal site acceptance tests and live trials over the following months.

4.0 Current Position

- 4.1 Since mid-January 2007, additional senior Ascom staff have been tasked with the investigation and correction of system faults and they have been working with FETA's staff to test the bank and web interfaces. Significant improvements have been made to correct technical and project communications problems through increased management controls.
- 4.2 Live trials of electronic tolling commenced in February and there are now approximately 200 tags in circulation with five customers. These trials are assisting in proving the back-office system, including the innovative automatic top-up of account holders, before extending the ETC service to a wider customer base.
- 4.3 A revised programme has been accepted by the Project Manager which indicates full completion by the end of May 2007 and the formal proving (performance) testing is now in progress.

5 Financial Position

- 5.1 Taking into account the contractor's share of overspend, delay damages due from the contractor and making contingency allowance for any unresolved compensation events, I consider that the project can be completed within £8.5 million as reported to the Board at its February 2006 meeting, inclusive of contract preparation and supervision fees.

6 Recommendation

- 6.1 It is recommended that members note the content of this report.

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Appendices

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Background Papers