



# PLENARY SESSION THREE

## PTI Business Scenarios

Al Bustan Rotana Hotel, Al Rashidya Ballroom A & B





## Plenary Session Three

### Presentation 1

# THE GERMAN SYSTEM – A SUCCESS MODEL FROM THE CLIENT'S POINT OF VIEW

Robert Plank

CEO, TÜV NORD Mobility, Germany



# **2015 CITA Conference**

## **14-16th April 2015, Dubai, UAE**

Enhancing the Value of Vehicle Inspection

The German PTI System – a success model from the client's  
point of view

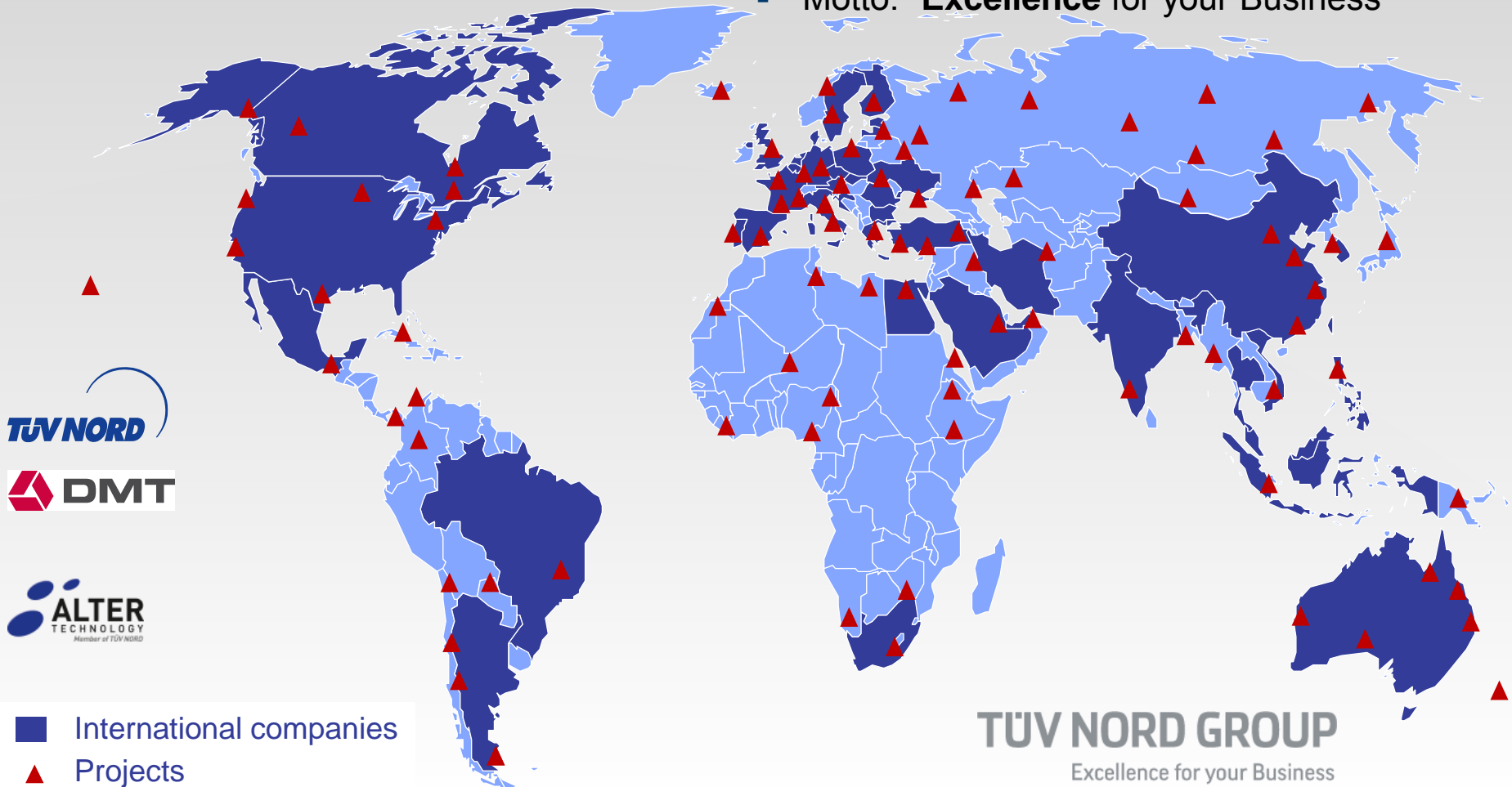
Dr. Robert Plank, CEO, TÜV NORD Mobility, Germany

# THE WORLD OF TÜV NORD GROUP AT A GLANCE



85 companies in **70** countries  
More than **10,000** employees  
More than **1 bn €** turnover

- Foundation of TÜV Nord e.V.: **1869**
- Corporate philosophy based on **independence and integrity**
- Motto: “**Excellence** for your Business”



# TÜV NORD GROUP: CORE COMPETENCES



Mobility



Certification /  
IT-Service



Industry



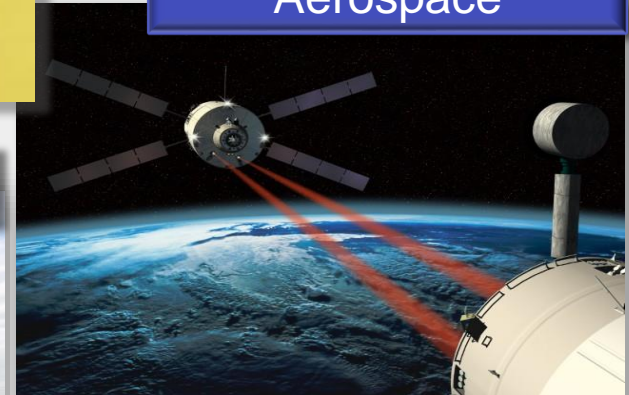
Training



Natural resources



Aerospace





## **Private customers**

**Over three million  
vehicle owners per year**

**400,000  
Driver licence applicants  
per year**

## **Business customers**

**15,000 dealerships  
and garages**

**4,000 driving schools**

**2,000 transportation  
companies**

**500 manufacturers  
and importers**

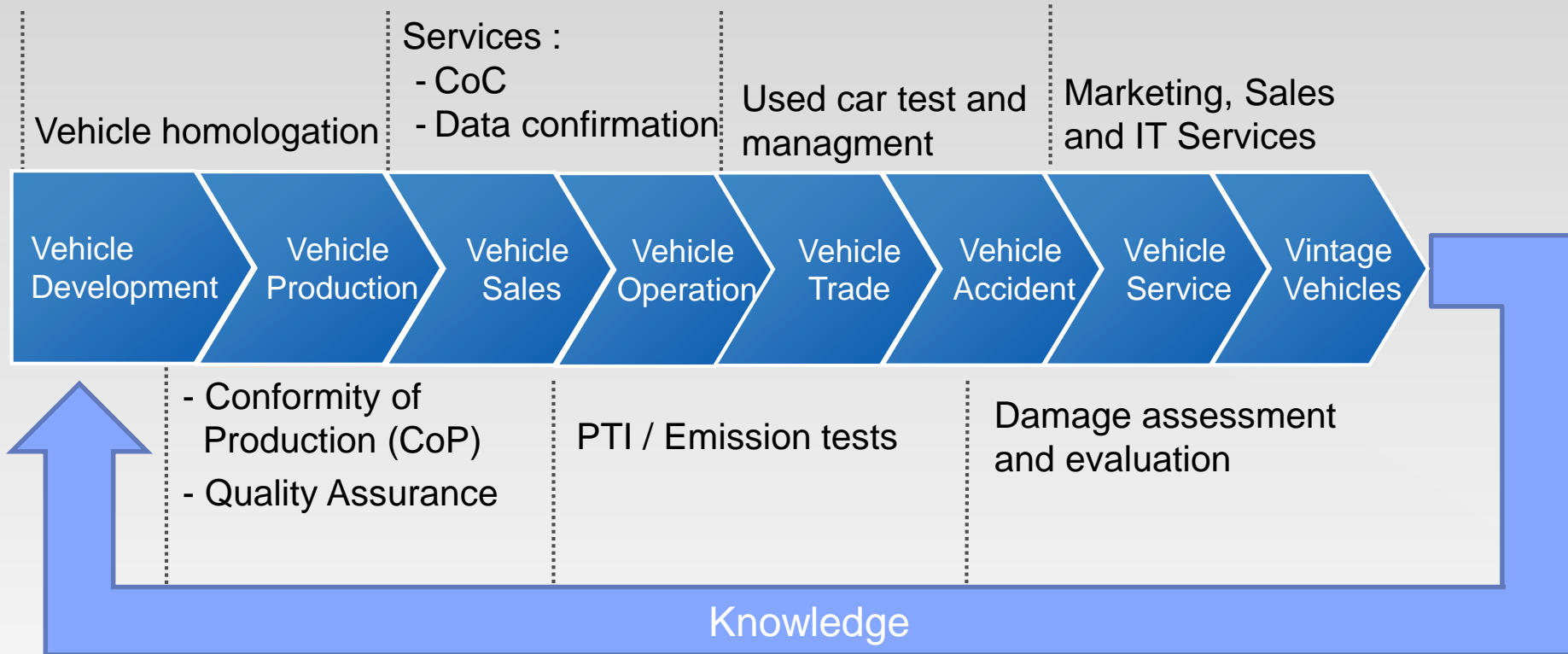
## **Legal entities / Authorities UN / ECE**

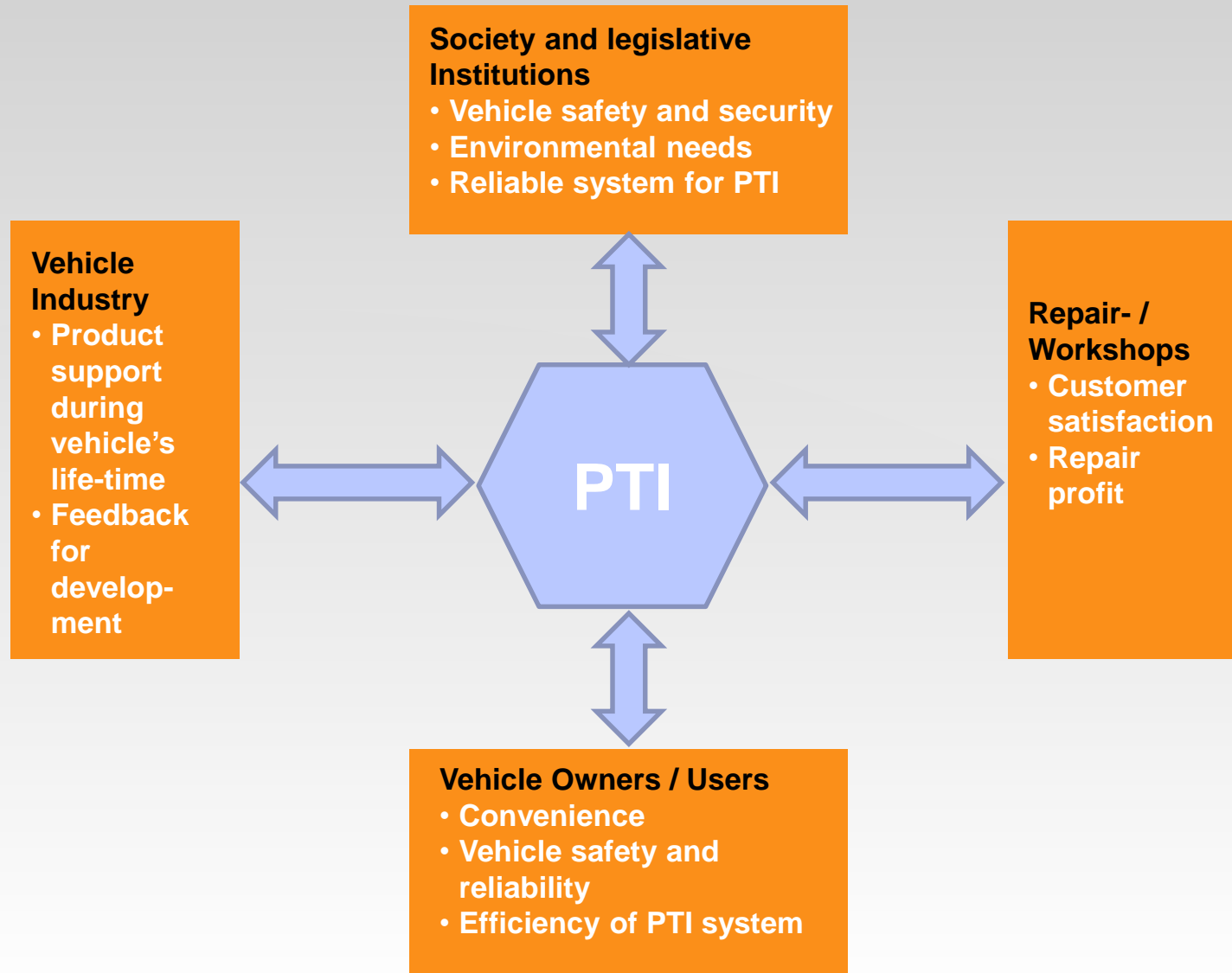
**EU Commission**

**German  
Federal Department  
of Transport**

**16 German state  
departments  
for transport**

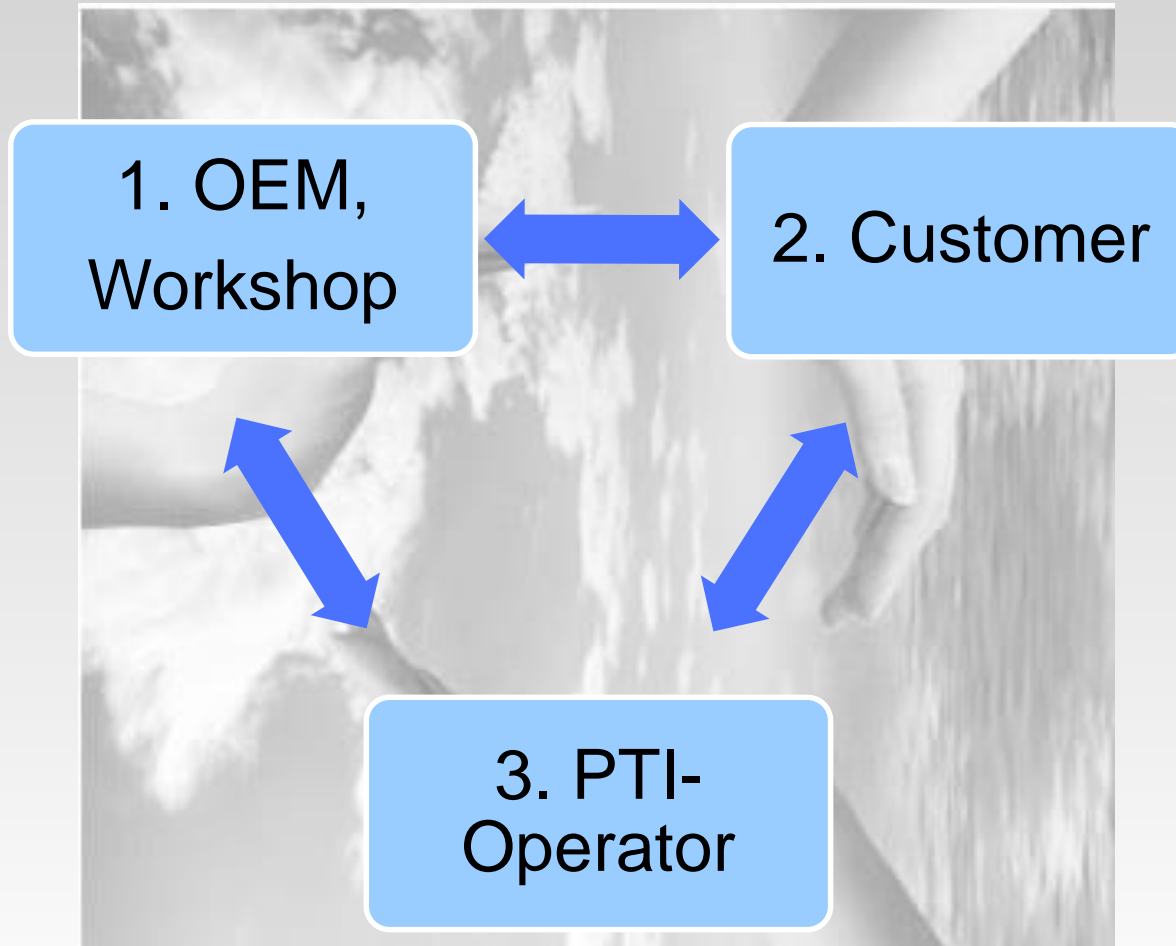
**426 local departments  
for transport**







## Basis for PTI: „Third Party“ Principle



Benefits:

- Independence
- Neutrality
- Competence

# PTI-System in Germany

Two options for vehicle owners to follow the PTI obligation:

1. Visiting official testing center - TÜV-STATION
2. Going to accredited test-site garage



*official testing center - TÜV-STATION*



*PTI in qualified test-site garage*

**In both cases PTI is carried out by independent accredited inspectors**

- Test-site garages plus official testing centers give customers a free choice: **Convenience**
- Strict separation of inspection and repairing has been proved: **Quality**
- Neutrality of vehicle testing: **Confidence**

# High-Quality PTI in Germany

Best practice model:

- Extensive Content: More than 150 test items
- Inspectors: High qualified engineers
- IT: Notepad + applications + PTI-adapter



Every inspector has his own notepad.



## The future?



„Remote PTI“ of  
electronic systems

+ manual testing





# Components of Quality System



## Organisation

- Certified management System: DIN ISO 9001
- Accreditation: DIN ISO 17020



## Employees

- Qualification according to legal specifications
- Advanced training



## Inspection Station

- Extensive infrastructure
- Test equipment management



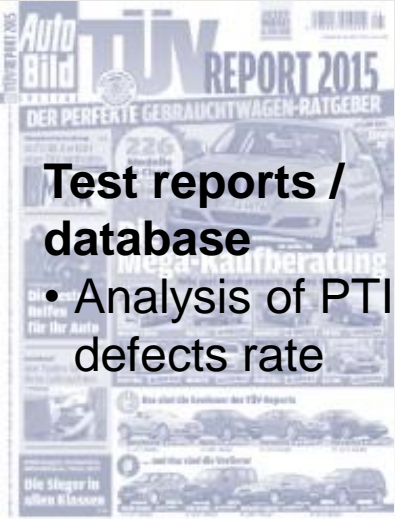
## Inspection process

- Fault prevention by IT
- Logical guided procedure



## Quality assurance

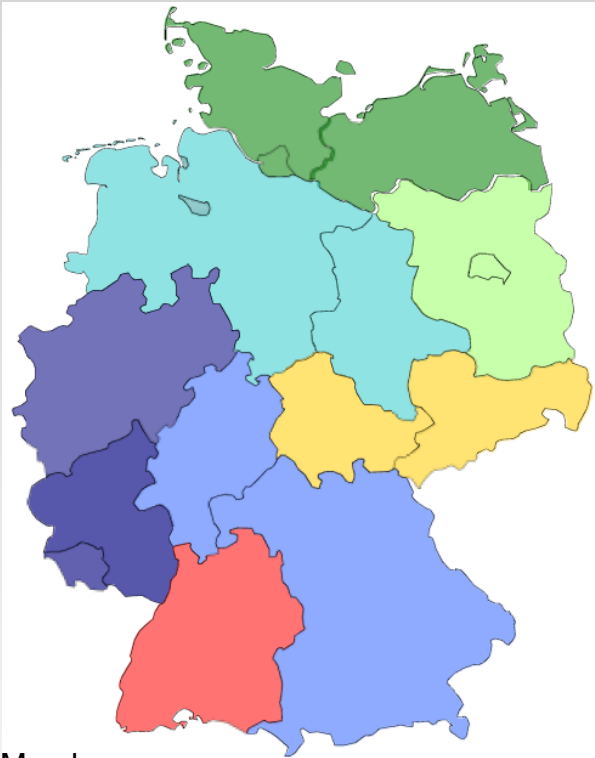
- Mystery tests
- Unannounced checks
- Witness audits
- Complaint management



## Test reports / database

- Analysis of PTI defects rate

Founded by German PTI operators



- Independent structures and common transparency
- Efficient quality assurance:  
Re-tests of PTI by auditor teams
- Transfer to legal „Supervising body“ possible



Members:



## Summary

**With an independent, neutral, competent  
Third Party PTI we**

**give higher benefit to all stakeholders by**

- **convenience for vehicle owner**
  - **transparency of actual quality**
  - **confidence and trust in the system**
- and**

**are able to design the future of PTI,  
which is shaped by the upcoming new  
technologies**



**Thank you for your interest!**



## Plenary Session Three

### Presentation 2

# THE DUTCH PTI – PUBLIC/PRIVATE COOPERATION

Hens Peeters Weem

Manager PTI, RDW, The Netherlands







RDW

# **The Dutch PTI**

## **Public / private cooperation**

**Hens Peeters Weem**

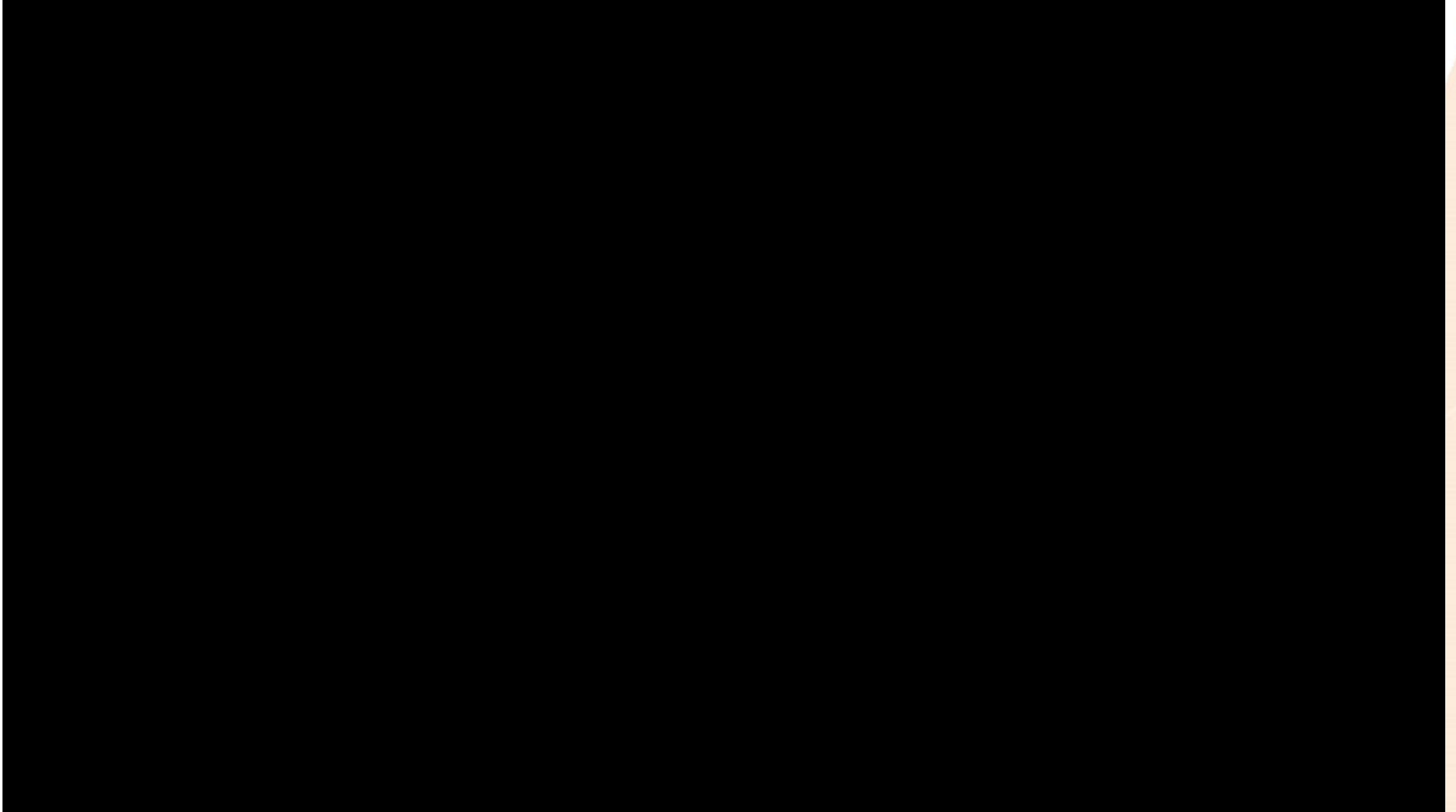
**Manager PTI RDW**

# What does RDW do ?

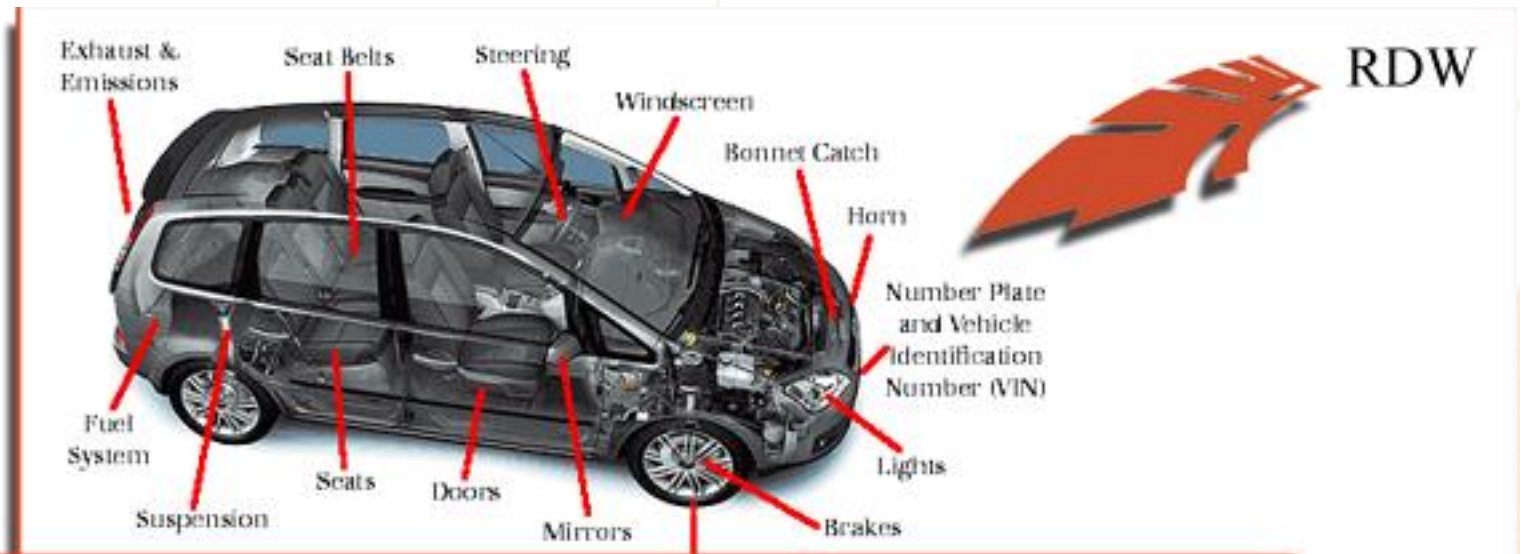
- RDW: Governmental partner in mobility
- RDW is a non-departmental public body that performs its tasks on behalf of the Ministry of Infrastructure and Environment



# Corporate movie RDW



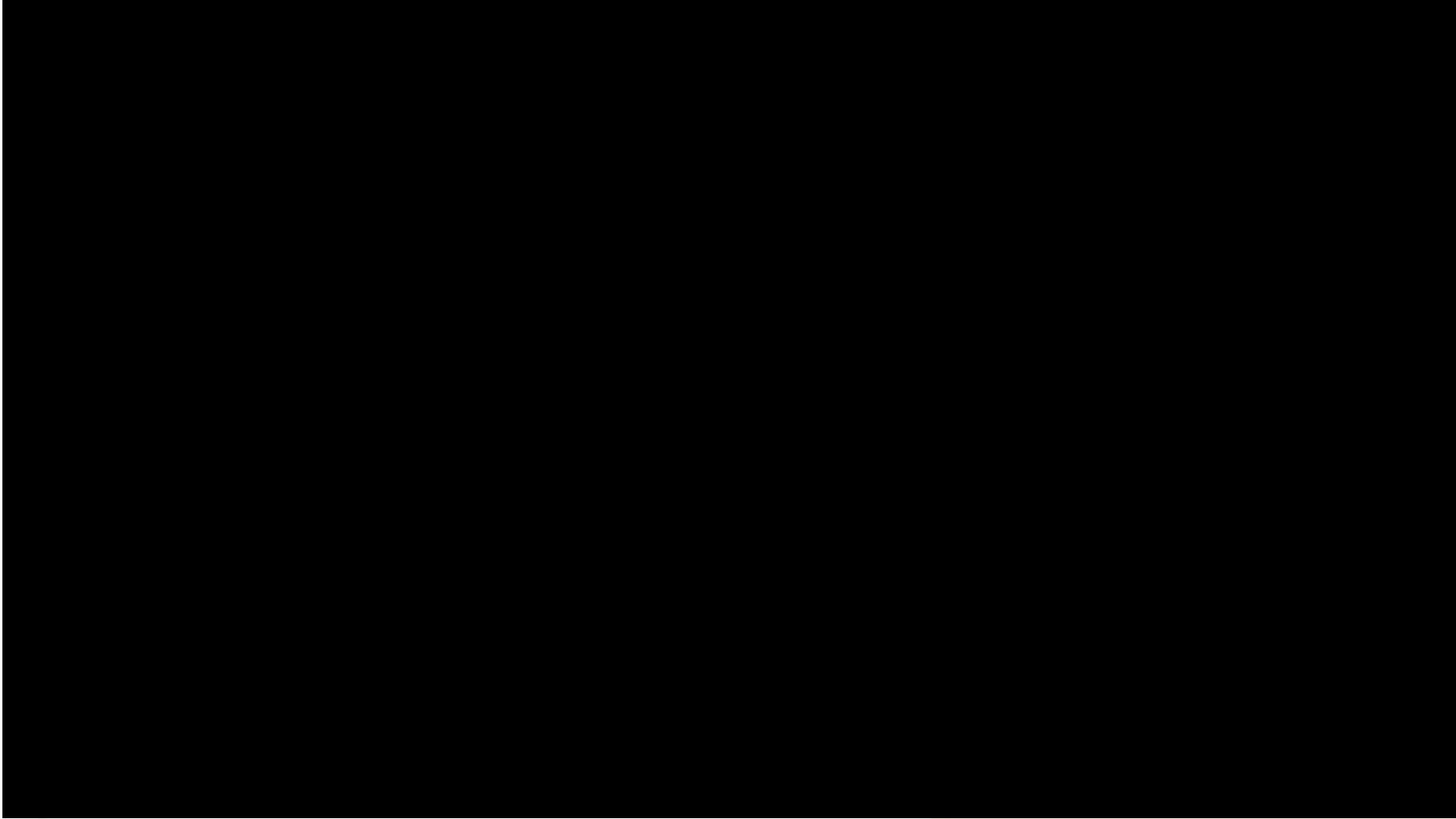
RDW



Periodical inspections  
 Supervising at high level and frequency  
 at certified private companies  
 BP, additional services, insurance, inspection, performance  
 Garages; tyre-centres; independent P.T.I stations  
 immediate spot checks  
 dealers; mobile stations; RDW stations



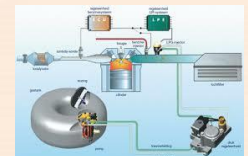
# The Dutch PTI



# Types of licenses

*All the same method:*

- PTI heavy vehicles
- PTI light vehicles
- Alcohol lock systems
- On board computer Taxi
- Tachograph
- Retrofitted gas systems
- Future: Agricultural machinery



# Facts inspections and certified companies (2014)

## Light vehicles

- Certified inspection companies: 9.429
- Certified inspectors 21.196
- Total tested vehicles: 6.708.092
- Total spot checks: 208.989 (3,12%)

## Heavy vehicles

- Certified inspection companies: 855
- Certified inspectors 1.683
- Inspectors light and heavy 680
- Total tested vehicles: 270.557
- Total spot checks: 8.204 (3,03%)



# Costs for the license holder

- Occupational health and safety requirements
- Examination for the inspector every two years (training is optional)
- Certificate of good conduct
- Test equipment Light           ±       € 11.500  
  Heavy       ±       € 39.000
- Yearly contribution € 184
- Report result RDW € 3,80

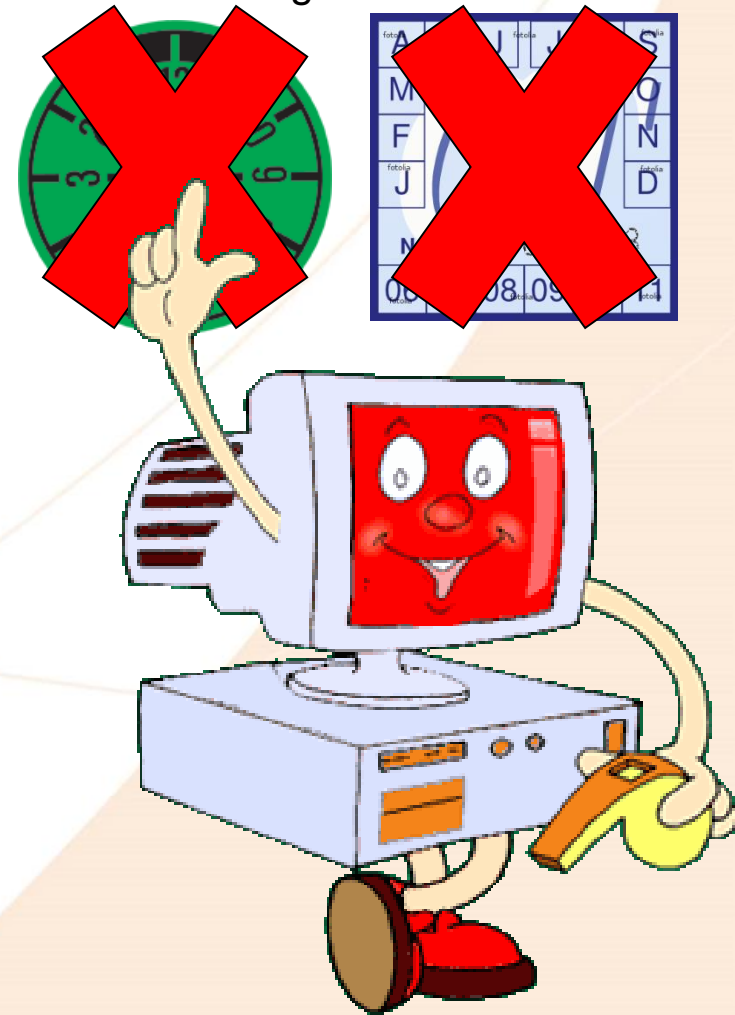


# Facts

- Rejection rate 37,9 %
- Error rate (non conformities found bij re-inspections)
- PTI light 8%
- PTI heavy 10%



- Enforcement of PTI by using database; 100% closed system low costs
- 100 % enforcement on all vehicles;
- Always a fine, wherever the vehicle is. (also in foreign countries)
- Positive contribution to road safety, environment and state budget.



## APK

## Raadplegen Voertuig

Goedkeur Melden

Goedkeur Raadplegen

APK-Rapport Herprint

APK-Rapport Proefafdruk

Afkeur Melden

Afkeur Raadplegen

## Keurmeester

## KeuringsInstantie

# Online vehicle information

Huidige gebruiker:

RDW ALMELO

VD BROEKWEG 14

7602PH ALMELO

print

## Technische gegevens bedrijfswagen

|   |  |
|---|--|
| Kenteken:                               | BPGR16                                 |
| VIN:                                    | YV2A4CMA24B367317                      |
| Plaats VIN:                             | tegen r. balk 030 cm v. voorste vooras |
| Datum eerste toelating:                 | 06-04-2004                             |
| APK Vervaldatum:                        | 04-05-2015                             |
| Voertuigsoort:                          | Bedrijfswagen                          |
| Inrichting:                             | TREKKER                                |
| Carrosserietype(n):                     | BC                                     |
| EEG voertuigclassificatie (toevoeging): | N3                                     |

|                   |   |
|-------------------|---|
| Brandstof:        | D |
| Brandstof 2:      |   |
| Gasinstallatie:   |   |
| Aantal cilinders: | 6 |

|                                     |                               |
|-------------------------------------|-------------------------------|
| Maximum massa voertuig:             | 19500 kg                      |
| Technisch toegestane maximum massa: | 19500 kg                      |
| Massa in rijklare toestand:         | 7137 kg                       |
| Massa ledig voertuig:               | 7037 kg                       |
| Maximum last per as:                | as 1: 8000 kg, as 2: 11500 kg |
| Wielbasis:                          | 380 cm                        |

Afstand tussen voorzijde en hart koppeling: 453 cm

Bijzonderheden: 1: Geen

Er zijn geen roetmeetge...

Volgende

Next inspection: 04-05-2015

more than 2 mounts expired

The screenshot shows a 'euro-acceptgiro' form. A large red arrow points to the 'over te schrijven te storten' field, which contains the amount '130' and the unit 'euro'. Below this, there is a section for 'handtekening' (signature) and a checkbox for 'zijn alle rode rubrieken ingevuld?' (are all red rubrics filled?). At the bottom, there is a section for 'op rekening van' (pay to the order of) and a checkbox for 'formulier met blauwe of zwarte inkt invullen' (fill in with blue or black ink).

## *Advantages* citizens and companies in the Netherlands

- Always nearby / no que / free choice
- Free in combination with maintenance
- No fixed prices, competitive prices
- Possibility of immediate repair in case of rejection;
- No long drive home and back for re-inspection
- Big transport companies: Inspection of their own trucks and trailers (combined with maintenance)
- Legal possibilities of immediate appeal in case of disagreement on the outcome



## *Disadvantage:*

- heavy supervision system
- quarantine time



Supervision task RDW on the PTI system:

Organising call for inspection 6 weeks before

Accreditation of the inspection stations

Sanctioning

Spot-checks (immediate after reporting a result)

Handling of appeals

Risk based supervision

Complains

Surveillance through data mining:

Results of the inspections / data comparison

Calibration of inspection equipment at all stations

Risk companies

Inspectors and exams inspectors



RDW

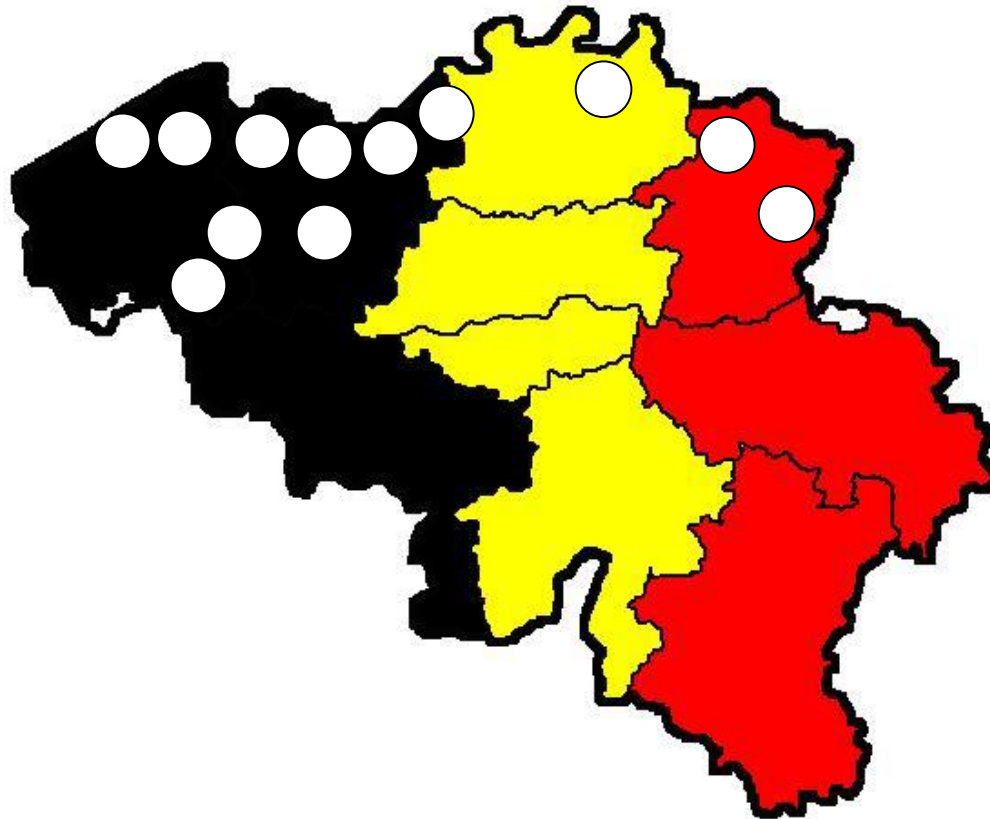
# Dutch PTI abroad

- Business model makes it easy to roll out the Dutch PTI abroad:
- Belgium
- Spain



# Dutch PTI in Belgium

12 PTI stations



RDW

# Dutch PTI in Spain

5 PTI stations



RDW





## APK Webdirect

### APK

Raadplegen Voertuig

**Goedkeur Melden**

Goedkeur Raadplegen

APK-Rapport Herprint

APK-Rapport Proefafdruk

Afkeur Melden

Afkeur Raadplegen

**Snelheidsbegrenzer**

**Tachograaf**

**Boordcomputer**

**Keurmeester**

**KeuringsInstantie**

print

Huidige gebruiker:  
GARAGE KROEZE  
JOESWERD 131  
9746CR GRONINGEN

### APK-Goedkeuring Melden

**RDW: Afmelden gelukt, eerstvolgende om 12:03, indien binnen openingstijden.**

Kenteken: 90HS01  
Afmelddatum: 02 december 2009  
Afmeldtijd: 12:03  
Vervaldatum: 02 december 2011  
KI-nummer: EK11E11  
Wachttijd:  
Tellerstand :  
Transactiecode: 3S/7B  
Pasnummer: 111111

**SPOT CHECK**

Print

Volgende

© 2005 - 2009 RDW



## Plenary Session Three

### Presentation 3

# REMOTE ENFORCEMENT AND ITS IMPLICATIONS FOR PTI

Caroline Hicks

Head of Enforcement Transformation, Driver and Vehicle  
Standards Agency (DVSA), The United Kingdom



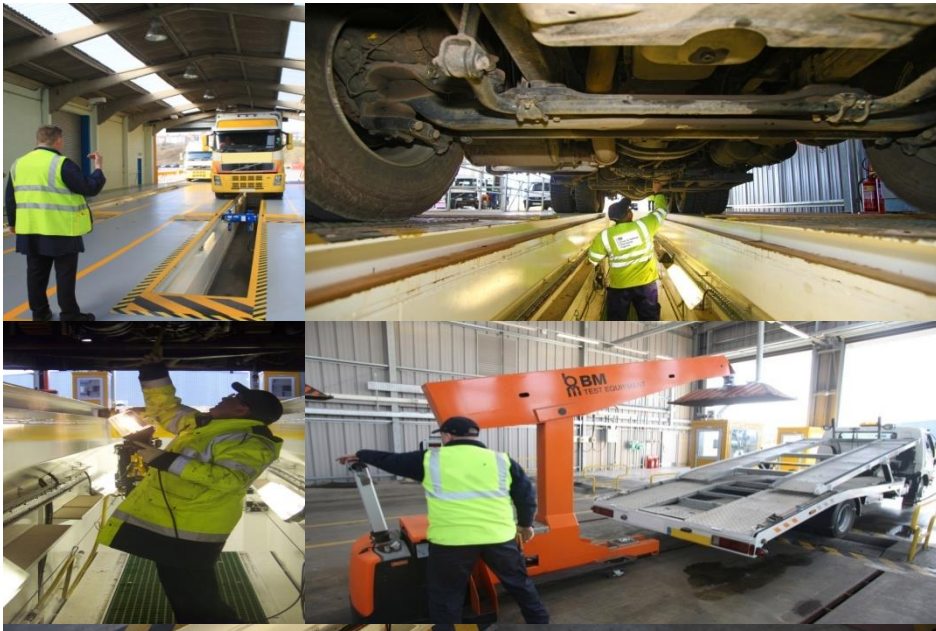


# Remote Enforcement and its implications for PTI

DVSA  
Caroline Hicks  
April 2015



# The PTI...



- Robust
- Value
- Industry & Public safety
- Environmental standards  
– Emissions checks
- Consistent Standards
- Effective Governance

## A Snapshot in time



# Increasing the Value of the PTI for the commercial fleet

- GB Average 90,000km p/a
- European in UK 130,000km p/a
- UK Operator Licence requires Preventative Maintenance Inspection regime
- So does this deliver Continual Compliance?





# Options to ensure continual compliance in commercial fleet

- Option 1
  - Increase Standards
- Option 2
  - Increase Frequency
- Option 3
  - Continuous Compliance through the year by effective enforcement







# Enforcement Options

## Traditional Enforcement

- High Cost
  - Industry
  - Enforcement Agency
- Intrusive
- Cannot reach everyone





# Using industry technology

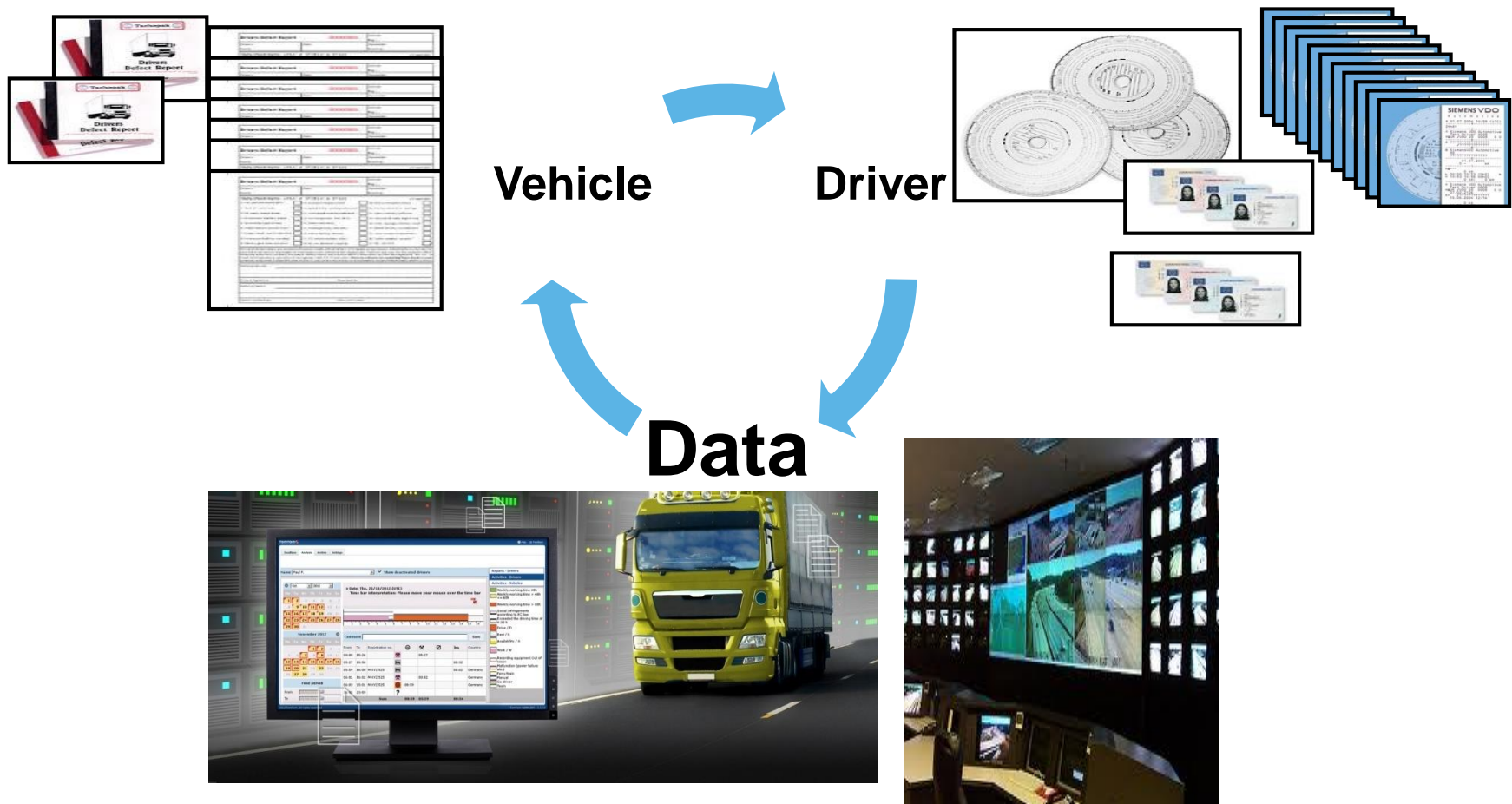
The screenshot displays the 'Track & Trace' web application in Internet Explorer. The main window shows a map of Europe with a focus on the United Kingdom. A sidebar on the left provides a detailed view of a specific vehicle's location, showing a map of the UK with a yellow icon indicating the vehicle's position. The main map area shows a broader view of Europe, including the North Sea, Baltic Sea, and surrounding countries like Estonia, Latvia, Lithuania, and Poland. Below the map, there is a section for 'Alerts & Events' with filters for 'Alert/Event Type' (Speeding), 'Vehicle' (All), and 'Driver' (All). A table lists the alerts, with one entry for vehicle 'AB51BDX' driven by 'ANTHONY JOHN BURKE' on '07 Jan 2015 00:00'. The table includes columns for 'Vehicle', 'Driver', 'Alert/Event Type', 'Duration', 'Max speed', and 'Location'. The location for the listed alert is 'A483, Grosford, Wrexham, Wrexham LL12, UK'.

| Vehicle | Driver             | Alert/Event Type | Duration        | Max speed         | Location                                  |
|---------|--------------------|------------------|-----------------|-------------------|---|
| AB51BDX | ANTHONY JOHN BURKE | Speeding         | Duration: 0h 0m | Max speed: 68 mph | A483, Grosford, Wrexham, Wrexham LL12, UK |





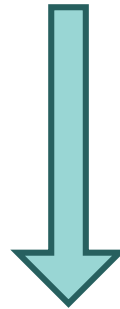
# Enforcement technology





# How it can work...

## INFORMATION & INTELLIGENCE



## OPERATOR COMPLIANCE RISK SCORE

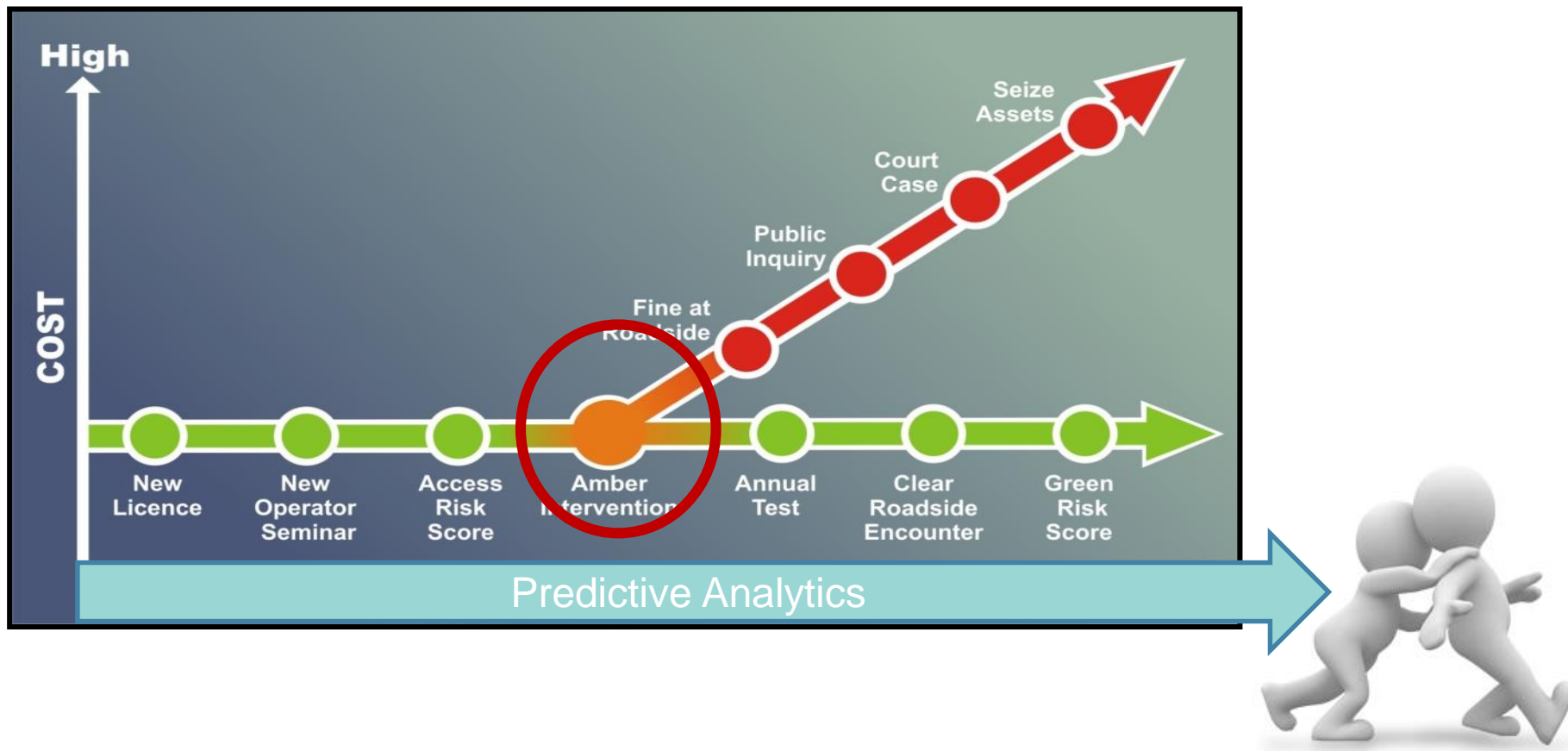
| Banding | Roadworthiness                   | Traffic Enforcement              |
|---------|----------------------------------|----------------------------------|
| Green   | Baseline Score<br>< 16 points    | Baseline Score<br>< 16 points    |
| Amber   | Baseline Score<br>16 – 50 points | Baseline Score<br>16 – 50 points |
| Red     | Baseline Score<br>> 50 points    | Baseline Score<br>> 50 points    |
| Grey    | No Baseline Score                | No Baseline Score                |

## DESK BASED ASSESSMENT





# ‘Nudge’ interventions



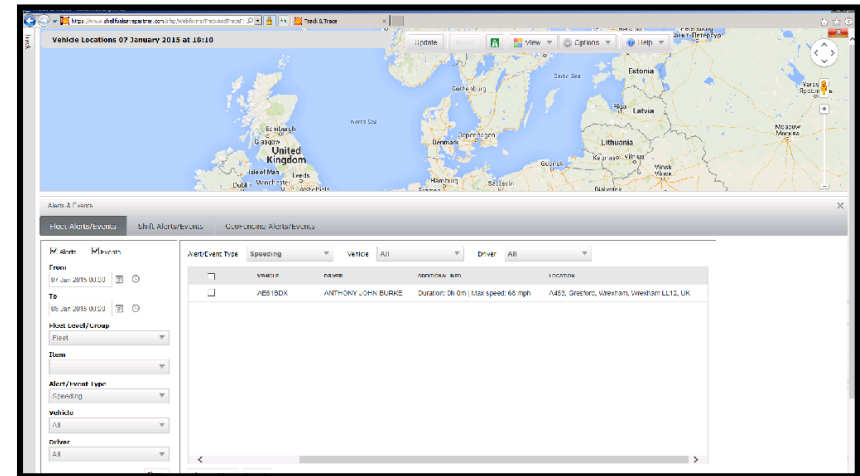


## Earned Recognition concept

From this.....



To this.....





# Increasing the deterrent value

Sanctions are an occupational hazard?



Increase the dialogue.

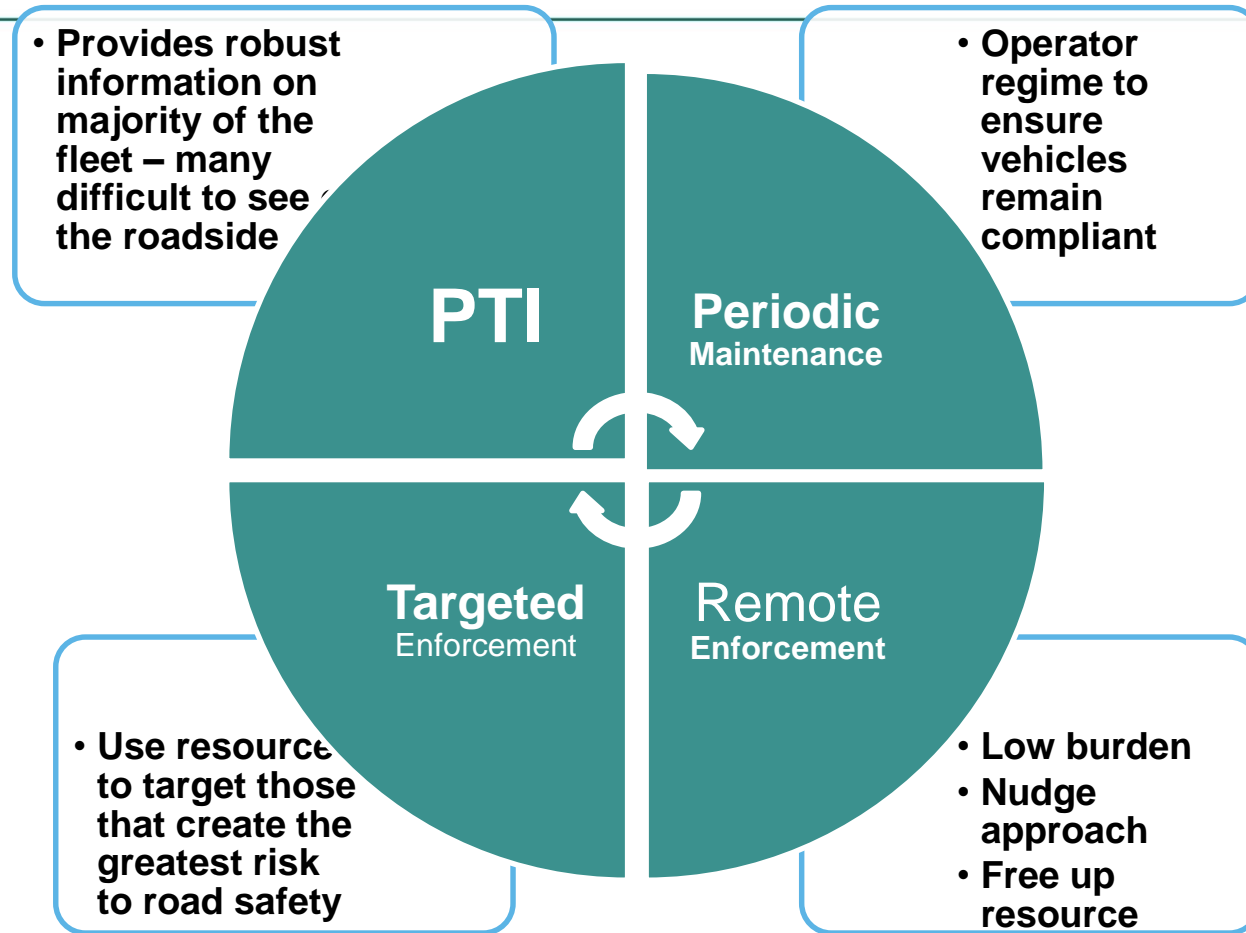
Make them know that we are aware

Put remedial processes in place





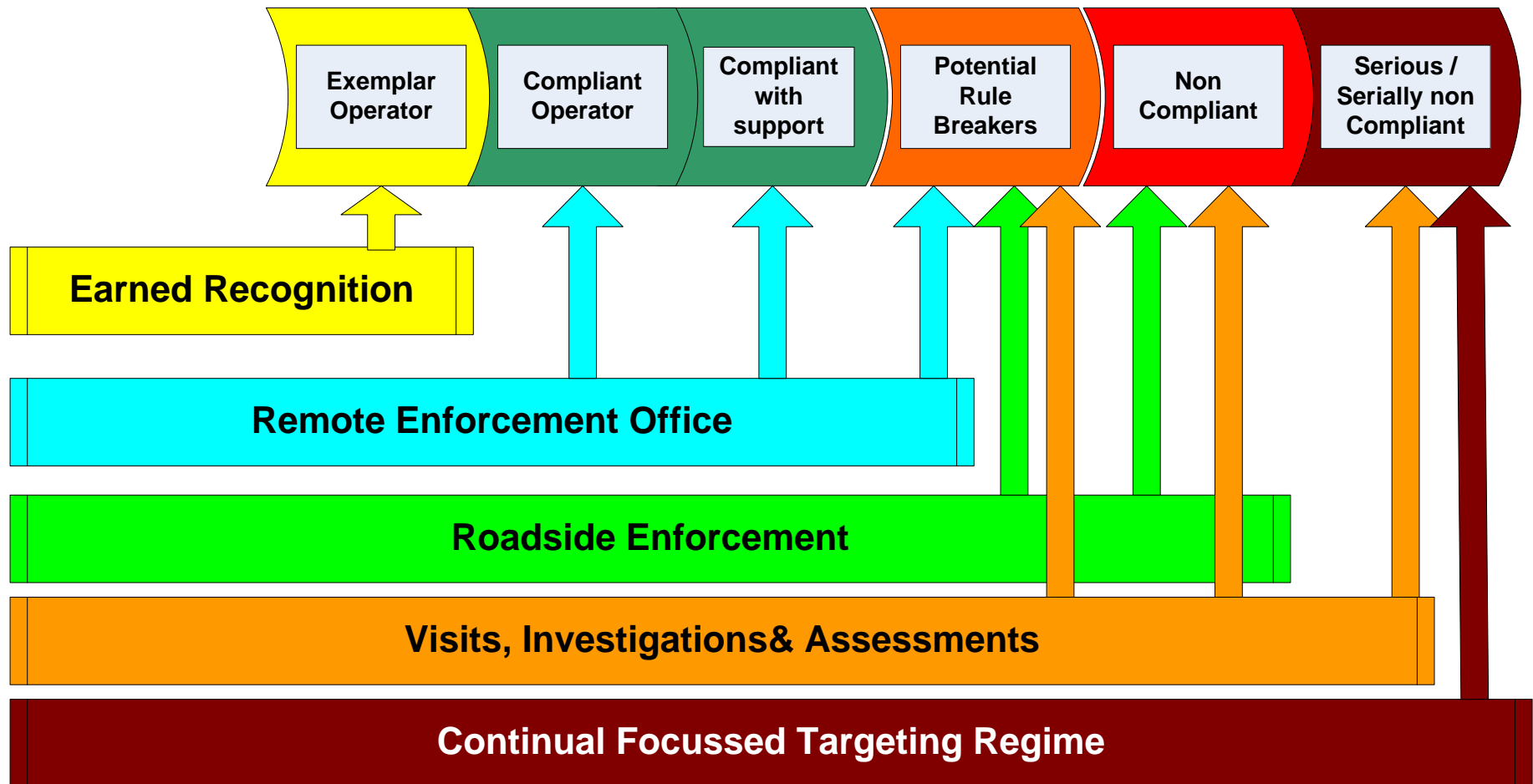
# Increasing the Value of the PTI



....to deliver continuous compliance



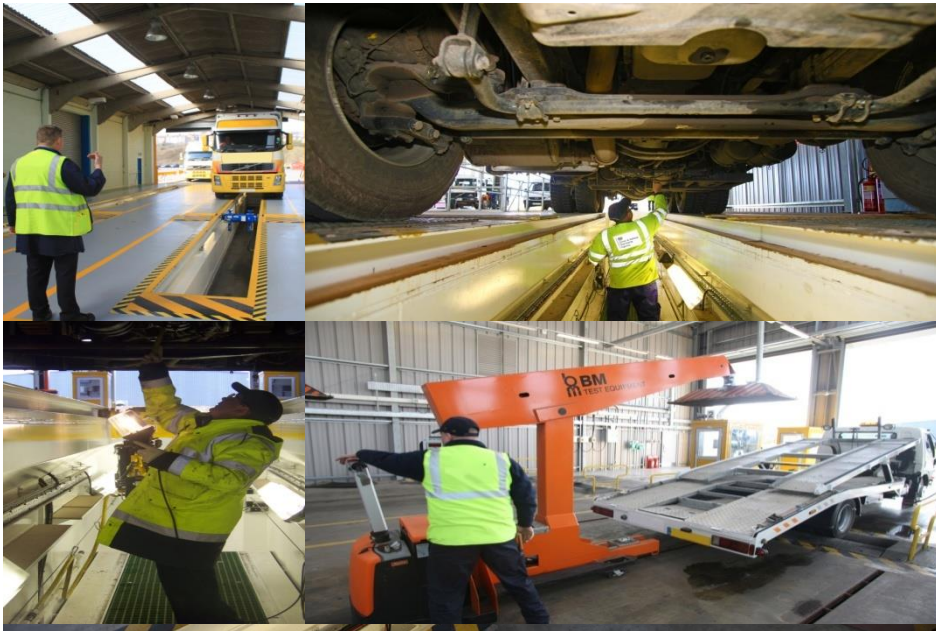
# Next Generation Enforcement







# The PTI...



- Robust
- Value
- Industry & Public safety
- Environmental standards
  - Emissions checks
- Consistent Standards
- Effective Governance

## The kingpin of continual compliance





**Thank you!**





# PLENARY SESSION THREE

## Questions and Answers

Al Bustan Rotana Hotel, Al Rashidya Ballroom A & B





**Question 1:**

**How important are re-tests to the effectiveness of a supervisory regime?**

**Answer Choice:**

- A. Highly Important
- B. Moderately Important
- C. Low Importance
- D. Not Worth Considering





## Question 2:

**How do you think impartiality should be achieved?**

## Answer Choice:

- A. By not permitting **inspection organizations** to repair/service vehicles
- B. By not permitting **inspectors** to be employed by a repair/ service organization
- C. By garages having a separate PTI test lane
- D. By adequate supervision by the national authorities
- E. By other means



**Question 3:**

**Does PTI of commercial vehicles need reinforcing with other enforcement tools?**

**Answer Choice:**

- A. PTI is not fully effective on its own
- B. PTI is fully effective on its own
- C. Each country will need a different approach
- D. Operators should be trusted to operate safely – there is no need for enforcement

**Question 4:**

**Are the benefits of accessibility and choice offset by the risk to impartiality?**

**Answer Choice:**

- A. The risks are easily controlled by adequate supervision
- B. The risks are balanced by the benefits to the customer
- C. Depends on the level of corruption in the country
- D. The risks to testing standards are too great

**Question 5:**

**The best possible way for sharing of learning and experiences is?**

**Answer Choice:**

- A. Online discussion for all members
- B. Regional telephone group discussion on a quarterly basis
- C. White papers/Position papers
- D. Training/Interviews with members discussing successes
- E. Conferences and Seminars

**Question 6:**

**Do you see this as an effective approach for the future of roadworthiness enforcement?**

**Answer Choice:**

- A. Highly effective
- B. Moderately effective
- C. Low effectiveness
- D. There are more effective approaches





## LUNCH BREAK

12:30 – 13:45

**PLEASE RETURN PROMPTLY FOR  
PLENARY SESSION 4**

