

## **Stolen Vehicle Rapid Response Initiative (SVRRI)**

### **Frequently Asked Questions**

#### **BACKGROUND**

##### **What is the SVRRI?**

The NMVTRC and Victoria Police are joining together in an innovative trial to help the owners of 'high theft risk vehicles' reduce their exposure of 'theft by key' via residential burglary in Melbourne's south-eastern suburbs.

The NMVTRC will fit a Black Knight (BK) tracking device to up to 1,000 late model vehicles manufactured from 2012 onwards.

Should the owner be unfortunate enough to fall victim to this current crime trend, the device will immediately send an email to their nominated smartphone. (The trial is limited to iOS and Android phones only.)

Vehicle owners will then be able to track the vehicle via a special smartphone app and as soon as they report the theft to the Victoria Police Monitoring and Assessment Centre (VPMAC), Victoria Police will also be able to track the vehicle with the aim of safely monitoring its movements and apprehending the offenders.

##### **How does the system work?**

The BK system comprises a tiny electronic transponder with a satellite communications capability and a smartphone app. Once the system is activated, the owner can use the app to set a virtual 'geo-fence' around the vehicle with the press of a single button.

If the vehicle leaves that position, the system will immediately send an email alert to the owner's nominated email address.

##### **Why is the SVRRI necessary?**

Vehicles manufactured since 2001 are protected by very effective electronic security systems that mean they cannot be stolen without access to an original key and transponder. However, some determined vehicle thieves are breaking into homes with the sole purpose of stealing the keys and then stealing the car. It may be hours before the theft is discovered by the owner and reported to police. In the meantime the vehicle may be used in other crimes or may pose other community risks.

##### **What vehicles are at most risk?**

All vehicles fitted with an Australian Standards-Equivalent immobiliser are at risk because unlike older vehicles, that can be 'hot-wired' using simple tools such as a screw driver and coat-hanger, it is virtually impossible to steal late model cars without access to the keys.

The SVRRI is specifically targeting vehicles manufactured from 2012 onwards, ie with a compliance plate date of 01/12 or later.

##### **How will vehicle owners join the program?**

The trial is by invitation only. Participating motor dealerships will send electronic communication to customers who meet the trial criteria to invite them to have a free tracker



installed when customers are booking in for a scheduled service (apart from the one month 'health' check often applied to new vehicles).

At the NMVTRC registration page, the customer will be asked to confirm the registration number, enter some contact details and accept the T&Cs.

On completing the registration process, the customer and referring motor dealer will receive a confirming email direct from the NMVTRC website.

Participating vehicle owners would then simply drop their vehicle off at their referring motor dealer in accordance with their booked, scheduled service.

### Can the owners of other vehicles participate?

No, this phase of the trial is limited to motorists who currently have a post-01/2012 model vehicle and participation is by invitation only.

However, the NMVTRC's special web site [carsecuritybeginsathome.com](http://carsecuritybeginsathome.com) includes general security tips for vehicle owners and householders—including a downloadable home security audit check list.

### Is there a limit to how many vehicle owners can join the trial?

The offer is limited to 1,000 owners of eligible vehicles from within the catchment area. The NMVTRC reserves the right to limit the number of devices made available per participating motor dealer to optimise geographical and/or vehicle brand coverage.

### Can an SVRRI offer or registration be transferred to another vehicle or person?

No, the offer is strictly limited to the post-01/2012 model vehicle stipulated in an offer from a participating motor dealer. The offer cannot be transferred to another person or vehicle.

### How does the installation process work?

Due to the nature of the trial we will not be discussing details of the installation process in public forums. However, you can rest assured that the device has been independently tested and all installations are being undertaken by qualified and experienced service technicians. The installation process is relatively simple and will not adversely affect the vehicle's operating systems in any way.

We ask that you do not discuss the installation process with any third parties for the duration of the trial.

## TRACKING

### How will the police know the vehicle may have been stolen?

The NMVTRC has worked with Victoria Police to develop a Standard Operating Procedure for responding to system theft alerts, including access to the service provider's live mapping capability.

As soon as the vehicle owner calls police on the Emergency Assistance Line - Triple Zero (000) and ask for Police, a police operator will confirm their registration number and assume real time monitoring of the vehicle with the aim of safely monitoring its movements and apprehending the offenders.



### **Can the Police track the vehicle if the owner hasn't reported it stolen?**

No. The directive issued by the Chief Commissioner provides that the owner must report a theft before any tracking by Police commences. The only exception may be in the extremely unlikely event that the vehicle is observed as being involved in a serious criminal incident, or otherwise poses a serious threat to public safety.

### **Can the Police monitor a vehicle owner's driving behaviour?**

No. The directive issued by the Chief Commissioner specifically precludes police personnel from monitoring a participating vehicle for general road policing or traffic enforcement purposes.

### **How long does the trial last?**

The trial period is 12 months. Prior to that time participants will receive a letter explaining their options. They may choose to do nothing and consequently end their participation or may choose to continue at their own cost. There is absolutely no obligation to continue and even if they choose not to, the tracking device is theirs to keep.

### **The SVRRI is limited to Android or iPhone smartphone users only**

The BK tracking device requires users to have an Android or iPhone smartphone. Windows smartphones are not compatible.

### **Customer enrolment troubleshooting**

The NMVTRC will provide a 24hour/7 days a week free-call (1300 132 146) customer helpline during the initial customer enrolment phase for further queries.