

SVRRI FAQs

Background

What is the SVRRI?

The NMVTRC, WA Police and the RAC are joining together in an innovative trial to help RAC insurance policyholders reduce their risk of becoming a victim of vehicle 'theft by key' via residential burglary in the greater Perth area.

The NMVTRC will fit a tracking device to up to 400 late model vehicles manufactured from 2010 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.

All installation and operating costs are being met by the NMVTRC and RAC Insurance (full terms and conditions are available at carsecuritybeginsathome.com).

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 Police Operations Centre, WA 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 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.

WA has a secure vehicle fleet doesn't it? Why is the SVRRI necessary?

Is true that WA has the most secure vehicle fleet in Australia with 9 in every 10 cars protected by a quality engine immobiliser. However, vehicle thieves are breaking into homes to steal the keys and transponder of secure, late model vehicles 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 is often used in other crimes or may pose other community risks.

Vehicle owners do need to ensure that they safeguard their keys, but the SV Rapid Response Initiative is also putting would-be thieves on notice – if you steal one of these cars the police will be notified immediately and you'll be caught.

What vehicles are at most risk?

All vehicles are at risk of 'theft by key' but particularly late model vehicles that have been fitted with an Australian Standards-Equivalent immobiliser as standard equipment. 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 targets vehicles manufactured from 2010 onwards.

Registration process

When do registrations of interest open?

All registrations must be processed via the carsecuritybeginsathome.com website.

Registrations open from 9am (AWST) on Tuesday 12 January 2016.

How do vehicle owners join the program?

The trial is limited to eligible RAC insurance policyholders. Eligible policyholders will receive an electronic direct message on Tuesday 12 January inviting participation in the trial.

To take part in the trial vehicle owners will need to make a booking for installation on the NMVTRC's special carsecuritybeginsathome.com website. The website will ask for the registration number of the vehicle referred to the email. You will then be asked to enter some contact details and make a booking to install the device with one of the nine RAC service centres across Perth (up to three months in advance).

There are only **400** free tracking devices available on a first come first served basis.

Can the owners of other vehicles participate?

No, the trial is limited to motorists who have a post-2010 model vehicle currently insured with RAC Insurance, and participation is by invitation only.

However, the NMVTRC's special web site carsecuritybeginsathome.com does include tips for vehicle owners and householders about securing their homes and keys—including a downloadable home security audit check list.

The electronic direct message inviting vehicle owners to participate in the trial will be delivered on Tuesday 12 January 2016. If you do not receive an email you are unfortunately not eligible for the SVRRI trial. However, you may still wish to have a tracking device fitted at your own cost. The device is manufactured by Black Knight. For more information on purchasing visit Black Knight's website <http://www.bk-gts.com/>.

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

The offer is limited to 400 eligible RAC insurance policyholders.

Can I transfer the registration to another vehicle?

No, the offer of a free tracking device is strictly limited to your post-2010 model vehicle that is currently insured with RAC (the eligible vehicle will be referred to in the email you receive from RAC inviting participation in the trial). The offer cannot be transferred to another person or another 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 RAC Auto Services technicians. The installation process is relatively simple and will not adversely affect the vehicle's operating systems in any way.

The NMVTRC's special carsecuritybeginsathome.com website includes booking availability and related information for each of the RAC's nine service centres across Perth. You will be required to drop your vehicle off before 10am and arrange pick up after 2pm on your nominated day.

We ask that you please 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 WA 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 (131-444) to report an apparent theft, the police operator will confirm their Tracker ID with them – a simple 4 digit 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 agreed protocol requires the owner to report it 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. WA Police Standard Operating Procedures specifically preclude 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, after which time you will receive a letter explaining your options. You may choose to do nothing after the 12 month period is up and consequently end your trial, or you may choose to continue at your own cost. There is absolutely no obligation to continue and even if you choose not to the tracking device is yours to keep.

Troubleshooting

I am an RAC insurance policyholder but the booking system is not recognising my vehicle's registration number.

Did you receive an electronic direct message from RAC Insurance inviting you to participate in the trial? If the answer is no, sorry but you are not eligible for this trial.

If the answer is yes, please check that you have entered the registration number of your post-2010 model vehicle that is currently insured with RAC as referred to in the email (the offer is for this vehicle only).

If you have received an invitation, entered the correct registration number and there are still places available please email the NMVTRC at info@carsafe.com.au with your name and vehicle registration number. We will get back to you as soon as possible.

I do not have an Android or iPhone smartphone – can I still participate in the trial?

No, use of the tracking device requires that you have an Android or iPhone smartphone (Windows smartphones are not compatible).

The tracking system comprises a tiny electronic transponder with satellite communications capability and a smartphone app. Once the system is activated, the owner uses 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. Without an Android or iPhone smartphone you will not be able to download the app required to set up the 'geo-fence' or receive notification if/when your vehicle moves outside of this boundary.

Note: The app can be downloaded onto an Android tablet or iPad, however, this is not advisable unless your tablet device is with you at all times in order to receive notifications.