strategic plan

2012 –2015

towards a secure system

National Motor Vehicle Theft Reduction Council

Vision

To contribute to Australia's economic and social well-being by achieving the lowest rate of motor vehicle theft in the developed world.

Mission

To deliver a culture of continuous and sustainable vehicle theft reduction in Australia by advancing reform and cooperation between industry, government and community stakeholders.

Goals that contribute to meeting the vision

Reduce the volume of vehicle crime
Reduce the cost of vehicle crime

Reform themes

Disrupt the Separated Parts Markets
Disrupt Vehicle Laundering Markets
Divert Young Offenders
Capacity Building and Innovation

Operating philosophy

The NMVTRC is committed to developing common goals with stakeholders through the promotion of the economic and social benefits of reduced vehicle theft. Its credibility will be judged by the quality of its proposals for change.

Communication, consultation and negotiation are the hallmarks of the NMVTRC's operating philosophy, which underpins all its activities.

Contents

Foreword

Towards a secure system

One in every 120 Australian households fell victim to car theft in the past 12 months.

But the truth is, everyone is a victim of car theft, whether they have had a car stolen or not through higher insurance premiums and legal costs.

In Australia today, a vehicle is stolen every eleven minutes. While this is about half the volume it was a decade ago, it is still unacceptably high and causes significant social and economic harm to the community. With around 60,000 cars, motorbikes, trucks and other vehicles stolen in 2011/12 we have a long way to go before we can reach our goal of delivering the lowest rates of theft in the developed world.

The NMVTRC is continuing to help industry, government and the community to develop a 'secure system' to deliver sustainable and continuous theft reduction.

There are a range of interventions that need to work together to deliver a secure system and minimise the risk of a vehicle being stolen. Each action is particular to the different stage of a vehicle's lifespan, whether it has just rolled out of the factory door or been in the home garage for 10 years.

At manufacture

Cars manufactured today are more secure than ever with active security features including advanced immobiliser, alarm, lighting and deadlocking systems all connected via an on-board computer. The most secure vehicles are also equipped with passive systems such as security labelling, microdot marking, and secure glazing.

The level of inbuilt security in cars is the single most important factor that determines the theft rate of a particular model. A future where all cars on our roads are equipped with these state-of-the-art systems is still more than a decade away.

Pre-purchase

Industry, government and car owners also have an important part to play in working towards a more secure system.

Car buyers need access to clear information in order to select a vehicle with a high security rating. Choosing a secure vehicle not only significantly reduces the risk of vehicles being stolen, but it also sends a clear message to vehicle manufacturers that buyers demand a high level of security when making the decision to purchase a new car.

On-the-road

The biggest challenge to making further, sustainable inroads into the nation's vehicle theft problem is that there are still around 5 million older cars on our roads vulnerable to attack with simple tools such as a screwdriver and a coat hanger. These are the vehicles which are predominantly stolen for a short time by opportunistic criminals and can be badly damaged in the process.

Owners of older vehicles have their part to play and need to know their options when it comes to vehicle security. A secure system would include the owners of older, less secure cars having an Australian Standards approved engine immobiliser fitted to their vehicle by a professional installer.

Owners of newer model cars and those with advanced immobilisers also need to continue to ensure that they look after their keys and use a garage or off-street, secure parking where available.

Government and industry also have an important part to play in working towards a secure system once a vehicle is on the road. This includes:

- ensuring consumers have access to a vehicle's history that they are able to check before buying a used car, especially if it is a private sale;
- registration agencies verifying the identity of both the vehicle and the person presenting it for registration; and
- motor traders and recyclers verifying and recording the identity of their stock.

Law enforcement agencies adequately resourcing investigations and effectively sharing intelligence is also key to a secure system.

Because more than half of all car theft is committed by young offenders we need effective diversion programs to assist young offenders to turn their lives around. We also need to provide those at risk of offending with an appreciation of the potential life and legal consequences of car theft.

End-of-life

Even very old cars are targeted by criminal networks for their value as scrap metal. It is therefore important that at the end of an older car's life, the system confirms that the vehicle is legitimate before it is scrapped and officially removed from the national register.

The full set of interventions are summarised in figure 4: Intervening in the life-cycle of vehicle theft on page 7.

This Plan leverages off key aspects of the vehicle life-cycle and proposes a range of initiatives and countermeasures around the reform themes of:

- Disrupting the Separated Parts Markets by:

  - pursuing a range of countermeasures to:

  (i) protect legitimate trading via the more effective use of commercial agreements between insurers, repairers and recyclers, and consumer education;

  (ii) encourage the modernisation of regulatory regimes to optimise their efficiency and effectiveness and crack down on non-complying enterprises (including the targeted deployment of inter-agency task forces);

  (iii) facilitate progression towards a secure and environmentally sound vehicle decommissioning system for end-of-life vehicles; and

  (iv) improve intelligence gathering in respect to the extent of the export of stolen parts.

- Disrupting Vehicle Laundering Markets by:

  - monitoring the implementation of new damage assessment criteria for written-off vehicles and more rigorous approaches to high risk vehicle inspection regimes; and

  - encouraging consumers to make optimal use of the Personal Property Securities Register and pursuing fuller disclosure requirements by vehicle sellers.

- Diverting Young Offenders by:

  - encouraging innovative means of delivering young offender programs which are consistent with the NMVTRC's best practice model via the business and local government sectors; and

  - further leveraging on the development of new educational resources to engage and inform young people of the potential risks, consequences and long term impacts of becoming involved in vehicle crime.

- Building Stakeholder/Community Capacity and Encouraging Innovation via a discreet range of communications, public education and law reform projects.

Structure of this Plan

This Plan comprises three distinct components. Part A details information about the NMVTRC's structure, method of operation and strategic planning processes. Part B comprises a strategic assessment of the current vehicle crime landscape in Australia and the context in which the NMVTRC strategic priorities have been developed. Finally, Part C set outs the NMVTRC's priority actions for the period 2012-15 and detailed work program for 2012/13.

David M Morgan
Chairman

Part A – Background

Basis of Strategic Plan

The NMVTRC's Strategic Plan is a dynamic document, reviewed annually, with the first year of each plan comprising a detailed work program. Each revised plan reflects a review of progress and a consideration of methods of operation, as well as the changing priorities and operating environments of the NMVTRC's stakeholders.

A series of stakeholder workshops – the 2012 StratPlan Series – has again been a major influence on the development of this Plan. These annual forums with senior executives of stakeholder organisations help to ensure that the NMVTRC and its stakeholders develop a shared vision of what the priority actions required are and where the greatest resources should be invested. The 2012 round of discussions were again well attended and triggered a robust examination of the current vehicle crime landscape and priorities. Discussions held with peak bodies, special interest groups and stakeholders throughout the past 12 months of the NMVTRC's operations have also assisted to shape the revised Plan.

Development and delivery of reforms

The primary role of the NMVTRC is to facilitate the implementation of vehicle theft prevention reforms, and coordinate associated activities across industry, agency and jurisdictional boundaries. As a result the NMVTRC's brief is broad, involving all stages of vehicle theft prevention policy, including:

- policy development;
- the coordination of implementation; and
- the monitoring of outcomes.

As the NMVTRC's internal resources are limited, the establishment of productive relationships with stakeholders and others is absolutely crucial to the delivery of its theft prevention reforms. Only by its stakeholders embracing and adopting the reforms promoted by the NMVTRC can it deliver sustainable reductions in vehicle theft.

The NMVTRC also remains committed to:

- seeking input from subject experts at every stage from project design to development to implementation;
- maintaining the most transparent and accessible consultative and communications mechanisms possible to ensure stakeholders and affected parties are informed of progress and issues;
- asking stakeholders to rate us regularly and report the results publically;
- seeking to continually improve our data and related services to ensure its accuracy, timeliness, flexibility and accessibility;
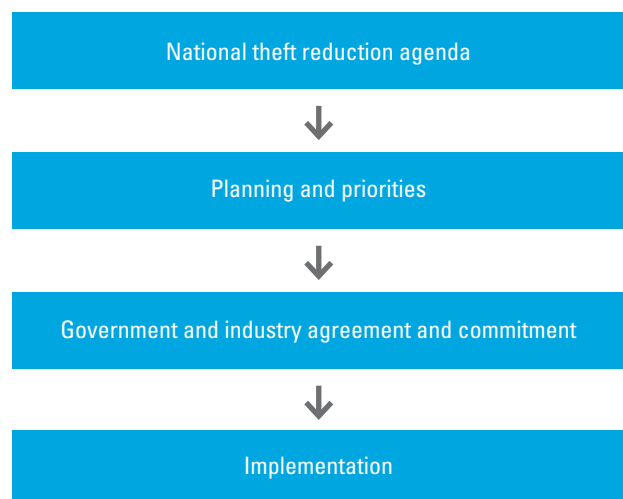
- applying an action-oriented approach to research;
- maintaining a consistent, persistent and non-bureaucratic approach to dealing with issues;
- continuing to be organisationally lean; and
- demonstrating value for money.

The NMVTRC work program will continue to focus on the development and implementation of a small number of key projects with a particular emphasis on facilitating an operational, on-the-ground response to issues identified as 'highest priority'.

Each of the projects proposed in the 2012/13 work program has been evaluated against the NMVTRC *Project Assessment Framework*[1] and are considered to be:

- essential to delivering the NMVTRC's vision of Australia achieving the lowest rate of motor vehicle theft in the developed world;
- consistent with one or more of the NMVTRC's four reform themes for action;
- being of national, regional or sectoral significance;
- having a clear, evidence-based case for action; and
- enjoying broad stakeholder commitment so as to maximise the likelihood of successful implementation.

Figure 1: Vehicle theft reform process

National theft reduction agenda

↓

Planning and priorities

↓

Government and industry agreement and commitment

↓

Implementation

---

1. A full description of the *Project Assessment Framework* is included in this Plan as Appendix B.

Part B – Strategic assessment

Strategic assessment

The 12 months to 30 June 2012 saw the total volume of passenger/light commercial (PLC) vehicle thefts increase for the first time in more than a decade. Theft for short term use increased by 5 per cent to 37,342 while profit-motivated thefts rose by 8 per cent settling at 11,650 for the year. Motorcycle thefts rose by 4 per cent to 8,036.[2]

Despite this increase, theft volumes remain 13 per cent lower than 2007/08 – the current base year in the NMVTRC's five year rolling analysis. The NMVTRC estimates the cost of theft to the community for the year to exceed $800 million.[3]

The increasing percentage of unrecovered vehicles is a major concern as it represents the surrogate indicator of organised criminal activity seeking to convert stolen vehicles into cash. As a group, missing vehicles now represent a bigger proportion of total thefts with one in three stolen vehicles now unrecovered, compared to one in four in 2007/08. Of most concern is the significant spike in Stolen Not Recovereds (SNRs) in select parts of eastern Australia and Western Australia in the first half of the year. This is explored in more detail on page 6.

The motivations of short term and profit-motivated theft are quite distinct. To ensure the clearest possible picture of the trends in each, the NMVTRC reports the prevailing theft trend data for each separately to make it easier to identify emerging trends. As noted above, a rolling five year time scale for baseline data is used to keep the format contemporary and ensure current changes in trend data are more easily discernible.

Short term theft

The short term theft category comprises those incidences where the vehicle has been targeted by opportunistic thieves for short term uses such as joyriding, transport or is used to commit another crime but has been recovered intact or subject to malicious damage.[4]

The 2011/12 year saw the number of passenger/light commercial (PLC) vehicles stolen for short term use increase by 5 per cent to 37,342. This represents the first increase in the volume of STT for a decade.

The prevailing rate of PLC theft per 1,000 vehicles now stands at 2.4 compared to 3.5 five years ago.

Short term motorcycle theft increased by 4 per cent to a total of 3,418 stolen in the year.

Figure 2: Passenger/light commercial vehicles stolen for short term purposes by month, 2007/08 – 2011/12

Vehicle Age
—— 0-5 years   —— 6-10 years   —— 11+ years
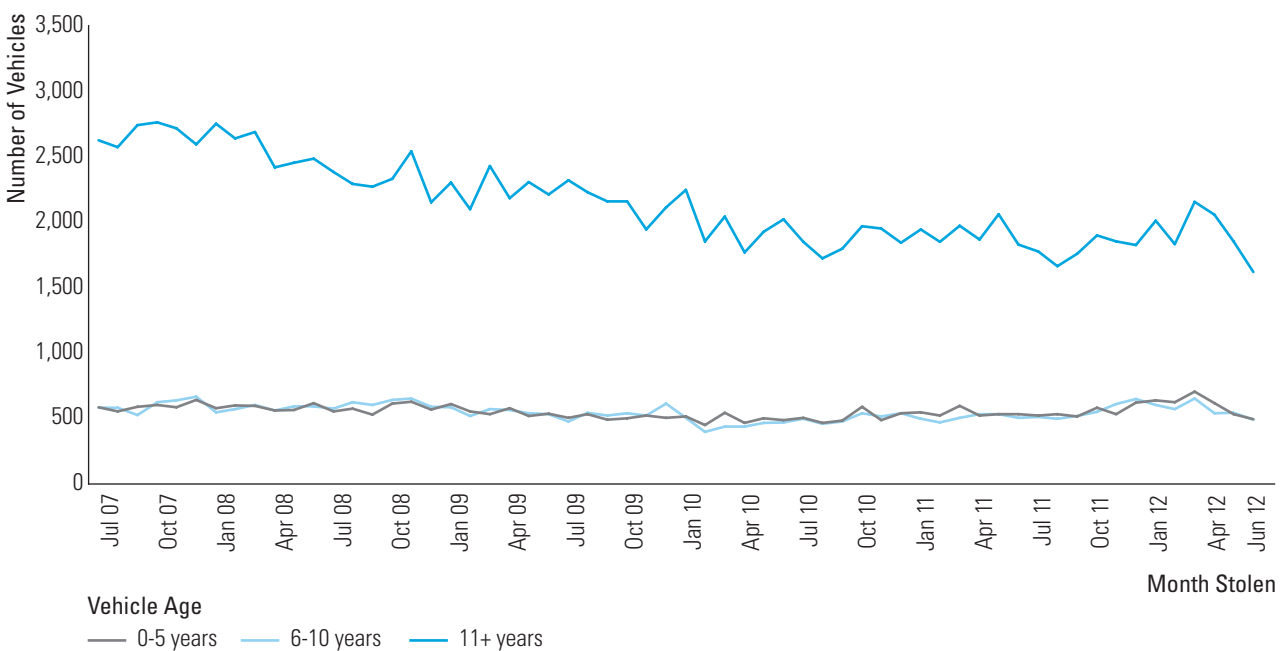
2. All data used in this report has been adjusted for the number of missing vehicles that will be recovered up to a year after the close of the data period. The adjustment has the effect of moving a percentage of vehicles from the unrecovered (profit-motivated category) to the short term (recovered category).

3. Based on independent economic analysis conducted by MM Starrs Pty Ltd (November 2011) which updated the NMVTRC's cost models to $11,500 for recovered vehicles and $20,610 for those not recovered depending on a range of factors such as vehicle, personal, injury and insurance administration costs.

4. Short term use numbers will include an unknown but assumed small number of recovered vehicles that were recovered in a substantially stripped condition that were the likely target of profit-motivated thieves.

Profit-motivated theft

Profit-motivated theft refers to vehicles stolen for conversion into cash via various illegal methods. A total of 11,650 PLC vehicles were stolen not recovered (SNR) in 2011/12 – an increase of 8 per cent.[5] The number of motorcycles stolen for profit or personal gain rose 4 per cent to a total of 4,618 (up 195 thefts).

The overwhelming majority of profit-motivated thefts are still of older vehicles, with 86 per cent of all not recovered PLCs being more than six years old.

Two-thirds (or approximately 7,850 by volume) of all SNRs are more than 11 years old, with the major proportion valued at $5,000 or less. Within this group lays a large proportion of very old vehicles that may have been:
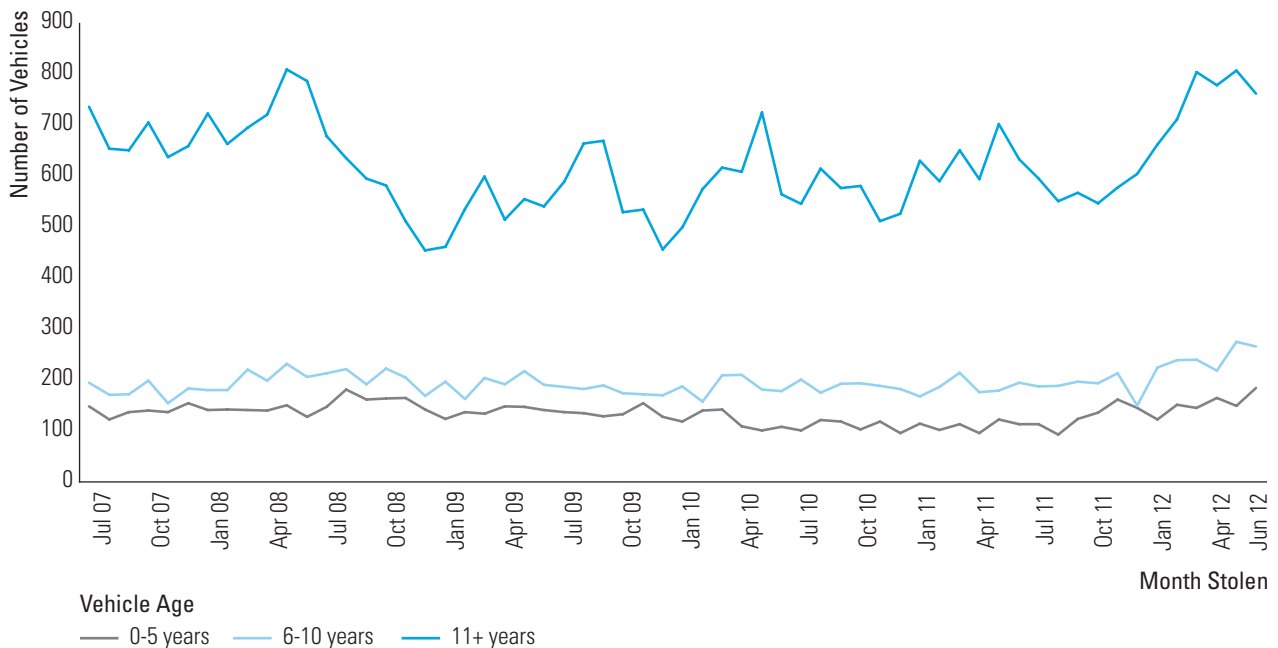
• simply dumped in waterways or bushland never to be seen again;

• stripped for parts to repair or maintain like vehicles (with the shell more than likely taken to a metal recycler for shredding to destroy evidence and optimise financial returns);

• stolen with the express intent of having them shredded for cash;

• subject to re-birthing activity on the basis they are likely to attract less scrutiny than younger equivalents; and

• the subject of a fraudulent insurance claim.

At the other end of the spectrum, around 1,670 vehicles under five years of age remained outstanding for the year indicating a relative reluctance by criminals to target vehicles in this age group because of higher levels of electronic and other protection and the challenge of selling them without service records, etc. One of the impacts of the uncertain economic conditions facing Australia is that this group is also now more likely to be subject to higher levels of insurance fraud disguised as theft.

The most lucrative criminal activity remains focused on the 'middle-aged' vehicles where the financial return is reasonable but the transactions to convert them into cash are less likely to draw the scrutiny of buyers or authorities.

As mentioned earlier, select parts of Australia, predominantly South Eastern Queensland and Western Australia, experienced an unprecedented spike in related activity over the past year. Increases were spread evenly across all vehicle ages.

Figure 3: Passenger/light commercial vehicles stolen for profit by month, 2007/08 – 2011/12

5. SNR volumes are inflated by an unknown number of missing vehicles that are stolen and simply dumped in waterways and bushland.

Figure 4: Intervening in the life-cycle of vehicle theft

At manufacture
Active security - Engine immobilisers, alarms, deadlocking, smart lighting, panic alarms, biometrics **Passive systems** - Vehicle ID, glazing, locks

→

Pre-purchase
- Objective product information - Savvy consumers

↓

End-of-life
- Secure scrappage - Environmental management - De-registration

←

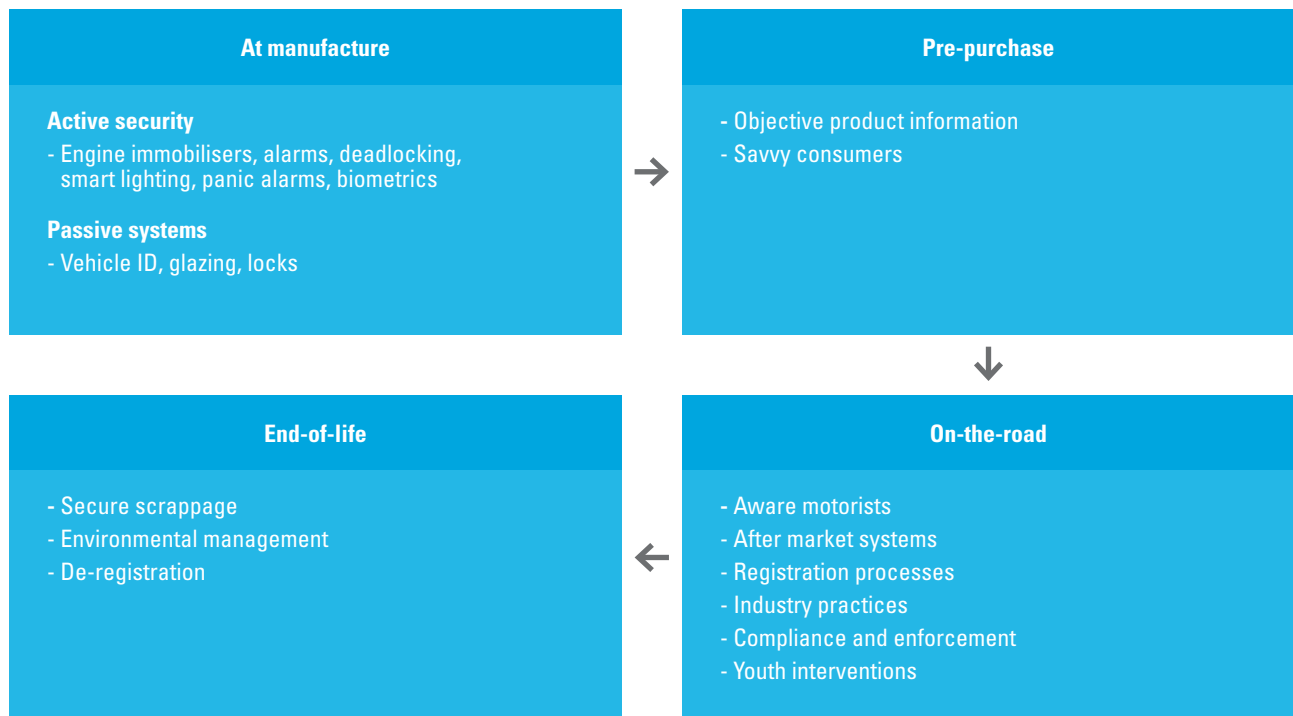| On-the-road |
|---|
| - Aware motorists
- After market systems
- Registration processes
- Industry practices
- Compliance and enforcement
- Youth interventions |

Figure 4 above uses the life-cycle of a vehicle to illustrate the range (and timing) of interventions that could contribute to a secure system to minimise the risk of a vehicle being stolen.

Part C – Work program (2012-2015)

The NMVTRC's work program for 2012-2015 will focus on the following priorities presented in the context of the four reform themes of Disrupting the Separated Parts Market, Disrupting Vehicle Laundering Markets, Diverting Young Offenders and Capacity Building and Innovation.

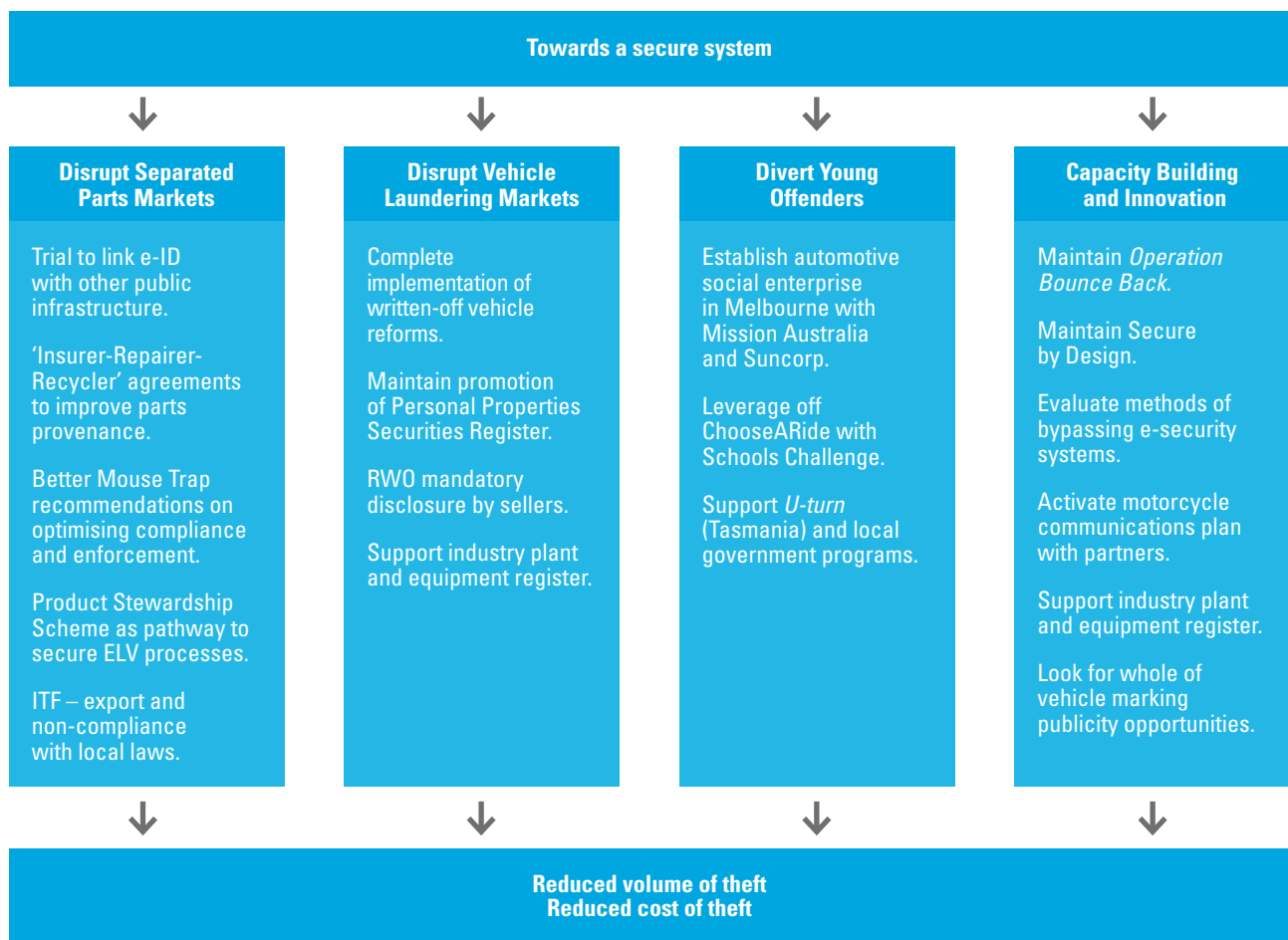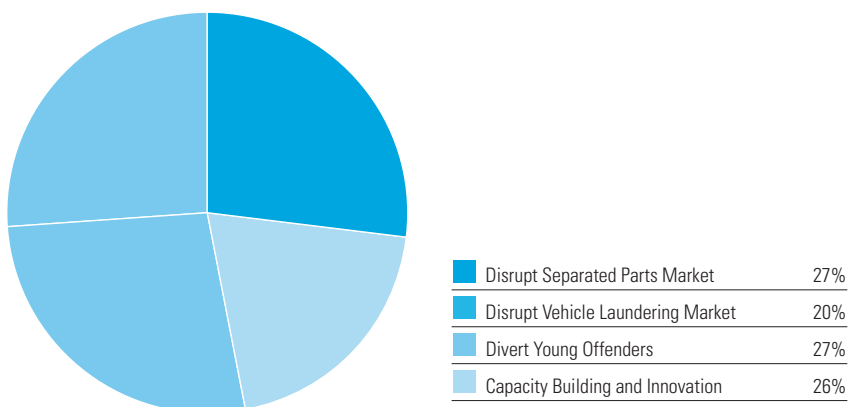Figure 5: 2012/13 work program at a glance

Towards a secure system

Disrupt Separated Parts Markets	Disrupt Vehicle Laundering Markets	Divert Young Offenders	Capacity Building and Innovation
Trial to link e-ID with other public infrastructure.	Complete implementation of written-off vehicle reforms.	Establish automotive social enterprise in Melbourne with Mission Australia and Suncorp.	Maintain *Operation Bounce Back*.
'Insurer-Repairer-Recycler' agreements to improve parts provenance.	Maintain promotion of Personal Properties Securities Register.	Leverage off ChooseARide with Schools Challenge.	Maintain Secure by Design.
Better Mouse Trap recommendations on optimising compliance and enforcement.	RWO mandatory disclosure by sellers.	Support *U-turn* (Tasmania) and local government programs.	Evaluate methods of bypassing e-security systems.
Product Stewardship Scheme as pathway to secure ELV processes.	Support industry plant and equipment register.		Activate motorcycle communications plan with partners.
ITF – export and non-compliance with local laws.			Support industry plant and equipment register.
			Look for whole of vehicle marking publicity opportunities.

Reduced volume of theft
Reduced cost of theft

Figure 6: Program resource allocation 2012/13

Disrupt Separated Parts Market	27%
Disrupt Vehicle Laundering Market	20%
Divert Young Offenders	27%
Capacity Building and Innovation	26%

Reform Theme/Project Element/Desired Outcome	Action		
	Year 1 (2012/13)	Year 2 (2013/14)	Year 3 (2014/15)
Disrupt the Separated Parts Market			
Trial to link Original Equipment Manufacture e-ID with public infrastructure (DSP/13/001) Increased likelihood of suspicious parts being detected via routine servicing, programmed or targeted enforcement activities.	Facilitate multi-party agreements and data flows/connections.	Review and evaluate.	Extend model.
Explore using commercial agreements between insurers, repairers and parts recyclers to improve parts provenance (DSP/13/002) Reduced opportunities for criminal networks to sell stolen parts into legitimate trades.	Work with affected parties to find mutual benefits and mechanisms. Conduct trial.	Review trial and extend refined model.	Review and evaluate.
Modernise regulatory regimes to optimise compliance (DSP/13/003) Greater levels of regulatory conformance and more effective tools and sanctions for non-compliance.	Consult affected parties on recommendations for reform developed by DLA Piper Lawyers. Design new compliance model and tools.	Facilitate law reform program.	Complete law reform program.
Product Stewardship Schemes as a pathway to secure end-of-life vehicle (ELV) processes (DSP/13/004) More secure practices for decommissioning end-of-life vehicles to combat theft-for-scrap rackets and minimise environmental impacts.	Work with interested parties to establish a voluntary product stewardship scheme for ELVs.	Implement model.	Expand program.
Inter-agency Task Force on illicit export activity and non-compliance with local laws (DSP/12/005) Clearer intelligence picture of the extent to which exports and backyard activities contribute to stolen/ not recovered rates.	Establish new ITF in key jurisdiction.	Develop countermeasures.	Pursue adoption of countermeasures.

Reform Theme/Project Element/Desired Outcome	Action		
	Year 1 (2012/13)	Year 2 (2013/14)	Year 3 (2014/15)
Disrupt Vehicle Laundering Markets			
Complete implementation of written-off vehicle reforms (DVL/13/001) Reduced pool of vehicles that are subject to criminal manipulation and greater surety that those which should not be repaired on safety grounds are appropriately classified.	Complete implementation in all jurisdictions.[6]	Review impacts.	Monitor results.
Maintain promotion of Personal Property Securities Register (PPSR) (DVL/13/002) A more informed, discerning buyer market for used vehicles.	Maintain support marketing campaign.	Monitor utilisation and effectiveness.	Maintain marketing.
Mandatory disclosure by RWO sellers (DVL/13/003) A more informed, discerning buyer market for used vehicles.	Develop national proposal based on Victorian model.	Pursue adoption nationally.	Complete adoption nationally.
Support industry development of plant and equipment register (DVL/13/004) A single, comprehensive and accessible source of key identifiers for items of plant and equipment.	Assist the Construction & Mining Equipment Industry Group to develop industry register.	Monitor utilisation and effectiveness.	Identify options for enhancement and interfacing to other systems.

6. For NSW implementation refers to applying the new criteria to any vehicle considered for an exemption from the general ban of the re-registration of most WOVs.

Reform Theme/Project Element/Desired Outcome	Action		
	Year 1 (2012/13)	Year 2 (2013/14)	Year 3 (2014/15)
Divert Young Offenders			
Establish automotive social enterprise for young recidivist offenders in Melbourne with Mission Australia (MA) and Suncorp Insurance (DYO/13/001) Improved access to diversionary programs that reflect NMVTRC's best practice model.	Complete model development and implement with MA and Suncorp.	Assess opportunities for replication in other locations.	Replicate model.
Leverage off Choose A Ride (CAR) interactive short film with Schools Challenge (DYO/13/002) Engage and inform young people of the potential risks, consequences and long term impacts of becoming involved in vehicle crime.	Develop Schools' Challenge program.	Review effectiveness of CAR resources.	Develop new product.
Maintain in-kind support of *U-turn* Tasmania and local government programs based on Canterbury/Bankstown's *U-turns for Youth Program* (DYO/13/003) Improved access to diversionary programs that are consistent with NMVTRC's best practice model.	Maintain advisory and in-kind support.	Maintain advisory and in-kind support.	Review and evaluate models.

Reform Theme/Project Element/Desired Outcome	Action		
	Year 1 (2012/13)	Year 2 (2013/14)	Year 3 (2014/15)
Build Stakeholder/Community Capacity and Encourage Innovation			
Maintain *Operation Bounce Back* (BSC/13/001) A more informed community on the risks of theft leading to improved practices and demand for secure vehicle design.	Maintain partnerships with local government to carry key vehicle security messages to communities in theft hot spots nationally.	Review/refresh.	Implement refreshed program.
Maintain Secure By Design (BSC/13/002) Improved vehicle manufacturer response to secure design.	Use vehicle security ratings to raise public awareness of class leading vehicles and encourage industry best practice.	Review/refresh.	Implement refreshed program.
Evaluate emerging criminal methodologies used to bypass electronic security systems (BSC/13/003) Identification of threats to inform improved manufacturer response to secure design.	Commission expert research and monitor police investigations. Assess level of intervention required.	Develop priority actions.	Pursue priority actions.
Develop strategic partnerships with motorcycle retailers and riders to reduce theft risks (BSC/13/004) Reduced theft exposure for motorcyclists.	Work with peak industry and rider groups to educate motorcycle riders about theft risks during Motorcycle Month (October)	Maintain.	Maintain.
Provide support materials for the public education programs of other organisations which are consistent with NMVTRC's key messages (BSC/13/005) A more informed community on the risks of theft leading to improved practices and demand for secure vehicle design.	Maintain.	Refresh resources.	Maintain.
Monitor motorists' attitudes to vehicle security issues (BSC/13/006) Continuous improvement in community education messages and materials.	Commission customised and ad hoc consumer research.	Maintain.	Maintain.

Appendix A – Parties consulted in development of Strategic Plan

ACT Department of Justice and Community Safety
Allianz Australia Insurance
Australian Automobile Association
Australian Customs Service
Australian Government's Attorney-Generals' Department
Australian Motorcycle Council
Austroads
Bankstown City
BMW Australia
Clarence City
Consumer Affairs Victoria
Federal Chamber of Automotive Industries
Ford Motor Company
Glenorchy City
Hyundai Motor Company Australia
HBF Insurance
Insurance Australia Group
Insurance Council of Australia
Manheim Australia
Mission Australia
Mitsubishi Motors Australia
Motor Trades Association of New South Wales
Motor Trades Association of South Australia
Motor Trades Association of Western Australia
New South Wales Attorney-General's Department
New South Wales Police Force
New South Wales Roads & Maritime Services

Pickles Auctions
QBE Insurance
Queensland Department of Transport and Main Roads
RAA Insurance
RAA of South Australia
RAC Insurance
RAC Western Australia
RACQ Insurance
RACV Limited (Victoria)
SGIC
South Australia Police Service
South Australian Department for Planning, Transport and Infrastructure
South Australian Office of Crime Statistics
South Australian Vehicle Theft Reduction Committee
Suncorp Insurance
Tasmanian Automobile Chamber of Commerce
Tasmanian Department of Infrastructure, Energy & Resources
Tasmanian Department of Police & Emergency Management
Transport for New South Wales
VicRoads
Victoria Police
Victorian Automobile Chamber of Commerce
Victorian Business Licensing Authority
Western Australia Police Service
Western Australian Department of Transport
Western Australian Office of Crime Prevention

Appendix B – Project assessment framework

Priority projects included in this Plan have each been subject to detailed evaluations against the following assessment framework to ensure candidate projects support the NMVTRC's 'vision and goals'.

1. Contributes to vision	Possible rankings essential, value adding, discretionary.
2. Object definition	Clearly articulated objective with specific goals/targets.
3. Problem identification	Comprehensive identification of current deficiencies, likely future trends, stakeholder recognition.
4. Problem assessment	Full analysis of the underlying cause of the deficiency and scale of impacts.
5. Problem analysis	Clear articulation of why deficiency exists and contributing factors.
6. Option assessment	Assessment of the range of possible interventions/means of implementation (advocacy, subsidies/incentives, regulation/penalties).
7. Solution assessment	Full analysis of why selected solution is favoured over alternative options: • likely impact and effectiveness; • interdependencies (the extent to which success relies on parallel sectoral reforms, national harmonisation, etc.); • achievability; • constraints/downsides; and • timeliness quick (one to two years), medium (three to five), long (five plus).
8. NMVTRC cost	Estimate of NMVTRC costs.

Appendix C – Key performance indicators for NMVTRC operations

The NMVTRC is a joint initiative of all Australian Governments and the insurance industry and places a heavy emphasis on measurable outcomes and the delivery of high quality monitoring and evaluation processes. It considers its key performance indicators (KPI) as crucial tools in measuring outcomes and determining the NMVTRC's success in achieving its mission.

The data to measure the NMVTRC's performance is gathered using a range of channels, including annual surveys of stakeholders' perceptions. The results are reported in the NMVTRC's Annual Report published each year in October.

A: Motor vehicle theft trends in Australia

Program code	A1
Indicator	Comparisons with motor vehicle theft in comparable developed nations.
Source	Various sources.
Format	Calendar year. Graphical or tabular representation of raw data and theft per 1,000 persons. The following countries are to be compared: Canada, Germany, Italy, Japan, Netherlands, New Zealand, United Kingdom and United States.
Baseline	Rolling five years (now 2008).

Program code	A2
Indicator	Reductions in the rate of vehicle theft per number of vehicles registered and per 1,000 population.
Source	Comprehensive Auto-theft Research System (CARS).
Format	Financial year. Graphical or tabular representation of percentage changes per 1,000 vehicles registered and per 1,000 persons.
Baseline	Rolling five years (now 2008).

Program code	A3
Indicator	Reductions or changes in the incidence and nature of short term and profit-motivated theft.
Source	CARS.
Format	Financial year. Graphical or tabular representation of short term and profit-motivated theft rates based on recovery rate analysis. Vehicles recovered relatively intact attributed to short term theft. Vehicles unrecovered or recovered in a substantially stripped condition attributed to profit-motivated theft. Vehicles which do not fall distinctly into either categories shall not be included.
Baseline	Rolling five years (now 2008).

Program code	A4
Indicator	Community perceptions of motor vehicle theft relative to other crimes.
Source	Public survey.
Format	Measurement of community concern with various types of crime relative to vehicle theft. Crimes to include: rape and assault, drug offences, murder, vandalism, house burglaries, street hold ups.
Baseline	2008 Nexus Survey.

Program code	A5
Indicator	The economic and social cost of motor vehicle theft, including the costs borne by the insurance industry.
Source	CARS.
Format	Financial year. Insurance figure based on number of cars stolen times average cost of insurance claim.
Baseline	2011/12 financial year.

B: Assessment of NMVTRC consultation processes

Program code	B1
Indicator	Stakeholders' perceptions of the Council's program coordination and consultation performance.
Source	Stakeholder survey.
Format	Qualitative analysis of data collected.
Baseline	Rating of the Council's program coordination and consultation performance measures as good, very good or excellent by 80 per cent of respondents.

Program code	B2
Indicator	The quality of the Council's publications.
Source	Feedback forms from publications and annual stakeholder survey.
Format	Qualitative. To be expressed as a collective asessment.
Baseline	Rating of the Council's publications as good, very good or excellent by 80 per cent of respondents.

Program code	B3
Indicator	Analyses of references to the Council in the media and assessment of coverage as negative, neutral or positive.
Source	Media monitoring through monitoring agency.
Format	Quantitative (number of references and assessment of coverage). May also include qualitative analysis of major themes.
Baseline	80 per cent of media coverage rated as positive.

Program code	B4
Indicator	An improved level of awareness of vehicle security practices and vehicle theft issues by the community.
Source	Public survey.
Format	Quantitative and qualitative. Graphical or tabular representation of changes in the publics' level of awareness. To include: concern of having car stolen; rating of anti-theft measures; locking and security practices; beliefs regarding immobiliser effectiveness and cost; and types of cars stolen and offending groups.
Baseline	2008 Nexus Survey.

C: NMVTRC's contribution to vehicle theft reforms implemented by stakeholders

Program code	C1
Indicator	Level of Council's influence on the implementation of reforms (major positive impact, minor positive impact, no impact, negative impact).
Source	Stakeholder survey.
Format	Qualitative analysis of Council's influence on reforms outlined in yearly business plan. To be measured as having a major positive impact, minor positive impact, no impact, negative impact.
Baseline	Rating by more than 80 per cent of stakeholders as major positive impact.