ASECAP DAYS

MADRID 2016

44^(TH) *ASECAP STUDY & INFORMATION DAYS 2016*
The Path Towards an Integrated And Sustainable Mobility in Europe

Intercontinental Hotel
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www.asecapdays.com
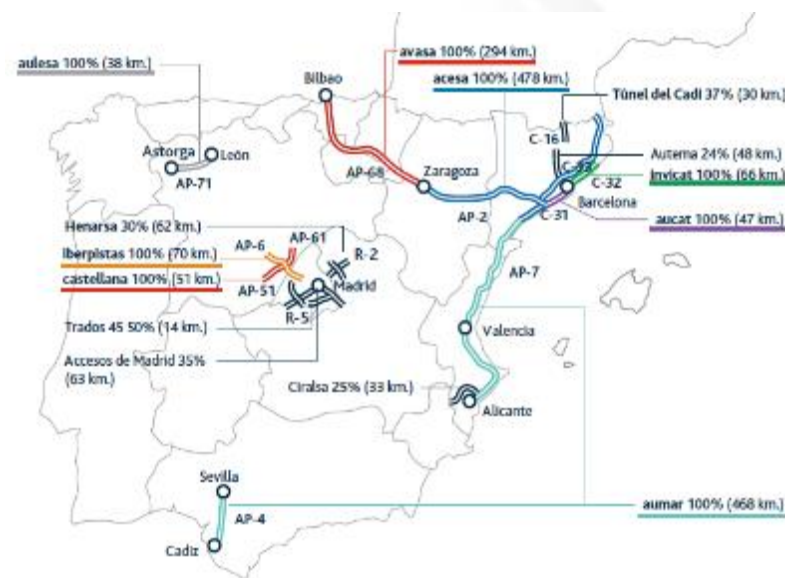
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AGENDA

1. Abertis Autopistas (aAE) motorways network
2. aAE Tolling system
3. Automation and remote supervision
4. Mobility policies in Catalonia region
5. Conclusions

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Abertis Autopistas motorways network

- 12 countries (Europe and America).
- Manages more than **7.000** kilometers directly.

- Manages **1,512** km directly.
- Manages **251** kilometers indirectly.

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aAE Tolling system (Facts & Figures)

one system for 8 concessionaires

129 Toll stations

1.450 Toll lanes

366 ATM VTP

More than 1.000.000 transactions per day

Customer services eInvoice and eReceipt

15,000 average daily traffic

14,142 millions km travelled

17,2% HGV

84,7% Electronic payment (credit card+ ETC)

47,3% ETC payment

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Automation goals

Improve the customer service perception

Provide a centralized and homogeneous management

Infrastructure and tolling system is being monitored continuously 24x7

Improve job conditions and safety for the toll cashers

Technology deployment

366 ATM machines

2.220 intercoms

1.191 CCTV Lane

1518 CCTV document

248 CCTV Toll Plaza

INTEGRATION

Audio. Light and HGV level.

Video. Lane, document, and toll plaza CCTV.

Remote Control of each PC lane

Tolling monitoring systems: alarms, states, faults, infrastructure

Call Centers & remote supervision

Call Center services

- 10 call centers distributed
- 63 operators simultaneously
- 1.095 total staff trained

KPI

- 1.993.488 incidents in 2015
- 855.213 1st Quarter 2016 (x2)
- 0,72% incidents vs total traffic
- 97,21% Inc. solved remotely
- 2,79% Inc. solved on site

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Background

In the period 2012-2015, Catalonia Government launched a package of Mobility Policies linked to **commuter mobility and with the focus on efficient use of the motorways by the drivers and cars**. Those Mobility Policies are linked to **VIAT payment method** due to the fact its the fastest and best service for the customer and motorway operation point of view.

Mobility policies goals

1. **Discounts policies linked to the VIAT payment method (Electronic toll Collection).**

2. **Promote the efficient use of the road transportation network, favoring car sharing and the upgrading to the latest cars. Type of discounts**:

- **By frequency** : 30% discount. More that 16 trips a month.
- **By High Occupancy Vehicles** (HOV): 40% discount. Applies to vehicles with 3 or more passengers in light vehicles.
- **By low emission cars** (ECO): 30% discount. Electric vehicles can reach up to 100%. (registering web site) WWW.ECOVIAT.COM

3. **Apply** policies to **pay per real distance travelled** within the homogenized plan in order to achieve a fair mobility in the road transportation.
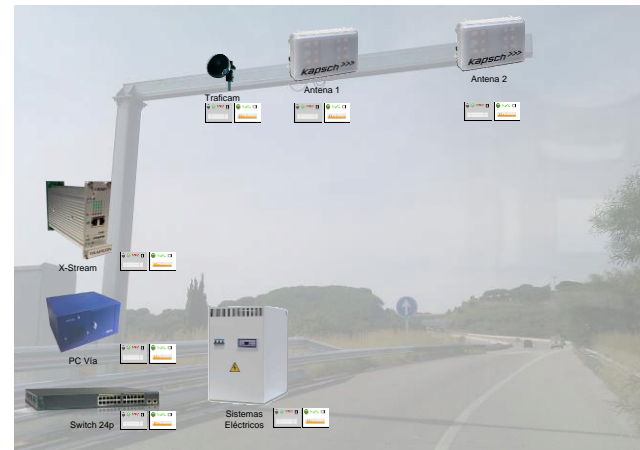
Technology deployment

Control points– pay per use / real distance

- **13** Control points based on ETC (VIAT) in INVICAT
- **6** Control points based on ETC (VIAT) in AUCAT
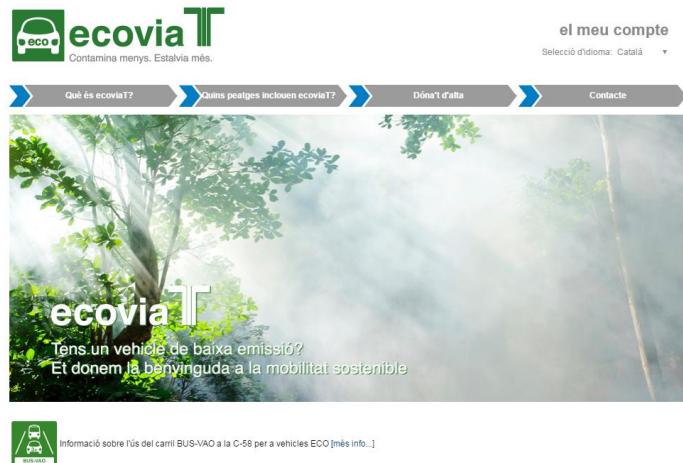- Has been in operation since 1st January 2015.

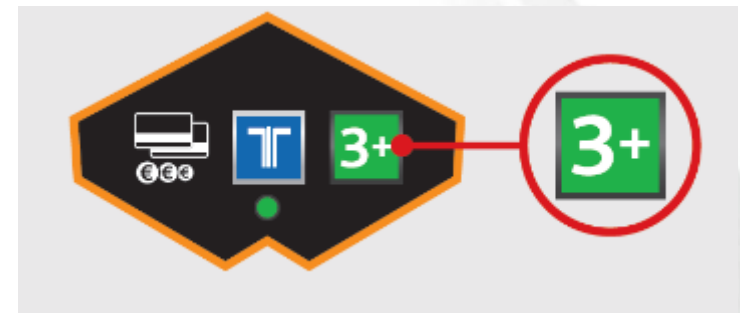RSU control point

Maintenance tool

Technology deployment

HOV / ECO lanes

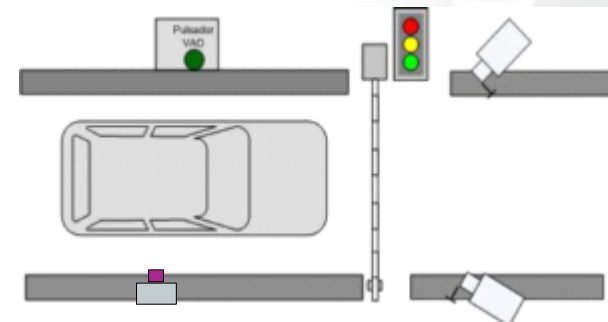- **42** ATM machines in INVICAT
- **16** ATM machines in AUCAT

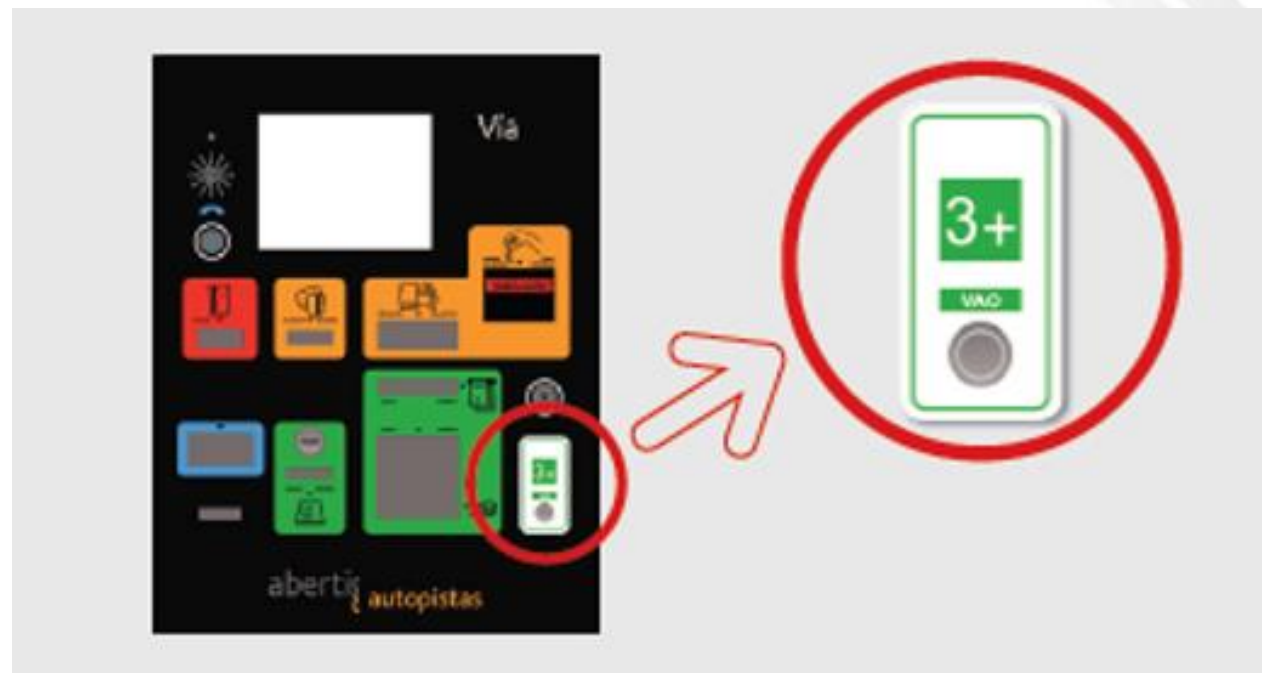## Signage

ECOVIAT Web site
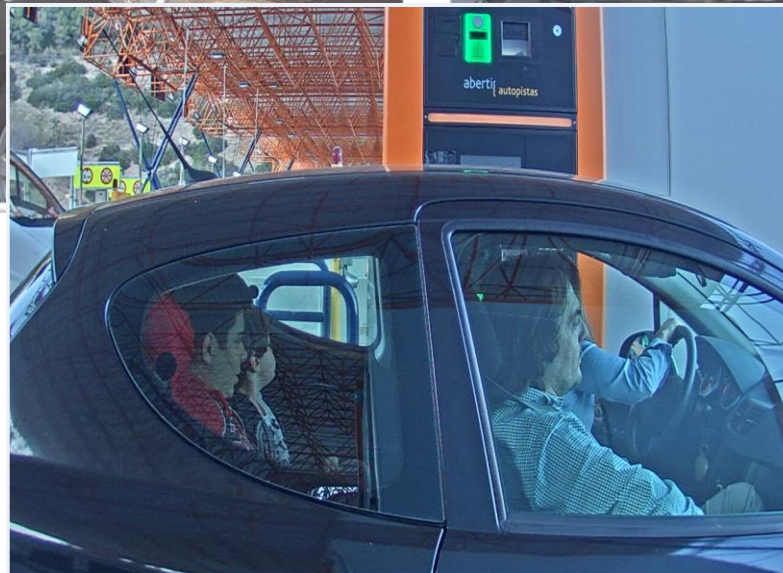

HOV/ECO cameras

HOV declaration

Customer request

HOV validation

Central system - Manual validation

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Conclusions

1. **Automated payments method with ETC and ATM** machines, in traditional toll plazas with barriers, have brought advantages for both operations and customers e.g. **more efficient and effective** management and better customer service perception.

2. **The application of new policies**, e.g.: HOV, ECO and real pay per use discounts, to **encourage and improve the mobility** in the road transportation system, more sustainable for the environment, and promoting the use of the "**Safest Roads", the motorways**.

Thanks!