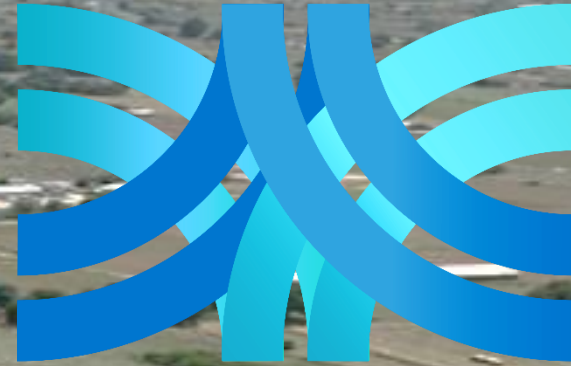


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TCS & Back Office Team Leader*

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**Collaboration with Police
Authorities for Toll Violations
Reduction in Nea Odos Concession**



Organized by



PRESENTATION OVERVIEW

- ❑ INTRODUCTION
- ❑ VIOLATIONS HISTORY AT NEA ODOS CONCESSION
- ❑ DEVELOPMENT & INTRODUCTION OF ViMA
- ❑ RESULTS
- ❑ CONCLUSIONS

INTRODUCTION

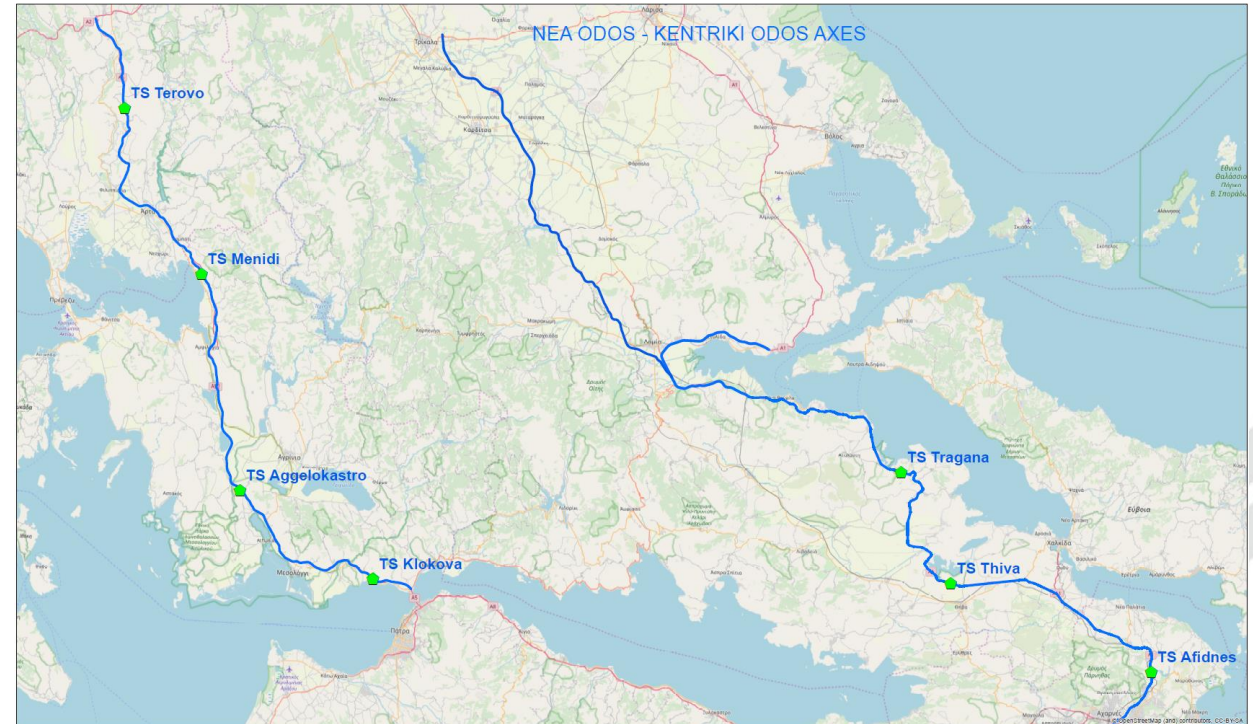
VIOLATIONS AT NEA ODOS SNAPSHOT

THE MOTORWAY

Network	2 axes of 377km length
Operations	2008 in PATHE Section
	2017 in IONIA ODOS Section
Toll Plazas	27
Toll Lanes	125
Traffic	37.1 million in 2018

VIOLATIONS ISSUE

Violations %	73% in PATHE Section
Mechanisms	Concession Agreement Provisions
	Provisions of Greek Legislation
Involvement	Concessionaire
	Police Authorities
	External Entities (Bailiffs, Courts)



AFIDNES TOLL PLAZA

- K.P. 32+000 of PATHE Section
- 26 physical lanes & 42 logical
- 2012 - 2019
- 58% of PATHE transactions
- 56% of PATHE revenues
- 65% of PATHE violations
- 2.5% of transactions at Afidnes are violations



OBJECTIVES

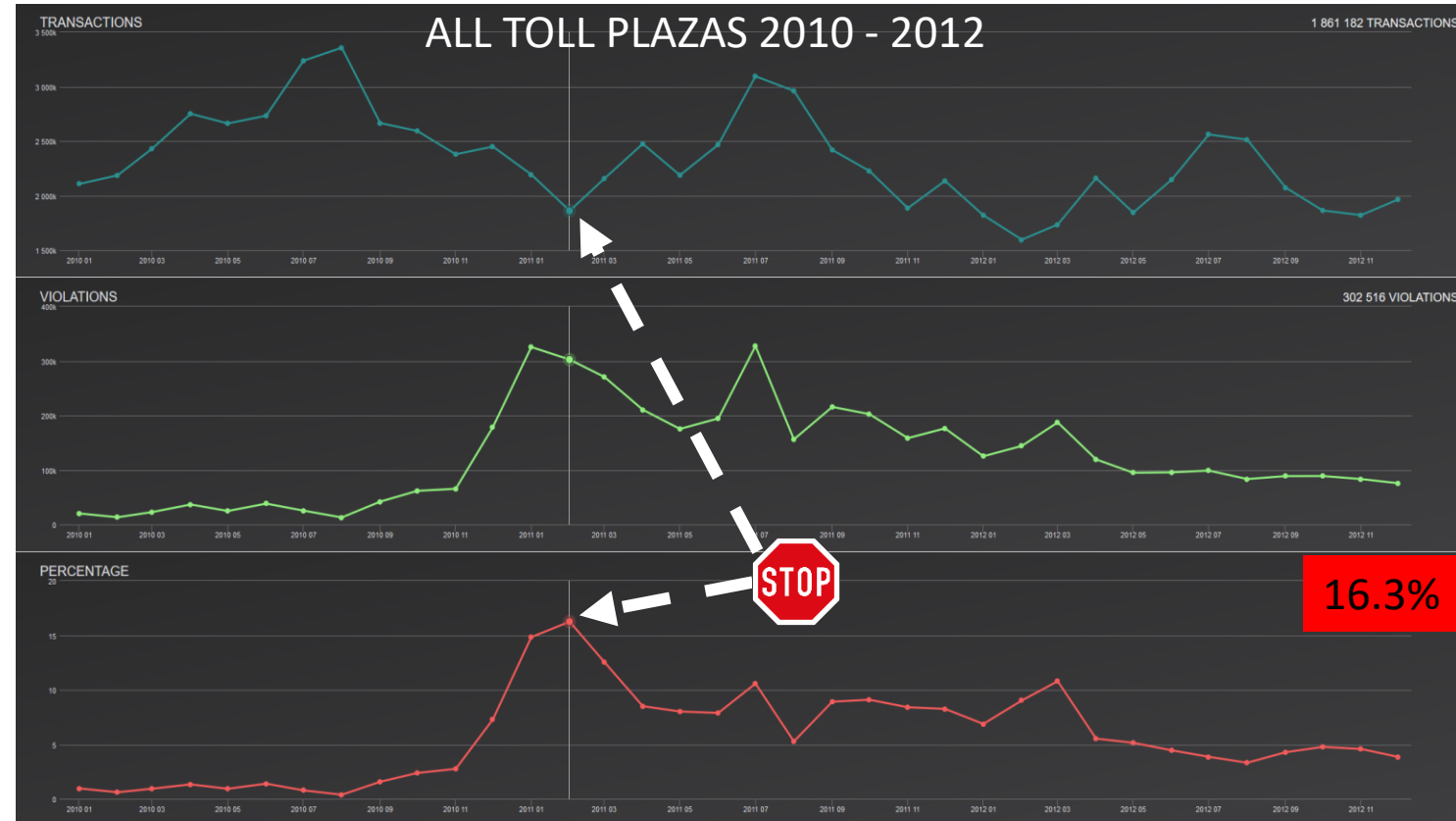
- *Prevent new users from violating...*

VIOLATIONS HISTORY

- Increasing Occurrence recorded in 2010
- Peaked between 12/2010 – 03/2012
(avg 9.5% of total transactions)

TOLL PLAZA	VIOLATIONS PEAK (%)
Afidnes	15.7%
Thiva	16.8%
Tragana	17.8%

- Mainly during protests supported by citizens initiative 'Den plirono'



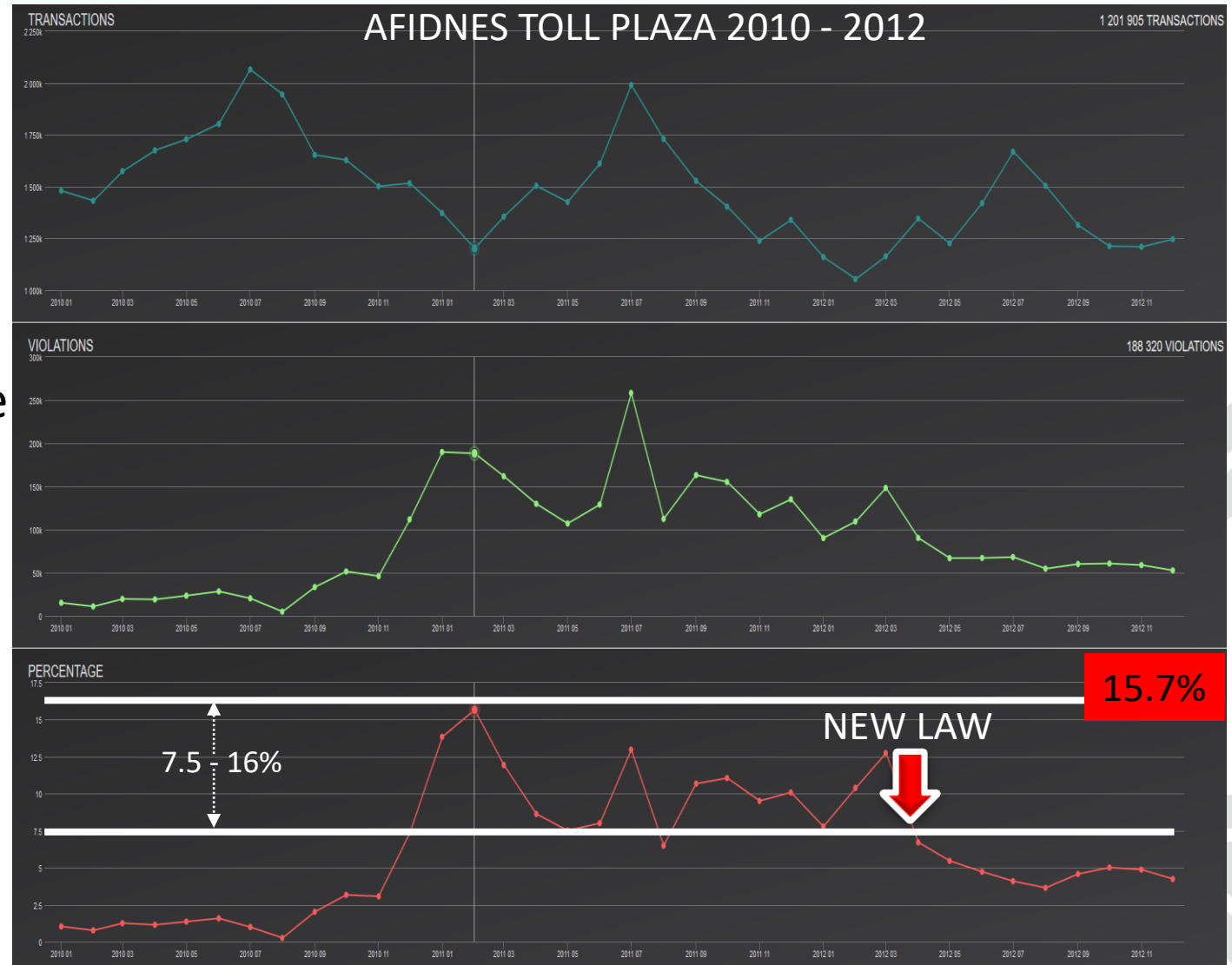
VIOLATIONS HISTORY – Afidnes Toll Plaza

2010 - 2012

- 14 consecutive months violations percentage > 7.5% of total traffic
- Revenue lost – €6.4 mil
- Introduction of N.4070/12 did reduce violation percentage ~ 5%

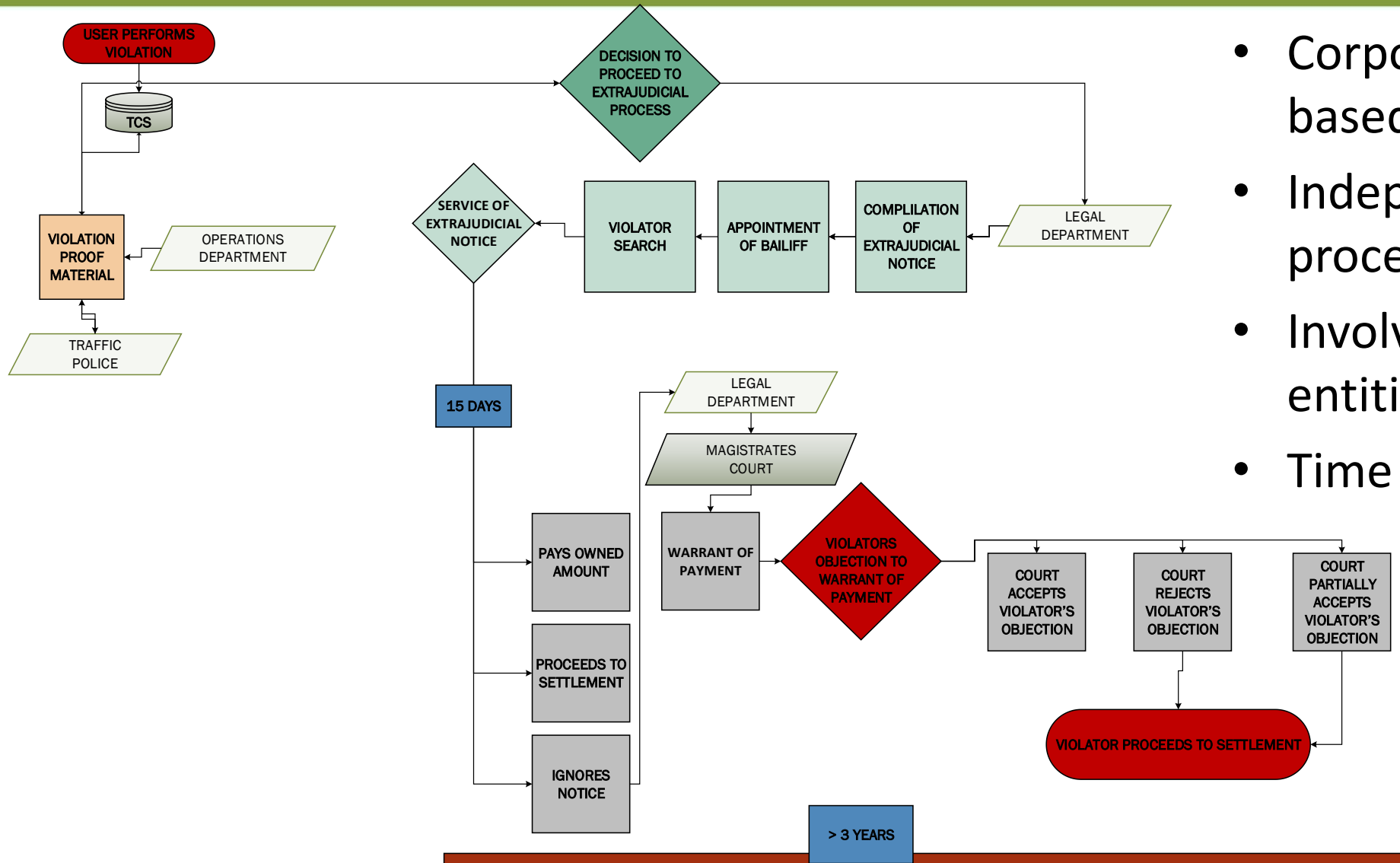
2013 – 2017

- Between 2.5-4%





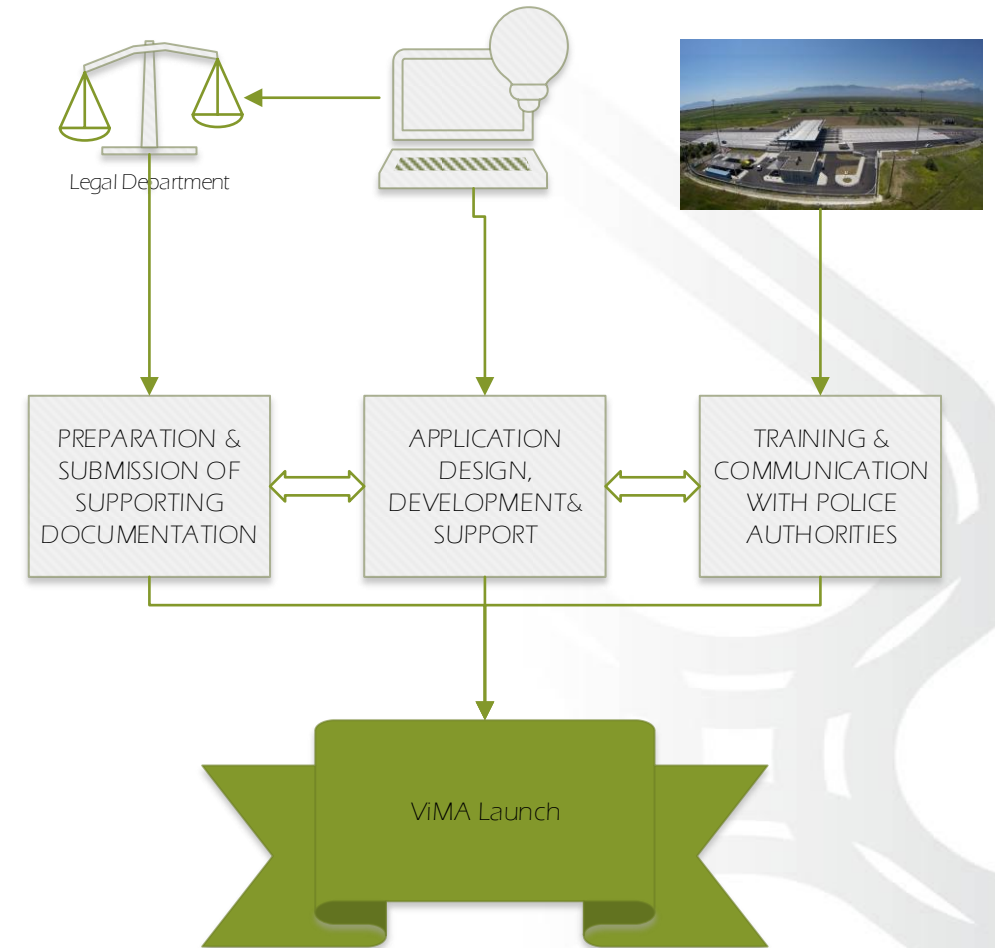
Toll Violation Collection Process



- Corporate decision based process
- Independent & parallel procedure
- Involvement of external entities
- Time & Cost

INTRODUCTION OF VIOLATIONS MANAGEMENT APPLICATION (ViMA)

- Web application developed fully inhouse
- Fully compatible with GDPR Guidelines
- Involvement of 3 NOC Departments & 9 Police Authorities
- Deployment Time: 2 months



ViMA ARCHITECTURE

- Process held in Central Level (TCS Database)
- Violation Records
- Transaction matching with vehicle images & corresponding video
- Unique transaction identification data
- Export in pdf format of recorded violation to justify violation

Κωδικός	Ημερομηνία Διέλευσης	Σταθμός Διέλευσης	Αριθμός	Πλακέτα Οχήματος	Κατηγορία παραβίασης	Εικόνα 1	Εικόνα 2	Εικόνα 3	Video	Παραπομπή Παραβίασης
6374027	08/04/18 00:07:27	Αθήνες προς Λαμία	L11	ΥΤΑ3456						
63740798	08/04/18 00:26:50	Αθήνες προς Λαμία	L01							
63740822	08/04/18 00:28:45	Θήβες (Πλευρά) προς Λαμία	L01							

Πληροφορίες Παραβίασης

Κωδικός Παραβίασης: **63835810** Αυτοκινητοδρόμος: **ΠΛΑΘΕ**

Ημερομηνία Διέλευσης: **07/04/18 00:08:50**

Σταθμός Διέλευσης: **Αθήνες προς Λαμία** Αριθμός Πλακέτας: **ΙΒΙ5959**

Λαμπίρα: **L06**

Φωτογραφίες Παραβίασης

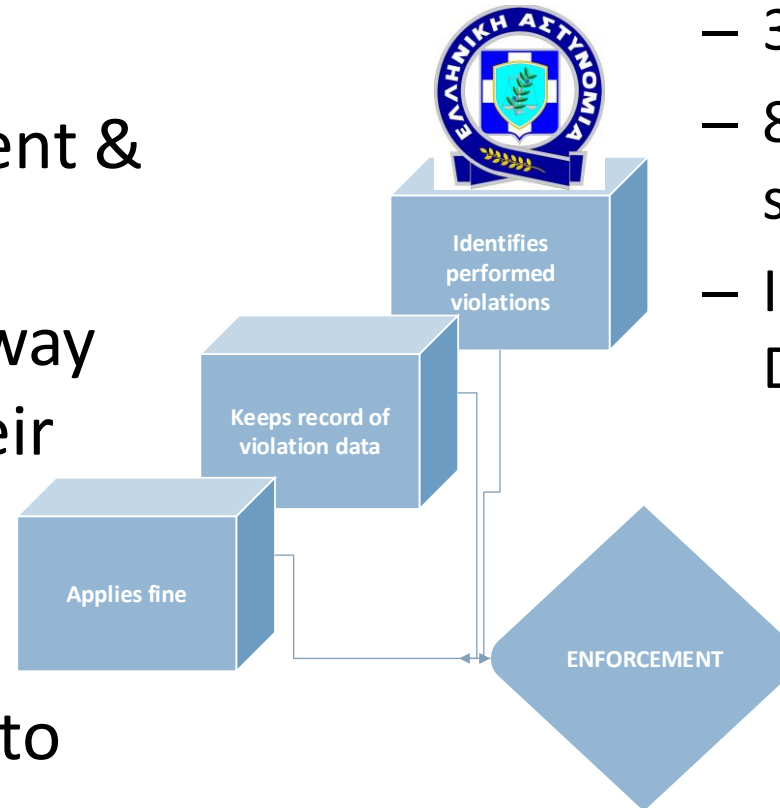
Ημερομηνία: 07/04/18 00:08:50
Σταθμός Διέλευσης: Αθήνες προς Λαμία
Λαμπίρα: L06

Ημερομηνία: 07/04/18 00:08:50
Σταθμός Διέλευσης: Αθήνες προς Λαμία
Λαμπίρα: L06

Ημερομηνία: 07/04/18 00:08:50
Σταθμός Διέλευσης: Αθήνες προς Λαμία
Λαμπίρα: L06

The Role of the Police

- Police Directories approved System Functionality
- NOC provided equipment & performed training
- Access given to Motorway Traffic Police within their jurisdiction
- Proof of violation
- Fine is issued and sent to violators



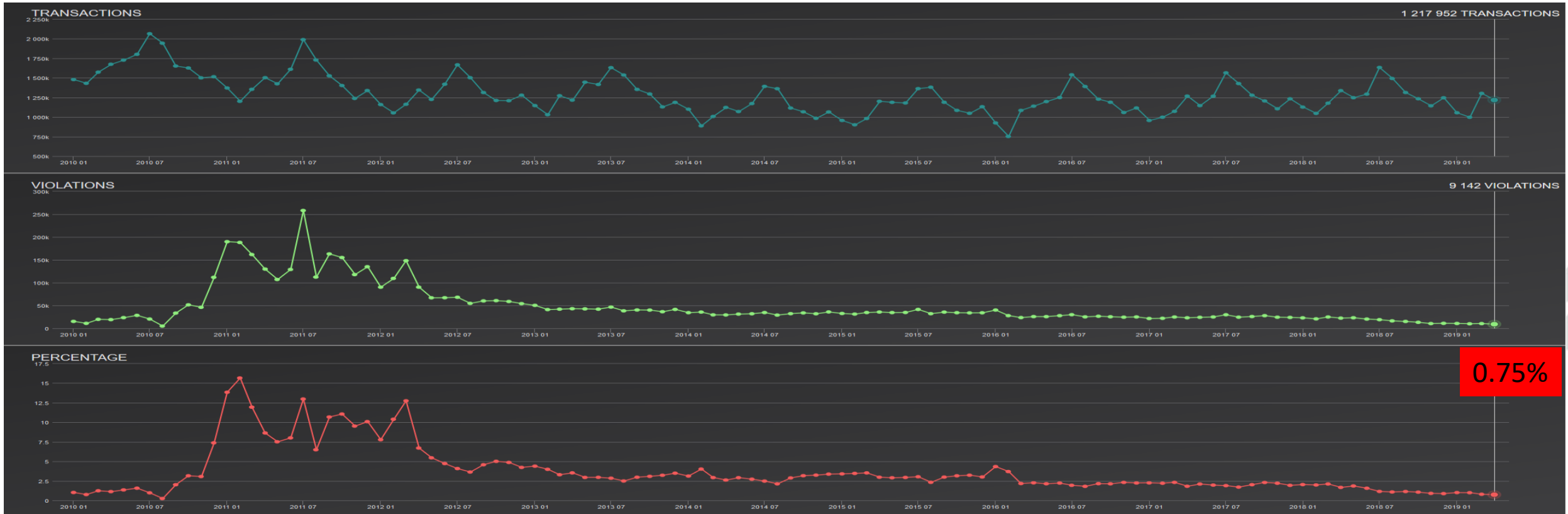
Afidnes Traffic Police

- 350 penalty notices/month
- 80% of violators from Afidnes surrounding areas
- Increase in Oropos Fast Pass Discount Program



VIMA DEPLOYMENT – RESULTS

AFIDNES TOLL PLAZA 2010 - 2019



	VIOLATIONS NUMBER	VIOLATIONS %	LOSS OF REVENUES
February 2011	188.320	15.7%	400.000€
April 2019	9.466	0.75%	39.522€

CONCLUSIONS

Good to have from the State

- Legal Framework
- Stronger political will
- Updated Central Databases
- Dedicated and trained personnel

Must have

- Systems availability & accuracy
- State-of-the-art technologies
- Consideration of customer needs & habits

...moving forward

- Harmonization of tolling services among Member States
- Data exchange & cooperation between Member States
- Technology trends & evolution
- Future National Tolling Schemes



Thank you for your attention

Contact Information

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