

# ASECAP Road Safety Conference

## Road Safety – A shared responsibility

### A story of success or failure?



BRUSSELS, EUROPEAN ECONOMIC AND  
SOCIAL COMMITTEE

21<sup>ST</sup> MARCH 2017  
09.00-13.00



Association Européenne des Concessionnaires  
d'Autoroutes et d'Ouvrages à Péage



Comité économique et social européen  
European Economic and Social Committee



# TEAMWORK IN INCIDENT MANAGEMENT – A KEY FOR SAFER ROADS

Christian Ebner

Head of Department Traffic Management

ASF INAG Service GmbH

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# Content

- ASFINAG Overview
  - Incident Management
  - Best Practise Traffic Manager
  - Traffic Information
- 

# ASFINAG Overview



# ASFINAG Overview



- **Tasks:** Planning, construction, maintenance, operation, funding and tolling of motorways and expressways in Austria
- **Road network:** In operation: 2,199 km  
Tunnels: 164, Bridges: 5.192
- **Employees:** 2,734
- **Motorway operation and maintenance facilities:** 43
- **Regional traffic management centres:** 9
- **Financing:** Vehicles < 3.5 t: toll stickers + special tolls  
Trucks > 3.5 t: mileage-dependent toll



# ASFINAG rural Motorways





# ASFINAG urban Motorways



# ASFINAG Tunnels





# The ASFINAG Vision 2020 – Top-level Service Provider



**ASFINAG** is one of Europe's leading motorway network operators with a special focus on

- availability
- traffic management
- traffic information
- road safety and
- technological innovations

We act internationally and interlink with public transport.

# Incident Management



# Incident Management means...



- Active and rapid restoration of traffic flow
- Assistance to the authorities (police) and rescue entities
- Clear roles and responsibilities
- Optimal interaction between the ASFINAG organizational units
- Clear internal information and communication channels
- Rapid and consistent internal and external information transfer (customers, media, authorities, automobile clubs, internal units)



**All measures are to increase road availability and traffic safety**

# Partners of Incident Management



# ASFINAG „Officer in Charge“ is...



- "ASFINAG-Manager" proactively on site
- Contact point for police and rescue entities
- Contact and Information point for internal units like Traffic Control Centers
- Coordinator of all activities for rapid route approval
  - Derivation in coordination with the police
  - Traffic Information for oncoming vehicles
  - Protection of the accident site
  - Lane closures only if absolutely necessary
  - Secure Clearance of the site and minimizing the influence on traffic
- Maintenance Units in rural or Traffic Manager in urban areas



# Best Practise Traffic Manager



# Traffic Manager – Improvement of Traffic & Incident Management in conurbation of Vienna



## ➤ **Traffic Monitoring & preventive Mobile Traffic Control**

- First-hand information on incidents
- 24 h patrolling strategic hot-spots
- Direct cooperation with the Traffic Control Center
- State-of-the-art equipment

## ➤ **Generation and correction of Traffic Information**

- Verification of the broadcasted Traffic Information
- Generation of new Traffic Information



# Traffic Manager – Special Focus: Road Safety



## ➤ Incident Management

- Securing the site as best as possible
- Cooperation with Emergency Services
- Restoring the full availability of the road for our customers as quickly as possible


## ➤ Breakdown Service and securing hazardous areas

- Protect the broken down car/truck
- Help others pass without getting into or causing any further dangerous situations

## ➤ Inspections of Road Works



# KPI's Traffic Manager 2015



■ Total measures taken	10.083
■ Break down recoveries	1.426
■ Accident Recovery & Incident Management	1.359
→ Duration of total road closures	- 22%
→ Duration of accident removal	- 18%
→ Time from alerting to arrival at the site	< 10 min.
■ Inspections of Road Works	1.577
■ Route control actions	4.406
■ Generation of Traffic Information	102

# Best Practise in Incident Management on urban Motorways



- Prophylactic avoidance of traffic jam by immediately recovery of break downs and accidents
- Rapid organisation and coordination of removal in cooperation with the automobile clubs
- Profound support for the emergency organisations – especially for the police
- Fast, structured dispatching by the traffic control center
- Enormous positive feedback of customers
- High increase of consistent traffic information



# Traffic Manager - Lessons learned



- A designated operational unit for traffic management opens new possibilities in the cooperation with emergency services, in traffic information and in (preventive) traffic control
- A fast responding mobile unit with state-of-the-art equipment is crucial for effective network operations in urban areas
- The System of ASFINAG Traffic Manager is proved for more than four years

# Traffic Information

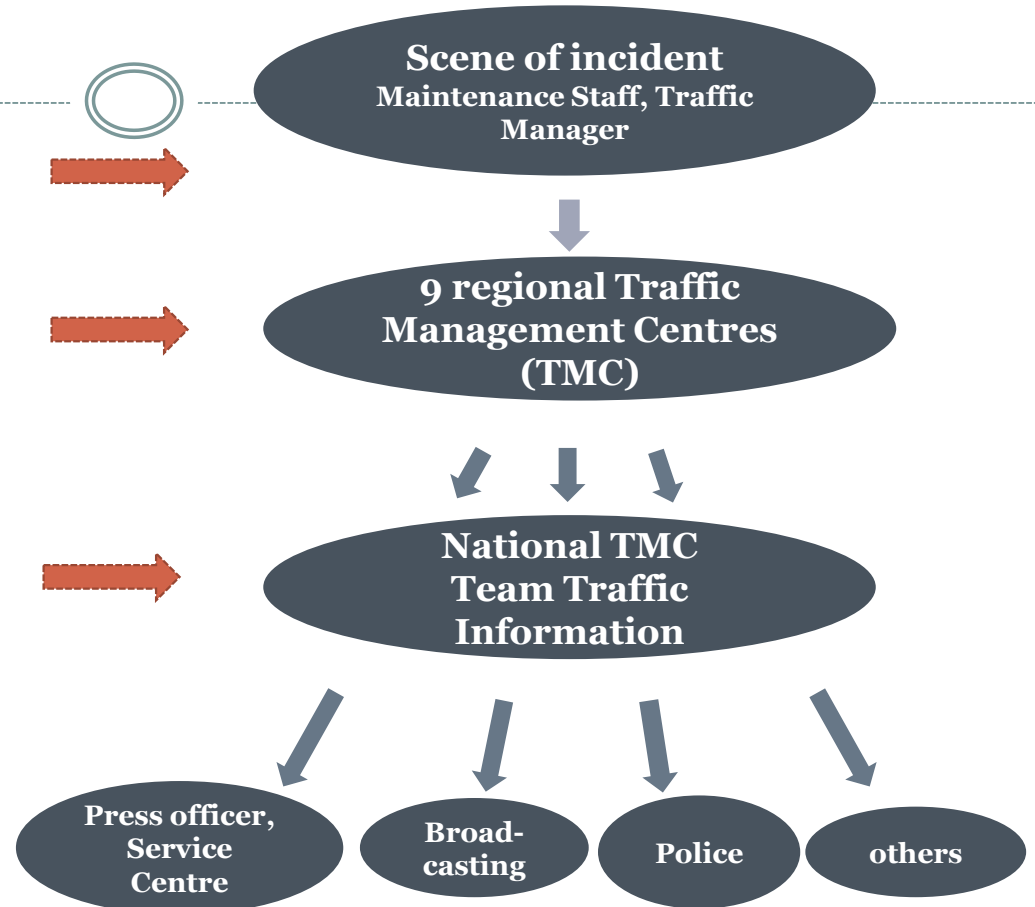


# Flow of Information

- Incident Management at the site
- Information transfer to TMC

- Documentation
- Set measures

- Generate, check and publish traffic information
- Alternative route control, rerouting
- International exchange of information in case of incidents



# Real time Traffic Information [www.asfinag.at](http://www.asfinag.at)



UNTERWEGS MAUT ÜBER UNS



## ROUTENPLANER

A Start

B Ziel

[Route berechnen](#)



## VERKEHRSSCHLÜNDEN

-  **A 1 WEST AUTOBAHN**  
zwischen AS Siezenheim und AS Wallersee Stau  
20.11.2014 16:15
-  **A 23 AUTOBAHN SÜDOSTTANGENTE WIEN**  
zwischen AS Stadlau und Autobahnknoten Prater zäher Verkehr  
20.11.2014 16:15
-  **A 1 WEST AUTOBAHN**  
AS Salzburg-Nord Unfall, Stau  
20.11.2014 15:50
-  **A 1 WEST AUTOBAHN**  
AS Salzburg-Mitte Einfahrt gesperrt

## VERKEHRSLAGE LIVE



## ASFINAG WEBCAMS



# Directly linked to Route Planner...



[routenplaner.asfinag.at](http://routenplaner.asfinag.at)



Neue Fahrt


**A** Start ↶

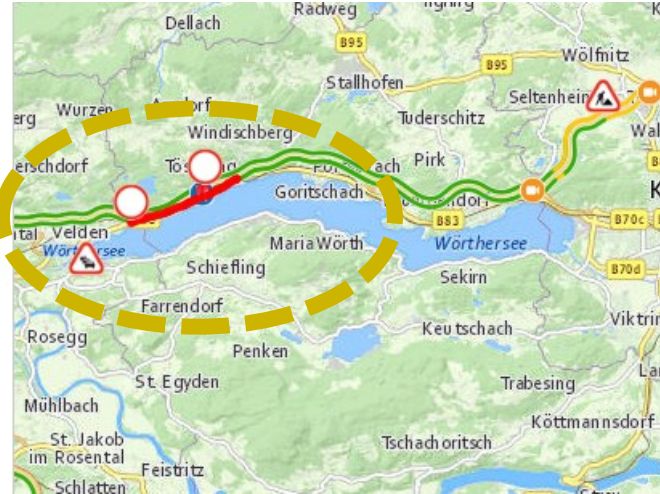
**B** Ziel

+ Zwischenziel hinzufügen

**Route**

Abfahrt	Ankunft
Jetzt 16:32	Do, 20.11.2014 ◀▶

 Sie haben individuelle Einstellungen getroffen!







# Information available on... ASFINAG App




 gesperrt

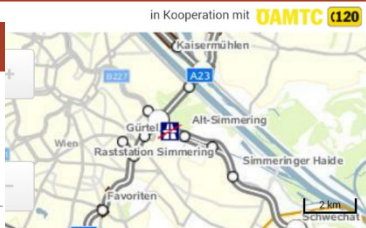
 A4 (4)

 **A4 - Ost Autobahn**  
Zwischen AS Neusiedl und AS Parndorf  
in beiden Richtungen Stau zu erwarten,  
Veranstaltung, Dauer: 13.11.2014 06:00  
Uhr bis 18:00 Uhr

 **A4 - Ost Autobahn**  
Zwischen Autobahnknoten Prater und  
AS Alt-Simmering gesperrt, Baustelle in  
der Nacht, Dauer: 11.11.2014 22:00 Uhr  
bis 14.11.2014 04:00 Uhr, eine  
Umleitung ist eingerichtet

 **A4 - Ost Autobahn**  
Autobahnknoten Prater gefährliche  
Situation in der Ausfahrt,  
Fahrbahnverengung, Baustelle bis  
31.12.2014

 **A4 - Ost Autobahn**  
Autobahnknoten Prater Ausfahrt  
gesperrt, Veränderte Verkehrsführung  
bis 30.06.2017




**Ost Autobahn**

Staatsgrenze Nickelsdorf

ischen Autobahnknoten Prater und AS Alt-Simmering gesperrt, Baustelle in der Nacht, Dauer: 11.11.2014 22:00 Uhr bis 14.11.2014 04:00 Uhr, eine Umleitung ist eingerichtet


11.11.2014 bis 14.11.2014



 **A1 (1)** 

Richtung Wien

**15km zähfließend**



zwischen **Loosdorf** (km 75) und **Knoten St.Pölten** (km 55)

**Defektes Fahrzeug**

# and linked to on-board telematics



- Road-to-vehicle information
- Vehicles are increasingly taking over the services provided by display and sensor infrastructure (more vehicles are equipped with sensors, integrated displays inform the driver)
- Nationwide on all networks
- Enables personalisation (language, recommendations)



# Conclusion – Message 1

✓ „TEAMWORK“ IN INCIDENT  
MANAGEMENT IS A KEY FOR  
SAFER ROADS ON  
MOTORWAYS



# Conclusion – Message 2

✓ **ASFINAG AS ROAD OPERATOR PROMOTED AND IMPLEMENTED A HIGH QUALITY PARTNERSHIP WITH EMERGENCY SERVICES**



# Conclusion – Message 3



✓ **REAL TIME INCIDENT  
INFORMATION IS ALREADY  
STATE OF THE ART ON  
AUSTRIAN MOTORWAYS**





**Thank you and all the best!**





asfinag.at