



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



Service area



VMS

## OFFERING TOP LEVEL SERVICES TO CUSTOMERS

**Toll collection is not simply a tool: it is also payment for a service. This makes the users of the road concession network the key focus of attention for motorway companies.**

Over and above duty of a toll road operator as a public service provider, they also have an obligation to provide customers with a high quality of service (high availability and accessibility of road infrastructure) and to ensure the highest possible level of security and safety for both people and goods.

The principal purpose consists of offering the best possible conditions of travel to customers. In general terms, actions undertaken by toll road operators must contribute to increasing comfort and safety throughout the customer's journey since this is the way in which toll road operators will best be able to fulfil their essential function of ensuring that travellers and goods arrive at their destination in the best possible conditions.

Road users are constantly provided with efficient mobility information services. Europe-Wide Traveler Information Ser-

vices, made available to motorway users, comprises comprehensive travel information with a broad perspective allowing for well-informed travel decisions, both pre-trip and on-trip. The key goal is to provide the road users with relevant information in a harmonised manner which is easy to understand and process.

More than  
**48.000 Km**  
financed, built and  
managed through  
tolling

This includes road traffic status, weather conditions, and warnings of accidents or road works zones. The Europe-Wide Traffic Management Services also give guidance to the European travellers on the condition of the road network.

They detect incidents and emergencies, im-

plement response strategies to ensure safe and efficient use of the road network and optimise the existing infrastructure for all vehicles, including those crossing borders. ASECAP Members, all road operators, work in close collaboration to provide consistent and seamless travel information across Europe.



More information : [www.asecap.com](http://www.asecap.com)



**ASECAP members have significantly increased their services and facilities along their network during the last decade in order to assure to to their customers a very pleasant and safe journey.**

**In 2004, along the ASECAP network there were:**



**In 2014, along the ASECAP network there are:**

