ASECAP Road Safety Conference
Road Safety – A shared responsibility
A story of success or failure?

BRUSSELS, EUROPEAN ECONOMIC AND SOCIAL COMMITTEE

21st 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

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ASFINAG 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 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

- Police
- Road Operator
- Fire Brigade
- Rescue Services
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

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total measures taken</td>
<td>10.083</td>
</tr>
<tr>
<td>Break down recoveries</td>
<td>1.426</td>
</tr>
<tr>
<td>Accident Recovery &amp; Incident Management</td>
<td>1.359</td>
</tr>
<tr>
<td>Duration of total road closures</td>
<td>- 22%</td>
</tr>
<tr>
<td>Duration of accident removal</td>
<td>- 18%</td>
</tr>
<tr>
<td>Time from alerting to arrival at the site</td>
<td>&lt; 10 min.</td>
</tr>
<tr>
<td>Inspections of Road Works</td>
<td>1.577</td>
</tr>
<tr>
<td>Route control actions</td>
<td>4.406</td>
</tr>
<tr>
<td>Generation of Traffic Information</td>
<td>102</td>
</tr>
</tbody>
</table>
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
Directly linked to Route Planner...

routenplaner.asfinag.at
Information available on... ASFINAG App

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, Fahrhahnverengung, Baustelle bis 31.12.2014

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

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)
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
REAL TIME INCIDENT INFORMATION IS ALREADY STATE OF THE ART ON AUSTRIAN MOTORWAYS
Thank you and all the best!