

Practical experience with introduction of a tolling scheme based on emission classes in Austria

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Agenda

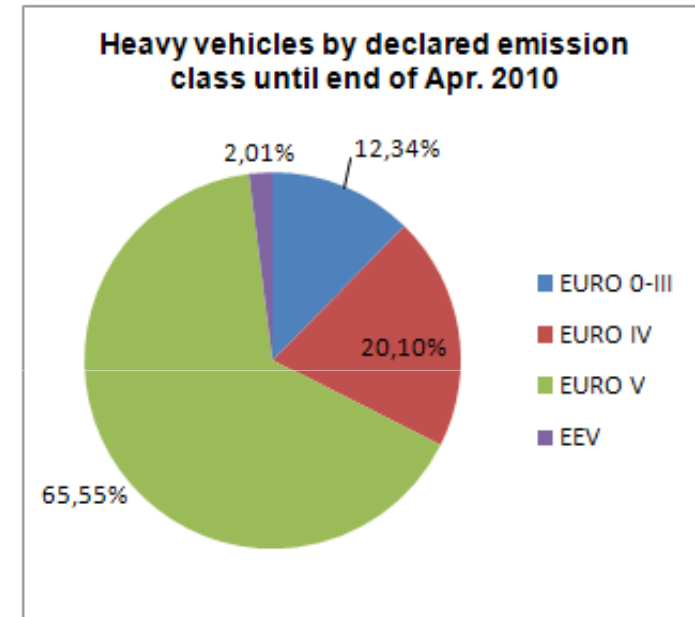
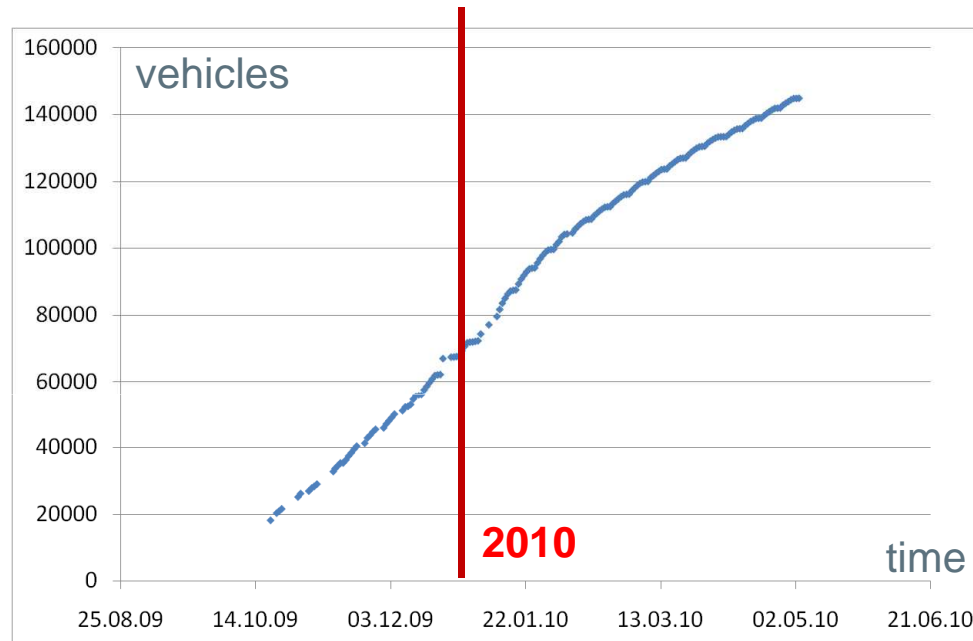
- Key facts on emission class based tolling in Austria
- Customer self-declaration
- Communication using the Service beep
- Practical findings and results

At the beginning of 2010 the emission class based tariff system was successfully introduced in Austria

- 3 tariff classes
- No gain or loss of income compared to prior situation intended
- Total tariff spread 20%
- Most complicated adaption of GO tolling system ever since

vehicles > 3,5t gross weight		2 Achsen	3 Achsen	4 + mehr Achsen
tariff A (EEV, EURO 6)	-10%	Ct. 14,20/km	Ct. 19,88/km	Ct. 29,82/km
tariff B (EURO 4 - 5)	-4%	Ct. 15,20/km	Ct. 21,28/km	Ct. 31,92/km
tariff C (EURO 0 - 3)	10%	Ct. 17,40/km	Ct. 24,36/km	Ct. 36,54/km
basetariff 2009		Ct. 15,80/km	Ct. 22,12/km	Ct. 33,18/km

145.000 vehicles successfully finished declaration of their emission class until end of April 2010



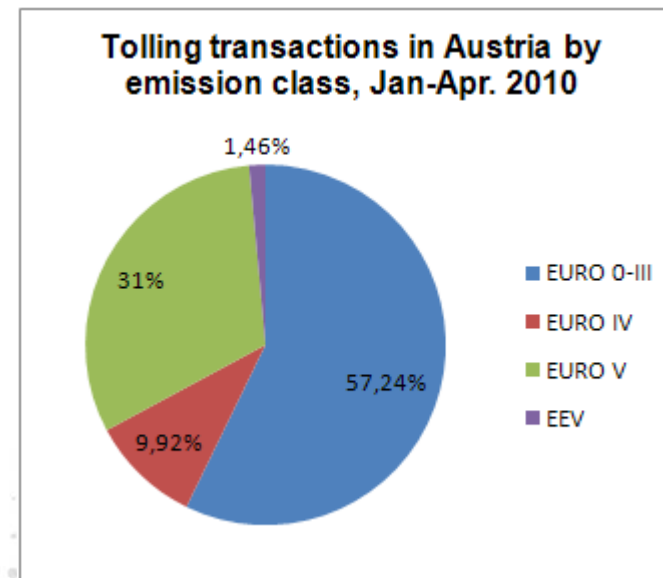
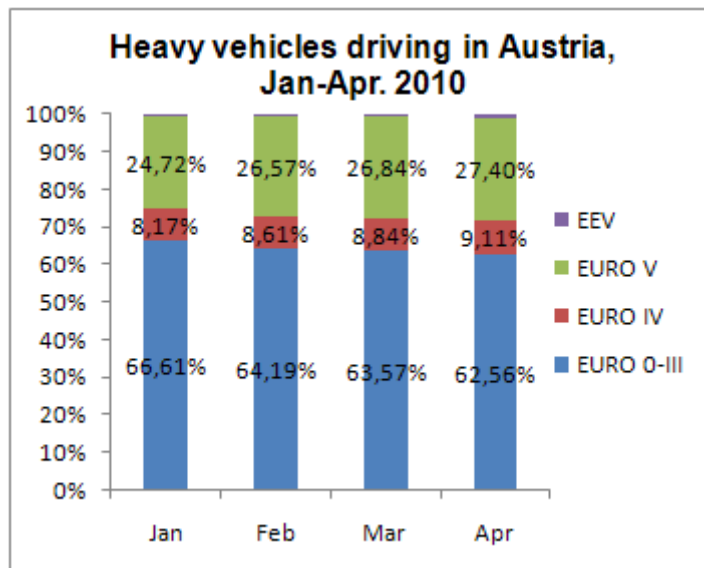
- User self declaration with mandatory prove by documents
- Half of all vehicles started declaration at the POS half of the vehicles started with sending in the documents to ASFINAG
- Nearly two thirds of declarations originate from EURO V-vehicles
- Number of declarations still grows at a declining rate

Direct communication with drivers through a service beep was a key factor ensuring success of the project

- Originally communication between ASFINAG and the customer was planned as a central exchange only
- Early experiences with the declaration process showed a need to directly inform the driver about:
 - End of time period granted to send in relevant documents (60%)
 - Problems with master data (4%)
 - Violation of license plate restriction (36%)
- The service beep is removed as soon as the customer performs a specified POS-process
- More than 50.000 customers were informed via service beeps
- Almost 70% of all customers with service beep reacted as intended

Almost half of all transactions are generated by vehicles of EURO IV, V and EEV

- The number of clean vehicles used in Austria constantly increased since beginning of 2010
- EEV and EURO V vehicles are more heavily used on average than older vehicles





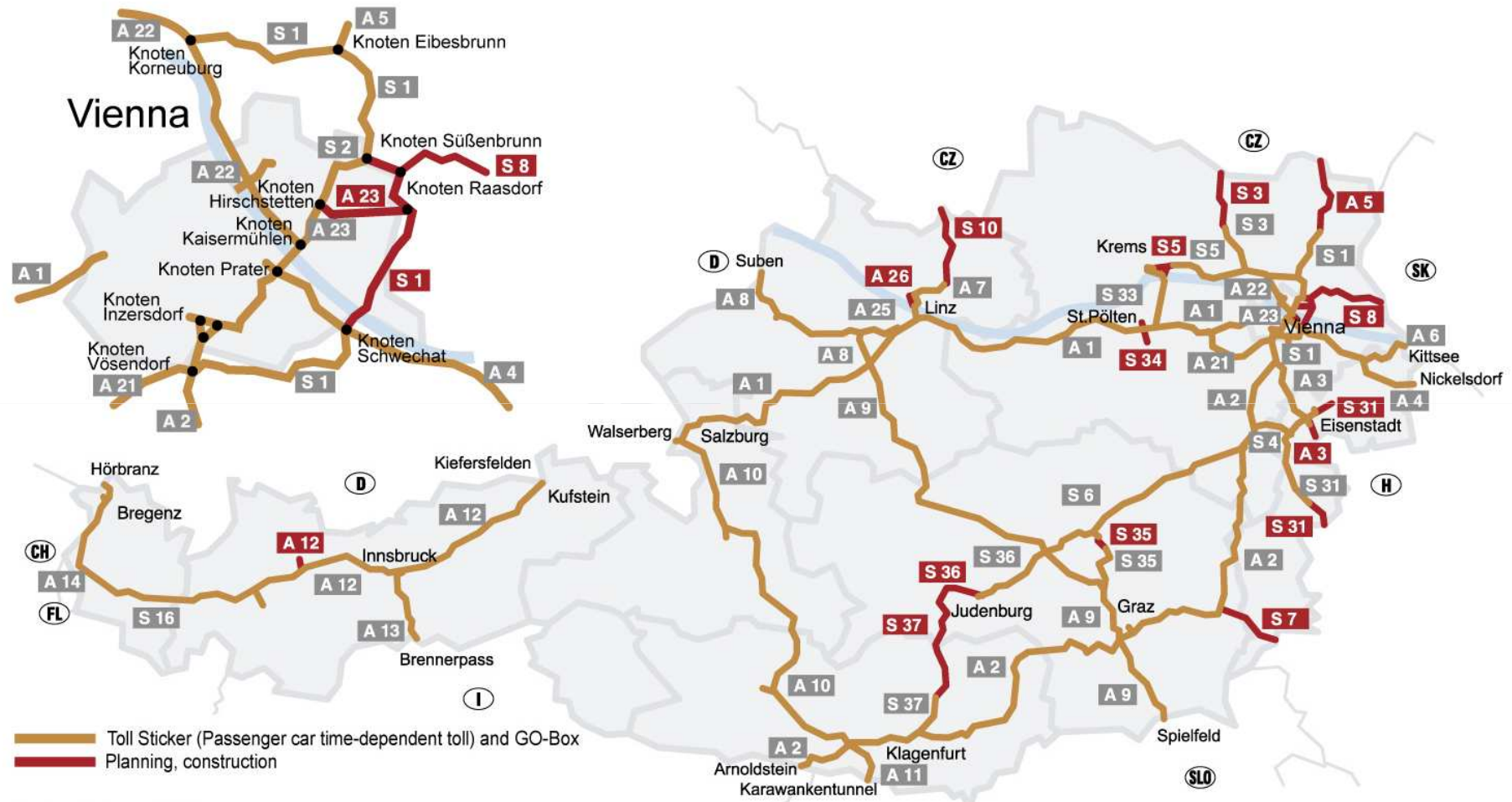
RELIABILITY ALL THE WAY.



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ASFINAG road network and projects



Version: February 2010
 Total length of road network: approx. 2,170 km

With positive result of the document evaluation the customer has the safety, that the declared emission class is accepted as justified

