

ASFINAG



2nd MEETING OF ROAD EXECUTIVES NETWORK

28 May 2024

Vienna, Austria

Tolling in Austria

Dr. Anton Sieber MBA

Managing Director

ASFINAG Commercial Services GmbH

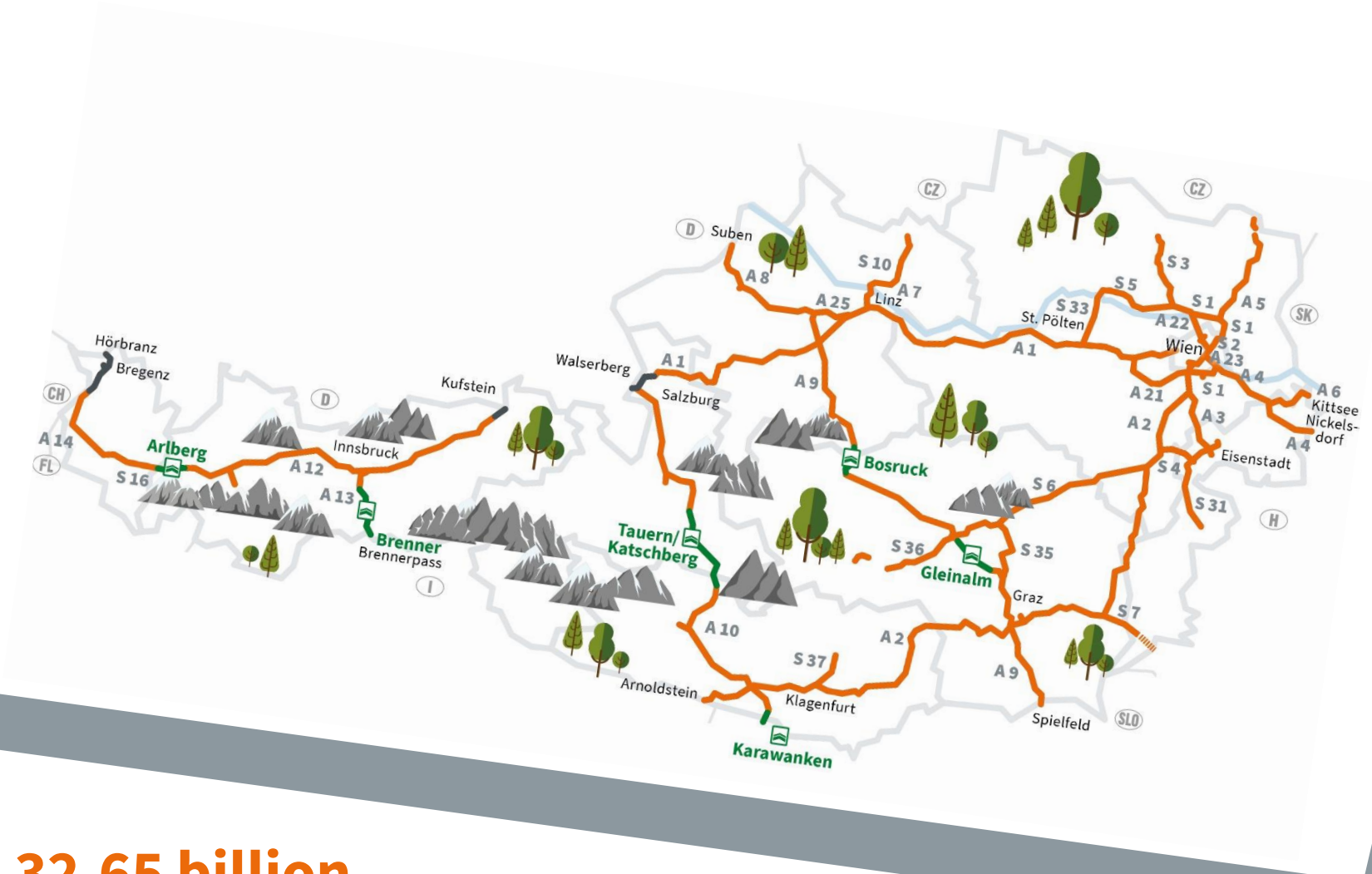
+43 664 60108 10410

anton.sieber @asfinag.at



A|S|F|i|N|A|G

HAVE A SAFE TRIP, AUSTRIA!



~3,200
Employees

6
Toll stations

9
Traffic management centres

32.65 billion
km of total traffic
per year

2,265
kilometres of
road network

44
Motorway operation
and maintenance
facilities

CHAPTER 02

ASFINAG MAUT SERVICE GMBH



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MAUT SERVICE GESELLSCHAFT – CORE AREAS



TOLL COLLECTION

Maut Service Gesellschaft (MSG) is responsible for collecting tolls. This includes passenger vehicle toll (time and distance-related) and truck toll (distance-related). MSG sends out substitute tolls if the toll hasn't been paid accordingly. It also caters to a large sales partner network.



CUSTOMER SERVICES

At our Service Center, well trained staff takes care of our customers' wishes around the clock and in 7 languages. It furthermore processes complaints and organises trade shows and events, among others.



IT SERVICE PROVIDER

With bundled competencies MSG provides all information technology services to all companies for their office locations and operations on the ASFINAG road network. MSG is also responsible for marketing data lines and bandwidths.

MAUT SERVICE GESELLSCHAFT – CORE AREAS



PAYMENT SERVICES

The settlement of GO toll (truck tolls) and passenger vehicle tolls with providers such as fuel, debit and credit cards, Amazon Pay, PayPal and direct debit, as well as the settlement of international tolls via EETS providers falls within the competence of MSG. In addition, MSG processes GO toll crediting and GO toll payments.



ITS SERVICES

The expansion of the ASFINAG video system and sensor network, the provision of real-time traffic information, the implementations for software solutions for operations, the further development of Cooperative Services (C-ITS) and the support for the introduction of Automated Driving are located in the MSG.

MAUT SERVICE GESELLSCHAFT – TASKS

TOLL COLLECTION

Toll for passenger vehicles
Toll for trucks
Section toll

ENFORCEMENT

of Toll Payment

CUSTOMER SERVICES

24/7 Service

DEVELOPMENT

of IT Products

OPERATION

of IT Products

MAUT SERVICE GESELLSCHAFT – FACTS

4.37
million

Annual vignettes
sold –
71 % of which
digitally

42.9
million

Section toll
clearances

653
thousand

Enquiries
at the service
centre

812
million

Toll
transactions

More than
400

IT services
managed



760
staff members

341
women

407
men

12
apprentices

18
nations

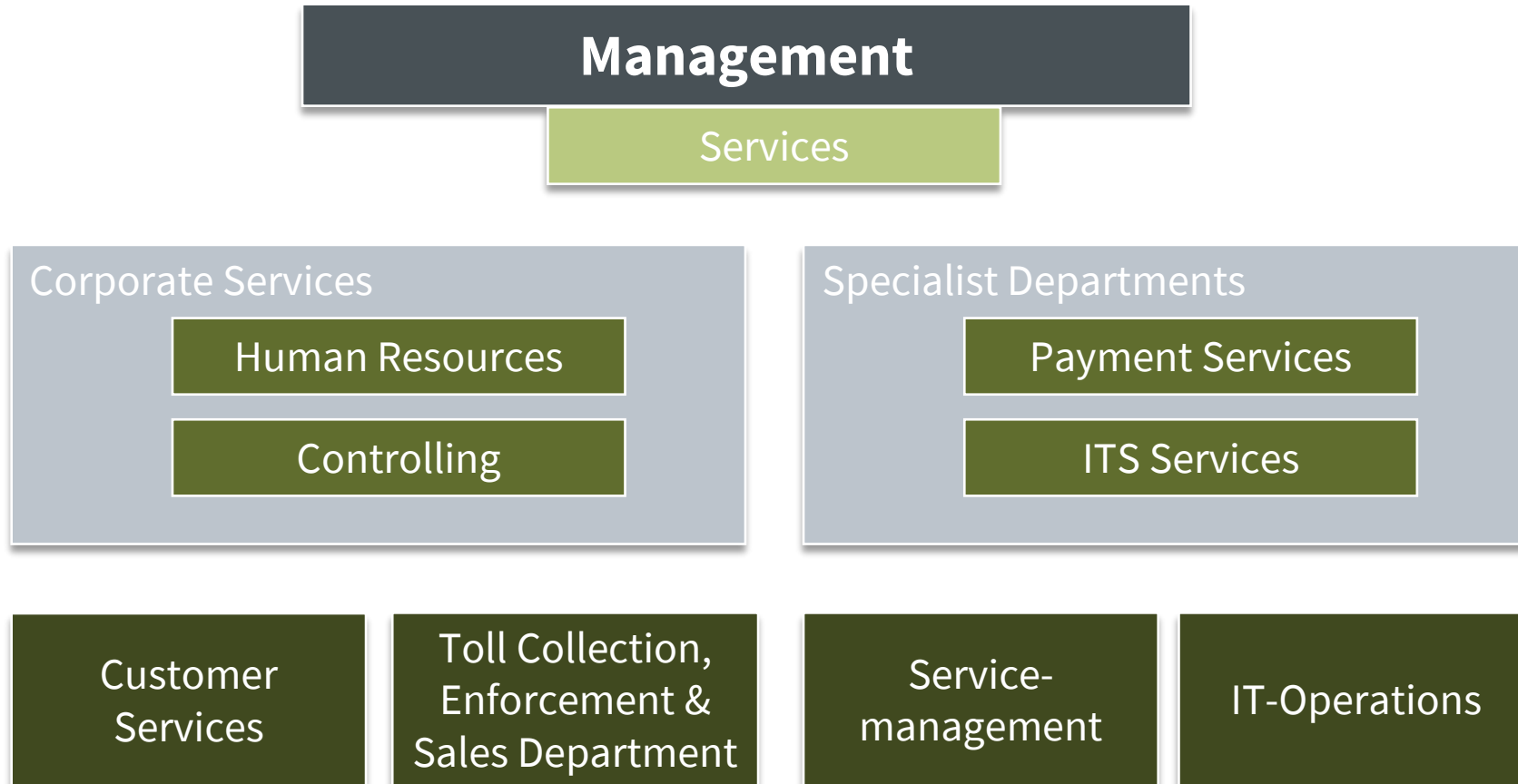
**ATTRACTIVE
EMPLOYER**

Company culture
Training
Employer branding
Diversity

**FLEXIBLE
WORKING**

Working from home
Flexible working hours
Sabbaticals
Parental leave

COMPANY STRUCTURE



COMPANY STRUCTURE

MSG | ASFINAG Maut Service GmbH



CLAUDIA EDER

Geschäftsführung



BERND DATLER

CORPORATE SERVICES

Services

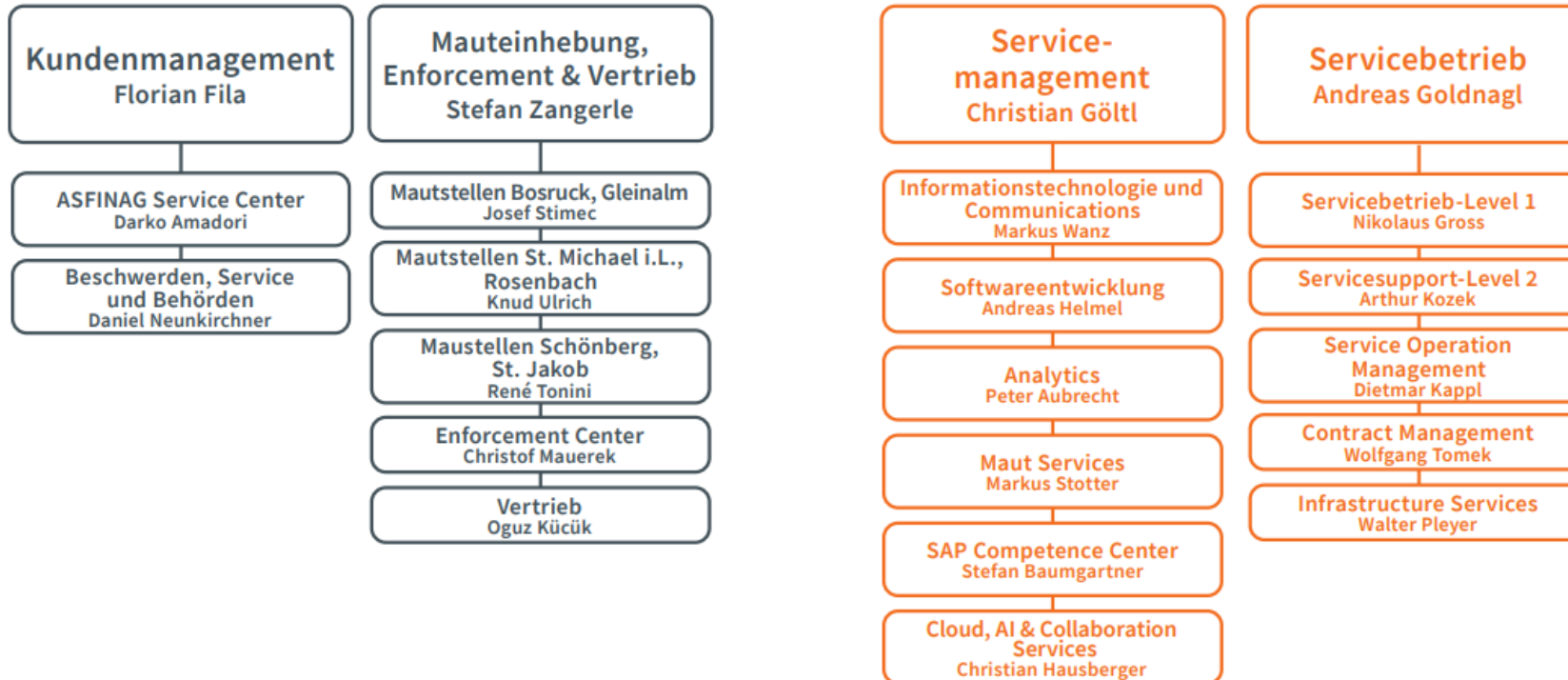
Human Resources
Beatrix Strohmaier

Controlling
Anna Piechocki

FACHBEREICHE

Payment Services
Manfred Haase

ITS Services
Manfred Harrer



CUSTOMER SERVICES – KEY AREAS



ASFINAG Service Center



Claims, Service, Authorities

TOLL COLLECTION, ENFORCEMENT, SALES – KEY AREAS



**Toll stations
Bosruck,
Gleinalm**



**Toll stations
St. Michael i. L.,
Rosenbach**



**Toll stations
Schönberg,
St. Jakob**



**Enforcement
Center**



**Sales
Department**

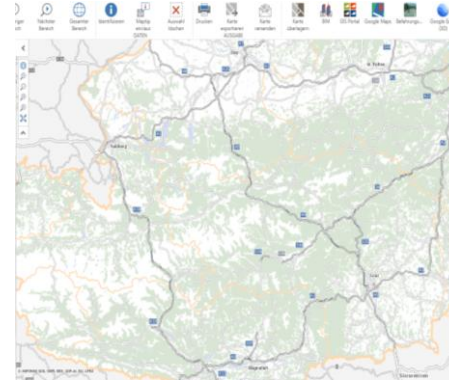
SERVICEMANAGEMENT – KEY AREAS



IT Communications



**Software-
Development**



**Analytics,
Data Science, GIS**



**Toll Collection
Competence Center**



**SAP
Competence Center**



**VMIS
Competence Center**



**Tunnel
Competence Center**



Integrated Products

IT-OPERATIONS – KEY AREAS



**Service Support
Level 1**



**Service
Operations
Level 2**



**Service Operation
Management**



**Contract
Management**



**Infrastructure
Management**

ITS SERVICES – KEY AREAS



Expansion of ASFINAG's video system and sensor network



Provision of real time traffic information via ASFINAG's services and its cooperation partners (e. g. VAO, automotive industry ...)



Implementation of software solutions for operation (e. g. incident management)



Development and deployment of cooperative services (C-ITS)



Support in implementation of automated driving

PAYMENT SERVICES – KEY AREAS

HANDLING ELECTRONIC PAYMENT TRANSACTIONS



Debit and credit Cards

- GO toll
- Section toll for passenger vehicles
- ASFINAG toll shop
- Vending machines
- Enforcement

Fuel cards

- GO toll
- Section toll for passenger vehicles
- Enforcement

EETS Providers

- GO toll

CREDITS

- GO toll
- Section toll for passenger vehicles
- ASFINAG toll shop
- Vending machines
- Enforcement

Substitute tolls

- **GO toll**
 - GO substitute tolls
 - Manual subst. tolls
- **Passenger vehicle tolls**
 - Section toll
 - Vignette
 - Open toll lane

CHAPTER 03 AUSTRIAN TOLL SYSTEM



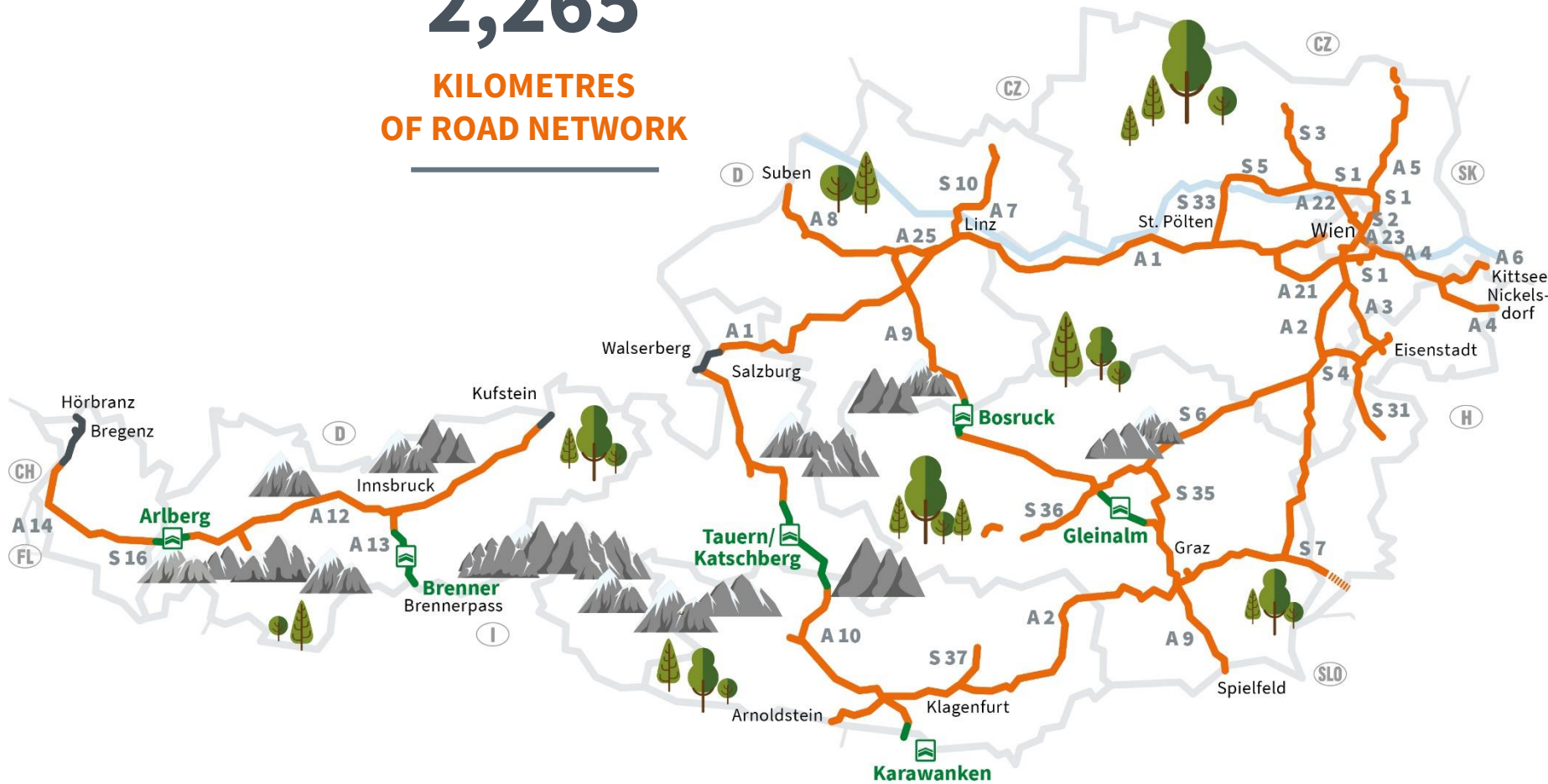
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TOLL ROAD NETWORK IN AUSTRIA

2,265
KILOMETRES
OF ROAD NETWORK

~6,000
POINTS OF SALE



6
TOLL STATIONS



TOLL PROCEEDS 2023

TOLL PROCEEDS (IN MILLION EUROS)



	2023	Change	2022
TOTAL TOLL PROCEEDS	2,498	+2.3 %	2,443
Total toll proceeds motor vehicles <= 3.5 tons 	812	+6.0 %	766
<i>Revenue from vignettes</i>	574	+6.4 %	540
<i>Section toll proceeds</i> <i>(Section toll segments)</i>	238	+5.2 %	226
Total toll proceeds motor vehicles > 3.5 tons 	1,686	0.6 %	1,677

PASSENGER VEHICLE TOLL – VIGNETTE

VIGNETTE RATES 2024: AN OVERVIEW FOR MOTOR VEHICLES UP TO 3.5T TPMLM

	1-day-vignette only digital	10-day vignette	2-month vignette	Annual vignette
A Motorbikes	EUR 3.40	EUR 4.60	EUR 11.50	EUR 38.50
B Motor vehicles (up to and including 3.5t technically permissible maximum laden mass)	EUR 8.60	EUR 11.50	EUR 28.90	EUR 96.40



PASSENGER VEHICLE TOLL – VIGNETTE

VIGNETTE – FIGURES 2023 FOR VEHICLES UP TO 3.5 T MPW



Number of sold toll stickers:	17.9 million
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Number of sold digital vignettes:	10.3 million
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Total proceeds:	€ 574 million
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System costs:	€ 41 million
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Number of points of sale:	~6,000 (in Austria and abroad)
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As of 2023, rounded

PASSENGER VEHICLE TOLL – SECTION TOLL

SECTION TOLL – FIGURES 2023 FOR VEHICLES UP TO 3.5 T MPW



Number of vehicles cleared:

42.9 million

Total proceeds:

€ 238 million

System costs:

€ 21 million

As of 2023, rounded

TOLL FOR TRUCKS

GO TOLL – FIGURES 2023 FOR VEHICLES OVER 3.5 T MPW



Number of toll transactions:

812 million

Contracts:

1,061,732

Total proceeds:

€ 1,686 million

System costs:

€ 52 million

As of 2023, rounded

TOLL FOR TRUCKS – RATES 2023

Costs Infrastructure

- Depend on number of axles
- Depend on charging structure

Mark-up cross-funding of Brenner Base Tunnel

- 25 % surcharge for Lower Inn Valley and Brenner

External costs Air

- Number of axles
- EURO emission class
- Exemption for E/H2 drive types

External costs Noise

- Number of axles
- Time (day/night rate)

2020: 44 million EUR
2021: 46 million EUR
2022: 48 million EUR
2023: 49 million EUR

BMK

(Austrian Federal Ministry of Climate Action, Environment, Energy, Mobility, Innovation and Technology)

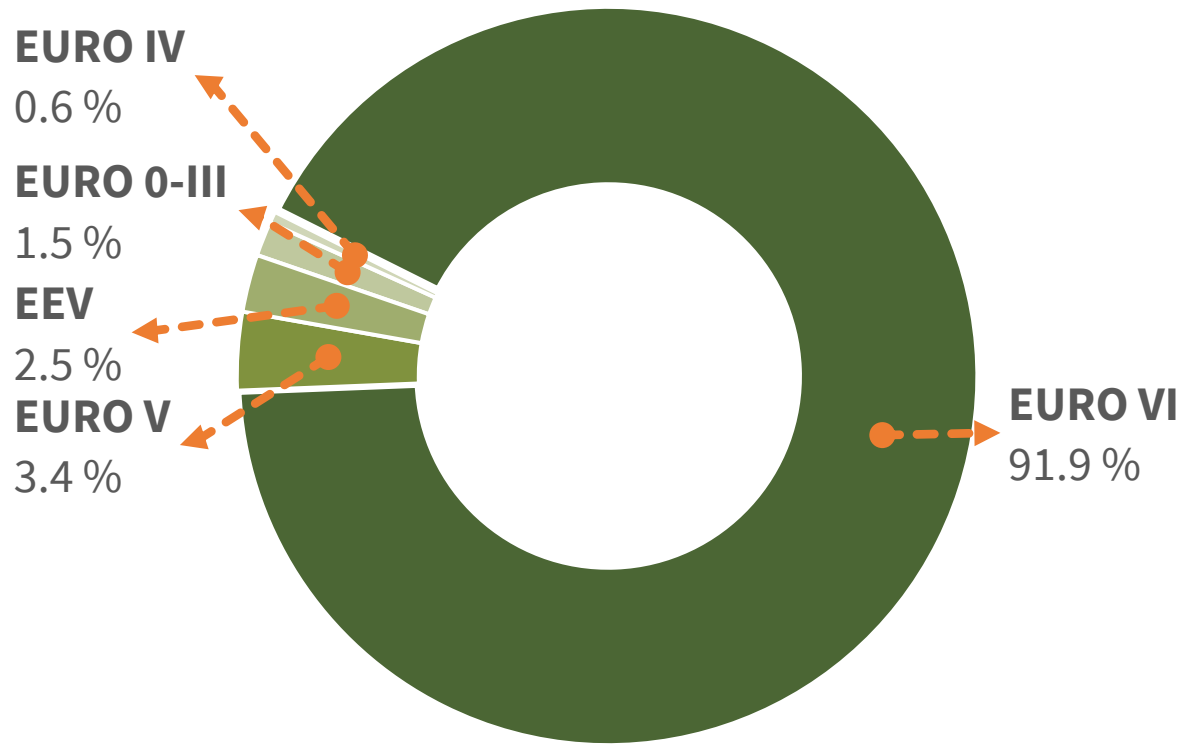
2020: 53 million EUR
2021: 59 million EUR
2022: 56 million EUR
2023: 53 million EUR

BMK

(Austrian Federal Ministry of Climate Action, Environment, Energy, Mobility, Innovation and Technology)

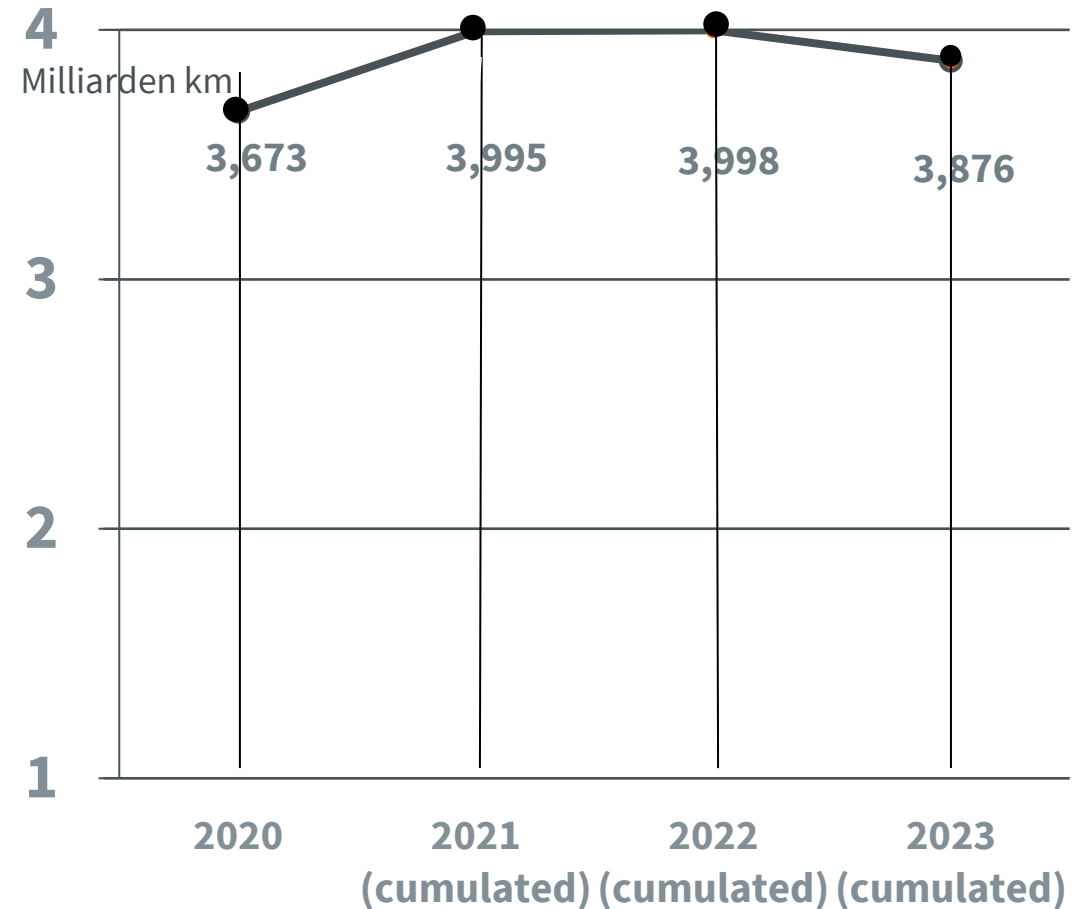
As of 2023

EURO EMISSIONS CLASS PERCENTAGES 2023



As of December 2023

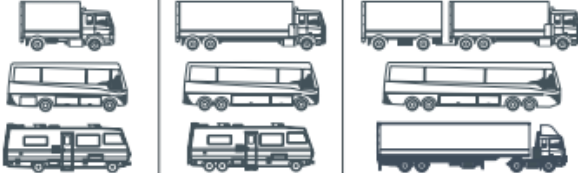
TRUCK MILEAGE 2023




CHARGES FOR CO₂ EMISSIONS | RATES SINCE 1.1.24


**Mileage-based toll
for motor vehicles over 3.5 tonnes maximum technically permissible
laden mass**
including surcharges for air and noise pollution and CO₂ emissions


valid from 1 January 2024

				
		2 axles Category 2	3 axles Category 3	4 and more axles Category 4+
CO ₂ emission class 5	zero emission	0,0538	0,0741	0,1097
CO ₂ emission class 4	EURO VI	0,2140	0,2987	0,4445
CO ₂ emission class 3	EURO VI	0,2259	0,3151	0,4693
CO ₂ emission class 2	EURO VI	0,2265	0,3160	0,4705
CO ₂ emission class 1	EURO VI	0,2278	0,3177	0,4730
CO ₂ emission class 1	EEV and EURO V	0,2408	0,3377	0,4990
CO ₂ emission class 1	EURO IV	0,2568	0,3557	0,5250
CO ₂ emission class 1	EURO 0 to III	0,2708	0,3767	0,5540

Rates in Euro per kilometer, excl. 20 % VAT

			
	2 axles Category 2	3 axles Category 3	4 and more axles Category 4+
CO ₂ emission class 5	0,0508	0,0711	0,1067
other CO ₂ emission classes	0,2030	0,2842	0,4263

			
	2 axles Category 2	3 axles Category 3	4 and more axles Category 4+
zero emission vehicles	0,0030	0,0030	0,0030
EURO VI	0,0050	0,0070	0,0080
EURO V and EEV	0,0180	0,0270	0,0340
EURO IV	0,0340	0,0450	0,0600
EURO 0 to III	0,0480	0,0660	0,0890

			
	2 axles Category 2	3 axles Category 3	4 and more axles Category 4+
CO ₂ emission class 5	0,0000	0,0000	0,0000
CO ₂ emission class 4	0,0060	0,0075	0,0102
CO ₂ emission class 3	0,0179	0,0239	0,0350
CO ₂ emission class 2	0,0185	0,0248	0,0362
CO ₂ emission class 1	0,0198	0,0265	0,0387

Rates in Euro per kilometer, excl. 20 % VAT

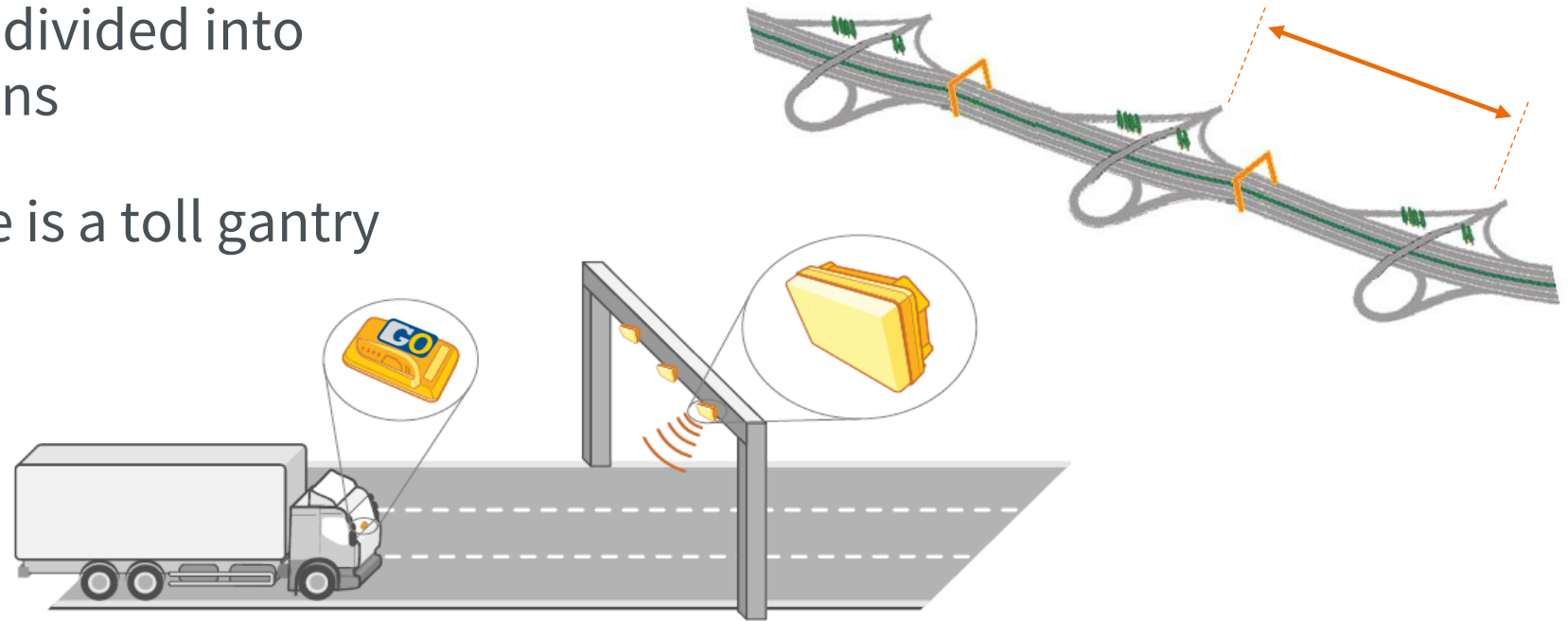
CHAPTER 04 GO TOLL SYSTEM OVER 3.5 T MPW



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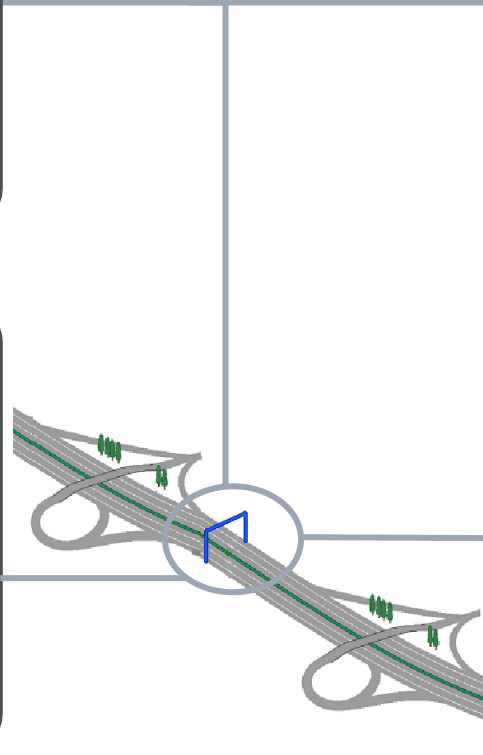
TOLL COLLECTION

- 📍 Toll road network is divided into individual toll sections
- 📍 In each section there is a toll gantry with antennas

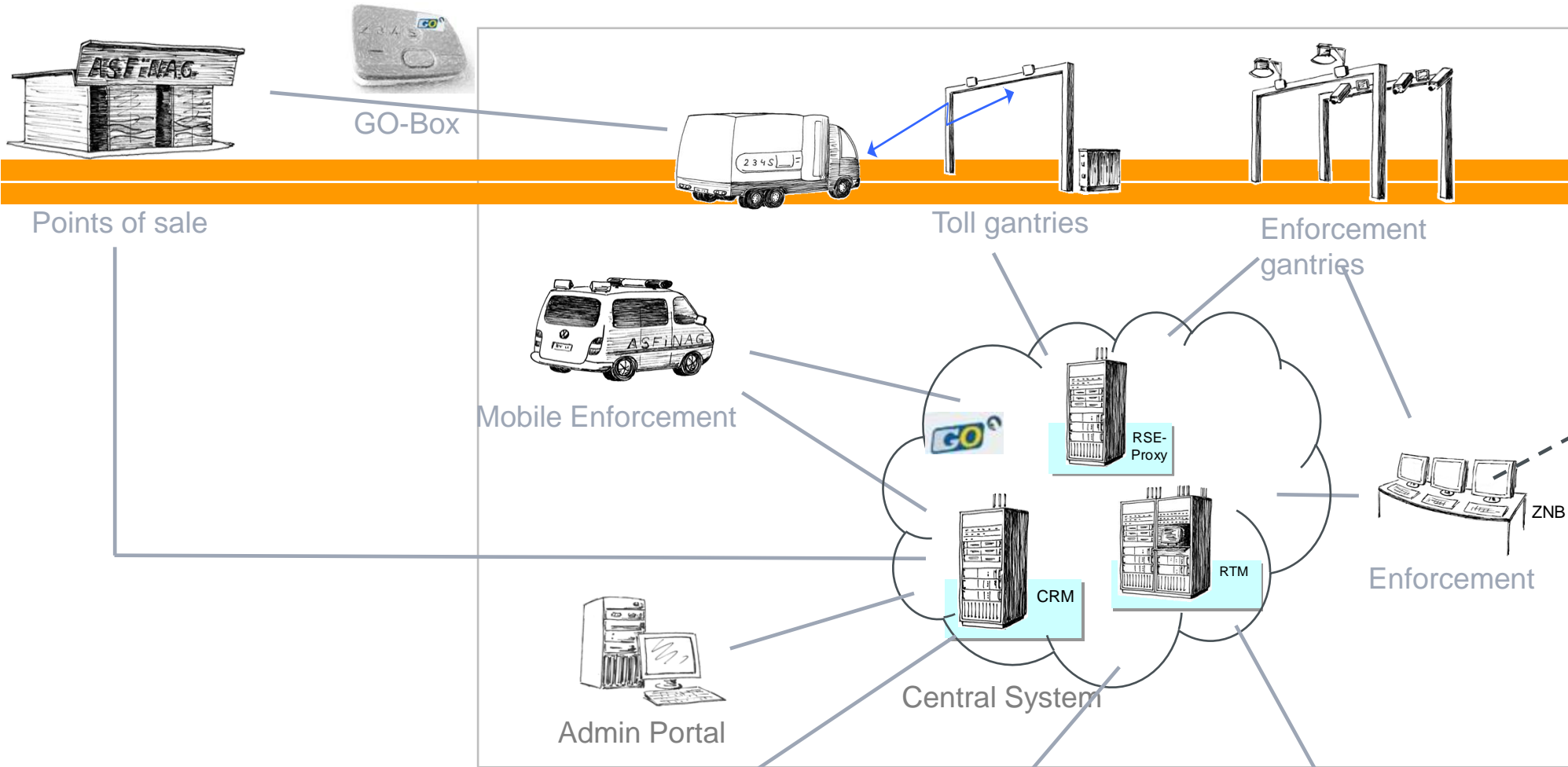


- 📍 Prerequisite for proper toll collection: OBU (GO-Box)
- 📍 When vehicles pass underneath a gantry, the OBU (GO-Box) „communicates“ with microwave antennas
- 📍 Toll is collected separately for each section

ROAD-SIDE INFRASTRUCTURE – TOLL COLLECTION STATIONS



THE MAJOR COMPONENTS OF THE TOLL SYSTEM



GO-BOX (ON-BOARD-UNIT/OBU)

- 📍 **5 Euro processing fee**
(once per licence plate number)
- 📍 **Postpaid or Prepaid**
- 📍 **3 categories** (number of axles) can be set
- 📍 **Easy self-installation** (velcro tape)



📍 Personalized in the GO-Box:

- 📍 Licence plate number & Country of registration
- 📍 Basic category
- 📍 Type of contract (prepaid/postpaid)
- 📍 motor vehicle type (HGV/bus)

📍 Stored in the central system:

- 📍 EURO emission class
- 📍 CO₂ emission class
- 📍 With prepaid units: remaining credit
- 📍 With postpaid units: means of payment
- 📍 Date of first registration
- 📍 Vehicle subgroup
- 📍 Specific CO₂ emissions

GO TOLL – TYPES OF PAYMENT PROCEDURE



Pre-Pay Procedure (market share around 2.5 %)

- 📍 Topping up the GO-Box with toll credit (minimum EUR 75.00, maximum EUR 500.00) at the GO points-of-sale
- 📍 Payment in advance, toll credit is consumed by travelling (similar to phone cards)
- 📍 Refund of non-used toll credits available



Post-Pay procedure (market share around 97.5 %)

- 📍 Subsequent invoicing according to actually travelled toll sections via deposited means of payment
- 📍 Invoicing via
 - 📍 GO Direkt, credit cards, fuel cards, EETS providers

Credit procedure via GO Direkt

- 📍 Topping up a central account with toll values as needed
- 📍 Payment in advance, toll credit is consumed by travelling (similar to phone cards)
- 📍 Automatic recharge when credit falls below a defined value
- 📍 No stops at GO points-of-sale necessary
- 📍 Combines the convenience of the Post-Pay procedure and the cost control of a Pre-Pay procedure



GO-TOLL – MEANS OF PAYMENT

Fuel cards



Debit card



Cash



EUR and HUF (in Hungary)

Direct debiting



Credit card



EETS Providers

4)



1) Only for Pre-Pay procedure

2) Only for Post-Pay procedure

3) Only for Post-Pay procedure with cards accepted according to Appendix 2 of the Tolling Regulations

4) Only for Post-Pay procedure, not at the GO points of sale

PASSENGER VEHICLE TOLL – MEANS OF PAYMENT

Fuel cards ²⁾



Cash ²⁾



EUR

Wallets



Bank transfer and direct debit



Debit and credit cards



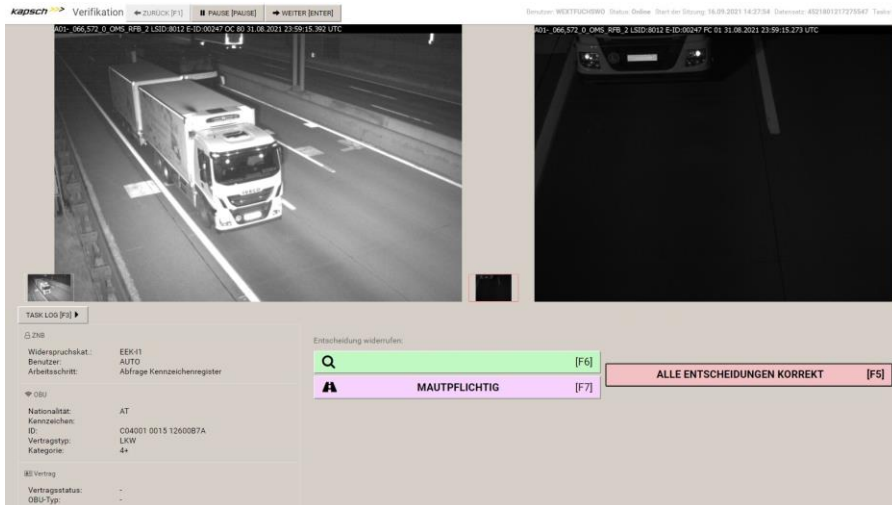
1) No subscriptions for digital toll products

2) Only at toll stations, not for digital toll products

3) Only for digital toll products, not at toll stations

ENFORCEMENT

RESPONSIBLE FOR CORRECT TOLL PAYMENT ASFINAG ENFORCEMENT CENTER (VIENNA, ZIRL)



* Sum including substitute tolls for vignette and truck toll as well as revenues according to administrative penal law

Substitute toll revenues*

2023 EUR 57.9 million

2022 EUR 52.4 million

2021 EUR 41.7 million

2020 EUR 33.5 million

2019 EUR 34.1 million

2018 EUR 31.6 million

KEY FIGURES

→ KILOMETRIC PERFORMANCE

(Vehicles over 3,5 t MPW):

- 2023 total: 3.88 billion km
- 2022 total: 4.00 billion km
- 2021 total: 3.99 billion km
- 2020 total: 3.67 billion km
- 2019 total: 3.85 billion km



→ GO-BOXES*

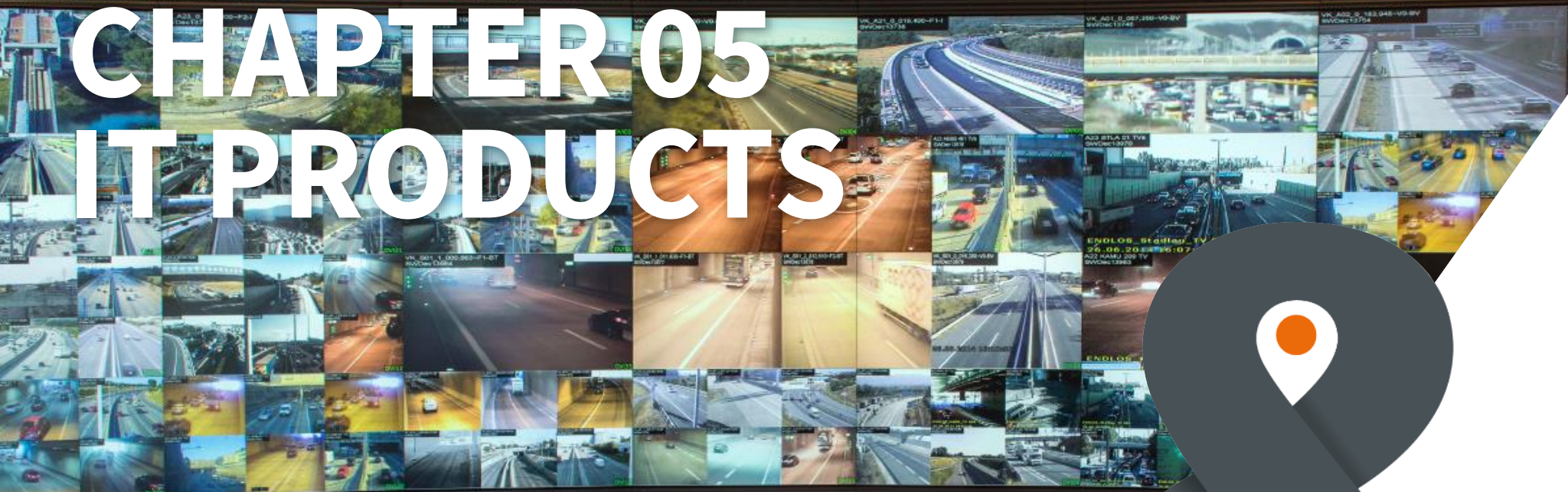
- Existing contracts: around 1,060,800
 - Of which Post-Pay: around 827,000 (78 %)
 - Of which Pre-Pay: around 233,800 (22 %)
- Actively used: around 735,800 (69.4 %)

→ **TRANSACTION RATE:** around 99.7 %

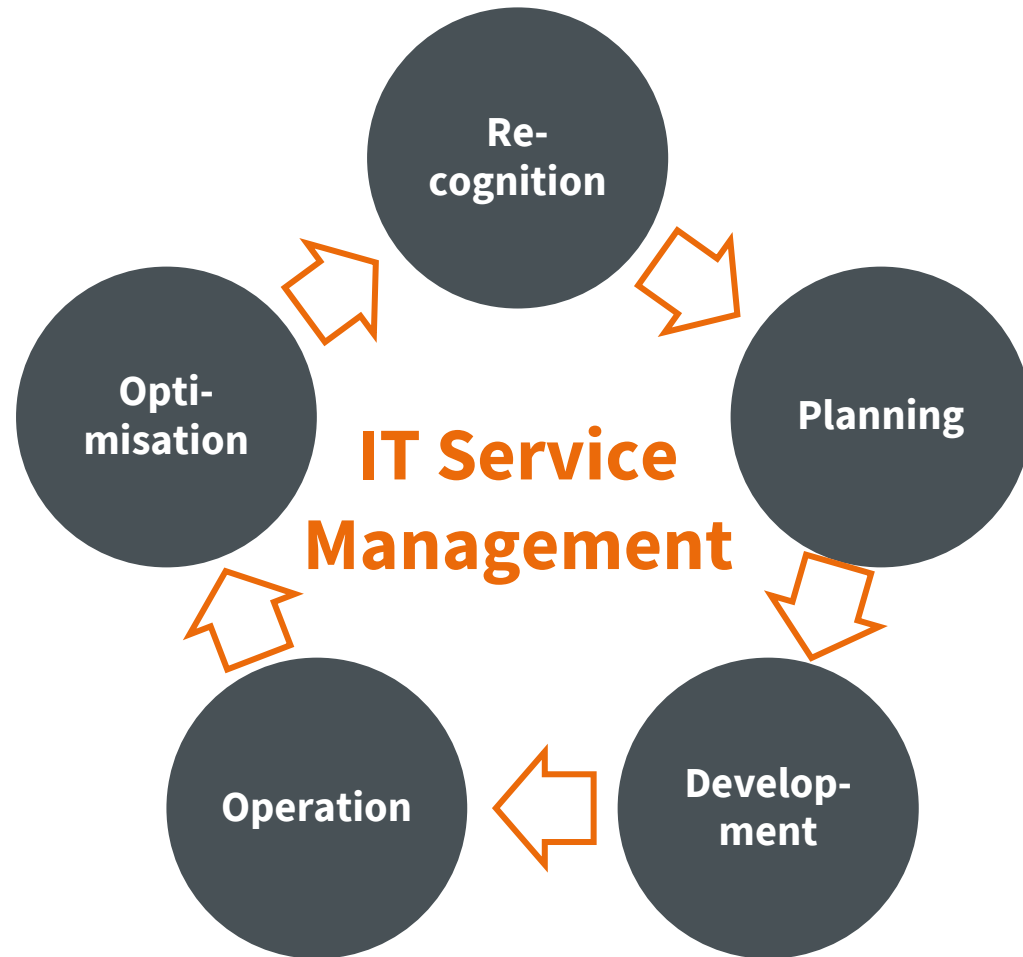
→ **TOLL EVASION RATE:** less than 0.67 %

* As of March 2024

CHAPTER 05 IT PRODUCTS



DEVELOPMENT AND OPERATION OF IT SERVICES



*Throughout
Austria
24/7 support*

📍 **IT Service Management:**
1st point of contact for customers

📍 **Products:**
suitable, economic, secure, networked

PRODUCT RANGE

Business Applications	Traffic	Toll
<ul style="list-style-type: none">• Customer information• Analytics• Documentation / internal information• ERP• Office IT	<ul style="list-style-type: none">• Road operation• Traffic management• Traffic surveillance	<ul style="list-style-type: none">• GO toll• Digital vignette• Section toll• Toll enforcement
Communication & Data Services	<ul style="list-style-type: none">• Internal for customers• Telephone system: Landline/mobile/unified	<ul style="list-style-type: none">• WiFi, data network,• Fibre-optics, co-location
Basic IT infrastructure	<ul style="list-style-type: none">• on premise/cloud dedicated/virtualised/ as a service	<ul style="list-style-type: none">• Security: physical/ end devices/network