National & Cross-border Tolling Interoperability

Arnaud Carchon, General Manager, Cofiroute UK, Vinci Concessions
VINCI Concessions, a leading Highway Concessionaire and Operator – overview of worldwide operations

VINCI Highways - 1,000 km of motorways and 1,300 km of urban roads
- GERMANY
- GREECE
- RUSSIA
- SLOVAKIA
- UNITED KINGDOM
- PORTUGAL
- NETHERLANDS
- USA
- CANADA

VINCI Autoroutes - 4,368 km of Toll Motorways in France
- ASF
- COFIROUTE
- ESCOTA
- ARCOUR
- JAMAICA
VINCI Autoroutes

- 4,368 km of Motorways in operation
- 2,260,000 transactions per day
- 4,755 million euro turnover
- 3,390 million euro EBITDA
- 16,807 million euro debt
France / Spain Interoperability Case Study

- Interoperability for cars between:
  - A63 and A64 operated by VINCI Autoroutes (France)
  - And A8 operated by Bidegi (Spain)
Cross-border?
History

• Location
  • “Eurocite Basque” across Basque Country in Spain and France
  • Intense cross border activity (trade, business, shopping, tourism, etc)

• The Need :
  • Significant traffic congestion at the border
  • A shared willingness on both sides to work together with the shared objective to improve Customer Service

• The new service started in March 2007
Challenges

• Customer experience
  • A French (Spanish) driver cannot use his tag in Spain (France) and instead has to pay with cash or bank card
  • In addition, some bank cards issued in Spain are not valid at A63 and A64 Toll Plazas in France

• ETC systems are based on different concepts and architectures
  • The VIA-T system in Spain, where tags are issued by banks and transactions processed through a central clearinghouse
  • The Liber-T system in France, an intercompany ETC system based on interoperability agreements and business processes between all French Toll Road Concessionaires
Implementation

- **End 2005**: Cooperation Agreement with 3 objectives
  - Share real-time data to coordinate traffic management
  - Coordinate efforts to improve border crossing between France and Spain
  - Develop a cross-border ETC system based on existing products

- **2006**: Design stage on both sides of the border
  - Technical and Legal Feasibility Study (7 months) approved in August 2006
  - Detailed Design and IT development and modifications

- **2007**: Testing and commissioning
  - In lane testing
  - Implementation of dedicated road signage
  - Agreement between VINCI Autoroutes and BIDEGI signed
  - Go live on the 1st March 2007
Clear and simple business rules

- **No additional cost** for Customers
- VINCI Autoroutes and BIDEGI are the **only stakeholders** – no involvement of the tag issuing banks in Spain
- Each Operator keeps an **exclusive relationship** with its Customers including the management of complaints and claims
- Each Operator **invoices on behalf of the other**, transactions files are exchanged to allow full trip invoicing
- **No fees** between both Operators
- **Month end reconciliation** and sharing black lists
- A Joint Committee to resolve disputes
Customer perspective

- Dedicated local resident discount program in France and available to any VIA-T customer in Spain
- Customers keep their tag accounts with their home country operator
- Specific dedicated lanes and special signage for interoperability in Spain - all ETC lanes can be used in France
- Customer mailing list shared so that all TnCs are communicated efficiently and inexpensively to customers
Results

• Better flow and less congestion at toll plazas
• Less gas emissions
• Technical procedures, invoicing and clearing mechanisms working well – no change since 2007
• Positive feedback from customers
• In France
  • 30,000 registered customers end 2007
  • 50,000 registered customers end 2010
  • 70,000 registered customers end 2014
Results

Take-up of Liber-T Océan vs all local discount programs

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Key success factors

• **Customer need**: intense cross border activity (trade, business, shopping, tourism)

• **Large Customer base**: densely populated area (700,000 inhabitants) – high traffic volumes (30-40,000 AADT)

• **The willingness of both parties**, including local political support

• And a strong **cultural fit** between both sides of the border – and between both operators
New initiative between France and Spain: Cross-border journey time information

• Today: exchange between A9 (ASF) and AP7 (Acesa) of elementary journey time data on Montpellier-Le Perthus and Le Perthus-Barcelona sections

• End 2015, possibility of aggregating those elementary journey time data for generating tailor-made cross-border journey time such as Perpignan-Barcelona or Gerona-Perpignan and information displayed on VMS to be trialled

• End 2016, extension of journey time information to the whole Montpellier-Barcelona motorway network