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SUCCESS STORIES FROM THE TOLLING INDUSTRY

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Agency

Autostrade per l'Italia S.p.A.

Project

Effectiveness and Efficiency in Winter Operations Project

Purpose

To improve procedures and operational efficiencies while cutting operating costs in winter operations.

Vital Stats

- Three-year project from 2011 to 2014, with rolling results beginning in 2012.
- €4 million budget, 90 percent of it to acquire and outfit new vehicles, funded with internal resources.
- 100 percent reduction in traffic gridlock due to snow, from 40.7 hours in 2010/2011 to 0 hours in 2012/2013 and 2013/2014.
- 93 percent reduction in congestion due to snow, from 240.4 hours in 2010/2011 to 17.6 hours in 2013/2014.
- 91 percent reduction in situations where customers had insufficient information, from 69 in 2010 to six in 2013.
- 20 percent reduction in salting costs.
- 75 percent reduction in winter maintenance costs.
- ISO 9001 certification for winter operations management obtained in 2013.

History

With 5,000 kilometers of capacity in Italy, Brazil, Poland, Chile and India, Autostrade per l'Italia is a leading European toll concessionaire. In Italy each year, the company works closely with traffic police to develop a comprehensive emergency management plan, to optimize driver safety and efficient roadway operations in all weather conditions.

The resources Autostrade per l'Italia routinely brings to its winter operations program include national multimedia and emergency coordination centers, nine radio rooms, 168 snow service depots, nearly 2,000 specialized vehicles and more than 5,200 employees.

The Effectiveness and Efficiency in Winter Operations Project began in 2011 as a three-year effort to achieve a 90 percent reduction in snow-related gridlock and congestion, and in situations where the travelling public had insufficient information on highway conditions.



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Operational targets included a 20 percent reduction in the cost of salting, a 50 percent reduction in the cost of winter maintenance teams and reduced overall cost of winter operations, with no loss in effectiveness.

Results

In February 2012, when Italy received its heaviest snowfall in a decade, Autostrade per l'Italia kept its entire network open, even though many other main arteries were crippled by snow.

By the end of the project, Autostrade per l'Italia had exceeded its ambitious targets for reducing gridlock and congestion and keeping customers informed of highway conditions. After developing new winter operations and snowfall management strategies and engaging in in-depth staff training, the agency received its ISO 9001 certification for winter operations management in 2013.

Overall, the project resulted in a 10 percent reduction in the number of winter operations vehicles required to service a 13 percent increase in lane kilometers.

In 2014, the Effectiveness and Efficiency in Winter Operations Project won IBTTA's Toll Excellence Award for Toll Operations, Maintenance and Engineering.

Key Success Factors

"Every year, we look for something we can do better," said Assistant Road Coordinator Lorenzo Grosso. "We brainstorm at the end of the season to identify possible improvements. We develop our people skills and bring in top people to study and enhance our operations. We get out on the road when the weather is good to learn more about specific stretches. We know every year will be different, and we want our success to continue."

The SmartMove series highlights innovative and proven solutions to funding and maintaining transportation infrastructure. Visit www.IBTTA.org/MAF for more IBTTA member SmartMoves.

Source: 2014 Toll Excellence Award for Toll Operations, Maintenance & Engineering.

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