3 Road BCP’s on the east border

- Narva-Ivangorod
- Koidula-Kunitsina Gora
- Luhamaa-Šumilkina
Border queue on the east border (1)

- Continuous problems over 10 years.
- Over 600,000 vehicles crossing border from Estonian side to Russia. Rise ca 10% per year.
- Political decision, that costs will be covered by border crossers (no recourses from the state budget).
- Political solution – delegation to the private company.
Situation before 01.08.11
Situation before 01.08.11

- Long queues at the borders – up to 5-6 days
- Sale of places in queue
- Insufficient conditions for drivers, who had to wait for long period
- Garbage and pollution problems
- Traffic safety problems
- Insufficient security of the trucks and goods
- Drivers were unable to comply to the work and rest time rules
- Profit loss for owners of the goods and carriers
Border queue on the east border (2)

Start on April 2010:
- Parliament changed Law on State Border;
- open contest to find IT program and service provider;
- open contests to find waiting area services providers for each BCP.

From 1 August 2011, the procedure for border crossing on the Estonian-Russian border has changed.

Thereafter all motor vehicles (categories A, B, C, D) heading towards Russia are obliged to book a place in the electronic border queue.
Main goals

✓ Not to allow any black market of the places in the queue
✓ Predictable border crossing time
✓ Opportunity to wait far from border (Tallinn etc)
✓ Better service for tourists, business people
✓ Better information, who will cross the border
✓ Solve security, waste and pollution problems on the roads just before border posts
Situation after 01.08.11

✓ Vehicles are in electronic queue
  ✓ Waiting times are shorter
  ✓ No physical waiting lines
  ✓ Vehicles arrive at the border just before their crossing time

✓ Special waiting areas just before border posts where
  ✓ Drivers are waiting for their border crossing time
  ✓ Trucks and goods stay safe
  ✓ Truck drivers can manage their work and rest time
  ✓ WC, shower, cafe, free wifi etc
  ✓ Led screens are guiding cars to the border
GoSwift electronic border queue

How it works (drivers view)?
GoSwift electronic border queue

1. Book a place in the queue
2. Arrive to the waiting area
3. Cross the border

GoSwift
www.estonianborder.eu
www.eestipiir.ee
GoSwift – Booking

- 3 channels: Web, call centre, waiting area
- 3 languages: Estonian, English, Russian
- Payment for bookings:
  - Bank transfer (for Estonian banks)
  - Credit cards
  - Prepayment account
- Regular customer interface for
  - road transport and bus companies
  - frequent travellers

www.estonianborder.eu
www.eestipiir.ee
GoSwift – Booking via Call Centre

✓ Works 24-7-365
✓ 3 languages
✓ Booking line and information line
✓ Payment for bookings
  ✓ Credit cards
  ✓ MPI – mobile payment

✓ Information line for extra fee

GoSwift

www.estonianborder.eu
www.eestipiir.ee
GoSwift – Call Centre
1. Book a place in the queue

Enter the data of booking
person, vehicle and border point

Order an additional SMS notification
For charge, optional

Pay for booking
1. Book a place in the queue
1. Book a place in the queue
1 Book a place in the queue - payment

✓ Booking via web
  ✓ Bank transfer
  ✓ Credit cards
  ✓ Pre-paid account

✓ Booking via Call Centre
  ✓ Mobile payment
  ✓ Credit cards
  ✓ Pre-paid account

✓ Booking in the waiting area
  ✓ Cash
  ✓ Debet cards

GoSwift
www.estonianborder.eu
www.eestipiir.ee
1. Book a place in the queue – payment fee

- Reservation fee is €1,1 + waiting area fee;
- Sum of reservation + waiting area services in year 2011:

<table>
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<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
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</tbody>
</table>
2 Waiting area and border

Arrive to the waiting area

Watch the board until your queue number appears

Drive from the waiting area to the border point
Cross the border!
GoSwift – Terms of use

✓ All motor vehicles need to have a reservation for crossing the border
✓ Reservation can be made on the Internet, by phone or in the official waiting area
✓ Driver of a vehicle and each vehicle can have only one reservation at a time
✓ You have to pay for making a reservation, the fee is non-refundable
✓ Reservation can be changed not more than 3 times and not later than 3 hours before the reservation time
✓ All the vehicles need to pass through the waiting area before being sent to the border checkpoint
✓ HVG’s are registered to the queue on the basis of empty vehicle or with the number of MRN. Number of MRN will be controlled by authorities at the border

GoSwift – Waiting areas

- Official waiting areas near to border posts
- Created by the result of public tender, exclusive right for 5 years
- Secure parking for trucks and cars
- Border queue reservations and information
- WC, shower, wifi, cafe etc
- Large screens for border queue info
GoSwift – Waiting areas
GoSwift – How?

✓ PPP – Public-Private-Partnership

✓ Investment 0 € from national budget
✓ System is owned by private company, data is owned by the state
  -> Continuous development
  -> Improvements are quick and flexible

✓ Common objectives
✓ Open communication
GoSwift – August - December 2011

✓ ~256 000 border crossings
✓ ~ 55 000 phone calls
✓ ~ 2 800 incoming questions and feedbacks
✓ ~450 000 sms messages sent

GoSwift
www.estonianborder.eu
www.eestipiir.ee
In December 2011:

- Reservations 57300
- Call center 6700
- Waiting area 16700
- Web 33900

Trends:
- Web, call center up
- Waiting area down
GoSwift – Conclusions

Thank you!