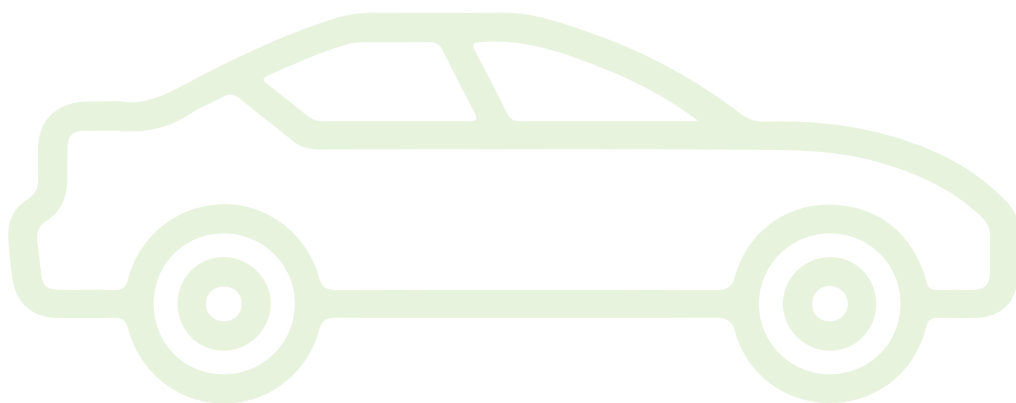




FOR A SMOOTH JOURNEY TO OBERTAUERN



INFORMATION AND COMMUNICATION GUIDE FOR THE CONSTRUCTION WORK ON THE A10 MOTORWAY

The 14-kilometer stretch between Golling and Werfen, featuring a total of five tunnel facilities, no longer meets the required safety standards as the “oldest motorway tunnel chain in Austria.” As you have been previously informed, extensive renovation measures are scheduled here until June 2025.

This situation poses significant challenges for the tourism industry. However, through a well-coordinated information strategy, we can play a pivotal role in overcoming these challenges. This guide is also designed to assist you in communicating with your guests.

FACTS AND FIGURES

WHERE IS THE CONSTRUCTION TAKING PLACE?

The construction work affects the 14-kilometer stretch on the **A10 motorway between Golling and Werfen**, which includes a total of five tunnel facilities: Ofenauer Tunnel, Hiefler Tunnel, Brentenberg Tunnel, Zetzenberg Tunnel and Helbersberg Tunnel.

WHEN IS THE CONSTRUCTION TAKING PLACE?

The construction work is scheduled to occur in three phases, from **September 2022 to July 2025**. During the summer months of July to September, construction activities will be temporarily halted.

The **first phase** commenced in 2022, focusing on preliminary work away from the main route, avoiding disruption to traffic.

The **second phase** of construction is planned for the period from September 2023 to June 2024. During this time, one of the tunnel tubes will be closed, while traffic will be redirected in both directions through the other tube.

Construction will continue from September 2024 to June 2025 in the **third phase**. The route is set to reopen for traffic in June 2025, with full completion anticipated by November 2025.

CONSTRUCTION PHASE 1

September 2022
to August 2023

TIMELINE 2022–2025

SUMMER BREAK

July to September 2024

TRAFFIC REOPENING

June 2025
(Overall completion:
November 2025)

COMMENCEMENT OF CONSTRUCTION PHASE 2

with traffic disruptions
12 September 2023

COMMENCEMENT OF CONSTRUCTION PHASE 3

with traffic disruptions
9 September 2024

GUIDELINES FOR GUEST COMMUNICATION

"CALLING A SPADE, A SPADE"

In times of challenge, the guiding principle for effective communication is clear: **neither sugarcoating nor dramatising the situation**. A factbased communication approach is always the most effective way forward.

While it is true that the construction work will result in disruptions along the A10 route section, these inconveniences can be mitigated through a robust information strategy and thoughtful trip planning.

MAINTAIN THE RIGHT PERSPECTIVE

Handling **singlelane road configurations is not an isolated incident** and is something many travellers heading south have encountered. Wellknown examples include the **Karawanken Tunnel**, which has been singlelane

for many years, or for both overnight and day visitors, the **Brettfall Tunnel**, which provides access to the entire Zillertal region. Potential delays in such situations are often naturally factored into travel time by many.

ALTERNATIVE FLIGHT CONNECTIONS

AIRPORT Klagenfurt: Hamburg, London

AIRPORT Ljubljana: Frankfurt, Copenhagen, Amsterdam

AIRPORT Graz: Berlin, Dusseldorf, Frankfurt, Hamburg

AIRPORT Vienna: all destinations!

**... in connection with train transfers,
for example from Graz or Vienna...!**

COMMUNICATE ALTERNATIVE ROUTES

On particularly busy travel days, it is advisable to communicate alternative routes for arrivals on the most congested routes:



1. From Northeast Austria (OÖ, NÖ, Stmk)

Alternative route via A9
Voralpenkreuz – Liezen – Ennstal
Bundesstraße heading towards
Radstadt – Obertauern.



2. From Southeast Austria (W, Bgld, Stmk)

Alternative route via S36 Murtal
Schnellstraße – St. Michael/
Oberstmk. – Judenburg – Murau –
Obertauern.



3. From Germany via Passau

Alternative route via A9
Voralpenkreuz – Liezen – Ennstal
Bundesstraße heading towards
Radstadt – Obertauern.
Bsp.: Frankfurt to Obertauern –
"just" approx. 100 km and approx.
1 hr of travel time longer - but much
lower risk of traffic jams!!!

A COMPELLING OPTION: TRAIN TRAVEL - ESPECIALLY NOW!

Encouraging guests to switch to public transportation is particularly advisable, provided there are convenient and swift train connections available for each guest. The enticing offers and packages for travelling to SalzburgerLand by train provide a viable alternative to using a car.

TOP railway offers for guests:
www.salzburgerland.com/de/bahn-anreise



To alleviate road traffic congestion and minimise impacts on commuters, guests and students, collaborative measures are being implemented in partnership with SVV and ÖBB.

FURTHER COMPELLING REASONS FOR PUBLIC TRANSPORTATION:

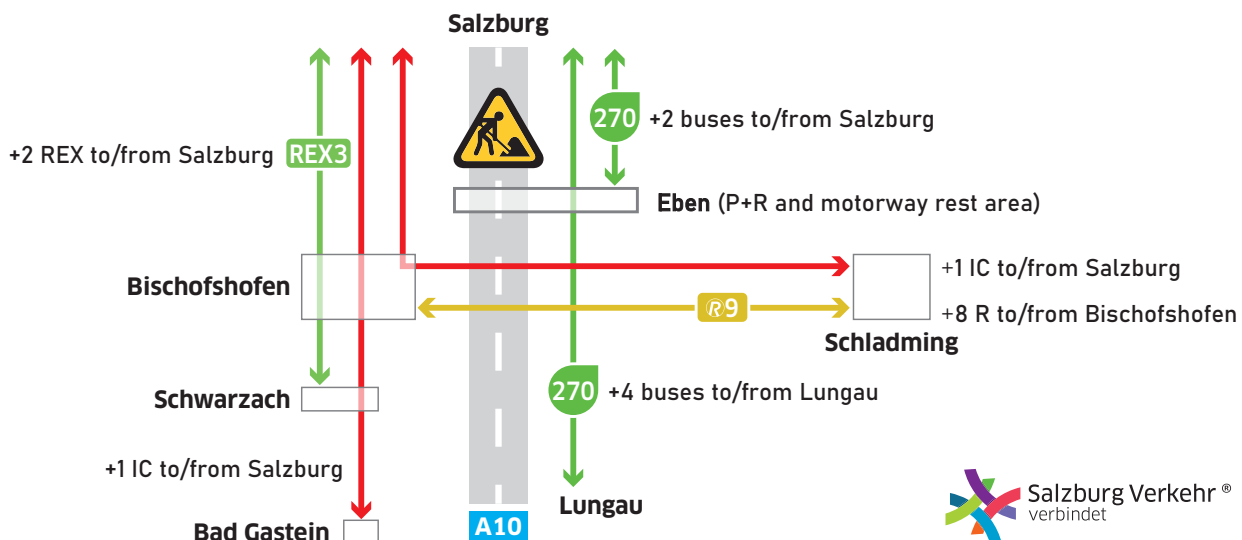
Additional trains from the Salzach and Ennspongau regions will operate during the construction phases and are already integrated into the regular schedule.

Priority will be given to motorway bus services. Extra buses, such as the express service of Line 270 (Lungau-Eben/Pg-Salzburg), **will be deployed**.

Commuter services are being expanded:

- A total of 350 additional P+R parking spaces will be established in Bischofshofen, Werfen as well as at the interchange and rest area in Eben.
- Commuters can transfer to public transportation (Bus 270) at the Eben rest area.
- Encourage carpooling as part of your communication strategy.

EXPANSION TRANSIT SERVICES:



Salzburg Verkehr®
verbindet

More information



STAY INFORMED

Ensure that your communication highlights continuously updated information regarding potential delays.

Updates will be available online as well as directly along the route.



Travel Time Informationen:

Real-time information about current delays and public transportation transfer options will be displayed on digital screens along the motorway and at major access points.

Promote the use of digital channels provided by Asfinag and ÖAMTC Traffic Service. This will allow travellers to consider potential disruptions in their travel plans.

- www.oeamtc.at/verkehrsservice
- www.asfinag.at/verkehr-sicherheit
- www.asfinag.at/a10

Real-time capacity information for the commuter parking lots in Eben will be communicated.

ADDITIONAL INFORMATION AND SERVICES



Ombudsman

A10-ombudsperson@asfinag.at

T +43 50 108 99 3 66

Important Links

www.oeamtc.at/verkehrsservice

www.asfinag.at/verkehr-sicherheit

www.asfinag.at/a10

baustelleninfo.asfinag.at/client