

TRACECA

Electronic Queue System Guide



Background

- **Activity number 7.6** of the Action Plan for 2022-2026: *Introduction of electronic queue systems at checkpoints and launch of online booking; Introduction of online services; 2022*
- 2021 activities (exploring interest; suggested pilot project for testing electronic queue system at two selected border crossings – *not accepted*)
- 2022 activities (EQS Guide: generic concept, different options, guidance for exploring feasibility, guidance for potential pilot project)
- Next steps: consideration by TRACECA countries and launching potential pilot projects (*if interested*)

Generic design of electronic queue system

Electronic queue information system

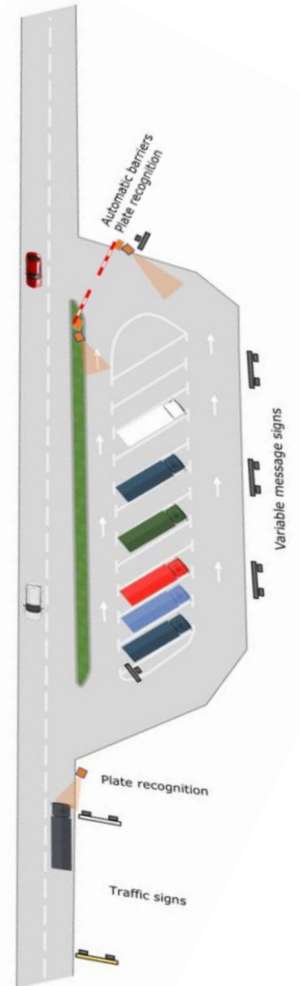
software and hardware components (call center);

Designated waiting area(s)

booking/payment self-service kiosk(s), information panels, and optional control center, automated vehicle plate readers; automated road barrier;

Entry lanes and gates to the border crossing checkpoints / seaports

information panels, and optional automated vehicle plate readers; automated road barriers etc.).



Electronic Queue Systems

(non-exhaustive list)

GoSwift - Queue Management Service, operated in: Finland, Russian Federation, Lithuania (EVIS online booking system), Estonia)

Electronic queue system of Belarus, operator – RUE "Beltamozhservice"; various operators of designated waiting areas)

Virtual Queue Reservation VQB ("Randevulu Sanal Sira Sistemi - RSS"), piloted in Turkey

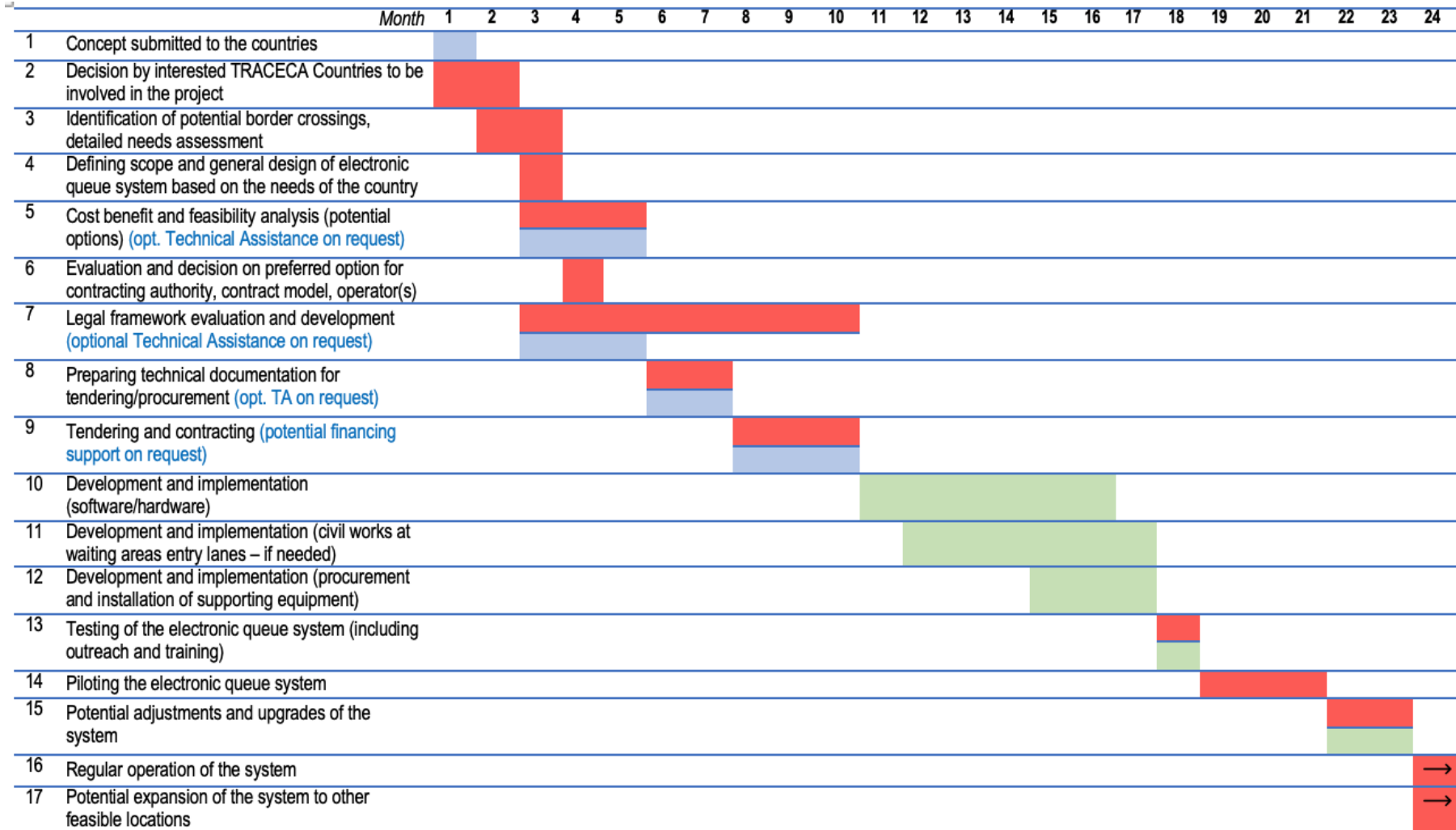
Solvo Smart Electronic Queue of Truck Drivers solution, operated in Russian Federation

Pilot Project "Electronic Border Crossing Queue" in Ukraine (2021),

EU Sub-Project for Technical Assistance in the Western Balkans (CONNECTA), for establishing electronic queuing management system (e-QMS) (2021) (not operational)

Southern African Development Community (SADC) Cross-Border Road Transport Agency (C-BRTA) Vehicle Reservation System Pilot Project (2021)

Suggested Project Implementation Plan



Legend:
■ Activities of PS IGC TRACECA / potential Technical Assistance / Financing support by international development partners
■ Activities of TRACECA countries
■ Activities of the contractors