

press release

## **81% of toll road users in Spain choose them as the fastest and most convenient option for their journeys**

- **This is one of the main findings of a study conducted by Universidad Politécnica de Madrid (UPM) in collaboration with the TRANSyT Transport Research Centre, and promoted by the Abertis Foundation as part of its international Chairs programme, analysing mobility habits, infrastructure assessments and future expectations.**
- **77% of users believe toll roads have better pavement conditions than non-toll roads, and 67% say they feel safer driving on them.**
- **85% call for real-time information on accidents and roadworks to be available directly in vehicles, while 75% support expanding barrier-free payment systems.**
- **74% say they would use motorways more if they had access to a free electronic payment device, and seven out of ten already use mobile apps to plan their journeys.**

**Madrid, 15 June 2026.-** 81% of toll road users in Spain choose them because they consider them the most convenient option for their journeys. Time savings stand out as the main differentiating factor: 63% of drivers identify it as the primary advantage compared to other alternatives, followed by journey comfort (45%) and reliability in arriving on time at their destination (31%). These are some of the key findings of the study on motorway usage and perception carried out by the Polytechnic University of Madrid (UPM) and the TRANSyT Transport Research Centre, and promoted by the Abertis Foundation under its international Chairs programme.

The study, conducted within the framework of the Abertis Chairs International Network and based on 1,667 interviews with toll road users in Spain, analyses mobility habits, infrastructure assessment and key expectations for the future, particularly in areas such as digitalisation and user experience.

The findings also reflect a positive perception of toll roads in terms of quality and safety compared with other road infrastructures. 77% of users consider them to have better pavement conditions than non-toll roads, 70% believe

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they are better maintained and 68% highlight lower congestion levels. Additionally, 67% feel safer when driving on them.

The results highlight growing demand for technology-driven improvements. 85% of respondents call for real-time information systems on accidents, incidents and roadworks to be delivered directly to vehicles, while 75% support the expansion of barrier-free toll payment systems. In addition, 69% view the use of reversible lanes positively as a way to reduce congestion, and 66% support the implementation of variable speed limits depending on traffic or weather conditions.

Digitalisation is already part of users' mobility habits. Seven out of ten drivers use mobile applications to plan their journeys, and the study identifies significant growth potential for electronic payment systems. Currently, only 21% of users use electronic toll devices, although 74% say they would use motorways more if such devices were provided free of charge.

Alongside technology-related demands, users also support initiatives aimed at promoting more sustainable mobility. 70% support discounts for vehicles with more than two occupants and 59% for less polluting vehicles.

From a social and regional perspective, respondents show strong support for measures to improve accessibility and generate value in communities connected by motorways. 62% view investment in tourism and economic development in these regions positively, while 76% support discounts for low-income users or rural residents, and 73% favour flat-rate usage systems.

The study also identifies areas for improvement in user experience. Road services such as rest areas, restaurants and petrol stations are cited as the main area for enhancement by 40% of respondents. They also highlight the need to improve toll management (25%), journey time information (24%) and assistance in the event of accidents or breakdowns (23%).

José Manuel Vassallo, coordinator of Abertis Chairs International Network, presented the results of the study during the presentation of the Abertis Chairs Spain 2026 Award, at a conference that brought together experts from the sector to discuss innovation, digitalisation, user experience and the future challenges of road infrastructure.

According to Elena Salgado, president of the Abertis Foundation, "this study confirms that users particularly value the speed, safety and quality of motorways. Listening to their needs and expectations is essential to continue

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promoting more innovative infrastructures adapted to the challenges of the mobility of the future".

### **[Check out the study here](#)**

#### **About the Abertis Chairs International Network**

The Abertis Chairs International Network promotes applied research, innovation and knowledge transfer in sustainable mobility and infrastructure management, connecting university work with real challenges in the sector and promoting academic excellence through its awards and research programmes.

#### **About the Abertis Foundation**

The Abertis Foundation was created in 1999 with the aim of contributing to the sustainable development of the territories where the Abertis Group operates. The entity promotes initiatives related to road safety, environmental sustainability, social action and culture, promoting social impact projects and collaborations with universities and international institutions.