

Regional European Electronic Toll Service REETS DAY

Activity 3: Key Performance Indicators

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Key Performance Indicators

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D 3.1
Definition of KPIs

D 3.2
Description of KPI
measurement methods

- **Topic**

Define and describe the measurement methods of the KPI in order to ensure the quality of the EETS service between SP and TC.

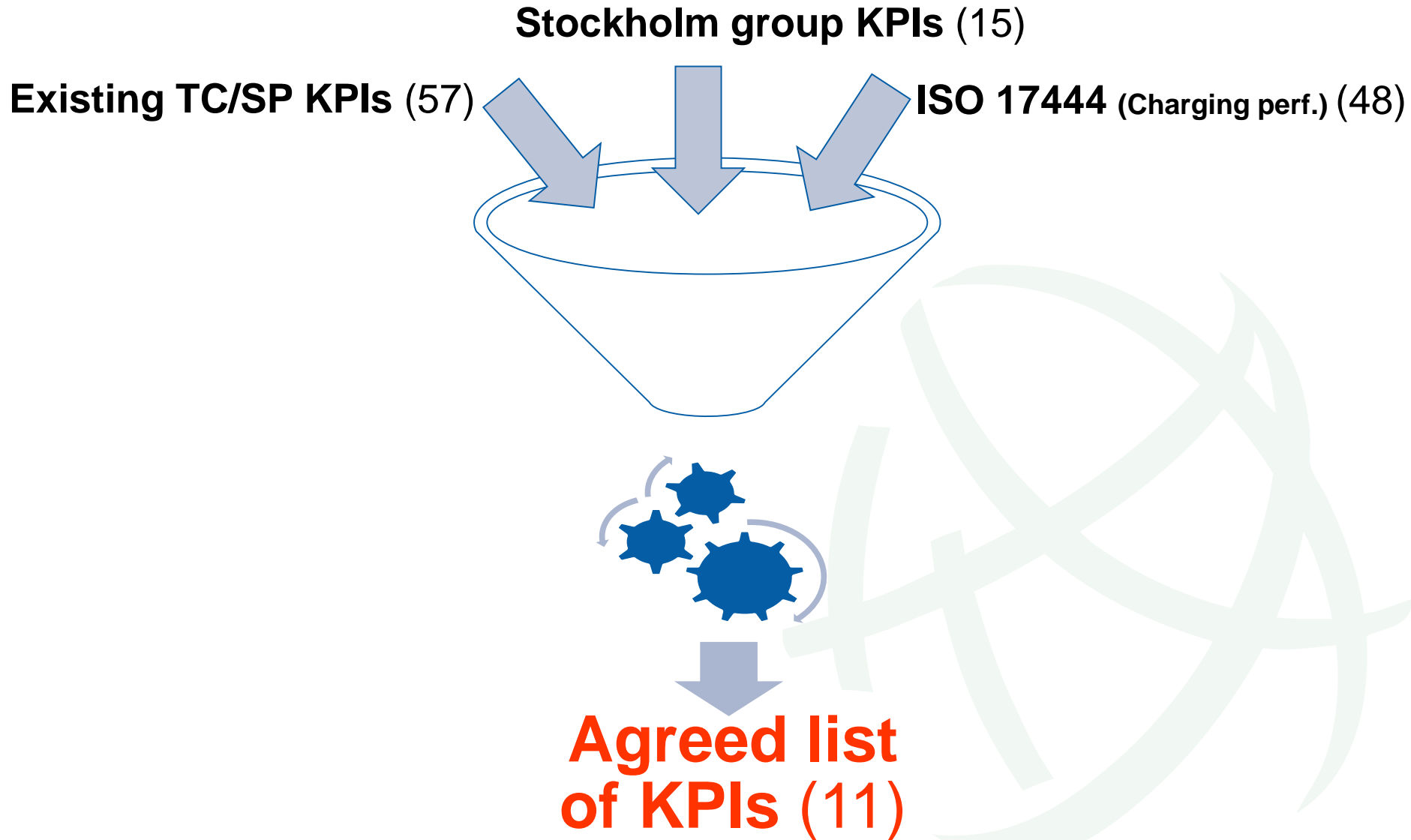
- **Goal**

To produce a toolbox to reduce the effort and related costs of implementation of the KPIs.

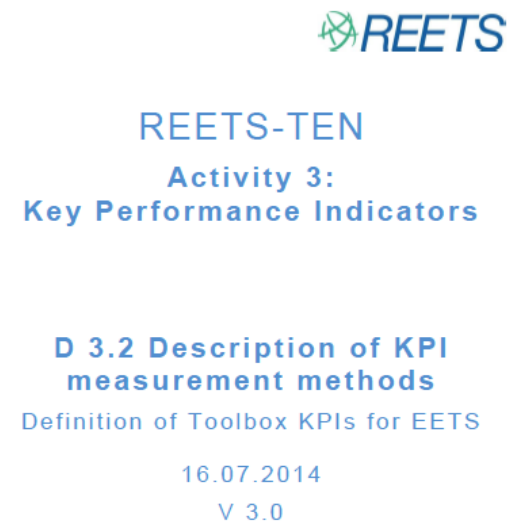
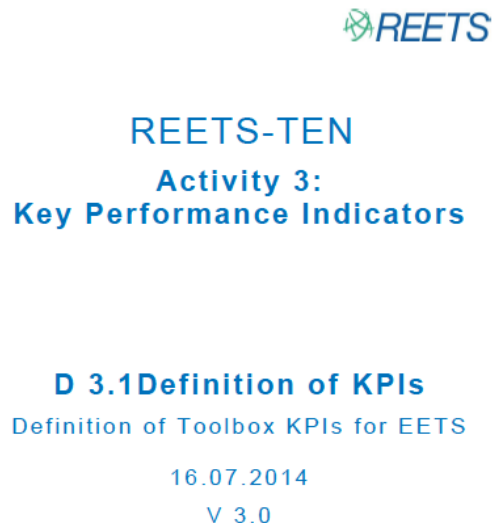
- **Barriers**

Large variety and complexity of existing indicators.

Activity 3: Results and Findings



- **D 3.1 Definition of Toolbox KPIs for EETS**
- **D 3.2 Description of KPI Measurement Methods**



D3.1 EETS Toolbox KPI Definitions



- Provides definitions for:
 - Six KPIs which apply to both DSRC and GNSS systems (technology-independent KPIs)
- Plus:
 - A specific KPI for DSRC systems and
 - Five specific KPIs for GNSS systems

D3.1 EETS Toolbox KPI Definitions



- The technology-independent KPIs are :
 - EETS Interface service quality : Timeliness
 - Timeliness of provision (from the perspective of the recipient)
 - Timeliness of processing (from the perspective of the sender)
 - EETS Interface service quality : Correctness
 - Payment settlement delay
 - Correctness of OBE personalisation data
 - Service user claim response

- The KPI included specifically for DSRC is :
 - OBE Transaction Quality
 - Specifically to monitor and improve DSRC transaction quality between OBEs from a specific SP within a toll domain.
 - KPI can be applied both in multilane free-flow systems or tolling systems with barriers.

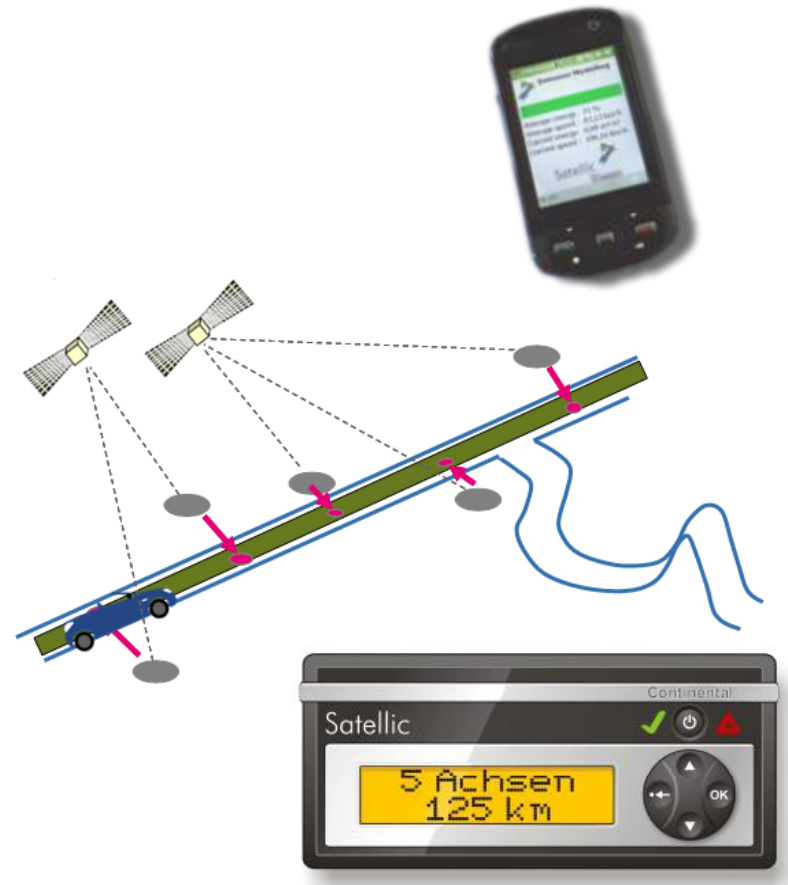


Source : URS Polska

D3.1 EETS Toolbox KPI Definitions



- The KPIs included in the Toolbox specifically for GNSS/CN are:
 - 'Missed recognition' events
 - Data provision for detection of charged objects
 - Accuracy of usage parameters
 - 'False-positive' events
 - DSRC Compliance-Checking Communication performance



Source : MyToll / Satellic

- Approach:
 - KPI definitions purely functional - independent of back-office interface technology
 - The party responsible for the aspect of performance being measured by the KPI should be clear and
 - Calculations exclude parameters that cannot be influenced by that party
 - Variables are defined to correspond specifically to the process being monitored
 - KPIs defined as either:
 - Percentage success rate [i.e. “successful events / all events”]
 - or
 - Ratio of two measured values [in relation to each one other]

- KPIs to be used mainly for improving EETS service quality (contract penalties are not **Activity 3** objective)
- Practical considerations have driven the preparation of the deliverables.
- Reduced list of KPIs (11) agreed between TC and potential EETS SP to ensure quality at minimized cost.



REETS

Regional European Electronic Toll Service



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