Regional European Electronic Toll Service REETS DAY

Activity 3: Key Performance Indicators

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Brussels – 5/11/2014

Co-financed by the European Union
Trans-European Transport Network (TEN-T)

Key Performance Indicators

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D 3.1
Definition of KPIs

D 3.2
Description of KPI measurement methods

Activity 3: Results and Findings

- **Topic**

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

- **Goal**

  To produce a <u>toolbox</u> to reduce the effort and related costs of implementation of the KPIs.

- **Barriers**

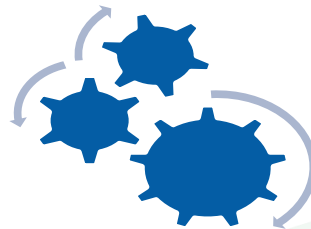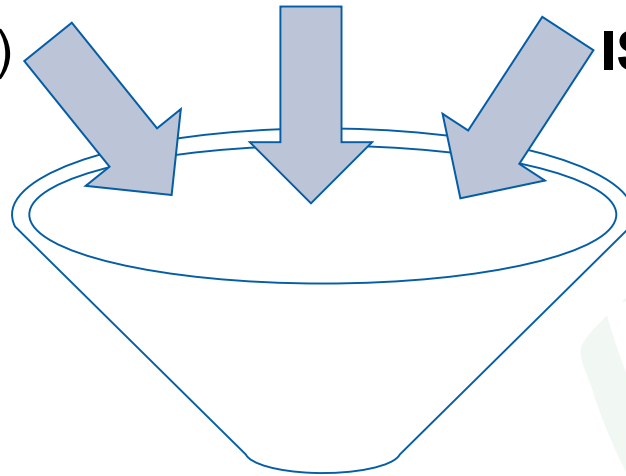 Large <u>variety and complexity</u> of existing indicators.
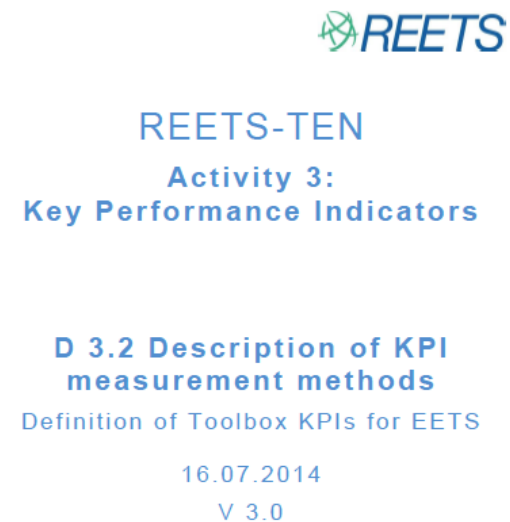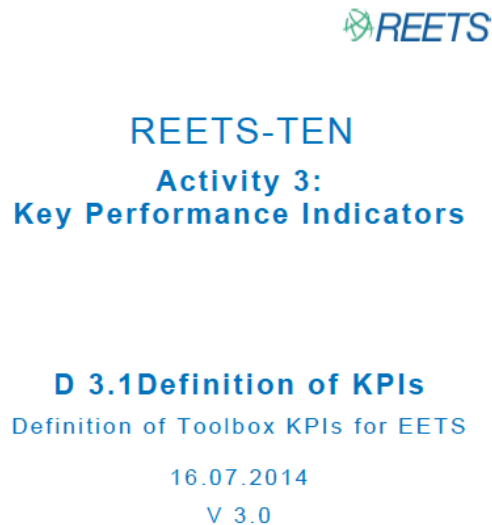
Activity 3: Results and Findings

Stockholm group KPIs (15)

Existing TC/SP KPIs (57)

ISO 17444 **(Charging perf.)** (48)

Agreed list of KPIs (11)

Work Package 3: Results

- **D 3.1 Definition of Toolbox KPIs for EETS**

- **D 3.2 Description of KPI Measurement Methods**

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Activity 3:
Key Performance Indicators

D 3.1 Definition of KPIs

Definition of Toolbox KPIs for EETS

16.07.2014

V 3.0

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Activity 3:
Key Performance Indicators

D 3.2 Description of KPI measurement methods

Definition of Toolbox KPIs for EETS

16.07.2014

V 3.0

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REETS TEN_D3.2_Measuring_Methodology_Toolbox_KPIs_v3_2014-07-16.docx

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

D3.1 EETS Toolbox KPI Definitions

- 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.
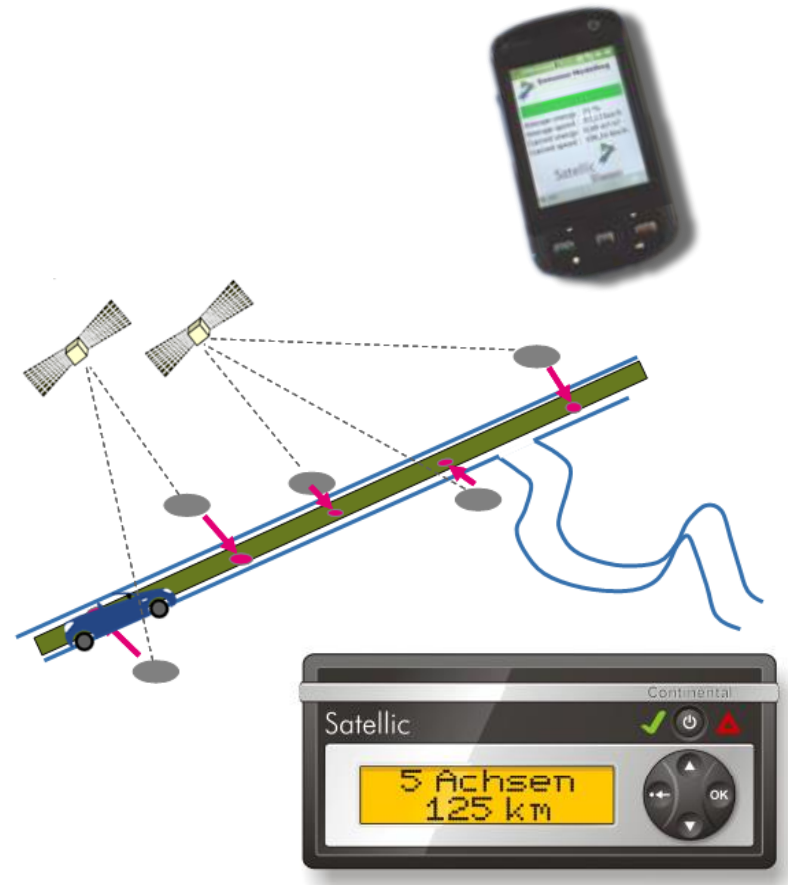
Source : URS Polska

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

D3.2 KPI Measurement Methods

- 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"] <u>or</u>
    - Ratio of two measured values [in relation to each one other]

Activity 3: Summary of Findings

- KPIs to be used mainly for <u>improving EETS service</u> quality (contract penalties are not Activity 3 objective)

- <u>Practical considerations</u> have driven the preparation of the deliverables.

- <u>Reduced list of KPIs</u> (11) agreed between TC and potential EETS SP to ensure quality at <u>minimized cost</u>.

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