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Supplement 1 to Annex 1 to the EETS- and NETS-Provider-Ordinance FOCBS

EETS Provider KPIs

EUROPEAN ELECTRONIC TOLL SERVICE FOR THE LSVA   VERSION 3.0

Contents

1 Overview

1.1 Purpose of the document

This document is a supplement to Annex 1 and defines the requirements for EETS provider regarding the key performance indicators (KPIs) in the LSVA toll domain.

1.2 Limitations

The KPI definitions and limits contained in this document apply to the EETS provider's operations after its approval for the LSVA toll domain.

The KPIs required for the pilot operation are defined in Supplement 8.

1.3 List of changes

Version	Date	Section	Change
2.0	01.03.2020		First published version
2.1	21.08.2020	2.1	Precision, the reference value are the samples
2.2	01.01.2022	various	Renaming of the Federal Customs Administration (FCA) to the Federal Office for Customs and Border Security (FOCBS)
3.0	01.09.2024	various	Changes to the technical and operational requirements in line with the legal basis of the LSVA III system

1.4 References

Document
[1]   Annex 1   to the EETS- and NETS-Provider-Ordinance FOCBS: Technical and Operational Requirements for EETS Provider
[2]   Supplement 8   to annex 1: Pilot Operation Specification - Level 4

1.5 Terms and abbreviations

See Annex 1

Additional terms below:

Term/Abbreviation	Meaning
Period	Measurement and evaluation interval of the KPIs

2 EETS provider KPIs

2.1 Vehicle data

KPI no.	1	Vehicle data
Function → Aim		The FOCBS measures the quality of the vehicle data collected and transmitted by the EETS provider. → High quality of vehicle data
Description		The vehicle data is transmitted as part of the EETS journey declaration via the back office interface. The vehicle data is retransmitted for each EETS journey. The FOCBS verifies the correctness of the vehicle data (see Annex 1, section 2.4, specification 16). For this purpose, it scans the vehicle registration documents during checks and compares them with the data transmitted by the EETS provider.
Performance metrics		The quality of vehicle data over the measurement period
Definition		Ratio between the number of samples taken by FOCBS and the proportion of detected errors in the vehicle data supplied for this purpose, comprising the: • amount of vehicle data from the EETS journey declaration recognised as incorrect on the basis of the vehicle registration documents over the measurement period.
Possible causes		• Error (e.g. due to typing mistake) during entry • Erroneous information intentionally entered by the holder • The holder does not report vehicle data changes to the EETS provider
Possible countermeasures		• Improvement in the EETS provider's vehicle entry process • Improvement of the process to verify the vehicle data provided by the holder • Improvement of user information
Possible consequences		• Incorrect assessment of the EETS journey
Input variables		A = Number of EETS journeys = amount of checked vehicle data (samples taken by the FOCBS) B = Error from comparison of delivered vehicle data with vehicle registration document
Calculation		Proportion of correct vehicle data = (A – B) / A x 100%
Period		3 months (informative monthly evaluation)
Statistics		For a number of < 1000 EETS journeys (A) per period, a fixed number of permissible error cases (B) applies
Limits		99.9% (fixed number of error cases = 1)

2.2 Holder data - no longer applies

2.3 Position data for the EETS journey

KPI no.	3	Position data for the EETS journey
Function → Aim		The FOCBS measures the quality of the declared position data used to describe the EETS journey. → Ensure the calculation of the distance travelled in the LSVA toll domain is within the permissible deviation
Description		The EETS provider automatically transmits the GNSS position data for each EETS journey to the FOCBS (see Annex 1, section 2.5, specification 17), which must comply with the qualitative specifications (see Annex 1, section 2.5, specifications 19, 20 and 21). The FOCBS measures the quality of position data during the assessment. The quality of the position data for an EETS journey is unsatisfactory if the assessed distance (based on the FOCBS's calculation algorithm) of the EETS journey has a deviation and/or an uncertainty of > 4% relative to the declared distance. In this case, automatically correction measure by the FOCBS system or manual intervention by FOCBS staff and discretionary assessment are necessary.
Performance metrics		The quality of the position data for the EETS journeys over the measurement period
Definition		Ratio between the total number of EETS journeys and the number of EETS journeys with sufficient position data quality
Possible causes		• Manipulation by EETS user(s) (shielding GNSS antenna, jammers, etc.) • Insufficient GNSS reception due to poor OBE installation • OBE failure • Route of an EETS journey not fully covered by position data
Possible countermeasures		• Increase OBE availability (correct installation and quality) • Improve user information
Possible consequences		• Increased number of manual interventions with discretionary assessments • Increased number of appeals against manual assessments
Input variables		A = Total number of EETS journeys B = Number of EETS journeys without automatically correction measures or manual intervention
Calculation		EETS journeys without manual assessment steps = B / A x 100%
Period		3 months (informative monthly evaluation)
Statistics		For a number of < 1000 EETS journeys per period for which position data was delivered, a fixed number of permissible error cases applies
Limits		99.7% (fixed number of error cases = 3)

2.4 EETS provider data delivery

KPI no.	4	EETS provider data delivery
Function → Aim		The FOCBS measures compliance with deadlines for the delivery of EETS journey declarations and holder data. → Ensure that all data is delivered for the timely assessment of EETS journeys
Description		The EETS provider shall submit the EETS journey declarations (TollDeclarationADU) automatically and on time (see Annex 1, section 2.5, specification 17). For each EETS journey of a foreign EETS user, the FOCBS requests the holder data (ProvideUserDetailsADU) from the EETS provider, which it shall also submit in good time (see Annex 1, section 2.5, specification 22). Timely delivery is deemed to have taken place if the deadlines in specification 17 and 22 from Annex 1 have been fulfilled.
Performance metrics		Compliance with the timely and complete delivery of all EETS journey declarations and the timely delivery of the associated holder data over the measurement period
Definition		Ratio between the number of EETS journeys delivered on time with the complete number of EETS journey declarations and holder data also delivered on time and the total number of EETS journeys during the measurement period. Note: Data that is not delivered on time due to lack of availability of the FOCBS's back office is not taken into account.
Possible causes		• EETS OBE failure • No or poor EETS OBE mobile communication • Problems in the EETS provider's back office
Possible countermeasures		• Increase EETS OBE availability • Stabilise the EETS provider's back office
Possible consequences		• Discretionary assessment • Electronic assessment decision issued without holder data
Input variables		A = Total number of EETS journeys B = Number of EETS journeys for which the complete EETS journey declaration and holder data were delivered on time
Calculation		Proportion of deadlines respected = B / A x 100%
Period		3 months (informative monthly evaluation)
Statistics		For a number of < 1000 EETS journeys per period, a fixed number of permissible error cases applies
Limits		99.7% (fixed number of error cases = 3)

2.5 Timely transmission of FOCBS messages

KPI no.	5	Timely transmission of FOCBS messages
Function → Aim		The FOCBS measures the timely collection of FOCBS messages with acknowledgement of receipt by the EETS provider's back office. → Ensure the possibility of timely transmission of data to the EETS provider
Description		Measures the number of cases in which the transmission of data (assessment data (BillingDetailsADU), requests for holder data (RequestADU), daily aggregation (PaymentClaimADU)) to the EETS provider's back office failed to take place on time because the EETS provider's back office did not collect any data from the FOCBS's back office or did not send an acknowledgement of receipt (AckADU) to the FOCBS's back office during this time. Timely transmission is deemed to have taken place if the EETS provider's back office - confirms receipt of the FOCBS data (AckADU) within the specified timeframe (see Annex 1, section 2.6, specifications 23 and 24) after they have been made available in the FOCBS's back office, or - answers the request for holder data (ProvideUserDetailsADU) within the specified timeframe (see Annex 1, section 2.5, specification 22).
Performance metrics		Proportion of transmissions that were made on time.
Definition		Ratio between the total number of transmissions and the number of transmissions made on time. Note: Data that is not delivered on time due to lack of availability of the FOCBS's back office is not taken into account.
Possible causes		- Temporary failure of EETS provider's back office - Temporary network failure
Possible countermeasures		Increase availability/check measures to increase the availability of the network and the EETS provider's back office
Possible consequences		- Late transmission of the electronic assessment decisions to EETS provider and EETS users - Assessment without correct holder data
Input variables		A = Total number of transmissions B = Timely transmissions
Calculation		Timely transmission of FOCBS messages = B / A * 100%
Period		6 months (informative monthly evaluation)
Statistics		For a number of < 1000 transmissions per period, a fixed number of permissible error cases applies
Limits		99.7% (fixed number of error cases = 3)