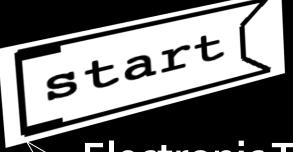
DATA DRIVEN PERFORMANCE

Mary Biswell
Oklahoma Turnpike Authority



Negative circumstances are fertile soil for positive momentum.

Andy Stanley



Electronic Toll Team

ETC Manager

Data Analyst

Field Advisor

Restructure Contract Include KPIs

Maintenance Provider Oversight



Practices Implemented

Lane Tuning

Failure and Downtime Mode Analysis

Additional Training

Continued...

Practices Implemented

Daily Monitor

Equipment Degradation
Missed Reads
Time in Sync

Reconciliation Lane to Account

Continued...

Practices Implemented

Trending Reports

ETC Performance

Violations

Buffered

Time Between Reads

System Match

Quality Assurance



Must Work Well With Others

All Electronic Tolling



Reduce Manual

Predictive Analytic
 Automation

Data Driven Strategy

Increased Maintenance Oversight

Implemented Practices

Inclusion of Entire Organization

Questions?

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