

DATA DRIVEN PERFORMANCE

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**Negative circumstances are fertile
soil for positive momentum.**

Andy Stanley

start

- **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**

CHALLENGE ACCEPTED



**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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