



Supplement 2

to Annex 2 to the EETS- and NETS-Provider-Ordinance FOCBS

ANP KPIs

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1 Introduction

The purpose of this document is to define the KPIs for the ANP, their measurement methods and thresholds. The contract penalties and other measures in the event of non-compliance with the KPIs are set out in the NETS authorisation contract.

2 KPI concept – overview and general requirements

Unless expressly stated otherwise, the ANP is usually responsible for automatically recording the relevant data, and for processing and regularly reporting on its KPIs during operation. The ANP is responsible for complying with the defined performance measures for the KPIs in this document.

The FOCBS can carry out audits at its own discretion in order to review the recording and processing of data and the reporting of the data for calculating the KPIs. During these audits, the ANP must provide the FOCBS with access to the required information.

The KPI calculation periods are to be agreed in the contract. Possible reasonable time periods are specified in section 3.

3 List of KPIs

3.1 OBU commencement after registration

KPI no.	1	Compliance with commencement time for OBU
Objective	The holder must be able to meet the obligation to equip their vehicles.	
Description	This KPI evaluates compliance with the prescribed maximum period for mileage reporting using the fallback solution after the vehicle has been registered.	
Share	The proportion of newly registered domestic vehicles with punctual commencement of the OBU compared with the total number of newly registered domestic vehicles with the ANP during the calculation period.	
Definition	For a domestic vehicle, the mileage may be reported using the fallback solution on a maximum of five days after vehicle registration. Foreign vehicles are not included in this KPI.	
Possible consequences	The holder is unable to meet the obligation to equip the vehicle, and therefore uses the ANP's fallback solution.	
Input variables	A = Newly registered domestic vehicles with the ANP during the calculation period B = Newly registered domestic vehicles with the ANP that reported their mileage using the fallback solution for too long	
Proportion calculated	$\frac{(A - B)}{A} \times 100\%$	
Measurement method	The calculation is done by the ANP based on an evaluation of information from various sources, specifically: 1. The ANP's system and operating logs regarding newly registered vehicles 2. Use of the fallback system to report mileage after registration	
Period	Monthly calculation	
Thresholds	99.9%	
Handling of low input values	If there are fewer than 1,000 relevant events (A) during the calculation period, a fixed number of permitted cases of non-compliance applies (B). The fixed number of permitted cases of non-compliance = 1.	

3.2 Compliance with OBU recovery time

KPI no.	2	Compliance with OBU recovery time
Objective		The ANP must ensure that a reported OBU failure is rectified promptly.
Description		This KPI evaluates compliance with the prescribed maximum period for mileage reporting using the fallback solution in the event of an OBU failure.
Indicator		The proportion of OBU failures recognised by the ANP and reported with timely recovery compared with the total number of OBU failures recognised by the ANP and reported in the calculation period.
Definition		For a domestic vehicle, the mileage may be reported using the fallback solution on a maximum of five days after a recognised failure. Foreign vehicles are not included in this KPI.
Possible consequences		The holder is forced to use the fallback solution beyond the required maximum recovery period.
Input variables		A = Total number of OBU failure notifications recognised by the ANP and reported during the calculation period B = Number of mileage reports made using the fallback solution for too long during the calculation period
Proportion calculated		$\frac{(A - B)}{A} \times 100\%$
Measurement method		The calculation is done by the ANP based on an evaluation of information from various sources, specifically: 1. The ANP's system and operating logs regarding the OBU failures recognised by the ANP and reported, and the recovery of functionality of the OBU in question 2. Use of the fallback solution after a recognised failure
Period		Monthly calculation
Thresholds		95%
Handling of low input values		If there are fewer than 20 relevant events (A) during the calculation period, a fixed number of permitted cases of non-compliance applies (B). The fixed number of permitted cases of non-compliance = 1.

3.3 Accuracy of VIN registration

KPI no.	3	Accuracy of VIN registration
Objective		The aim is to avoid VIN registration errors by the ANP and the resulting daily reports for unknown vehicles in Camiuns.
Description		This KPI evaluates compliance with the prescribed correct registration of the VIN by the ANP
Indicator		The proportion of new correct VIN registrations compared with the total number of new VIN registrations during the calculation period.
Definition		The ANP must carry out the VIN registration on the basis of the data provided by the holder. The holder must ensure that only existing VINs are registered. Camiuns recognises these VINs either by querying the IVZ (for all Swiss vehicles) or when approving foreign vehicles to use the ANP. As the ANP is responsible for the accuracy of the VIN registration, it should verify the accuracy of the VIN by suitable means (e.g. based on a copy of the type approval certificate or vehicle registration document provided by the holder).
Possible consequences		The correction of incorrect VINs causes additional work for the ANP. An incorrectly registered VIN can lead to a discretionary assessment for the holder in this case, as the vehicle could not be registered due to the incorrect VIN.
Input variables		A = Total number of reports with new VINs during the calculation period B = Number of reports with new VINs that are unknown to Camiuns during the calculation period in accordance with Supplement 2
Proportion calculated		$\frac{(A - B)}{A} \times 100\%$
Measurement method		The calculation is done by the FOCBS on the basis of reports with new VINs that cannot be allocated to any known VIN in Camiuns.
Period		Monthly calculation
Thresholds		99.9%
Handling of low input values		If there are fewer than 1,000 relevant events (A) during the calculation period, a fixed number of permitted cases of non-compliance applies (B). The fixed number of permitted cases of non-compliance = 1.

3.4 Transmission of daily declarations

KPI no.	4	Transmission of daily declarations
Objective		The timely transmission of the journey data recorded by the OBU to Camiuns for the calculation and levying of the performance-related HVC is ensured.
Description		This KPI evaluates compliance with the required daily transmission of reports for each vehicle registered with the ANP to Camiuns.
Indicator		The proportion of timely and correctly transmitted reports compared with the total number of reports due in the calculation period.
Definition		The ANP must send a report for each vehicle registered with it by the end of the following day. This report includes one of the three following details: • Journey data for one day (including fallback solution) • OBU not available • OBU abroad
Possible consequences		The late transmission of reports may have a negative effect on the collection of charges. It could also cause extra work for holders and the FOCBS.
Input variables		A = Total number of daily reports due during the calculation period B = Number of late reports during the calculation period
Proportion calculated		$\frac{(A - B)}{A} \times 100\%$
Measurement method		The calculation is done by the FOCBS based on an evaluation of information from various sources, specifically: 1. The reports due are derived from the whitelist 2. The reports transmitted by the ANP
Period		Monthly calculation
Thresholds		99.9%
Handling of low input values		If there are fewer than 1,000 relevant events (A) during the calculation period, a fixed number of permitted cases of non-compliance applies (B). The fixed number of permitted cases of non-compliance = 1.

3.5 Compliance with maximum OBU failure rate

KPI no.	5	Compliance with maximum OBU failure rate
Objective		To ensure a stable service for holders and avoid them having to use the fallback solution.
Description		This KPI evaluates compliance with the prescribed maximum OBU failure rate by the ANP.
Indicator		The proportion of OBUs that indicated a failure compared with the total number of OBUs in operation during the calculation period.
Definition		The ANP must service and maintain the OBU to ensure its functionality and availability, and the achievement of the required quality parameters at all times, and to prevent faults and failures.
Possible consequences		Failures cause inconvenience to the holders and could ultimately affect trust in the system.
Input variables		A = Average total number of OBUs in operation, based on the total number of OBUs in operation at the start and end of the calculation period B = Number of OBUs that were affected by a failure during the calculation period. The OBU failures are identified either by the ANP in its monitoring, or reported by the holder and confirmed by the ANP. If an OBU failed and was recovered, and then another failure occurs during the calculation period, this new failure is counted as an additional one. The same applies to each additional failure of the OBU within the same calculation period.
Proportion calculated		$\frac{(A - B)}{A} \times 100\% \times \frac{12}{\text{Ermittlungszeitraum in Monate}}$
Measurement method		The calculation is done by the ANP based on an evaluation of information from various sources, specifically: 1. The ANP's system and operating logs relating to the OBU failures identified by the ANP Note: The OBU failures identified by the ANP must include a plausibility check regarding the use of the fallback system.
Period		Annual calculation
Thresholds		2% per 12 months
Handling of low input values		-