



## **Minimum Performance Standards and Specifications (MPSS) for Toll Collection System of Expressways**

By virtue of the Powers and Duties of the Toll Regulatory Board (TRB), under Presidential Decree No. 1112, the following MPSS for Toll Collection System of Expressways is hereby adopted and promulgated in response to the need to strengthen TRB's regulatory powers and further improve safety, convenience, mobility, toll operations assets' serviceability, and overall user satisfaction in toll roads and their related facilities.

The MPSS are based on a review of industry practices, both locally and internationally, along with inputs from the TRB Secretariat, Department of Transportation, Department of Public Works and Highways, National Economic and Development Authority, Department of Finance, and the Private Sector Representative.

### **Purpose:**

- a. Establish the minimum requirements that the Toll Operators must comply with regard to the operation of the toll roads and their related facilities;
- b. Create certainty for both the TRB and the Toll Operators in the standards of performance expected from the Toll Operators; and
- c. Implement a system of Key Performance Indicators for the Toll Operators and a system of penalties for non-compliance with those indicators.

### **Scope:**

These shall apply to all expressways under the TRB jurisdiction provided that any toll concession agreement that prescribes higher minimum performance standard and penalties, the same shall prevail over the inconsistent provision hereof. *8/28*

These shall cover the following key elements of Toll Road management:

- a. Toll collection;
- b. Monitoring of user complaints; and
- c. Communications and public relations. *TRB*

## Definition of Terms:

- a. **Detection Area** – a visible marked area within a minimum distance of five (5) meters before the toll barrier;
- b. **Electronic Toll Collection (ETC)** – toll collection without cash payment and the appropriate toll fee is debited from the motorist's account;
- c. **ETC Transaction Time** – the time observed when the vehicle enters the identified Detection Area until the toll barrier closes without manual intervention;
- d. **Formal Complaint**- any complaint personally filed or thru various media such as but not limited to email, mail, 8888 portal, Presidential Complaint Center, DOTr and TRB regarding the operation and maintenance of the expressway
- e. **Grave Offense** – those items in the standards which are vital in the operations of toll collection system and will create immense disturbance to the motorists if not performed by the toll operators.
- f. **Key Performance Indicators (KPI)** – refers to the measurements of the performance on the standards or requirements in the expressway operations;
- g. **Light Offense** – those items in the standards which creates lesser impact or disturbance to the motorists if not performed by the toll operators.
- h. **Manual Card Processing** – the scanning/swiping/tapping of E-Cards or Tags when automatic detection fails;
- i. **Marshal** – Third-party personnel that provides assistance in monitoring the toll operation centers, toll plazas and other related toll operation facilities;
- j. **Minimum Performance Standards and Specifications (MPSS)** – means the minimum performance or functional standards and specifications that must be complied in the operations of expressways;
- k. **Payment Transaction Time at Entry/Exit Lanes** – time observed from the hand-over of ticket and payment to the toll teller until the issuance of receipt;
- l. **Penalty** – the equivalent amount imposed to the toll operators for non-compliance of the MPSS;
- m. **Readability** – the automatic detection of ETC tags by the sensor/antenna;
- n. **Ticket Dispensing Transaction Time at Entry Lanes** – time observed starting when the ticket is released/issued by the teller or from pressing of the button until the toll barrier opens;

- o. **Toll Collection Incident** – unforeseen events interrupting the toll collection
- p. **Toll Equivalent Unit (TEU)** - the Peso amount of the toll rate for Class I vehicle measured per kilometer for closed-system and toll rate for Class I vehicle for open-system as of the time it is being calculated;

### Key Performance Indicators (KPIs)

The KPI matrix presented herein shall be the basis in the conduct of TRB's periodic audit to measure the toll operators' compliance with the Minimum Performance Standards and Specifications.

**Table 1. Key Performance Indicators for Operation**

ITEM	MINIMUM PERFORMANCE STANDARDS	DETECTION AND MEASUREMENT	REPAIR TIME / ALLOWABLE TOLERANCE	PENALTIES FOR NON-COMPLIANCE IN TEUs	GRAVITY OF OFFENSE	PROBABILITY OF NON-COMPLIANCE
Toll Collection System	Operational 24 hours every day, 7 days a week	Quarterly audit performed by the Toll Regulatory Board; Motorists' Complaint; Marshalls' Report	No tolerance allowed.	1,500 TEUs/non-Compliance of minimum performance standards.	Grave Offense	Low
Toll Lane Availability	98% Lanes of particular plaza available 24 hour every day except during major repairs, accidents and preventive maintenance	Spot Checks and Inspection Reported verified motorists' complaints in any form	2% Tolerance for repairs and maintenance	1,500 TEUs/day which falls below the standards.	Grave Offense	High
Readability at ETC Lanes	98% successful automatic detection based on total Transactions per day	Monthly audit performed by the Toll Regulatory Board; Motorists' Complaint; Marshalls' Report	2% Manual Card Processing	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	High
Transaction Time at Entry Lanes	For issuance through Automatic Ticket Dispensing	Monthly audit performed by the Toll Regulatory Board; Motorists'	No Tolerance except in unusual circumstance (e.g., major	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	High


	<p>Machine (ATDM), from pressing of the button until the barrier opens – 3 seconds.</p> <p>For manual issuance by Teller on Duty (TOD), until the barrier opens – 5 Seconds</p>	Complaint; Marshalls' Report	accidents or repair/maintenance works, or TCI)			
Transaction Time at ETC Entry/Exit Lanes	ETC Transaction Time not exceeding 5 seconds for Class 1, 10 seconds for Class 2 and Class 3, except in unusual circumstance (e.g., major accidents or repair/maintenance works)	Monthly audit performed by the Toll Regulatory Board; Motorists' Complaint; Marshalls' Report	No tolerance except for motorist-related issues. (e.g., damaged RFID Tag, Insufficient balance, among others)	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	High
Payment Transaction Time at Entry/Exit Lanes	At any time not exceeding 12 seconds except in unusual circumstance (e.g., major accidents or repair/maintenance works)	Monthly audit performed by the Toll Regulatory Board; Motorists' Complaint; Marshalls' Report	No Tolerance except in unusual circumstance (e.g., major accidents or repair/maintenance works)	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	High

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Queue Length at Toll Plaza at ETC Lanes	Queue Length of 10 vehicles of not more than twenty (20) minutes per lane	Spot Checks and Field Inspection  Motorists' complaint and report  Spot Checks and Field Inspection	No tolerance	1,500 TEUs/occurrence	Grave Offense	Low
Automatic Vehicle Classification (AVC) Accuracy	99% Automatic Vehicle Classifier (AVC) accuracy based on the design of the Toll Collection System	Discrepancy Detail Report under the Toll Collection System Reports Module	1% Tolerance	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	Low
Personnel Deployment	Toll collection incident response time shall not exceed 15 Minutes	Quarterly audit performed by the Toll Regulatory Board; Marshalls' Report	No tolerance.	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	Low
	Complete toll collection and audit personnel deployment based on manning structure	Quarterly audit performed by the Toll Regulatory Board; Marshalls' Report; Random spot Checks; Based on the submitted Personnel deployment plan of the Tollway Operators	No tolerance regardless of traffic condition and level of service.	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	Low
	Toll collection personnel courtesy	Motorist's complaints and reports.	Based on gravity of the offense, serving appropriate measures on erring personnel to be determined following the applicable Code of Conduct	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	Low

Account Management	Real-time and accurate charging of toll fees and/or crediting of load on the motorists' account (ensure compliance of third-party payment channels to real-time and accurate crediting of load in motorists' account)	Quarterly audit performed by the Toll Regulatory Board; Motorists' Complaint; Marshalls' Report	No Tolerance	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	High
ETC Toll Fare Indicator Display	Provide display at toll booths after each toll transaction showing the following information: 1. Vehicle Classification 2. "Current Balance" at Entry; 3. "Charged Amount"; and 4. "Remaining Balance" at Exit.	Monthly audit performed by the Toll Regulatory Board; Motorists' complaints; Marshalls' Report	No Tolerance	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	Low
TCS Equipment	Complete inventory of TCS Equipment to ensure 100% functional.	Quarterly inventory performed by the Toll Regulatory Board; Inspectorate Team Report	No Tolerance	1,500 TEUs/non-compliance of minimum performance standards.	Light Offense	Low
Communication and public relations	Customer satisfaction rating not below 80%.  No less than	Bi-annual Customer satisfaction survey jointly designed by TRB and Toll	No tolerance.	1,500 TEUs/non-compliance of minimum performance standards.	Light Offense	High

	100% of formal customer complaints per month are addressed. All Toll Operators are required to submit monthly reports on action taken to all customer complaints received by them.	Operator.  Bi-annual audit performed by the Toll Regulatory Board				
Submission of Reports and Records	Complete, accurate, and transparent toll collection reports and records	Quarterly audit performed by the Toll Regulatory Board	No Tolerance. Submission of requested documents within 72 hours upon receipt of a request in any Form	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	High
Submission of Reports and other requirements	Monthly submission of: with the prescribed  - Audited Traffic Count (by vehicle class, by entry/exit) and Toll Revenue - Traffic Incidents Report at toll lanes - Minimum 15 minutes lane video recording (30% of Total lanes per plaza) w/ corresponding	Monthly audit performed by the Toll Regulatory Board	No Tolerance. Submission of requested documents within the 1 <sup>st</sup> week on the following month.	1,500 TEUs/non-compliance of minimum performance standards.	Grave Offense	High

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	Transaction Inquiry Reports -Downtime Report -Theoretical Mean Time to Repair (once) -Updated Operations Manual (once) -Manpower Deployment Plan -Complaints (received and acted upon) -Other reports as required by TRB					
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**Formula for computing the penalty:**

1. For Closed System:

$$\text{TEU} \times \text{Class 1 Existing Rate per kilometer} \times \text{no. of occurrence} = \text{Penalty}$$

2. For Open System:

$$\text{TEU} \times \text{Class 1 Existing Rate per kilometer} \times \text{no. of occurrence} = \text{Penalty}$$

Where:

1. Class Existing rate per kilometer =  $\frac{\text{Existing open system toll rate}}{\text{distance(km)}}$

2. Distance = longest operating open system length

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**Additional Penalties for Repeated Offenses:**

<b>Repeated Offense</b>	<b>Penalty</b>
Commission of five (5) or more light offenses within 1 year	10% of the prevailing average daily gross collection on the month when the fifth offense occurred.
Commission of a combination of five (5) or more Light and/or Grave Offenses within 1 year	25% of the prevailing average daily gross collection on the month when the fifth offense occurred.
Commission of five (5) or more Grave Offenses within 1 year	Ground for Disqualification to apply for a toll adjustment in the succeeding application year

**Remittance to the Bureau of Treasury**

Payment of penalty for the violation of the MPSS shall be made to the Toll Regulatory Board, which will be remitted to the National Government thru the Bureau of Treasury.

By Authority of the Board

**ATTY. GIOVANNI Z. LOPEZ**

OIC, Executive Director

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