KPIs:

Measure the total income before we implement the solution, and then after one year of the solution being implemented measure the total income. Then compare the values. If the income has increased after using our solution, then we have succeeded.

We could also survey people who use the Flextraffic service before we implement our system to see how happy people are with the prices and the service, and again after one month of implementing our solution we can survey them again to see if the people’s opinion of Fynbus has changed. If they are happier with Fynbus’ services, then we have succeeded.

We can survey people when they receive the documentation about how the program is working to see if they are happy with the explanations in the documentation. Then we can repeat that when we start using the new documentation we create. If they think it is easier to understand and it describes the system well, then we have succeeded.