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Multi-output efficiency and operational safety: An analysis of railway traffic control centre performance

Bart Roets, Marijn Verschelde, Johan Christiaens

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Highlights

- We propose a multi-output efficiency methodology with cost allocation restrictions
- \bullet We introduce output-specific metafrontiers
- Relation between human error and efficiency of tasks with highly variable workload
- Hourly inefficiencies in staff schedules are revealed
- Real-world deployment at Belgian railway traffic control

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