

## C. TOLL REGULATORY BOARD

### STRATEGIC OBJECTIVES

#### SECTOR OUTCOME

Infrastructure development accelerated and operations sustained

#### ORGANIZATIONAL OUTCOME

Tollway regulatory services improved

#### PERFORMANCE INFORMATION

<u>ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2024 TARGETS</u>
Tollway regulatory services improved		
<b>TOLLWAY REGULATORY PROGRAM</b>		
<b>Outcome Indicators</b>		
1. % decrease in toll road crashes	8,066	2%
2. % increase in average traffic volume in toll roads	931,399	5%
3. % decrease in the number of complaints received during public hearings on rate increases	15	5%
<b>Output Indicators</b>		
1. % of complaints acted upon	41	80%
2. No. of inspection conducted	176	292
3. Increased kilometer-length of toll road	123	100