

A. OFFICE OF THE SECRETARY

STRATEGIC OBJECTIVES

MANDATE

The Department of Transportation and Communications (DOTC) aims to develop, promote, implement and maintain integrated and strategic transportation and communication systems that will ensure safe, reliable, responsive and viable services to accelerate economic development and to better serve the transport and communication needs of the people.

VISION

By 2030, DOTC shall be a world-class organization, providing integrated transport; connecting people, islands, families, communities and the nation with the rest of the world; and constantly responding to the demand for environmentally sustainable and globally competitive transport.

MISSION

To provide the country with an efficient, effective and secure transportation system that is globally competitive, compliant with international standards and responsive to the changing times.

KEY RESULT AREAS

Rapid, inclusive and sustained economic growth

SECTOR OUTCOME

Access to markets and seamless interconnection of the entire country

ORGANIZATIONAL OUTCOME

1. Rail transport services improved
2. Transport-related accidents reduced
3. Road users protected

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Improve project development and implementation.
2. Develop transparent procurement process from project's Terms of Reference (TOR) writing up to Bids and Awards Committee (BAC) procedures.
3. Encourage Public-Private Partnerships (PPPs).
4. Synchronize planning and budgeting.
5. Improve the institutional and regulatory environment of the Infrastructure Sector.
6. Coordinate and integrate infrastructure initiatives.
7. Climate Change Adaptation (CCA) and Disaster Risk Reduction Management (DRRM)
8. Improve economic development and generate employment in infrastructure development.

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 TARGETS
Rail transport services improved		
Transfer time reduced	10 mins.	50% (5 mins.)
Load factor of MRT decreased	171.4	8% (157.7)
Transport-related accidents reduced		
Maritime transport-related accidents reduced	544 accidents	5% (517)
Land transport-related accidents reduced	11,130 accidents	2% (10,907)
Air transport-related accidents reduced	53 accidents	1% (52)
Road users protected		
% decrease in offending franchise holders - for LTFRB	10,000 offenders	1% (9,900)
% decrease in the number of apprehensions per offense (colorum, smoke belching, seat belt, speeding, et al) - for LTO	1,005,330 apprehensions	2% (985,223)
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)		2015 Targets
MFO 1: TRANSPORT POLICY SERVICES		
No. of plans and policies developed and issued or updated and disseminated		13
Average % of clients who rate the plans and policies as satisfactory or better		10%
% of policies updated over the last three years		10%
MFO 2: MOTOR VEHICLE REGISTRATION AND DRIVER'S LICENSING REGULATORY SERVICES		
Vehicle Registration		
No. of motor vehicles registered		8,160,432
% of new registrations completed with MV plates and stickers within seven days		90%
% of renewals of registration completed with MV plates and stickers within two hours		90%
Driver Licensing		
No. of driver's licenses and permits issued		5,029,679
% of new applications for driver's license acted upon within four hours of receipt of compliant applications		90%
% of applications for renewal of driver's license acted upon within one hour of receipt of compliant applications		90%
Enforcement		
% of admitted apprehensions vs. total apprehensions		90%
% of affirmed apprehensions vs. total contested cases		90%
MFO 3: REGULATION OF PUBLIC TRANSPORT SERVICES		
Franchising		
% of new Certificates of Public Convenience (CPC) acted upon over the compliant applications received		93%
% of extension of validity acted upon over the no. of petitions for extension of validity received		79%
% of dropping/substitution acted upon over the no. of dropping/substitution filed		72%
% of other petitions acted upon over the no. of other petitions received		95%
% of special permits acted upon over the no. of applications received		96%
% of sale and transfer acted upon over the no. of petitions for sale and transfer received		92%
% of confirmations acted upon vs. no. of authorized units		102%
Monitoring		
No. of inspected franchise holders that are audited/monitored and compliant with rules and regulations		100,000
% of franchise holders audited/monitored/penalized for non-compliance of rules and regulations		10%
No. of days to conduct the audit/monitoring of franchise holders		1 year

MFO 4: RAIL TRANSPORT PASSENGER SERVICES

No. of passenger kilometers travelled (per day)	4,483,725
Average travel speed	48 kph
No. of passenger unloading incidents (annual)	300
Compliance with approved time table	90%

NOTE : Exclusive of Targets funded from other sources, e.g. Special Account in the General Fund.

B. CIVIL AERONAUTICS BOARD

STRATEGIC OBJECTIVES

MANDATE

The Civil Aeronautics Board (CAB) is mandated by R.A. 776, as amended by P.D. 1462, to regulate, promote and develop the economic aspect of air transportation in the Philippines and vests the CAB with supervision, jurisdiction and control over all carriers in the Philippines, including their properties, equipment and facilities. This regulation involves assuring the fitness and capability of air carriers to render air transportation services, and assuring free, fair and healthy competition, with the end in view of attaining a fully developed air transportation network that provides adequate direct connectivities and air service availability that can support the requirements of trade, tourism and overall economic development.

VISION

It shall promote the Philippines as a regional key player in civil air transport - creating and developing service connections and tourism networks by adopting policies geared towards growth, fair competition, and public convenience.

MISSION

To provide business-friendly strategies in our policy framework by adopting international standards and best practices in the air transport industry, and to provide responsive regulation in processing operating rights, fares, rates and tariffs and all other permits related to air transport.

KEY RESULT AREAS

Rapid, inclusive and sustained economic growth

SECTOR OUTCOME

Access to markets and seamless interconnection of the entire country

ORGANIZATIONAL OUTCOME

1. Access to air services improved
2. Passenger traffic increased
3. Air passenger rights protected

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Policy and legislative reform that would take stock of the patchwork of old and new statutes, issuances and rules and regulations, and synthesize a comprehensive and rational regulatory framework that is in step with the current demands of global aviation.
2. Continuous staff training, acquisition of technology and update of hardware / software to align with demands and requirements based on latest technology, information-sharing / transfer and interconnectivity.
3. Further liberalize and expand the exchange of traffic rights in existing and new air services agreement and to promote pocket open skies.
4. Attend regular trainings related to Quality Management, conduct of Annual Internal Quality Audit and conduct of Annual Surveillance Audit by a Third Party Auditor (TUV-SUD).
5. Undertake orientation, training and awareness programs and provide passenger assistance in various airport terminals in the Philippines.

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 TARGETS
Access to air services improved		
% Increase in number of seats offered	27,612,527 domestic seats	5% (28,993,153)
	25,362,438 international seats	5% (26,630,560)
% increase in the number of operated routes	84 domestic routes	1% (85)
	79 international routes	3% (81)
Passenger traffic increased		
% Increase in the total number of passengers	20,334,850 domestic passengers	5% (21,351,592)
	17,322,963 international passengers	5% (18,189,111)
Air passenger rights protected		
% change in the number of air passenger complaints	644 air passenger complaints	5% increase (676)
% change in the number of violations of airlines	105 violations of airlines	5% increase (110)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2015 Targets
MFO 1: AIR TRANSPORT POLICY AND DEVELOPMENT SERVICES	
No. of plans and policies reviewed, updated, issued and disseminated	2
Average % of clients who rate the plans and policies as satisfactory or better	80%
% of policies reviewed and updated over the last three years	80%
MFO 2: AIR TRANSPORT REGULATORY AND ENFORCEMENT SERVICES	
Licensing	
No. of air agreements negotiated/air consultation talks conducted, reviewed and updated	6
No. of new applications/renewals of operating permits acted upon	1,950
No. of countries with entitlements concluded as a % of total number of countries with whom air talks were conducted/negotiated	2
% of operating permit holders with one or more recorded incidents in the last three years	10%
% of air agreements negotiation/air consultation talks initiated or acted upon within a year	75%
% of applications for operating permits acted upon within twenty days from receipt of applications	80%

Monitoring	
No. of cases/complaints acted upon	73
% of permit, license, or certificate holders with two or more incidents recorded over the last three years	10%
% of filed cases/complaints acted upon within five days from receipt of cases/complaints	80%
Enforcement	
No. of enforcement actions carried out	73
No. of persons and entities with two or more recorded violations in the last three years as a % of total violators	10
% of detected violations that are resolved within seven working days	5%

C. MARITIME INDUSTRY AUTHORITY

STRATEGIC OBJECTIVES

MANDATE

The Maritime Industry Authority (MARINA) develops Philippine domestic shipping, shipbuilding, ship repair and ship breaking through investment incentives, deregulation of rates/operation, enhancement of safety standards, compulsory insurance coverage for passengers and cargoes, reasonable fines and penalties, and constructive measures for a strong and competitive merchant fleet. Republic Act (R.A.) No. 10635 established MARINA as the single maritime administration responsible for the implementation and enforcement of the 1978 international convention of Standards of Training, Certification and Watchkeeping (STCW) Convention for Seafarers, as amended.

VISION

It shall be a premier maritime administration in Southeast Asia propelling the Philippine maritime industry to global competitiveness.

MISSION

To effectively administer an integrated and sustainable maritime industry.

KEY RESULT AREAS

Rapid, inclusive and sustained economic growth

SECTOR OUTCOME

Access to markets and seamless interconnection of the entire country

ORGANIZATIONAL OUTCOME

1. Accessibility, safety and efficiency of domestic maritime transport services improved
2. Globally competitive Filipino seafarers sustained

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Foster a globally competitive maritime industry.
2. Provide timely and efficient quality service to clients and maritime transport users.
3. Strengthen stakeholders' ownership of maritime policies, programs and projects.
4. Ensure compliance with safety and environmental standards.
5. Ensure sufficient manpower complement.
6. Develop strategic competencies.
7. Develop an IT-enabled agency.
8. Rationalize budgeting process for optimum use.
9. Augment resources through use of income, trust funds and other sources.

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 TARGETS
Accessibility, safety and efficiency of domestic maritime transport services improved		
% increase in the number of operating merchant ships	6,254 operating merchant ships	3% (6,442)
% decrease in the number of maritime-related accidents	42 maritime-related accidents	1% (41)
% increase in the number of domestic seafarers certificated	7,751 domestic seafarers certificated	2% (7,906)
Globally competitive Filipino seafarers sustained		
% increase in the number of certificated seafarers	227,917 certificated seafarers	5% (239,313)
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)		2015 Targets

MFO 1: MARITIME INDUSTRY POLICY SERVICES

No. of policies, rules and regulations updated, issued and disseminated	15
% of clients who rate the policies as satisfactory or better	70%
% of policies, rules and regulations updated over the last three years	90%

MFO 2: MARITIME INDUSTRY REGULATORY SERVICES

Licensing and Registration/Franchising

No. of vessels new applications/renewal for issuance of permits, licenses and certificates	42,916
No. of seafarers new applications/renewal for issuance of permits, licenses and certificates	1,407,512
% of permit, license, or certificate holders with one or more recorded incidents in the last three years	2%
% of seafarer certificated/documented with one or more recorded violations in the last three years	2%
% of license applications processed within fifteen days from receipt of application	90%

Monitoring

No. of cases/complaints filed and processed	170
% of permit, license, or certificate holders with two or more recorded incidents/violations over the last three years	5%
% of filed cases/complaints resolved within one month	70%

Enforcement

No. of violations and complaints acted upon and reports issued	17
% of certificate/permit holders or licensees with two or more adverse findings during monitoring	2%
% of detected non-compliance issued with notice for rectification within seven days of detection	90%

NOTE : Exclusive of Targets funded from other sources, e.g. Special Account in the General Fund.

D. OFFICE OF TRANSPORTATION COOPERATIVES

STRATEGIC OBJECTIVES

MANDATE

The Office of Transportation Cooperatives was created under Executive Order No. 898 dated May 28, 1983. It is mandated to promulgate and implement rules and regulations that will govern the promotion, organization, registration (accreditation), regulation, supervision and development of Transportation Cooperatives.

VISION

It shall be a committed organization formulating a conducive policy environment that provides quality customer service, all towards directing and assisting the transport cooperatives to become self-reliant and globally competitive socio-economic transport and business enterprises, and providing professionalized transport and allied services with socio-economic empowered members and investors/workers (operators, drivers and allied workers).

MISSION

To gear the transportation cooperatives system towards maximum integration and rationalization of a sustainable, environment-friendly public transit and transport system, and to uplift the socio-economic condition of public utility transportation workers.

KEY RESULT AREAS

Rapid, inclusive and sustained economic growth

SECTOR OUTCOME

Access to markets and seamless interconnection of the entire country

ORGANIZATIONAL OUTCOME

Transportation cooperatives developed

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Extensive promotion of the Transport Cooperatives (TC) program utilizing various media mileage to enhance public and / or stakeholders' awareness.
2. Enhance public-private partnership or establishment of linkages with NGAs / NGOs identified partners in the pursuit of the TC programs' objectives.
3. Increase personnel requirements for deployment in the regions thereby bringing closer to the stakeholders the benefits of the TC programs, and / or establishment of Regional Extension Offices.
4. Formulation of programs and projects that will enhance employment opportunities to the workers of the public transport sector and their families thereby increasing their income.

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 TARGETS
Transportation cooperatives developed		
% increase in registered cooperatives accredited	440 transportation cooperatives accredited	5% (462)
	68,643 transportation cooperatives members	5% (72,075)
% increase in the total value of assets of all accredited transport cooperatives	P 3,070,367	5% (P 3,223,885)
% increase of accredited cooperatives with Certificates of Good Standing	267 transportation cooperatives	10% (294)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

2015 Targets

MFO 1: TRANSPORT COOPERATIVE POLICY SERVICES

Formulation and Issuance of Guidelines, Rules and Regulations

No. of guidelines, rules and regulations updated, issued and disseminated	3
Average % of clients who rate the guidelines, rules and regulations as satisfactory or better	75%
% of guidelines, rules and regulations updated over the last three years	50%

MFO 2: TRANSPORT COOPERATIVE PROMOTION AND DEVELOPMENT SERVICES

Issuance of Transport Cooperatives' Accreditation Certificates

No. of applications for certificates acted upon	25
Average % of certificate holders who rate the process as satisfactory or better	90%
% of applications for certifications acted upon within one month	100%

Transport Cooperatives' Certificate of Good Standing

TC Certificates of Good Standing acted upon	200
% of certificate holders who rate the process as satisfactory or better	90%
% of certificates applications acted upon within one day	100%

Transport Cooperatives' Operation Inspection

No. of TC management and operation inspections conducted	145
Average % of TC compliance with rules, regulations, plans and programs	65%
% of detected deficiencies that are resolved	50%

Capacity/Capability Building Programs

No. of TC capacity/capability building programs executed/implemented	185
Average % of level/rate of effectiveness of the programs	90%
% of actual execution over the planned schedule	85%

Technical Development Assistance

No. of transportation cooperative technical development needs acted upon	215
% of transportation cooperative clients who rate the service as satisfactory or better	90%
% of detected deficiencies that are resolved	50%

E. OFFICE FOR TRANSPORTATION SECURITY

STRATEGIC OBJECTIVES

MANDATE

The Office for Transportation Security is designated as the single authority responsible for the security of the transportation system of the country, including but not limited to civil aviation, sea transport and maritime infrastructure, land transportation, rail system and infrastructure.

VISION

It shall be a world-class organization committed to and capable of ensuring and maintaining a secure and dependable transportation system.

MISSION

To formulate, develop, maintain and implement national transport security programmes, plans, rules and regulations in accordance with international standards to secure the transportation system of the country.

KEY RESULT AREAS

Rapid, inclusive and sustained economic growth

SECTOR OUTCOME

Access to markets and seamless interconnection of the entire country

ORGANIZATIONAL OUTCOME

Transportation systems secured

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Policy formulation
2. Increase compliance to national transportation security programs
3. Capacity building through increased training activities for security screening officers, personnel and staff
4. Maintain / upgrade security screening equipment and attain at least 90% operational rate
5. Maintain 100% fill-up rate of personnel per DBM authorized manning requirement
6. Capability upgrade through acquisition of information technology, communications, mobility and technical / scientific equipment

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 TARGETS
Transportation systems secured		
% of transport security facilities and operators compliant	1,969 transport security facilities	90% (1,772)
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)		2015 Targets

MFO 1: TRANSPORT SECURITY ADVISORY AND SUPPORT SERVICES

Advisory Services

No. of alert advisories issued	36
No. of information received and processed as a % of total no. of alert advisories	384
% of information received and processed within 24 hours	100%

Training and Support Services

No. of security personnel trained and certified	891
% of trainees who rate the training or support as satisfactory or better	90%
% of security trainings completed within prescribed Program of Instruction (POI)	100%
% of training programs that commence within five minutes of scheduled start time	100%
No. of security screening checkpoints manned	178
% of security screening checkpoints unmanned	10%
% of security screening checkpoints operational within 72 hours	90%

MFO 2: TRANSPORT SECURITY REGULATORY SERVICES

Application and Review

No. of security plans and programs reviewed and acted upon	884
% of transport facilities with approved security plans and programs that had recorded security violations in the last three years	5%
No. of compliance certificate applications acted upon	748
% of compliance certificate applications acted upon within five working days	90%

Monitoring and Enforcement

No. of site inspections and audit/verification conducted	326
No. of facilities with approved security plans and programs that had two or more recorded security breaches in the last three years	17
% of terminals and transport-related facilities subjected to two or more scheduled inspections in the last three years	1%

NOTE : Inclusive of Targets funded from other sources, e.g. Special Account in the General Fund.

F. PHILIPPINE COAST GUARD

STRATEGIC OBJECTIVES

MANDATE

The Philippine Coast Guard is mandated to enforce regulations in accordance with all relevant maritime international conventions, treaties or instruments and national laws for the promotion of safety of life and property at sea within the maritime jurisdiction of the Philippines, enforce flag and port state control inspections and salvage operations, to enforce laws, promulgate and administer rules and regulations for the protection of marine environment and resources from offshore sources or pollution within the maritime jurisdiction of the Philippines and perform other functions as may be necessary in the fulfillment of its mandate.

VISION

A safe, clean and secure maritime environment

MISSION

To promote safety of life and property at sea, safeguard marine environment and resources, enforce all applicable laws within Philippine waters, and conduct maritime security operations and other activities in support of national development.

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

1. Safer and more secured environment conducive to national development
2. Full capability to uphold the sovereignty and territorial integrity of the state

ORGANIZATIONAL OUTCOME

Maritime violations, incidents and marine pollution reduced

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Strengthen and intensify maritime security particularly involving High Interest Vessels (HIV) such as passenger vessels, vessels passing through Malacañang complex and vessels involved in energy exploration.
2. Support the operation of the National Coastwatch Center.
3. Strengthen search and rescue (SAR) cooperation with AFP, PNP, GO's and NGO's through the establishment of MOA on collaborative SAR efforts which may include joint training or exercise, cooperation in development of SAR procedures, techniques, equipment or facilities and exchange pertinent SAR or communication information.
4. Ensure coast guard visibility, vigilance and preparedness to pre-empt maritime infractions so as to immediately respond to call of duty to save lives, to protect the marine environment and to secure the maritime transport system through strategic deployment of PCG surface, air and shore-based capabilities to include readily deployable teams / units.
5. Improve Aids to Navigation (ATON) operational efficiency through sustained conduct of ATON runs.
6. Improve the capability of PCG Boarding and Inspection Teams in terms of the enforcement of regulations, standards and detection of safety environmental protection and security threats and hazards on board ships.

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

BASELINE

2015 TARGETS

Maritime violations, incidents and marine pollution reduced

% change in the number of maritime incidents and accidents

544 maritime incidents

5% decrease (517)

264 maritime accidents

5% decrease (251)

% of apprehensions of violations (smuggling, illegal fishing, piracy, human trafficking)	230 apprehensions of maritime violations	5% increase (242)
% decrease in the number of marine pollution accidents	35 marine pollution accidents	5% (33)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

2015 Targets

MFO 1: MARITIME SECURITY AND PATROL SERVICES

No. of kilometers of Philippine Coast patrolled/ monitored	59,088
% of detected incidents intercepted and apprehended	83%
% decrease in the number of maritime incidents/infractions against the average number of incidents/infractions over the last three years	12%
% of Philippine Coast under surveillance patrol more than 50 times a year	17%

MFO 2: SEARCH AND RESCUE SERVICES

No. of incidents reported	458
% of incidents with successful search and rescue	98%
% of incidents resolved within six hours	49%

MFO 3: NAVIGATIONAL SAFETY SERVICES

No. of nautical miles of shipping lanes under management	11,285
No. of marine incidents of ship collisions and other recorded navigational incidents in the last three years	343
% of incidents where defective navigation facilities replaced or repaired within 30 days of detection	65%

MFO 4: MARITIME SAFETY AND ENVIRONMENTAL PROTECTION SERVICES

Inspections

No. of vessels and facilities inspected by PCG on marine pollution regulations	10,785
No. of vessels and facilities inspected in the last two years with two or more defect notices issued as a % of the total number of ships issued with a defect notice	17
% of vessels and facilities subjected to two or more marine pollution compliance inspections in the last two years	11%

Monitoring

No. of vessels, sites and other facilities monitored and/or inspected with reports issued	935,788
% of submitted reports that resulted in the issuance of violation reports and penalties imposed	0.7%
% of vessels, sites and other facilities that have been inspected more than twice in the last two years	10%

Enforcement

No. of violations or complaints acted upon and reports issued	390
No. of vessels, sites and other facilities with three or more recorded violations in three years as a % of total violators	19
% of detected violations that are resolved or referred for prosecution within five working days	3%

G. TOLL REGULATORY BOARD

STRATEGIC OBJECTIVES

MANDATE

Pursuant to Presidential Decree No. 1112, known as "Toll Operation Decree", the Toll Regulatory Board's mandate is the close supervision, monitoring and regulation of the construction, operation and maintenance of toll facilities and the collection of toll fees, as well as the rate that may be charged for the use of these facilities that may allow a private investor to recoup his investments and earn a reasonable rate of return.

VISION

It shall work towards establishing an effective and efficient toll road network in the country, built and managed in partnership with the private sector, geared towards the service of public interest.

MISSION

To establish viable toll roads and facilities built and managed by the private sector, regulated and supervised by the government, in pursuit of sustainable economic development.

KEY RESULT AREAS

Rapid, inclusive and sustained economic growth

SECTOR OUTCOME

Access to markets and seamless interconnection of the entire country

ORGANIZATIONAL OUTCOME

1. Safety, efficiency and accessibility of toll facilities improved
2. Fair and reasonable toll rates set

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Regular supervision and strict monitoring and regulation of the construction, operation and maintenance of toll roads for safety, security and convenience of the motoring public.
2. Create Special Task Force that will report real-time information on tollway concerns, including incidents, accidents, and traffic situations, among others.

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2015 TARGETS
Safety, efficiency and accessibility of toll facilities improved		
% decrease in road crashes	5,718 accidents	2% (5,604)
% increase in average traffic volume	707,955 average daily traffic	2% (722,114)
Fair and reasonable toll rates set		
% decrease in the number of complaints received during public hearings on rate increases	15 oppositors / complainants	5% (14)
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2015 Targets	
MFO 1: TOLLWAY REGULATORY SERVICES		
Monitoring		
No. of complaints acted upon		40
No. of inspections conducted		12
Increased kilometer-length of toll roads		109
% of non-compliance with the O&M Manual/Performance Standards by the toll operators		50%
% of notices issued to the toll operators for non-compliance with the O&M Manual/Performance Standards within seven working days after inspection		70%
Enforcement		

No. of traffic violations detected/recorded	576
% of traffic violations detected by TRB against the total number of apprehensions recorded by toll operators	50%
% of notices issued to toll operators for non-apprehension of motorists' traffic violations within seven working days after validation of the reports	70%