

G. TOLL REGULATORY BOARD

STRATEGIC OBJECTIVES

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

2017 TARGETS

Safety, efficiency and accessibility of toll facilities improved

% decrease in road crashes

5,718 accidents

2% (6,694)

% increase in average traffic volume

707,955 average daily traffic

2% (875,712)

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)2017 Targets

## MFO 1: TOLLWAY REGULATORY SERVICES

## Monitoring

No. of complaints acted upon	50
No. of inspection conducted	35
Increased kilometer-length of tollroad	70
% of non-compliance with the O&M Manual/Performance Standards by the Toll Operators	40%
% of notices issued to the toll operators for their non-compliance with the O&M Manual/Performance Standards within 7 working days after inspection	80%

## Enforcement

No. of traffic violations detected/recorded	1200
% 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 7 working days after validation of the reports	80%