

C. TOLL REGULATORY BOARD

STRATEGIC OBJECTIVES

SECTOR OUTCOME

Infrastructure development accelerated and operations sustained

ORGANIZATIONAL OUTCOME

Tollway regulatory services improved

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (00s) / PERFORMANCE INDICATORS (PIs)

BASELINE

2019 TARGETS

Tollway regulatory services improved

TOLLWAY REGULATORY PROGRAM

Outcome Indicator(s)

1. % decrease in toll road crashes	8,066	2%
2. % increase in average traffic volume in toll roads	931,399	2%
3. % decrease in the number of complaints received during public hearings on rate increases	15	5%

Output Indicator(s)

1. % of complaints acted upon	41	80%
2. No. of inspection conducted	176	214
3. Increased kilometer-length of toll road	123	80