

C. TOLL REGULATORY BOARD**STRATEGIC OBJECTIVES****SECTOR OUTCOME**

Infrastructure development accelerated and operations sustained

ORGANIZATIONAL OUTCOME

Tollway regulatory services improved

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2022 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	256
3. Increased kilometer-length of toll road	123	70