

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

2023 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 | 5% |
| 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 | 272 |
| 3. Increased kilometer-length of toll road | 123 | 100 |