

## OFFICE OF TRANSPORTATION COOPERATIVES

Agency Performance Measures : As of December 2014

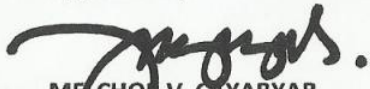
(in '000)

MFO/ Indicator	2014 Target	Jan. - Dec. Target	Jan. - Dec. Actual	Diff. bet Target & Actual	Remarks/ Explanations
<b>MFO 1 - TRANSPORT COOPERATIVE POLICY SERVICES</b>					
<b>PI 1. Formulation and Issuance of Guidelines, Rules and Regulations</b>					
Quantity Indicators: Number of Guidelines, Rules and Regulations updated, issued and disseminated	3	3	10	7	
Quality Indicators: Average % of clients who rate the guidelines, rules and regulations as satisfactory or better	75% Satisfied Clients				
Timeliness: Percentage % of guidelines, rules and regulations updated over the last three (3) years	50% Updated rules and regulations				
<b>MFO 2 - TRANSPORT COOPERATIVES PROMOTION AND DEVELOPMENT SERVICES</b>					
<b>PI 1. Issuance of TC Accreditation Certificates</b>					
Quantity Indicators: No. of applications for certificates acted upon	50	50	54	4	
Quality Indicators: Average % certificate holders who rate the process as satisfactory or better	85% Satisfied Clients				
Timeliness: % of applications for certifications acted upon within one (1) month	100% action Rate				

MFO/ Indicator	2014 Target	Jan. - Dec. Target	Jan. - Dec. Actual	Diff. bet Target & Actual	Remarks/ Explanations
<p><b>PI 2. TC Certificate of Good Standing</b></p> <p>Quantity Indicators: No. of applications for certificates acted upon</p> <p>Quality Indicators: % of certificate holders who rate the process as satisfactory or better</p> <p>Timeliness: % of certificates applications acted upon within one (1) day</p>	200	200	276	76	
<p><b>PI 3. TC Operation Inspection</b></p> <p>Quantity Indicators: No. of TC Management and Operation inspection conducted</p> <p>Quality Indicators: Ave. % of TC compliance with rules, regulations, plans and programs</p> <p>Timeliness: % of detected deficiencies that are resolved</p>	145	145	151	6	
<p><b>PI 4. Capacity/Capability Building Program</b></p> <p>Quantity Indicators: No. of TC Capacity/Capability Building Programs executed/implemented</p> <p>Quality Indicators: Ave. % of level/rate of effectiveness of the Program</p> <p>Timeliness: % of actual execution over the planned schedule</p>	185	185	234	49	

MFO/ Indicator	2014 Target	Jan. - Dec. Target	Jan. - Dec. Actual	Diff. bet Target & Actual	Remarks/ Explanations
<b>PI 5. Technical Development Assistance</b>					
Quantity Indicators: No. of transportation cooperative technical development needs acted upon	215	215	404	189	
Quality Indicators: Ave. % of cooperative clients who rate the service as satisfactory or better	90% Satisfied Clients				
Timeliness: % of detected deficiencies that are resolved	50% Deficiency Resolved Rate				
<b>TOTAL</b>	<b>18,418</b>		<b>18,264</b>		

Approved by:

  
**MELCHOR V. CAYABYAB**  
 Chairman

PED: /lpn