

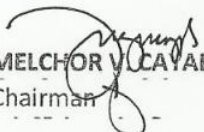
OFFICE OF TRANSPORTATION COOPERATIVES
 Agency Performance Measures : As of June 2014
 (in 000)

MFO/ Indicator	2014 Target	Jan. - June Target	Jan. - June Actual	Diff. bet Target & Actual	Remarks/ Explanations
MFO 1 - TRANSPORT COOPERATIVE POLICY SERVICES					
PI 1. Formulation and Issuance of Guidelines, Rules and Regulations					
Quantity Indicators: Number of Guidelines, Rules and Regulations updated, issued and disseminated	3	1	8	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				
MFO 2 - TRANSPORT COOPERATIVES PROMOTION AND DEVELOPMENT SERVICES					
PI 1. Issuance of TC Accreditation Certificates					
Quantity Indicators: No. of applications for certificates acted upon	50	25	26	1	
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. - June Target	Jan. - June Actual	Diff. bet Target & Actual	Remarks/ Explanations
PI 2. TC Certificate of Good Standing Quantity Indicators: No. of applications for certificates acted upon Quality Indicators: % of certificate holders who rate the process as satisfactory or better Timeliness: % of certificates applications acted upon within one (1) day	200 90% satisfied Client 100% action Rate	110	108	-2	
PI 3. TC Operation Inspection Quantity Indicators: No. of TC Management and Operation inspection conducted Quality Indicators: Ave. % of TC compliance with rules, regulations, plans and programs Timeliness: % of detected deficiencies that are resolved	145 65% TC Compliance Rate 50% deficiency resolved rate	105	112	7	
PI 4. Capacity/Capability Building Program Quantity Indicators: No. of TC Capacity/Capability Building Programs executed/implemented Quality Indicators: Ave. % of level/rate of effectiveness of the Program Timeliness: % of actual execution over the planned schedule	185 90% Effectivity Rate 85% Execution Rate	80	104	24	

MFO/ Indicator	2014 Target	Jan. - June Target	Jan. - June Actual	Diff. bet Target & Actual	Remarks/ Explanations
PI 5. Technical Development Assistance					
Quantity Indicators: No. of transportation cooperative technical development needs acted upon	215	127	216	89	
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				
TOTAL	17,791		9,326		

Approved by:


MELCHOR V. CAYABYAB
 Chairman


 PED/RECL/LPN/lpn