

## OFFICE OF TRANSPORTATION COOPERATIVES

Agency Performance Measures : As of September 2014

(in 000)

MFO/ Indicator	2014 Target	Jan. - Sept. Target	Jan. - Sept. 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	2	10	8	
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	45	39	-6	There are ten (10) TC applications subject for presentation and projected to be approved by the OTC Board this early part of the last quarter. This plus three (3) more applicants waiting for their CDA's registration prior to accreditation, will contribute in turning this negative performance into a positive one by the next quarter period.
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. - Sept. Target	Jan. - Sept. Actual	Diff. bet Target & Actual	Remarks/ Explanations
<b>PI 2. TC Certificate of Good Standing</b> 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	180	237	57	
<b>PI 3. TC Operation Inspection</b> 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	130	131	1	
<b>PI 4. Capacity/Capability Building Program</b> 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	158	189	31	

MFO/ Indicator	2014 Target	Jan. - Sept. Target	Jan. - Sept. 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	202	335	13	
Quality Indicators: Ave. % of cooperative clients who rate the service as satisfactory or better	90% Satisfied Clients				
Timeliness: %o of detected deficiencies that are resolved	50% Deficiency Resolved Rate				
<b>TOTAL</b>	<b>17,791</b>		<b>13,718</b>		

Approved by:

  
**MELCHOR V. CAYABYAB**  
 Chairman 

  
 PED: MHA/RECL/LPN/lpn