

# FEDERAL ROAD SAFETY CORPS

**ASSESSMENT REPORT OF RSHQ  
DEPARTMENTS AND CORPS OFFICES  
(JAN - DEC 2012)  
&  
(1<sup>ST</sup> QUARTER 2013)**

## INTRODUCTION

IN THE COURSE OF THIS PRESENTATION, THE FOLLOWING WILL BE HIGHLIGHTED;

- ❖ EVALUATION CRITERIA
- ❖ 1<sup>ST</sup> QUARTER (JAN - MAR 2012) ASSESSMENT OF RSHQ DEPTS/COS
- ❖ 2ND QUARTER (APR - JUN 2012) ASSESSMENT OF RSHQ DEPTS/COS
- ❖ SUMMARY OF HALF YEAR (JAN - JUN 2012) ASSESSMENT OF DEPTS/COS
- ❖ 3RD QUARTER (JUL - SEPT 2012) ASSESSMENT OF RSHQ DEPTS/COS
- ❖ 4<sup>TH</sup> QUARTER (OCT - DEC 2012) ASSESSMENT OF RSHQ DEPTS/COS
- ❖ SUMMARY OF 2<sup>ND</sup> HALF YEAR (JUL - DEC 2012) ASSESSMENT OF DEPTS/COS
- ❖ SUMMARY OF YEAR 2012 ASSESSMENT OF DEPTS/COS
- ❖ COMPARISON OF HALF YEAR (JAN - JUN 2011) AGAINST JAN- JUN 2012 ASSESSMENT OF DEPTS/COS
- ❖ COMPARISON OF HALF YEAR (JUL - DEC 2011) AGAINST JUL - DEC 2012 ASSESSMENT OF DEPTS/COS
- ❖ A COMPARATIVE ANALYSIS BETWEEN 2012 AND 2011
- ❖ 1<sup>ST</sup> QUARTER (JAN-MARCH 2013) ASSESSMENT OF RSHQ DEPTS/COS
- ❖ GENERAL OBSERVATIONS MADE IN THE COURSE OF THE ASSESSMENTS
- ❖ RECOMMENDATION FOR IMPROVED PERFORMANCE

## ASSESSMENT CRITERIA



S/N	DESCRIPTION	SCORE
1.	Reporting	20%
2.	Planning & Monitoring	32%
3.	Aligned Service Standards	18%
4.	Capacity Building	10%
5.	Team Work & Collaboration	5%
6.	Financial & Resources Management	15%
	<b>TOTAL</b>	<b>100%</b>

# 1<sup>ST</sup> QUARTER ASSESSMENT OF RSHQ DEPTS/COS BY THE CMO

## MONTH/YEAR: JAN - MAR 2012

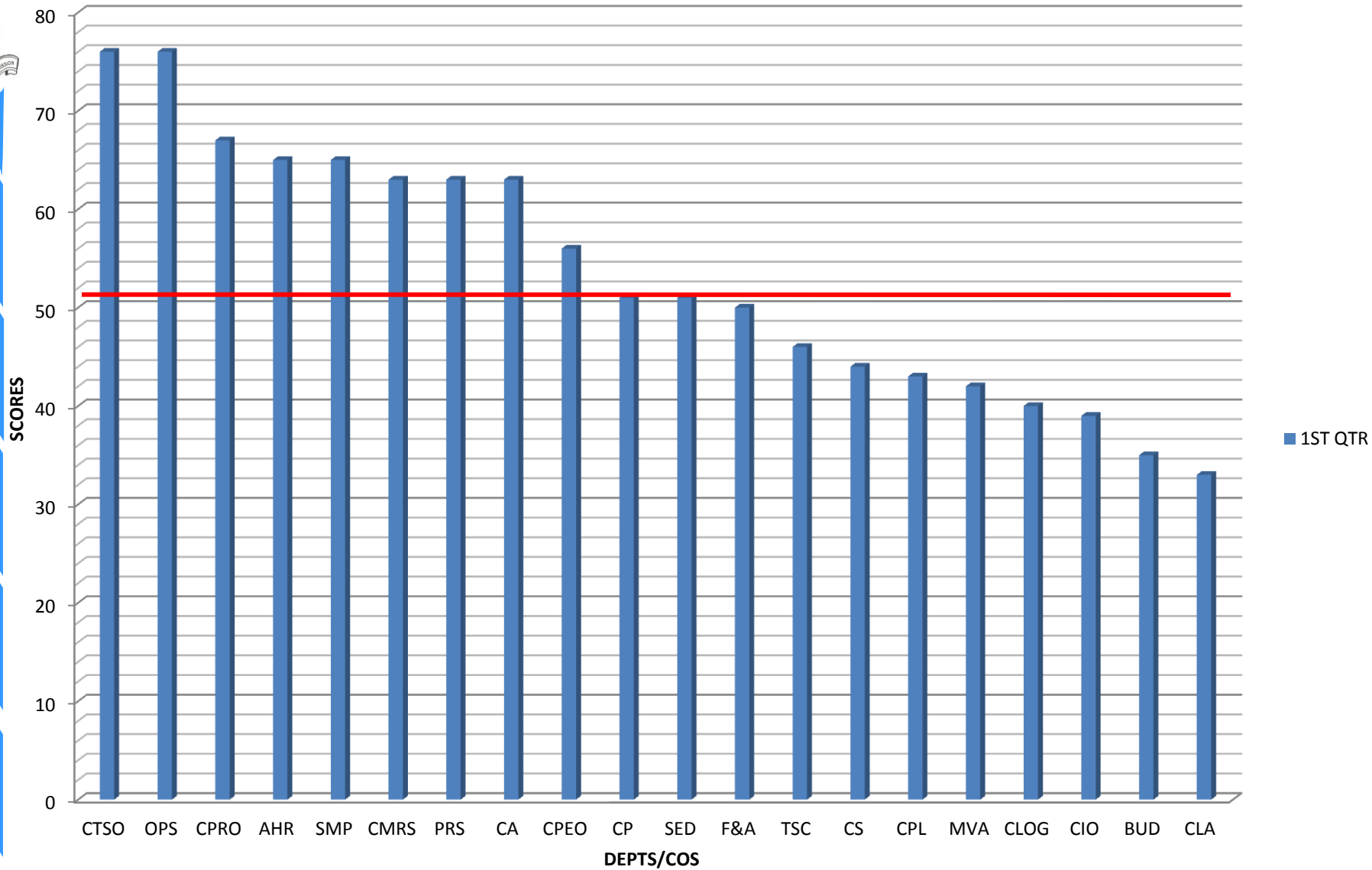
DEPTs/COS	REPORTING	PLANNING / MONITORING	ALIGNED SERVICE STANDARDS	CAPACITY BUILDING	TEAM WORK & COLLABORATION	FINANCIAL & RESOURCE MGT.	TOTAL	POSITION
CTSO	20	12	14	7	8	15	76	1 <sup>ST</sup>
OPS	20	20	12	5	4	15	76	1 <sup>ST</sup>
CPRO	20	6	16	7	3	15	67	3 <sup>RD</sup>
AHR	19	14	14	3	0	15	65	4 <sup>TH</sup>
SMP	20	6	14	6	4	15	65	4 <sup>TH</sup>
CMRS	18	8	14	4	4	15	63	6 <sup>TH</sup>
PRS	18	8	13	7	2	15	63	6 <sup>TH</sup>
CA	20	6	15	6	1	15	63	6 <sup>TH</sup>
CPEO	20	10	13	9	4	0	56	9 <sup>TH</sup>
CP	20	6	13	10	2	0	51	10 <sup>TH</sup>
SED	20	10	12	7	2	0	51	10 <sup>TH</sup>
F&A	17	14	13	2	4	0	50	12 <sup>TH</sup>
TSC	18	8	12	7	1	0	46	13 <sup>TH</sup>
CS	19	8	12	1	4	0	44	14 <sup>TH</sup>
CPL	20	8	13	1	1	0	43	15 <sup>TH</sup>
MVA	19	12	11	0	0	0	42	16 <sup>TH</sup>
CLOG	18	2	13	6	1	0	40	17 <sup>TH</sup>
CIO	13	8	14	2	2	0	39	18 <sup>TH</sup>
BUD	17	2	13	3	0	0	35	19 <sup>TH</sup>
CLA	12	6	14	0	1	0	33	20 <sup>TH</sup>

**KEY**

GREEN	EXCELLENT	80 - 100
BLUE-	VERY GOOD	70 - 79
ORANGE-	GOOD	60 - 69
YELLOW-	FAIR	50 - 59
RED -	FAIL	0 - 49

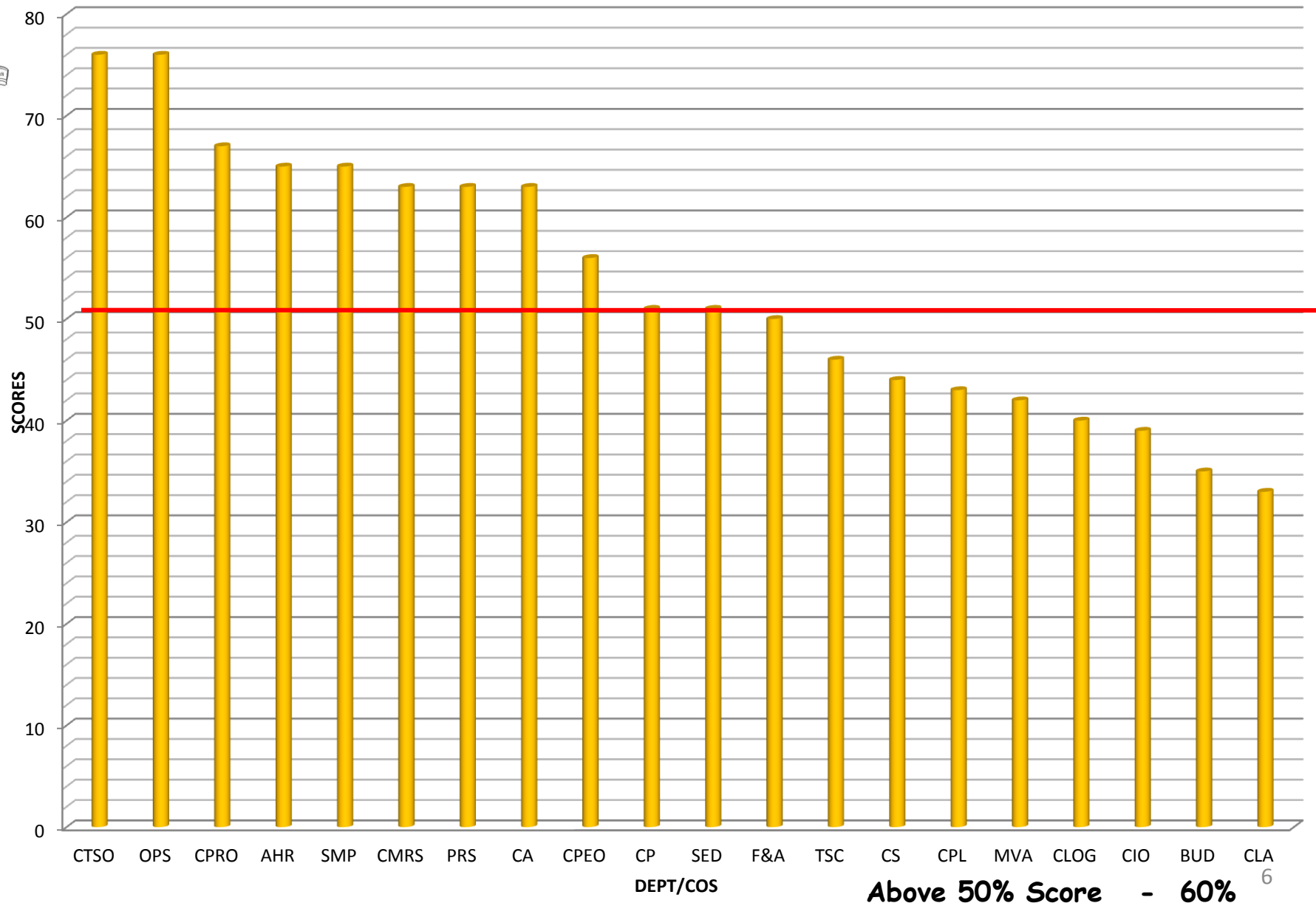
Above 50% Score - 60% <sup>4</sup>

# 1ST QUARTER 2012 ASSESSMENT OF DEPTS/COS BY THE CMO



**Above 50% Score - 60%**

# 1ST QUARTER 2012 ASSESSMENT OF DEPTS/COS BY THE CMO



RESTRICTED

## 2<sup>ND</sup> QUARTER ASSESSMENT OF RSHQ DEPTS/COS BY THE CMO

### MONTH/YEAR: APR - JUN 2012

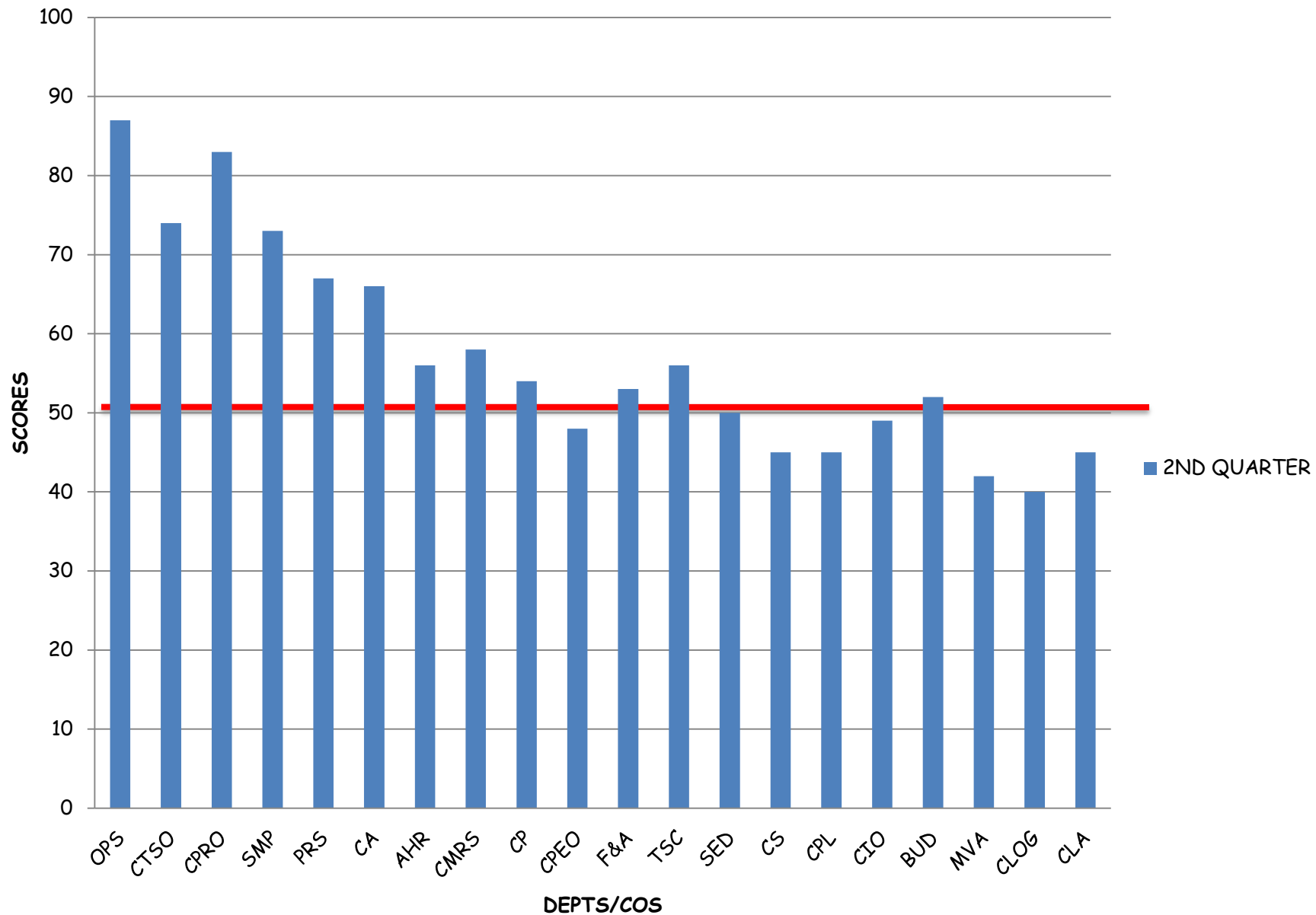
DEPTs/COS	REPORTING 20%	PLANNING / MONITORING 32%	ALIGNED SERVICE STANDARDS 18%	CAPACITY BUILDING 10%	TEAM WORK & COLLABORATION 5%	FINANCIAL & RESOURCE MGT. 15%	TOTAL	POSITION
OPS	20	24	13	10	5	15	87	1 <sup>ST</sup>
CPRO	20	20	16	10	2	15	83	2 <sup>ND</sup>
CTSO	20	12	13	9	5	15	74	3 <sup>RD</sup>
SMP	20	14	13	10	1	15	73	4 <sup>TH</sup>
PRS	19	8	12	10	3	15	67	5 <sup>TH</sup>
CA	20	6	14	10	1	15	66	6 <sup>TH</sup>
CMRS	19	8	12	0	4	15	58	7 <sup>TH</sup>
AHR	20	14	13	9	0	0	56	8 <sup>TH</sup>
TSC	20	14	12	10	0	0	56	8 <sup>TH</sup>
CP	20	12	11	10	1	0	54	10 <sup>TH</sup>
F&A	19	10	12	7	5	0	53	11 <sup>th</sup>
BUD	19	8	10	3	2	10	52	12 <sup>TH</sup>
SED	18	8	11	9	4	0	50	13 <sup>TH</sup>
CIO	17	14	12	4	2	0	49	14 <sup>TH</sup>
CPEO	20	8	13	5	2	0	48	15 <sup>TH</sup>
CS	19	12	10	2	2	0	45	16 <sup>TH</sup>
CPL	18	4	12	9	2	0	45	16 <sup>TH</sup>
CLA	19	8	13	2	3	0	45	16 <sup>TH</sup>
MVA	14	18	10	0	0	0	42	19 <sup>TH</sup>
CLOG	14	6	12	8	0	0	41	20 <sup>TH</sup>

#### KEY

GREEN	EXCELLENT	80 - 100
BLUE-	VERY GOOD	70 - 79
ORANGE-	GOOD	60 - 69
YELLOW	- FAIR	50 - 59
RED -	FAIL	0 - 49

Above 50% Score - 65%

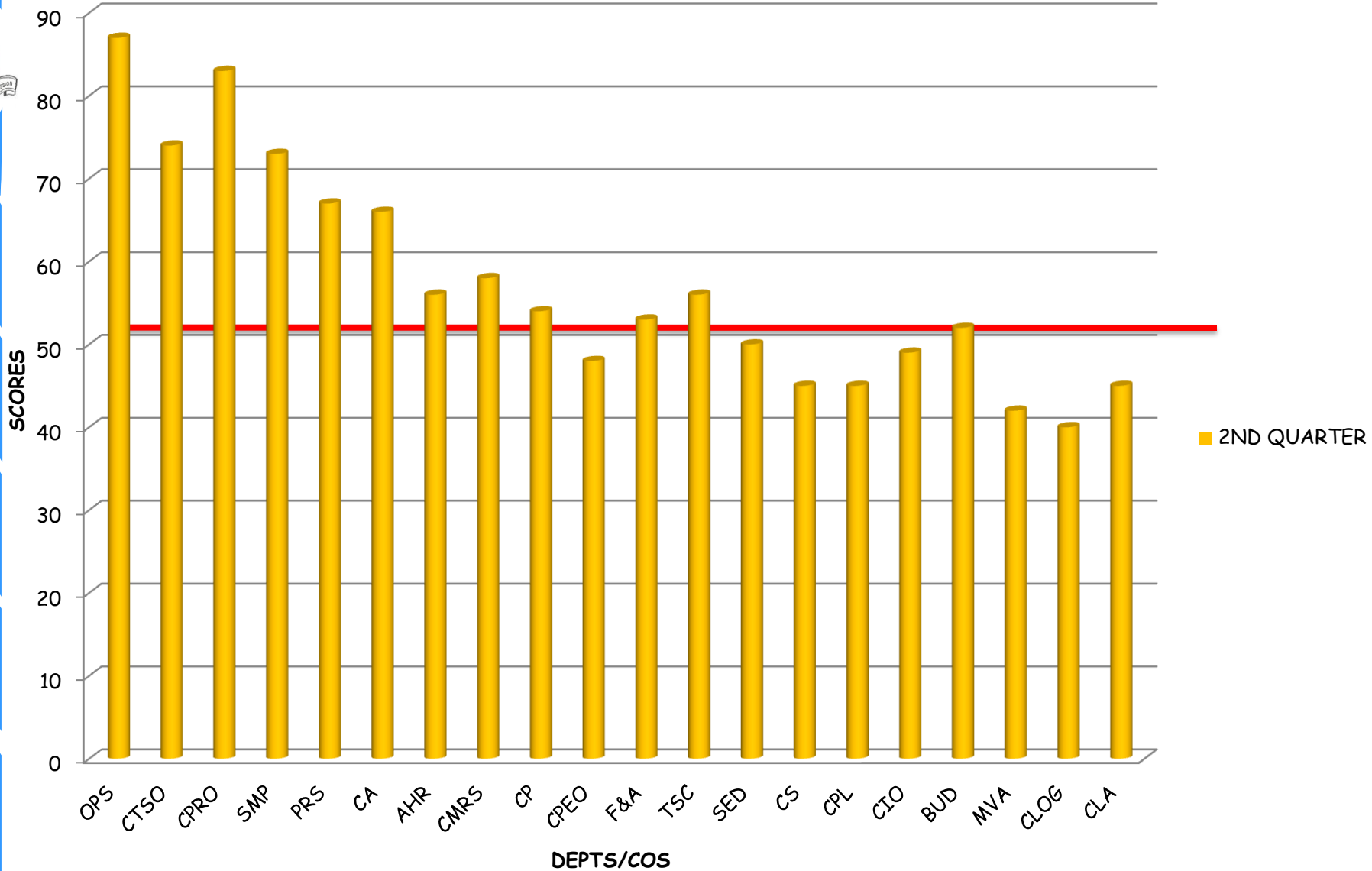
## 2ND QUARTER 2012 ASSESSMENT OF DEPTS/COS BY THE CMO



Above 50% Score - 65%



# 2ND QUARTER 2012 ASSESSMENT OF DEPTS/COS BY THE CMO



Above 50% Score - 65%

# SUMMARY OF HALF YEAR JAN - JUN 2012 ASSESSMENT OF DEPTS/COS BY THE CMO

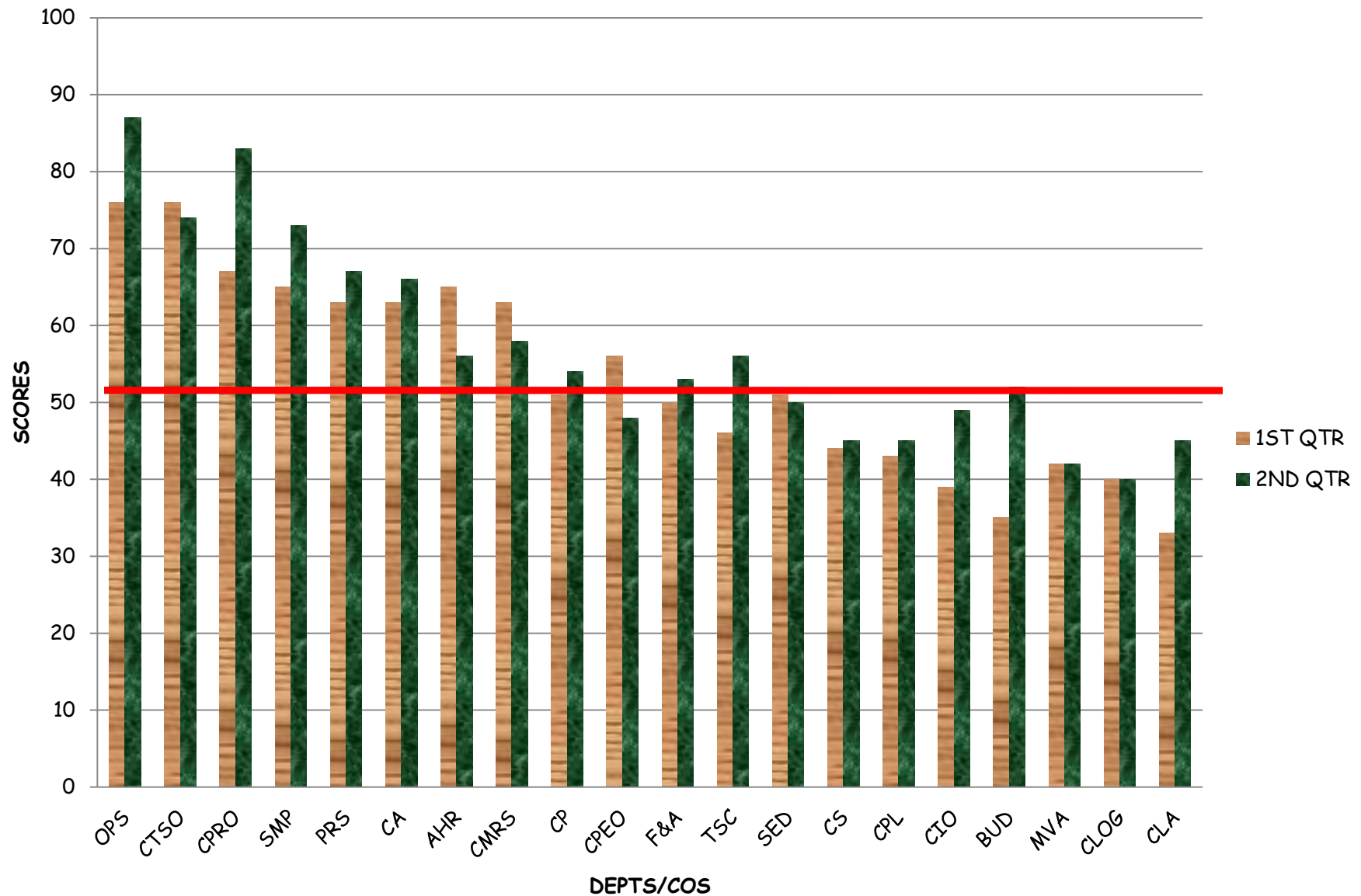
S/N	DEPTS/COS	1 <sup>ST</sup> QUARTER	2 <sup>ND</sup> QUARTER	TOTAL	RANKING
1	OPS	76	87	81.5	1 <sup>ST</sup>
2	CPRO	67	83	75	2 <sup>ND</sup>
3	CTSO	76	74	75	2 <sup>ND</sup>
4	SMP	65	73	69	4 <sup>TH</sup>
5	PRS	63	67	65	5 <sup>TH</sup>
6	CA	63	66	64.5	6 <sup>TH</sup>
7	AHR	65	56	60.5	7 <sup>TH</sup>
8	CMRS	63	58	60.5	7 <sup>TH</sup>
9	CP	51	54	52.5	9 <sup>TH</sup>
10	CPEO	56	48	52	10 <sup>TH</sup>
11	F&A	50	53	51.5	11 <sup>TH</sup>
12	TSC	46	56	51	12 <sup>TH</sup>
13	SED	51	50	50.5	13 <sup>TH</sup>
14	CS	44	45	44.5	14 <sup>TH</sup>
15	CPL	43	45	44	15 <sup>TH</sup>
16	CIO	39	49	44	15 <sup>TH</sup>
17	BUD	35	52	43.5	17 <sup>TH</sup>
18	MVA	42	42	42	18 <sup>TH</sup>
19	CLOG	40	40	40	19 <sup>TH</sup>
20	CLA	33	45	39	20 <sup>TH</sup>

KEY

GREEN	EXCELLENT	80 - 100
BLUE-	VERY GOOD	70 - 79
ORANGE-	GOOD	60 - 69
YELLOW	- FAIR	50 - 59
RED -	FAIL	0 - 49

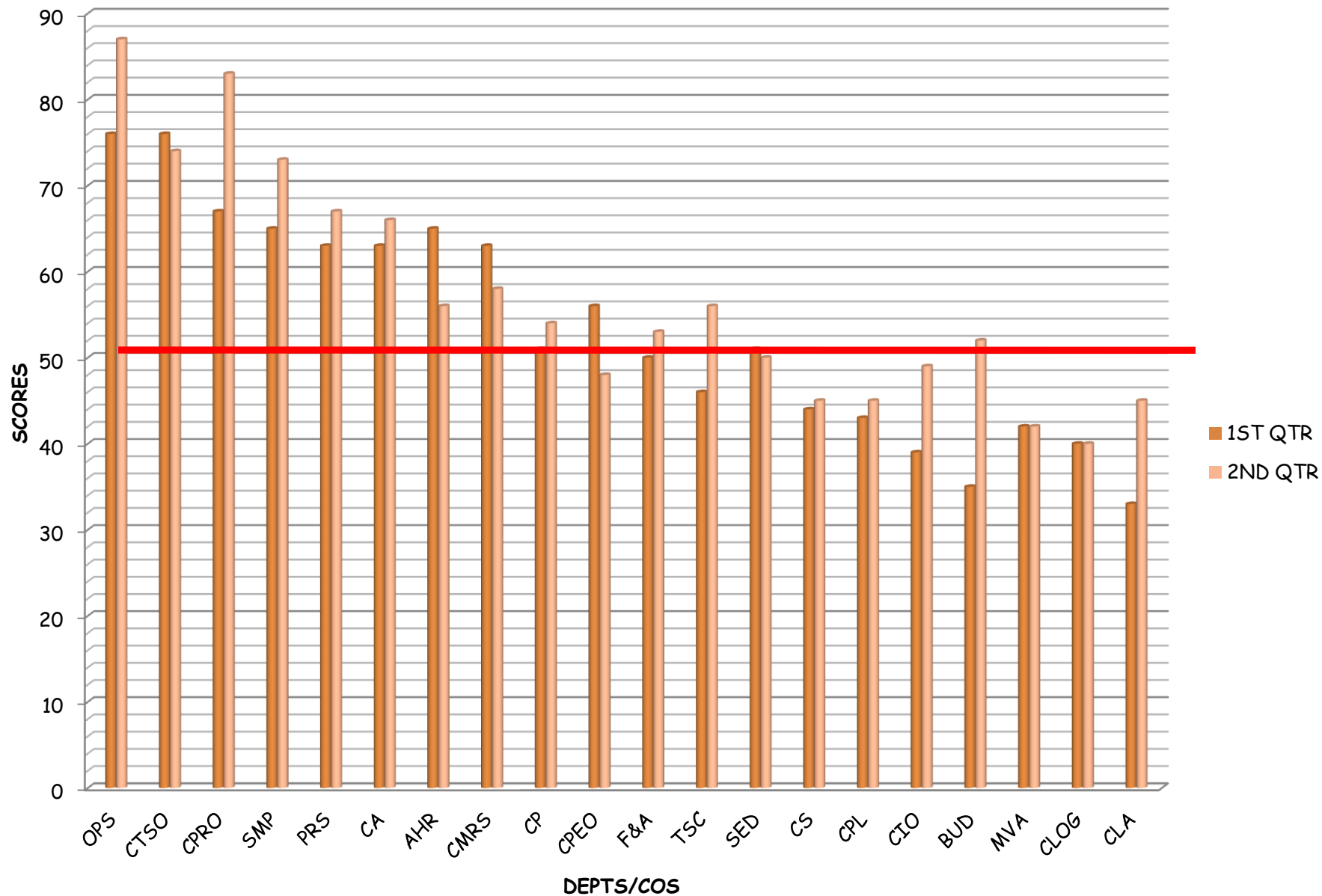
Above 50% Score - 65%

# COMPARATIVE GRAPH OF HALF YEAR JAN - JUN 2012 ASSESSMENT OF DEPTS/COS BY THE CMO



**Above 50% Score - 65%**

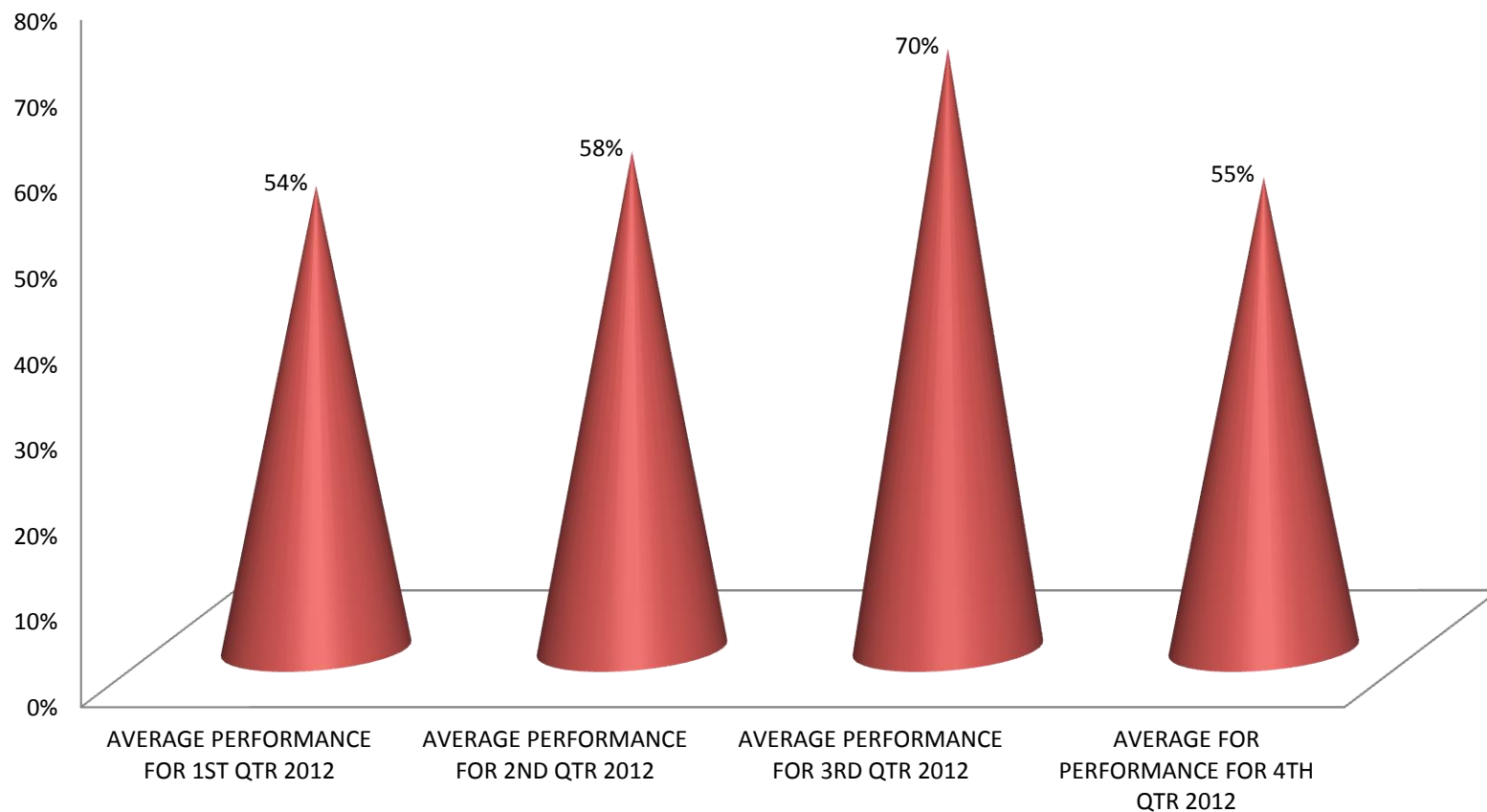
# COMPARATIVE GRAPH OF HALF YEAR JAN - JUN 2012 ASSESSMENT OF DEPTS/COS BY THE CMO



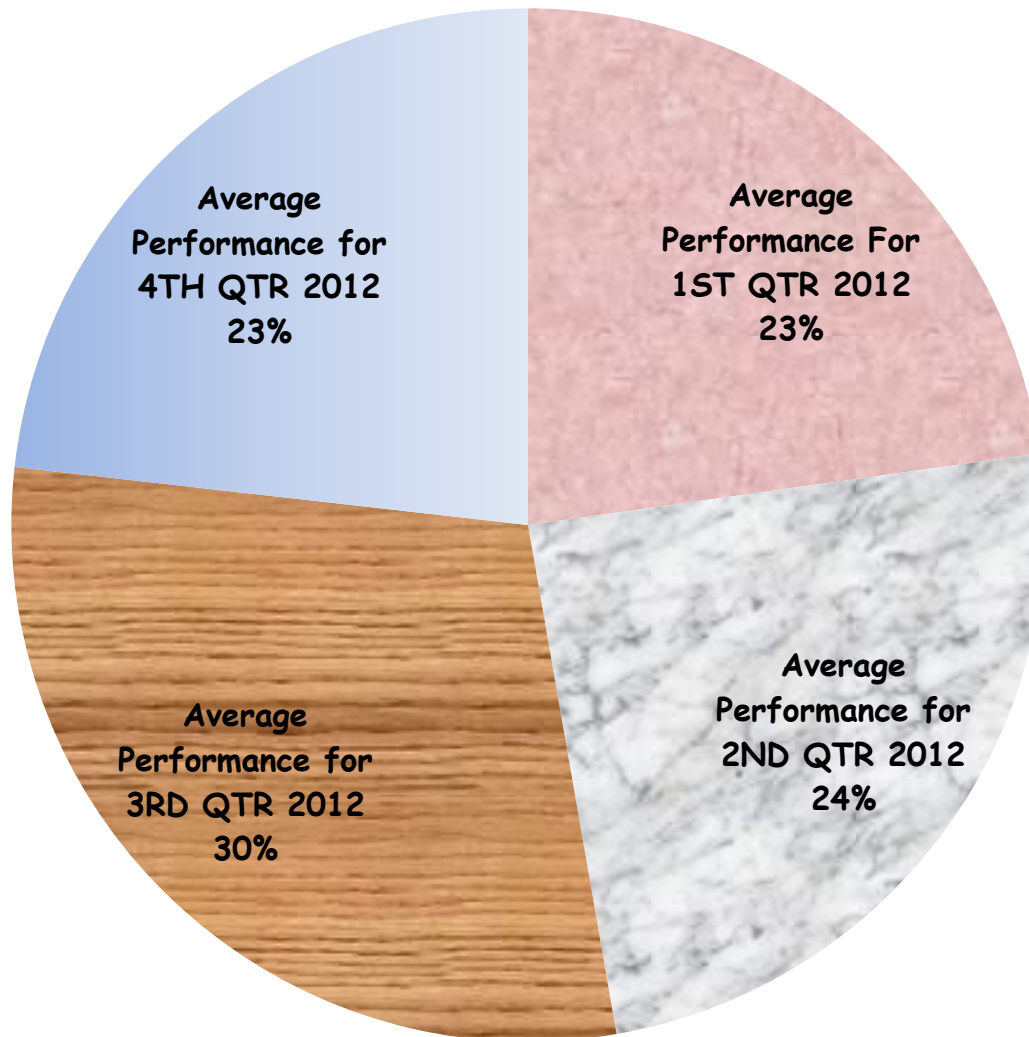
Above 50% Score - 65%

# PERFORMANCE ANALYSIS FOR 2012 ASSESSMENT

Average Performance for 1 <sup>ST</sup> QTR 2012	54%
Average Performance for 2 <sup>ND</sup> QTR 2012	58%
Average Performance for 3 <sup>RD</sup> QTR 2012	70%
Average Performance for 4 <sup>TH</sup> QTR 2012	55%
Total Performance Average for the Year	59.25%




## PERFORMANCE ANALYSIS FOR 2012 ASSESSMENT : CONTD.



# COMPARISON OF HALF YEAR JAN - JUN 2011 AGAINST JAN - JUN 2012

## ASSESSMENT OF DEPTS/COS BY THE CMO



S/N	DEPTS/COS	JAN - JUN 2012	JAN - JUN 2011	COMPARISON
1	OPS	81.5	79	2.5
2	CPRO	75	72.5	2.5
3	CTSO	75	58.65	16.35
4	SMP	69	62.7	6.3
5	PRS	65	48.15	16.85
6	CA	64.5	66.25	-1.75
7	AHR	60.5	52.8	7.7
8	CMRS	60.5	59.25	1.25
9	CP	52.5	64.4	-11.9
10	CPEO	52	62.5	-10.5
11	F&A	51.5	58.1	-6.6
12	TSC	51	63.15	-12.15
13	SED	50.5	63.5	-13
14	CS	44.5	61.8	-17.3
15	CIO	44	61.35	-17.35
16	BUD	43.5	44.2	-0.7
17	MVA	42	63.2	-21.2
18	CLOG	40	54.35	-14.35
19	CLA	39	56.65	-17.65

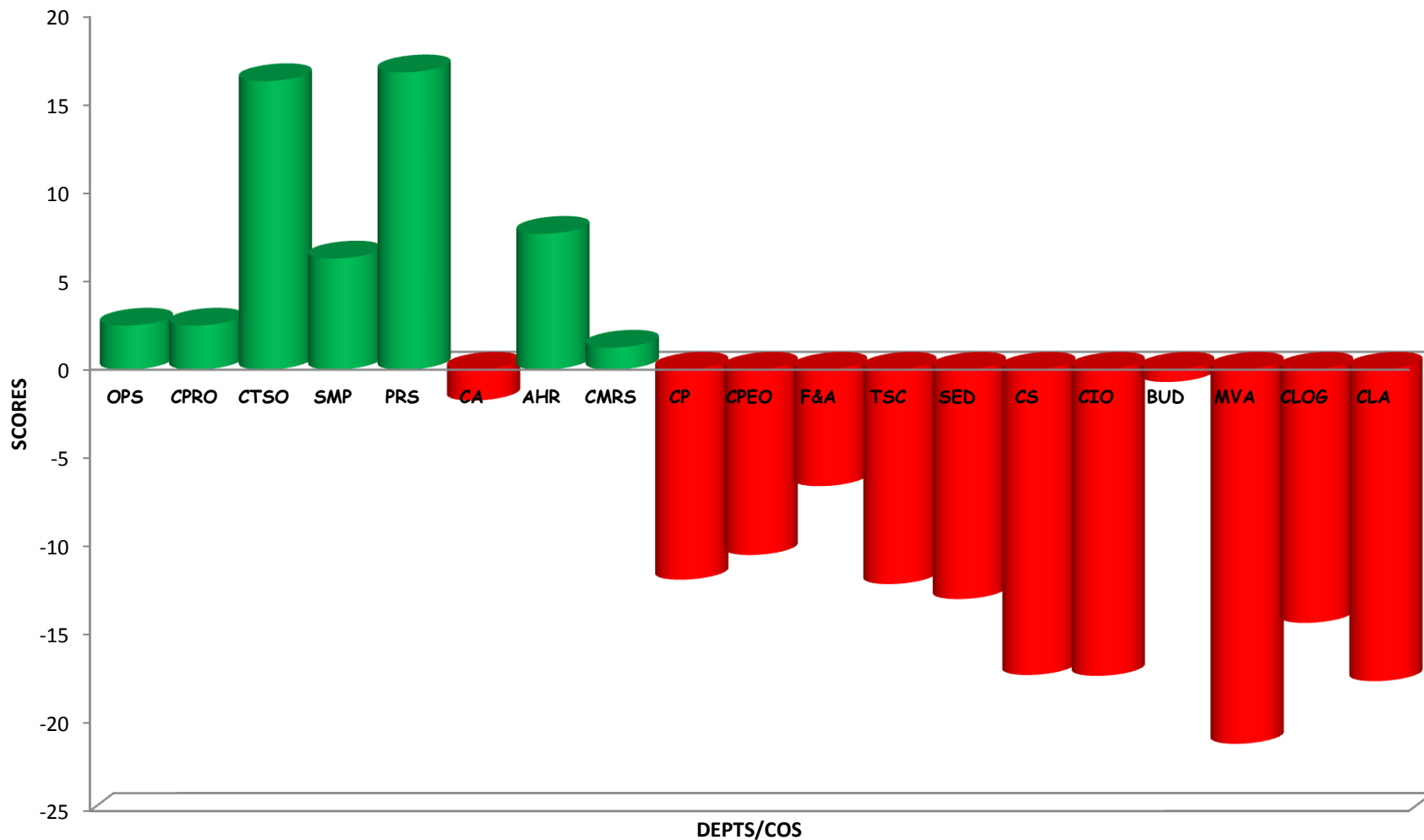
Green - Depts/COs that improved in 2012 upon their 2011 performance

- 7

Red - Depts/COs that Dropped in 2012 against their 2011 performance

- 12

**COMPARATIVE GRAPH OF HALF YEAR JAN - JUN 2011 AGAINST JAN - JUN 2012 ASSESSMENT OF DEPTS/COS BY THE CMO**





### 3<sup>RD</sup> QUARTER ASSESSMENT OF RSHQ DEPTS/COS BY THE CMO

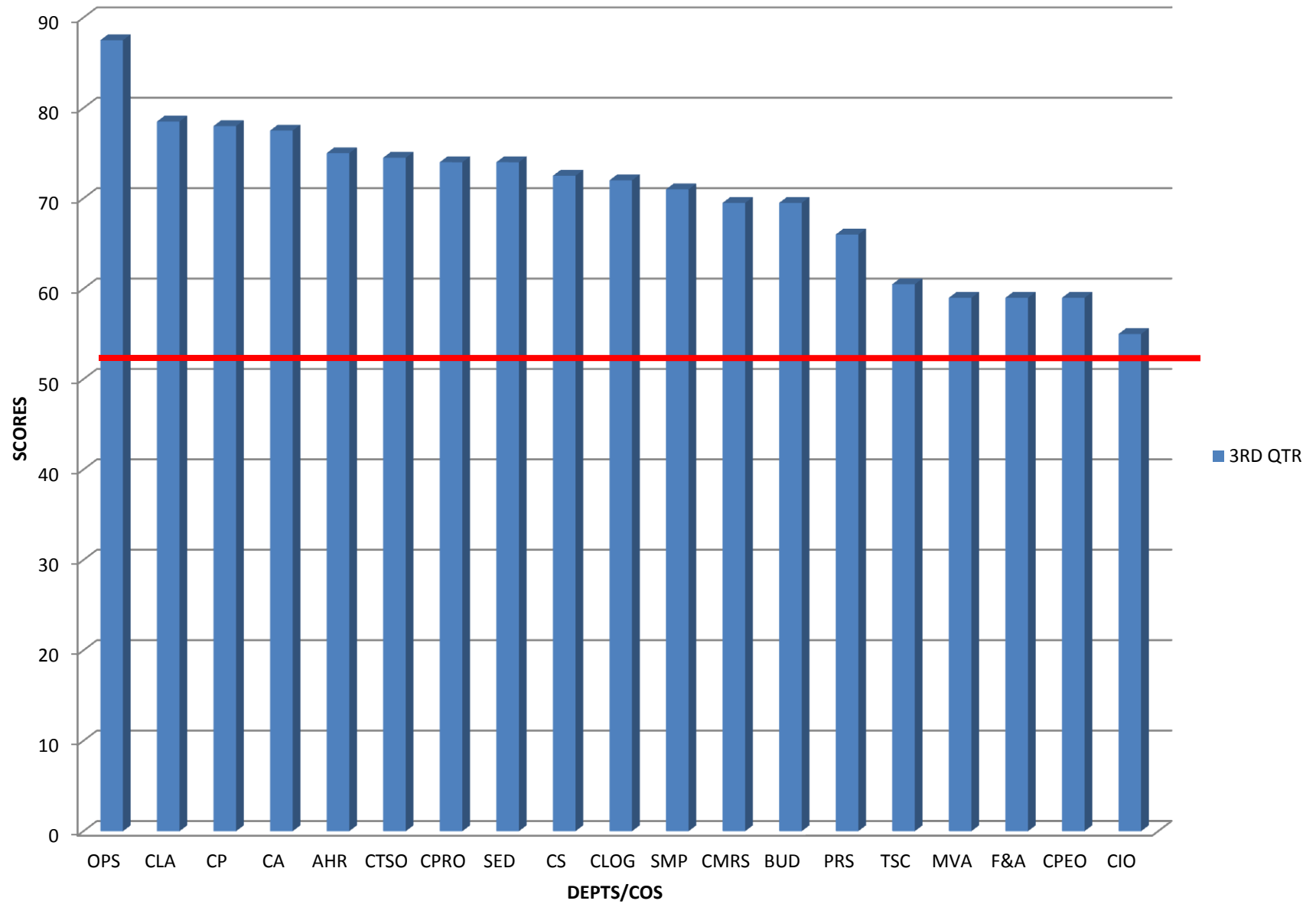
MONTH/YEAR: JUL - SEP 2012

DEPTS/COS	REPORTING 20%	PLANNING / MONITORING 32%	ALIGNED SERVICE STANDARDS 18%	CAPACITY BUILDING 10%	TEAM WORK & COLLABORATION 5%	FINANCIAL & RESOURCE MGT 15%	TOTAL	POSITION
OPS	20	24	13.5	10	5	15	87.5	1ST
CLA	20	16	12.5	10	5	15	78.5	2ND
CP	20	24	13	10	1	10	78	3RD
CA	20	14	15.5	10	3	15	77.5	4TH
AHR	20	18	12	10	0	15	75	5TH
CTSO	20	14	10.5	10	5	15	74.5	6TH
CPRO	20	10	14	10	5	15	74	7TH
SED	20	14	12	10	3	15	74	7TH
CS	20	14	12.5	10	1	15	72.5	9TH
CLOG	20	20	10	3	4	15	72	10TH
SMP	20	12	14	10	5	15	71	11TH
CMRS	18	12	12.5	8	4	15	69.5	12TH
BUD	20	6	13.5	10	5	15	69.5	12TH
PRS	20	10	11	10	0	15	66	14TH
TSC	20	18	12.5	10	0	0	60.5	15TH
MVA	16	20	12	8	3	0	59	16TH
F&A	20	14	11	9	5	0	59	16TH
CPEO	20	22	10	5	2	0	59	16TH
CIO	16	18	12	6	3	0	55	19TH

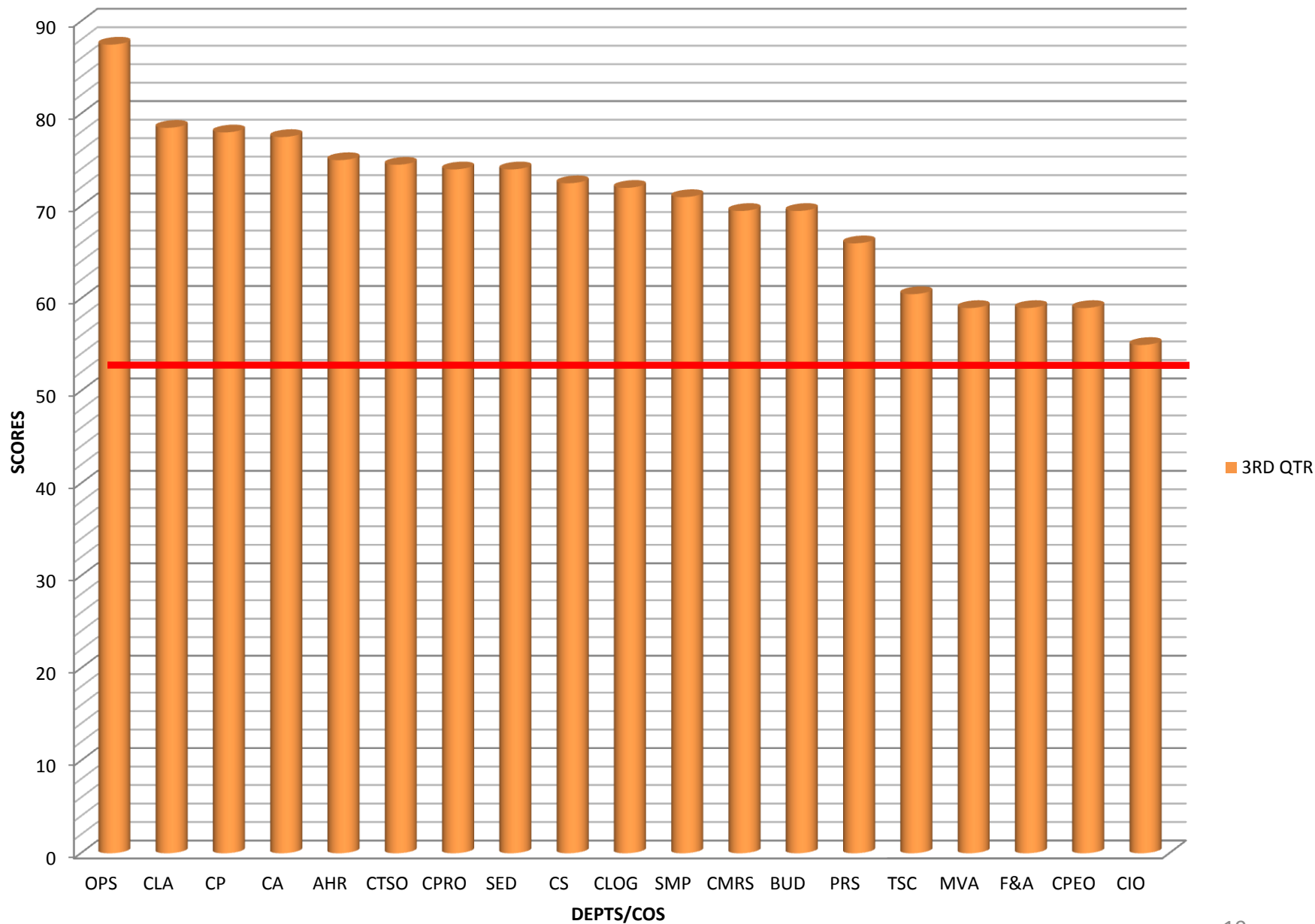
#### KEY

GREEN	EXCELLENT	80 - 100
BLUE-	VERY GOOD	70 - 79
ORANGE-	GOOD	60 - 69
YELLOW	- FAIR	50 - 59
RED -	FAIL	0 - 49

**3<sup>RD</sup> QUARTER ASSESSMENT OF RSHQ DEPTS/COS BY THE CMO**  
**MONTH/YEAR: JUL - SEP 2012**



**3<sup>RD</sup> QUARTER ASSESSMENT OF RSHQ DEPTS/COS BY THE CMO**  
**MONTH/YEAR: JUL - SEP 2012**



# 4<sup>TH</sup> QUARTER ASSESSMENT OF RSHQ DEPTS/COS BY THE CMO

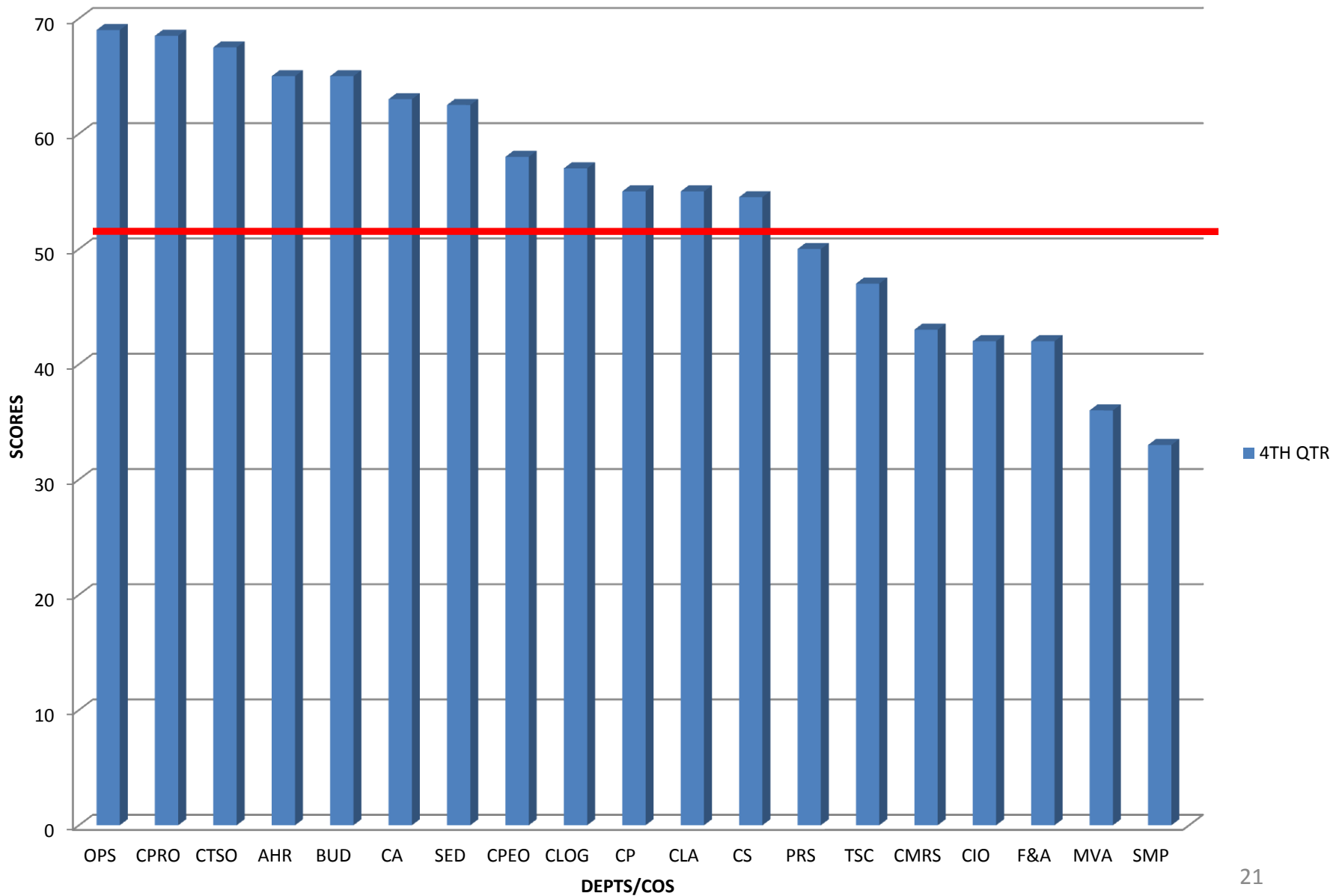
## MONTH/YEAR: OCT - DEC 2012

DEPTS/COS	REPORTING 20%	PLANNING / MONITORING 32%	ALIGNED SERVICE STANDARDS 18%	CAPACITY BUILDING 10%	TEAM WORK & COLLABORATION 5%	FINANCIAL & RESOURCE MGT 15%	TOTAL	POSITION
OPS	20	16	13	6	4	5	69	1ST
CPRO	20	8	15.5	10	5	5	68.5	2ND
CTSO	20	10	12.5	10	5	5	67.5	3RD
AHR	20	10	13	10	2	10	65	4TH
BUD	20	8	12	10	5	10	65	4TH
CA	20	10	15	10	3	5	63	6TH
SED	20	18	11.5	3	2	10	62.5	7TH
CPEO	20	12	12	9	3	2	58	8TH
CLOG	20	10	12	3	2	10	57	9TH
CP	20	12	12	10	1	0	55	10TH
CLA	18	10	13	6	5	2	55	10TH
CS	20	6	11.5	10	3	4	54.5	12TH
PRS	20	10	12	3	0	5	50	13TH
TSC	17	8	12	10	0	0	47	14TH
CMRS	17	6	13	2	5	0	43	15TH
CIO	15	12	13	2	0	0	42	16TH
F&A	15	10	12	1	2	2	42	16TH
MVA	15	4	11	1	1	4	36	18TH
SMP	12	2	14	5	0	0	33	19TH

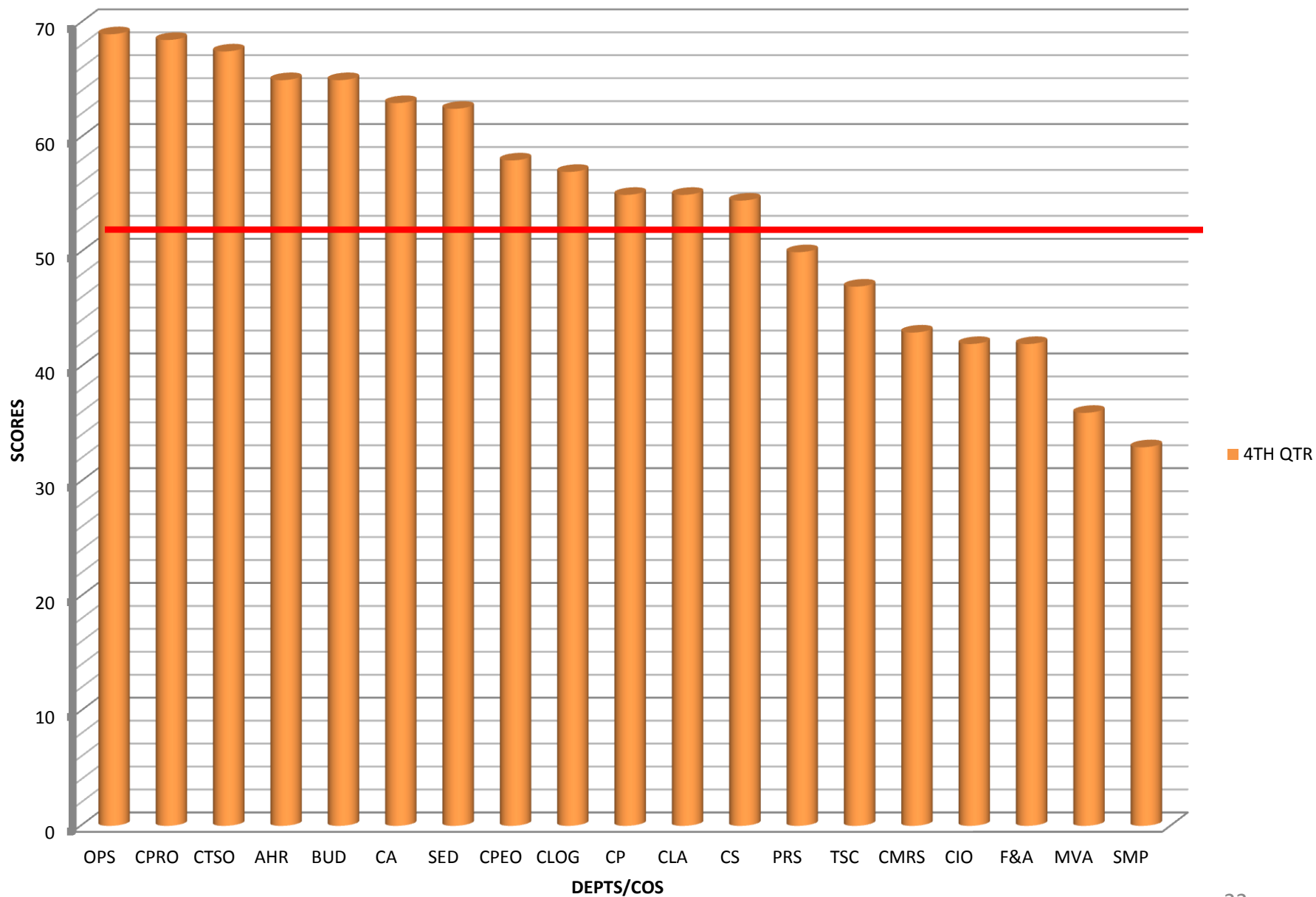
### KEY

GREEN	EXCELLENT	80 - 100
BLUE-	VERY GOOD	70 - 79
ORANGE-	GOOD	60 - 69
YELLOW	- FAIR	50 - 59
RED -	FAIL	0 - 49

**4<sup>TH</sup> QUARTER ASSESSMENT OF RSHQ DEPTS/COS BY THE CMO**  
**MONTH/YEAR: OCT - DEC 2012**



**4TH QUARTER ASSESSMENT OF RSHQ DEPTS/COS BY THE CMO**  
**MONTH/YEAR: OCT - DEC 2012**



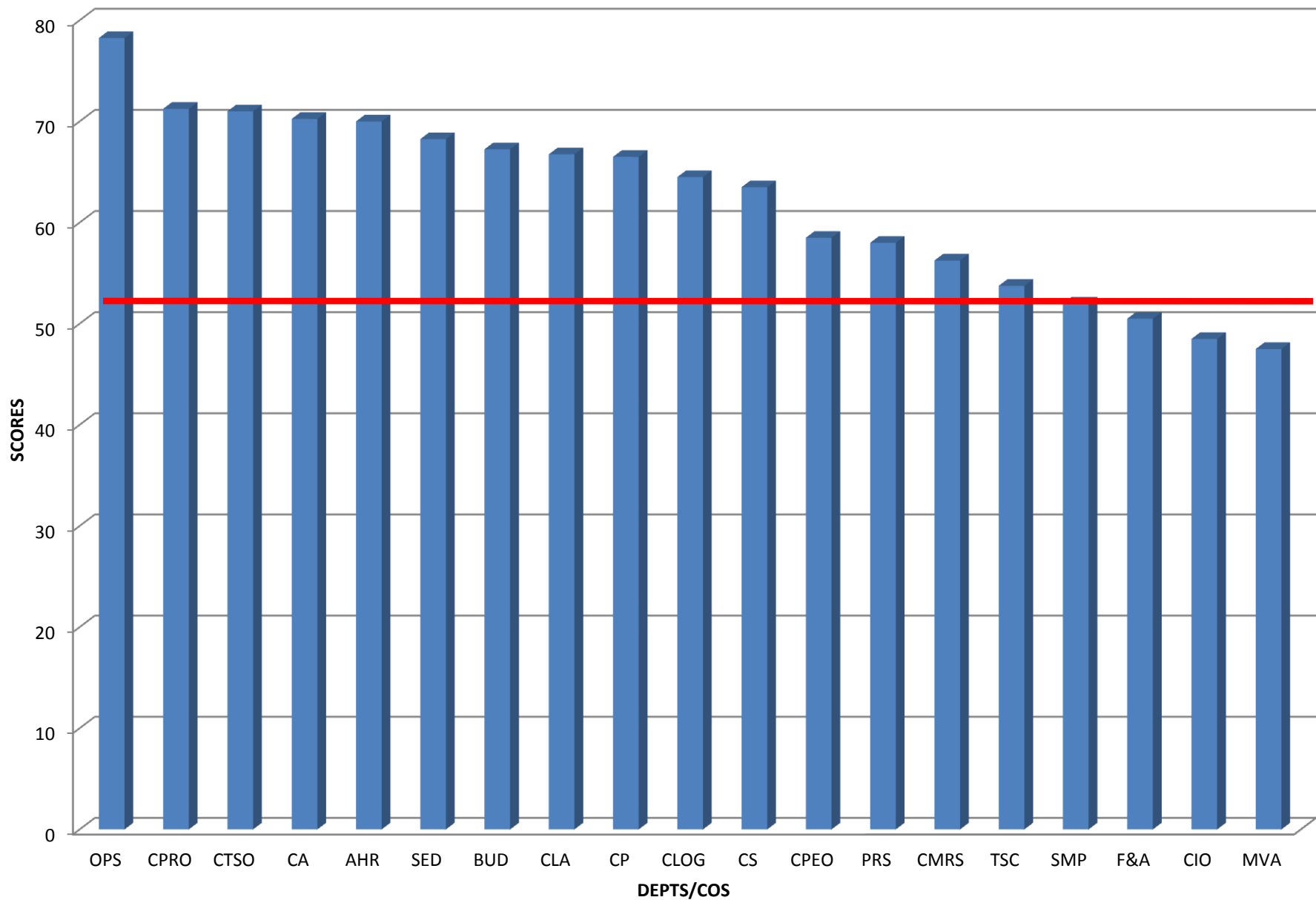
# SUMMARY OF 2ND HALF YEAR JUL - DEC 2012 ASSESSMENT OF DEPTS/COS BY THE CMO

S/N	DEPTS/COS	3 <sup>RD</sup> QUARTER	4 <sup>TH</sup> QUARTER	AVERAGE	RANKING
1	OPS	87.5	69	78.25	1 <sup>ST</sup>
2	CPRO	74	68.5	71.25	2 <sup>ND</sup>
3	CTSO	74.5	67.5	71	3 <sup>RD</sup>
4	CA	77.5	63	70.25	4 <sup>TH</sup>
5	AHR	75	65	70	5 <sup>TH</sup>
6	SED	74	62.5	68.25	6 <sup>TH</sup>
7	BUD	69.5	65	67.25	7 <sup>TH</sup>
8	CLA	78.5	55	66.75	8 <sup>TH</sup>
9	CP	78	55	66.5	9 <sup>TH</sup>
10	CLOG	72	57	64.5	10 <sup>TH</sup>
11	CS	72.5	54.5	63.5	11 <sup>TH</sup>
12	CPEO	59	58	58.5	12 <sup>TH</sup>
13	PRS	66	50	58	13 <sup>TH</sup>
14	CMRS	69.5	43	56.25	14 <sup>TH</sup>
15	TSC	60.5	47	53.75	15 <sup>TH</sup>
16	SMP	71	33	52	16 <sup>TH</sup>
17	F&A	59	42	50.5	17 <sup>TH</sup>
18	CIO	55	42	48.5	18 <sup>TH</sup>
19	MVA	59	36	47.5	19 <sup>TH</sup>

## KEY

GREEN	EXCELLENT	80 - 100
BLUE-	VERY GOOD	70 - 79
ORANGE-	GOOD	60 - 69
YELLOW	- FAIR	50 - 59
RED -	FAIL	0 - 49

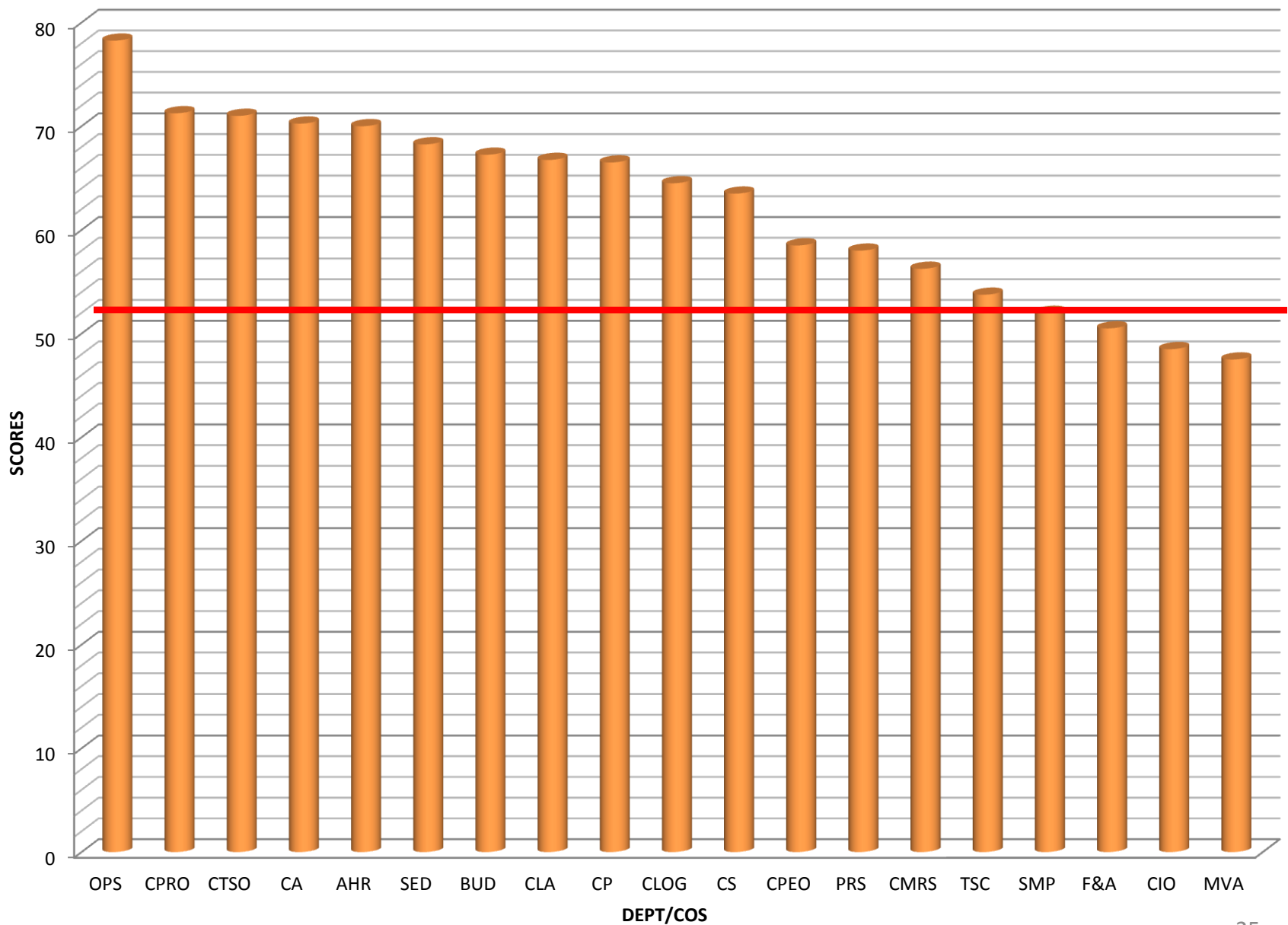
**GRAPHICAL REPRESENTATION OF 2ND HALF YEAR JUL - DEC 2012**  
**ASSESSMENT OF DEPTS/COS BY THE CMO**






# GRAPHICAL REPRESENTATION OF 2ND HALF YEAR JUL - DEC 2012

## ASSESSMENT OF DEPTS/COS BY THE CMO



# COMPARATIVE GRAPH OF HALF YEAR JULY - DEC 2011 AGAINST JULY - DEC 2012 ASSESSMENT OF DEPTS/COS BY THE CMO



S/N	DEPTS/COS	JULY - DEC 2012	JULY - DEC 2011	COMPARISON
1	OPS	78.25	82	-3.75
2	CPRO	71.25	75	-3.75
3	CTSO	71	79	-8
4	SMP	52	79.75	-27.75
5	PRS	58	47.5	10.5
6	CA	70.25	67	3.25
7	AHR	70	44.25	25.75
8	CMRS	56.25	61.75	-5.5
9	CP	66.5	52	14.4
10	CPEO	58.5	49.75	8.75
11	F&A	50.5	53.5	-3
12	TSC	53.75	47	6.75
13	SED	68.25	55.75	12.5
14	CS	63.5	53.5	10
15	CIO	48.5	41	7.5
16	BUD	67.25	34	33.25
17	MVA	47.5	58.5	-11
18	CLOG	64.5	53.75	10.75
19	CLA	66.75	41	25.75

Green

- Depts/COs that improved in 2012 upon their 2011 performance

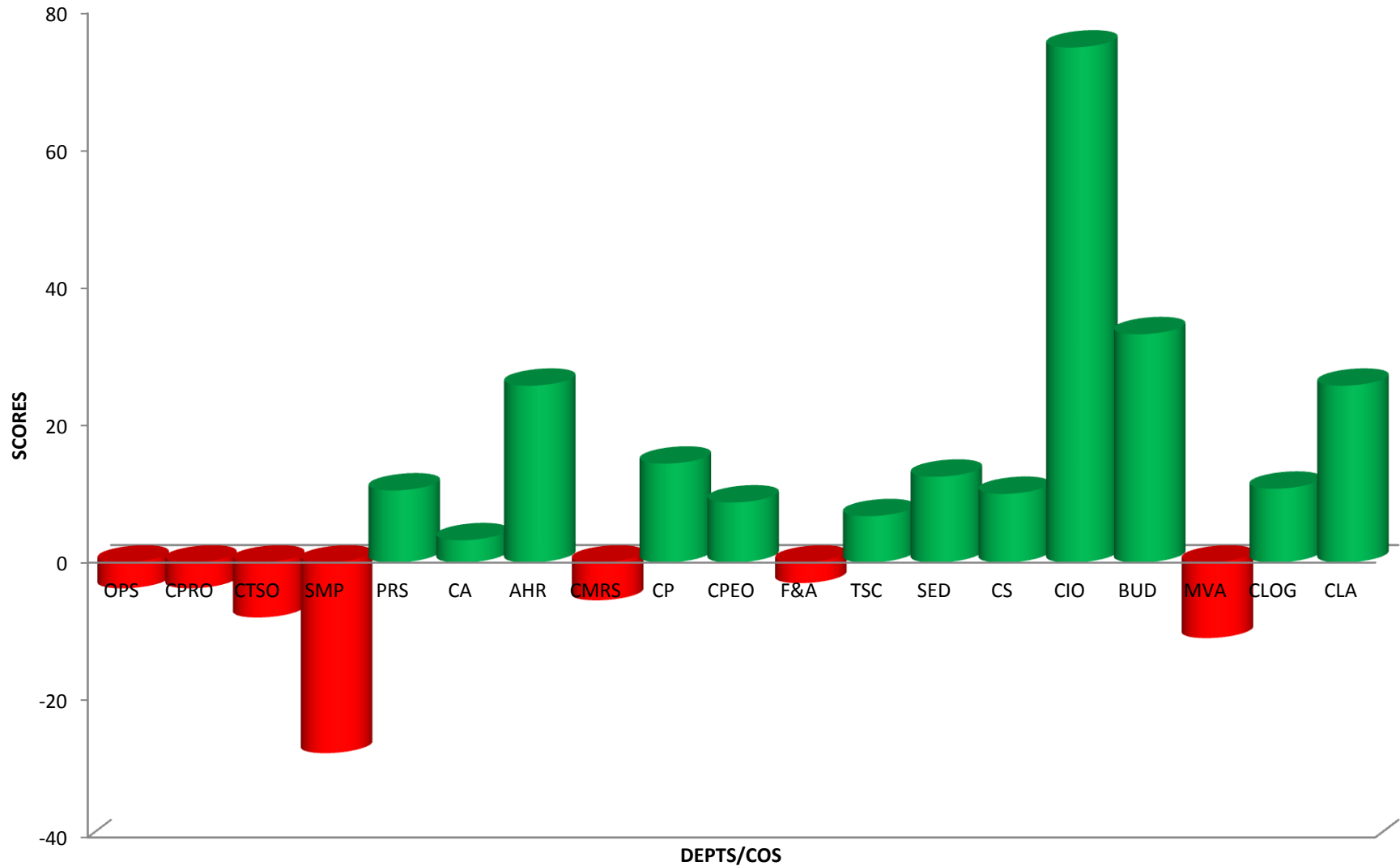
- 12

Red


- Depts/COs that Dropped in 2012 against their 2011 performance

- 7

# COMPARATIVE GRAPH OF HALF YEAR JULY - DEC 2011 AGAINST JULY - DEC 2012 ASSESSMENT OF DEPTS/COS BY THE CMO



# SUMMARY SHEET OF 2012 ASSESSMENT OF DEPARTMENTS AND CORPS OFFICES BY THE CMO



DEPTS/COS	1ST QTR	2ND QTR	3RD QTR	4TH QTR	AGGREGATED TOTAL	POSITION
OPS	76	87	87.5	69	79.9	1ST
CPRO	67	83	74	68.5	73.1	2ND
CTSO	76	74	74.5	67.5	73	3RD
CA	63	66	75	63	66.8	4TH
AHR	65	56	75	65	65.3	5TH
PRS	63	67	66	50	61.5	6TH
SMP	65	73	71	33	60.5	7TH
CP	51	54	78	55	59.5	8TH
SED	51	50	74	62.5	59.4	9TH
CMRS	63	58	69.5	43	58.4	10TH
BUD	35	52	69.5	65	55.4	11TH
CPEO	56	48	59	58	55.3	12TH
CS	44	45	72.5	54.5	54	13TH
CLA	33	45	78.5	55	52.9	14TH
TSC	46	56	60.5	47	52.4	15TH
CLOG	40	40	72	57	52.3	16TH
F&A	50	53	59	43	51.3	17TH
CIO	39	49	55	42	46.3	18TH
MVA	42	42	59	36	44.8	19TH

**KEY**

GREEN

EXCELLENT

80 - 100

BLUE-

VERY GOOD

70 - 79

ORANGE-

GOOD

60 - 69

YELLOW

- FAIR

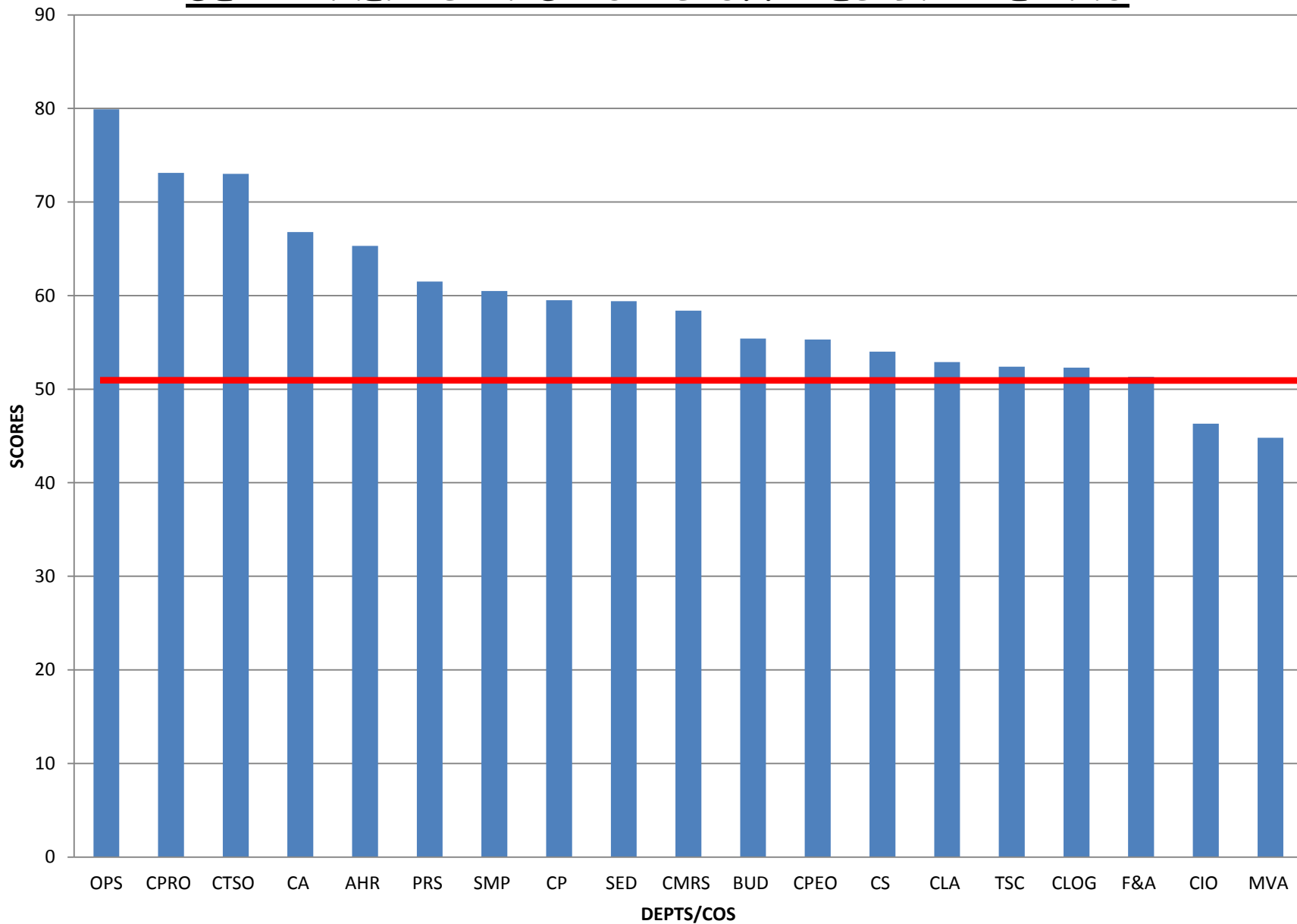
50 - 59

RED -

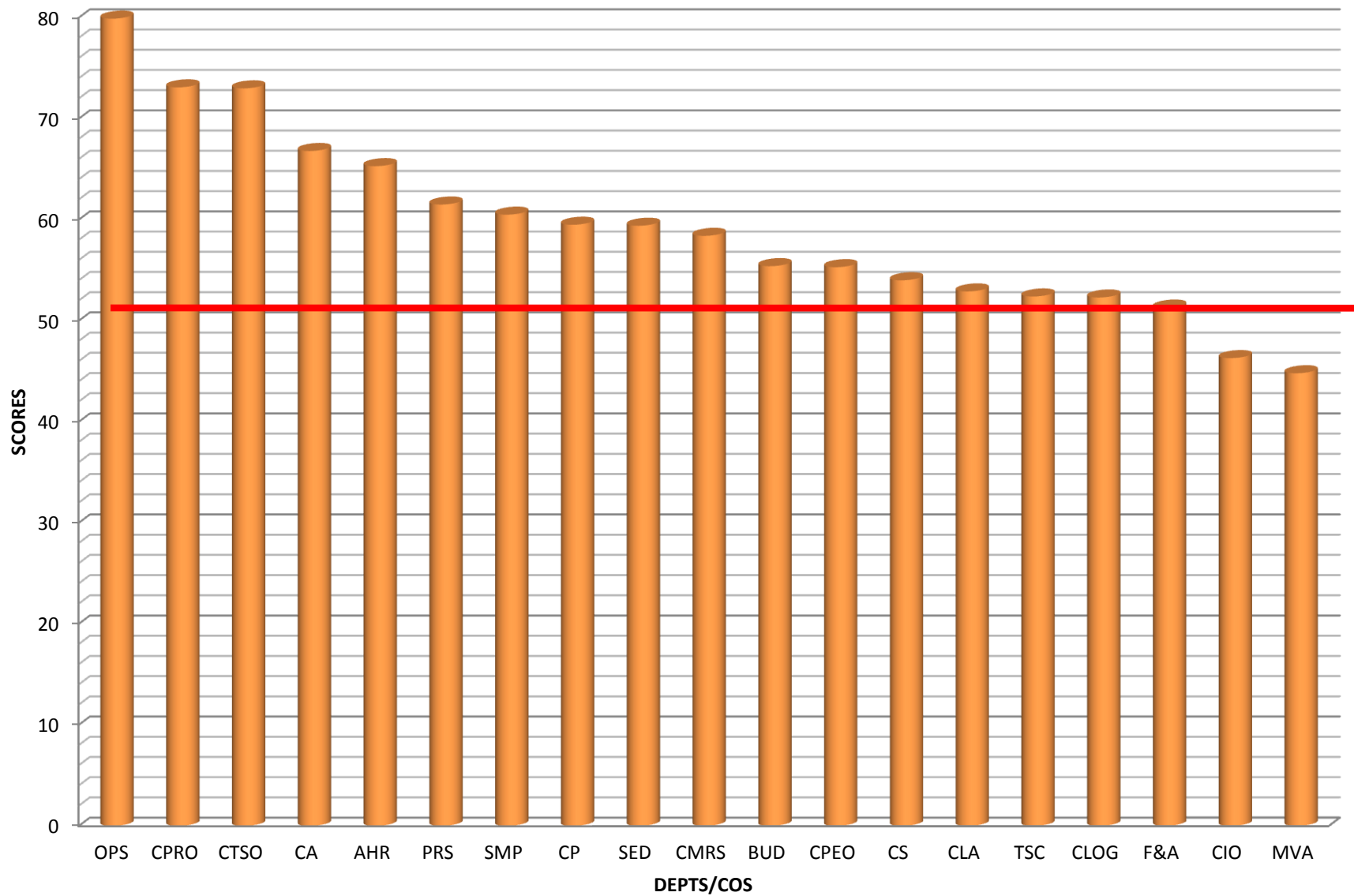
FAIL

0 - 49

# GRAPHICAL REPRESENTATION OF 2012 ASSESSMENT OF DEPARTMENTS AND CORPS OFFICES BY THE CMO



# GRAPHICAL REPRESENTATION OF 2012 ASSESSMENT OF DEPARTMENTS AND CORPS OFFICES BY THE CMO



# COMPARATIVE GRAPH OF 2011 / 2012 ASSESSMENT OF DEPTS/COS BY THE CMO

S/N	DEPTS/COS	2012	2011	COMPARISON
1	OPS	79.9	80.5	-0.6
2	CPRO	73.1	73.8	-0.7
3	CTSO	73	68.8	4.2
4	SMP	60.5	71.2	-10.7
5	PRS	61.5	47.8	13.7
6	CA	66.8	66.6	0.2
7	AHR	65.3	48.5	16.8
8	CMRS	58.4	60.5	-2.1
9	CP	59.5	58.2	1.3
10	CPEO	55.3	56.1	-0.8
11	F&A	51.3	55.8	-4.5
12	TSC	52.4	55.1	-2.7
13	SED	59.4	59.6	-0.2
14	CS	54	57.7	-3.7
15	CIO	46.3	51.2	-4.9
16	BUD	55.4	39.1	16.3
17	MVA	44.8	60.8	-16
18	CLOG	52.3	54.1	-1.8
19	CLA	52.9	48.8	4.1

Green - Depts/COs that improved in 2012 upon their 2011 performance

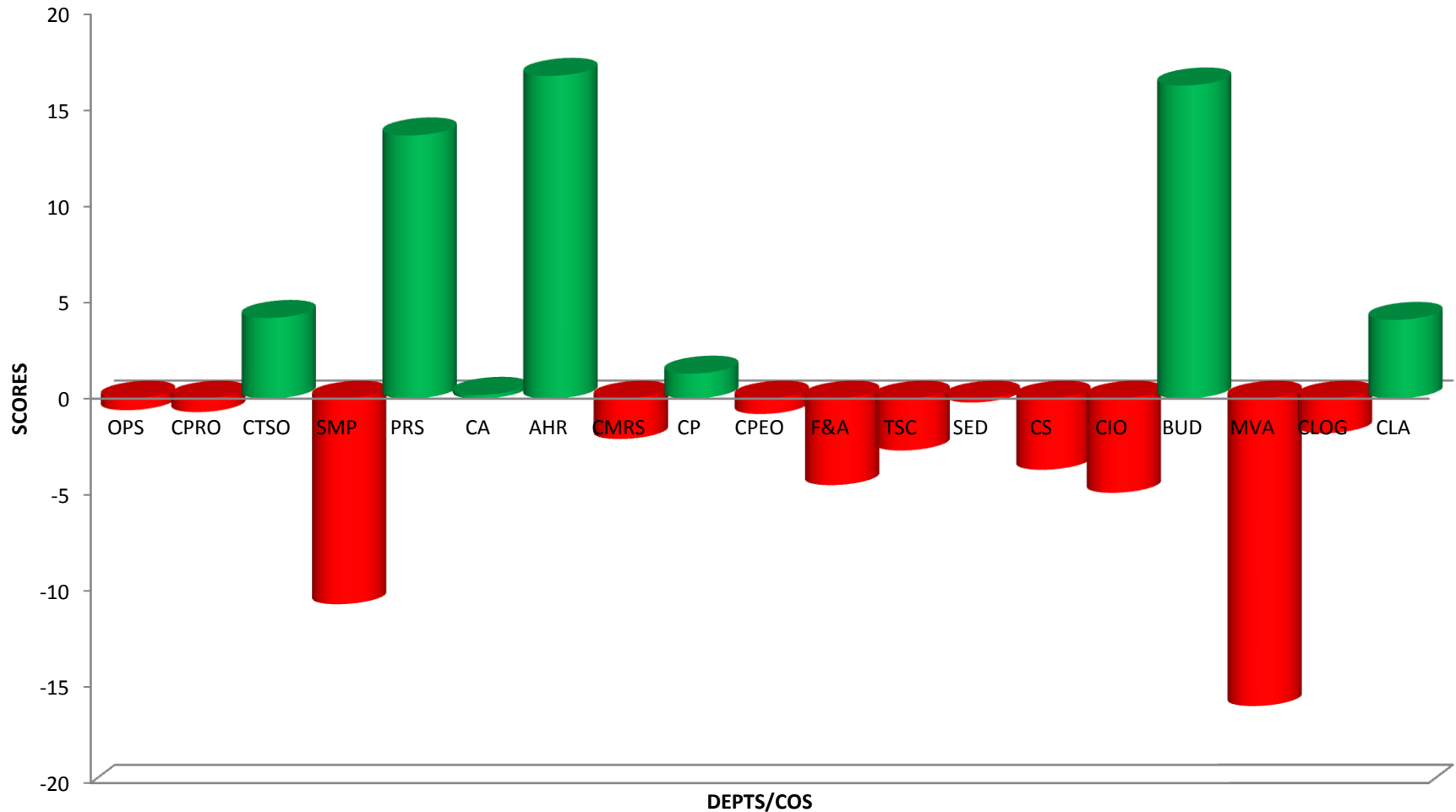
- 7

Red - Depts/COs that Dropped in 2012 against their 2011 performance

- 12

# COMPARATIVE GRAPH OF 2011 / 2012 ASSESSMENT OF DEPTS/COS BY THE CMO

2011 Performance Average - 58.6%  
2012 Performance Average - 59.25%  
Performance Improvement - 0.6%





# 1<sup>ST</sup> QUARTER ASSESSMENT OF RSHQ DEPTS/COS BY THE CMO

## MONTH/YEAR: JAN - MAR 2013

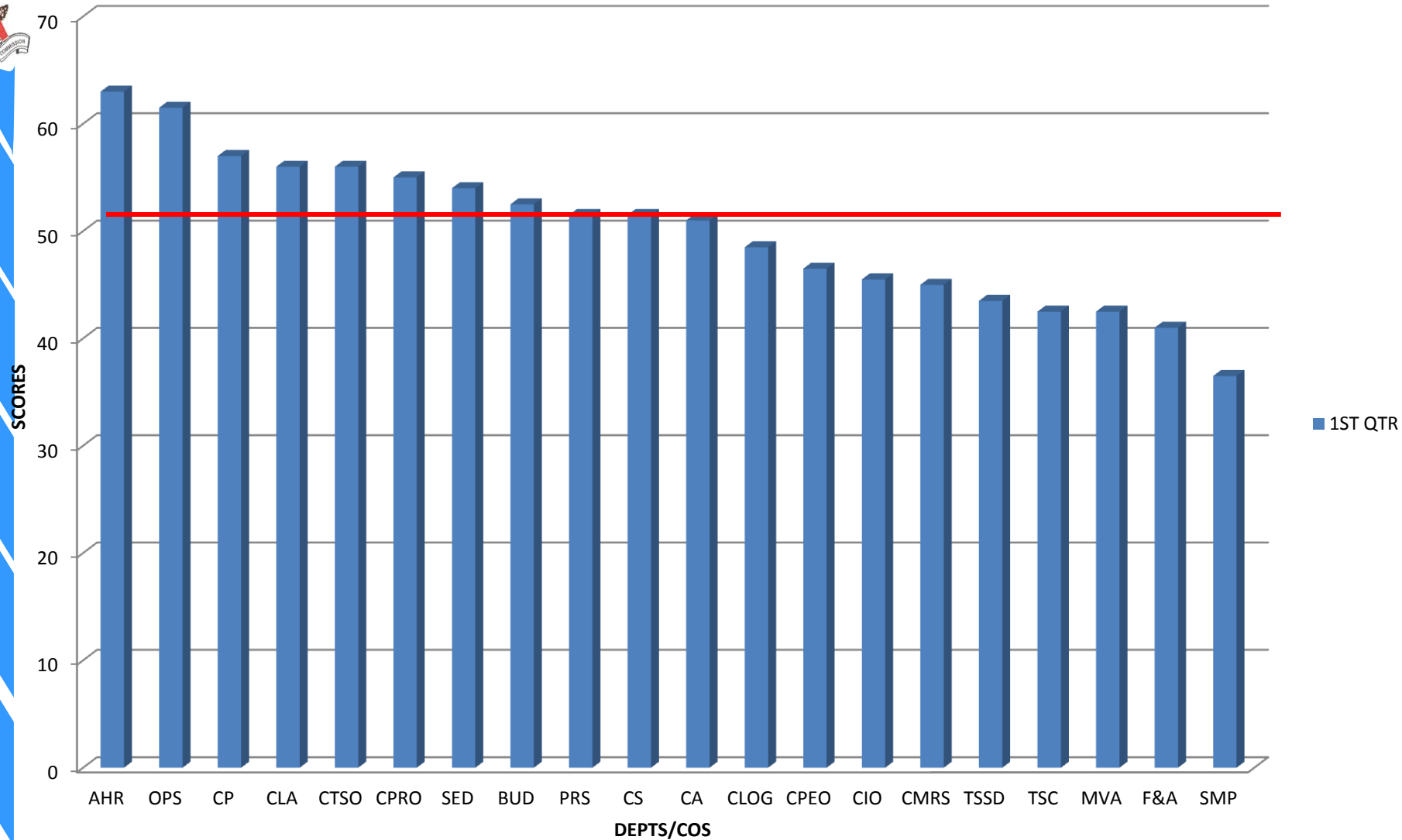
DEPTs/COS	REPORTING	PLANNING / MONITORING	ALIGNED SERVICE STANDARDS	CAPACITY BUILDING	TEAM WORK & COLLABORATION	FINANCIAL & RESOURCE MGT.	TOTAL	POSITION
AHR	17	8	12	8	3	15	63	1 <sup>ST</sup>
OPS	20	14	11.5	10	1	5	61.5	2 <sup>ND</sup>
CP	20	12	10	8	2	5	57	3 <sup>RD</sup>
CLA	20	12	10	6	3	5	56	4 <sup>TH</sup>
CTSO	20	8	13	8	2	5	56	4 <sup>TH</sup>
CPRO	20	6	11	10	3	5	55	6 <sup>TH</sup>
SED	20	4	7	8	0	15	54	7 <sup>TH</sup>
BUD	20	4	12.5	10	1	5	52.5	8 <sup>TH</sup>
PRS	18	10	13.5	5	0	5	51.5	9 <sup>TH</sup>
CS	19	6	12.5	4	0	10	51.5	9 <sup>TH</sup>
CA	18	10	9	7	3	4	51	11 <sup>TH</sup>
CLOG	17	12	8.5	9	2	0	48.5	12 <sup>TH</sup>
CPEO	18	8	10.5	8	2	0	46.5	13 <sup>TH</sup>
CIO	19	10	7.5	9	0	0	45.5	14 <sup>TH</sup>
CMRS	17	6	11	4	2	5	45	15 <sup>TH</sup>
TSSD	18	8	8.5	7	2	0	43.5	16 <sup>TH</sup>
TSC	19	4	9.5	10	0	0	42.5	17 <sup>TH</sup>
MVA	19	4	11.5	0	3	5	42.5	17 <sup>TH</sup>
F&A	18	8	10	4	1	0	41	19 <sup>TH</sup>
SMP	10	6	13.5	7	0	0	36.5	20 <sup>TH</sup>

**KEY**

GREEN	EXCELLENT	80 - 100
BLUE-	VERY GOOD	70 - 79
ORANGE-	GOOD	60 - 69
YELLOW	- FAIR	50 - 59
RED -	FAIL	0 - 49

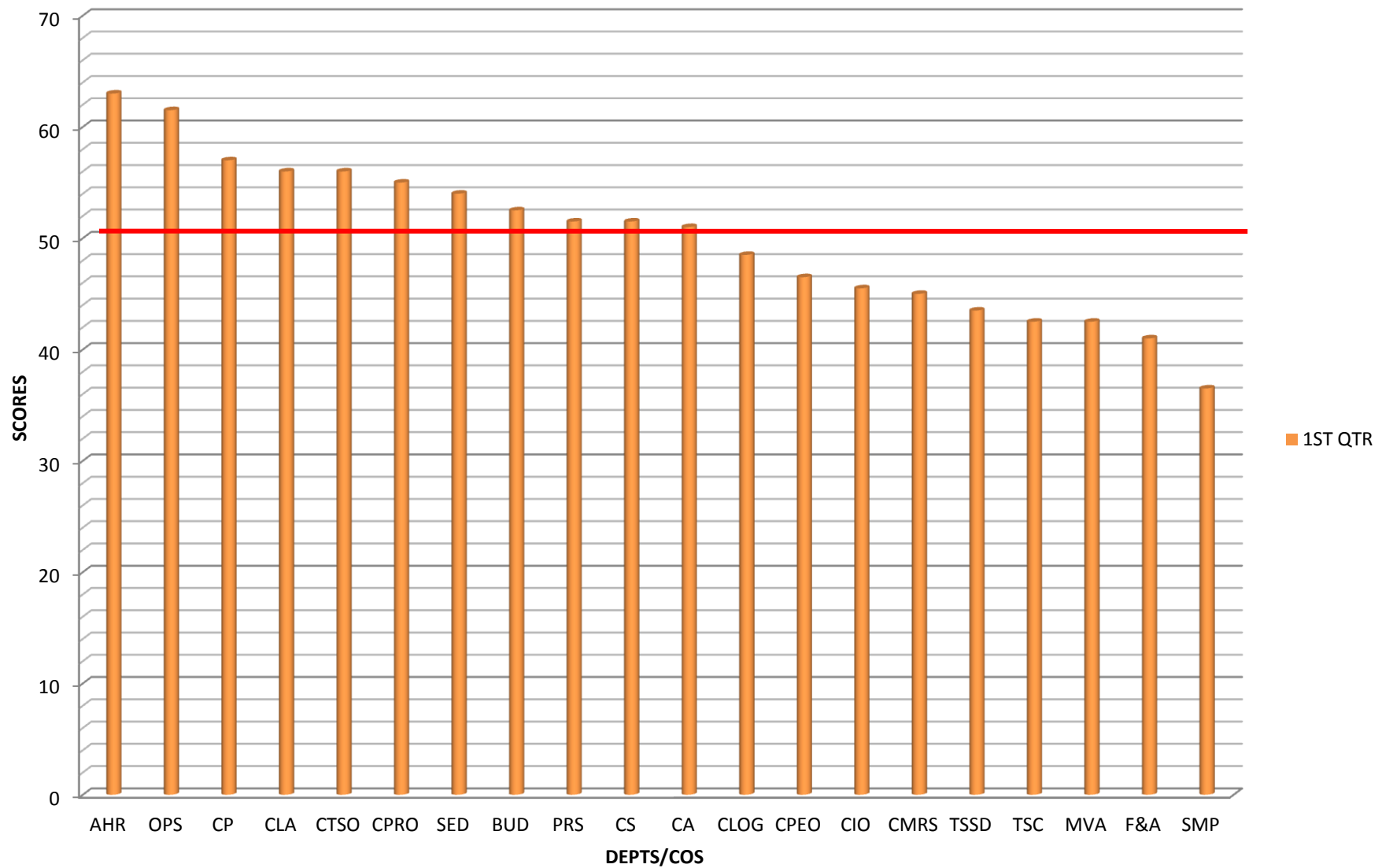
Above 50% Score - 60%

# 1<sup>ST</sup> QUARTER 2013 ASSESSMENT OF DEPTS/COS BY THE CMO



Above 50% Score - 60%

# 1ST QUARTER 2013 ASSESSMENT OF DEPTS/COS BY THE CMO



Above 50% Score - 60%

## **GENERAL OBSERVATIONS**

- ❖ THERE WAS PAUCITY OF FUNDS TO EXECUTE PROGRAMMES MAPPED OUT IN THE VARIOUS DEPTS/COS ACTION PLANS FOR 2012.
- ❖ RELUCTANCE OF DEPTS/COS TO REPORT AND PROPERLY ACCOUNT FOR FUNDS RELEASED TO THEM FOR VARIOUS PROJECTS.
- ❖ A NON-CHALLANT AND APATHETIC ATTITUDE REGARDING THE ENTIRE ASSESSMENT PROCESS BY SOME DEPTS/COS.
- ❖ LACK OF BASIC/IN-DEPTH UNDERSTANDING OF THE ASSESSMENT CRITERIA.
- ❖ ABSENCE OF KNOWLEDGEABLE AND EXPERIENCED STAFF OFFICERS AGAINST THE BACKDROP OF THE RECENT REPOSITIONING AND DEPLOYMENTS WITHIN THE CORPS.
- ❖ LACK OF CONDUCTIVE WORKING ENVIRONMENT AND ADEQUATE TOOLS.
- ❖ ONE OF THE FACTORS THAT CONTRIBUTED IMMENSELY TO LOW PRODUCTIVITY WAS THE NEAR ABSENCE OF POWER SUPPLY. WITH THE COMPUTERIZATION OF OUR SYSTEMS, STAFF COME TO OFFICE DAILY BUT WERE NOT ABLE TO DO ANY MEANINGFUL JOB DUE TO CONSTANT POWER OUTAGE.


### **SPECIFIC INFERENCE FROM STATISTICAL DATA:**


- ❖. PERFORMANCE ANALYSIS FOR 2012 ASSESSMENT AS SHOWN ON PAGE 18:-

A. AVERAGE PERFORMANCE FOR 1 <sup>ST</sup> QTR 2012	-	54%
B. AVERAGE PERFORMANCE FOR 2 <sup>ND</sup> QTR 2012	-	58%
C. AVERAGE PERFORMANCE FOR 3 <sup>RD</sup> QTR 2012	-	70%
D. AVERAGE PERFORMANCE FOR 4 <sup>TH</sup> QTR 2012	-	55%
TOTAL PERFORMANCE AVERAGE FOR THE YEAR	-	59.25%
- ❖. THERE WAS A GENERAL PERFORMANCE IMPROVEMENT OF 0.65% IN 2012 (59.25%) AGAINST THE 2011 (58.6%) PERFORMANCE.



- ❖ 7 DEPTS/COS IMPROVED IN 2012 UPON THEIR 2011 PERFORMANCE. THESE INCLUDE:-
  - A. CORPS TRANSPORT STANDARDIZATION OFFICE (CTSO)
  - B. POLICY, RESEARCH AND STATISTICS (PRS)
  - C. CORPS AUDIT (CA)
  - D. ADMIN AND HUMAN RESOURCES (AHR)
  - E. CORPS PROVOST (CP)
  - F. CORPS BUDGET (BUD)
  - G. CORPS LEGAL OFFICE (CLA)
  
- ❖ WHILE 12 DEPTS/COS DROPPED IN 2012 AGAINST THEIR 2011 PERFORMANCE (PG 22). THESE INCLUDE:-
  - A. OPERATIONS (OPS)
  - B. CORPS PROCUREMENT OFFICE (CPRO)
  - C. SPECIAL MARSHALS AND PARTNERSHIP (SMP)
  - D. CORPS MEDICAL AND RESCUE SERVICES (CMRS)
  - E. CORPS PUBLIC EDUCATION OFFICE (CPEO)
  - F. FINANCE AND ACCOUNTS (F&A)
  - G. TRAINING, STANDARDS AND CERTIFICATION (TSC)
  - H. SAFETY ENGINEERING DEPARTMENT (SED)
  - I. CORPS SECRETARY (CS)
  - J. CORPS INTELLIGENCE OFFICE (CIO)
  - K. MOTOR VEHICLE ADMINISTRATION (MVA)
  - L. CORPS LOGISTICS (CLOG)
  
- ❖ A CONSISTENT IMPROVEMENT WAS OBSERVED FOR THE PERIOD UNDER REVIEW BY THE FOLLOWING OFFICES:-
  - A. CORPS BUDGET OFFICE
  - B. CORPS LEGAL OFFICE
  - C. CORPS PROVOST OFFICE

- 
- ❖ IN THE SAME VEIN, A DECLINE IN PERFORMANCE WAS OBSERVED FOR THE FOLLOWING OFFICES:-
    - A. FINANCE & ACCOUNTS
    - B. CORPS INTELLIGENCE OFFICE
    - C. MOTOR VEHICLE ADMINISTRATION
    - D. SPECIAL MARSHAL AND PARTNERSHIP (4<sup>TH</sup> QUARTER)
    - E. CORPS MEDICAL AND RESCUE SERVICES (4<sup>TH</sup> QUARTER)
  - ❖ THE MOST IMPROVED IN PERFORMANCE DEPTS/COS IN 2012 WAS THE **CORPS BUDGET OFFICE**.
  - ❖ THE MOST DECLINED IN PERFORMANCE DEPTS/COS IN 2012 WERE THE **MVA DEPT AND CIO**.
  - ❖ OF THE FOUR QUARTERS OF 2012, THE 3<sup>RD</sup> QUARTER WAS CHARACTERISED BY HIGH PERFORMANCE LEVELS AS NO DEPT/CO SCORED BELOW 50%. THIS WAS ATTRIBUTABLE MAINLY TO THE MID-TERM REVIEW SESSION WHICH WAS HELD SOMETIME IN JULY 2012 AND COMACE's STERN GUIDANCE/MARCHING ORDERS TO ALL DEPARTMENTS AND CORPS OFFICES.
  - ❖ THERE WAS A DROP IN PERFORMANCE IN THE 4<sup>TH</sup> QUARTER OF 2012 DESPITE HEIGHTENED ACTIVITIES AND FINANCING. THIS IS CURIOUS.
  - ❖ 90% OF ALL THE DEPARTMENTS AND CORPS OFFICES SCORED ABOVE THE 50% MARK IN THE 2<sup>ND</sup> HALF OF 2012 WHICH IS ENCOURAGING.
  - ❖ GENERAL PERFORMANCE INCREASED IN 2012 AS ABOUT 90% OF ALL THE DEPARTMENTS AND CORPS OFFICES SCORED ABOVE THE 50% MARGIN.
  - ❖ WORTHY OF NOTE IS THE FACT THAT THE SCORING UNDER THE PLANNING/MONITORING SUBHEAD IS NOT WEIGHTED WHICH ADVERSELY AFFECTED SOME DEPARTMENTS AND CORPS OFFICES.
  - ❖ THE WEIGHT OF 32% ALLOTTED UNDER PLANNING/MONITORING IN THE PRESENT ASSESSMENT CRITERIA IS NOT BASED ON AGREED KPIS. PEGGING AT 16 ACTIVITIES IN ABSOLUTE TERMS IS TOO HEAVY AS IT ADVERSELY EFFECTS SCORING FOR SOME NON-PROJECT BASED DEPARTMENTS/CORPS OFFICES.

- 
- ❖ REPORTING IN ALL RAMIFICATIONS, GENERALLY IMPROVED TO ABOUT 94% COMPLIANCE IN 2012.
  - ❖ DRAWING INFERENCE FROM THE HIGH PERFORMANCE LEVEL IN THE 3<sup>RD</sup> QUARTER 2012 (SHORTLY AFTER COMACE MID-YEAR STRATEGY SESSION WITH HEADS OF DEPARTMENTS AND CORPS OFFICERS), A CRUCIAL NEED IS ADJUDGED TO EXIST TO REPLICATE SUCH STRATEGY SESSIONS BI-ANNUALLY AS THIS WILL KEEP THEM CONSTANTLY ALIVE TO THEIR RESPONSIBILITIES AND FOCUSED ON FRSC ULTIMATE CORPORATE GOALS, OBJECTIVES AND ASPIRATIONS AT ALL TIMES.
  - ❖ FOR THE THIRD YEAR IN A ROW, RSHQ OPERATIONS AND FOR THE SECOND YEAR RUNNING, CPRO MAINTAINED THEIR LEADERSHIP POSITIONS IN FIRST AND SECOND PLACE RESPECTIVELY.
  - ❖ HOWEVER, AS CAN BE SEEN FROM THE SCORE STATISTICAL DATA, THE ASSESSMENT IS BREEDING A VERY HEALTHY COMPETITION AMONGST THE DEPARTMENTS AND CORPS OFFICES AS THE DIFFERENTIAL SCORE PLACEMENT MARGIN HAS NARROWED UP WITH AS MUCH AS 0.5 MARKS DIFFERENTIATING POSITION RANKING.
  - ❖ PERFORMANCE ACROSS BOARD NOSE-DIVED IN THE FIRST QUARTER OF 2013, WHICH IS RATHER VERY UNFORTUNATE, AS AGAINST EXPECTED PROGRESSIVE INCREASE IN PERFORMANCE, THERE WAS OBVIOUS APATHY IN ALL EXPECTED PARAMETERS.

## RECOMMENDATIONS

- ❖ KPI's AND DEADLINES SHOULD BE SUSTAINED FOR VARIOUS TASK DELIVERABLES AT THE CORPORATE, DEPARTMENTAL AND INDIVIDUAL LEVELS, WHILE REWARDS AND SANCTIONS SHOULD BE ADMINISTRED ACCORDINGLY.
- ❖ CONTINUOUS TRAINING FOR STAFF ADMIN OFFICERS ON THE ENTIRE PMS, AND ON THE CORPS STRATEGIC OBJECTIVES FOR THE YEAR, COUPLED WITH OTHER ON-THE-JOB IMPROVEMENT TRAINING.
- ❖ DEPTS/COS THAT PERFORMED BELOW EXPECTATION SHOULD HAVE A BRIEF WITH THE COMACE.
- ❖ MORE COMMITMENT BY THE HEADS OF DEPARTMENTS, CORPS OFFICES AND COMMANDS IS GREATLY AND URGENTLY REQUIRED.
- ❖ WAYS AND MEANS SHOULD BE DEvised BY FINANCE & ACCOUNTS DEPT TO OVERCOME OUR CONSTANT SEEMING FINANCIAL PAUCITY AS THE ACTION PLAN/STRATEGIC OBJECTIVES OF MOST OF THE DEPARTMENTS, CORPS OFFICES AND COMMANDS HINGE MAINLY ON AVAILABILITY OF FUNDS.
- ❖ THERE IS NEED FOR DEPARTMENTS AND CORPS OFFICES TO SET PERFORMANCE AGENDA AND BRENCHMARKS FOR THE REST OF THE YEAR 2013.
- ❖ CONSEQUENTLY, ALL DEPARTMENTS, CORPS OFFICES AND COMMANDS WOULD BE EXPECTED TO IMMEDIATELY CARRY OUT APPRAISAL REVIEW MEETINGS WITH THEIR STAFF TO ASCERTAIN THE PERFORMANCE OF THEIR VARIOUS OFFICES IN THE 2012 VIS-A-VIS THEIR STRATEGIC OBJECTIVES & DEPARTMENTAL GOALS FOR 2013. (IF THIS HAS NOT BEEN DONE ALREADY).





- ❖ A MANAGEMENT RETREAT FOR HEADS OF DEPTS, COS & CMDS IS OF SIGNIFICANT IMPORTANCE AS THIS WOULD PROVIDE AN AMPLE FORUM FOR THE CORPS LEADERSHIP TO DO A SELF ASSESSMENT AND ENUNCIATE POLICIES FOR SUSTAINABLE IMPROVEMENT IN ALL FACETS OF THE CORPS OPERATIONS.
- ❖ THE PIO WOULD IN TURN STRICTLY AND AGGRESSIVELY MONITOR TASKS, ASSIGNMENTS AND DIRECTIVES ISSUED TOWARDS THE FULL REALIZATION OF THE 2013 STRATEGIC OBJECTIVES.
- ❖ THIS WOULD BE FOLLOWED BY SERIES OF LECTURES AND MONITORING AROUND THE REALIZATION OF THE STRATEGIC OBJECTIVES AND ITS IMPACT ON THE ENTIRE SYSTEM. THIS IS TO ENSURE THAT THEY FULLY UNDERSTAND WHAT IS AT STAKE VIS-À-VIS THEIR OWN INDIVIDUAL CONTRIBUTIONS AND ASSESSMENT.
- ❖ ON A QUARTERLY BASIS, ALL DEPARTMENTS, CORPS OFFICES AND COMMANDS ARE EXPECTED TO HOLD PERFORMANCE APPRAISAL REVIEW SESSION WITH THEIR STAFF TO SEE HOW THE OFFICE HAS FARED FOR THAT QUARTER IN REALIZATION FOR THEIR VARIOUS 2013 STRATEGIC OBJECTIVES, GOALS AND TARGET.

# Thank You

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