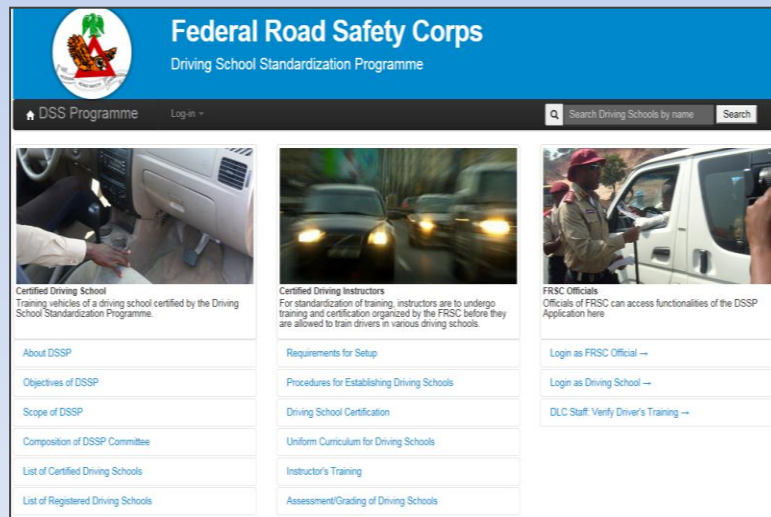
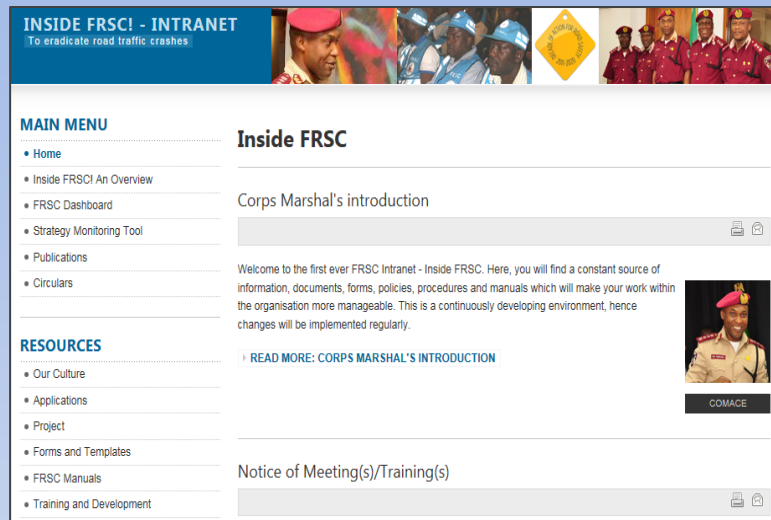




***2013:  
A DEFINING YEAR FOR FRSC***



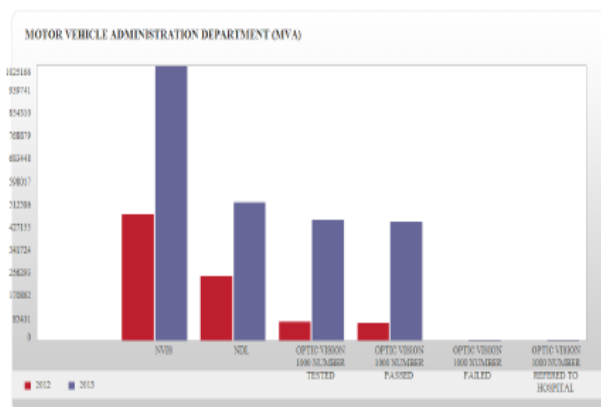
# 2013: A DEFINING YEAR



- Nigeria's lead road safety agency, the FRSC in 2013, through the use of technology fully migrated from manual to electronic reporting system
- Three online reporting portals were launched:
  - e-Dashboard,
  - e-Ticketing,
  - FRSC Intranet
- These portals enabled electronic transmission of Situation Reports (SITREPS), Weekly, Monthly and Quarterly Reports, from Field commands to the National Headquarters, Abuja

# WEEK 29, 2013 e-DASHBOARD INTRODUCED

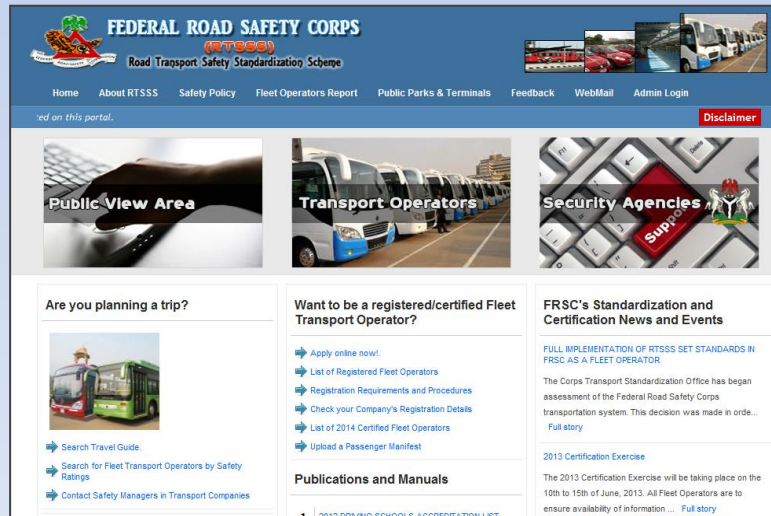
COMPARATIVE CUMULATIVE FOR DEPARTMENTS/CORPS OFFICES BETWEEN (2012) AND (2013) (WEEK 52)				
MOTOR VEHICLE ADMINISTRATION DEPARTMENT (MVA)				
	CUMULATIVE		INCREASE/DECREASE	
	YEAR 2012	YEAR 2013	DIFFERENCE	%
NVIS	472712	1025166	552454	53.89
NDL	241105	515520	274415	53.23
OPTIC VISION 1000 NUMBER TESTED	70521	450881	380360	84.36
OPTIC VISION 1000 NUMBER PASSED	65581	442132	376551	85.17
OPTIC VISION 1000 NUMBER FAILED	509	2166	1657	76.5
OPTIC VISION 1000 NUMBER REFERRED TO HOSPITAL	509	2166	1657	76.5



- The dashboard reports on a weekly basis, all activities of the Corps from Field Commands (Units, Sectors and Zonal Commands) to the Headquarters
- The e-Dashboard provides real time dynamic Management Information system
- Providing decision makers with visibility and data



# ENGAGING OUR PUBLIC THROUGH ONLINE PLATFORMS



The following web based portal were created for improving FRSC's online communication and processes

- Official Website ([www.frsc.gov.ng](http://www.frsc.gov.ng))
- Drivers License ([www.nigeriadriverslicense.org](http://www.nigeriadriverslicense.org))
- Number Plate ([www.nvisng.org](http://www.nvisng.org))
- Road Transport Safety Standardisation Scheme ([www.frsc-rtsss.org](http://www.frsc-rtsss.org))
- Driving School Standardisation Programme ([www.frsc-dssp.org](http://www.frsc-dssp.org))
- FRSC Insight Newsletter ([www.frscinsight.com](http://www.frscinsight.com))
- FRSC Intranet ([www.frsc-intranet.org](http://www.frsc-intranet.org))



## ENGAGING OUR PUBLIC THROUGH ONLINE PLATFORMS (II)



- The Corps utilised Social Networks such as Facebook, Twitter, and YouTube accounts to communicate its activities to the public
- All Commands nationwide have created social media accounts and thus update information on an hourly basis
- Hourly updates include:
  - Traffic situation reports,
  - Safety tips
  - Road Crash alerts
- The Corps is the public organisation with the largest followers on social media
  - Facebook: 36,664 Likes (a 96.54% increase from 18,655 Likes in 2012)
  - Twitter: 60, 500 Followers



# ICDL CERTIFICATION FOR ALL STAFF COMMENCED



- The International Computer Driving Licence (ICDL) certification is a globally recognised information and communication technology (ICT) and digital literacy qualification
- As part of sustaining the digitalisation process, FRSC has commenced certification of all staff for International Computer Drivers' License (ICDL)
- Presently, all Management Staff are ICDL certified
- Next to be trained for ICDL certification are Field Command operatives mainly in the Unit and Sector Commands



# ONLINE PROMOTION EXAM FOR OFFICERS IMPLEMENTED



- In 2013, a total of 436 Officers participated in Online Promotion Exams of which 229 Officers were promoted
- The Corps has laid down plans to cascade the Online Promotion Exams to the Inspectorate and Road Marshal Assistant cadres



# ONLINE PROMOTION EXAM FOR OFFICERS IMPLEMENTED (II)

RECORDS OF OFFICERS THAT PARTICIPATED IN 2013 ONLINE PROMOTION EXAMS		
RANK	NUMBER THAT SAT FOR EXAM	NUMBER PROMOTED
Assistant Corps Marshal – Deputy Corps Marshal	2	1
Corps Commander – Assistant Corps Marshal	39	5
Deputy Corps Commander – Corps Commander	53	14
Assistant Corps Commander – Deputy Corps Commander	0	0
Chief Route Commander – Assistant Corps Commander	53	3
Superintendent Route Commander – Chief Route Commander	68	33
Route Commander – Superintendent Route Commander	55	28
Deputy Route Commander – Route Commander	166	145
TOTAL	436	229





# **ELECTRONIC TICKETING OF OFFENDERS COMMENCED IN THIRD QUARTER 2013**





- **The Corps initiated an e-Ticketing platform which enhances enforcement capacity and creates a database which links road crashes to traffic offenders' records**
- **e-Ticketing enabled online verification of drivers and vehicles using new Drivers License or Number Plates**



# ELECTRONIC TICKETING OF OFFENDERS COMMENCED IN THIRD QUARTER 2013 (II)

## Snapshot of FRSC Fines Collection Portal

**FEDERAL ROAD SAFETY COMMISSION**  
PAYMENT SYSTEM

Home my Portal FRSC Admin Portal Admin Analysis Trained Offenders Point Based System

Wednesday, February 05, 2014 ...: Analysis » Data Capture Analysis ... Ndubisi Egbegolu Logout

Data Capture Analysis

Organisation :

Period :

Fetch

S/N	Transaction Ref	Offender	Offence Date	Total Amount
1	FRSC 03-Feb-2014 000081	usaibatu	2014/02/03	13,000.00
2	FRSC 04-Feb-2014 000004	ADEKUNLE ADEYEMI	2014/02/01	3,000.00
3	FRSC 04-Feb-2014 000007	eijame oshili	2014/02/04	3,000.00
4	FRSC 04-Feb-2014 000042	OLUWOLE KEHINDE	2014/02/04	5,000.00
5	FRSC 04-Feb-2014 000045	OSUNBOR CHARLES	2014/02/02	58,000.00
6	FRSC 04-Feb-2014 000047	PAUL UKPABI	2014/02/02	3,000.00
7	FRSC 04-Feb-2014 000052	DANIEL ADESOKAN	2014/02/04	2,000.00
8	FRSC 04-Feb-2014 000056	ganiyu sann	2014/01/22	3,000.00
9	FRSC 04-Feb-2014 000068	TAIWO OWOLABI	2014/01/27	3,000.00
10	FRSC 04-Feb-2014 000071	Harry Ifeanyi D	2014/01/21	2,000.00
11	FRSC 04-Feb-2014 000075	odjofavi prosper	2014/01/28	2,000.00



# NEW ROAD TRAFFIC INJURY (RTI) FORM ADOPTED NATIONWIDE



- In 2013, the Road Traffic Injury (RTI) form was introduced online. The paper version is also still in use
- Hospitals, Police, and other Traffic Agencies are using the new form for harmonized data
- This is in line with the WHO standard of reporting fatalities that occurred within the 30 – day time-frame
- The New RTI Form will upgrade Nigeria's data to global standards



# **ELECTRONIC DATA COLLECTION REVEALS TRENDS AND INFORMS FOR PROACTIVE ACTION**

**TOP TEN STATES  
ACCORDING TO CRASHES  
RECORDED**

<b>RANK</b>	<b>STATES</b>	<b>ROAD TRAFFIC CRASHES</b>
<b>1</b>	<b>FCT</b>	<b>904</b>
<b>2</b>	<b>KADUNA</b>	<b>713</b>
<b>3</b>	<b>NASARAWA</b>	<b>521</b>
<b>4</b>	<b>KOGI</b>	<b>412</b>
<b>5</b>	<b>DELTA</b>	<b>392</b>
<b>6</b>	<b>BAUCHI</b>	<b>342</b>
<b>7</b>	<b>OGUN</b>	<b>335</b>
<b>8</b>	<b>LAGOS</b>	<b>330</b>
<b>9</b>	<b>BENUE</b>	<b>327</b>
<b>10</b>	<b>ONDO</b>	<b>314</b>

**TOP TEN STATES  
ACCORDING TO FATALITIES  
RECORDED**

<b>RANK</b>	<b>STATES</b>	<b>PESONS KILLED</b>
<b>1</b>	<b>KADUNA</b>	<b>583</b>
<b>2</b>	<b>OYO</b>	<b>335</b>
<b>3</b>	<b>FCT</b>	<b>290</b>
<b>4</b>	<b>KOGI</b>	<b>275</b>
<b>5</b>	<b>DELTA</b>	<b>240</b>
<b>6</b>	<b>EDO</b>	<b>234</b>
<b>7</b>	<b>KATSINA</b>	<b>232</b>
<b>8</b>	<b>BAUCHI</b>	<b>229</b>
<b>9</b>	<b>OGUN</b>	<b>224</b>
<b>10</b>	<b>OSUN</b>	<b>222</b>



# ELECTRONIC DATA COLLECTION REVEALS TRENDS AND INFORMS FOR PROACTIVE ACTION (II)

## TOP TEN STATES ACCORDING TO CRASHES PER 10,000 VEHICLES

RANK	STATES	CRASHES PER 10,000 VEHICLES
1	FCT	62.42
2	NASARAWA	59.63
3	KOGI	30.70
4	BAUCHI	25.10
5	KADUNA	24.03
6	BENUE	16.65
7	ONDO	12.91
8	OGUN	11.07
9	DELTA	8.10
10	LAGOS	3.39

## TOP TEN STATES ACCORDING TO DEATHS PER 100,000 POPULATION

RANK	STATES	DEATHS PER 100,000 POPULATION
1	FCT	20.62
2	KADUNA	9.54
3	KOGI	8.30
4	EDO	7.24
5	OSUN	6.50
6	OYO	6.00
7	OGUN	5.97
8	DELTA	5.84
9	BAUCHI	4.92
10	KATSINA	4.00





# **ELECTRONIC DATA COLLECTION REVEALS TRENDS AND INFORMS FOR PROACTIVE ACTION (III)**

## **The Top Crash-Prone Routes in 2013**

- **Abuja – Kubwa Expressway**
- **Abuja - AYA – Nyanya**
- **Abuja - Giri – Gwagwalada - Yangoji – Abaji**
- **Abuja – Kaduna**
- **Nyanya - Keffi – Garaku - Akwanga – Lafia**
- **Keffi – Barde - Hawankibo – Forest – Jos**
- **Lagos – Ibadan**
- **Agbor – Asaba**
- **Wudil – Kano**

## **The Vehicles mostly involved in Crashes in 2013**

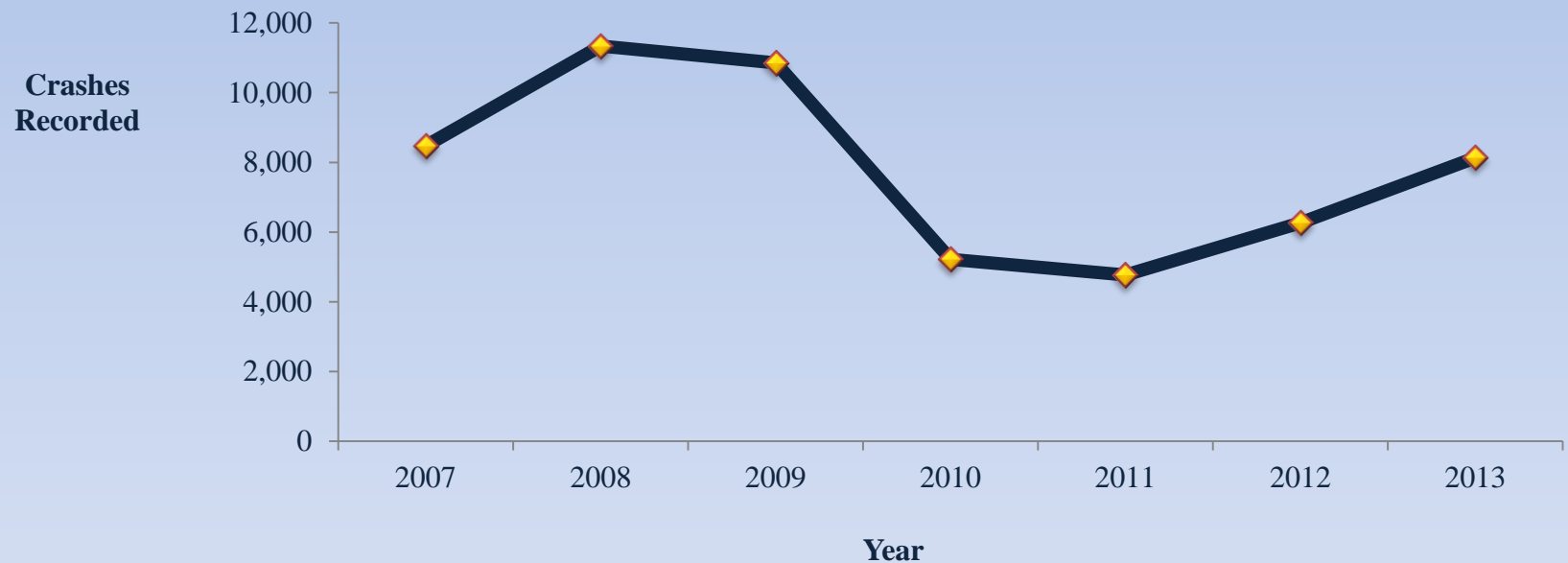
<b>Vehicle Type</b>	<b>Number of Crashes</b>	<b>Vehicle Category</b>
<b>Toyota Hiace</b>	<b>1,099</b>	<b>Buses</b>
<b>Volkswagen Golf</b>	<b>697</b>	<b>Cars</b>
<b>Motorcycle</b>	<b>2,676</b>	<b>All Vehicle Categories</b>



# ELECTRONIC DATA COLLECTION REVEALS TRENDS AND INFORMS FOR PROACTIVE ACTION (IV)

- FRSC noticed a gradual rise in road traffic crashes in the year 2013
- This is against consistent decline in crashes since 2007 as explained in the Chart below:

RECORDS OF ROAD TRAFFIC CRASHES (2007 - 2013)



- Almost half (48.42%) of all crashes recorded in 2013 totalling 13,583 crashes were caused by Speed Limit Violation (SLV)



# **ELECTRONIC DATA COLLECTION REVEALS TRENDS AND INFORMS FOR PROACTIVE ACTION (V)**



- **2013 data shows a 50.07% increase in vehicles travelled nationwide**
- **The number of Vehicles that Travelled from observed public motor parks increased from 6,079,703 vehicles to 9,124,353**
- **Passengers Travelled witnessed a 20.45% increase from 82,415,742 passengers in 2012 to 99,272,345 in 2013**



## **ELECTRONIC DATA COLLECTION REVEALS TRENDS AND INFORMS FOR PROACTIVE ACTION (VI)**



- 2013 records revealed that Speed Limit Violation (SLV) was the major causative factor of crashes which accounted for 48.42% of all crashes recorded in the year
- To combat over speeding;
  - FRSC collaborated with the Standards Organisation of Nigeria (SON) in drafting a speed limiter regulation for road users
  - Compulsory Speed Limiter use by Commercial Vehicles
  - Stakeholders sensitisation were carried out nationwide preceding full enforcement in Q1 of 2014

# RESPONDING TO CRASH VICTIMS IMPROVED IN 2013



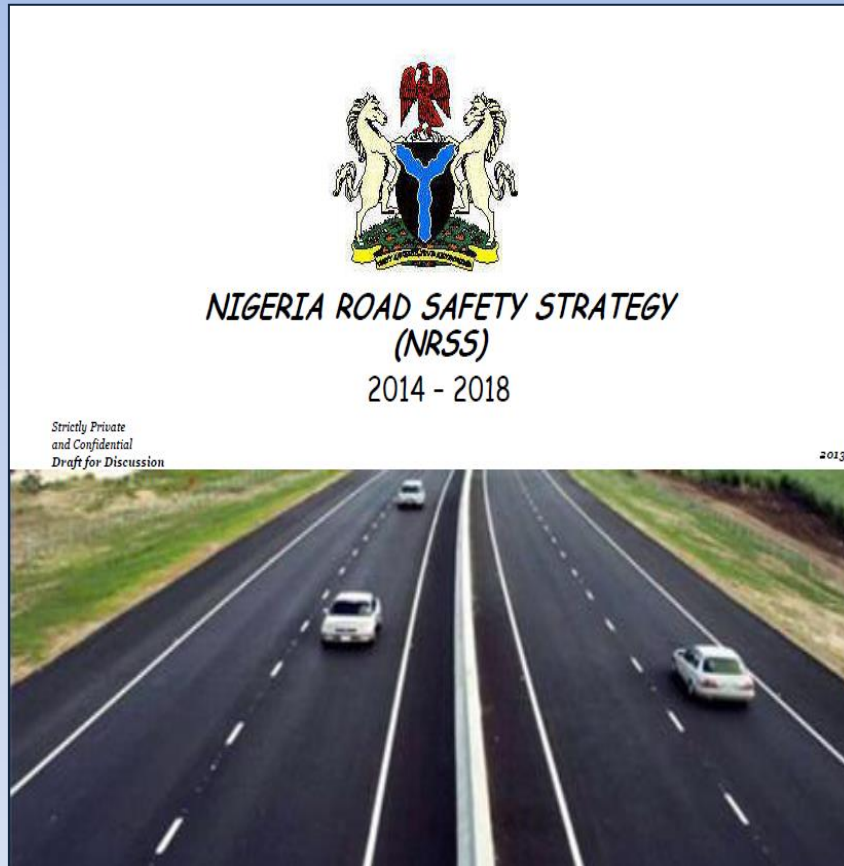
- **FRSC's 24-Hour Toll Free Call Centre (122)** handled a total of 48,032 calls in 2013
- **The Emergency Ambulance Service** codenamed “Zebra” continued to improve response time
- **The Ambulances Scheme (Zebra)** increased from 13 in 2012 to 23 Zebra Units Nationwide in 2013
- **Real time vehicle tracking** enabled logging of response times







# NATIONAL ROAD SAFETY STRATEGY (NRSS: 2014 – 2018) GOING THROUGH APPROVED PROCESS



- FRSC, together with relevant Stakeholders, drafted a National Road Safety Strategy (NRSS) document for the country
- National Road Safety Strategy is a key requirement of the UN Decade of Action
- The NRSS defines the responsibilities of various tiers of Governments and even Non Governmental Agencies for envisioning a country where road traffic crashes result in zero death



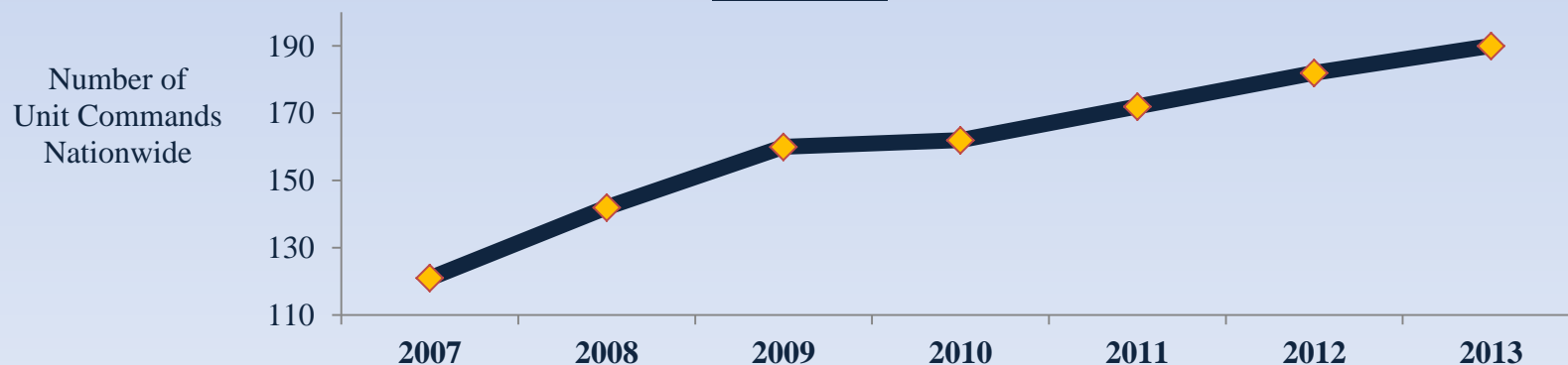
# EXPANSION OF CORPS OPERATIONS WITH INCREASED HEADCOUNT, VOLUNTEERS AND NEW UNIT COMMANDS



## RECORDS OF UNITS COMMANDS NATIONWIDE (2007 – 2013)

2007	121
2008	142
2009	160
2010	162
2011	172
2012	182
2013	190

**CHART ILLUSTRATING GROWTH PATTERN OF UNIT COMMANDS**  
**(2007 - 2013)**





## **EXPANSION OF CORPS OPERATIONS WITH INCREASED HEADCOUNT, VOLUNTEERS AND NEW UNIT COMMANDS (II)**



- The Special Marshals are the Non-Uniformed arm of the Corps which also have police power of traffic enforcement
- In 2013, the Corps increased the number of registered Special Marshals from 14,091 to 15,009
- Also in 2013, the number of Road Safety Clubs in the country increased from 38,244 to 71,799







# SUSTAINING PROCESS IMPROVEMENT: ISO 9001:2008



- In February 2008, FRSC started the ISO certification process
- 68 internal auditors were trained and 63 staff qualified to as System Auditors
- The final audit took place in 2011
- On April 15, 2013 the Corps made history by becoming the *First and Only ISO 9001 QMS Certified Law Enforcement Agency In Africa*
- ISO certification has enabled FRSC to establish robust processes and a procedure open to a third party assessment for continual improvement



# THIRD PARTY REPORTS VALIDATES SECTOR IMPROVEMENT

## Snapshot from the World Bank SSATP Case Study of FRSC, Nigeria

Road Safety Program

Phase 1



### Summary: Good practices from FRSC

- A dedicated implementing agency
- Considerable human resources, earmarked budget
- Major functions within all 'Five Pillars of road safety'
- Corporate memory
- Collects and analyzes data
- Utilizes data for planning and performance monitoring
- Applies new technology to enhance performance
- Transparent evaluations to identify weaknesses
- High priority to 'Pillar No.5 - Emergency services'
- Is taking responsibility for development of the road safety sector, nationally and regionally
- **Political support / flair / courage**





## THIRD PARTY REPORTS VALIDATES SECTOR IMPROVEMENT (II)



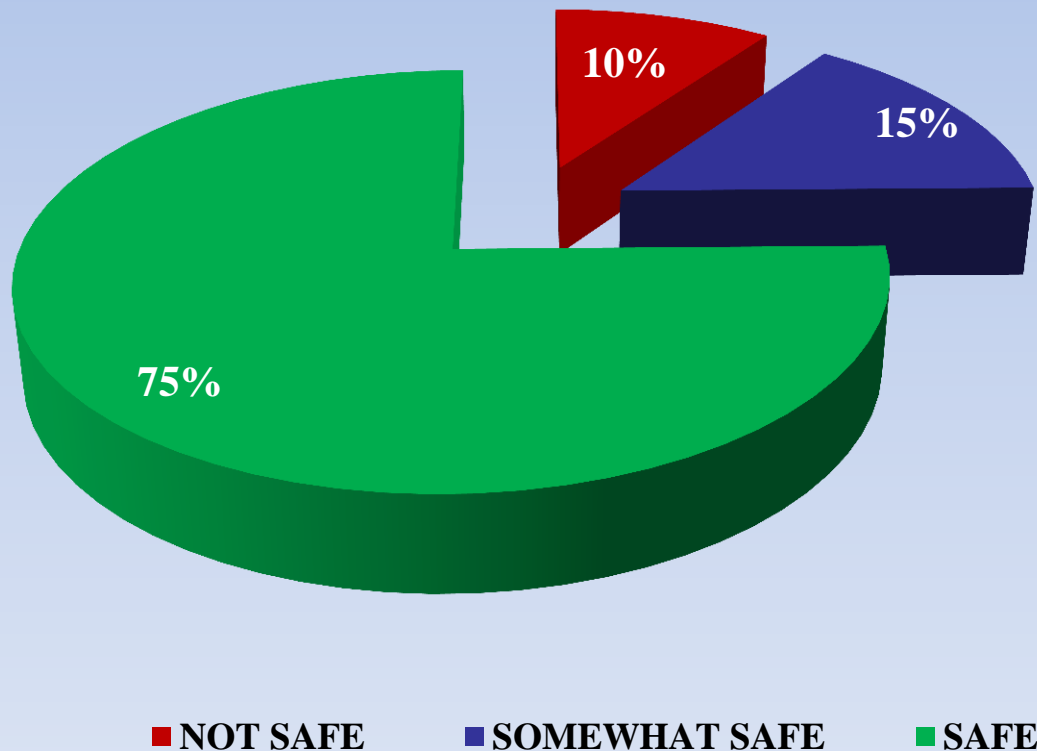
**The World Bank**

In 2013, the World Bank declared  
Federal Road Safety Corps as *“the  
best example of a lead agency on road  
safety in Africa”*



## THIRD PARTY REPORTS VALIDATES SECTOR IMPROVEMENT (III)

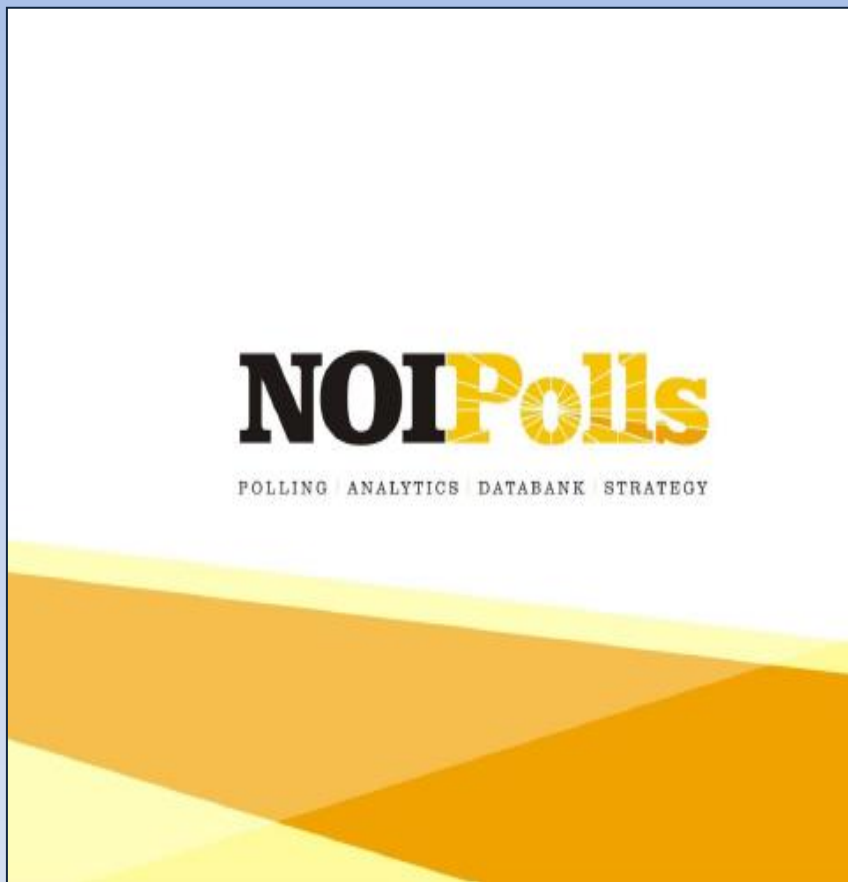
Most motorists had feelings of safety based on researches conducted  
*“Snapshot of Cleen Foundation’s Research on Feeling of Safety on Nigerian Roads”*





## THIRD PARTY REPORTS VALIDATES SECTOR IMPROVEMENT (IV)

### Key Findings of a Research by NOI Polls on an Attitudinal Survey Across 6 locations in Nigeria to Measure the Level of Compliance to Traffic Rules



- A slight majority of 56% of the total observed road users across all locations adhered to seat belt/crash helmet rules with the highest adherence observed in Lagos state (87%)
- The highest level of compliance to overloading rules were obtained on Tuesday (87%) and the least was obtained on Sunday (78%)
- Slightly more than half (52%) of the total observed drivers/riders were using the new plate numbers with the highest compliance observed on the highways (55%) and in a time belt of 04:01-05:30 pm. Lagos state (72%) recorded the highest number of new plate number users



# IN GOING FORWARD, FRSC IS FOCUSING ON ACHIEVING HER SET 2014 STRATEGIC GOALS

