

OFFICE OF THE CORPS MARSHAL, FRSC HQ ABUJA

2012 MID-TERM PERFORMANCE INITIATIVES - ASSESSMENT DETAILS

Performance Assessment Key:



Fully achieved



Partially achieved



Not achieved

SA-COMACE

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Optimize FRSC operational resources through effective use of tracking device.
- STRATEGIC INITIATIVE 1.2: Ensure availability of accurate data for operational decision.
- STRATEGIC INITIATIVE 1.3: Monitor response time of FRSC rescue teams.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Use of internet social networking sites to facilitates exchange of information between FRSC and the public
- STRATEGIC INITIATIVE 2.2: Upload information of public interest on FRSC website
- STRATEGIC INITIATIVE 2.3: Improve efficiency of FRSC call centre
- STRATEGIC INITIATIVE 2.4: Migrate FRSC emergency number systematically from 0700-CALL-FRSC to 3 digit toll free number (122)

GOAL 3 **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Design a template for measuring the time of receipt of an emergency call and actual response by an emergency team in collaboration with CMRS
- STRATEGIC INITIATIVE 3.2: Design a template for records of cleared obstructions

- STRATEGIC INITIATIVE 3.3: Monitor the utilization of FRSC CUG phones in all situations

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

- NO INITIATIVE

INTERNAL

GOAL 5 **IMPROVE THE USE OF TECHNOLOGY PLATFORMS**

- STRATEGIC INITIATIVE 5.1: Commence computer training and ICDL certification to all FRSC staff.
- STRATEGIC INITIATIVE 5.2: Conduct corps-wide workshop on information security
- STRATEGIC INITIATIVE 5.3: Conduct on-site inspection and maintenance of IT equipments including VSAT, earth and power solution in all FRSC formations
- STRATEGIC INITIATIVE 5.4: Enhance stability of power supply to ITC equipments

GOAL 6 **IMPROVE INTERNAL COMMUNICATION**

- STRATEGIC INITIATIVE 6.1: Ensure timely dissemination of information and feedback system

GOAL 7 **IMPROVE STAFF WELFARE**

- STRATEGIC INITIATIVE 7.1: Enhance capacity building by ensuring that every ITC personnel attends at least one professional course/training

GOAL 8 **ENHANCEMENT OF LEGAL FRAMEWORK**

STRATEGIC INITIATIVE 8.1: Development of intelligence from proceedings at the National Assembly and state house of Assembly in collaboration with PSO office

PROJECT IMPLEMENTATION OFFICE

GOAL 1 **REDUCE RTC NATIONWIDE**

STRATEGIC OBJECTIVE 1:

- STRATEGIC INITIATIVE 1.1: Analyze reports of RTC and traffic count from field Commands.
- STRATEGIC INITIATIVE 1.2: Participate in all the Operations Depts programmes and independently assess the effectiveness of such programmes.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Monitor the frequency of operation safety checks.
- STRATEGIC INITIATIVE 2.2: In conjunction with AHR, SD and CS, find out percentage of staff doing operations work and Admin work.
- STRATEGIC INITIATIVE 2.3: In conjunction with AHR, work out percentage of Leaves vis-a-vis total number of working hours of staff.
- STRATEGIC INITIATIVE 2.4: Upload 2011 performance trend on FRSC website.

GOAL 3 **IMPROVE RESCUE SERVICES.**

- STRATEGIC OBJECTIVE 3: Facilitate the establishment of more RTC help areas and Roadside Clinics .
- STRATEGIC INITIATIVE 3.1: Ensure and monitor the deployment of qualified personnel to the help areas.
- STRATEGIC INITIATIVE 3.2: Ensure deployment of Logistics and consumables.

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

- STRATEGIC INITIATIVE 3.4: In conjunction with Operations department, participate in joint operations with sister agencies
- STRATEGIC INITIATIVE 3.5: In conjunction with Operations Dept develop a template for monitoring the quality of bookings by Commands.

INTERNAL

GOAL 5 **IMPROVE THE USE OF TECHNOLOGY PLATFORMS.**

- STRATEGIC OBJECTIVE 5: Ensure the activation of twitter arrangement on traffic reporting all through the Commands in conjunction with Technology Centre
- STRATEGIC INITIATIVE 5.1: Use of Strategic monitoring tools to track implementation of Depts/Cos strategic objectives.

GOAL 6 **IMPROVE INTERNAL COMMUNICATION.**

- STRATEGIC INITIATIVE 6: Sit with Depts/COs to ensure that they do not set low ball targets.
- STRATEGIC INITIATIVE 6.1: In conjunction with CPL, lecture all FRSC formations on performance measurement.
- STRATEGIC INITIATIVE 6.2: Ensure that all Depts/Corps Offices produce their standard operating procedures/manual.
- STRATEGIC INITIATIVE 6.3: In conjunction with Dept of TSC, administer quarterly tests to evaluate the understanding of Staff on the new PMS.
- STRATEGIC INITIATIVE 6.4: Collate the Depts/Corps Offices strategic objectives and monitor implementation.
- STRATEGIC INITIATIVE 6.5: Follow up on all actionable items of Management meetings.
- STRATEGIC INITIATIVE 6.6: Carryout quarterly inspection of all the projects nationwide so as to conduct viability and sustainability surveys.

- STRATEGIC INITIATIVE 6.7: Assist Depts/Cos and Commands in drawing up of the individual staff KPIs.
- STRATEGIC INITIATIVE 6.8: Ensure that budget session is conducted in the middle of 2012 for the 2013 budget in conjunction with Budget office.
- STRATEGIC INITIATIVE 6.9: Ensure that staff transfer entitlements are displayed on FRSC Website in conjunction with F&A, CA.

GOAL 7

IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Ensure that annual corporate training forecast is conducted for 2012 for all categories of staff in conjunction with TSC.
- STRATEGIC INITIATIVE 7.2: Work with TSC to ensure the utilization of Training needs assessment of the World Bank.
- STRATEGIC INITIATIVE 7.3: In conjunction with CPL, ensure the administration of QMS exams in all Commands.
- STRATEGIC INITIATIVE 7.4: Ensure continues assessment test on specific issues in conjunction with TSC.
- STRATEGIC INITIATIVE 7.5: In conjunction with TSC develop training manuals on PMS, QMS, SERVICOM and other in-house lectures for all staff.
- STRATEGIC INITIATIVE 7.6: Ensure that Commanding Officers process the refund of excess tax on their staff salary with their State Board of Internal Revenue.
- STRATEGIC INITIATIVE 7.7: In conjunction with COMACE, develop the owner-user patrol car project.
- STRATEGIC INITIATIVE 7.8: Monitor welfare programmes approved by COMACE and Management.

GOAL 8

ENHANCEMENT OF LEGAL FRAMEWORK

- STRATEGIC INITIATIVE 8: Collate feedbacks from official reports and proffer useful advice towards the improvement of existing Legal Instruments.

PLANNING ADVISORY UNIT

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Design template for capturing time of report of RTC and response time.
- STRATEGIC INITIATIVE 1.2: Generate intelligence from data captured on RTC from Dashboard, in collaboration with CMRS/OPS.
- STRATEGIC INITIATIVE 1.3: Review the effectiveness of 2011 FRSC Ember-Month patrol.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Collaborate with PIO/CPEO in analyzing and preparing a scorecard of the Corps operational performance for the public

GOAL 3 **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Design a template for measuring the time of receipt of an emergency call and actual response by an emergency team in collaboration with CMRS.
- STRATEGIC INITIATIVE 3.2: Design a template for records of cleared obstructions

GOAL 4 **ENHANCEMENT OF LEGAL FRAME**

- STRATEGIC INITIATIVE 4.1: Steward the implementation of the assessment of states traffic management.
- STRATEGIC INITIATIVE 4.2: Coordinate the implementation and assessment of states on road traffic management.
- STRATEGIC INITIATIVE 4.3: In conjunction with OPS, PRS, CPL and CPEO carry out compilation and publication of the first edition of ECOWAS high way code for adoption in the sub region.

INTERNAL

GOAL 5 **IMPROVE THE USE OF TECHNOLOGY PLATFORMS**

- STRATEGIC INITIATIVE 5.1: Assess the effects of the use of ICT in the field Commands in collaboration with ITC
- STRATEGIC INITIATIVE 5.2: Design of an interactive website for the insight newsletter
- STRATEGIC INITIATIVE 5.3: Link FRSC ICT centre to the national Communication Commission, National Intelligence Agency, police Force, Nigeria Immigration service and Nigeria Customs service data base for synchronization and authentication of data for production of drivers licence and number plate
- STRATEGIC INITIATIVE 5.4: Link FRSC ICT centre to Foreign Embassies, Interpol, CBN and Financial Institutions systems for seamless verification of processed Drivers licence and Number plates.
- STRATEGIC INITIATIVE 5.5: Utilization of IRAP tools for RTC analysis

GOAL 6 **INTERNAL COMMUNICATION**

- STRATEGIC INITIATIVE 6.1: Timely production and hosting of in-house newsletter (insight) on the web
- STRATEGIC INITIATIVE 6.2: Collaboration with CIO, conduct analysis of mob attacks in FRSC formations

GOAL 7 **IMPROVE STAFF WELFARE**

- STRATEGIC INITIATIVE 7.1: Develop and implement a training programme for all DIOs
- STRATEGIC INITIATIVE 7.2: In collaboration with Corps Protocol, prepare and organize durbar for CMO
- STRATEGIC INITIATIVE 7.3: Organise Training for all PAU staff in line with World Bank report on career progression
- STRATEGIC INITIATIVE 7.4: Printing of Business Intelligence (BI) Manual
- STRATEGIC INITIATIVE 7.5: Training of staff on Business Intelligence
In conjunction with Management Promotion Board (MPB), and TSC conduct online promotion examination Corps wide.

GOAL 8

ENHANCEMENT OF LEGAL FRAMEWORK

- Development of intelligence from proceedings at the National Assembly and state house of Assembly in collaboration with PSO office.

CORPS MEDICAL AND RESCUE SERVICES

2012 STRATEGIC OBJECTIVE

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Training of staff via Seminars and workshops for FRSC patrol teams and rescue teams.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Extend EMS lectures to other organizations.
- STRATEGIC INITIATIVE 2.2: Monitor the response time of rescue teams.
- STRATEGIC INITIATIVE 2.3: In conjunction with OPS, SED, CTSO and CLA to find out number of Deaths that occur in a crash for prosecution.

GOAL 3 **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Quarterly workshop, seminar/training for rescue officers, patrol teams, zebras etc to improve their knowledge on modern rescue techniques.
- STRATEGIC INITIATIVE 3.2: Creation of more Zebras, help Areas as well fully equip the zebras.
- STRATEGIC INITIATIVE 3.3: Purchase of modern rescue equipment/ gadgets

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

- STRATEGIC INITIATIVE 4.1: In conjunction with OPS, participate in OPS activities
- STRATEGIC INITIATIVE 4.2: In conjunction with OPS, monitor response time to OPS activities.

INTERNAL

GOAL 5 **IMPROVE THE USE OF TECHNOLOGY PLATFORMS**

- STRATEGIC INITIATIVE 5.1: Activation of website on e-reports on RTC cases in conjunction with ICT centre.

GOAL 6 **IMPROVE INTERNAL COMMUNICATION**

- STRATEGIC INITIATIVE 6.1: Ensure high ball targets for CMRS office
- STRATEGIC INITIATIVE 6.2: Retreat for CMRS staff

GOAL 7 **IMPROVE STAFF WELFARE**

- STRATEGIC INITIATIVE 7.1: Health brief on FRSC website.
- STRATEGIC INITIATIVE 7.2: Health talks and medical checkups for staff.
- STRATEGIC INITIATIVE 7.3: Use of diagnostic machine to monitor the health condition of staff.
- STRATEGIC INITIATIVE 7.4: Prompt and quality medical care for staff.

GOAL 8 **ENHANCEMENT OF LEGAL FRAMEWORK**

- STRATEGIC INITIATIVE 8.1: Ensure implementation of medical examinations for Commercial drivers certification exercise.

SPECIAL DUTIES

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: In conjunction with Operations Department draft staff on special patrol operations of the Corps
- STRATEGIC INITIATIVE 1.2: Obtain and update list of black spots from Operations Dept, CMRS and external Agencies such as FERMA and Ministry of Transport for publication

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Ensure the establishment/implementation of FRSC code of ethics for staff
- STRATEGIC INITIATIVE 2.2: Establishment of uniform and accoutrement shops to enhance smartness and uniformity in staff dressing with pilot shop in Abuja and thereafter at selected Zones

GOAL 3 **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Monitor staff utilization and carry out statistic of non-paramedics/ medical staff in the FRSC clinics, help areas and zebra operations
- STRATEGIC INITIATIVE 3.2: Production of pamphlets on First- Aid administration in conjunction with CMRO

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

- NO INITIATIVE

INTERNAL

GOAL 5 **IMPROVE THE USE OF TECHNOLOGY PLATFORMS**

- STRATEGIC INITIATIVE Design a structured training programme for staff on computer and other enterprise solutions.
- STRATEGIC INITIATIVE Complete the process of commencement of electronic staff performance examinations across all cadres of the Corps.

GOAL 6 **IMPROVE INTERNAL COMMUNICATION**

- STRATEGIC INITIATIVE 6.1: Design a template for receipt/treatment of mails to monitor time of execution
- STRATEGIC INITIATIVE 6.2: Design template for documentation of special tasks assigned so as to track progress and details for COMACE update.
- STRATEGIC INITIATIVE 6.3: Provide a notice board for placement of circulars and other information
- STRATEGIC INITIATIVE 6.4: Creation of job schedules and Special Duties manual to enhance efficiency

GOAL 7 **IMPROVE STAFF WELFARE**

- STRATEGIC INITIATIVE 7.1: Produce the Corps promotion time table for 2010 promotion exercise.
- STRATEGIC INITIATIVE 7.2: Conduct 2010 promotion examination in conjunction with AHR and CS
- STRATEGIC INITIATIVE 7.3: Ensure the implementation of medals/awards for dedicated officers to coincide with anniversary of the establishment of the Corps
- STRATEGIC INITIATIVE 7.4: Ensure timely nomination of FRSC staff for national honours awards
- STRATEGIC INITIATIVE 7.5: Facilitate transportation of staff to and fro place of work

- STRATEGIC INITIATIVE 7.6: Design a structured training programme/short courses for staff on promotion list for the year in conjunction with TSC&PIO

GOAL 8 **ENHANCEMENT OF LEGAL FRAMEWORK**

- STRATEGIC INITIATIVE 8.1: Assist in liaising with relevant stakeholders to ensure that amendment to the FRSC Act and other legal documents of the Corps are carried out.
- STRATEGIC INITIATIVE 8.2: Liaise with CLA to monitor the improvement of FRCS LEGAL SYSTEM

PROTOCOL

EXTERNAL

GOAL 1 **REDUCE RTC NATIONWIDE**

- NO INITIATIVE

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Ensure commencement of distribution of invitation cards/letters for FRSC programmes within 6 hours of release of the cards and completion within 72 hours
- STRATEGIC INITIATIVE 2.2: Ensure effective follow ups for at least 90% of distributed invitation cards within 48hrs.
- STRATEGIC INITIATIVE 2.3: Give responses within 48hrs on phone or writing to organizations
- STRATEGIC INITIATIVE 2.4: Opening of a register that shows time of receipt and response to memos from the public

GOAL 3 **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3: Facilitate COMACE visits to help areas/road side clinic/zebra points

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

- NO INITIATIVE

INTERNAL

GOAL 5 **IMPROVE THE USE OF TECHNOLOGY PLATFORM**

- STRATEGIC INITIATIVE 5.1: Continue to supply inputs on protocol activities to FRSC dashboard
- STRATEGIC INITIATIVE 5.2: Collation of stakeholders e-mails addresses/phone numbers
- STRATEGIC INITIATIVE 5.3: Intensify efforts at E-invitation.

GOAL 6 **IMPROVE INTERNAL COMMUNICATION**

- STRATEGIC INITIATIVE 6.1: Inform HODS/COs about scheduled meetings 24hrs to meeting.
- STRATEGIC INITIATIVE 6.2: Inform Departments/CO on scheduled programmes within 48hrs

GOAL 7 **IMPROVE STAFF WELFARE**

- STRATEGIC INITIATIVE 7.1: Arrange for protocol forum for ADCs, PAs & orderlies at RSHQ
- STRATEGIC INITIATIVE 7.2: Organise workshop for field commands as per geo-political zones on protocol matters.
- STRATEGIC INITIATIVE 7.3: Provide kits for more FRSC ushers.

GOAL 8 **ENHANCEMENT OF LEGAL FRAMEWORK**

- NO INITIATIVE.

CORPS INTELLIGENCE OFFICE

EXTERNAL

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Increase monitoring processes to check deviation.
- STRATEGIC INITIATIVE 1.2: Improve on technical surveillance by providing 300 Binoculars with recording devices
- STRATEGIC INITIATIVE 1.3: Provide actionable intelligence.
- STRATEGIC INITIATIVE 1.4: Thwart threats impeding the efficiency and effectiveness of patrol teams.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: In collaboration with SERVICOM Unit, to resuscitate and utilize complaints boxes at motor parks.
- STRATEGIC INITIATIVE 2.2: Increase surveillance.
- STRATEGIC INITIATIVE 2.3: Improve response and treatment of complaints.
- STRATEGIC INITIATIVE 2.4: Conduct corruption index survey with emphasis on extortion.
- STRATEGIC INITIATIVE 2.5: Appoint a desk officer to analyse the data collected.
- STRATEGIC INITIATIVE 2.6: Quarterly survey of our stakeholders NURTW,NARTO,BIR,staff, VIO etc.
- STRATEGIC INITIATIVE 2.7: Introduce counter surveillance on intelligence operatives.
- STRATEGIC INITIATIVE 2.8: Provision of additional surveillance vehicles.
- STRATEGIC INITIATIVE 2.9: Analyse surveillance report from RSHQ, ZHQ, S/C & UC on monthly basis.

GOAL 3 **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Support Commands with Actionable Intelligence and security devices to guarantee security of patrol operatives.
- STRATEGIC INITIATIVE 3.2: Cooperation with other security agencies to further guarantee security.

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

- NO INITIATIVE

INTERNAL

GOAL 5 **IMPROVE THE USE OF TECHNOLOGY PLATFORMS**

- STRATEGIC INITIATIVE 5.1: Ensure timely dissemination of security information using the FRSC website and the CUG.
- STRATEGIC INITIATIVE 5.2.: In collation with TSC, train and develop the capacity of intelligence operatives especially using ICT.
- STRATEGIC INITIATIVE 5.3: Train 50% of intelligence operatives on Basic intelligence, gathering and procedures for Officers and Marshals using electronic intelligence information systems.
- STRATEGIC INITIATIVE 5.4: Develop a template for collating and analyzing complaints from members of the public.
- STRATEGIC INITIATIVE 5.5 Circulate the result of analysis of public complaints.

PSO - COMACE

GOAL 1 SUSTAIN INTENSIVE PATROLS ACROSS THE COUNTRY ALL THROUGH THE YEAR

STRATEGIC OBJECTIVE 1: Reduce Road Crashes by 60% against the 2010 crash records.

- STRATEGIC INITIATIVE 1.1: Analysis of reports from OPS Department and field Commands with a view to identifying critical and salient issues that need COMACE's attention,
- STRATEGIC INITIATIVE 1.2: Quarterly monitoring of operational activities in the field Commands in liaison with PIO to ensure that effective patrol activities are carried out.

GOAL 2 IMPROVE THE USE OF TECHNOLOGY PLATFORMS

STRATEGIC OBJECTIVE 2: Introducing enterprise solutions in order to achieve online reporting.

- STRATEGIC INITIATIVE 2.1: Organizing in-house training for CMO staff on IT.

GOAL 3 IMPROVE SKILLS AND CAPACITY BUILDING

STRATEGIC OBJECTIVE 3: Increase training of staff to enhance performance.

- STRATEGIC INITIATIVE 3.1: In-house capacity building for CMO staff.

GOAL 5 IMPROVE COMMUNICATION

STRATEGIC OBJECTIVE 4: Improve external communication in order for stakeholders to understand the Corps activities.

- STRATEGIC INITIATIVE 4.1: Monitoring of proceedings in both houses of the National Assembly especially on issues affecting the Corps and bringing such issues to COMACE attention.
- STRATEGIC INITIATIVE 4.2: Organization of a stakeholder's forum with COMACE for junior and middle cadre Officers of the OSF/OHCSF.

- STRATEGIC INITIATIVE 4.3: Tracking ROSOWA activities in the Corps through PA-ROSOWA President and advising COMACE on ROSOWA matters.

SERVICOM UNIT

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC OBJECTIVE 1: improve sensitization lectures in commands nationwide.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC OBJECTIVE 2: Quick response to complaints from external and internal customers.

GOAL 3 **IMPROVE RESCUE SERVICE**

- STRATEGIC INITIATIVE 3: Ensure the upgrading of FRSC clinic to self sustaining hospital

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

- STRATEGIC INITIATIVE 4: Conduct customer survey.

INTERNAL

GOAL 5 **IMPROVE THE USE OF TECHNOLOGY PLATFORMS**

- STRATEGIC INITIATIVE 5: Spearhead the installation and use of INTERNET solutions in RSHQ Wuse Zone 3.

GOAL 6 **IMPROVE INTERNAL COMMUNICATION**

- STRATEGIC INITIATIVE 6: Over see the establishment of a good reception/waiting area
- STRATEGIC INITIATIVE 6.1: Organize workshop for SERVICOM Officers.

GOAL 7 **IMPROVE STAFF WARFARE**

- STRATEGIC INITIATIVE 7: Liaise with CPRO for the provision of FRSC tailoring outlets using already employed tailors.

GOAL 8 **ENHANCEMENT OF LEGAL FRAMEWORK**

- NO INITIATIVE.

BUDGET OFFICE

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Ensure adequate budgetary provisions for patrols and rescue activities in 2012.
- STRATEGIC INITIATIVE 1.2 Ensure that funds are released on time by FMF, BOF
- STRATEGIC INITIATIVE 2.5: Ensure that BOF and OSGF make adequate budgetary provision for FRSC in 2013.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Effective and Rewarding relationship between OSGF, FMF, BOF and members of the Committees on Road Safety and inter governmental affairs in the National Assembly.
- STRATEGIC INITIATIVE 2.2: Advocacy visits to DG-BOF, Deputy Director Budget, OSGF, Chairman House Committee on Road Safety, Chairman Senate Committee on Road Safety.

GOAL 3 **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE: Ensure that provision is made in the budget for the procurement of rescue materials and logistics.

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

- NO INITIATIVE

INTERNAL

GOAL 5 **IMPROVE THE USE OF TECHNOLOGY PLATFORMS**

STRATEGIC OBJECTIVE

- STRATEGIC INITIATIVE 5.1: Ensure computer literacy among staff in budget office.
- STRATEGIC INITIATIVE 5.2: Ensure all staff activate their e-mails.
- STRATEGIC INITIATIVE 5.3: Encourage the acquisition and use of computer by staff.

GOAL 6 **IMPROVE INTERNAL COMMUNICATION**

STRATEGIC OBJECTIVE

- STRATEGIC INITIATIVE 6.1: Ensure that all officers activate and use their CUG.
- STRATEGIC INITIATIVE 6.2: Regular weekly meetings.
- STRATEGIC INITIATIVE 6.3: Regular briefs from management meetings.

GOAL 7 **IMPROVE STAFF WELFARE**

- STRATEGIC INITIATIVE 7.1: Improve on budget office staff knowledge of FRSC activities.
- STRATEGIC INITIATIVE 7.2: Adequate training for staff to be more effective in their job.

GOAL 8 **ENHANCEMENT OF LEGAL FRAMEWORK**

- STRATEGIC INITIATIVE 8.1: Ensure the availability of funds for the enhancement of legal framework.

CORPS LEGAL ADVISER

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Ensure intensive prosecution of traffic offenders through the mobile Courts.
- STRATEGIC INITIATIVE 1.2: Increase the number of mobile court sittings nationwide
- STRATEGIC INITIATIVE 1.3: Establish at least 4 mobile courts in Commands where there is none.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Seek the legal advice of the AGF on serious legal issues of National importance.
- STRATEGIC INITIATIVE 2.2: Improve the use of Alternative Dispute Resolution (ADR) mechanism in resolving some legal matters involving the Corps.

GOAL 3 **IMPROVE RESCUE SERVICES**

- NO INITIATIVE

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

- NO INITIATIVE

INTERNAL

GOAL 5 IMPROVE THE USE OF TECHNOLOGICAL PLATFORM

- STRATEGIC INITIATIVE 5.1: Introduce E-law library in the Corps Legal Office
- STRATEGIC INITIATIVE 5.2: Expose CLO staff to the use of ICT during in-house lectures.

GOAL 6 IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: Appoint correspondence monitoring officer to monitor receipt and dispatch of mails/correspondence

GOAL 7 IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Propose for all lawyers to attend the NBA conference, FRSC lawyers' conference and the mandatory continuing legal education workshops.
- STRATEGIC INITIATIVE 7.2: Propose for more lawyers to attend relevant workshops and trainings on legal topics.

GOAL 8 ENHANCEMENT OF LEGAL FRAMEWORK

- STRATEGIC INITIATIVE 8.1: Liaise with the office of the AGF and the National Assembly for the review and reenactment of FRSC (Establishment) Act 2007 and NRTR 2004.
- STRATEGIC INITIATIVE 8.2: Liaise with relevant Departments and Corps Offices to review the FRSC Educational Policy, Age to Rank Policy and any other policies or regulations requiring review.

MOTOR VEHICLE ADMINISTRATION

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Provide NDL and NVIS database to ease enforcement.
- STRATEGIC INITIATIVE 1.2: Improve the process and ensure proper administration of NDL/NVIS production.
- STRATEGIC INITIATIVE 1.3: Update database for NDL and Number plates.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Publicity of NDL/NVIS product.
- STRATEGIC INITIATIVE 2.2: Timely production of NDL/NVIS
- STRATEGIC INITIATIVE 2.3: Combating touting problems on FRSC products.
- STRATEGIC INITIATIVE 2.4: in conjunction with ITC centre, upload old NDL data in FRSC data base for proper verification of NDL.
- STRATEGIC INITIATIVE 2.5: Internal control measure to restrict FRSC staff to specific roles as contained in NDL and NVIS flow chart.

GOAL 3 **IMPROVE RESCUE SERVICE**

- NO INITIATIVE

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

- STRATEGIC INITIATIVE 4.1: Ensure utilization of technology/ICT platforms in implementing NDL/NVIS upgrade
- STRATEGIC INITIATIVE 4.2: Prompt dispatch of NDLs.
- STRATEGIC INITIATIVE 4.3: Timely processing and distribution of Plates to MDA's.
- STRATEGIC INITIATIVE 4.4: Distribution of NDL temporary documents to DLC.

INTERNAL

GOAL 5 **IMPROVE USE OF TECHNOLOGY PLATFORM**

- STRATEGIC INITIATIVE 5.1: Establishment of one-stop-shop in all DLC centres.
- STRATEGIC INITIATIVE 5.2: Provide back up of old NDL data.
- STRATEGIC INITIATIVE 5.3: Distribution of computer system to sector Commands for vehicle License Registration.
- STRATEGIC INITIATIVE 5.4: Implementation of upgrade in all DLC by provision of internet facilities.
- STRATEGIC INITIATIVE 5.5: Retrieval of old NDL equipment from DLC's

GOAL 6 **IMPROVE INTERNAL COMMUNICATION**

- STRATEGIC INITIATIVE 6.1: Adequate publicity for NDL/NVIS.
- STRATEGIC INITIATIVE 6.2: Dissemination of information through dispatch of mails.

GOAL 7 **IMPROVE STAFF WELFARE**

- NO INITIATIVE

GOAL 8 **ENHANCEMENT OF LEGAL FRAMEWORK**

- NO INITIATIVE

CORPS PROVOST

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Conducting joint Surveillance with the Intelligence Unit on men on patrol.
- STRATEGIC INITIATIVE 1.2: Sanctioning of Patrol defaulters.
- STRATEGIC INITIATIVE 1.3: Counseling recalcitrant offenders.
- STRATEGIC INITIATIVE 1.4: Drafting of charges and prosecuting offenders in FDCs and Summary trials.
- STRATEGIC INITIATIVE 1.5: Build a standard guard room in conjunction with C-Log.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

STRATEGIC OBJECTIVE 2:

- STRATEGIC INITIATIVE 2.1: Sensitization and assessing of staff awareness on FRSC Regulations on Maintenance of Discipline.
- STRATEGIC INITIATIVE 2.2: Conducting fatigue, drill and confinement of erring staff
- STRATEGIC INITIATIVE 2.3: Facilitate Prosecution of defaulting staff of the Corps
- STRATEGIC INITIATIVE 2.4: Provision of security at FRSC formations by detailing of guard duty staff etc
- STRATEGIC INITIATIVE 2.5: Ensuring that FRSC Dress Code is maintained and enforcing neatness and smart appearance of staff.
- STRATEGIC INITIATIVE 2.6: Assigning of provost personnel on all floors of RSHQ building to checkmate loitering and screening of visitor movement.
- STRATEGIC INITIATIVE 2.7: Production of visitors access tags.
- STRATEGIC INITIATIVE 2.8: Recovering of debt for staff and the public being owed by FRSC personnel.

- STRATEGIC INITIATIVE 2.9: Mediation and resolution of conflict between members of staff, family members and the public.
- STRATEGIC INITIATIVE 2.10 Liaise with CS and AHR in deploying provost staff to commands without provost personnel
- STRATEGIC INITIATIVE 2.11: Ensuring that Departments and Corps offices keep attendance registers.
- STRATEGIC INITIATIVE 2.12: Provision of working tools for general clean up exercise.
- STRATEGIC INITIATIVE 2.14: Scheduling of provost staff to mount quarter guard and sentry duties.
- STRATEGIC INITIATIVE 2.15: Conducting drills to enhance discipline, alertness and comportment of staff.

GOAL 3

IMPROVE RESCUE SERVICES

- STRATEGIC INITIATIVE 3.1: Sanctioning of rescue duty defaulters
- STRATEGIC INITIATIVE 3.2: Scheduling of guard in Commands and Clinics

GOAL 4

IMPROVE TRAFFIC MANAGEMENT

- STRATEGIC INITIATIVE 4.1: Deployment of staff to strategic traffic grid lock in RSHQ.
- STRATEGIC INITIATIVE 4.2: Ensuring free-flow and orderliness of traffics during events
- STRATEGIC INITIATIVE 4.3: Deployment of staff for Sentry

INTERNAL

GOAL 5

IMPROVE USE OF TECHNOLOGICAL PLATFORMS

- STRATEGIC INITIATIVE 5.1: To ensure that Provost reports are communicated through the use of internet facilities.
- STRATEGIC INITIATIVE 5.2: Employing the use of electronic facilities for security check.
- STRATEGIC INITIATIVE 5.3: The use of modern ICT technology in investigation and surveillance

GOAL 6

IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: Informing staff of Management policy.
- STRATEGIC INITIATIVE 6.2: Regular briefing during parade.
- STRATEGIC INITIATIVE 6.3: Regular meeting with staff.

GOAL 7

IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Counseling and dispute settlement.
- STRATEGIC INITIATIVE 7.2: Providing a savings programme and financial relief for staff.
- STRATEGIC INITIATIVE 7.3: Provision of feeding and transportation for staff on guard duty at RSHQ.
- STRATEGIC INITIATIVE 7.4: Partnering with security organizations for provost courses.
- STRATEGIC INITIATIVE 7.5: Organizing workshops, seminars and in-house lectures for provost personnel using external/internal resource persons.

GOAL 8**ENHANCEMENT OF LEGAL FRAMEWORK**

- STRATEGIC INITIATIVE 8.1: Making Inputs towards the review/amendment of FRSC Regulations on Maintenance of Discipline, etc.
- STRATEGIC INITIATIVE 8.2: Educating staff of the existing rules and policies of the Corps.
- STRATEGIC INITIATIVE 8.3: Clearing of backlog of FDC cases.
- STRATEGIC INITIATIVE 8.4 Conducting of summary trial.

CORPS AUDIT

GOAL 1 **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Sustain 100% prepayment in all Commands where we have resident internal Auditors to ensure conformity with extant rules, ascertain necessary approvals as well as well as maintaining value for money

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.2: Sustain post payment audit at RSHQ and Field Commands and monitor compliance with regulations.
- STRATEGIC INITIATIVE 2.3: Ensure quality and standard of operational and rescue items.

GOAL 3 **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Ensure quality and standard of rescue items.

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

STRATEGIC OBJECTIVE 4: Increase training in enforcement to reduce number of mob attacks and patrol infractions by at least 50%.

- STRATEGIC INITIATIVE 4.1: Monitor the utilization of FRSC resources meant for patrol operations through pre-payment and post-payment.

INTERNAL

GOAL 5 **IMPROVE THE USE OF TECHNOLOGICAL PLATFORM**

- STRATEGIC INITIATIVE 5.1: Ensure efficient and proper use of the SAP application and e-procurement packages
- STRATEGIC INITIATIVE 5.2: Ensure quality of technology items procured

GOAL 6 **IMPROVE INTERNAL COMMUNICATION**

STRATEGIC OBJECTIVE 6:

- STRATEGIC INITIATIVE 6.1: Ensure timely dissemination of information and feedback system.

GOAL 7 **IMPROVE STAFF WELFARE**

STRATEGIC INITIATIVE 6.1: Ensure 100% verification of payroll

GOAL 8 **ENHANCEMENT OF LEGAL FRAMEWORK**

- STRATEGIC INITIATIVE 8.1: Ensure that appropriate agreements are made between FRSC and its contractors.

CORPS PROCUREMENT OFFICE

GOAL 1 **REDUCE RTC NATIONWIDE**

STRATEGIC OBJECTIVE 1: Procurement of high quality operational vehicles/equipments for the Corps.

- STRATEGIC INITIATIVE 1.1: Procurement of more patrol vehicles and tow trucks
- STRATEGIC INITIATIVE 1.2: Procurement of more rescue equipments
- STRATEGIC INITIATIVE 1.3: Distribution of more booklets of free vehicle checks
- STRATEGIC INITIATIVE 1.4: Distribution of more safety handbills.

GOAL 2 **IMPROVE FRSC PUBLIC IMAGE**

STRATEGIC OBJECTIVE 2:

- STRATEGIC INITIATIVE 2.1: Encourage CPRO Staff to be of good behaviour in and outside office
- STRATEGIC INITIATIVE 2.2: Ensure that staff of CPRO attend to stakeholders and visitors politely

GOAL 3 **IMPROVE RESCUE SERVICES**

STRATEGIC OBJECTIVE 3:

- STRATEGIC INITIATIVE 3.1: Procurement/distribution of more Ambulances to reduce distances covered to get to RTC scenes
- STRATEGIC INITIATIVE 3.2 Procurement/distribution of more first aid kits, drugs, hand gloves and extricating machines

GOAL 4: **IMPROVE TRAFFIC MAAGEMENT**

STRATEGIC OBJECTIVE 4:

- STRATEGIC INITIATIVE 4.1: Procurement/distribution of traffic control equipment e.g cones, cordoning tapes e.t.c.

INTERNAL

GOAL 5: IMPROVE THE USE OF TECHNOLOGICAL PLATFORM

- STRATEGIC INITIATIVE 5.1: Process the procurement of all ICT requirements for the attainment of this goal
- STRATEGIC INITIATIVE 5.2: Encourage more staff to be ICT compliant.

GOAL 6: IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: Prompt dissemination of all policy issues formulated by the Corps to all staff
- STRATEGIC INITIATIVE 6.2: Procurement/ distribution of more CUG Lines
- STRATEGIC INITIATIVE 6.3: Procurement/ distribution of more Computers

GOAL 7: IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7: Enhance capacity building by ensuring that CPRO staff are given the opportunity to attend relevant courses

GOAL 8: ENHANCEMENT OF LEGAL FRAMEWORK

- STRATEGIC INITIATIVE 8.1: Process the procurement of relevant Legal books/journals required by the Corps.

CORPS LOGISTICS OFFICE

GOAL 1

REDUCE RTC NATIONWIDE

- STRATEGIC INITIATIVE 1.1: To ensure appropriate maintenance of patrol vehicles nationwide.
- STRATEGIC INITIATIVE 1.2: To engage other specialized mechanic workshops to cater for other FRSC vehicles not covered by the MOU with Coscharis Motors.
- STRATEGIC INITIATIVE 1.3: To commence the public private partnership programme for Tow truck operations.
- STRATEGIC INITIATIVE 1.4: Equipping FRSC vehicles for emergencies.
- STRATEGIC INITIATIVE 1.5: Design and the Renovation of Help Areas.

GOAL 2:

IMPROVE FRSCs PUBLIC IMAGE

- STRATEGIC INITIATIVE 2.1: All FRSC and donated vehicles are painted into FRSC colour.

GOAL 3:

IMPROVE RESCUE SERVICES

- STRATEGIC INITIATIVE 3.1: To ensure the procurement and allocation of more Ambulances (subject to availability of funds).
- STRATEGIC INITIATIVE 3.2: Prompt repairs and regular maintenance of ambulances.

GOAL 4

IMPROVE TRAFFIC MANAGEMENT

- STRATEGIC INITIATIVE 4.1: Facilitate the completion of important structures at the FRSC Academy Udi.

INTERNAL

GOAL 5: IMPROVE USE OF TECHNOLOGICAL PLATFORM

- STRATEGIC INITIATIVE 5.1: To improve on our e-reporting strategies for vehicle maintenance and renewal of rent.

GOAL 6: IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: Create a regular avenue for meetings with staff both at RSHQ and field Commands
- STRATEGIC INITIATIVE 6.2: Improve on our weekly In-house Training programme.

GOAL 7: IMPROVE STAFF WELFARE AND SECURITY

- NO INITIATIVE

GOAL 8: ENHANCEMENT OF LEGAL FRAMEWORK.

- NO INITIATIVE

CORPS TRANSPORT STANDARDIZATION OFFICE

GOAL 1: **REDUCE RTC NATIONWIDE**

STRATEGIC OBJECTIVE 1: ENSURE COMPLIANCE WITH SET STANDARDS IN ORDER TO REDUCE VIOLATION ON THE ROAD.

- STRATEGIC INITIATIVE 1.1: Design a template to capture fleet operators RTC records
- STRATEGIC INITIATIVE 1.2: Generate report from data captured on RTCs from Dashboard/ CMRS/TSOs
- STRATEGIC INITIATIVE 1.3: Initiate/liaise appropriately with Corps Legal office for legal action on violating fleet operators on RTSSS matters
- STRATEGIC INITIATIVE 1.4: Hold regular stakeholders fora with fleet operators
- STRATEGIC INITIATIVE 1.5: Carry out regular set of RTSSS standard enforcement programmes
- STRATEGIC INITIATIVE 1.6: Carry out quarterly periodic assessment and inspection of registered fleet operators
- STRATEGIC INITIATIVE 1.7: Liaise with other related traffic agencies on RTSSS issue.
- STRATEGIC INITIATIVE 1.8: Regular advocacy visits to fleet operators on Capacity building for fleet operators safety managers and drivers
- STRATEGIC INITIATIVE 1.9: Identification of unregistered fleet operators for appropriate action
- STRATEGIC INITIATIVE 1.10: Design template for the implementation of the certification of professional competence for Drivers (CPCD).
- STRATEGIC INITIATIVE 1.11: Introduction speed governors in fleet vehicles, especially Commercial buses.

GOAL 2: **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Analyse and prepare a scorecard of all registered fleet operators certification exercise performance for the public
- STRATEGIC INITIATIVE 2.2: Publicize records of fleet operators involved in RTC
- STRATEGIC INITIATIVE 2.3: Publicize stakeholders for activities.
- STRATEGIC INITIATIVE 2.4: Distribute more public enlightenment RTSSS books to the general public, fleet operators and other traffic related bodies
- STRATEGIC INITIATIVE 2.5: In liaison with CPEO carry out RTSSS policy awareness campaign to passengers in major motor parks/Terminals nationwide
- STRATEGIC INITIATIVE 2.6: Obtain and publicize a toll free phone line for public report on fleet operators RTSSS violation e.g call center number
- STRATEGIC INITIATIVE 2.7: Publicize all quarterly periodic assessment and inspection reports
- STRATEGIC INITIATIVE 2.8: Grant access to the public to the RTSSS website
- STRATEGIC INITIATIVE 2.9: Publication of 2012 fleet operators certification exercise and presentation of certificates to certified fleet operators.
- STRATEGIC INITIATIVE 2.10: Public presentation of reports on
 - i. Parks/Terminals in Nigeria
 - ii. RTC Involving buses 2007-2010
 - iii. RTC Involving Cars 2007-2011
 - iv. RTC Involving Tankers/Trailers 2001-2011

GOAL 3: **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1 Design a template for records of cleared obstructions by fleet operators accidented/ broken down vehicles
- STRATEGIC INITIATIVE 3.2 Design a template for records on all registered fleet operators crash evacuation policy.
- STRATEGIC INITIATIVE 3.3 Encourage networking on rescue among fleet operators

- STRATEGIC INITIATIVE 3.4 Initiate a programme or policy that will ensure all fleet operators depending on vehicle type have on board one or two standard well equipped first aid box(es)& fire extinguisher.

GOAL 4: IMPROVE TRAFFIC MANAGEMENT

- STRATEGIC INITIATIVE 4.1 Ensure the implementation of RTSSS policy on fleet operators in the country.
- STRATEGIC INITIATIVE 4.2 Design a template for identification of fleet operators who are yet to subscribe to the RTSSS policy.
- STRATEGIC INITIATIVE 4.3 Documentation of Vehicles with Siren, Flasher/beacon lights & also Ambulances.
- STRATEGIC INITIATIVE 4.4 Initiate capacity building programmes for fleet operators.

INTERNAL

GOAL 5: IMPROVE THE USE OF TECHNOLOGICAL PLATFORM

- STRATEGIC INITIATIVE 5.1 Assess the effects of the use of eRTSSS web site by TSOs
- STRATEGIC INITIATIVE 5.2 Conduct research into world best fleet management practices
- STRATEGIC INITIATIVE 5.3 Initiate an interactive/RTSSS training programme ZTSOs/RSHQ staff, Training of ZTSOs on eRTSSS web site application
- STRATEGIC INITIATIVE 5.5 Organise computer literacy improvement in- house training for staff.

GOAL 6: IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: Timely production and distribution of RTSSS enlightenment materials to Management staff, ZCOs and SCOs, UCs, FRSC learning institutions, FRSC library, TSOs, all staff and the stakeholders and the FRSC public.
- STRATEGIC INITIATIVE 6.2: Hold weekly briefs with staff

- STRATEGIC INITIATIVE 6.3: Collect and collate RTSSS activities submitted by TSOs weekly for dashboard

GOAL 7:

IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Develop and implement a training programme for TSOs.
- STRATEGIC INITIATIVE 7.2: Organise Training for all CTSO staff in line with World Bank report on career progression
- STRATEGIC INITIATIVE 7.3: Training of Officers/Marshals on presentation.
- STRATEGIC INITIATIVE 7.4: Officers prepare and deliver lectures on RTSSS matters to depts and Corps offices.
- STRATEGIC INITIATIVE 7.5: Encourage staff development on ICT.

GOAL 8:

ENHANCEMENT OF LEGAL FRAMEWORK

- NO INITIATIVE

CORPS PLANNING OFFICE

GOAL 1: REDUCE RTC NATIONWIDE

- STRATEGIC INITIATIVE 1.1: To develop a programme for community participation in Road Safety.

GOAL 2: IMPROVE FRSC PUBLIC IMAGE

- STRATEGIC INITIATIVE 2.1: To monitor and measure compliance to the quality management system process through QMS surveillance in line with clause 8.2.3 of FRSC quality manual..
- STRATEGIC INITIATIVE 2.2: Collaborate with Ministry of Women affairs & Social Development, MDG and other Agencies in propagating the school bus policy implementation in Nigeria.
- STRATEGIC INITIATIVE 2.3: Coordinate the production of a manual on the use of the Road by the physically challenged.
- STRATEGIC INITIATIVE 2.4: Establishment of a Child Safety Centre

GOAL 3: IMPROVE RESCUE SERVICES

- STRATEGIC INITIATIVE 3.1: Carry out a survey on impact of FRSC rescue services in collaboration with PRS.

GOAL 4: IMPROVE TRAFFIC MANAGEMENT

- STRATEGIC INITIATIVE 4.1: Conduct an assessment of the Corps working Relationship with other traffic agencies (collaboration with PRS).

INTERNAL

GOAL 5: IMPROVE THE USE OF TECHNOLOGICAL PLATFORM

- STRATEGIC INITIATIVE 5.1: To ensure all mails from CPL office are through FRSC official e-mail
- STRATEGIC INITIATIVE 5.2: To inculcate in all staff of CPL the use of computer application and internet.

GOAL 6: IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: To carry out a productivity measurement assessment of some FRSC activities.
- STRATEGIC INITIATIVE 6.2: Ensure ISO 9001:2008 Certification of the Corps.
- STRATEGIC INITIATIVE 6.3: Quarterly assessment of the Corps Work Processes.
- STRATEGIC INITIATIVE 6.4: Review of the Quality Manual.
- STRATEGIC INITIATIVE 6.5: Preparation and submission of Weekly, Monthly, Quarterly and Annual reports.
- STRATEGIC INITIATIVE 6.6: Organize durbar for all staff of CPL Office
- STRATEGIC INITIATIVE 6.7: Organize staff meetings for the Office twice a month.
- STRATEGIC INITIATIVE 6.8: Assessment and orientation of staff on female gender issues.

GOAL 7: IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Assessment of staff patrol efficiency in field commands vis-a-vis patrol staff utilization
- STRATEGIC INITIATIVE 7.2: Plan and conduct training programme for better understanding of the concepts of planning tools for CPL staff.

GOAL 8: ENHANCEMENT OF LEGAL FRAMEWORK

- STRATEGIC INITIATIVE 8.1: Assessment of the present Corps legal framework.
- STRATEGIC INITIATIVE 8.2: Advise the Corps on areas to be strengthened

ADMIN & HUMAN RESOURCES

GOAL 1: **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Deploy Marshals to field commands based on areas of need and skills.
- STRATEGIC INITIATIVE 1.2: Monitor and execute posting of medical staff to RTC help areas.
- STRATEGIC INITIATIVE 1.3: Conduct analysis on staff utilization to facilitate propriety of deployments.
- STRATEGIC INITIATIVE 1.4: Establish number of deceased, resigned, retired and terminated staff to ascertain vacancies for replacement.
- STRATEGIC INITIATIVE 1.5: Ensure participation of AHR staff in all special patrol operations.

GOAL 2: **IMPROVE FRSCs PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Execute workshops for staff of the Corps on discipline and values of the Corps.
- STRATEGIC INITIATIVE 2.2: Coordinate activities of adhoc FDC sittings at RSHQ.
- STRATEGIC INITIATIVE 2.3: Respond promptly to queries and inquiries from other Agencies.
- STRATEGIC INITIATIVE 2.4: Distribute FRSC Pen/Ins manual to NOKs, FRSC Pensioners and other relevant Pension Fund Managers.
- STRATEGIC INITIATIVE 2.5: Designate liaison officers for PENCOM, PFAs and OHCSF to enhance inter-agency symbiotic relationship.
- STRATEGIC INITIATIVE 2.6: Assess the effect of punishment/rewards vis-s-vis comportment of staff.
- STRATEGIC INITIATIVE 2.7: Sensitize Next of Kin (NOK) on procedures and documents required to access claims of deceased staff.

GOAL 3: IMPROVE RESCUE SERVICES

- STRATEGIC INITIATIVE 3.1: Establish data records of medical staff (marshals).
- STRATEGIC INITIATIVE 3.2: Monitor medical staff strength vis-a-vis operations of rescue units/clinics.
- STRATEGIC INITIATIVE 3.3: Ensure deployment of paramedics to Help areas and crash clinics.
- STRATEGIC INITIATIVE 3.4: Execute training programmes for staff on first aid administration and rescue.
- STRATEGIC INITIATIVE 3.5: Purchase insurance for FRSC ambulances, tow trucks, and to facilitate compensation from underwriters in case of RTC.
- STRATEGIC INITIATIVE 3.6: Execute recruitment of medical staff to beef up rescue services.

GOAL 4: IMPROVE TRAFFIC MANAGEMENT

- NO STRATEGIC INITIATIVE:

INTERNAL

GOAL 5: IMPROVE THE USE OF TECHNOLOGY PLATFORM

- STRATEGIC INITIATIVE 5.1: Establish an APER database for Marshals for uploading of APER records.
- STRATEGIC INITIATIVE 5.2: Administer personal history data forms on all new staff.
- STRATEGIC INITIATIVE 5.3: Maintain database for:
 - i. Pensioners
 - ii. Staff involved in RTC
 - iii. Deceased Staff
 - iv. Retired Staff
- STRATEGIC INITIATIVE 5.4: Execute computer training sessions for AHR staff.
- STRATEGIC INITIATIVE 5.5: Update data of FRSC in Pension database for appropriate RSA funding.
- STRATEGIC INITIATIVE 5.6: Computerize NHF passbook procedure.

GOAL 6: IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: Intensify Departmental meetings.
- STRATEGIC INITIATIVE 6.2: Ensure that all circulars are promptly placed on the notice board to keep staff abreast of developments.
- STRATEGIC INITIATIVE 6.3: Ensure that enquiries and staff requests are acknowledged and treated promptly.
- STRATEGIC INITIATIVE 6.4: Ensure that activities of the Department are communicated to other Departments and Corps offices.
- STRATEGIC INITIATIVE 6.5: Activate Durbars in RSHQ and field Commands.

GOAL 7: IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Conduct aggressive sensitization on NHF generally and the new Housing Scheme.
- STRATEGIC INITIATIVE 7.2: Secure mortgage loans at single digit interest rate for individual off-takers for funding of projects.
- STRATEGIC INITIATIVE 7.3: Create database for effective management of the scheme.
- STRATEGIC INITIATIVE 7.4: Implement best Marshal/Officer award to recognize valuable contributions of staff to the Corps.

GOAL 8: ENHANCEMENT OF LEGAL FRAMEWORK

- STRATEGIC INITIATIVE 8.1: Conduct survey on level of compliance of staff to FRSC regulations and values.
- STRATEGIC INITIATIVE 8.2: Review the FRSC regulations on maintenance of discipline in conjunction with the CLA.

OPERATIONS DEPARTMENT

GOAL 1

SUSTAIN INTENSIVE PATROLS ACROSS THE COUNTRY ALL THROUGH THE YEAR

STRATEGIC OBJECTIVE 1: Reduce Road Crashes by 60% against the 2010 crash record.

GOAL 1:

REDUCE RTC NATIONWIDE

- STRATEGIC INITIATIVE 1.1: Sustain Operation Eagle Eye fortnightly in all formations of FRSC.
- STRATEGIC INITIATIVE 1.2: Sustain Mini Ops Zero on quarterly basis.
- STRATEGIC INITIATIVE 1.3: Sustain special patrols during festive periods.
- STRATEGIC INITIATIVE 1.4: Intensify mobile patrol, foot team patrol, metropolitan patrol, and traffic control
- STRATEGIC INITIATIVE 1.5: Encourage field Commands to hold meetings with State traffic agencies for combined periodic special operations with logistic support from RSHQ

GOAL 2:

IMPROVE FRSC PUBLIC IMAGE

- STRATEGIC INITIATIVE 2.1: Intensify conduct of Free Vehicle and Drivers Safety Checks
- STRATEGIC INITIATIVE 2.2: Monitor patrol conducts and general comportment in field Commands
- STRATEGIC INITIATIVE 2.3: Prompt acknowledgement of complaints from members of the public

GOAL 3:

IMPROVE RESCUE SERVICES

- STRATEGIC INITIATIVE 3.1: Publicise the use of FRSC toll free Emergency Number 122 to improve response time to RTC scenes.
- STRATEGIC INITIATIVE 3.2: Establish more Unit Commands to enhance the presence of the Corps on the highways

- STRATEGIC INITIATIVE 3.3: Encourage Hospitals to use the CUG lines
- STRATEGIC INITIATIVE 3.4: Constant monitoring and supervision of Help Areas and RTC clinics for effective response to RTC victims

GOAL 4: IMPROVE ROAD TRAFFIC MANAGEMENT

- STRATEGIC INITIATIVE 4.1: Encourage field Commands to liaise with State Governments and Stakeholders to provide vehicles for FRSC
- STRATEGIC INITIATIVE 4.2: Intensify the use of traffic control devices
- STRATEGIC INITIATIVE 4.3: Intensify Inter-agency collaborations on traffic control and enforcement.

INTERNAL

GOAL 5: IMPROVE THE USE OF TECHNOLOGY PLATFORM

- STRATEGIC INITIATIVE 5.1: Human capacity building in ICT.
- STRATEGIC INITIATIVE 5.2: Transit to strict on-line reporting by field Commands
- STRATEGIC INITIATIVE 5.3: Encourage field Commands to liaise with TSC and CMRO on administration of First Aids to RTC victims

GOAL 6: IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: Sustenance and improvement of Quarterly Durbars.
- STRATEGIC INITIATIVE 6.2: Weekly in-house dissemination of information

GOAL 7: IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Encourage Commanding Officers to liaise with Governments and Stakeholders to acquire office and residential accommodations.
- STRATEGIC INITIATIVE 7.2: Quick response to all issues bothering on assault on personnel and Commands
- STRATEGIC INITIATIVE 7.3: Facilitate Insurance claims by Officers and Marshals injured or killed in active service

- STRATEGIC INITIATIVE 7.4: Improve on field Commands office space and furnishing through regular supervision and monitoring.

GOAL 8:

ENHANCEMENT OF LEGAL FRAMEWORK

- STRATEGIC INITIATIVE 8.1: Review Ops Manual
- STRATEGIC INITIATIVE 8.2: Encourage State Governments and Local Government Area Councils to legislate on prohibition/ restriction on the use of motorcycles along certain highways.

SAFETY ENGINEERING DEPARTMENT

GOAL 1: **REDUCE RTC NATIONWIDE**

STRATEGIC OBJECTIVE 1:

- STRATEGIC INITIATIVE 1.1: Conduct road safety audit of selected federal/state roads/crash prone areas nationwide
- STRATEGIC INITIATIVE 1.2: Carry out timely investigation of all road crashes that meet the 6 Death Threshold
- STRATEGIC INITIATIVE 1.3: Identify and treat critical intersections on pilot scale in six states from the six geo-political regions.

GOAL 2: **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Making available relevant data and information to CPEO/PAU and PIO for dissemination to the public
- STRATEGIC INITIATIVE 2.2: Uploading of generated reports on Road Safety Audit and crash investigation on FRSC website.
- STRATEGIC INITIATIVE 2.3: Collaboration and sharing of information with FERMA, FMW and other relevant agencies.
- STRATEGIC INITIATIVE 2.4: Collaborate with stakeholders on vehicle Type approval
- STRATEGIC INITIATIVE 2.5: Meeting with NBTE on the development of curriculum on Drivers Examination/vehicle Inspection

GOAL 3: **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Real Time crash investigation on selected roads nationwide

GOAL 4: IMPROVE TRAFFIC MANAGEMENT

- STRATEGIC INITIATIVE 4.1: Identification of Traffic Gridlock nationwide
- STRATEGIC INITIATIVE 4.2: Conduct of traffic count on selected roads using automated counters
- STRATEGIC INITIATIVE 4.3: Develop guidelines for PPP arrangement for School bus operation in Nigeria
- STRATEGIC INITIATIVE 4.4: Presentation of School Bus Standards to the national Council on Education.
- STRATEGIC INITIATIVE 4.5: Monitor compliance by states on the establishment of Motor Vehicle Administration Agencies

INTERNAL

GOAL 5: IMPROVE USE OF TECHNOLOGY PLATFORM

- NO INITIATIVE

GOAL 6: IMPROVE INTERNAL COMMUNICATION

- NO INITIATIVE

GOAL 7: IMPROVE STAFF WELFARE

- NO INITIATIVE

GOAL 7: ENHANCEMENT OF LEGAL FRAMEWORK

- NO INITIATIVE

CORPS SECRETARY OFFICE

GOAL 1: **REDUCE RTC NATIONWIDE**

STRATEGIC OBJECTIVE 1: Reduce Road Crashes by 60% against the 2010 crashes records.

- STRATEGIC INITIATIVE 1.1: Ensure proper posting of Officers based on the need of Commands.
- STRATEGIC INITIATIVE 1.2: Periodic manpower audit to ensure staff availability for patrol operations.

GOAL 2: **IMPROVE FRSCs PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Collaborate with MDAs in propagating the ideals of FRSC and harnessing policies of the Corps.

GOAL 3: **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Post the right Officers to Rescue Units in Zones, Sectors and Unit Commands for reduction in response time.
- STRATEGIC INITIATIVE 3.2: Post Officers to critical corridors and Zebra centers.

GOAL 4: **IMPROVE TRAFFIC MANAGEMENT**

- STRATEGIC INITIATIVE 4.1: Liaise with AHR. To secure Waiver for recruitment of personnel, to enhance traffic Management in Commands.

INTERNAL

GOAL 5: IMPROVE THE USE OF TECHNOLOGY PLATFORM

- STRATEGIC INITIATIVE 5.1: Upload regularly non-confidential information on FRSC website for staff consumption.
- STRATEGIC INITIATIVE 5.2: Nominate and forward CS staff list to TSC for ICT training

GOAL 6: IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: Ensure timely dissemination of information via the use of SMS, e-mail addresses of Dept., COs and Field Commands
- STRATEGIC INITIATIVE 6.2: Issue relevant circulars on related Board policies and Management decisions and ensure strict compliance via regular feedback.

GOAL 7: IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Compile and forward list of promotable Officers to Management annually.
- STRATEGIC INITIATIVE 7.2: Identify using officers' records, those that need to be trained on effective patrol operations strategies.

GOAL 8: ENHANCEMENT OF LEGAL FRAMEWORK

- STRATEGIC INITIATIVE 8.1: Compile and forward list of confirmed staff to CLA for gazetting.

POLICY, RESEARCH AND STATISTICS

EXTERNAL

GOAL 1: REDUCE ROAD TRAFFIC CRASHES NATIONWIDE

- STRATEGIC INITIATIVE 1.1: Accurate collation of crash data.
- STRATEGIC INITIATIVE 1.2: Research into current road users behaviours that lead to crashes or near mishaps.
- STRATEGIC INITIATIVE 1.3: Attendance of six local workshops on data analysis.
- STRATEGIC INITIATIVE 1.4: Survey of menace of over speeding on our highways.
- STRATEGIC INITIATIVE 1.5: Survey on transport statistics as a tool for road safety in traffic crash reduction.
- STRATEGIC INITIATIVE 1.6: Short term course on research.

GOAL 2: IMPROVE PUBLIC IMAGE

- STRATEGIC INITIATIVE 2.1: Production of 2011 Annual Report.
- STRATEGIC INITIATIVE 2.2: FRSC participation at the 50th National Conference and Annual General Meeting of Librarians.
- STRATEGIC INITIATIVE 2.3: Sensitization of Commands on the new Freedom of Information Act (FOI), 2011.

GOAL 3: IMPROVE RESCUE SERVICES

- STRATEGIC INITIATIVE 3.1: Conduct survey on post auto crash investigation and care of victims.

GOAL 4: IMPROVE TRAFFIC MANAGEMENT

- STRATEGIC INITIATIVE 4.1: Conduct survey on the impact of FRSC awareness campaign strategy on road users and general public.
- STRATEGIC INITIATIVE 4.2: Conduct the second phase of the evaluation of Corps Policy order.
- STRATEGIC INITIATIVE 4.3: Conduct survey on the impact of Bus Rapid Transit (BRT) project in Lagos State.

- STRATEGIC INITIATIVE 4.4: Publication of Statistical Digest.
- STRATEGIC INITIATIVE 4.5: Launching of WARSO Maiden Magazine.
- STRATEGIC INITIATIVE 4.6: Research into weigh bridges in Nigeria.
- STRATEGIC INITIATIVE 4.7: Survey of strategic locations where FRSC patrol teams are needed.
- STRATEGIC INITIATIVE 4.8: Nationwide PRS and DIO workshop.
- STRATEGIC INITIATIVE 4.9: Convene a research agenda summit.

INTERNAL

GOAL 5: IMPROVE THE USE OF TECHNOLOGY PLATFORM

- STRATEGIC INITIATIVE 5.1: Installation of RTI Casualty application software and networking of all computers in the PRS.
- STRATEGIC INITIATIVE 5.2: Computer training of the Department's Staff.
- STRATEGIC INITIATIVE 5.3: Upgrade of fox pro human resources database software.

GOAL 6: INTERNAL COMMUNICATION.

- STRATEGIC INITIATIVE 6.1: Hold regular briefs and meetings with Staff.
- STRATEGIC INITIATIVE 6.2: Constantly brief Staff on Management decisions.

GOAL 7: IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Training of Staff on presentations.
- STRATEGIC INITIATIVE 7.2: Training of Staff on uses and analysis of traffic volumes.

GOAL 8: ENHANCEMENT OF LEGAL FRAMEWORK

- NO INITIATIVE.

FINANCE AND ACCOUNTS

GOAL 8: **REDUCE RTC NATIONWIDE**

STRATEGIC OBJECTIVE 1: To ensure that all patrol allowances are paid accordingly.

- STRATEGIC INITIATIVE 1.1: Prompt payment of staff salaries and allowances.
- STRATEGIC INITIATIVE 1.2: Payment of monthly allocation to field Commands and RSHQ with a view to ensuring prompt responses to RTC, as well as ensuring meeting all administrative supports at the RSHQ.
- STRATEGIC INITIATIVE 1.3: Prompt release of funds for specialized patrol operations e.g. operations sanity, corridor patrols. Operations Zeros etc.

GOAL 2: **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Rendering all financial reports as at and when due.
- STRATEGIC INITIATIVE 2.2: Speedy responses to financial enquiries as requested by relevant supervisory authorities and other stakeholders. These include offices of the Accountant and Auditor Generals of the Federation; Public Accounts Committee (PAC) of the National Assembly, etc.

GOAL 3: **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Prompt payment for supplies of rescue equipment.
- STRATEGIC INITIATIVE 3.2: Release of funds for purchase of ambulances and other rescue equipment.
- STRATEGIC INITIATIVE 3.3: Request for special grant for the FG LO to augment expenditure shortfall.

GOAL 4: **IMPROVE TRAFFIC MANAGEMENT**

- NO INITIATIVE

INTERNAL

GOAL 5: IMPROVE THE USE OF TECHNOLOGICAL PLATFORM

- STRATEGIC INITIATIVE 5.1: Completion of 2nd phase of SAP Enterprise and training of staff on IPPIS and Single Account module of Federal Government.

GOAL 6: IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: Acknowledgement of internal memos/correspondences.
- STRATEGIC INITIATIVE 6.2: Sensitizing staff on the activities and other current issues of the Corps through in-house training.
- STRATEGIC INITIATIVE 6.3: Compliance with in-house lecture time-table as released by Training Department.

GOAL 7: IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Provision of essential working implements, such as computers.
- STRATEGIC INITIATIVE 7.2: Improved working conditions through provisions of conducive working environment.

GOAL 8: ENHANCEMENT OF LEGAL FRAMEWORK

- STRATEGIC INITIATIVE 8.1: Strengthening legal capacity of the Corps through prompt payment of financial requirements presented by Corps Legal office.
- STRATEGIC INITIATIVE 8.2: Ensure that staff have sound knowledge of financial regulations and extant circular guiding Government financial transactions.

SPECIAL MARSHAL AND PARTNERSHIP

GOAL 8: **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: To increase number of Special Marshals on Patrol.
- STRATEGIC INITIATIVE 1.2: Increase membership of Special Marshals by 30%.
- STRATEGIC INITIATIVE 1.3: Increase activities of the NYSC/RSC

GOAL 2: **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Increase the number of PE/Rallies by 20%.
- STRATEGIC INITIATIVE 2.2: Increase in SM sponsorship of Radio & TV programs by 20%.
- STRATEGIC INITIATIVE 2.3: Increased sourcing for Partners sponsorship of Radio & TV programs by 20%.

GOAL 3: **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Introduce Community Road Safety along the RTC prone routes.
- STRATEGIC INITIATIVE 3.2: Ensure the establishment of functional RTC Counseling Offices (Help Desk).
- STRATEGIC INITIATIVE 3.3: Ensure the training of SM & RSC on First Aid & Rescue handling.

GOAL 4: **IMPROVE TRAFFIC MANAGEMENT**

- STRATEGIC INITIATIVE 4.1: Increase SM/RSC traffic control nationwide by 20%.
- STRATEGIC INITIATIVE 4.2: Improve relationship with Stakeholders.

INTERNAL

GOAL 5: **IMPROVE THE USE OF TECHNOLOGICAL PLATFORM**

- STRATEGIC INITIATIVE 5.1: Upload on monthly basis SMP activities on the existing FRSC website.
- STRATEGIC INITIATIVE 5.2: Generate E-mail addresses for SM excos
- STRATEGIC INITIATIVE 5.3: Develop weekly sitreps for SMP

GOAL 6: **IMPROVE INTERNAL COMMUNICATION**

- STRATEGIC INITIATIVE 6.1: Timely collation & submission of reports.
- STRATEGIC INITIATIVE 6.2: Timely dissemination of information to staff.

GOAL 7: **IMPROVE STAFF WELFARE**

- STRATEGIC INITIATIVE 7.1: Organize training programmes for staff of SMP.
- STRATEGIC INITIATIVE 7.2: Ensure training of Special Marshals.

GOAL 8: **ENHANCEMENT OF LEGAL FRAMEWORK**

- STRATEGIC INITIATIVE 8.1: Involvement of Special Marshals with legal background & NGOs in road safety advocacy.

TRAINING, STANDARDS AND CERTIFICATION

GOAL 1: **REDUCE RTC NATIONWIDE**

- STRATEGIC INITIATIVE 1.1: Improve on number of patrol bracket officers / marshals for training programmes to attain international best operational practices.
- STRATEGIC INITIATIVE 1.2: Step-up accreditation programme of Driving Schools (DSSP)
- STRATEGIC INITIATIVE 1.3: Accelerate proficiency training for drivers of private and public organizations towards safe road culture.

GOAL 2: **IMPROVE FRSC PUBLIC IMAGE**

- STRATEGIC INITIATIVE 2.1: Increase collaboration with stakeholders on COMACE monthly walking/jogging
- STRATEGIC INITIATIVE 2.2: Collaborate with other Departments /COs to ensure strict compliance to FRSC Dress Code for better image building.

GOAL 3: **IMPROVE RESCUE SERVICES**

- STRATEGIC INITIATIVE 3.1: Increase training program on RTC management , Investigation Processes, Health Care Services and Road Traffic Injury Prevention (RTIP).
- STRATEGIC INITIATIVE 3.2: Include training on Rescue procedure and Basic first Aid in the curriculum of Driving Schools.

GOAL 4: **IMPROVE TRAFFIC MANAGEMENT**

- STRATEGIC INITIATIVE 4.1: Interactive forum with Driving School Operators/Inspection and monitoring of driving schools.
- STRATEGIC INITIATIVE 4.2: Exposure of nominated staff to GIS fundamentals to enhance traffic management

INTERNAL

GOAL 5: IMPROVE THE USE OF TECHNOLOGICAL PLATFORM

- STRATEGIC INITIATIVE 5.1: Exposure of scheduled staff to Basic and intermediate computer skill training.
- STRATEGIC INITIATIVE 5.2: Inclusion of ICT related Topics in the in-house training program.
- STRATEGIC INITIATIVE 5.3: Strict compliance to online reporting through official emails.

GOAL 6: IMPROVE INTERNAL COMMUNICATION

- STRATEGIC INITIATIVE 6.1: Re-activation of Briefs on FRSC policies / circulars from RSHQ during the weekly in-house training in Dept / Co and CMDS.

GOAL 7: IMPROVE STAFF WELFARE

- STRATEGIC INITIATIVE 7.1: Improve in-house training programmes through Train-the-trainer programmes.
- STRATEGIC INITIATIVE 7.2: Organization of sports competition for capacity development.
- STRATEGIC INITIATIVE 7.3: Evaluation of in-house training programmes to motivate internal staff development
- STRATEGIC INITIATIVE 7.4: Encourage further studies for qualified officers / marshals.

GOAL 8: ENHANCEMENT OF LEGAL FRAMEWORK

- STRATEGIC INITIATIVE 8.1: Increase number of Legal Officers' Nomination for relevant courses.

NOTE:

The Strategic Initiative for CPEO could NOT be verified as the office was uncooperative even after repeated entreaties. They are therefore merely reported without verification.

CORPS PUBLIC EDUCATION OFFICE

GOAL 1 REDUCE RTC NATIONWIDE

STRATEGIC OBJECTIVE

STRATEGIC INITIATIVE 1.1: Ensure adequate publicity on training of drivers on basic first aid handling.

STRATEGIC INITIATIVE 1.2: Create awareness on the existence of FRSC Social Networks such as Facebook, Twitter, YOU Tube for patronage and feedback.

STRATEGIC INITIATIVE 1.3: Communicate outcome of researches conducted by the Corps to the public.

GOAL 2 IMPROVE FRSC PUBLIC IMAGE

STRATEGIC OBJECTIVE 2:

STRATEGIC INITIATIVE 2.1: Increase the frequency of TV and Radio public education programmes (using drama, talkshows, etc) by securing airtime on both National and Local stations.

STRATEGIC INITIATIVE 2.2: Increase print media publication of FRSC activities and programmes (features, press releases, advert placements and opinion pools).

STRATEGIC INITIATIVE 2.3: Organize music Concerts as a way of creating awareness and branding of FRSC in collaboration with relevant Departments and Corps Offices.

STRATEGIC INITIATIVE 2.4: Conduct quarterly Stakeholders awareness forum nationwide to sensitize them on road safety measures, programmes and policies.

STRATEGIC INITIATIVE 2.5: Enhance Road safety advocacy/awareness visit to Ministries, Departments and Agencies, Media organisations, Traditional/Religious and opinion leaders etc.

STRATEGIC INITIATIVE 2.6 Conduct public perception survey in form of VOX pop across the nation in June and November 2012.

STRATEGIC INITIATIVE 2.7: Improve response time and treatment of complaints from members of the public as they are channelled to CPEO.

STRATEGIC INITIATIVE 2.8 Educate the public on FRSC Activities

STRATEGIC INITIATIVE 2.9: Improve Publicity on FRSC Rescue activities. (Publicise recovered items and commendation by survivors of Road Traffic Crashes).

STRATEGIC INITIATIVE 2.10: Publicise CUG numbers of FRSC Ambulances and that of private ambulance operators nationwide in collaboration with CMRS

STRATEGIC INITIATIVE 2.11: Issue Traffic Alert on identified major obstructions and blackspots on the highways and ensure adequate publicity of cleared obstructions.

STRATEGIC INITIATIVE 2.12 Increase public education and awareness on the use of FRSC toll-free emergency numbers

STRATEGIC INITIATIVE 2.13 Adequately Publicise activities of the call Centre on quarterly basis.

GOAL 3 **IMPROVE RESCUE SERVICES**

STRATEGIC OBJECTIVE 3:

STRATEGIC INITIATIVE 3.1: Ensure adequate publicity on the number of obstructions identified and attended to.

STRATEGIC INITIATIVE 3.2: Publicise the FRSC Towtruck CUG Numbers/ Private Towtruck operators phone numbers and their locations nationwide in collaboration with relevant Departments and Corps Offices

STRATEGIC INITIATIVE 3.3: Educate the motoring public and other road users on the need for prompt reportage of RTC to FRSC for quick emergency response.

GOAL 4 **IMPROVE TRAFFIC MANAGEMENT**

STRATEGIC OBJECTIVE 4:

STRATEGIC INITIATIVE 4.1: Improve Inter Agency relationship via road safety advocacy /courtesy visits eg to Military, Paramilitary Organisations, NEMA etc.

STRATEGIC INITIATIVE 4.2: Ensure publicity of joint traffic operations with other traffic management agencies.

STRATEGIC INITIATIVE 4.3: Collaborate with the media to report traffic situation, update and diversions to reduce congestion.

STRATEGIC INITIATIVE 4.4: Conduct voxpop on traffic situation quarterly and report feedback to operations for necessary action.

GOAL 5

IMPROVE USE OF TECHNOLOGY PLATFORMS

STRATEGIC INITIATIVE 5.1 Communicate the procedures for e-ticketing and e-procurement etc as part of utilization of technology platform.

STRATEGIC INITIATIVE 5.2 Communicate the 3-digits toll free line at the FRSC call Centre to staff, special marshals and Road Safety Club members.

STRATEGIC INITIATIVE 5.3 Communicate calls received at the call centre on RTCs, Obstructions, Road Conditions and general inquiries to staff through the technology platform.

STRATEGIC INITIATIVE 5.4 Forwarding of Press Releases to staff in general and especially PE officers nationwide by the use of Technology platform for local utilization.

GOAL 6

INTERNAL COMMUNICATION

STRATEGIC INITIATIVE 6.1: Collaborate with PAU to publish on-line Magazine (Safety Digest).

STRATEGIC INITIATIVE 6.2: Educate FRSC Staff on Effective Image/Reputation Management and Public Relations in collaboration with the PIO.

STRATEGIC INITIATIVE 6.3 To educate Staff on the new driver's license and number plates and acquaint them with the changes associated with it.

STRATEGIC INITIATIVE 6.4: Effective use of staff noticeboard for prompt dissemination of vital information.

STRATEGIC INITIATIVE 6.5: To effectively use SMS to communicate to staff about FRSC activities, programmes, policies and other developments.

GOAL 7**IMPROVE STAFF WELFARE**

STRATEGIC INITIATIVE 7.1 Communicate FRSC year planner on training.

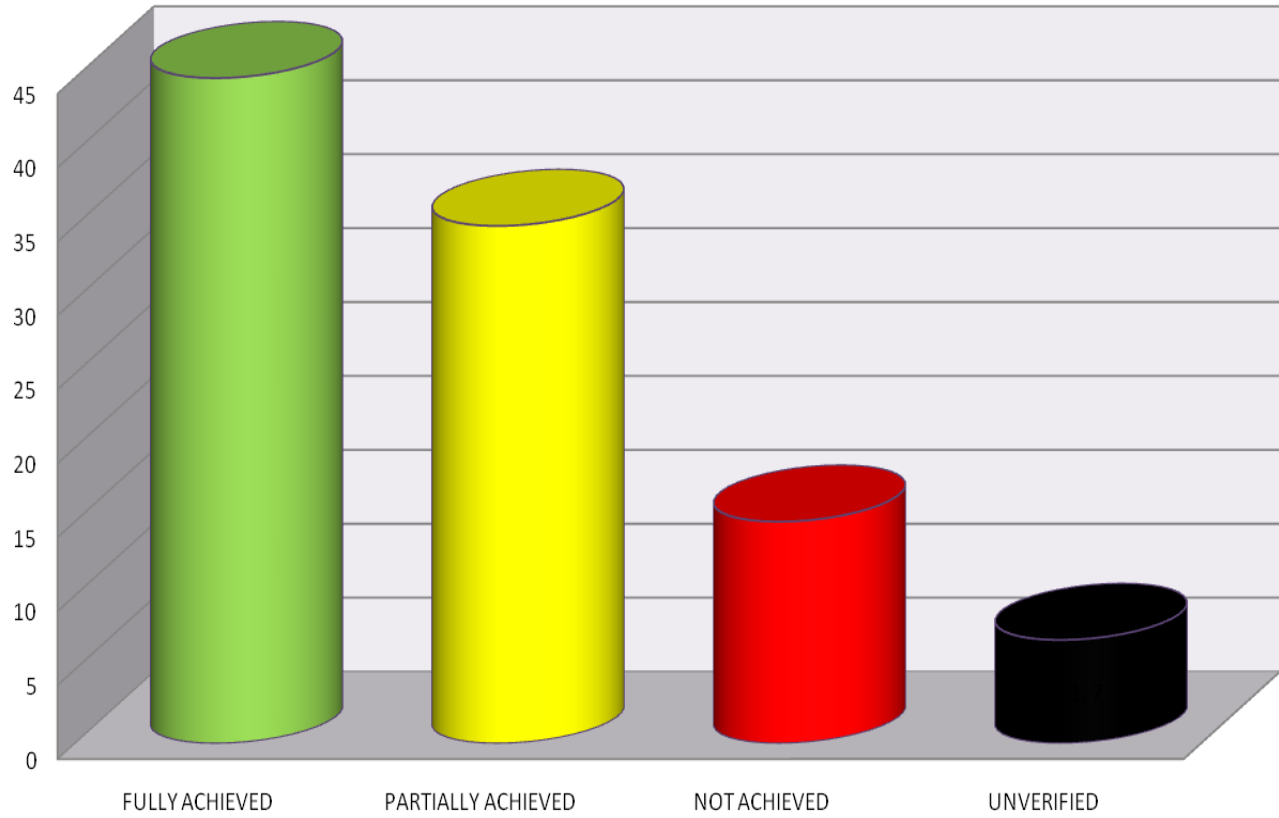
STRATEGIC INITIATIVE 7.2 Communicate the outcome of promotion examinations to staff online.

GOAL 8**ENHANCEMENT OF LEGAL FRAMEWORK**

STRATEGIC INITIATIVE 8.1: Communicate the tracking of the Legislative Arms of Government at the Federal and State levels as it relates to Road Traffic and Safety management.

STRATEGIC INITIATIVE 8.2 Adequate education of staff on legal imperatives of road safety activities in field commands so as to reduce the incidence of litigations against the Corps.

HALF YEAR 2012 STRATEGIC OBJECTIVES ACHIEVEMENT STATUS FOR
DEPTS, COS & RSHQ UNITS



HALF YEAR 2012 STRATEGIC OBJECTIVES ACHIEVEMENT STATUS
FOR DEPTS, COS & RSHQ UNITS

