



Corps Marshal Strategy Session with Commanding Officers

HALF YEAR -2017

Jan Feb Mar Apr May Jun

Jul Aug Sep Oct Nov Dec

7 August 2017

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Corps Marshal

Introduction

Law enforcement in a rapidly changing environment can pose daunting challenges to any law enforcement Agency

A forwarding looking agency must therefore cultivate a culture of continuous improvement in its strategies; adopting task strategic execution and attaining impactful solutions.

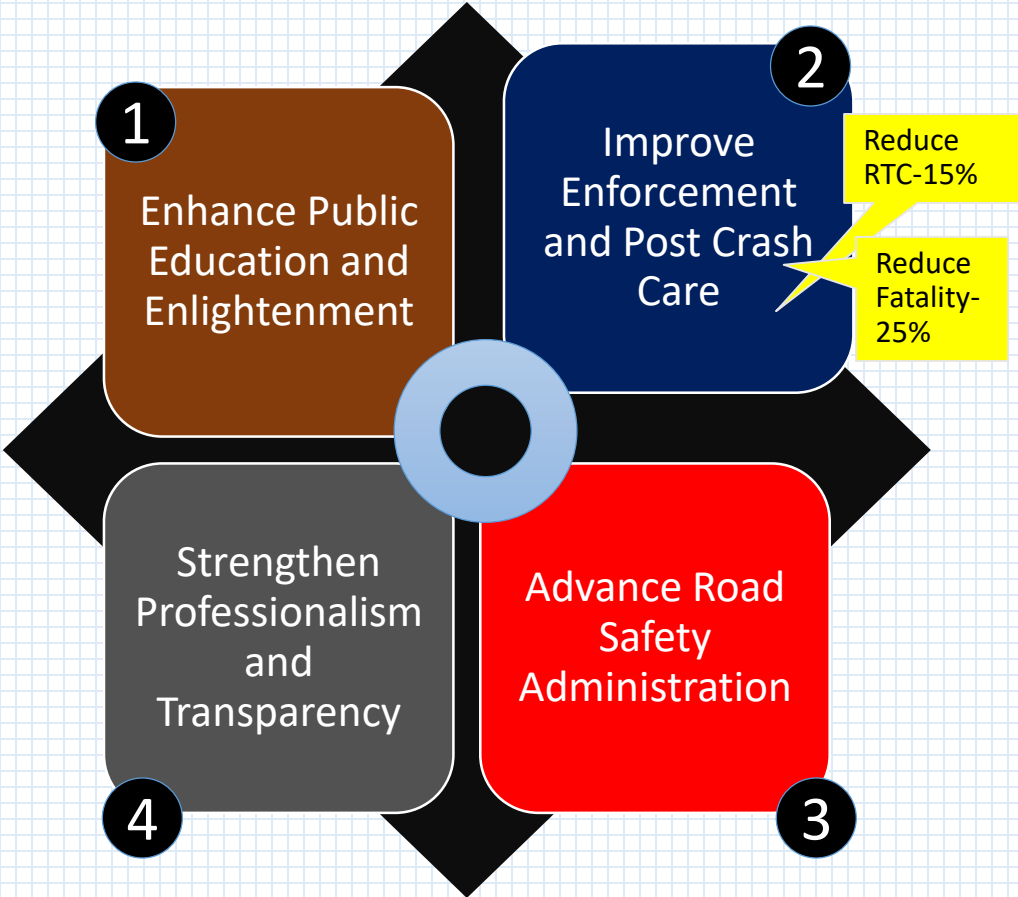
The crusade to match up with and surpass contemporary issues in road safety have already started from the top and must necessarily involve Commanding and Senior Officers for full integration into programmes, designs and decision making to illuminate strategic direction.

In the same bid, all other layers of the Corps must be carried along in the transformation programme so that all are properly aligned, thus sufficiently motivated to make desired change happen.

To effectively do these, we must also communicate as well as continue to prepare for the unexpected but contain such through strategic leadership skills.

While other Management Staff have spoken on several issues, there are still more that require reiteration as well as those developing requiring briefs, including examination of the current Corps stand relative to set strategic goals and career development.

Efforts of the Management focused on actualizing goals



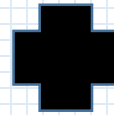
Review of Performance: Trending status

S/N	Month	Fatality	RTCs
1	Q1, 2017 Percentage Reduction compared to 2016 Baseline figures	70.99%	73.50%
2	Q2, 2017 Percentage Reduction compared to 2016 Baseline figures	45.68%	47.81%
3	Q3, 2017	-----	-----
4	Q4, 2017	-----	-----
	At the end of 2017, we expect.....	≥ 25.00%	≥ 15.00%

There are high possibilities of achieving the set target by the end of the year if the decline in percentage reductions per quarter can be retarded further.

Review of Performance: Half Year 2017 (January – June)

Reduce RTC by 15%



Reduce Fatality by 25%

S/No	Month	Fatal Cases	Serious Cases	Minor Cases	Total Cases	People Injured	People Killed	Total Casualty	People Involved
1	Jan	268	528	132	928	3,371	521	3,892	6,873
2	Feb	210	454	106	770	2,733	416	3,149	5,331
3	Mar	235	503	120	858	2,568	529	3,097	6,026
4	Apr	248	533	118	899	3,087	476	3,563	6,727
5	May	232	530	104	866	3,026	502	3,528	6,246
6	Jun	179	439	120	738	2,157	301	2,458	4,696
	TOTAL	1,372	2,987	700	5,059	16,942	2,745	19,687	35,899

Reduce RTC by 15%

Where are we?

YEAR	RTC
2016 TOTAL	9,694
2017 EXPECTATION	8,240
CURRENT STATUS	5,059
PERCENTAGE	

What We Expect

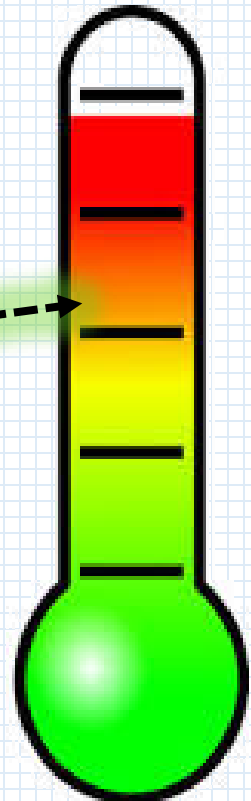
8,240

Where We Are

5,059

Our Grade

61.40%



Reduce Fatality by 25%

Where are we?

	NO. KILLED
2016 TOTAL	5,053
2017 EXPECTATION	3,790
CURRENT STATUS	2,745
PERCENTAGE	

What We Expect

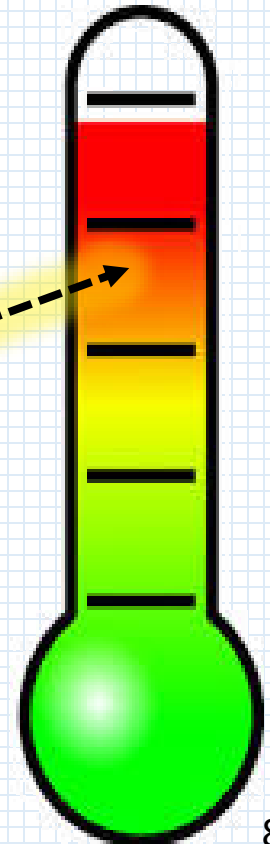
3,790

Where We Are

2,745

Our Grade

72.43%

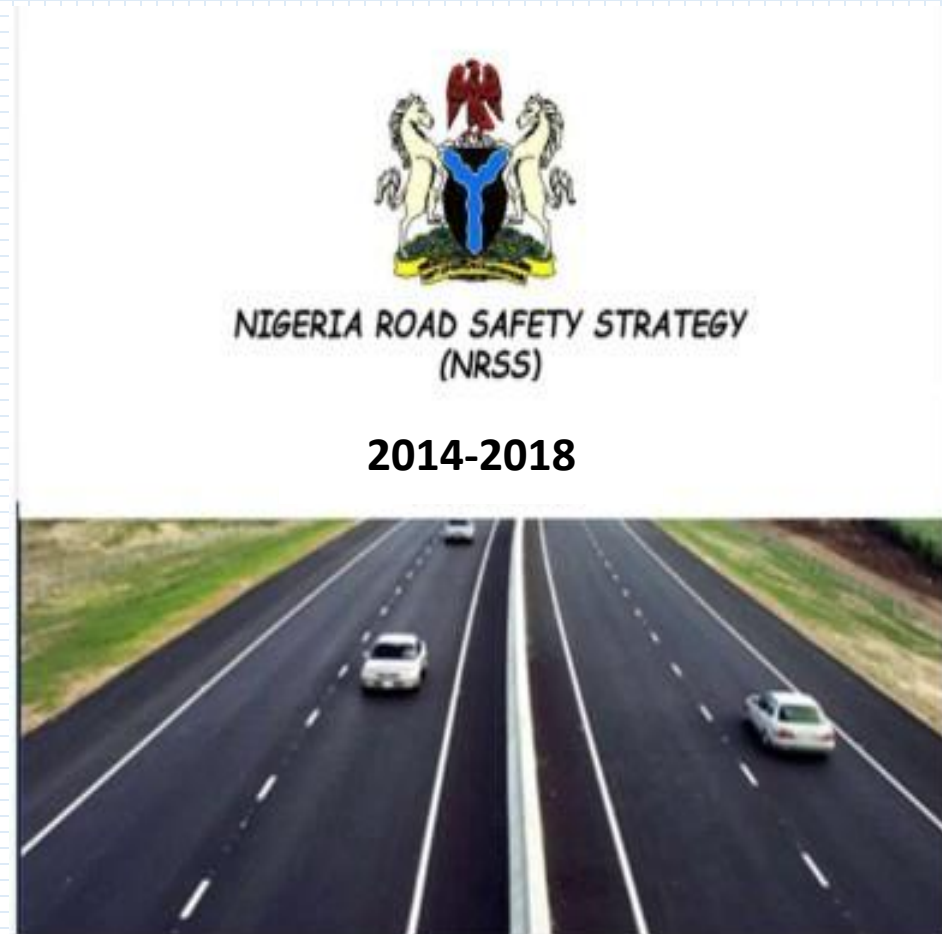


RECENT POSITIVE DEVELOPMENTS



- NRSS approved by FEC in 2013

- Endorsed by NEC on 21 April, 2016

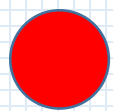


● **NaRSAC** inaugurated
on 16 February 2017.



● Technical Working
Group (TWG) inducted
on 3 August, 2017.





Inauguration of State Technical Working Group (STWG)

Commanding officers to standby for further directive(s)

NRRSS



KEY STRATEGIC ACTIVITIES BY FRSC IN THE NRSS

S/N	Strategic Activities	Timelines in Years					Performance Indicators
1	Sustain and Maintain a central database for motor vehicle administration	2014	2015	2016	2017	2018	Existence of central database Less than 10% variance in motor vehicle administration data among road safety management agencies
2	Develop and utilise standard templates for capturing and reporting RTCs and other relevant traffic data	2014	2015	2016	2017	2018	Existence of standard data capture and reporting templates 100% utilisation of standard templates by all relevant agencies
3	Institute a uniform traffic law violation booking system to harmonise efforts of relevant agencies	2014	2015	2016	2017		Existence and adoption of a uniform traffic rule violation booking system Zero incident of multiple booking for same violations
4	Promote the design and construction of safer roads - mobility and access	2014	2015	2016	2017	2018	15% increase in road network by 2018
5	Conduct road safety audit and safety impact assessments	2014	2015	2016	2017	2018	80% coverage of all road in annual assessment programme
6	Implement design standards for all road types including the provision of rest-stop, weighbridges and vehicle parking areas at regular intervals on highways.	2014	2015	2016	2017	2018	100% compliance of newly constructed roads with defined standards 50% decline in RTCs due to poor road design 35% decline in deaths of vulnerable road users - bus passengers, motorcyclists and pedestrians
7	Develop and maintain an online index which provides information on the condition of all roads across the country, agencies responsible and fiscal appropriations made to date	2014	2015	2016	2017	2018	Existence of online index detailing all relevant information

S/ N	Strategic Activities	Timelines in Years					Performance Indicators
8	Develop National Standards on Road Signs and Markings (NSRSM) based on the recommendations of the Geneva Convention in collaboration with the Federal Ministry of Works		2015				Existence of NSRSM 80% compliance with national standards across all States and FCT
9	Prevent and arrest roads and road furniture vandals including those responsible for defacement of road signs, illegal excavation and construction of bumps on the highways	2014	2015	2016	2017	2018	80% decline in incidents of road and road furniture canalisation
10	Institute setting up of special grant to assist states in their road safety enhancement effort	2014	2015	2016	2017	2018	Existence of yearly grants assessable by states that meet the conditions precedent to draw down 100% compliance with grant terms
11	Review existing standards for Vehicle Type Approval (VTA) covering all vehicle categories (cars, commercial vehicles, motorcycles etc) including airbags, seatbelts, maximum carbon emission, reflectors etc	2014					Existence of standards for all vehicle types 50% decline in RTCs due to use of substandard vehicles
12	Provide driver testing centres in major parts of the States		2015	2016	2017	2018	Existence of standard driver testing centres in all states of the federation 80% reduction in traffic infractions caused by unqualified drivers
13	Certify all driving instructors	2014	2015	2016	2017	2018	Existence of approved list of certified driving instructors' in every state
14	Provide driving ranges and all categories of vehicles for testing of drivers in the states		2015	2016	2017	2018	Existence of standard driving ranges in all states

S/N	Strategic Activities	Timelines in Years					Performance Indicators
15	Expand RTSSS coverage to include all commercial vehicles that ply interstate roads		2015				90% coverage of commercial vehicles in the RTSSS
16	Implement recommendations from commercial fleet operator assessment		2015				70% implementation of RTSSS programme
17	Publicise list of approved commercial vehicle operators		2015				Existence of approved commercial vehicle operators' lists 60% Reduction in RTCs involving commercial vehicles
18	Establish and equip standard vehicle Inspection Centres (VIC) and enforce thorough inspection		2015				Existence of a minimum of 4 VICs in each state and FCT 50% decline in RTCs due to use of substandard vehicles
19	Perform technical accreditation of interested private operators of VICs			2016			80% coverage of applicants in accreditation exercise
20	Train Vehicle Inspection Officers for improved efficiency	2014	2015	2016	2017	2018	80% implementation of training plan
21	Develop and implement awareness campaigns on proper road use		2015	2016	2017	2018	50% decline in number of road traffic law violations 35% decline in number of RTCs
22	Develop and implement behavioural change programmes on proper (safe) road culture	2014	2015	2016	2017	2018	Implementation of 80% of number of programmes developed

S/ N	Strategic Activities	Timelines in Years					Performance Indicators
23	Enlighten road users on response to RTCs as a civic responsibility		2015				100% increase in number of road users enlightened on response to RTCs
24	Conduct certification exercise for registered driving schools		2015				5% increase in the number of driving schools certified annually Ratio of certified driving schools to total registered
25	Enforce compliance with road traffic laws and regulations with emphasis on speed limits; use of seat belts and crash helmets; prohibited telephone use while driving; overloading and Driving Under Influence	2014	2015	2016	2017	2018	50% reduction in road traffic law violations 50% decline in speed related crashes Ratio of unstrapped casualties to total casualties not more than 1:4 50% decline in DUI related crashes Proportion of RTCs caused by telephone use while driving not more than 1% 50% decline in number of RTC arising from use of telephone while driving
26	Develop and implement training programmes based on vehicle license category		2015				50% decline in number of road traffic law violations 35% decline in number of RTCs

S/N	Strategic Activities	Timelines in Years					Performance Indicators
27	Collaborate with the Judiciary for the establishment of additional Mobile Courts to hear cases of traffic infractions	2014	2015	2016	2017	2018	20% annual increase in number of Mobile Courts Minimum of 60% of traffic infraction cases heard by Mobile Courts
28	Maintain National Traffic Offenders Register	2014	2015	2016	2017	2018	Availability of National Traffic Offenders Register
29	Publicise all toll free lines to promote awareness	2014	2015	2016	2017	2018	100% increase in number of RTC cases reported
30	Provide additional medical equipment and emergency rescue ambulances	2014	2015	2016	2017	2018	Average crash response time not exceeding 15 minutes
31	Provide additional towing and recovery vehicles on highways to meet target of 1 tow-truck/recovery vehicle within distance of 100km	2014	2015	2016	2017	2018	50% achievement of target
32	Promote crash scene information management	2014	2015	2016			100% record of cases reported
33	Enforce the law on treatment of all road traffic crash victims before payment of hospital charges or recourse to the Police	2014					Zero case of hospital rejection of RTC victims
34	Strengthening coordination and ICT capacity for national M&E coverage and surveillance	2014	2015	2018	2017	2018	Frequency of ICT capacity for M&E activities Ratio of Planned M&E to Actual M&E Activities
35	Sensitize stakeholders on the need for NRSS and timely reporting of RTCs to appropriate agencies	2014	2015	2018	2017	2018	Adoption and buy-in of the NRSS by all stakeholders across the Federation

UPGRADE OF FRSC ACADEMY AND TRAINING SCHOOL

2



Academy:

- ▲ Degree awarding institution
- ▲ Center of Excellence for Road Safety in Africa



Training School:

- ▲ Diploma
- ▲ Certificate

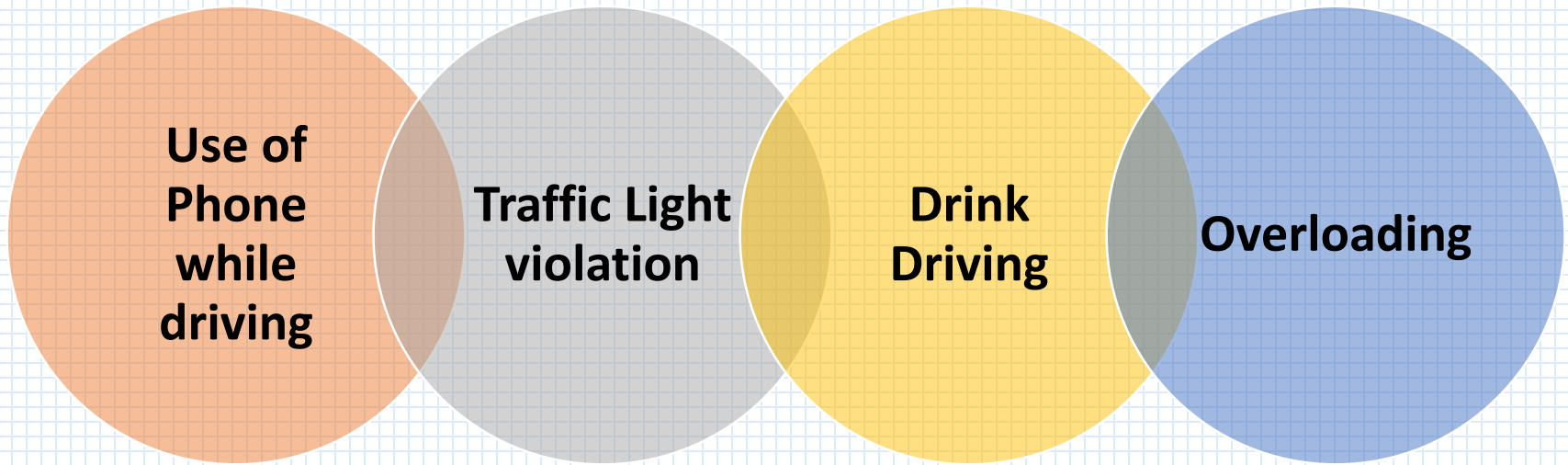
PSYCHOLOGICAL



TESTING

The Psychological Evaluation Test commenced on July 1, 2017

Psychological Evaluation Test primarily focuses on the following :





- Donation and acquisition of vital equipment
- Operating license awaited



Developed
SOP on
Auction
Sales

CONTINUOUS AUDACITY IN IMPROPER DRESSING

6



DWINDLED LOCAL CAPACITY DEVELOPMENT EFFORTS

7

In – house
lectures

Seminars,
workshops
e.t.c

Patrol pre-
briefs

The quality
and
supervision
level of In-
house lectures
must be
stepped up

Going by the
changing
environment
and
developments
in road safety,
relevant
programmes
should be
pursued

Pre-Patrol
activities must
be revived and
all elements
must be
adhered to

DWINDLED AND NON QUALITY DURBARS

8



Funding

9



Executive Orders No. 01 : Ease of Doing Business in Nigeria, dated Thursday, May 18, 2017



Integrating FRSC into “Ease of doing Business” in Nigeria

a

Transparency



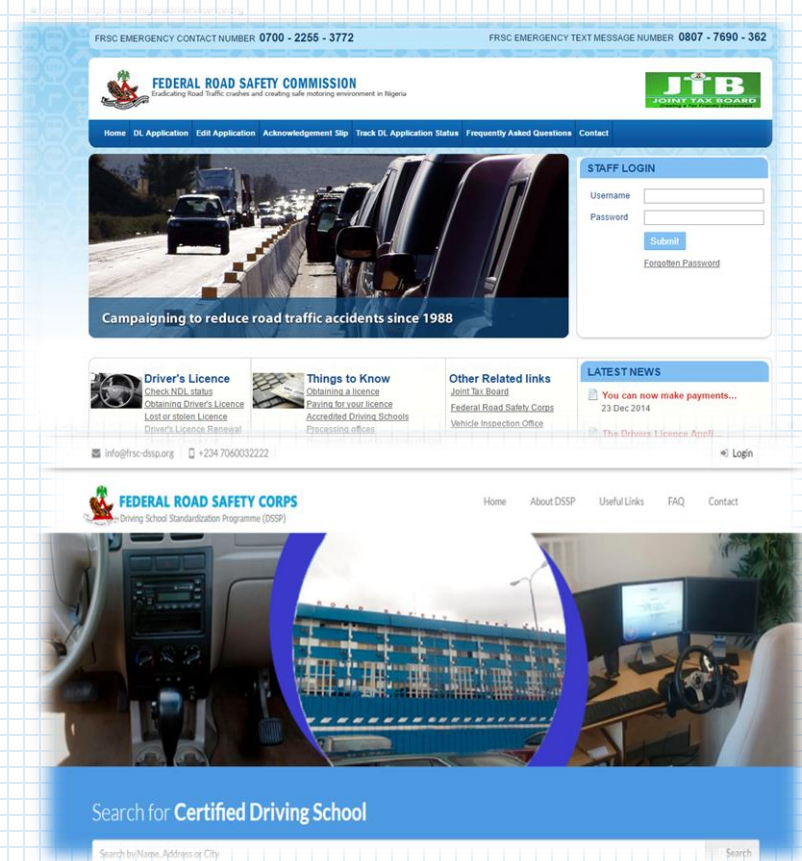
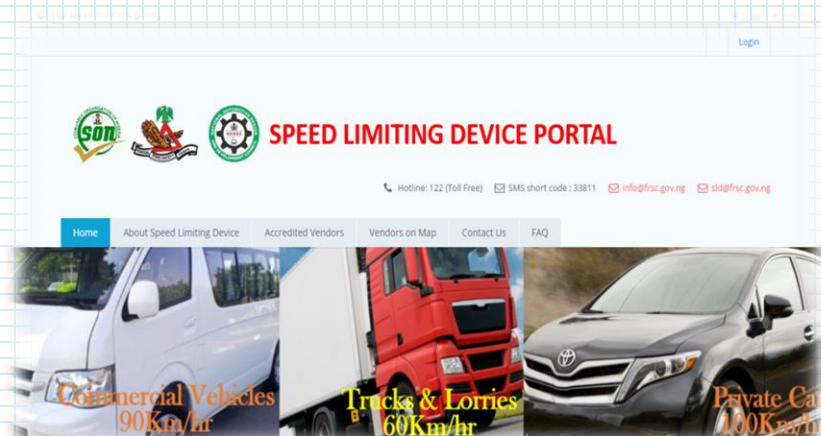
The Corps remains at the fore front of Public Service Organizations in the country with cutting edge technology capable of fast tracking transparency in service delivery

Making Businesses thrive in Nigeria through the FRSC platforms implies:

Functionality of all website at all times

Display of all processes, procedures and requirements for each service including timelines

Contacts, Rapid Response to request(s) and feedback



Responses to
Local and
Foreign
Requests on any
of the Corps'
services must be
stepped up at all
levels

An up-to-
date list of
requirements
and time line
for FRSC
products
shall be
published on
all related
websites

Stipulated
guidelines,
processes and
procedures
outlined on
the website
must be dully
followed {no
broken
link(s)}

Staff involved
in any service
must be
updated on
the new focus
of the current
administration

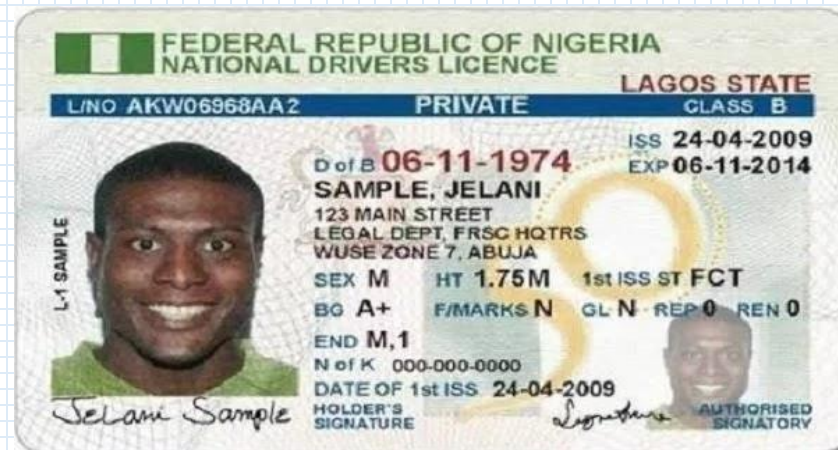
Instances where a particular website/page is dysfunctional
or the contacts are not responding constitutes a breach of
the Executive Order

Default shall not be tolerated

Key service Areas for Transparent operations

Driver License and Number Plate Production

Fresh application and Renewals for Driver License/ Number Plates as well as activities at DLCs and NVIS respectively **shall reflect transparency. There shall be no touting in NDL by any staff**



Towing & Recovery Services

Transparency be reflected in towing services involving the Corps and other P-P-P arrangement that will facilitate efficiency in road obstruction clearance



Driving School Standardization Program (DSSP)

Due process shall be followed in the establishment of Driving Schools to **depict transparency**

Emergency and Rescue Services

All efforts and Energy **shall** be directed at reducing response time to distress scenes and prompt attention to victims **at no cost to the public** using the Toll-Free number '122'.



Road Transport Safety Standardization Scheme (RTSSS)

Registration, Inspection and Certification processes should be conducted in a manner devoid of extortion
Strict payment of stipulated fee shall be adhered to

FRSC Housing Scheme

Transactions that have to do with Staff and outsiders on FRSC housing scheme **shall be published and requirements clearly stated**

FRSC Pensions and Pensioners

Activities between the Corps, PenCom and PFAs must be **transparent**. Prospective retirees should be able to access their benefits **with ease**


FRSC Public Enlightenment and Education

PE program **shall be friendly** and also attract **no fees**

SERVICOM

FRSC SERVICOM CHARTER

All customers FRSC
customers must be treated
with **courtesy, dignity** and
politeness



SERVICOM

Service Compact with All Nigerians

FRSC SERVICOM Work Ethics

- No officer will leave files unattended to for more than 48 hours
- No lateness to work
- Dress Properly, Correctly and Responsibly
- No Malingering and Loitering
- Keep offices and Conveniences clean
- Do not leave office before closing time
- Be guided by the concept of quality service delivery
- Always be on your seat
- Response to request from client must be processed within (15) working days by schedule officers, or acknowledgements sent within 48 hours if the matter is complex
- All matters pertaining to ad-hoc and special assignments should be handled within the specified period
- Attend to customers / clients politely and specify time targets for attending to them
- Reasons for delays should be explained politely

Complaints / Grievances Redress Methods

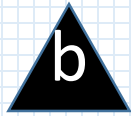
Make complaints of report grievances in writing, telephone, or visit to

The Nodal Officer
Servicom Unit
Federal Road Safety Commission
National Headquarters Annex
No. 11 Alexandria Crescent
Off Aminu Kano Crescent
Wuse II - Abuja. 0805 274 0964
0905 629 4067. (CJG)

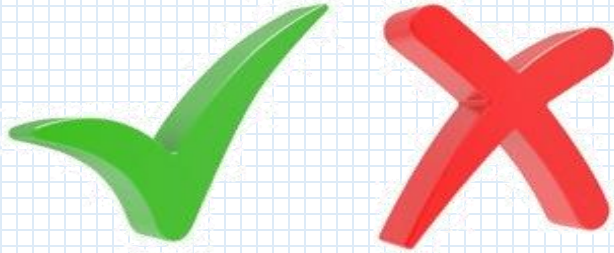
The Corps Marshal & Chief Executive,
Federal Road Safety Commission
National Headquarters
Olusegun Obasanjo Way
Zone 7 Wuse, Abuja.
Tel: 09-5231857

Servicom Complaint Suggestion Box

MINISTERIAL SECRETARIAT



Default Approvals



2

Commanding Officers are to note that approvals or rejection of request(s) **shall** be made within the **stipulated period** as indicated on website or published in any media

1

Effective communication **shall** be maintained at all times including **acknowledgements and replies** to all requests made within and outside the Corps

3

Records of rejections and disapprovals with **reasons** communicated to applicants must be maintained weekly

4

Failures shall attract disciplinary measures



One Government

Improvement of service responses by eliminating unnecessary bureaucratic bottle necks



Without compromising standards and quality, all administrative structures of the **FRSC nationwide shall imbibe the spirit of oneness** with the sole aim of doing business easier for other agencies of government

While FRSC may not be directly involved in VISA issuance and other allied services; travelers' experience are greatly influenced by the Corps operation on the highways that may send **positive or negative signal to visitors.**

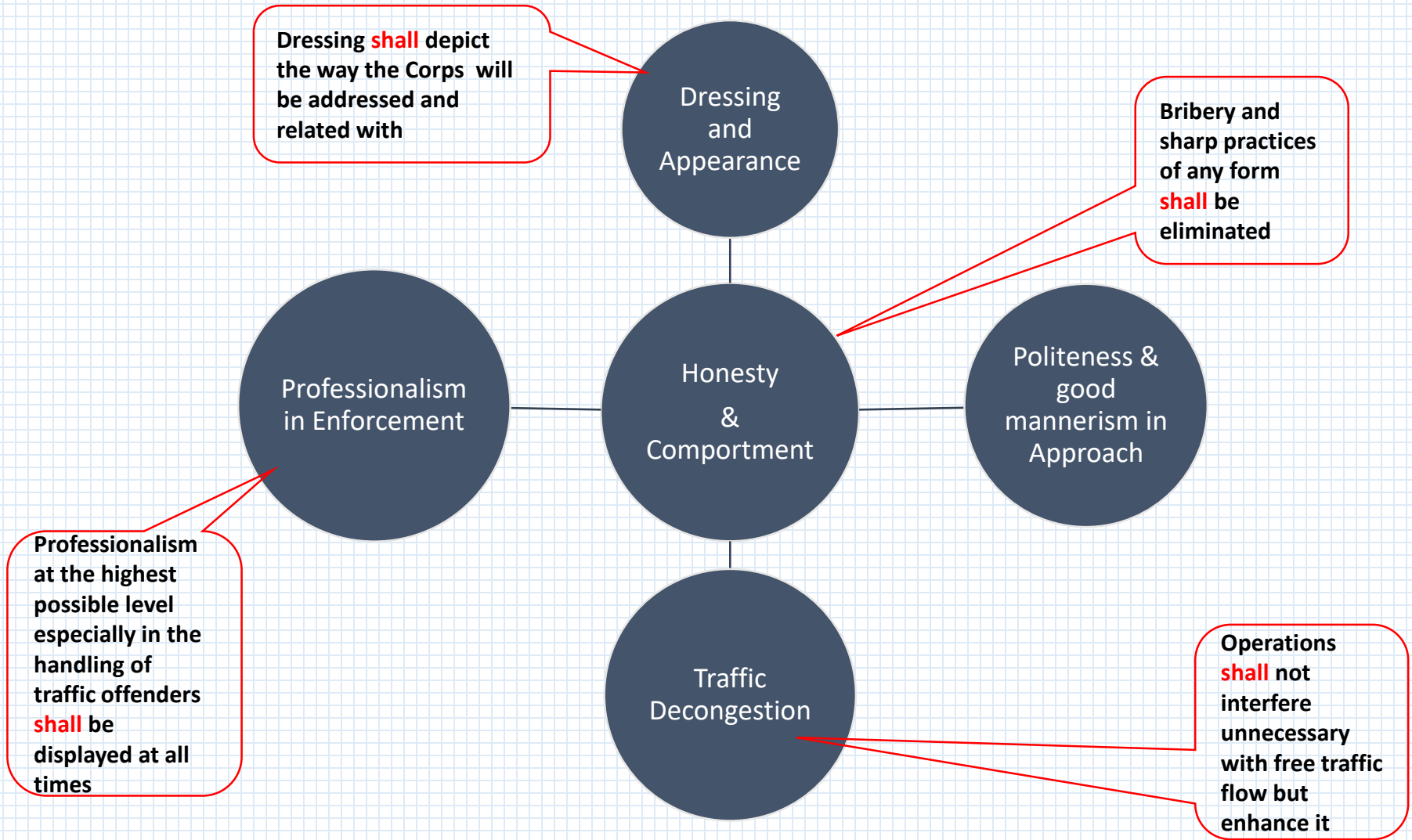
Foreigners Entry
Experience



The
preponderance of
the road
transportation
suggests that all
travelers into
Nigeria would ply
the nation's
highways one way
or the other



The **LOOK** at Officers and Marshals on the road:



This will positively project Nigeria's image and promote friendly business atmosphere with FRSC in particular and the country in general

Port Operations



Improved FRSC collaboration at the Ports becomes increasingly necessary to address traffic congestion on the adjoining routes to facilitate ease of moving goods to end users/consumers



Health is the most valuable asset to every living being. Without good health, visions are stranded, goals unaccomplished and life miserable as well as unfulfilled.

PROMOTION ISSUES

12

Breakdown of Officers who have attempted three promotion exercises and above (2008 to 2016)

RANK	3 ATTEMPTS	4 ATTEMPTS	5 ATTEMPTS	6 ATTEMPTS	TOTAL
CC	5	13	1	0	19
DCC	4	2	2	3	11
ACC	18	80	20	0	118
CRC	6	0	1	4	11
SRC	14	0	0	3	17
RC	1	0	0	0	1
DRC	14	1	1	0	16
TOTAL	62	96	25	10	193

Breakdown of Marshals who have attempted three promotion exercises and above (2008 to 2016)

SN	RANK	NUMBER
1	DCI	20
2	ACI	33
3	PMI	34
4	SMI	29
5	MI-I	30
6	MI-II	10
7	MI-III	14
8	DCRMA	205
9	SRMA	74
10	RMAI	46
11	RMAII	42
12	RMAIII	50
	TOTAL	587

CONCLUSION: EZRA AND THOMAS

13

Ezra and Thomas joined a company together a few months after their graduation from the University. After a few years of work, their Manager promoted Ezra to a position of Senior Sales Manager, but Thomas remained in his entry level of Junior Sales Officer position.

Thomas developed a sense of jealousy and disgruntlement but continued to work anyway. One day, Thomas felt that he could not work with Ezra anymore. He wrote his resignation letter, but before he submitted to his Manager, he complained that Management did not value hardworking Staff, but promoted only the favoured.

The Manager knew that Ezra worked very hard for the years that he had spent at the company, even harder than Thomas and therefore deserved the promotion. So in order to help Thomas to realize this, the Manager gave Thomas a task.

“Go and find out if anyone is selling water melon in town”
Thomas returned and said, “ Yes there is someone”.

Manager asked, “ How much per kg?”. Thomas drove back to town to ask and then returned to inform the Manager, “They are N100 per kg”.

The Manager told Thomas, “ I will give Ezra the same task that I gave you. Please pay close attention to his response”.

So the Manager said to Ezra in the presence of Thomas, “ Go and find out if anyone is selling water melon in town?”.

Ezra went to find out and on his return, he said:
“ Manager, there is only one person selling water melons in the whole town. The cost is N500 per each, N300 for half and N100 per Kg when sliced.

He has in stock 93 melons each one weighing about 7Kg. He has a farm and can supply us with melons for the next 4 months at the rate of 102 melons per day at N350 per melon; this includes delivery. The melons appear fresh and red with good quality and they taste better than the ones we sold last year. He has his own slicing machine and is willing to slice for us free of charge. We need to strike a deal with him before 10am tomorrow and we will be sure of beating last year's profit in melons by over N2.3m.

This will contribute positively to our overall performance as it will add a minimum of 8.78% to our current overall sales target. I have put this information down in writing and is available on spreadsheet. Please let me know if you need it as I can send it to you in 15minutes".

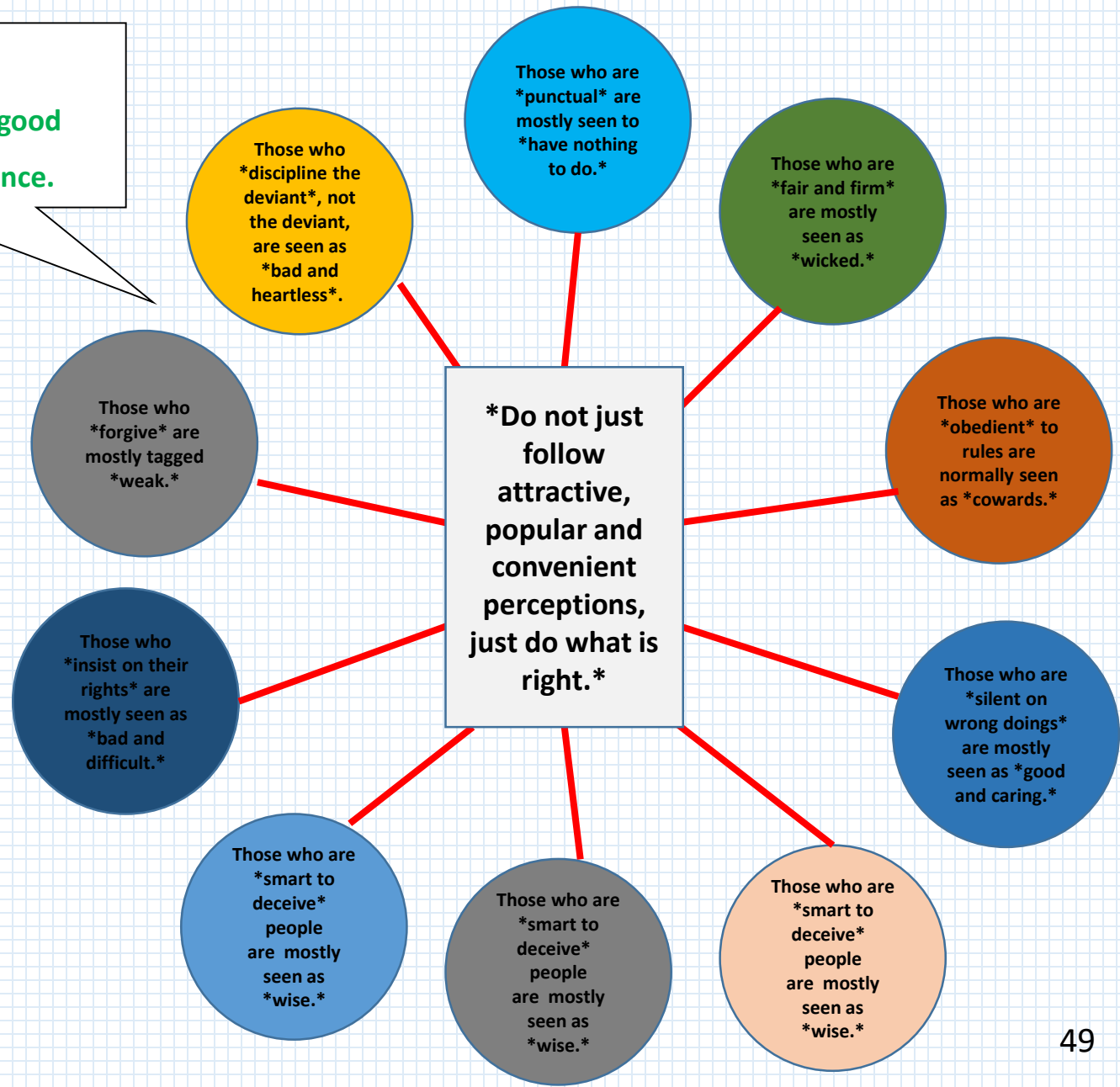
Thomas was very impressed and realized the difference between himself and Ezra. He decided not to resign but learn from Ezra.

You won't be rewarded for doing what you are meant to be doing, you only get a salary for that. YOU ARE ONLY REWARDED FOR GOING AN EXTRA MILE, PERFORMING BEYOND EXPECTATIONS

To be successful in life, you must be observant, pro-active and willing to do more, think more, have a more holistic perspective and go beyond the call of duty.

Conclusion-(cont)

When standards are lowered,
individuals determine what is good
and bad at their own convenience.





For the Corps to realize its goals...
It Begins with YOU

THANK YOU

Phone Only



SMS Only



Call toll free on: 122
0700 - CALL - FRSC
0700 - 2255 - 3772

080 7769 0362

www.frsc.gov.ng