



# MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Department of Transportation and Communications	OUTPUTS	DEPARTMENT BUDGET FY 2014 (In million)	OVERALL RESULTS ASSESSMENT				RATING	
			SERVICE/ PRODUCT RESULTS					
			PERFORMANCE INDICATORS	FY 2013 ACTUAL ACCOMPLISHMENT	FY 2014 TARGET	FY 2014 ACTUAL ACCOMPLISHMENT		
<b>MAJOR FINAL OUTPUTS</b>								
<p>The Department of Transportation and Communication (DOTC) develops, promotes, implements and maintains integrated and strategic transportation and communication systems that will ensure safe, reliable, responsive, and viable services to accelerate economic development and to better serve the transport and communications needs of the people.</p>	Transport Policy Services	Php19,280	Number of plans and policies developed and issued or updated and disseminated	33 plans and policies	78 plans and policies	113 plans and policies	145%	
			Average percentage of clients who rate the plans and policies as satisfactory or better		58%	85%	147%	
			Percentage of application updated over the last three years		62%	70%	113%	
	Regulatory and Enforcement Services	Php3,049,290	Licensing and Registration/Franchising					
			Number of motor vehicles registered	7,471,763 registered motor vehicles	7,697,730 registered motor vehicles	7,778,721 registered motor vehicles	101%	
			Number of driver's/seafarer's licenses, permits and certificates issued	5,106,459 driver's/seafarer's licenses	5,325,199 driver's/seafarer's licenses	5,985,835 driver's/seafarer's licenses	112%	
			Number of air agreements negotiated/ air consultation talks conducted, reviewed and updated	8 air agreements	6 air agreements	10 air agreements	167%	
			Number of ships/vessels/air carriers/air freight forwarders new applications/renewals of operating permits, licences and certificates acted upon	61,414 new applications/renewals acted upon	41,498 new applications/renewals acted upon	48,850 new applications/renewals acted upon	118%	
			Percentage of registration completed transactions with MV Plates and Stickers		90%	94%	104%	
			-New Driver's License within 7 days -Renewal of Driver's License within 2 hour			7,311,998 out of 7,778,721 registration completed transaction		
			Percentage of applications acted upon receipt of compliant applications		90%	95%	106%	
			-New Driver's License within 4 hours -Renewal of Driver's License within 1 hour			4,756,937 out of 5,007,302 applications acted upon		
			Percentage of new CPC acted upon over the compliant applications received	82%	83%	85%	102%	
			Percentage of extension of validity acted upon over the number of petitions/ application of extension of validity received	77%	76%	94%	124%	
			Percentage of dropping and substitution acted upon over the number of dropping/substitution filed	72%	64%	76%	119%	
Percentage of other petitions acted upon over the number of other petition filed	96%	89%	88%	99%				
Percentage of social permits acted upon over the number of applications received	100%	90%	100%	111%				
Percentage of sale and transfer acted upon over the number of sale and transfer received	86%	85%	91%	107%				
Percentage of confirmations acted upon vs. number of authorized units	99%	90%	99%	110%				
Number of countries entitlements concluded as a percentage of total number of countries with whom air talks were conducted/negotiated	6 countries	4 countries	10 countries	250%				



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			Percentage of air agreements negotiation/air consultation talks initiated or acted upon within a year	100%	75%	100% 10 out of 10 negotiation initiated	133%		
			Percentage of applications for operating permits acted upon within 20 days from receipt of applications	100%	80%	100% 3,668 out of 3,668 applications acted upon	125%		
			Percentage of license applications processed within 15 days from receipt of application		90%	100% 45,388 out of 45,388 applications for ship vessels; 978,533 out of 978,533 applications for seafarers	111%		
			Percentage of seafarers certified/documentated with 1 or more recorded violations in the last 3 years		2%	0.012% 153 out of 1,285,274 seafarers with violations	199%		
			<b>Monitoring and Enforcement</b>						
			Number of cases / complaints acted upon	881 complaints acted upon	830 complaints acted upon	985 complaints acted upon	119%		
			Number of security violations and complaints acted upon		14 security violations acted upon	14 security violations acted upon	100%		
			Number of violations/ complaints acted upon and reports issued	745 violations acted upon	1,014 violations acted upon	1,824 violations acted upon	180%		
			Number of vessels, sites and facilities monitored and/or inspected with reports issued	10,039	9,322	11,428	123%		
			Number of kilometers of tollway inspected	420 km	480 km	1,977 km	412%		
			Number of units inspected and monitored that complied with rules and regulations		100,000 units inspected	106,286 units inspected	106%		
			Number of site inspections and audit/verification conducted		181 site inspections	500 site inspections	276%		
			Number of facilities with approved security plans and programs that had 2 or more recorded security breaches in the last 3 years		17 facilities with recorded security breaches	8 facilities with recorded security breaches	153%		
			Number of enforcement actions carried out	625 enforcement actions	600 enforcement actions	647 enforcement actions	108%		
			Number of hours logged to man the CAB passenger assistances/complaint desk	4,825 hours	1,200 hours	5,040 hours	420%		
			Number of persons and entities with 2 or more recorded violations in the last 3 years as a percentage of total violators	7 persons	8 persons	62 persons	775%		
			Percentage of Admitted apprehensions vs. Total apprehensions		85%	89%	105%		
			Percentage of certificate/ permit holders or licenses with 2 or more adverse findings during monitoring		2%	0.365%	182%		
			Percentage of detected non-compliance issued with notice for rectification within 7 days of detection		90%	100%	111%		
Percentage of permit, license or certificate holders with 2 or more incidents/violations recorded over the last 3 years		36%	25%	131%					



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			Percentage of tollway facilities inspected twice within a year	70%	80%	158%	198%
			Percentage of filed cases/complaints acted upon within 5 days from receipt of case/complaints	100%	80%	100%	125%
			Percentage of detected violations/complaints that are resolved or referred for prosecution within 7 days if pertaining to toll operators and air carriers/other stakeholders and within 5 working days if pertaining to vessels, sites and other facilities	24%	28%	31%	111%
			Number of persons/entities, vessels, sites and other facilities with 3 or more recorded violations or complaints in the last 3 years as a percentage of total number of violations or complaints	52%	47%	23%	151%
			Percentage of submitted reports that resulted in the issuance of violations reports and penalties imposed	0.08%	0.09%	0.25%	278%
			Percentage of vessels, sites and other facilities that have been inspected more than twice in the last 2 years	0.20%	10%	9%	90%
			Percentage of certificate holders with more than 1 recorded adverse findings		5%	5%	100%
			Percentage of terminals and transport related facilities subjected to 2 or more scheduled inspections in the last 3 years		1%	1%	100%
			Percentage of detected non-compliance issued with notice for rectification within 10 working days of detection			80%	100%
	Transport Security Advisory and Support Services	Advisory Services					
			Number of alert advisories issued		24 alert advisories	24 alert advisories	100%
			Number of information received and processed as a percentage of total number of alert advisories		384 information received and processed	384 information received and processed	100%
			Percentage of information received and processed within 24 hours		100%	100%	100%
		Training and Support Services					
			Number of security personnel trained and certified		1,600 personnel trained	3,069 personnel trained	192%
			Number of security screening equipment deployed for operation		271 screening equipment	257 screening equipment	95%
			Percentage of trainees who rate the training or support as satisfactory or better		90%	90%	100%
			Percentage of security equipment operational downtime		10%	1%	190%
			Percentage of security equipment operational within 72 hours upon notice of breakdown		86%	89%	103%
	Percentage of security training completed within prescribed Program of Instruction (POI)		100%	100%	100%		
	Percentage of training programs that commence within 5 minutes of scheduled start time		100%	100%	100%		



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			Number of compliance certificate applications acted upon		192 applications	934 applications	486%
			Percentage of transport facilities with approved security plans and programs that had recorded security violations in the last 3 years		5%	5%	100%
			Percentage of compliance certificate applications acted upon within 5 working days		90%	100%	111%
	Maritime Security and Patrol Services	Php5.65	Number of kilometers of Philippine Coast patrolled/monitored	54,636 km	41,348 km	119,213 km	288%
			Percentage of detected incidents intercepted and apprehended	5%	7%	23%	329%
			Percentage decrease in the number of maritime incidents/ infractions against the average number of incidents over the last 3 years	10%	12%	23%	192%
			Percentage of Philippine Coast under surveillance patrol more than 50 times a year	66%	69%	176%	255%
	Search and Rescue Services		Number of incidents reported	626 incidents reported	569 incidents reported	708 incidents reported	124%
			Percentage of incidents with successful search and rescue	97%	98%	97%	99%
			Percentage of incidents resolved within 6 hours	86%	46%	97%	211%
	Navigational Safety Services		Number of nautical miles of shipping lanes under management	11,285 nautical miles	11,285 nautical miles	11,285 nautical miles	100%
			Number of marine incidents of ship collision and other recorded navigational incidents in the last 3 years	555 marine incidents	333 marine incidents	446 marine incidents	134%
			Percentage of incidents where defective navigation facilities replaced or repaired within 30 days of detection	1%	1%	1%	100%
	Maritime Safety and Environmental Protection Services		Number of vessels and facilities inspected by PCG on marine pollution regulations	10,054 vessels and facilities inspected	10,272 vessels and facilities inspected	11,074 vessels and facilities inspected	108%
			Number of vessels and facilities inspected in the last 2 years with 2 or more defect notices issued as a percentage of the total number of ships issued with a defect notice	19,276 vessels and facilities inspected	16 vessels and facilities inspected	29 vessels and facilities inspected	181%
			Percentage of vessels and facilities subjected to 2 or more marine pollution compliance inspections in the last 2 years	0.08%	0.20%	0.29%	145%
	Rail Transport Passenger Services		Number of passenger kilometers travelled (per day)	4,483,725 passenger kilometers	4,445,733 passenger kilometers	4,335,324 passenger kilometers	98%
			Number of passenger unloading incidents (annual)	281 passenger unloading incidents	364 passenger unloading incidents	222 passenger unloading incidents	139%
			Average travel speed	48 kph	48 kph	38 kph	79%
			Compliance with approved Time Table	91%	90%	93%	103%
	Transport Cooperative Promotion and Development Services	Php1.11	Issuance of TC Accreditation Certificates				
			Number of applications for certificates acted upon	30 applications	50 applications	54 applications	108%
			Average percentage of certificate holders who rate the process as satisfactory or better		85%	100%	118%
		Percentage of applications for certifications acted upon within 1 month		100%	100%	100%	



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			Number of applications for certificates acted upon	278 applications	200 applications	276 applications	138%	
			Average percentage of certificate holders who rate the process as satisfactory or better		90%	100%	111%	
			Percentage of applications for certifications acted upon within 1 day		100%	100%	100%	
			TC Operation Inspection					
			Number of TC Management and Operation inspection conducted	168 inspection conducted	145 inspection conducted	152 inspection conducted	105%	
			Average percentage of TC Compliance with rules, regulations, plans and programs		65%	100%	154%	
			Percentage of detected deficiencies that are resolved		50%	45%	90%	
			Capacity/Capability Building Programs					
			Number of TC capacity/ capability building programs	174 building programs	185 building programs	234 building programs	126%	
			Average percentage of level/rate of effectiveness of the program		90%	90%	100%	
			Percentage of actual execution over the planned schedule		85%	100%	118%	
	Technical Development Assistance							
	Number of transportation cooperative technical development needs acted upon	324 transport cooperative	215 transport cooperative	401 transport cooperative	187%			
	Percentage of transportation cooperative clients who rate the service as satisfactory or better		90%	100%	111%			
	Percentage of detected deficiencies that are resolved		50%	95%	190%			
	STO and GASS							
	SUPPORT TO OPERATIONS			Implementation of QMS for the issuance of Seafarer's Identification and Record Book (SIRB)				
				Number of trainings conducted		4 trainings	4 trainings	100%
				Number of employees trained		81 employees	81 employees	100%
Number of IQA conducted					1 IQA conducted	4 IQA conducted	400%	
Completed IQA report based on initial IQA conducted					1 IQA report	3 IQA report	300%	
Number of process owners trained to address audit findings					3 process owners trained	3 process owners trained	100%	
Approved minutes of Management Reviews conducted					1 approved minutes	1 approved minutes	100%	
Headquarters Philippine Coast Guard								
Approved minutes of Management Review				2 approved minutes	2 approved minutes	2 approved minutes	100%	
ISO 9001:2008 Certification maintained (Core business process and Support services)				ISO 9001:2008 certification	maintain ISO 9001:2008 certification	maintained ISO 9001:2008 certification	100%	
Percentage of technical and non-technical training programs based on TNA/DNA conducted at the beginning of the calendar year				96%	93%	99%	106%	



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			Obligations BUR Ratio of total obligations to total release.		74%	71.57%		97%
						Php41,653,000,000 Php58,203,000,000		
			Disbursements BUR Ratio of total disbursement to total obligations.		54%	49.38%		91%
						Php13,949,000,000 Php28,249,000,000		
			Submission to COA					
Financial Statements for FY 2013 (per PD 1445)	100%	100%	100%	100%	100%			
Report on ageing of Cash Advances (cut-off date November 15, 2014)	100%	100%	100%	100%	100%			

Source: Agency Form A/A-1: Assessment of DBM BMB-A