FY 2021 Performance-Based Bonus Scorecard

## **OFFICE FOR TRANSPORTATION SECURITY**

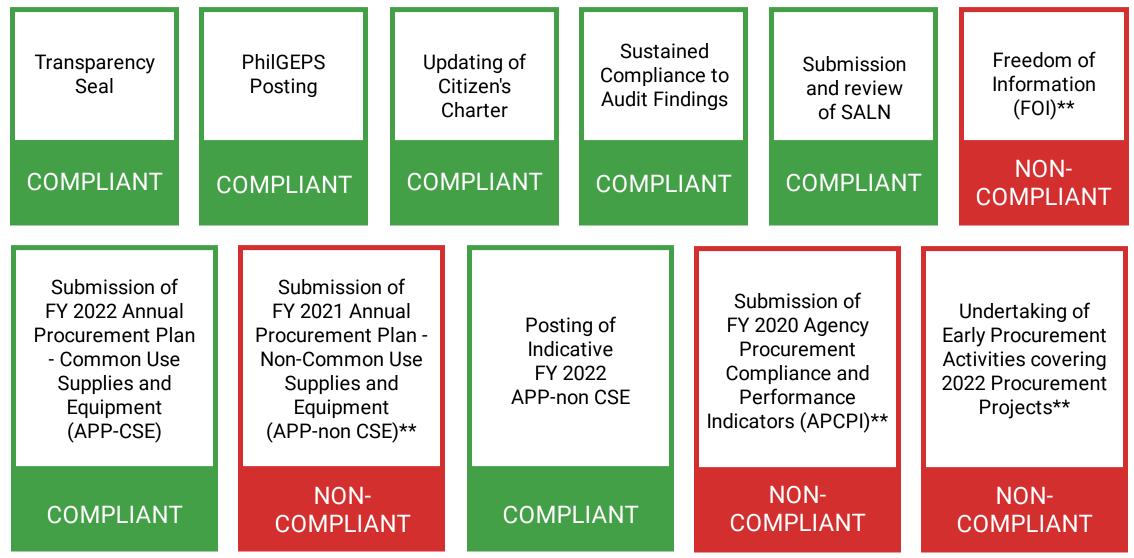
<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the example of	<section-header>ControlPROCESSPROCESSRESULTSAchieved ease of transaction for 29% (5 out of 17) of its frontline services*</section-header>	<section-header><section-header><text></text></section-header></section-header>	OCITIZEN/CLIENT SATISFACTION RESULTSAchieved Very Satisfactory satisfaction rate; no #8888 complaints received and 100% CCB complaints resolved
15	2	3	5	5
total score	SCORE	score	score	score
<b>75</b>	<b>10</b>	<b>15</b>	25	<b>25</b>
Total points	POINTS	POINTS	POINTS	POINTS

Legend:	1 SC
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4 SCORE = 20 POINTS

5 SCORE = 25 POINTS

## **Compliant in 7 out of 11 Agency Accountability Requirements**



\*The unit/s most responsible (including its head) for the criteria stated in Section 3.0 of MC 2021-1 with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.

\*\*The unit/s most responsible (including its head) for the non-compliance with the Agency Accountability Requirements provided in Section 5.0 of MC 2021-1 will be isolated from the grant of the FY 2021 PBB.



Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems