

### Traffic Adjudication Service Success Indicators

Program and Project Based / Major Final Output	Success Indicator (Targets & Measures)	Rating Scales	Quality Effectiveness	Efficiency	Timeliness	Operational Definitions	Office Accountable
Evaluation of Apprehension Cases for Adjudication	100% apprehension documents for adjudication are evaluated according to standards (accurate, unbiased and consistent) upon receipt	5	Always according to standards	100% meeting the success indicators	Upon receipt		Traffic Adjudication Service
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	1 day beyond delayed		
Issuance of Resolutions	100% evaluated apprehension documents for issuance of resolution are prepared according to standards (well organized, accurate, concise, easy to understand, based on facts and grammatically correct) upon receipt	5	Always according to standards	100% meeting the success indicators	Upon receipt		Traffic Adjudication Service
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	1 day beyond delayed		
Processing/Printing of Resolutions	100% issued resolutions are processed according to standards (completeness and accurate) within the day	5	Always according to standards	100% meeting the success indicators	Within the day		Traffic Adjudication Service
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		

		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	1 day beyond delayed		
Issuance of Pay Order Slip (POS)	100% POS as additional payment for the settlement of the overloading violations are issued according to standards (completeness and accurate) within the day	5	Always according to standards	100% meeting the success indicators	Within the day		Traffic Adjudication Service
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	1 day beyond delayed		