Operations Division - Central Command Center Success Indicators

Program and Project Based / Major Final Output	Success Indicator (Targets & Measures)	Rating Scales	Quality Effectiveness	Efficiency	Timeliness	Operational Definitions	Office Accountable
Receives and acts on reports of apprehensions and violations of land transportation laws	Receives and acts on reports of apprehensions and violations of land transportation laws with 100% accuracy	5	Always according to standards	100% meeting the success indicators	Immediately		Central Command Center
		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	Later/Never		
Receives and acts on reports of lost and/or stolen motor vehicles and license plates	Receives and acts on reports of lost and/or stolen motor vehicles and license plates with 100% accuracy	5	Always according to standards	100% meeting the success indicators	Immediately		Central Command Center
		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	Later/Never		
Receives and acts on reports of road crash incidents	Receives and acts on reports of road crash incidents with 100% accuracy	5	Always according to standards	100% meeting the success indicators	Immediately		Central Command Center
		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	Later/Never		
Receives and acts on reports of crimes or offenses committed through the use of motor vehicles	Receives and acts on reports of crimes or offenses committed through the use of motor vehicles with 100% accuracy	5	Always according to standards	100% meeting the success indicators	Immediately		Central Command Center
		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	Later/Never		
Receives reports of sale of disposition of previously registered motorcycles	Receives reports of sale of disposition of previously registered motorcycles with 100% accuracy	5	Always according to standards	100% meeting the success indicators	Immediately		Central Command Center
		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	Later/Never		
Receives reports of apprehensions including seized/impounded motorcycles and eventual release of units from the impounding area	Receives reports of apprehensions including seized/impounded motorcycles and eventual release of units from the impounding area with 100% accuracy	5	Always according to standards	100% meeting the success indicators	Immediately		Central Command Center
		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	Later/Never		
Receives reports of lost, damaged or stolen motorcycle plates	Receives reports of lost, damaged or stolen motorcycle plates with 100% accuracy	5	Always according to standards	100% meeting the success indicators	Immediately		Central Command Center
		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	Later/Never		
Immediately address concerns related to crimes of offenses committed through the use of motorcycles and answer inquiries related to the law	Immediately address concerns related to crimes of offenses committed through the use of motorcycles and answer inquiries related to the law with	5	Always according to standards	100% meeting the success indicators	Immediately		Central Command Center
		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		

inquiries related to the law	100% accuracy	2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	Later/Never	
Receives concerns and complaints on the LTO processes and procedures	**Receives concerns and complaints on the LTO processes and procedures with 100% accuracy**	5	Always according to standards	100% meeting the success indicators	Immediately	**Central Command Center**
		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	Later/Never	
Maintains a positive and professional attitude towards clientele at all times	**Maintains a positive and professional attitude towards clientele at all times with 100% accuracy**	5	Always according to standards	100% meeting the success indicators	Immediately	**Central Command Center**
		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	Later/Never	