




# OFFICE OF THE CORPS MARSHAL, FRSC HQ ABUJA

## 2014 1<sup>ST</sup> QUARTER PERFORMANCE INITIATIVES - ASSESSMENT DETAILS












Performance Assessment Key:

 Fully achieved     Partially achieved     Not achieved

### **SACOMACE**

#### GOAL 1 **Improved Supervision Corps wide**

##### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

-  STRATEGIC INITIATIVE 1.1: Deploy SharePoint Application and Portal to facilitate staff collaboration and knowledge sharing within the Corps.
-  STRATEGIC INITIATIVE 1.2: Commence the creation of SharePoint User Groups starting with RSHQ.
-  STRATEGIC INITIATIVE 1.3: Increase FRSC utilization of GLO CUG from 3159 to 4159 lines.
-  STRATEGIC INITIATIVE 1.4: Expand the network infrastructure at the RSHQ.
-  STRATEGIC INITIATIVE 1.5: Monitor staff usage of the FRSC Mail Exchange.
-  STRATEGIC INITIATIVE 1.6: Conduct daily stand up meeting to review IT activities.
-  STRATEGIC INITIATIVE 1.7: Conduct ICDL training for FRSC Commanding officers.
-  STRATEGIC INITIATIVE 1.8: Initiate refresher courses for FRSC ICDL Trainers and Testers.
-  STRATEGIC INITIATIVE 1.9: Commence ICDL preparatory classes for Marshals at the RSHQ using the new Training Centre.
-  STRATEGIC INITIATIVE 1.10: Commence accreditation processes for an FRSC ICDL Centre.
-  STRATEGIC INITIATIVE 1.11: Deploy IP phone to RSHQ Depts and Corps Offices

- STRATEGIC INITIATIVE 1.12: Deploy 300 computer systems for use in offices and Commands.
- STRATEGIC INITIATIVE 1.13: Conduct quarterly on-the-spot audit on IT equipment in the Corps.
- STRATEGIC INITIATIVE 1.13: Deploy Customer Relationship Manager (CRM) to manage internal (Help Desk) and external requests (Call Centre).

### **GOAL 3 Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Use the electronic learning facility of the new Training Centre to promote the training of staff on road safety auditing.
- STRATEGIC INITIATIVE 3.2: Ensure optimum connectivity for effective implementation of the Number Plates and National Driver's Licensing schemes.

### **GOAL 4 Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Ensure optimization of the quick reference functionality on the FRSC mobile device in order to provide patrol teams with instant access to offenders' driving records.
- STRATEGIC INITIATIVE 4.2: Centre a link on FRSC website for public education on road use.
- STRATEGIC INITIATIVE 4.3: Promote FRSC public image through Online marketing.

## PSO COMACE

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Online Monitoring of Field Command's activities.
- STRATEGIC INITIATIVE 1.2: On the spot monitoring of field Command's activities.
- STRATEGIC INITIATIVE 1.3: Identify appropriate courses for Officers and Marshals in PSO's Office with a view to training them to improve their competency and productivity.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Analyze Report submitted to Ops Dept from Field Commands in respect of breathalyzers for COMACE consideration.
- STRATEGIC INITIATIVE 2.2: Analyze reports of arrest on Radar guns sent to Ops Dept.
- STRATEGIC INITIATIVE 2.3: Analyze report of arrest on retro-reflective tapes and rear light from field Commands submitted to Ops Dept for COMACE consideration.
- STRATEGIC INITIATIVE 2.4: Follow-up on the proceedings in the National Assembly on the review of FRSC Act in line with the NRSS.
- STRATEGIC INITIATIVE 2.5: Educate PSO staffs on the provision of FRSC enabling laws in In-house lectures.

### GOAL 3 **Improved Public Communication and Road use Education**

#### **STRATEGIC OBJECTIVE 3: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 3.1: Organize stakeholders forum.

## PSO II

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Quarterly assessment of HQ and field Commands participation in Weekly Games and COMACE walking/jogging exercise.
- STRATEGIC INITIATIVE 1.2: Organize Management Review Meeting to assess the implementation of QMS in the Corps as a requirement for the sustainability of ISO Certification.
- STRATEGIC INITIATIVE 1.3: Organize surveillance audit to be conducted by External Auditors in selected 20 formations comprising RSHQ, Zones, Sectors and NVIS plants.
- STRATEGIC INITIATIVE 1.4: Conduct of the 2014 Internal System Audit in 82 formations include RSHQ, Sector & Zonal Commands, NVIS plants, FRSC Academy and Training School.
- STRATEGIC INITIATIVE 1.5: Conduct follow-up audit of the 179 Unit Commands, DLCs, RTC Clinics and Zebras audited.
- STRATEGIC INITIATIVE 1.6: Organize the conduct of follow-up audit to close out the non-conformities detected during the surveillance audit of January 2014 in 20 formations.
- STRATEGIC INITIATIVE 1.7: Organize COMACE championship "Staff Games".
- STRATEGIC INITIATIVE 1.8: Sustain the online usage for application for Pass, Annual Leave and Issuing and replying to queries among the staff of PSOII.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: In collaboration with Keystone Bank Plc, organize Health Promotion Awareness Campaign/mass health screening of 1,500 Intercity commercial drivers Nationwide.
- STRATEGIC INITIATIVE 2.2: Organize monthly walking/jogging Exercise as a means of sensitizing the public on RTC prevention and reduction.

- STRATEGIC INITIATIVE 2.3: Educate the staff further on sustainability of ISO 9001:2008 certification in April 2014

**GOAL 3** **Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Publish Road use manual for persons with disability.
- STRATEGIC INITIATIVE 3.2: Establish the Child Road Safety Resource Centre & Crèche.
- STRATEGIC INITIATIVE 3.3: Annual submission of proposal of invention on MDGs to the OSSAP MDGs.
- STRATEGIC INITIATIVE 3.4: Sustain collaboration with relevant stakeholders on the achievement of MDGs.
- STRATEGIC INITIATIVE 3.5: Bulk SMS on weekly games/COMACE Walking & Jogging Exercise.
- STRATEGIC INITIATIVE 3.6: Produce and mount banners for monthly exercise a week before the exercise.

## PIO

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Periodic visit to Commands review their operational and administrative activities.
- STRATEGIC INITIATIVE 1.2: Monitor various special enforcement patrols.
- STRATEGIC INITIATIVE 1.3: Deploy the e-appraisal system for 2013.
- STRATEGIC INITIATIVE 1.4: Monitoring of all COMACE/Mgt Assigned task

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Liaise with Ops, CPRO and CMRS to monitor the distribution of breathalyzers and radar guns to Commands.
- STRATEGIC INITIATIVE 2.2: Monitor the RTSSS for compliance and proffer improvement
- STRATEGIC INITIATIVE 2.3: Monitor the operations of the DSSP
- STRATEGIC INITIATIVE 2.4: Monitoring of RTC 30 day rule/Hospital follow-up.

### GOAL 3 **Improved Road Safety Audit and Motor Vehicle Administration**

#### **STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Carry out inspection of DLCs and plants to assess the level of service delivery to customers.
- STRATEGIC INITIATIVE 3.2: Conduct a SWOT analysis of the plants and DLCs operations.

### GOAL 4 **Improved Public Communication and Road use Education**

#### **STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Monitor the conduct of drivers training Corps wide.
- STRATEGIC INITIATIVE 4.2: Monitor various PE campaigns by the Commands.

## PAU

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Design template for monitoring Zonal Command performance.
- STRATEGIC INITIATIVE 1.2: Implement the template for monitoring Zonal and Sector Commands performance.
- STRATEGIC INITIATIVE 1.3: Generate quarterly intelligence report on Zonal Command performance.
- STRATEGIC INITIATIVE 1.4: Embark on quarterly visit to Zonal Command.
- STRATEGIC INITIATIVE 1.5: Liaise with TSC to design template for monitoring ICDL training Corps wide.
- STRATEGIC INITIATIVE 1.6: Design template for collating data on available resources.
- STRATEGIC INITIATIVE 1.7: Analyse to generate intelligence.
- STRATEGIC INITIATIVE 1.8: Introduce SAP Web intelligence tools for real time data analysis and generating reports.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Design template for measuring reduction of RTC and fatalities.
- STRATEGIC INITIATIVE 2.2: Conduct survey on the effectiveness of the use of Radar guns and breathalyzer during enforcement.
- STRATEGIC INITIATIVE 2.3: Generate intelligence on motor parks activities.
- STRATEGIC INITIATIVE 2.3: Conduct survey on the rate of compliance with standard school bus policy, use of retro reflective tapes and rear light for commercial motor vehicles.
- STRATEGIC INITIATIVE 2.2: Disseminate the reviewed FRSC Act to all staff in the FRSC Insight newsletter.

- STRATEGIC INITIATIVE 2.4: Generate quarterly intelligence on the number of offenders prosecuted.

**GOAL 3** **Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Conduct survey on compliance to the use of driver's license and number plate.

**GOAL 4** **Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 3: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Design template for capturing details of drivers trained.
- STRATEGIC INITIATIVE 4.2: Develop educational template for road traffic offenders.
- STRATEGIC INITIATIVE 4.3: Generate intelligence on the number of drivers stopped and educated.
- STRATEGIC INITIATIVE 4.4: Analysis of schools with new road safety clubs.
- STRATEGIC INITIATIVE 4.5: Analysis of schools implementing road safety in the school's curriculum.
- STRATEGIC INITIATIVE 4.6: Analyze percentage increase in stakeholders collaboration.



## PROTOCOL

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Ensure monthly review of all FRSC programmes Corps wide.
- STRATEGIC INITIATIVE 1.2: Quarterly review of protocol activities within the Unit.
- STRATEGIC INITIATIVE 1.3: Facilitate the participation at least of 80% of protocol staff in ICDL Training.
- STRATEGIC INITIATIVE 1.4: Ensure that staff are assigned based on their capacities, strength and weakness.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: To provide input on the Review and amendment of FRSC Act and other FRSC publications.
- STRATEGIC INITIATIVE 2.2: To liaise with CLA for a resource person to educate staff quarterly on FRSC enabling laws.
- STRATEGIC INITIATIVE 2.3: Invite CLA to educate protocol staff on regular prosecution of road traffic offenders

### GOAL 3 **Improved Road Safety Audit and Motor Vehicle Administration**

#### **STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Ensure new DL and NP fliers are included in stakeholders souvenirs.
- STRATEGIC INITIATIVE 3.2: Liaise with SED for resource person to educate protocol staff on road safety audit.

### GOAL 4 **Improved Public Communication and Road use Education**

#### **STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Improve stakeholder's collaboration.
- STRATEGIC INITIATIVE 4.2: Increase the participation of stakeholders in FRSC activities.

## SERVICOM

### GOAL 1 **Improved Supervision Corps wide**

#### STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide

- STRATEGIC INITIATIVE 1.1: Weekly review of activities of SERVICOM desk officers in HQ.
- STRATEGIC INITIATIVE 1.2: Quarterly review of activities of SERVICOM desk officers Corps wide.
- STRATEGIC INITIATIVE 1.3: Conduct quarterly evaluation of Department and Corps Offices in RSHQ.
- STRATEGIC INITIATIVE 1.4: Conduct quarterly evaluation of Commands (2 Zones) (2<sup>nd</sup> and 3<sup>rd</sup> quarters) 2014.
- STRATEGIC INITIATIVE 1.5: Monitoring of DLC Centres in FCT and one (1) Zone, to ascertain Customers waiting times and access to service, in two quarters.
- STRATEGIC INITIATIVE 1.6: To liaise with SERVICOM HQ to train FRSC SERVICOM Unit staff and SERVICOM desk officers in FCT Commands on "Team Building"
- STRATEGIC INITIATIVE 1.7: Liaise with ICT to train SERVICOM staff on how to conduct online surveys
- STRATEGIC INITIATIVE 1.8: Participate in workshops and conferences organized by SERVICOM National Headquarters.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.

- STRATEGIC INITIATIVE 2.1: Conduct sensitization lecture on Service Delivery Drivers in two (2) Zones, starting from second quarter.
- STRATEGIC INITIATIVE 2.2: Review and reproduce FRSC Charges Poster, Integrated Charter, Customer Care Policy, Policy and Complaints/Redress Mechanism.
- STRATEGIC INITIATIVE 2.3: Liaise with CLA to educate SERVICOM Staff on FRSC enabling laws.

**GOAL 3** **Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3:** Increase conduct of road safety audit through the provision of safe road infrastructure.

- STRATEGIC INITIATIVE 3.1: Conduct two surveys (second and fourth) quarters to view the perception of customers on the procurement of the new number plates.

**GOAL 4** **Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 3:** Create literacy awareness and obedience to Road Traffic Rules.

- STRATEGIC INITIATIVE 4.1: Effective utilization of FRSC SERVICOM portal to create literacy awareness of service delivery activities of the Corps.
- STRATEGIC INITIATIVE 4.2: Liaise with SA COMACE for the Utilization of Opinion Poll Portal Quarterly.
- STRATEGIC INITIATIVE 4.3: Formal Inauguration and Sustenance of Management SERVICOM Committee.
- STRATEGIC INITIATIVE 4.4: Inauguration and Sustenance of SERVICOM Networking Committee.

## PROJECT CONSULTANT

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Identify appropriate courses for Officers and Marshals in Project Consultant's office with a view to training them to improve their competency and productivity.

### GOAL 3 **Improved Road Safety Audit and Motor Vehicle Administration**

#### **STRATEGIC OBJECTIVE 2: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Develop Curriculum/Manual on road safety audit for Training of FRSC staff.
- STRATEGIC INITIATIVE 3.2: Conduct training on road safety audit for staff in the 12 Zones of the Corps (2 days training in 4 Zones each quarter targeting 24 staff each in the 12 Zones).
- STRATEGIC INITIATIVE 3.3: STOF Project Consultant office to conduct road safety audit quarterly on the commissioned safe road corridors under construction.

## OPERATIONS

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Review of field Commands' reports.
- STRATEGIC INITIATIVE 1.2: Coordinate and produce e-Dashboard.
- STRATEGIC INITIATIVE 1.3: Revitalize recognition for high flying individual Officers and Marshals.
  
- STRATEGIC INITIATIVE 1.4: Review of Zonal Commands' SITREPS.
- STRATEGIC INITIATIVE 1.5: Review of Commands' Parts One and Two Orders.
  
- STRATEGIC INITIATIVE 1.6: Tracking of Enforcement of Number Plate.
  
- STRATEGIC INITIATIVE 1.7: Assessment of Zonal Commands' performance.
- STRATEGIC INITIATIVE 1.8: Physical Monitoring of Field Commands.
- STRATEGIC INITIATIVE 1.9: Assessment of Sector Commanders' performance.
  
- STRATEGIC INITIATIVE 1.10: Assessment of Zonal Commanding Officers' performance.
  
- STRATEGIC INITIATIVE 1.11: Sustain TOWOL through physical monitoring.
  
- STRATEGIC INITIATIVE 1.12: Sustain Safety Helmet Enforcement through physical monitoring.
  
- STRATEGIC INITIATIVE 1.13: Enforce use of Crash helmet by Motorcyclists.
  
- STRATEGIC INITIATIVE 1.14: Offenders/offences.
  
- STRATEGIC INITIATIVE 1.15: Guidance of field Commands through Circulars.
  
- STRATEGIC INITIATIVE 1.16: Initiate improvement in Regular Marshal's Reflective Jacket.
  
- STRATEGIC INITIATIVE 1.17: Release Staff within Categories for training as at when due.

- STRATEGIC INITIATIVE 1.18: Conduct at least two (2) reviews/impact assessments.
- STRATEGIC INITIATIVE 1.19: Realignment of Commands along critical Corridors.
- STRATEGIC INITIATIVE 1.20: Realignment of Unit Commands.
- STRATEGIC INITIATIVE 1.21: Make input into personnel needs assessment and re-deployment to areas of need.
- STRATEGIC INITIATIVE 1.22: Make input into logistics allocation and re-allocation in accordance to critical needs..

**GOAL 2** **Improved Regulatory and Enforcement Capacity**

**STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Deployment of breathalyzers in Patrol Vehicles
- STRATEGIC INITIATIVE 2.2: Deployment of available Radar Guns along Critical Corridors to check Speeding
- STRATEGIC INITIATIVE 2.3: Conduct physically monitored Special Patrols on SPV, DGD & TYV along Critical Corridors.
- STRATEGIC INITIATIVE 2.4: Enforcement of School Bus Standards.
- STRATEGIC INITIATIVE 2.5: Enforcement of the use of retro-reflective tapes and rear lights by commercial vehicle when introduced
- STRATEGIC INITIATIVE 2.6: Patrol teams to engage in "on the spot enlightenment"
- STRATEGIC INITIATIVE 2.7: Establishment of new Unit Commands.
- STRATEGIC INITIATIVE 2.8: Sustain Free Vehicle Safety Checks for public and Corps vehicles.
- STRATEGIC INITIATIVE 2.9: Enforce the use of Speed Limiters in commercial vehicles when approved.
- STRATEGIC INITIATIVE 2.10: Sustain Operation Eagle Eye
- STRATEGIC INITIATIVE 2.11: Initiate Special Patrol during festive periods

- STRATEGIC INITIATIVE 2.12: Conduct of Intra-Zonal Special Patrols to target prevalent offences and causal factors of RTCs.
- STRATEGIC INITIATIVE 2.13: Make quality input to the review..
- STRATEGIC INITIATIVE 2.14: Ensure 30% derivations from Mobile Courts are directed towards Legal Officers capacity development.
- STRATEGIC INITIATIVE 2.15: Ensure Pre- Patrol briefing of Patrol teams.
- STRATEGIC INITIATIVE 2.16: Ensure conduct of In-house lecture series in field Commands and RSHQ.
- STRATEGIC INITIATIVE 2.17: Quarterly capacity development by field commands.
- STRATEGIC INITIATIVE 2.18: Publication in the Flagship
- STRATEGIC INITIATIVE 2.19: Publication of the OPS Digest
- STRATEGIC INITIATIVE 2.20: Ensure conduct of Mobile Court in Field Commands.

### **GOAL 3 Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Monitor Conduct of Road Safety Audit at Unit levels.
- STRATEGIC INITIATIVE 3.2: Enforcement of the use of the new Number Plate wef July 14.
- STRATEGIC INITIATIVE 3.3: Enforcement of the use of the Driver's License.
- STRATEGIC INITIATIVE 3.4: Operation show your license.

### **GOAL 4 Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Monitor conduct of training
- STRATEGIC INITIATIVE 4.2: Conduct free Vehicle Safety Checks
- STRATEGIC INITIATIVE 4.3: Make input to Educational Template

- STRATEGIC INITIATIVE 4.4: Schedule, mandate and monitor implementation.
- STRATEGIC INITIATIVE 4.5: Encourage improved buy-in into Road Safety activities by critical Stakeholders e.g. (Governments at State & LG Levels)etc, by Commanding Officers.
- STRATEGIC INITIATIVE 4.6: Regional meetings with Tankers/trailers operators and other Stakeholders.



## CORPS LEGAL OFFICE

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Monthly review of CLO and field legal Officers activities.
- STRATEGIC INITIATIVE 1.2: Regular court visitation & law office attachment by legal officers.
- STRATEGIC INITIATIVE 1.3: CLO Retreat.
- STRATEGIC INITIATIVE 1.4: CLO Durbar.
- STRATEGIC INITIATIVE 1.5: FRSC Lawyers Conference.
- STRATEGIC INITIATIVE 1.6: Attendance of NBA monthly meetings & annual Conference.
- STRATEGIC INITIATIVE 1.7: Purchase of law Reports and Books.
- STRATEGIC INITIATIVE 1.8: Proper disbursement of imprest.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Reinforce the prosecution of road traffic offenders at regular & mobile courts.
- STRATEGIC INITIATIVE 2.2: Review of the FRSC Act, 2007 & NRTR 2012.
- STRATEGIC INITIATIVE 2.3: Circulars on "know your laws and regulations" to be sent out to FRSC Commands.
- STRATEGIC INITIATIVE 2.4: Educate staff on all Anti-Corruption & Transparency Unit (ACTU).
- STRATEGIC INITIATIVE 2.5: Organize workshop and educate staff on Freedom of Information Act.
- STRATEGIC INITIATIVE 2.6: Organise workshop on Human Rights issues.

**GOAL 3** **Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3:** Increase conduct of road safety audit through the provision of safe road infrastructure.

- STRATEGIC INITIATIVE 3.1: Delivering of lectures on FRSC (Est) Act, NRTR and Highway Code in Collaboration with other Departments/Corps Offices in conduct of free drivers training.

**GOAL 4** **Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4:** Create literacy awareness and obedience to Road Traffic Rules.

- STRATEGIC INITIATIVE 4.1: FRSC lawyers Conference.
- STRATEGIC INITIATIVE 4.2: Attendance of NBA conference by legal officers.

## TSC

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: In-house lectures.
- STRATEGIC INITIATIVE 1.2: Test of Understanding.
- STRATEGIC INITIATIVE 1.3: Capacity Building of staff on short and long-term courses.
- STRATEGIC INITIATIVE 1.4: Drivers training of other organizations.
- STRATEGIC INITIATIVE 1.5: Review of training programmes in FRSC training Institutions.
- STRATEGIC INITIATIVE 1.6: Post-Monitoring of performance of staff on Short and Long term Courses.
- STRATEGIC INITIATIVE 1.7: Registration of new driving schools.
- STRATEGIC INITIATIVE 1.8: Monitoring of Driving Schools.
- STRATEGIC INITIATIVE 1.9: Assessment of Driving Schools.
- STRATEGIC INITIATIVE 1.10: Certification and De-Certification of driving schools.
- STRATEGIC INITIATIVE 1.11: Implementation of YSE curriculum in Schools.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Periodic monitoring of training activities in the training school.
- STRATEGIC INITIATIVE 2.2: Report non-compliant schools to OPS and CLO for regulation and enforcement.
- STRATEGIC INITIATIVE 2.3: Organize training for Zebra and MRS staff in field Commands.
- STRATEGIC INITIATIVE 2.4: Organize rescue training for Patrol Men (ARC-RC).

- STRATEGIC INITIATIVE 2.5: Organize in-house lectures in all FRSC formations.
- STRATEGIC INITIATIVE 2.6: Organize training for FRSC Lawyers, Provosts and intelligence Officers on Prosecution of offenders.

**GOAL 3 Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Organize In-house lectures on road safety audit.
- STRATEGIC INITIATIVE 3.2: Organize training for SED/MVA officers on Road Safety Audit (RSA).
- STRATEGIC INITIATIVE 3.3: Certification of new Driving Schools.
- STRATEGIC INITIATIVE 3.4: Organize training for staff on procedures for obtaining Drivers' License and Customers service delivery.

**GOAL 4 Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Organize free drivers training via Sector Commands.
- STRATEGIC INITIATIVE 4.2: Design a template for rendering monthly report on schools visited.
- STRATEGIC INITIATIVE 4.3: Organize workshop for stakeholders on the use of the roads, vehicle maintenance and defensive driving techniques.
- STRATEGIC INITIATIVE 4.4: Organize Stakeholders forum on Driving Schools and State Committee on DSSP.

## SAFETY ENGINEERING DEPARTMENT

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Weekly meeting with principal staff.
- STRATEGIC INITIATIVE 1.2: Monthly meeting with all staff.
- STRATEGIC INITIATIVE 1.3: Rendition of monthly report of activities to Management.
- STRATEGIC INITIATIVE 1.4: Rendition of quarterly report.
- STRATEGIC INITIATIVE 1.5: Identify, compile and forward names of staff that do not have ICDL training.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1 Train Accident Investigators on the use of Breathalyzers.
- STRATEGIC INITIATIVE 2.2: Sponsor the SON Technical Committee meeting to ratify standards for speed limiters.
- STRATEGIC INITIATIVE 2.3: Acquisition of vehicle emission testers to be deployed for enforcement of vehicle emission level.
- STRATEGIC INITIATIVE 2.4: Sensitization of stakeholders on PPP School Bus Scheme.
- STRATEGIC INITIATIVE 2.5: Develop basic infrastructure design standards in conjunction with SON.
- STRATEGIC INITIATIVE 2.6: Standardization of retro-reflective tapes and securing the standard from SON.
- STRATEGIC INITIATIVE 2.7: Stakeholders forum to draft standards for bicycle.

**GOAL 3** **Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3:** Increase conduct of road safety audit through the provision of safe road infrastructure.

- STRATEGIC INITIATIVE 3.1: Cascade road safety audit to unit levels.
- STRATEGIC INITIATIVE 3.2: Increase capacity of staff in road safety auditing.
- STRATEGIC INITIATIVE 3.3: Develop strategies for a car-free week during the national bicycle week.

**GOAL 4** **Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4:** Create literacy awareness and obedience to Road Traffic Rules.

- STRATEGIC INITIATIVE 4.1: Sensitization of drivers on the compulsory use of seatbelt by all occupants by 2015.
- STRATEGIC INITIATIVE 4.2: Develop slide for PE on crash analysis for the field cards.
- STRATEGIC INITIATIVE 4.3: Continuous engagement of relevant stakeholders such as SON, FERMA, NAC, MoW, Consumer Protection Council, NESREA, etc on the development of vehicle safety standards, highway inspection and road audits.

## MOTOR VEHICLE ADMINISTRATION

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Monitor the production of NDL towards customers satisfaction on monthly basis.
- STRATEGIC INITIATIVE 1.2: Conduct quarterly inspection on DLC Equipment for optional utilization with effect from 2<sup>nd</sup> quarter.
- STRATEGIC INITIATIVE 1.3: Monitor the production and dispatch of MDAs Number Plate towards increasing customers satisfaction.
- STRATEGIC INITIATIVE 1.4: STRATEGIC INITIATIVE 1.3: Supervising NVIS Desk Officers in conformity to standards for data upload.
- STRATEGIC INITIATIVE 1.5: Conduct Quarterly review of Departmental meeting/strategic initiative.
- STRATEGIC INITIATIVE 1.6: Quarterly review of Tripartite meeting in all Sector Commands.
- STRATEGIC INITIATIVE 1.7: Verification of suspected truck number plate at Petroleum Equalization Fund (PEF) wef last week of Jan 14.
- STRATEGIC INITIATIVE 1.8: Organize Department Retreat.
- STRATEGIC INITIATIVE 1.9: Organize In-house training on ITC to all Department staff in batches.
- STRATEGIC INITIATIVE 1.10: Conduct sensitization workshop for Sector and Unit Heads of DLCs.
- STRATEGIC INITIATIVE 1.11: Conduct Sensitization workshop for all NVIS Desk officers.
- STRATEGIC INITIATIVE 1.12: Conduct monthly lecture series.
- STRATEGIC INITIATIVE 1.13: Deployment of staff to the specific area of need to enhance productivity.

**GOAL 2** **Improved Regulatory and Enforcement Capacity**

**STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Training of DLC Staff on Vision Tester in the newly equipped Centres in collaboration with CMRS.

**GOAL 3** **Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Collaborate with FCT on Road Signage matters.
- STRATEGIC INITIATIVE 3.2: Ensure that revalidation order of FGN and MDAs are met within 21 days of request.
- STRATEGIC INITIATIVE 3.3: Ensure data upload of MDAs vehicle and Insurance details to NVIS portal.
- STRATEGIC INITIATIVE 3.4: Collaborate with CPEO on Robust Public Awareness to realize 30<sup>th</sup> June, 2014 ultimatum for revalidation of Old Number Plates.
- STRATEGIC INITIATIVE 3.5: Collaborate with CPEO on Robust Public Awareness to realize NDL revalidation before 30<sup>th</sup> June, 2014.
- STRATEGIC INITIATIVE 3.6: Ensure Motor Park Campaign by Sector and Unit Commands on NDL and Number Plates revalidation on or before 30<sup>th</sup> June, 2014.
- STRATEGIC INITIATIVE 3.7: Ensure total compliance with the process and delivery of NDL with effect from 2<sup>nd</sup> quarter.
- STRATEGIC INITIATIVE 3.8: Open up fresh approved DLCs on demand by BIR.

**GOAL 4** **Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Organize lecture for Drivers License applicants on obedience to Road Traffic Rules and Regulations with effect from 2<sup>nd</sup> quarter 2014 by the field Commands.



## CTSO

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Monitoring of CTSO staff nationwide in order to prioritise personnel recognition among TSOs for performance reward.
- STRATEGIC INITIATIVE 1.2: Develop and implement a new office (CTSO) organogram.
- STRATEGIC INITIATIVE 1.3: Inspection of Fleet Operators' compliance levels with set standards via drivers, vehicles and operators' standards.
- STRATEGIC INITIATIVE 1.4: Organize/Coordinate stakeholders For a with Fleet Operators.
- STRATEGIC INITIATIVE 1.5: ZTSOs retreat to set standard in line with their yearly Action Plan.
- STRATEGIC INITIATIVE 1.6: Test FRSC drivers for FRSC Driving Permit.
- STRATEGIC INITIATIVE 1.7: Organize Staff capacity building programmes.
- STRATEGIC INITIATIVE 1.8: Rendition of CTSO news brief.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Conduct certification of registered Fleet Operators.
- STRATEGIC INITIATIVE 2.1: Investigation of Fleet operators with 5 and above RTCs threshold in a quarter collaboration with relevant departments. (SED, CMRS & OPS).
- STRATEGIC INITIATIVE 2.1: Certification of Fleet Operators' drivers.
- STRATEGIC INITIATIVE 2.1: Enforce the implementation of RTSSS policy via set standards.
- STRATEGIC INITIATIVE 2.1: Enforce the implementation of the newly approved Passengers Manifest by Fleet Operators.

- STRATEGIC INITIATIVE 2.1: Liaise with CLA and Field Commands for prosecution of non-compliant Fleet Operators erring drivers. i.e. Flying ticket, RTGs etc.

**GOAL 3 Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Inspection and verification of Fleet Operators' drivers' licenses and vehicle number plates in collaboration with ICT.

**GOAL 4 Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Engage at least four stakeholders on the new FRSC initiatives (NRTR, Highway Code, CPCD, New Number Plate, and speed limiters).
- STRATEGIC INITIATIVE 4.2: Review of RTSSS publications and public enlightenment materials production to enhance public education.
- STRATEGIC INITIATIVE 4.3: Organize Safety Managers' capacity building programmes.

## CMRS

### GOAL 1 **Improved Supervision Corps wide**

#### STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide

- STRATEGIC INITIATIVE 1.1: Weekly review of CMRS activities.
- STRATEGIC INITIATIVE 1.2: Monthly review of CMRS activities Staff Clinics, RTC Clinics, EASS, NHIS, RTC Data.
- STRATEGIC INITIATIVE 1.3: CMRS retreat.
- STRATEGIC INITIATIVE 1.4: Organize computer appreciation programme for staff 1<sup>st</sup> and 2<sup>nd</sup> Quarter.
- STRATEGIC INITIATIVE 1.5: Monthly Clinical Seminar.
- STRATEGIC INITIATIVE 1.6: Training/update Courses for Medical staff.
- STRATEGIC INITIATIVE 1.7: Organize in-house lecture to impact knowledge to staff.
- STRATEGIC INITIATIVE 1.8: Training of Rescue Officers (Units, Sectors and Zonal level).
- STRATEGIC INITIATIVE 1.9: Training of five hundred patrolmen on BLS and ALS.
- STRATEGIC INITIATIVE 1.10: Publish Health talk on FRSC website.
- STRATEGIC INITIATIVE 1.11: Durbar
- STRATEGIC INITIATIVE 1.12: Accreditation of 4 Zonal Clinics as NHIS Primary Health Care provider.
- STRATEGIC INITIATIVE 1.13: Movement of FRSC Medical Centre from its Present location to permanent site in Gwarinpa.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.

- STRATEGIC INITIATIVE 2.1: Improve on response time.
- STRATEGIC INITIATIVE 2.2: Prompt Collection, collation of robust RTC data from 12 Zonal Commands Weekly Monthly, Quarterly and Annually.

- STRATEGIC INITIATIVE 2.3: Establishment of additional 11 Zebras.
- STRATEGIC INITIATIVE 2.4: Provision of Medical equipment for five Zebras established in 2013.
- STRATEGIC INITIATIVE 2.5: Provision of medical equipment for 10 RTC Clinics.
- STRATEGIC INITIATIVE 2.6: Organise simulation exercise for fifty Zebra Staff (April and Nov).

**GOAL 3 Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Training of DLC staff on the use of Optec machines.
- STRATEGIC INITIATIVE 3.2: Collaborate with MVA to ensure DLCs have Optec Machines and basic medical checks are carried out for prospective drivers.

**GOAL 4 Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Collaborate with NEMA, NACA, Hospitals, FMOH on Memorandum of Understanding, seeking assistance professionally on Rescue activities and other health related issues.

## F&A

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Carry out inspection of accounts in field Commands to reduce oversight queries.
- STRATEGIC INITIATIVE 1.2: Prompt payment of monthly allocation.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Sourcing of funds and prompt payment of operational expenses including special intervention patrols.

### GOAL 3 **Improved Road Safety Audit and Motor Vehicle Administration**

#### **STRATEGIC OBJECTIVE 2: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Ensure proper recording and reconciliation of the ULS accounts.
- STRATEGIC INITIATIVE 3.2: Prompt settlement of financial requests for road audit exercise.
- STRATEGIC INITIATIVE 3.3: Prompt payment for supply of number plate production materials by our vendors

### GOAL 3 **Improved Public Communication and Road use Education**

#### **STRATEGIC OBJECTIVE 3: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 3.1: Ensure quick response to oversight queries and enquiries from the National Assembly and Auditor General's Office. Office of the Secretary to the Government of the Federation and Federal Ministry of Finance.
- STRATEGIC INITIATIVE 3.2: Prompt payment for publicity and advertorials.

## CORPS BUDGET OFFICE

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Monthly review of all Corps Budget Office activities.
- STRATEGIC INITIATIVE 1.2: Quarterly review of Corps Budget Office meetings.
- STRATEGIC INITIATIVE 1.3: Organize weekly in-house lecture for staff.
- STRATEGIC INITIATIVE 1.4: Ensure that all resources available (personnel, financial and material) are used judiciously.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Ensure budgetary provision for operational activities and operational tools in 2014.
- STRATEGIC INITIATIVE 2.2: Ensure budgetary provision for legal services in 2014.
- STRATEGIC INITIATIVE 2.3: Educate budget staff on FRSC enabling laws through in-house lectures.
- STRATEGIC INITIATIVE 2.4: Organise lecture on prosecution of traffic offenders through In-house lectures.

### GOAL 3 **Improved Road Safety Audit and Motor Vehicle Administration**

#### **STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Ensure budgetary provision to cascade road safety audit to unit levels 2014.
- STRATEGIC INITIATIVE 3.2: Organize lecture on road safety audit through in-house lectures.

**GOAL 4: Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Ensure budgetary provision for organizing free drivers training, basic rescue, Highway Code literacy and vehicle maintenance in 2014.
- STRATEGIC INITIATIVE 4.2: Improve the Corps Budget Office collaboration with Depts/Corps Offices, OSGF, BOF and NASS.

## CS

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Develop template to monitor officers movement.
- STRATEGIC INITIATIVE 1.2: Collate data on officers turnover: Courses, Terminal Leave, Postings, Resignations, Retirements, Terminations and Deaths.
- STRATEGIC INITIATIVE 1.3: Review activities of CS Office.
- STRATEGIC INITIATIVE 1.4: Categorize Commands and determine the minimum number of patrol officers required by field Commands.
- STRATEGIC INITIATIVE 1.5: Review of manning level of Officers in the Corps.

### GOAL 4 **Improved Public Communication and Road use Education**

#### **STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Ensure response to stakeholders request 2weeks after receipt.



## SMP

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: To organize competency train the trainer workshop for ZH's of (SMP) in the 12 Zonal Commands to equip them on the revised dashboard reporting template and other contemporary challenges in realization of the department's goals.
- STRATEGIC INITIATIVE 1.2: Quarterly reports of all SMP activities received & compiled at the end of the quarter under review.
- STRATEGIC INITIATIVE 1.3: Monthly in-house lectures for SMS nationwide to be carried out to develop them on ICT & knowledge on the review SM Guidelines.
- STRATEGIC INITIATIVE 1.4: Monthly reports on all SMP activities received from the Commands & compiled at end of the month under review.
- STRATEGIC INITIATIVE 1.5: Ensure monthly assessment of staff of the department.
- STRATEGIC INITIATIVE 1.6: To increase number of SMs patrols from the present 2 patrols per week (104 patrols) to 3 patrols per week (312 patrols) at each Sector in 2014.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Enroll new Membership of SMs by 30% from the current figure of 14,091.
- STRATEGIC INITIATIVE 2.2: Introduce quarterly joint National Patrols by the 2<sup>nd</sup> quarter of 2014 to be carried out on the 4<sup>th</sup> set of last month of the quarter.
- STRATEGIC INITIATIVE 2.3: To implement the introduction of the pilot National Community (Volunteer) Post Crash Care project along the identified 27 RTC prone routes in 12 States.
- STRATEGIC INITIATIVE 2.4: Educate Members of SMs/RSC on the Use of Breathalyzers and Radar guns quarterly during meetings.

- STRATEGIC INITIATIVE 2.5: Draw up list of lawyers among the SMs in the 12 Zones to assist the Corps in prosecution of Road Traffic (RT) offenders in regular & mobile courts.

**GOAL 3 Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: SMs to do road corridor study for safety analysis once a quarter nationwide commencing June 2014.
- STRATEGIC INITIATIVE 3.2: Sensitize SMs/Corps members on new Driver's License and number plate.

**GOAL 4 Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Increase the number of PEs by SM members from the present 2 times per week (104) by each Sector to 3 PEs
- STRATEGIC INITIATIVE 4.2: Introduce functional RTC counseling offices (help desks) in at least 2 major Churches/Mosques each in the 36 states and FCT to educate the faithful on safe road usage.
- STRATEGIC INITIATIVE 4.3: Increase in the registration of RSCs in the states by 50% from the present no of 1044 RSCs in the States.
- STRATEGIC INITIATIVE 4.4: Ensure quarterly meetings of FRSC stakeholders at Sector level to elicit their collaboration in road safety issues.

## ADMIN AND HUMAN RESOURCES

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Ensure the analysis/verification of staff in post.
- STRATEGIC INITIATIVE 1.2 Ensure that disciplinary action is taken against erring staff responsible for low productivity.
- STRATEGIC INITIATIVE 1.3: Scrutinize compliance with attendance and movement of staff during office hours.
- STRATEGIC INITIATIVE 1.4 Achieve expeditious implementation of disciplinary measures.
- STRATEGIC INITIATIVE 1.5: Organise workshop for staff of the Corps on the procedures and process of the new FRSC Regulations on Maintenance of Discipline 2013.
- STRATEGIC INITIATIVE 1.6: Maintain and update comprehensive disciplinary records to enhance administrative efficiency.
- STRATEGIC INITIATIVE 1.7: Ensure effective discharge of duties by staff.
- STRATEGIC INITIATIVE 1.8: Ensure Durbar is carried out in all FRSC formations Nationwide.
- STRATEGIC INITIATIVE 1.9: Robust Engagement with Federal Mortgage Bank of Nigeria (FMBN).
- STRATEGIC INITIATIVE 1.10: Ensure prompt payment of monthly pension to retirees.
- STRATEGIC INITIATIVE 1.11: Equip prospective retirees with new skills for post service life.
- STRATEGIC INITIATIVE 1.12: Screening of eligible Marshals for inter cadre conversion (conversion into officers' cadre).
- STRATEGIC INITIATIVE 1.13: Ensure cost of project construction is reduced from the preparatory stages.
- STRATEGIC INITIATIVE 1.14: Ensure prudent management of pension funds.

**GOAL 2** **Improved Regulatory and Enforcement Capacity**

**STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Prompt disposition of cases of patrol misconduct and general indiscipline.
- STRATEGIC INITIATIVE 2.2: Educate staff on the new FRSC Regulations on Maintenance of Discipline, 2013.
- STRATEGIC INITIATIVE 2.3: Ensure inputs are made on proposed review and amendment of FRSC laws.

**GOAL 4** **Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Promote Road Safety ideals through collaboration with MDAs and other stakeholders partners.

## CIO

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Develop template for reviewing the performance of individual Intelligence Operatives and Staff over a given period of time in relation to Job Binder viz-a-viz Corporate Strategic Goals.
- STRATEGIC INITIATIVE 1.2: Ensure and sustain General Surveillance that is electronically based in view of the ever changing complexities of deviations.
- STRATEGIC INITIATIVE 1.3: To provide a platform towards implementing Intelligence Gathering for adequate security in order to create a fair working environment.
- STRATEGIC INITIATIVE 1.4: Developing Technical Equipment with recording devices to enhance real appreciable and undisputable evidence for diligent prosecution.
- STRATEGIC INITIATIVE 1.5: Develop Template for continuous Vetting and profiling of staff.
- STRATEGIC INITIATIVE 1.6: Deploying operatives as under cover for Monitoring of Processes, identifying deviations for timely Intelligence.
- STRATEGIC INITIATIVE 1.7: To avail all Intelligence Operatives, professional competence training awareness for ensuring necessary competence and skills for effective personnel performance.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Monitoring the quality and effectiveness of Mobile Courts in line with the required processes.
- STRATEGIC INITIATIVE 2.2: To provide a platform towards implementing **Federal Republic of Nigeria Security instructions** for adequate security for the creation of a fair working environment.

**GOAL 3** **Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3:** Increase conduct of road safety audit through the provision of safe road infrastructure.

- STRATEGIC INITIATIVE 3.1: Identify Process Owners specific Non-conformance as against established Processes and Procedures through Surveillance and Monitoring of Duty Rooms, DLC and Number Plate Plants.
- STRATEGIC INITIATIVE 3.2: Partnering with other Security outfit especially the SSS and Police to curtail excesses of Touting and other non-conformities or deviations.
- STRATEGIC INITIATIVE 3.3: Monitoring compliance and quality of Road Safety Audit to determine reliability and effectiveness of the process.
- STRATEGIC INITIATIVE 3.4: Evolving effective machinery to check proliferation of Fake Number Plates/Drivers License.

**GOAL 4** **Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4:** Create literacy awareness and obedience to Road Traffic Rules.

- STRATEGIC INITIATIVE 4.1: Effective deployment of Desk Officers for Monitoring of Print/Electronic Media on issues revolving around FRSC on a daily basis and report forwarded to COMACE.
- STRATEGIC INITIATIVE 4.2: Deploying the concept of strategic **Alternative Dispute Resolutions** towards effective communication.

## CPRO

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Monthly review of Corps Procurement Office activities.
- STRATEGIC INITIATIVE 1.2: Quarterly review of Corps Procurement Office activities.
- STRATEGIC INITIATIVE 1.3: Process award of contracts for ICDL training of all staff.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Procurement of Breathalyzers.
- STRATEGIC INITIATIVE 2.2: Procurement of Radar guns.
- STRATEGIC INITIATIVE 2.3: Process award of the production/supply of amended FRSC Establishment Act 2007 in line with the Nigeria Road Traffic Regulation.
- STRATEGIC INITIATIVE 2.4: Organize lectures for CPRO staff on the provision of FRSC enabling laws.

### GOAL 3 **Improved Road Safety Audit and Motor Vehicle Administration**

#### **STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Procurement of materials for Road Safety Audit.
- STRATEGIC INITIATIVE 3.2: All CPRO staff should have new ND/L/NPV.
- STRATEGIC INITIATIVE 3.3: Procurement of items for the establishment of more driver license centers.

**GOAL 4 Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Process award of contracts for the production of Highway Code, vehicle maintenance module and rescue guide.
- STRATEGIC INITIATIVE 4.2: Process the award of contracts for the printing/supply of flyers on road safety tips for drivers education.



## CPEO

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Collate reports of weekly activities from Commands nationwide. Ensures all Sectors Commands run Radio Programmes weekly/monthly Engagement of PE Officers in field Commands on specific topics to write on weekly.
- STRATEGIC INITIATIVE 1.2: Collate quarterly reports on activities from field Commands.
- STRATEGIC INITIATIVE 1.3: Training of graphic artiste on use of IT in graphics.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: To publicize the use of breathalyzers and radar guns. Utilize the media through electronic and print slots currently running on some stations to educate motorists.
- STRATEGIC INITIATIVE 2.2: Carry out publicity campaign nationwide on speed.
- STRATEGIC INITIATIVE 2.3: To publicize good conduct and best practices in motor parks.
- STRATEGIC INITIATIVE 2.4: Use mobile projectors to show crash films in the motor parks.
- STRATEGIC INITIATIVE 2.5: Use the media to publicize the use of Standard School Bus.
- STRATEGIC INITIATIVE 2.6: Educate the public on the use of Retro-reflective Tapes and Rear lights for Commercial vehicles.
- STRATEGIC INITIATIVE 2.7: Printing and distribution of handbills.
- STRATEGIC INITIATIVE 2.8: Educate motorists on FRSCs capacity in rescue.
- STRATEGIC INITIATIVE 2.9: Educate the media on FRSC Establishment Act and Nigeria Road Safety Strategy.

- STRATEGIC INITIATIVE 2.10: Organise in-house training for CPEO staff in the enabling laws.
- STRATEGIC INITIATIVE 2.11: Get CLA's assistance to educate staff on the modalities of offenders' prosecution.
- STRATEGIC INITIATIVE 2.12: Educate motorists on Mobile court activities publicize list offenders from Mobile court.

**GOAL 3** **Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Create awareness on minimum safety standards of road infrastructure on our programmes to motorists.
- STRATEGIC INITIATIVE 3.2: Educate motorists through our programmes on the new expiry date of Drivers License and Number Plates produce and use handbills for publicity. Use CPEO's twitter handle for publicity.
- STRATEGIC INITIATIVE 3.3: Publicize the Drivers License Centers. Use Orijo and CKN blogs to run publicity and information dissemination.

**GOAL 4** **Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Educate the public on best road use behavior through our print and electronic slots.
- STRATEGIC INITIATIVE 4.2: Production and transmission of documentaries on television.
- STRATEGIC INITIATIVE 4.3: Production and airing of television commercial jingles on various road safety activities.
- STRATEGIC INITIATIVE 4.4: Production of roll-up banners for display in hospitals, hotels etc.
- STRATEGIC INITIATIVE 4.5: Monitor the use of traffic offenders training manual by PE Officers.

- STRATEGIC INITIATIVE 4.6: Create awareness for the education of patrolmen by PE Officers with the use of well designed outline.
- STRATEGIC INITIATIVE 4.7: PE Officers to liaise with the Head of Special Marshals to educate/enlighten Road Safety Clubs in schools.
- STRATEGIC INITIATIVE 4.8: Advocacy visit to Schools at least twice on a monthly basis.
- STRATEGIC INITIATIVE 4.9: Increase advocacy visits to stakeholders.

## PRS

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Review of Departmental activities as contained in the Action Plan.
- STRATEGIC INITIATIVE 1.2: To organize departmental retreat to review activities of the department for the quarter
- STRATEGIC INITIATIVE 1.3: Organize ICDL In-House training for the department in line with ICDL Training Modules
- STRATEGIC INITIATIVE 1.4: Computer Software training for Statisticians in PR
- STRATEGIC INITIATIVE 1.5: Make use of French Graduates to impart knowledge on Staff.
- STRATEGIC INITIATIVE 1.6: Effective relocation/ redeployment of Staff within the department for maximum utilization in areas of need

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Conduct a Survey on the effectiveness of the use of Radar Guns to speed reduction along approved World Bank Corridors.

### GOAL 4 **Improved Public Communication and Road use Education**

#### **STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Conduct quarterly assessment/ evaluation of field Commands on compliance to conduct free driver's training
- STRATEGIC INITIATIVE 4.2: Evaluation of Field Commands on Traffic Offenders educated.
- STRATEGIC INITIATIVE 4.3: Commands on the number of Road Safety Clubs established quarterly
- STRATEGIC INITIATIVE 4.4: Collaboration with National Planning Commission on FRSC Productivity and Improvement Scheme

## CLOG

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Review of the activities of field Commands and RSHQ in respect to Estates, administration vehicle maintenance, and electrical/Technical equipment by 30<sup>th</sup> of every month.
- STRATEGIC INITIATIVE 1.2: Provide training for our technicians, mechanics, electricians and professional staff on the use of modern techniques for repairs/maintenance of our installations.
- STRATEGIC INITIATIVE 1.3: To ensure the effective allocation and reallocation of vehicles and Tow trucks based on need.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: MoU with vehicle service centers for routine and prompt maintenance of vehicle.
- STRATEGIC INITIATIVE 2.2: Make available road worthy patrol vehicles for the enforcement of Traffic rules.

### GOAL 3 **Improved Road Safety Audit and Motor Vehicle Administration**

#### **STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: To hold quarterly meetings with vendors, landlords and contractors engaged by the Corps.

## CORPS PROVOST

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Ensure monitoring of staff on guard duty daily.
- STRATEGIC INITIATIVE 1.2: Procurement and deployment of devices to reinforce monitoring capacity.
- STRATEGIC INITIATIVE 1.3: Supervise sanitation exercise to ensure healthy and clean work environment.
- STRATEGIC INITIATIVE 1.4: Ensure adequate punishment of defaulters.
- STRATEGIC INITIATIVE 1.5: Counseling of defaulters where necessary.
- STRATEGIC INITIATIVE 1.6: Intensify in-house lectures.
- STRATEGIC INITIATIVE 1.7: Conduct test of understanding.
- STRATEGIC INITIATIVE 1.8: Organise in collaboration with TSC dept professional training for Provost Personnel
- STRATEGIC INITIATIVE 1.9: Ensure staff optimization.
- STRATEGIC INITIATIVE 1.10: Redistribution of financial resources to critical areas of Provost duties e.g Guard duties monitoring, Guardroom e.t.c.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Ensure security of personnel in carrying out their duties.
- STRATEGIC INITIATIVE 2.2: Ensure strict enforcement of regulation.
- STRATEGIC INITIATIVE 2.3: Provide counseling services to staff (where necessary).
- STRATEGIC INITIATIVE 2.4: Collaborate with CLA to reinforce and strengthen legal framework.

- STRATEGIC INITIATIVE 2.5: Improve capacity of Provost personnel to be conversant with FRSC enabling laws.

**GOAL 3** **Improved Road Safety Audit and Motor Vehicle Administration**

**STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Investigation of touting on NDL and Number Plates by FRSC staff.
- STRATEGIC INITIATIVE 3.2: Improve security at FRSC production centres NVIS.

## TSSD

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Collate and report identified technical needs in RSHQ offices and Commands.
- STRATEGIC INITIATIVE 1.2: Produce ID card for 13,544 Special Marshals nationwide.
- STRATEGIC INITIATIVE 1.3: Produce ID cards for 65 retirees.
- STRATEGIC INITIATIVE 1.4: Produce 50,000 emblems to make FRSC 26 years Anniversary for Regular Marshals, Special Marshals and Road Safety Club members.
- STRATEGIC INITIATIVE 1.5: Collate & analyse Durbar reports from RSHQ and field Commands.
- STRATEGIC INITIATIVE 1.6: Identify and reward staff with outstanding performance

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Compile technology innovations of the Corps and display same at RSHQ.
- STRATEGIC INITIATIVE 2.2: Organize events to mark UN RTC Victims Remembrance Day in 2014.



## CA

### GOAL 1 **Improved Supervision Corps wide**

#### **STRATEGIC OBJECTIVE 1: Enhance productivity Corps wide**

- STRATEGIC INITIATIVE 1.1: Monthly Audit Review of all transactions of the Corps including Duty Room.
- STRATEGIC INITIATIVE 1.2: Quarterly Post Audit Review of all transactions of the Corps.
- STRATEGIC INITIATIVE 1.3: Conduct Audit and investigation competence Training for Auditors using the knowledge garnered from ICDL.
- STRATEGIC INITIATIVE 1.4: Ensure prompt pre/post payment audit review of all resources allocated to RSHQ and Field Commands.
- STRATEGIC INITIATIVE 1.5: Ensure posting of Sector Auditors to RS2.1, RS8.1 and RS9.4.

### GOAL 2 **Improved Regulatory and Enforcement Capacity**

#### **STRATEGIC OBJECTIVE 2: Reduce RTC by 15% and fatalities by 25%.**

- STRATEGIC INITIATIVE 2.1: Prompt prepayment audit for the procurement of breathalyzers.
- STRATEGIC INITIATIVE 2.2: Prompt prepayment audit of the procurement of Radar Guns.
- STRATEGIC INITIATIVE 2.1: Pre/post-payment audit of all rescue materials and training programmes.
- STRATEGIC INITIATIVE 2.1: Conduct in-house lectures on the FRSC Establishment Act and other related legislations.

### GOAL 3 **Improved Road Safety Audit and Motor Vehicle Administration**

#### **STRATEGIC OBJECTIVE 3: Increase conduct of road safety audit through the provision of safe road infrastructure.**

- STRATEGIC INITIATIVE 3.1: Ensure proper prepayment audit of requests relating to road safety audit.
- STRATEGIC INITIATIVE 3.2: Conduct in-house lectures on road safety audit.

- STRATEGIC INITIATIVE 3.3: Ensure that all Corps Audit Staffers who own cars migrate to the new driver's license and number plates.
- STRATEGIC INITIATIVE 3.4: Ensure pre/post-payment of costs relating to establishment of new driver's license centers.

**GOAL 4 Improved Public Communication and Road use Education**

**STRATEGIC OBJECTIVE 4: Create literacy awareness and obedience to Road Traffic Rules.**

- STRATEGIC INITIATIVE 4.1: Ensure pre/post-payment of costs relating to drivers' training.
- STRATEGIC INITIATIVE 4.2: Ensure pre/post-payment of costs relating to educational materials.
- STRATEGIC INITIATIVE 4.3: Ensure payment of costs relating to public enlightenment.
- STRATEGIC INITIATIVE 4.4: Ensure prepayment of costs relating Road Safety Clubs.
- STRATEGIC INITIATIVE 4.5: Ensure pre/post-payment of costs relating to Special Marshals and Partnership.
- STRATEGIC INITIATIVE 4.6: Ensure adequate collaboration and participation of stakeholders, eg External Auditors, OAGF, OAugF.