## FRSC: CRITICAL PERFORMANCE REVIEW FIELD COMMANDS' APPRAISAL ON KEY DELIVERABLES

THE CORPS MARSHAL STRATEGY SESSION WITH ZONAL COMANDING OFFICERS AND SECTOR COMMANDERS

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INTRODUCTION As critical as strategic planning is to the success of an organisation, all plans will not achieve desired goals if not followed with action. **Organisational success** hinges on identification of goals, implementation of preferred strategy, monitoring and evaluation, innovation and effective administration.



### FRSC 2016 Corporate Strategic Goals



In the dictate for organizational consistency in performance, there is need for astute monitoring and evaluation of programmes, events and policies in order to continually keep pace with development issues in line with global unfolding practice.

# CRITICAL REVIEWS

## OPERATIONS



### **EXPECTED AREAS FOR IMPROVEMENT IN OPERATIONAL STRATEGY**

- Free vehicle safety checks and Eagle-eye not well implemented
   Few vehicles checked/apprehended generally
- The larger commands are doing poorly while smaller ones are doing well





## TABLE 1: FREE VEHICLES SAFETY CHECKS OUTCOME FORFIRST QUARTER 2016 BY SECTOR COMMANDS



COMMANDS	TOTAL	TOTAL VEHS	AVERAGE	AVERAGE	TOTAL	AVERAGE	AVERAGE	TOTAL VEHS	AVERAGE	AVERAGE
	COMMAND	CHECKED	PER	PER DAY	VEHS	PER	PER DAY	CHECKED	PER	PER DAY (4
	5		COMMAN	(2 DAYS)	CHECKED	COMMAND	(2 DAYS)		COMMAN	DAYS)
	10		D	10/			10/	70.4	D	10/
RS 1.1 ,Kaduna RS 1.2, Kano	10	392	39.2	196	<b>392</b> 0	39.2 0	196	784	78.4	196
	8	305	38.1	152.5	•	•	0	305	38.1	76.3
RS 1.3, Katsina	4	169	42.3	84.5	225	56.3	112.5	394	98.5	98.5
RS 1.4 Jigawa	3	95	31.7	47.5	101	33.7	50.5	196	65.3	49
RS 2.1,Lagos RS 2.2 Ogun	17	536	31.5	268	783	46.1	391.5	1,319	77.5	329.8
RS 2.2 Ogun RS 3.1 Adamawa	9	363	40.3	181.5	0	0	0	363	40.3	90.8
RS 3.2,Gombe	7	112	16	56	73	10.4	36.5	185	26.4	46.3
RS 3.2,60mbe RS 3.3Taraba	3	112	37.3	56	99	33	49.5	211	70.3	52.8
	2	50	25	25	64	32	32	114	57	28.5
RS 4.1Plateau RS 4.2 Benue	6	11	1.8	5.5	0	0	0	11	1.8	2.8
RS 4.2 Benue RS 4.3,Nasarawa	6	262	43.6	131 50 5	294	<b>49</b>	147 09 E	556	92.6	139 74 F
RS 4.3, Nasarawa RS 5.1, Edo	6	101	16.8	50.5	197	32.8	98.5	298	49.6	74.5
	7	239	34.1	119.5	230	32.9	115	469	67 52 5	117.3
RS 5.2, Delta	8	206	25.7	103	222	27.8	111	428	53.5	107
RS 5.3, Anambra	6	353	58.8	176.5	332	55.3	166	685	114.2	171.3
RS 6.1, Rivers RS 6.2,C/River	5	35	7	17.5	0	0	0	35	7 04 E	8.8
	4	189	47.3	94.5	197	49.3	98.5	386	96.5	96.5
RS 6.3,A/Ibom RS 6.4,Bayelsa	5	551	110.2	275.5	0	0	0	551	110.2	137.8
RS 6.4,Bayelsa RS 7.1, FCT	2	218	109	109	151	75.5	75.5	369	184.5	92.3
	16	629	39.3	314.5	0	0	0	629	39.3	157.3
RS 7.2, Niger RS 8.1, Kwara	9	388	43.1	194 110 E	0	0	0	388	43.1	97
RS 8.2, Ekiti	8	239	39.9	119.5	210	26.3	105	449	56.1	112.3
RS 8.2, EKITI RS 8.3, Kogi	3	76	25.3	38 00 F	117	39	58.5	193	64.3	48.3
	8	181	22.6	90.5	171	21.4	85.5	352	44	88
RS 9.1,Enugu RS 9.2, Ebonyi	6	133 91	22.2	66.5	0 70	0	0 35	133	22.2	33.3
RS 9.2, Ebonyi RS 9.3, Abia	4	91 84	22.8 21	45.5 42	70 80	17.5 20	35 40	161 164	40.3	40.3 41
RS 9.3, Adia RS 9.4, Imo									41	
RS 9.4, IMO RS 10.1, Sokoto	6	181 56	30.2	90.5	137	22.8	68.5 22	318	53	79.5
RS 10.2, Kebbi	3		18.7	28	44	14.7		100	33.3	24
RS 10.2, Rebbi RS 10.3, Zamfara	4	216 92	54 23	108 46	161 91	40.3 22.8	80.5 45.5	377 183	94.3 45.8	94.3
	-									45.8
RS 11.1, Osun	8	271	33.9	135.5	277	34.6	138.5	548	68.5	137
RS 11.2, Ondo	6	244	40.6	122	0	0	0	244	40.7	61
RS 11.3,0yo	10	224	22.4	112	0	0	0	224	22.4	56
RS 12.1,Bauchi	6	146	24.3	73	148	24.7	74	294	49	73.5
RS 12.2, Borno	5	50	55	25	39	7.8	19.5	89	17.8	22.3
RS 12.3, Yobe	3	0	0	0	0	0	0	3	0	0.8
TOTAL	231	7,600	32.9	115.5	4,905	21.2	2452.5	12,508	51.9	3,127.9
1.1.1										

## TABLE 2: FREE VEHICLES SAFETY CHECKS OUTCOME FOR FIRSTQUARTER 2016 BY ZONAL COMMANDS

1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>

COMMAND S	TOTAL COMM ANDS	OFFFEN DERS 4 - 8 APR 16	AVER AGE PER COMM AND	AVERA GE PER DAY	OFFFEND ERS 18 - 21 APR 16	AVER AGE PER COMM AND	AVERA GE PER DAY	OFFFEN DERS 4 - 8 & 18 - 21 MAR 16	AVER AGE PER COMM AND	AVERAG E PER DAY
RS1 ,Kaduna	25	785	31.4	157	854	34.2	170.1	1,639	65.6	163.9
RS2, Lagos	26	1,163	44.7	232.6	1,827	70.3	365.4	2,990	115	299
RS 3, Yola	12	230	19.2	46	124	10.3	24.8	354	29.5	35.4
RS4, Jos	18	284	15.8	56.8	441	24.5	88.2	725	40.3	72.5
RS 5, Benin	21	923	43.9	184.6	1,233	58.7	246.6	2,056	97.9	205.6
RS 6, P/H	16	348	21.8	69.6	385	24.1	77	733	45.8	73.3
RS 7, FCT	25	798	31.9	159.6	951	79.3	190.2	1,749	69.9	174.9
RS 8, Ilorin	19	287	15.1	57.4	401	21.1	80.2	688	36.2	68.8
RS 9, Enugu	20	523	26.2	104.6	659	32.9	131.8	1,182	59.1	118.2
RS 10, Sokoto	11	215	19.5	43	276	25.1	55.2	491	44.6	49.1
RS 11, Osogbo	24	392	16.3	78.4	611	25.5	122.2	1,003	41.8	100.3
RS 12, Bauchi	14	144	10.3	28.8	159	11.4	31.8	303	21.6	30.3
TOTAL	231	6,092	26.4	1218.4	7,921	34.3	1584.2	13913	60.2	1391.3

## TABLE 3: OPERATION EAGLEYE INDICES FOR APRIL 2016:SECTOR COMMANDS STANDING

1<sup>st</sup> 2<sup>nd</sup> 3<sup>rd</sup>

COMMANDS	TOTAL COMMANDS	OFFFENDERS 4 - 8 APR 16	AVERAGE PER COMMAND	AVERAGE PER DAY	OFFFENDERS 18 - 21 APR 16	AVERAGE PER COMMAND	AVERAGE PER DAY	OFFFENDERS 4 - 8 & 18 - 21 APR 16	AVERAGE PER COMMAND	AVERAGE PER DAY
RS1.1 ,Kaduna	10	206	20.6	41.2	316	31.6	63.2	522	52.2	52.2
RS1.3, Kano	8	441	55.1	88.2	431	53.9	86.2	872	109	87.2
RS1.3, Katsina	4	115	28.8	23	77	19.3	15.4	192	48	19.2
RS1.4 Jigawa	3	23	7.7	4.6	30	10	6	53	17.7	5.3
RS 2.1,Lagos	17	715	42.1	143	1,281	75.4	256.2	1,996	117.4	199.6
RS 2.2 Ogun	9	448	49.8	89.6	546	60.6	109.2	994	110.4	99.4
RS 3.1 Adamawa	7	92	13.1	18.4	25	3.6	5	117	16.7	11.7
RS 3.2,Gombe	3	60	20	12	58	19.3	11.6	118	39.3	11.8
RS 3.3Taraba	2	78	39	15.6	41	20.5	8.2	119	59.5	11.9
RS 4.1Plateau	6	96	16	19.2	154	25.7	30.8	250	41.7	25
RS 4.2 Benue	6	86	14.3	17.2	174	39	34.8	260	43.3	26
RS4.3,Nasarawa	6	102	17	20.4	113	18.8	22.6	215	35.8	21.5
RS 5.1, Edo	7	233	33.3	46.6	289	41.3	57.8	522	74.6	52.2
RS 5.2, Delta	8	352	44	70.4	473	59.1	94.6	725	90.6	72.5
RS5.3,Anambra	6	338	56.3	67.6	471	78.5	94.2	809	134.8	80.9
RS 6.1, Rivers	5	68	13.6	13.6	45	9	9	113	22.6	11.3
RS 6.2,C/River	4	116	29	23.2	101	25.3	20.5	217	54.3	21.7
RS6.3,A/Ibom	5	109	21.8	21.8	115	23	23	224	44.8	22.4
RS 6.4,Bayelsa	2	55	27.5	11	124	62	24.8	179	89.5	17.9
RS 7.1, FCT	16	460	28.8	92	480	30	96	940	58.8	94
RS 7.2, Niger	9	338	37.6	67.6	471	52.3	94.2	809	89.9	80.9
RS8.1, Kwara	8	135	16.9	27	201	25.1	40.2	336	42	33.6
RS 8.2, Ekiti	3	30	10	6	42	14	8.4	72	24	7.2
RS 8.3, Kogi	8	122	15.3	24.4	158	19.8	31.6	280	35	28
RS 9.1,Enugu	6	174	29	34.8	205	34.2	41	379	63.2	37.9
RS 9.2, Ebonyi	4	120	30	24	192	48	38.4	312	78	31.2
RS 9.3, Abia	4	125	31.3	25	122	30.5	24.4	247	61.8	24.7
RS 9.4, Imo	6	104	17.3	20.8	140	23.3	28	244	40.7	24.4
RS 10.1, Sokoto	3	78	26	15.6	67	22	13.4	145	48.3	14.5
RS 10.2, Kebbi	4	74	18.5	14.8	111	27.8	22.2	185	46.3	18.5
RS 10.3, Zamfara	4	63	15.8	12.6	98	24.5	19.6	161	40.3	16.1
RS 11.1, Osun	8	145	18.1	29	187	23.4	37.4	332	41.5	33.2
RS 11.2, Ondo	6	68	11.3	13.6	167	27.8	33.4	235	39.2	23.5
R511.3,0yo	10	179	17.9	35.6	257	25.7	51.4	436	43.6	43.6
RS 12.1,Bauchi	6	85	14.2	17	107	17.8	21.4	192	32	19.2
RS 12.2,Borno	5	10	2	2	8	1.6	1.6	18	3.6	1.8
RS 12.3,Yobe	3	49	16.3	9.8	44	14.7	8.8	93	31	9.3
TOTAL	231	5,992	25.9	1198.4	7,921	34.3	1584.2	13,913	60.2	1391.3

## TABLE 4: EAGLEYE ENFORCEMENT: 4 – 8 & 18 - 21APR I6 (10 DAYS) ZONAL COMMANDS STANDING



COMMAND S	TOTAL COMMA NDS	OFFFEND ERS 4 - 8 APR 16	AVERA GE PER COMM AND	AVERAG E PER DAY	OFFFENDE RS 18 - 21 APR 16	AVERA GE PER COMM AND	AVERAG E PER DAY	OFFFEND ERS 4 - 8 & 18 - 21 MAR 16	AVERA GE PER COMM AND	AVERAG E PER DAY
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RS 10, Sokoto	11	215	19.5	43	276	25.1	55.2	491	44.6	49.1
RS 11, Osogbo	24	392	16.3	78.4	611	25.5	122.2	1,003	41.8	100.3
RS 12, Bauchi	14	144	10.3	28.8	159	11.4	31.8	303	21.6	30.3
TOTAL	231	6,092	26.4	1218.4	7,921	34.3	1584.2	13913	60.2	1391.3

### EXPECTED AREAS FOR IMPROVEMENT IN OPERATIONAL STRATEGY (CONT.)

- No command has made any returns on:
  - Metropolitan bike patrol
  - Foot team patrol
- Safety helmet enforcement in comatose



- Overloading not appropriately addressed
- Use of Phone while Driving prevalent



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## **INCESSANT STAFF KNOCK-DOWNS**

- The Corps cannot accept continuous loss of its personnel to fleeing offenders and recalcitrant drivers
- There is urgent need to continually review our patrol procedure, particularly, enforcement strategies

#### ROAD SAFETY OFFICER KILLED BY HIT AND RUN DRIVER IN FCT

Posted by: CKN NIGERIA Posted date: Saturday, March 26, 2016 / comment : 0



This young Federal Road Safety Commission officer by the name Kris Tony Ochefu was killed by a hit and run while on duty in Abuja last Thursday. Ochefu who was with his colleagues was knocked down by the driver who off afterward. He has been described as a gallant officer by his colleagues...May his gentle soul rest in peace.

### **STAFF KNOCKDOWNS - DATA**

OFFICERS	9
MARSHALS	8

<b>DISTRIBUTION OF DEATHS / INJURIES</b>	
DEATHS	06
SEVERE INJURIES	02
MINOR INJURIES	09

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### CONCERNS ABOUT STAFF HEALTH AND WELLNESS

 Despite repeated calls for measures to reduce the rate of avoidable Staff deaths, the prevalence of deaths have remained alarming

TOTAL DEATHS	31
MALE	26
FEMALE	5

#### **CAUSES DISTRIBUTION**

RTC		ILLNESSES		ELECTROCUTION			
MALE	FEMALE	MALE	FEMALE	MALE	FEMALE		
8	0	17	5	1	0		

### HEALTH AND WELLNESS

 Commanding Officers must continue to educate their staff on the importance of healthy living and periodic medical check-ups





## AUTO LOGISTICS

 Inappropriate use of the newly acquired vehicles



#### AUTO LOGISTICS (ZHOOPS)

Aim: Motivational and improved service delivery viz;

- Improve component Commands supervision
- Improve prestige to rub off on Command and control
- Reduction factors that could lead to inducement and resentment
- Complementary roles to the Commander in all aspects of administration.
- Improve operations conduct and motivation to subordinates

#### • AUTO LOGISTICS (ZHOOPS CONT.)

### Likely implications if abuse not checked:

- Government will look at the Corps as unserious and unreliable
- Unnecessary display of bloated ego such that statutory responsibilities are neglected.
- Uncultured and unprofessional conducts, including avoidable crashes
- Likely increase in crashes on the highways through reduced attention to duty.
- Quick deterioration of the vehicles.

#### • AUTO LOGISTICS (ZHOOPS CONT.)

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- Quick deterioration of the vehicles.

#### • AUTO LOGISTICS (ZHOOPS CONT.)

Expected changes to be monitored by ZCOs) to include;

- Concentration on the jobs
- Improved supervision of component Commands
- Good vehicle maintenance
- Restrictive outing. Only prestigious and befitting ones to be attached.
- Drivers and orderlies turn out to match the prestige of Commander
- Self respect, Command and control

### AUTO LOGISTICS (PATROL VEHICLES)

With increase in patrol vehicles:

- Effective utilization of Officers who hitherto have remained redundant for some time now.
- Effective utilization of the Senior Marshals to lead patrols.
- Improved Corps presence
- Improved staff motivation and dedication to duty.
- Quicker intervention at traffic distress scenes
- Deployment of all vehicles on operations

## RESCUE AND RECOVERY

- Need for improved response
   and recovery
- commitment to a response time of 15 minutes.
- Need to collaborate with the Flying Doctors for victims air rescue where necessary.
- Prompt obstruction removal
- Appropriate deployment of equipment and materials





## ATTITUDE TO WORK

- As previously discussed in other papers, productivity often always boils down to the human resources of every organization
- Also important to the success of the organisation, is the staff attitude to work, commanding officers should ensure a steady re-orientation of their staff with a view to keeping their attitudes positive and their morale high





## DISCIPLINE

- Need for Commanding
   Officers to live exemplary
   lifestyles and teach discipline
   to staff under their purview
- The CM strategy of Consultation, Rewards and Punishment should be administered at all levels to deserving staff, without fear or favour





## SUPERVISION AND FEEDBACK

- Lack of supervision by **Commanding Officers has** been identified as the chief cause of prevalence of bribery, corruption, rumour mongering and general indiscipline by staff
- These are unacceptable
   and must be checked



### SUPERVISION AND FEEDBACK II

- Observed misuse of Staff cars
- Auto logistics were provided to the ZHOOPS in order to improve component commands' supervision
- Expected changes to be monitored by the ZCOs include:
  - Concentration on the jobs
  - Ease of supervision of component commands
  - Good vehicles maintenance
  - Restrictive outing; only prestigious and befitting one to be attached
  - Drivers and Orderlies to turn out to match the prestige of Commander
  - Self respect, Command and control in Comman

### SUPERVISION AND FEEDBACK III

#### Misuse of CUGs

- Deliberate refusal to pick calls
- Deployment of phone to other uses other than those allocated for originally
- Damage to phones and refusal to replace
- Deployment outside group
- Implications
  - Disobedience to standing order
  - Sabotage of Management policy
  - Erosion of Commanders credibility and reliability
  - Aiding delay in response time to rescue calls
  - Damage to Corps property
  - Wastage by the Corps by paying monthly subscription

## DERELICTION OF DUTY BY INTELLIGENCE AND PROVOST OPERATIVES

- Indulgence of operatives by Commanders, thereby concealing information as well as breeding indiscipline
- Use of operatives to witchhunt others
- Operatives deliberate refusal to make correct report of situations
- Collusion with Patrol teams
   in extortion of motorists



## **RISING LITIGATIONS**

- 2004 2016 = 184 Cases
- Challenges:
  - Increased involvement of staff in criminal cases
  - Lack of pro-activeness in handling cases, thus allowing them to get out of hand
  - Misunderstanding of instructions or directives issued to give legal Officers the required leadership and mentoring
  - Non appreciation of legal processes and harnessing same to enhance command and control
- Way Out
  - Mentoring and encouragement of staff against crimes
  - Encourage legal Officers to visit court
  - Be proactive in the prosecution of offenders before being put on the defensive
  - Application of alternative dispute resolution in some cases

CivilCriminal10084

## TRAINING AND DEVELOPEMENT



#### NEED FOR QUALITATIVE IN-HOUSE LECTURE SERIES

- Content to include contemporary issues such as
  - Tyre education
  - Speed Limiting device implementation
  - Customer Relations and handling of offenders
  - Correct Interpretation of offences
  - Correct investigation and interpretation of causes of crashes
  - Contemporary out view of National and International events, without being partisan
  - Security

- CAPACITY BUILDING
- Command induced workshops and Seminars
- Self Development

   Computer literacy
   Data analyses and management





- DRILLS AND INDOCTRINATION
- Improved drills
- Proper indoctrination and integration - Ethical revolution - Commitment – Team Playing - Goal getting





## **PUBLIC ENLIGHTENMENT**

 Exploration of Religious and Traditional Institutions









## **REPLICATING RSHQ INITIATIVES IN THE** FIELD

- **Field Commands emulate RS2.22 Otta command in** their commendable attempt to replicate the Stakeholders' Forum on Tyre in their locality
- **Other RSHQ initiative such** as the Speed Limiter **Initiative and the Tankers** Forum should also be advertised in the commands



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> GLECT OF HEROW MR. TOYIN ADENUGA

> > ACC LEVE ADE680YEGA It Commenter 952/22 Dto Livit Connent

Zonti Commanding Officer, Zone RS2 Lagor,

HEGH CHIEF BANGBOYE AKANNI OSINLABU Election of Ohio, Secretary to the Royal Council

Father of the Day
# **ADHERENCE TO RESOLUTIONS FROM** PREVIOUS STRATEGY SESSION

#### **EVALUATION OF RESOLUTIONS FROM PREVIOUS** STRATEGY SESSION - OPERATIONS

#### RESOLUTIONS

Status on compliance on directive restricting patrol teams from operating near check points

Status on the updating of the CUG directory of all CUGs in the command

Compliance of Commanding Officers in restricting themselves strictly to the months within which they operate with respect to the monthly allocation

Status of commands' needs prepared and forwarded to Management based on prepared template

Status of compliance on minimal recall of patrol vehicles from Unit commands by ZCOs and SCs

Level of compliance to the directive on stepping down of Sector Operators meeting

Status on issuance of flying tickets through RTSSS to fleet operators who refused to stop for patrol teams

#### EVALUATION OF RESOLUTIONS FROM PREVIOUS STRATEGY SESSION - FINANCE

#### RESOLUTIONS

Compliance of commanding officers in obtaining authority to incur debt before spending beyond their statutory allocations

Status on demurrage collection by UBA from field commands on Saturdays and Sundays

**Deployment of POS machines for fines payment** 

#### EVALUATION OF RESOLUTIONS FROM PREVIOUS STRATEGY SESSION - CPEO

#### RESOLUTION

Level of compliance on directive to embark on aggressive Public Enlightenment programmes



#### EVALUATION OF RESOLUTIONS FROM PREVIOUS STRATEGY SESSION - LEGAL

#### RESOLUTIONS

- Status of compliance of directive to provide transport and logistics for legal officers by ZCOs and SCs when going to handle disciplinary cases
- Status on the forwarding of report to the Attorney General on the possibility of FRSC prosecution of drivers who kill people in RTC



#### EVALUATION OF RESOLUTIONS FROM PREVIOUS STRATEGY SESSION - CIO

#### RESOLUTION

Level of compliance in checking patrol malpractices – CIO to give an overview on compliance to patrol procedures, bribe taking and vehicle maintenance



#### **EVALUATION OF RESOLUTIONS FROM PREVIOUS** STRATEGY SESSION - COMMANDING OFFICERS

RESOLUTIONS	FORMATION
Level of implementation of RTC target setting by Commanding Officers at command level	ALL COMMANDERS
Status of engagement of Sector Commanders with the BIR on the indiscriminate use of stickers by Auto dealers	ALL SECTOR COMMANDERS
Sector Commanders should approach the Chief Judge of their states to facilitate the operations of Mobile Court to try traffic offenders	ALL SECTOR COMMANDERS
Commanding Officers should synergize with the Chief Judge of their respective domain in promoting Administration of criminal justice act as directed by Attorney General of the Federation	ALL SECTOR COMMANDERS
Commanding Officers should be proactive enough in prosecuting violent offenders in court	ALL COMMANDERS
Engagement of Staff in farming as a means of extra income	ALL COMMANDERS
Officers' Mess opened by Commands (Optional, depending on command's capacity)	ALL COMMANDERS

#### ADHERENCE TO FALLOUT FROM PREVIOUS STRATEGY SESSION – COMMANDING OFFICERS

RESOLUTIONS	FORMATION
Sector Commanders should engage their State Comptroller of Works through monthly meetings on the issue of axle load implementation and other aspects of road construction and maintenance	ALL SECTOR COMMANDERS
Aggressive sensitization programmes on the implementation of speed limiting devices in the field Commands should continue unabated	ALL COMMANDERS
Each Command should create a social media page and appoint a social media administrator while the Corps directives on the use of social media should be strictly adhered to	ALL COMMANDERS
Commanding Officers should embark on vigorous campaigns on the use of rear seat-belts.	ALL COMMANDERS
In-house lectures should be exploited to further develop the capacity of the staff. It is also mandatory for Commanding Officers to regularly participate in In-house lectures	ALL COMMANDERS
Compliance with directive on creating local initiatives to tackle peculiar challenges	ALL COMMANDERS

# EXPECTATIONS



### **IMPROVING OUR YIELD FACTOR**

- Improved consultation/stakeholders
  collaboration
- Improved relationship with State Governors
- Contribution to State Traffic Agencies laws (e.g. El-Rufai's case)
- Pro-activity in dealing with the States on matters relating to roads and road safety (e.g. Kwara Split Diamond Underpass)

### **IMPROVING OUR YIELD FACTOR**

- Abandonment of Commands should stop
- Use of official vehicles for mainly social activities should stop
- Frequent changes in drivers handling vehicles should be checked. Only FRSC certified drivers should drive.

### **CHECKS IN PLACE AT RSHQ**

- Surveillance operations template improved to check excesses in vehicle deployment and general use.
- Awards for conduct of focused operations as well as outcome to form part of Zonal Commands' performances (5%) (1<sup>st</sup> = 5, 2<sup>nd</sup> = 3, 3<sup>rd</sup> = 1).
- Assessment of performance to include
  number of vehicles and personnel
- Improved Operations Department's monitoring and evaluation of Commands

## CONCLUSION



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"An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage" - Jack Welch

# Safety starts with YOU

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