

PERFORMANCE RECOGNITION SYSTEM FOR PUBLIC UTILITY VEHICLE OPERATORS

CRITERIA	POINTS	SCORE	REMARKS
I. ORGANIZATION AND MANAGEMENT	25		
a. Company has adequate functional units and clearly defined duties and responsibilities	2		
b. Company has adequate number of personnel	2		
c. Company has complied with registration/permit requirements to operate business			
• DTI/SEC Registration	1		
• BIR Registration	1		
• Annual Income Tax Payment	1		
• Mayor's Permit	1		
• SSS Registration	1		
c. Personnel/Labor-Management Relations			
• Compliance with labor laws and other laws	2		
• Workers are all of legal age	1		
• Workers' salaries and benefits provided (SSS, Medical, Dental)	2		
• No history of labor dispute	1		
• Provision for IDs and uniforms to all employees	1		
d. Company has complied with franchise terms and conditions			
• Filipino citizenship/majority ownership	1		
• Financial capacity	3		

clearly established (sufficient bank deposits, assets, capitalization)				
• Existence of franchise for all units		3		
• All accounts paid with LTFRB		2		
II. OPERATIONS	40			
a. Passenger Quality Service				
• Required facilities are complied with				
○ Garage/terminal with sufficient parking slots/space for all units		2		
○ Adequate and comfortable waiting area for passengers		2		
○ Sufficient roofing to provide shade for passengers		2		
○ Wide entrances and exits for easy mobility to and from garage/terminal		2		
○ Clean and separate rest rooms for male and female with adequate water supply, sufficiently lighted and functioning flush system		2		
○ Adequate facility for <ul style="list-style-type: none"> ▪ Children (such as diaper-changing tables) ▪ Elderly and Disabled 		2		
○ Availability for First Aid Clinic		2		
○ Customer Assistance		2		

Counters/Help Desk				
○ Sufficient security personnel and adoption of other security measures (CCTV)		2		
○ With valid building, electrical and fire permits/ certificates		2		
• Adoption of Customer Feedback Mechanism		3		
B. FLEET MANAGEMENT				
<i>Hiring and Training of Employees</i>				
• Set standards for hiring of driver, conductors and other employees		2		
• Regular personnel training conducted		2		
• Valid license for drivers and conductors		1		
<i>Vehicle Maintenance</i>				
• Schedule of vehicle/trips properly managed/ monitored		1		
• Vehicles are properly maintained		3		
• With regular vehicle inspection		2		
• Availability of repair/maintenance personnel		1		
• Availability of repair/maintenance tools and equipment		1		
• Valid passenger insurance for all units		2		
• Valid LTO Registration for all units		2		

III. ROAD SAFETY EVALUATION	35			
• Road Safety Policy/ Programs Introduced/ Adopted		7		
• No complaints against operator filed for the previous year		6		
• No accidents filed/ reported involving units of operator for the previous year		10		
• No driver employed by operator apprehended for traffic violation for the previous year		6		
• Community/ Civic Involvement/ Award/ Recognition of Operator on Road Safety Programs given by LGUs or other organizations/ associations		6		
TOTAL	100			

SUMMARY:

I. ORGANIZATION AND MANAGEMENT

II. OPERATIONS	40
III. PERFORMANCE EVALUATION	<u>35</u>
TOTAL	100

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