



**Ministry of Transport
Agency Results Framework-ARF**

Vision

To make Sri Lanka the country with the most comfortable and efficient bus and railway services in this region of the world.

Mission

Our mission, based on the Mahinda Chintanaya is to use state of the art technology for the continuous improvement and maintenance of all human resources and infrastructure; to contribute to improving the daily lives of Sri Lankans by providing a convenient and comfortable transport service

Thrust Areas

1. Increase efficiency of public transport services
2. Increase safety and reliability
3. Provide public transport for the people
4. Use and Development of automotive technology

Thrust Area 1

1.1:

No	Goal	Key Performance Indicators	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
1.1.1.	Operate a railway service that is punctual, reliable and efficient	The % of trains operated on time	30%	40%	55%	60%	65%	70%
1.1.2		Incidents of train cancellations	8%	6%	5%	4%	3%	2%
1.1.3		Average speed (Kmph)	40	50	60	65	70	75
1.1.4		Income per train kilo metre (Rs)	395	410	425	445	465	475
1.1.5		Contribution per train kilometer Rs	-45.75	-36.48	-22.15	-8.68	0.04	5.84
1.1.6		The number kilometers traveled that is less than 15km per hour	103km	82km	65km	52km	42km	33km
1.1.7		The number kilometers traveled that is less than 25-15km per hour	62km	52 km	40 km	33 km	26km	20km

Goal 1.2

No	Goal	Key Performance Indicators	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
1.2.1.	Operate a bus service that is reliable and efficient	Income per operated bus Km						
1.2.2		Operational expenditure per operated bus km						
1.2.3		No. of employees per bus						
1.2.4		Average km. operated per bus per day						
1.2.5		No. of buses operated per day						
1.2.6		O of buses rehabilitated under SLTB work shops,						

		Lakdiva co. Ltd.						
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Thrust Area 2. Increase safety and Reliability

Goal 2.1:

No	Goal	Key Performance Indicators	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
2.1.1	Ensure that the private bus services are comfortable and safe	The number of public complaints about: safety, fares and other	Safety 600	550	475	375	250	100
			Fares 1800	1600	1300	900	400	150
			Other 600	550	500	350	150	100
2.1.2		The number of busses that operate according to stipulated standards	51% maintain minimum Standards	100% Meet minimum standards	100% Meet minimum standards	100% Meet minimum standards	100% Meet minimum standards	100% Meet minimum standards

Thrust Area 3 Service to clients

Goal 3.1

No	Goal	Key Performance Indicators	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
3.1.1	Provide a reliable and safe service utilizing SLTB	Market share of SLTB	24%	24.5%	25%	25.5%	26%	26.5%
3.1.2		Number of buses operated on uneconomic routes						
3.1.3		Number of buses operated for school service						

Goal 3.2 Rail

No	Goal	Key Performance Indicators	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
3.2.1	Provide a reliable and safe service utilizing railways	Passenger market share of railway						
3.2.2		No of passenger trains operated per day						
3.2.3		Freight market share of railway						
3.2.4		No of freight trains operated per day						

No	Goal	Key Performance Indicators	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
3.2.	Improve the efficiency and effectiveness in the issuance of medical certificates.	The time taken to issue health certificates to clients	3 hours	2 ½	2 hours	1.45 hour	1.30 hour	1.15 hour

Goal 3.3

No	Goal	Key Performance Indicators	2008 Baseline	Targets				
				2009	2010	2011	2012	2013
3.3.1	Fool proof medical certification system implemented	The use and prevalence of secure certificates	Fake certificates are in use	Introduce new technology features	Utilize new technology features in certificates	Utilize new technology features in certificates	Utilize new technology features in certificates	Utilize new technology features in certificates

Goal. 3.4

No	Goal	Key		Baseline	Targets
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		Performance Indicators		2008	2009	2010	2011	2012	2013
3.4.1	Improve the efficiency and effectiveness in the issuance of licenses to clients.	The time taken to issue a permanent drivers /renewals/ transfer of vehicles licenses	Categories : -New Licenses -Renewals (normal) - Extensions/ -Transfer of vehicles - Registration	1 year 8 months 2 months 1 day	4 months 6 months 1 month 1 day	3months 2 months 1 month	2 months 1 month 2 weeks	1 day 2 weeks	1 day 2wks

Thrust area 4 Automotive Technology

Goal 4.1

No	Goal	Key Performance Indicators	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
4.1.1	Increase the number high quality professional automotive mechanics who are employed in the sector ¹	The number of students who obtain NVQ 04 standards	77 annually	80	100	110	110	110
4.1.2		The number of students who achieve NVQ level 05 standards	Curriculum developed	Training of Trainers	25 annually	40	50	60

¹ All mechanics with the NVQ certification are guaranteed employment, as there is a demand for their services. Therefore the numbers who obtain the professional qualification is used as a proxy for the number employed; no employment data is collected.