

## 2022 PERFORMANCE SCORECARD

## PHILIPPINE NATIONAL RAILWAYS (PNR)

Component					Baseline			Targets		
Objective/Measure		Weight	Formula	Rating Scale <sup>a/</sup>	2018	2019	2020	2021	2022	
SOCIAL IMPACT	SO 1	Improved Mobility of Passengers								
	SM 1	Ridership Volume								
		a. Metro South Commuter	10%	Actual Ridership	Actual / Target	14,021,007	12,530,269	3,879,923	11,611,234	13,648,740
		b. Metro North Commuter	3%					N/A	2,421,039	692,784
		c. Bicol Commuter Service	7%			686,015	654,828	284,066	1,241,345	1,695,892
	SM 2	Space-Kilometer Offering (in thousands)								
		a. Metro South Commuter	10%	Space Capacity x No. of Cars x Km. Travelled	Actual / Target	484,287	462,530	133,331	190,804	450,716
		b. Metro North Commuter	3%					N/A	29,780	22,992
		c. Bicol Commuter Service	7%			12,906	15,286	8,838	25,820	109,397
		Sub-total	40%							
CUSTOMERS / STAKEHOLDERS	SO 2	Enhanced Customer Satisfaction								
	SM 3	Percentage of Satisfied Customers		Actual Accomplishment	Actual / Target  0% = If less than 80%	Failed to show that CSS is compliant with Standard Guidelines	No Accomplishment	No Accomplishment	Using the Enhanced Guideline on the Conduct of the Customer Satisfaction Survey by GCG	
		a. Passengers	2.5%						80%	80%
		b. Concessionaires/ Lessees	2.5%						80%	80%
	SO 3	Reliable and Efficient Railway Service Provided								
SM 4	Punctuality Rating (Departure at Terminal Station)									

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	a.	Metro South Commuter	5%	Train Trips On-Time/ Total Train Trips	Actual / Target	76.96%	80%	90.11%	98.75%	98.75%
	b.	Metro North Commuter	5%					N/A	98.75%	98.75%
	c.	Bicol Commuter Service	5%			71.75%	84%	93.59%	98.75%	98.75%
	SM 5	Reduction of Train Shutdowns	5%	Train Shutdowns/ Total Train Trips	< 0.21% = 5% > 0.21% to < 0.22% = 4% > 0.22% to < 0.23% = 3% > 0.23% to < 0.24% = 2% > 0.24% to < 0.25% = 1% > 0.25% = 0%	0.30%	0.24%	0.34%	≤ 0.21%	≤ 0.21%
	SM 6	Reduction of Derailment Incidents	5%	Actual Accomplishment	All or Nothing	Seven (7) Derailment Incidents	No Speeding-Related Derailments	21 Derailment Incidents	No Derailment Incident	No Derailment Incident
		<b>Sub-total</b>	<b>30%</b>							
FINANCE	SO 4	Achieved Revenue Targets								
	SM 7	Train Ticket Sales ('000)	10%	Actual Revenue	Actual / Target	255,164	228,551	88,704	102,856	306,321
	SM 8	Non-Rail Revenue ('000)	5%	Actual Non-Rail Revenue	Actual / Target	182,532	242,526	242,547	Excluding Gains on Sale of Property	
									203,211	519,338
		<b>Sub-total</b>	<b>15%</b>							



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INTERNAL PROCESS	SO 5	Improved PNR's Absorptive Capacity								
	SM 9	Budget Utilization Rate						26.19% (Unobligated funds from previous years)	100% (Amount Obligated / Total GAA Subsidy for 2020 and 2021 Railway Systems Maintenance Program)	
		a. GAA Subsidies – amounts obligated	2%	Amount Obligated / Total GAA Subsidy	Actual / Target	No verifiable accomplishment	78.91%	90%		
		b. GAA Subsidies – amounts disbursed	2%	Amount Disbursed / Total Obligated	Actual / Target			90%		
		c. Corporate Funds – CO & MOOE	2%	Actual Disbursement / Total Approved COB (Both Net of PS Cost)	Actual / Target			90%		
	SO 6	Development of Quality Management System								
	SM 10	ISO Certification	5%	Actual Accomplishment	All or Nothing	Conducted Stage 1 Audit	ISO 9001:2015 Certified	Passed Surveillance Audit	Pass Surveillance Audit	Continued Certification on ISO 9001: 2015
		Sub-total	11%							
LEARNING & GROWTH	SO 7	Enhanced Employee Competency and Motivation								
	SM 11	Reorganization Plan (RP)	2%	Actual Accomplishment	All or Nothing	No accomplishment	No accomplishment	N/A	N/A	Submission of Proposed RP to the GCG
	SM 12	Percentage of Employees Meeting Required Competencies	2%	Actual Accomplishment	All or Nothing	N/A	No Verifiable Accomplishment	No accomplishment	Establish Baseline	Board-approved Competency Model
	Sub-total		4%							
	TOTAL WEIGHT		100%							

a/ But not to exceed the assigned weight per indicator.