PHILIPPINE NATIONAL RAILWAYS (PNR)

Component						Baseline		Targets	
		Objective/Measure	Weight	Formula	Rating Scale [a/]	2016	2017	2018	2019
SOCIAL IMPACT	SO 1	**Improved Mobility of Passenger**							
	SM 1	Ridership Volume							
		a. Metro Manila Commuter	10%	Actual ridership	Actual/Target x Weight	23,707,072	16,024,342	26,148,776	35,867,817
		b. Bicol Commuter Service	10%			409,929	500,435	516,214	774,320
	SM 2	Space-Kilometer Offering (in thousands)							
		a. Metro Manila Commuter	10%	Space capacity x no. of cars x km travelled	Actual/Target x Weight	515,498	401,739	763,647	913,924
		b. Bicol Commuter Service	10%			18,171	16,819	16,819	25,175
		Sub-total	***40%***						
CUSTOMERS/ STAKEHOLDERS	SO 2	**Enhance Customer Satisfaction**							
	SM 3	Percentage of Satisfied Customers	5%	Actual Accomplishment	Actual/Target x Weight	No third-party surveyor	No Survey Conducted	80% Satisfied Passengers*	80% Satisfied Customers*
	SO 3	**Provide Safe, Reliable and Efficient Railway Service**							
	SM 4	Punctuality Rating (Departure at Terminal Station)							
		a. Metro Manila Commuter	6%	Train trips on-time/ Total train trips	Actual/Target x Weight	93%	86%	90%	92%
		b. Bicol Commuter Service	6%			93%	87%	90%	92%

* *Using the Standard Methodology and Questionnaire prescribed by GCG.*

Component						Baseline		Targets	
	Objective/Measure		Weight	Formula	Rating Scale [a/]	2016	2017	2018	2019
	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%	0.19%	0.23%	≤ 0.21%	≤ 0.21%
	SM 6	Reduction of Derailment Incidents	2%	Actual Accomplishment	All or Nothing	N/A	N/A	No Derailment Incident	No Derailment Incident
		Sub-total	***24%***						
FINANCE	**SO 4**	**Achieve Revenue Targets**							
	SM 7	Train Ticket Sales ('000)	8%	Actual revenue	Actual/Target x Weight	278,097	239,709	432,512	604,643
	SM 8	Non-Rail Revenue ('000)	5%	a. Actual accomplishment b. Actual Non-Rail revenue	Actual/Target x Weight a. 2.5% b. 2.5%	182,824	203,928	645,130	a. Submission of inventory of core and non-core properties to DOF b. 265,484
		Sub-total	***13%***						
INTERNAL PROCESS	**SO 5**	**Improve PNR's Absorptive Capacity**							
	SM 9	Budget Utilization Rate	9%	Amount Obligated/ Total Amount of subsidy (Locally-funded projects under GAA)	Actual/Target x Weight a. 6% b. 3%	-	1.0%	80%	a. Unobligated funds from previous years (80%) b. 2019 Budget (100%)

	Component					Baseline		Targets	
	Objective/Measure		Weight	Formula	Rating Scale a/	2016	2017	2018	2019
	SO 6	**Develop Quality Management System**							
	SM 10	ISO Certification	5%	Actual Accomplishment	All or Nothing	Manualization of processes	PNR Quality Manual, Procedures and Work Instructions Manual (PAWIM) and other forms	a. Approved PNR Quality Manual b. Conduct Stage 1 Audit	ISO 9001:2015 Certified
		Sub-total	***14%***						
LEARNING & GROWTH	**SO 7**	**Enhance Employee Competency and Motivation**							
	SM 11	Reorganization Plan (RP)	2%	Actual Accomplishment	All or Nothing	N/A	N/A	Submission of Proposed RP	Implementation of the GCG-Approved RP
	SM 12	Percentage of Employees Meeting Required Competencies	5%	Actual Accomplishment	All or Nothing	N/A	N/A	N/A	Board-approved Competency Model
	SO 8	**Establish PNR Certification Program**							
	SM 13	PNR Certification Program	2%	Actual Number	Actual/Target x Weight	-	Manual not completed	Board-Approved Manual for the PNR Certification Program	100% of Permanent Positions Required to Undertake the Safety Assurance Program are Certified
		Sub-total	***9%***						
		TOTAL WEIGHT	**100%**						

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