

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY (TIEZA)

Component					Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
SOCIO-ECONOMIC IMPACT / CUSTOMER	SO 1		Developed Sustainable Tourism Zones and Support Infrastructure to Contribute to Country’s Competitiveness						
	SM 1a	Development of Sustainable Tourism Infrastructure Projects	Actual Accomplishment	7.5%	All or Nothing	TIEZA completed the following deliverables: (1) Notice of Award for the "Consultancy Services for the Preparation of the Detailed Architectural and Engineering Design (DAED) for the Site Development and Food and Cultural Hall at Clark TIEZA Tourism Enterprise Zone; (2) Preliminary Inception / Situational Analysis Report; (3) Preliminary Conceptual Plans and Design	Evaluation, Joint Scoring and Final Shortlisting of Identified New Possible Sites	Appraisal and Technical Due Diligence for the Identified Areas ¹	Submitted Situational Analysis Report (SAR) Duly Presented to the TWG ² and Accepted by TIEZA
			Percentage Completion/ Target Project Completion ₃	5% ⁴	(Actual / Target) x Weight		Development of San Vicente Flagship TEZ: Rehabilitation of the San Vicente Flagship TEZ: 43.90% Development of Mt. Samat Shrine: - Renovation of Colonnade Restroom; and Renovation of existing restrooms and construction of new restroom in the Memorial Cross Area: 100% - Guardhouse and Main Gate: 100% - Geodetic Survey Geotechnical Analysis: 100%	1. Development of San Vicente Flagship TEZ: Installation of 14km Solar Streetlights at Long Beach, San Vicente, Palawan; and 2. Development of Mt. Samat Shrine: 100% Completion of Underground Museum	Implementation of Support Infrastructure in Mt. Samat FTEZ: 30% Development of the Design Phase-Visitor’s Complex at the Shrine of Valor, Mt. Samat FTEZ Pilar, Bataan under Design and Build Scheme Implementation of Support Infrastructure in Corregidor FTEZ: 30% Development of Various Facilities for Corregidor FTEZ, Cavite City, Cavite

¹ Maria Makiling, Laguna; Magalang Pampanga; Puerto Princesa, Palawan
² The Technical Working Group (TWG) is composed of members from the Department of Tourism (DOT), DOT Regional Office, TIEZA, and the municipality/government agency concerned.
³ Accomplishment will be computed per project.
⁴ Weight is equally divided among the number of target projects.

Component						Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
	SM 1b	Monitoring of Tourism Enterprise Zones (TEZs) and Registered Tourism Enterprises (RTEs)	Actual Accomplishment	5%	All or Nothing	N/A	100% of Tourism Enterprise Zones (TEZs) / Registered Tourism Enterprises (RTEs) Monitored	100% of Tourism Enterprise Zones (TEZs) / Registered Tourism Enterprises (RTEs) Monitored ⁵	100% of Tourism Enterprise Zones (TEZs) / Registered Tourism Enterprises (RTEs) Monitored ⁶
	SO 2	Preserved Historical, Cultural, Religious, and Heritage Sites and Developed Ecotourism Sites in Depressed Provinces with Strong Tourism Potential							
	SM 2	Maintain Assets	Percentage Completion/ Target Project Completion ⁷	7.5% ⁸	(Actual / Target) x Weight	N/A	N/A	1. 50% Completion of the Provision of New Water Line from the Main Source at Banaue Hotel and Youth Hostel 2. 30% Completion of the Provision of Flood Control System and Rehabilitation of Driving Range and Netting (Perimeter Drainage at Fairway) at Club Intramuros Golf Course 3. 30% Completion of the Provision of Flood Control System and Rehabilitation of	1. 30% Completion of Provision of Flood Control System and Rehabilitation of Driving Range and Netting (Perimeter Drainage at Fairway) at Club Intramuros Golf Course 2. 30% Completion of Provision of Flood Control System and Rehabilitation of Driving Range and Netting at Club Intramuros Golf Course 3. 100% Completion of the Construction of

⁵ Covers TEZs and RTEs identified in the 2024 Annual Monitoring Plan
⁶ Covers TEZs and RTEs identified in the 2025 Annual Monitoring Plan
⁷ Accomplishment will be computed per project.
⁸ Weight is equally divided among the number of target projects.

Component						Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
								Driving Range and Netting at Club Intramuros Golf Course 4. 100% Completion of the Rehabilitation of Seawalls at Zamboanga Gold Course	Hyperbaric Chamber Center in Coron, Palawan 4. 100% Completion of Hyperbaric Chamber Center- Dauin, Negros Oriental 5. 100% Completion of Fencing and Rehabilitation of Pump Station 3 – Boracay Island, Malay, Aklan 6. 100% Completion of Hyperbaric Chamber Center – Catarman Camiguin
	SM 3	Development of Ecotourism Sites in Depressed Areas	Percentage Completion/ Target Project Completion ⁹	7.5% ¹⁰	(Actual / Target) x Weight	Completed the DAED of TIEZA-initiated Project for Three (3) Eco-Tourism Sites in Depressed Provinces with Strong Tourism Potential	1. Development of Lalaguna Mangrove Eco Park: 100% 2. Development of Tourism Facilities in Bongo Island: <i>Cannot be validated</i> 3. Rehabilitation of Tourism Information Center and Rest Area (Green Restroom Sagay	1. 100% Completion of the Development of Carindan Ecotourism and Biodiversity Project, Sta. Cruz, Occidental Mindoro 2. 100% Completion of the Development of Dawitan Eco Park, Legaspi, Albay 3. 75% Completion of the Development of	1. 100% Completion of the Development of Nature Park, Borongan Eastern Samar 2. 100% Completion of the Development of Mangrove Forest Trail and Conservation Center, Arteche, Eastern Samar

⁹ Accomplishment will be computed per project.
¹⁰ Weight is equally divided among the number of target projects.

Component					Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
							City, Negors Occidental): 100%	Nature Park, Borongan Eastern Samar	3. 100% Completion of the Development of Ecotourism Sites at Mt. Kitanglad Range Natural Park Lantapan, Bukidnon
							4. Libertad Mangrove Forest and Aqua Culture Facilities: 100%	4. 50% Completion of the Development of Ecotourism Sites at Mt. Kitanglad Range Natural Park Lantapan, Bukidnon	
								5. 75% Completion of the Development of the Mangrove Forest Trail and Conservation Center, Arteche, Eastern Samar	
								6. 75% Completion of the Construction of Boardwalk with Viewdeck at Ipil, Zamboanga Sibugay	
								7. 100% Completion of the Rehabilitation of Mt. Candalaga and White Peak Climb Trail Rehabilitation Project at Marasugan, Compostela Valley	

Component						Baseline Data		Target	
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	SM 4	Preservation of Historical, Cultural, Religious and Heritage (HCRH) Sites	Percentage Completion/ Target Project Completion	7.5%	(Actual / Target) x Weight	95.966% Completion of the Restoration of Malañang sa Sugbo	1. Reconstruction of Corregidor Breakwater: 44.84% 2. Installation of Mt. Samat Cross Lighting: 100%	1. 100% Completion of the Conservation and Improvement of Escuela Pia, Taal, Batangas 2. 50% Completion of the Development of Laylay Magnetic Station Historical-Cultural Tourism Development, Boac, Marinduque 3. 75% Completion of the Reconstruction and Retrofitting of San Agustin Church, Lubao, Pampanga 4. 75% Completion of the Reconstruction and Retrofitting of San Guillermo Parish Church, Bacolor, Pampanga 5. 100% Completion of the Development of Mt. Tabur, Tagudin, Ilocos Sur 6. 100% Completion of the Improvement of Holy Angel Parish and Shrine Nuestra Senora Virgen del Mar Cautiva at Sto.Tomas, La Union	Redevelopment of Bacolod City Government Center and Heritage Plaza

Component					Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
STAKEHOLDERS	SO 3	Customer Satisfaction Ensured							
	SM 5	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory / Total number of survey respondents	10%	(Actual / Target) x Weight	93.25%	98.20%	90% ¹¹	90%
		Sub-total		50%					
	SO 4	Financial Viability and Sustainability Achieved, and Absorptive Capacity Maximized							
FINANCIAL	SM 6	Amount of Travel Tax Collected	100% of the Total Travel Tax Collection, net of refunds	15%	(Actual / Target) x Weight	₱2.338 Billion (Total Annual Collection)	₱3.167 Billion (50% TIEZA Share)	₱3.262 Billion (50% TIEZA Share)	₱6.849 Billion
	SM 7 Budget Utilization Rate								
	SM 7a	Obligations Budget Utilization Rate	Total Obligated Subsidy / Total COB from Subsidy (Both Net of PS Cost)	2.5%	(Actual / Target) x Weight	86%	99.14%	90%	90%

¹¹ Based on GCG-ARTA Joint Memorandum Circular No. 1, series of 2023. Covers customers availing the GOCC's external services only.

Component						Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
	SM 7b	Disbursements Budget Utilization Rate	Total Disbursements from Subsidy / Total Obligated Subsidy <i>(Both Net of PS Cost)</i>	2.5%	(Actual / Target) x Weight	90.63%	100%	90%	90%
	SM 7c	Corporate Fund Budget Utilization Rate	Total Disbursements from Internally Generated Fund / Total COB from Internally Generated Fund <i>(Both Net of PS Cost)</i>	5%	(Actual / Target) x Weight	83.33%	98.93%	90%	90%
	SM 8	Improve Income of Operating Entities ¹²	Absolute Amount	5%	(Actual / Target) x Weight	More than the Income from Operating Entities Registered in the 2021 COA Annual Audit Report	₱155.97 Million	₱175.386 Million	₱140.571 Million
		Sub-total		30%					

¹² Refers to the following TIEZA Operating Assets: Balicasag Island and Dive Resort, Club Intramuros Golf Course, Gardens of Malasag Eco-Tourism Village, Zamboanga Golf Course and Beach Park, and Mount Data Hotel

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025	
INTERNAL PROCESS	SO 5	Implement Integrated Automated Information System							
	SM 9	Develop and Implement a New Integrated Automated Information System	Total Number of Deliverables Due for 2025 Attained / Total Number of Deliverables Due for 2025	5%	(Actual / Target) x Weight	100% Attainment of 2022 Deliverables Based on the 2020-2022 ISSP Board-Approved Information System Strategic Plan (ISSP) 2023-2025 Submitted to DICT	42.86% Attainment of the 2023 Deliverables based on 2023-2025 ISSP	100% Attainment of 2024 Deliverables (based ISSP 2023-2025)	100% Attainment of 2025 Deliverables (based on DICT-endorsed ISSP 2023-2025)
	SO 6	Deliver Responsive and Timely Services to Stakeholders							
	SM 10	Percentage of Applications for Registration of Business Enterprises (RBEs) under CREATE Act (as Amended by CREATE MORE Act) Processed Within Prescribed Period ¹³	Total Number of Applications Prescribed within Prescribed Period / Total Number of Applications Received with Complete Documents	5%	(Actual / Target) x Weight	Measure excluded	Measure excluded	100%	100%
	SO 7	Implement Quality Management System							
	SM 11	Maintain ISO 9001:2015 Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification Maintained	ISO 9001:2015 Certification Maintained	Attain ISO 9001:2015 Recertification	Maintain ISO 9001:2015 Certification (First Surveillance Audit)
		Sub-total		15%					

¹³ As indicated in TIEZA's Citizen's Charter

Component						Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
LEARNING & GROWTH	SO 8	Build and Strengthen Human and Organizational Capabilities							
	SM 12	Percentage of Employees with Required Competencies Met	Competency Level 2025 – Competency Level 2024 (where Competency Level = Total Number of Employees with Required Competencies Met / Total Number of Employees)	2.5%	All or Nothing	Competency Baseline Improved by 1.77%	1.81% improvement in the Competency Baseline	Increase from 2023 Actual Competency Level	Increase from 2024 Actual Competency Level
	SM 13	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Public Service Continuity Plan (PSCP)
		Sub-total		5%					
		TOTAL		100%					
BONUS STRATEGIC MEASURES									
FINANCIAL	GAD Budget Utilization Rate		Actual Disbursement for GAD-related Activities / Total COB	1%	All or Nothing	N/A	N/A	N/A	5% of Total COB

Component					Baseline Data		Target	
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INTERNAL PROCESS	ISO Certification on any of the following Standards:							
	i. Environmental Management System (EMS) Certification	Actual Accomplishment	1%	All or Nothing	N/A	N/A	N/A	ISO 14001:2015 Certification
	ii. Business Continuity Management Systems (BCMS)	Actual Accomplishment		All or Nothing	N/A	N/A	N/A	ISO 22301:2019 Certification