

PERFORMANCE SCORECARD 2020

PHILIPPINE NATIONAL RAILWAYS (PNR)

Component					Baseline		Targets		
Objective/Measure			Weight	Formula	Rating Scale ^{a/}	2017	2018	2019	2020
SOCIAL IMPACT	SO 1	Improved Mobility of Passenger							
	SM 1	Ridership Volume							
		a. Metro South Commuter	10%	Actual ridership	Actual / Target	16,024,342	14,021,007	35,867,817	23,106,183
		b. Metro North Commuter	3%			N/A	N/A	N/A	2,663,538
		c. Bicol Commuter Service	7%			500,435	686,015	774,320	6,394,042
	Space-Kilometer Offering (in thousands)								
	SM 2	a. Metro South Commuter	10%	Space capacity x no. of cars x km travelled	Actual / Target	401,739	484,287	913,924	991,310
		b. Metro North Commuter	3%			N/A	N/A	N/A	142,260
		c. Bicol Commuter Service	7%			16,819	12,906	25,175	406,008
			Sub-total			40%			
CUSTOMERS / STAKEHOLDERS	SO 2	Enhanced Customer Satisfaction							
	SM 3	Percentage of Satisfied Customers	5%	Actual Accomplishment	Actual / Target <i>0% = If less than 80%</i>	No Survey Conducted	80% Satisfied Passengers [*]	80% Satisfied Customers [*]	80% Satisfied Customers ^{**}

* Using the Standard Methodology and Questionnaire prescribed by GCG.

** Using the Enhanced Guideline on the Conduct of the Customer Satisfaction Survey by GCG.

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	SO 3	Reliable and Efficient Railway Service Provided							
	SM 4	Punctuality Rating (Departure at Terminal Station)							
		a. Metro South Commuter	4%	Train trips on-time/ Total train trips	Actual / Target	86%	76.96%	92%	92%
		b. Metro North Commuter	4%			N/A	N/A	N/A	92%
		c. Bicol Commuter Service	4%			87%	71.75%	92%	92%
	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%	0.23%	0.30%	≤ 0.21%	≤ 0.21%
	SM 6	Reduction of Derailment Incidents	2%	Actual Accomplishment	All or Nothing	N/A	Seven (7) Derailment Incidents	No Derailment Incident	No Derailment Incident
		Sub-total	24%						
FINANCE	SO 4	Achieved Revenue Targets							
	SM 7	Train Ticket Sales ('000)	10%	Actual revenue	Actual / Target	239,709	255,164	604,643	623,676
	SM 8	Non-Rail Revenue ('000)	6%	Actual Non-Rail revenue	Actual / Target	203,928	182,532	a. Submission of inventory of core and non-core properties to DOF b. 265,484	193,300***
		Sub-total	16%						

*** Excluding gains on sale of property.

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INTERNAL PROCESS	SO 5	Improved PNR's Absorptive Capacity							
	SM 9	Budget Utilization Rate	10%	Amount Obligated/ Total Amount of subsidy (Locally- funded projects under GAA)	Actual / Target a. 5% b. 5%	1.0%	0%	a. Unobligated funds from previous years (80%) b. 2019 Budget (100%)	a. Unobligated funds from previous years – 80% b. 2020 Budget – 100%
	SO 6	Development of Quality Management System							
	SM 10	ISO Certification	5%	Actual Accomplishment	All or Nothing	PNR Quality Manual, Procedures and Work Instructions Manual (PAWIM) and other forms	Conducted Stage 1 Audit	ISO 9001:2015 Certified	Pass Surveillance Audit
		Sub-total	15%						
LEARNING & GROWTH	SO 7	Enhance Employee Competency and Motivation							
	SM 11	Percentage of Employees Meeting Required Competencies	5%	Actual Accomplishment	All or Nothing a. 2.5% b. 2.5%	N/A	N/A	Board-approved Competency Model	a. Board- approved Competency Model; b. Establish Baseline

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	SO 8	Established PNR Certification Program						
	SM 12	PNR Certification Program	0%	Actual Number	Actual / Target	Manual not completed	No Accomplishment	100% of Permanent Positions Required to Undertake the Safety Assurance Program are Certified -
		Sub-total	5%					
		TOTAL WEIGHT	100%					

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