PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
THUNDERBIRD LICENSEES
1st Quarter

COMPONENT		Objective/Measure	Formula	Weight	Targets	ERI (EAS)	TPHRI (POR)	Total	Total	Total 1st Quarter Rating
SOCIAL IMPACT	SO1	**Increase Contribution to Nation Building Efforts**								
	SM1	% of collected Cultural Heritage Foundation Fund (CHFF) allocated with approved concept to previous year-end balance	Amount allocated / total collection	12%	40% in June; 70% by December	3,430,000.00 6,827,730.60 50.24%	4,648,000.00 9,591,836.00 48.46%	8,078,000.00 16,419,566.60 49.20%	49.20%	12.000%
	SM2	% of local hires to total hires (*local hires shall mean employees from the region for Poro and from the region and MM for Rizal)	Local hires / Total hirees	8%	75%	92 115 80.00%	231 248 93.15%	323 363 88.98%	88.98%	8.00%
			Sub-total	**20%**						**20.00%**
CUSTOMER	SO2	**Ensure a Conducive Business Environment within a Level Playing Field**								
	SM3	No. of legitimate complaints of customers elevated to PAGCOR	Absolute Number	4%	<=5	0	0	-		4.00%
	SM4	% of compliance to annual Certificate of Inspection issued by Poro Point Management Corporation (under BCDA) for Poro Point and LGU for Rizal	Number of tests and permits completed / Total number of tests and permits required	8%	100%	1 1 100.00%	1 1 100.00%	2 2 100.00%	100.00%	8.00%
	SM5	% of security staff with 3 years employment who received security training	Number of security staff with security training / Total Number of Security staff with 3 years of employment	4%	100%	7 7 100.00%	12 12 100.00%	19 19 100.00%	100.00%	4.00%
	SM6	Licensee satisfaction index	Average score on a scale from 1 to 5, 5 being the highest	4%	3					0.00%
			Sub-total	**20%**						**16.00%**
COMPLIANCE	SO3	**Strengthen Compliance of Licensees to the Regulatory Manuals**								
	SM7	% of notification forms (NF) submitted on time to PAGCOR Notification forms: 1. Installation of additional gaming tables and EGMs (2/13) 2. Electronic Gaming Machines Game Conversion (11) 3. Marketing Promotion Form (33)	No. of NFs submitted on time / Total NFs	15%	100%	10 10 100.00%	8 8 100.00%	18 18 100.00%	100.00%	15.00%
	SM8	% of Fiesta Licensees' employees (involved in gaming operations) with a valid gaming employment license (GEL) issued by PAGCOR	No. of new hires and existing employees with GEL / total no. of employees in casino operations	15%	100%	115 115 100.00%	248 248 100.00%	363 363 100.00%	100.00%	15.00%
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	=<100%	24 69 34.78%	35 320 10.94%	59 389 15.17%	15.17%	15.00%
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	242 470 51.49%	317 1,968 16.11%	559 2,438 22.93%	22.93%	15.00%
			Sub-total	**60%**						**60.00%**
			TOTAL	**100%**						**96.00%**