



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

MIA Road, NAIA Complex
Pasay City, Philippines 1300

www.miaa.gov.ph
(632) 8877-1109

APR 29 2021

MR. SAMUEL G. DAGPIN JR.
Chairman
Governance Commission for GOCCs
3/F Citibank Centre, Citibank Plaza,
Paseo de Roxas Cor. Villar St.,
Makati City

Dear Chairman Dagpin:

This is with relation to the GCG Memorandum Circular No. 2017-02 dated 30 June 2017, mandating MIAA to submit a quarterly monitoring report.

In view of this, we respectfully submit our accomplished 1st Quarter Monitoring Report for CY 2021, for your consideration.

We trust that you will find the documents in order.

Thank you.

Very truly yours,

A handwritten signature in blue ink, appearing to read 'Eddie V. Monreal', is written over a faint circular stamp.

EDDIE V. MONREAL
General Manager



MCAO-C2H8HH

MANILA INTERNATIONAL AIRPORT AUTHORITY
MONITORING REPORT OF PERFORMANCE TARGETS for CY 2021

OBJECTIVE / MEASURE	COMPONENT	BASELINE						2021										
		Formula	Weight	Rating System	2019		2020		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter			
					Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target		
SO1. Maximized International and Domestic Market Share and Dominance in Tourism and Commercial Trade																		
SM 1	Flight Volume (International & Domestic)	Actual Volume Passengers	10.0%		305,622	111,953	19,510	27,189	42,056	67,832	96,919							
SM 2	Passenger Volume (International & Domestic)	Actual Volume Passengers	10.0%	Actual / Target X Weight	48,101,474	11,274,353	1,070,477	1,557,478	2,281,065	3,635,121	5,135,416							
SM 3	Cargo Volume (International & Domestic)	Actual Volume of Cargo	10.0%		721,708	533,956	124,495	126,349	255,077	391,386	533,425							
		Subtotal	30%															
SO2. Enhance Passenger Comfort and Convenience																		
SM 4	Percentage of Satisfied Customers:	Number of respondents which gave at least a Satisfactory rating / Total number of respondent	0% = If less than 80%		The results for the 1st Quarter Conduct of CSS Peel Season: 87% Lean Season: 83% CSS conducted on December 2019 has been completed.	The MIAA commissioned Philippine Survey and Research Center (PSRC) Inc. to conduct the Customer Satisfaction Survey (CSS) for airlines and concessionaires. The survey commenced on the 4th week of December 2020 via telephone interview.	Finalized and Approved TOR for the 2021 Conduct of Customer Satisfaction Survey (CSS) / Bidding Process	The 3rd Party Survey of CSS (Concessionaires and airlines) was approved on March 18, 2021	Bidding Process / Awarding of Contract	Conduct of CSS for lean Season Passenger (Lean) Airlines Concessionaires	Conduct of Customer Satisfaction Survey	80% of Respondents gave at least a satisfactory rating						
																		5% Passengers
																		1% Concessionaires
																		1% Airlines
		Subtotal	2%															
*Passengers Excluded from Satisfaction Survey as per letter from GCG dated 09 March 2021																		

OBJECTIVE / MEASURE	COMPONENT	BASELINE				2021								
		Formula	Weight	Rating System	2019	2020	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
							Target	Actual	Target	Actual	Target	Actual	Target	Actual
SO4. Sustainability and Financial Performance														
SM 5	Gross Revenues	Actual Accomplishment (in billion pesos)	15%	Actual / Target	16,465 B	4,54 B	1.17 B	781.59 M	2.43 B	3.79 B	5.27 B			
SM 6	EBITDA	Actual Accomplishment (in billion pesos)	15%	Actual / Target	8.97 B	0.718 B	(401.09M)	(118,01M)	(760.66M)	(1.02B)	(1.21 B)			
SM 7	Budget Utilization Rate (BUR)	Total Amount Utilized / Total Budget for Major Airport infrastructure Projects	5%	Actual / Target	N/A	100%	25%	24%	50%	75%	100%			
		Subtotal	35%											
SO5. Ensure Passenger Safety and Security														
SM 8	Percentage of Incidents Responded to within the Required Time per ICAO Standard time for the following emergencies: A. Aircraft – 3 min. B. Security related – 10 min. C. Medical – 8 min.	Actual Accomplishment	3%	All or Nothing A. Aircraft – 1% B. Security – 1% C. Medical – 1%	100% Responded to within the Prescribed ICAO Standard Time: Aircraft – 3 min. Security related – 10 min. Medical – 8 min.	100% Responded to within the Prescribed ICAO Standard Time: Aircraft – 3 min. Security related – 10 min. Medical – 8 min.	100% Responded to within ICAO Prescribed Standard Time: Aircraft – 3 min. Security related – 10 min. Medical – 8 min.	100% Responded to within ICAO Prescribed Standard Time: Aircraft – 3 min. Security related – 10 min. Medical – 8 min.	100% Responded to within ICAO Prescribed Standard Time: Aircraft – 3 min. Security related – 10 min. Medical – 8 min.	100% Responded to within ICAO Prescribed Standard Time: Aircraft – 3 min. Security related – 10 min. Medical – 8 min.	100% Responded to within ICAO Prescribed Standard Time: Aircraft – 3 min. Security related – 10 min. Medical – 8 min.			
		Subtotal	3%											
SO6. Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards														
SM 9	ISO Certification: a. ISO 9001:2015 b. ISO 14001:2015	Actual Accomplishment	3.5%	All or Nothing	ISO 9001:2015 Certified	Pass Surveillance Audit / MIAA recommended for continued Certification	Conduct of IQA	IQA of Service Level Agreement of other Agencies conducted on February 16, 2021.	Continuous Conduct of IQA	Management Review and Certification Audit	ISO 9001:2015 Recertification			
			3.5%	All or Nothing	N/A	N/A	Conduct of IQA	IQA of Service Level Agreement of other Agencies conducted on February 16, 2021.	Continuous Conduct of IQA	Management Review and Certification Audit	ISO 14001:2015 Certification			

OBJECTIVE / MEASURE	Formula	Weight	Rating System	BASELINE				2021						
				2019	2020	1st Quarter		2nd Quarter		Revised Full Year Target	3rd Quarter		4th Quarter	
				Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
SM 10 Enhanced Responsiveness to Emergencies a. Renewed Memorandum of Agreement (MOA) with a third party on the Use / Provision of Equipment Required in Case of Emergency	Actual Accomplishment	3%	Actual / Target x Weight a. 3%	a. Enter into a Memorandum of Agreement (MOA) with a third party on the Use / Provision of Equipment Required in Case of Emergency	a. Renew MOA with a Third Party on the Use / Provision of Equipment Required in Case of Emergency	a. Continuous Implementation on the Memorandum of Agreement (MOA) with a third party on the Use / Provision of Equipment Required in Case of Emergency	a. Continuous Implementation on the Memorandum of Agreement (MOA) with a third party on the Use / Provision of Equipment Required in Case of Emergency	a. Continuous Implementation on the Memorandum of Agreement (MOA) with a third party on the Use / Provision of Equipment Required in Case of Emergency	-	a. Continuous Implementation on the Memorandum of Agreement (MOA) with a third party on the Use / Provision of Equipment Required in Case of Emergency	a. Renew of contract with a 3rd party on emergency equipment			
b. Memorandum of Agreement to Implement IROPS Manual	Actual Accomplishment	3%	b. 3%	b. Establishing of Business Continuity Plan (BCP) and Irregular Operations (IROPS) Policy	The IROPS Manual was cascaded to the Airlines and other Stakeholders last December 10, 2020. A total of ten (10) signed letter of Agreement was accomplished as of December 2020. Still awaiting for the submission of the remaining LOAs from other Stakeholders	b. Memorandum of Agreement to Implement IROPS Manual	Office Order No. 012 dated Feb. 2, 2021 was issued on the Creation of NAAI IROPS Contingency Response Committee. As of April 2021, we have received an additional seventeen (17) LOAs from the Stakeholders	b. Memorandum of Agreement to Implement IROPS Manual	-	b. Memorandum of Agreement to Implement IROPS Manual	b. Letter of Agreement with Airlines on the IROPS Manual			

OBJECTIVE / MEASURE	Formula	Weight	Rating System	BASELINE		2021																																						
				2019	2020	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter																																
				Actual / Target x Weight	Actual / Target x Weight	Target	Actual	Target	Actual	Target	Actual	Target	Actual																															
SM 11 Improvement of Airside Facilities: Repair and Upgrading of Taxiway Hotel-1 (H1), Charlie-1 (C1), Charlie-2 (C2), Charlie-3 (C3), Charlie-4 (C4) and Charlie-5 (C5) Package 1: Civil Works	Actual Accomplishment	4%	Actual / Target x Weight	75% Completion of Repair and Upgrading of Taxiway ,Hotel 1 (H1), Charlie 1 (C1), Charlie 2 (C2), Charlie 3 (C3), Charlie 4 (C4) & Charlie 5 (C5)	100% Completed Repair and Overlay of Runway 13/31 Phase 1 (Bay 4 to 7)	30%	45.685% accomplishment	50%																																				
SM 12 Electronic Billing System	Actual Accomplishment	4%	Actual / Target x Weight	N/A	N/A		Memorandum Informing E-billing payment to Concessions & airport users	Continuous implementation						Continuous implementation								Est. 1,600 bills to be accessed by 600 clients through the web																						
Subtotal																							21%																					
SO7. Strengthen Workforce Competencies																																												
SM 13 Percentage of Employees Meeting the Required Competencies	Actual Accomplishment	4.0%	Actual / Target x Weight	Twenty percent (20%) of the 325/1,225 (27%) of MIAA employees have been addressed	30% or 427 MIAA employees with competency gaps will be addressed from the total of 1,393 employees	15% or 216 MIAA employees with competency gaps will be addressed from the total 1,441 employees	29% or 429 MIAA employees with competency gaps were addressed.	30% or 432 MIAA employees with competency gaps will be addressed from the total 1,441 employees						45% or 648 MIAA employees with competency gaps will be addressed from the total 1,441 employees								60% of the total number of MIAA employees (865/1,441) that have been assessed with competency gaps have met the required competencies.																						
Subtotal																							4.0%																					
TOTAL																							95%																					

Submitted by:


ENRICO FRANCISCO B. GONZALEZ
 AGM for Airport Development and Corporate Affairs

Recommending Approval by:


ELENITA M. FERNANDO
 Senior Assistant General Manager
 28 APR 2021

Approved by:


EDJIE V. MONREAL
 General Manager

MAY 03 2021
 Date

Date