



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

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Pasay City, Philippines 1300

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JUL 13 2022

CHAIRMAN SAMUEL G. DAGPIN JR.

Governance Commission for GOCCs
3/F Citibank Centre, Citibank Plaza,
Paseo de Roxas Cor. Villar St.,
Makati City

Dear Chairman Dagpin:

This is in relation with the GCG Memorandum Circular No. 2017-02, mandating the Manila International Airport Authority to submit a quarterly monitoring report.

In light of the GCG's transmittal of the Approved Performance Scorecard for CY 2022, we respectfully submit our revised 1st Quarter Monitoring Report CY 2022, for your consideration.

We trust that you will find the document in order.

Thank you.

Very truly yours,

ARLENE B. BRITANICO

Officer-In-Charge
Manila International Airport Authority



MCAO-CG9BMO

**MANILA INTERNATIONAL AIRPORT AUTHORITY
REVISED PERFORMANCE SCORECARD CY 2022**

COMPONENT							2022							
OBJECTIVE / MEASURE	Formula	Weight	Rating System	Recalibrated 2020	2021 Actual	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
						Target	Actual	Target	Actual	Target	Actual	Target	Actual	
SOCIAL IMPACT	SO 1 Maximized International and Domestic Market Share and Dominance in Tourism and Commercial Trade													
	SM 1	Flight Volume	Actual Volume of Flights	10.0%	Actual / Target	89,170	121,095	34,650	45,795	71,156		109,450		149,477
	SM 2	Passenger Volume	Actual Volume of Passengers	10.0%		9,899,187	8,015,385	2,134,543	4,267,050	4,441,726		6,919,933		9,565,841
	SM 3	Cargo Volume (in Metric Tons)	Actual Volume of Cargo	10.0%		288,631	588,459	150,143	140,900	305,003		462,383		622,072
			Subtotal	30.0%										
SO 2 Enhanced Passenger Comfort and Convenience														
SM 4	Improvement of Terminal Facilities and Equipment													
	Replacement of Elevators PE1, PE2 and SE4 at NAIA Terminal 1	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	100% Completion	100% Completed	100% Completed		100% Completed		100% Completion	
		Subtotal	3.0%											
CUSTOMERS AND STAKEHOLDERS	SO 3 Enhance Customer Experience													
	SM 5	Percentage of Satisfied Customers:	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	Actual / Target	Using the Enhanced Standard Guidelines on the Conduct of Customer Satisfaction Survey by the GCG									
	a. Passengers	5.0%			0% = If less than 80%	Excluded*	Excluded*	Prepared Terms of Reference for the 2022 Conduct of Customer Satisfaction Survey (CSS)	Preparation and Approval of TOR	Finalized/ approved TOR for CSS 2022 / Bidding Process	Awarding of Contract/ Commencement of CSS for: • Passenger - (Lean Season) - • Airlines • Concessionaires	90%		
	b. Concessionaires	1.0%				90%	89%					90%		
	c. Airlines	1.0%				90%	84.4%					90%		
		Subtotal	7.0%											
SO 4 Sustainability and Financial Performance														
SM 6	Gross Revenues (in Billion Pesos)	Total Gross Revenues	15.0%	Actual / Target	4.57	3.92	1.215 B	1.244 B	2.461 B		3.738 B		5.045 B	
SM 7	EBITDA (in Billion Pesos)	Net Income + Interest Expense + Income Taxes + Depreciation + Amortization	15.0%	Actual / Target	(1.97)	(0.48)	(0.221) B	0.213 B	(0.614)		(0.786) B		0.300 B	
SM 8	Budget Utilization Rate (BUR)	Total Amount Utilized / Total Budget for Major Airport infrastructure Projects	5.0%	Actual / Target	100%	95%	25%	79%	50%		75%		90%	
		Subtotal	35.0%											

COMPONENT							2022							
OBJECTIVE / MEASURE	Formula	Weight	Rating System	Recalibrated 2020	2021 Actual	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
						Target	Actual	Target	Actual	Target	Actual	Target	Actual	
INTERNAL PROCESSES														
SO5. Ensure Passenger Safety and Security														
SM 9	Percentage of Incidents Responded to within the Required Time per ICAO Standard time for the following emergencies:													
A.	Aircraft – 3 mins.	Actual Accomplishment	1.0%	All or Nothing	100%	100% mins.	3	100%	100%	100%		100%		100%
B.	Security Related- 8 mins	Actual Accomplishment	1.0%	All or Nothing	100%	100% 10 mins.		100%	100%	100%		100%		100%
C.	Medical – 8 mins.	Actual Accomplishment	1.0%	All or Nothing	100%	100% T1, T2,T4: 8 mins T3 : 10 min.		100%	100%	100%		100%		100%
		Subtotal	3.0%											
SO 6 SO6. Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards														
SM 10	ISO Certification:													
a.	ISO 9001:2015	Actual Accomplishment	3.0%	All or Nothing	Passed Surveillance Audit	ISO 9001:2015 Recertified	Monitoring of findings/ observations from previous audit.	Conducted quality assurance monitoring to verify if Offices are addressing the observations. Documented information such as procedures, work instructions, forms are regularly updated.	Continuous monitoring of findings/ observations from previous audit.		Conduct of Internal Quality Audit and Internal Environmental Audit		Passed Surveillance Audit	
b.	ISO 14001:2015	Actual Accomplishment	3.0%	All or Nothing	N/A	ISO 14001:2015 Certified	Updating of documented information.		Continuous updating of documented information.				Passed Surveillance Audit	
SM11	Enhanced Responsiveness to Emergencies A. Contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency	Actual Accomplishment	3.0%	Actual / Target	Renewed MOA with a Third Party on the Use/ Provision of Equipment Required in Case of Emergency	Contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency	Continuous Implementation on the MOA with a Third Party on the Use/ Provision of Equipment Required in	Continuous Implementation on the MOA with a Third Party on the Use/ Provision of Equipment Required in	Continuous Implementation on the MOA with a Third Party on the Use/ Provision of Equipment Required in		Continuous Implementation on the MOA with a Third Party on the Use/ Provision of Equipment Required in		Renewed contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency	
SM12	Improvement of Airside Facilities:													
A	Thermoplastic Repainting of Pavement Markings at Terminal 1 and 2, ICT, Balagbag, Remote Parking (MIASCOR and JOCASP) Apron	Actual Accomplishment	2.0%	Actual / Target	N/A	N/A	4.03%	7.44%	87.13% completion		100% Completion		100% Completed	

COMPONENT						2022									
OBJECTIVE / MEASURE	Formula	Weight	Rating System	Recalibrated 2020	2021 Actual	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter			
						Target	Actual	Target	Actual	Target	Actual	Target	Actual		
B Thermoplastic Repainting of Taxiway Charlie-1 (C-1), Charlie-4 (C-4) & Charlie-6 (C-6)	Actual Accomplishment	2.0%	Actual / Target	N/A	N/A	Award of Contract	BAC Resolution & Notice of Award for signature	14.89%		100% Completion		100% Completion			
SM13 Electronic Billing System	Actual Accomplishment	4.0%	Actual / Target	N/A	Total of 21,591 bills processed using FMIS	Continuous implementation	Total of 26,181 bills processed using FMIS	Continuous implementation		Continuous implementation		100% of Bills Accessed by Clients through the FMIS			
Subtotal		17.0%													
SO7. Strengthen Workforce Competencies															
LEARNING AND GROWTH	SM14 Percentage of Employees Meeting the Required Competencies	Actual Accomplishment	5.0%	Actual / Target x Weight	40% of MIAA's Employees Meeting the Required Competencies	61.55% or 834 MIAA employees with competency gaps will be addressed from the total 1,355* employees	65% of MIAA Employees Meeting the Required Competencies	65.51% or 883 OF 1,348* with competency gaps have been addressed	70% of MIAA Employees Meeting the Required Competencies		75% of MIAA Employees Meeting the Required Competencies		80% of MIAA's Employees Meeting the Required Competencies		
	Subtotal		5.0%												
TOTAL		100%													

Submitted by:

Cecilio A. Bobila
 CECILIO A. BOBILA
 OIC - AGM for Airport Development and Corporate Affairs

11 JUL 2022
 Date

Recommending Approval by:

Juan Marcos O. Reyes
 JUAN MARCOS O. REYES
 OIC - Señor Assistant General Manager

Date

Approved by:

Arlene B. Britanico
 ARLENE B. BRITANICO
 OIC - General Manager

Date