



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

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Pasay City, Philippines 1300

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JUL 23 2024

ATTY. MARIUS P. CORPUS

Chairman

Governance Commission for GOCCs

3/F Citibank Centre, Citibank Plaza,

Paseo de Roxas Cor. Villar St.,

Makati City

Dear Chairman Corpus:

This is with relation to the GCG Memorandum Circular No. 2023-01 dated 19 January 2023, mandating GOCCs to submit a quarterly monitoring report.

In view of this, we respectfully submit our accomplished 2nd Quarter Monitoring Report for CY 2024, for your consideration.

We trust that you will find the documents in order.

Thank you.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Eric Jose C. Ines', with a long horizontal flourish extending to the right.

ERIC JOSE C. INES

General Manager

MANILA INTERNATIONAL AIRPORT AUTHORITY

| | | COMPONENT | | | | | | 2nd Quarter 2024 | |
|----------------------------|------|--|---|---|-----------------|-----------------|--------------------|------------------|--|
| | | Strategic Objective (SO) / Strategic Measure (SM) | Formula | Weight | Rating System | Annual Target | | Target | Actual |
| SOCIAL IMPACT | SO 1 | Maximized International and Domestic Market Share and Dominance in Tourism and Commercial Trade | | | | | | | |
| | SM 1 | Flight Volume | International + Domestic + General Aviation (Gen Av) Flights | 10.0% | Actual / Target | 308,601 | | 152,886 | 158,256 |
| | SM 2 | Passenger Volume | International + Domestic + Gen Av Passengers | 10.0% | | 48,480,815 | | 23,399,895 | 25,131,616 |
| | SM 3 | Cargo Volume (in Metric Tons) | International + Domestic Cargo | 10.0% | | 533,793 | | 262,984 | 275,493 |
| | | Sub-total | | | 30.0% | | | | |
| CUSTOMERS AND STAKEHOLDERS | SO 2 | Enhanced Passenger Comfort and Convenience | | | | | | | |
| | SM 4 | Improvement of Terminal Facilities and Equipment | | | | | | | |
| | | A. | Supply and Delivery of 6,000 Luggage Carts | Actual Number of Projects with 100% Completion as of year end | 4.0% | Actual / Target | 100% Completion | 45% Accomplished | Project cancelled in view of the upcoming NAIA-PPP of the O&M of NAIA. |
| | | B. | Supply and Delivery of 2,700 units Four (4) Seater Airport Seating for NAIA Terminals 1, 2 and 3 | Actual Number of Projects with 100% Completion as of year end | | Actual / Target | 100% Completion | 45% Accomplished | Project cancelled in view of the upcoming NAIA-PPP of the O&M of NAIA. |
| | | Sub-total | | | 4.0% | | | | |

| SO 3 | Enhance Customer Experience | | | 5.0% | Actual / Target | 90% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------------------------|---|-------------|-----------------------|-----------------|--|--|--|------|-------------------------------|-----|--------------|-------------|-----------------------------|------|----------------------------------|---|--------------|-------------|---------------------------------|------------------|--|----------|----------|-------|---|---|-----|-----|---|------|-----|---|
| SM 5 | Percentage of Satisfied Customers | Number of respondents which gave at least a Satisfactory rating / Total number of respondents | | 0% = If less than 80% | | - Submission of Final Result CY 2023 CSM (external processes) on April 15, 2024 - Continuous conduct of CSM for internal and external process after every completed transaction (through physical and online questionnaires) | CSM (External Processes) Final Result for CY 2023 was submitted to ARTA on April 15, 2024. The ARTA Authority conducted the validation on April 18, 2024, and confirmed MIAA's on-time submission to GCG on May 31, 2024, with a passing rate of 96.84% Formula: Service Quality Dimension 0 Total number of strongly agree answers + Total number of agree answers / Total number of respondents – Number of N/A answers <table border="1" data-bbox="1805 421 2101 517"> <tr> <td>Total number of strongly agree answers</td> <td>1521</td> </tr> <tr> <td>Total number of agree answers</td> <td>468</td> </tr> <tr> <td>TOTAL</td> <td>1989</td> </tr> </table> <table border="1" data-bbox="1805 523 2101 619"> <tr> <td>Total number of respondents</td> <td>2063</td> </tr> <tr> <td>Number of Not applicable answers</td> <td>9</td> </tr> <tr> <td>TOTAL</td> <td>2054</td> </tr> </table> Accomplished CSM questionnaires are submitted daily by concerned offices and collated data are summarized monthly <table border="1" data-bbox="1805 762 2074 938"> <thead> <tr> <th rowspan="2">2nd Quarter of 2024</th> <th colspan="2">No. of Responses</th> </tr> <tr> <th>External</th> <th>Internal</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>5</td> <td>5</td> </tr> <tr> <td>May</td> <td>268</td> <td>7</td> </tr> <tr> <td>June</td> <td>211</td> <td>0</td> </tr> </tbody> </table> | Total number of strongly agree answers | 1521 | Total number of agree answers | 468 | TOTAL | 1989 | Total number of respondents | 2063 | Number of Not applicable answers | 9 | TOTAL | 2054 | 2 nd Quarter of 2024 | No. of Responses | | External | Internal | April | 5 | 5 | May | 268 | 7 | June | 211 | 0 |
| Total number of strongly agree answers | 1521 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total number of agree answers | 468 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL | 1989 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total number of respondents | 2063 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of Not applicable answers | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL | 2054 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 nd Quarter of 2024 | No. of Responses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | External | Internal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April | 5 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May | 268 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June | 211 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sub-total | | | 5.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | COMPONENT | | | | Annual Target | 2nd Quarter 2024 | | |
|-------------|--------------------|--|---|--|-----------------|-----------------|------------------|----------------|--|
| | | Strategic Objective (SO) / Strategic Measure (SM) | Formula | Weight | Rating System | | Target | Actual | |
| | | | | | | | | | |
| FINANCIAL | SO 4 | Sustainability and Financial Performance | | | | | | | |
| | SM 6 | Gross Revenue (In Billion Pesos) | Business and Service Income + Shares, Donations and Grants + Gains + Other Non-Operating Income | 10.0% | Actual / Target | 15.063 B | 7.557 B | 8.481 B | |
| | SM 7 | EBITDA <i>(in Billion Pesos)</i> | Net Income After Tax but before Subsidy and NG Share in MIAA Income + Interest Expense + Income Taxes + Depreciation + Amortization | 10.0% | Actual / Target | 7.053 B | 3.493 B | 5.608 B | |
| | SM 8 | Budget Utilization Rate (BUR) | | | | | | | |
| | | A. | Corporate Operating Budget (Total Uses Excluding Personnel Services) | Actual Disbursement / Planned Disbursement | 5.0% | Actual / Target | 90% | 40% | 18.42% |
| | | B. | DOTr-downloaded funds | Actual Disbursement / Planned Disbursement | 5.0% | Actual / Target | 90% | Contract Award | For republication of project Rehabilitation of STP 1 and 2 |
| | | Sub-total | | | 30.0% | | | | |
| | INTERNAL PROCESSES | SO5. Ensure Passenger Safety and Security | | | | | | | |
| SM 9 | | Percentage of Incidents Responded to within ICAO Prescribed Response Time: | | | | | | | |
| | | A. | Aircraft – 3 mins. | Actual Accomplishment | 2.0% | All or Nothing | 100% | 100% | 100% |
| | | B. | Security Related- 8 mins | Actual Accomplishment | 2.0% | All or Nothing | 100% | 100% | 100% |
| | | C. | Medical – 8 mins. | Actual Accomplishment | 2.0% | All or Nothing | 100% | 100% | 100% |
| | Sub-total | | | 6.0% | | | | | |

2nd Quarter Monitoring Report CY 2024

| COMPONENT | | | | | | | |
|---|---|---------------------------|---------------|-----------------|---|---|--|
| Strategic Objective (SO) / Strategic Measure (SM) | Formula | Weight | Rating System | Annual Target | 2nd Quarter 2024 | | |
| | | | | | Target | Actual | |
| SO6. Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards | | | | | | | |
| INTERNAL PROCESSES | SM 10 | ISO Certification: | | | | | |
| | a. ISO 9001:2015 (Quality Management System) | Actual Accomplishment | 5.0% | All or Nothing | PASS Re-Certification Audits | Continuous Conduct of IQA | The internal Audit Team of MIAA – IMS Council have conducted the Internal Quality and Environmental Audits at various MIAA offices. |
| | b. ISO 45001:2015 (Environmental Management System) | Actual Accomplishment | 5.0% | All or Nothing | PASS Re-Certification Audits | Continuous Conduct of IQA | Also conducted is the regular Quality Assurance monitoring at several concerned offices to verify if the issued observations have been addressed. Documented information such as manuals, procedures (SOPs) work instructions, forms are regularly reviewed and updated, as the need arises. |
| | c. ISO 45001:2018 (Occupational Health and Safety) | Actual Accomplishment | 5.0% | All or Nothing | ISO 45001:2018 Certified | Continuous Conduct of IQA | |
| SM11 | Enhanced Responsiveness to Emergencies Contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency | All or nothing | 5.0% | Actual / Target | Renewed contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency | Continual Implementation of Contract with a Third Party for the Use/ Provision of Emergency Equipment (Royal Cargo, Inc.) | Continual Implementation of Contract with a Third Party for the Use/ Provision of Emergency Equipment (Royal Cargo, Inc.) |
| Sub-total | | | 20.0% | | | | |

| | | COMPONENT | | | | Annual Target | 2nd Quarter 2024 | |
|---------------------|---|---|--|-------------|---|--|--|--|
| | | Strategic Objective (SO) / Strategic Measure (SM) | Formula | Weight | Rating System | | Target | Actual |
| LEARNING AND GROWTH | SO7. Strengthen Workforce Competencies | | | | | | | |
| | SM12 | Percentage of Employees Meeting the Required Competencies | Plantilla Employees meeting Required Competencies / Total Filled Plantilla as of Yearend | 5.0% | Actual / Target x Weight | 100% of MIAA's Employees Meeting the Required Competencies | 100% of MIAA's Employees Meeting the Required Competencies | 100% or 1,215 of 1,215* employees with competency gaps have been addressed |
| | Sub-total | | | 5.0% | * Total number of organic personnel complement as of July 1, 2024 | | | |
| TOTAL | | | 100% | | | | | |

Submitted by:

Raul V. Austria - JUL 19 2024

RAUL V. AUSTRIA
AGM for Airport Development and Corporate Affairs

Recommending Approval by:

Maria Lourdes S.J. Reyes
MARIA LOURDES S.J. REYES
Senior Assistant General Manager

JUL 22 2024

Approved by:

Eric Jose C. Ines
ERIC JOSE C. INES
General Manager

JUL 23 2024