



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

MIA Road, NAIA Complex
Pasay City, Philippines 1300

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

JAN 30 2023

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

Dear Chairman Quiroz:

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

In view of this, we respectfully submit our accomplished 4th Quarter Monitoring Report for CY 2022, for your consideration.

We trust that you will find the documents in order.

Thank you.

Very truly yours,


CESAR M. CHIONG
General Manager



MCAO-CNKAHG

**MANILA INTERNATIONAL AIRPORT AUTHORITY
PERFORMANCE SCORECARD CY 2022
(GCG APPROVED)**

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	
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	112,170	109,450	178,786	149,477	246,724
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	12,670,580	6,919,933	21,504,618	9,565,841	31,165,355
SM 3	Cargo Volume (in Metric Tons)	Actual Volume of Cargo	10.0%		288,631	588,459	150,143	140,900	305,003	285,058	462,383	436,493	622,072	583,343
	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% Completed	100% Completed	100% Completion	100% Completed
	Subtotal		3.0%											
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	5.0%	Actual / Target 0% = If less than 80%	Using the Enhanced Standard Guidelines on the Conduct of Customer Satisfaction Survey by the GCG									
	a. Passengers				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	The TOR has been finalized but approval was put on-hold as directed by the GM's office to let the next GM approve/sign the TOR.	Awarding of Contract/ Commencement of CSS for:	The TOR has been approved	90%	Notice to Proceed was signed on Nov. 28, 2022 and MOA between DAP & MIAA on Dec. 1, 2022. Passenger Satisfaction Survey commenced on Dec. 14, 2022. The pilot test for concessionaires and Airlines was conducted on Dec. 29, 2022
	b. Concessionaires				90%	89%				• Passenger - (Lean Season) - • Airlines • Concessionaires	BAC preparation of Memorandum of Agreement between DAP and MIAA for the conduct of the 2022 Customer satisfaction Survey for MIAA	90%		
	c. Airlines				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	3.479 B	3.738 B	6.445 B	5.045 B	9.260 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) B	1.325 B	(0.786) B	2.592 B	0.300 B	3.697 B
SM 8	Budget Utilization Rate (BUR)	Total Amount Utilized / Total Budget for Major Contracted Services	5.0%	Actual / Target	100%	95%	25%	79%	50%	89.51%	75%	90%	90%	93%
	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%	100%	100%	100%
B.	Security Related- 8 mins	Actual Accomplishment	1.0%	All or Nothing	100%	100% 10 mins.		100%	100%	100%	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%	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.	Continous 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.	Conduct of Internal Quality Audit and Internal Environmental Audit	Onsite IQA of all Terminals were conducted	General Manager, Over-all, MIAA-IMS Focal Person, Top Management Representative, IMS	Passed Surveillance Audit	1st Surveillance Audit of ISO 9001:2015 (QMS) and 14001:2015 (EMS) was conducted on October 26 - 27, 2022. The authority was recommended for continued certification.
b.	ISO 14001:2015	Actual Accomplishment	3.0%	All or Nothing	N/A	ISO 14001:2015 Certified	Updating of documented information.		Continous updating of documented information.					Passed Surveillance Audit	
SM11	Enhanced Responsiveness to Emergencies	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	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	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	89.23% Completion	100% Completion	100% Completed	100% Completed	100% Completed	100% Completed

COMPONENT						2022									
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						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%	1.03% Completion	100% Completion	100% Completed	100% Completion	100% Completed		
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	Total of 32,913 bills processed using FMIS	Continuous implementation	Total of 37,946 bills processed using FMIS	100% of Bills Accessed by Clients through the FMIS	Total of 45,117 bills processed using FMIS		
Subtotal		17.0%													
LEARNING AND GROWTH	S07. Strengthen Workforce Competencies														
	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	71.19% or 966 OF 1,357* with competency gaps have been addressed	75% of MIAA Employees Meeting the Required Competencies	76.4% or 1,006 OF 1,316* with competency gaps have been addressed	80% of MIAA's Employees Meeting the Required Competencies	82.62% or 1,065 OF 1,289* with competency gaps have been addressed	
	Subtotal		5.0%												
TOTAL		100%													

* Total number of organic Personnel Complement as of December 31, 2022

Submitted by:


ARLENE B BRITANICO

OIC - AGM for Airport Development and Corporate Affairs



Date

Recommending Approval by:



BRYAN ANDERSEN Y. CO
Señior Assistant General Manager

30 JAN 2023

Date

Approved by:



CESAR M. CHIONG
General Manager

JAN 30 2023

Date