



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

OCT 13 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 refers to the GCG Memorandum Circular No. 2017-02 dated 30 June 2017, particularly its item no. 3, which mandates GOCCs to submit necessary documents for the validation of MIAA Performance Scorecard for CY 2022.

Please be advised that the Scorecard was presented to the MIAA Board of Directors and was subsequently approved on the 9th Board Meeting held last 01 October 2021. Furthermore, we would like to inform you that the Board Resolution for this matter is being routed for the signature of the Board Members.

In view of this, we respectfully submit the attached required documents, for your perusal and evaluation.

We hope you find the documents in order.

Thank you.

Very truly yours,



EDDIE V. MONREAL
General Manager



MCAO-C7KAS9

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

	COMPONENT				BASELINE			Target	
	OBJECTIVE / MEASURE	Formula	Weight	Rating System	2019	Recalibrated 2020	2021 Targets	2022	
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	305,622	89,170	96,919	149,477
	SM 2	Passenger Volume	Actual Volume of Passengers	10.0%		48,101,474	9,899,187	5,135,416	9,565,841
	SM 3	Cargo Volume (in Metric Tons)	Actual Volume of Cargo	10.0%		721,708	288,631	533,425	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	N/A	100% Completion
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	5.0%	Actual / Target 0% = If less than 80%	84.42%* *However, did not meet the requirements on GCG Standard Methodology	Using the Enhanced Standard Guidelines on the Conduct of Customer Satisfaction Survey by the GCG		
	a. Passengers	1.0%					90%	90%	80%
	b. Concessionaires	1.0%					90%	90%	80%
	c. Airlines	1.0%					90%	90%	80%
		Subtotal	10.0%						
FINANCIAL	SO 4	Sustainability and Financial Performance							
	SM 6	Gross Revenues (in Billion Pesos)	Total Gross Revenues	15.0%	Actual / Target	15.169	4.57	5.267	5.045*

*Tentative figure (Taking into consideration the approval of MIAA COB by the Board)

COMPONENT					BASELINE			Target	
	OBJECTIVE / MEASURE	Formula	Weight	Rating System	2019	Recalibrated 2020	2021 Targets	2022	
	SM 7 EBITDA (in Billion Pesos)	Net Income + Interest Expense + Income Taxes + Depreciation + Amortization	15.0%	Actual / Target	8.969	(1.97)	(1.288)	(1.101)*	
	SM 8 Budget Utilization Rate (BUR)	Total Amount Utilized / Total Budget for Major Airport infrastructure Projects	5.0%	Actual / Target	N/A	100%	100%	100%*	
		Subtotal	35.0%	*Tentative figures (Taking into consideration the approval of MIAA COB by the Board)					
SO5. Ensure Passenger Safety and Security									
INTERNAL PROCESSES	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	1.00%	All or Nothing	100% (55 out of 55)	100%	100%	100%
	B.	Security Related- 8 mins	Actual Accomplishment	1.0%	All or Nothing	100% (10,440 out of 10,440)	100%	100%	100%
	C.	Medical – 8 mins.	Actual Accomplishment	1.0%	All or Nothing	100% (223 out of 223)	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	Passed Surveillance Audit	ISO 9001:2015 Recertification	Passed Surveillance Audit
	b.	ISO 14001:2015	Actual Accomplishment	3.0%	All or Nothing	N/A	N/A	ISO 14001:2015 Certification	Passed Surveillance Audit

COMPONENT					BASELINE			Target
	OBJECTIVE / MEASURE	Formula	Weight	Rating System	2019	Recalibrated 2020	2021 Targets	2022
	SM11 Enhanced Responsiveness to Emergencies	Actual Accomplishment	3.0%	Actual / Target	Entered into a MOA with Royal Cargo Inc. on the Use/ Provision of Equipment Required in Cases of Plane Overshooting in Runway	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	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	N/A	100% Completion
	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	N/A	100% Completion
	SM13 Electronic Billing System	Actual Accomplishment	4.0%	Actual / Target	N/A	N/A	1,600 bills to be Accessed by 600 Clients Through the Web	All bills shall be generated through the FMIS
		Subtotal	17.0%					


COMPONENT					BASELINE			Target	
	OBJECTIVE / MEASURE	Formula	Weight	Rating System	2019	Recalibrated 2020	2021 Targets	2022	
LEARNING AND GROWTH	SO7. Strengthen Workforce Competencies								
	SM14	Percentage of Employees Meeting the Required Competencies	Actual Accomplishment	5.0%	Actual / Target x Weight	30.28% (340 out of 1,123 employees)	40% of MIAA's Employees Meeting the Required Competencies	60% of MIAA's Employees Meeting the Required Competencies	80% of MIAA's Employees Meeting the Required Competencies
			Subtotal	5.0%					
TOTAL			100%						

Submitted by:


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

06 - OCT - 2021
 Date

Approved by:


EDDIE V. MONREAL
 General Manager

OCT 13 2021
 Date