



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

MIA Road, NAA Complex
Pasay City, Philippines 1300

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

APR 29 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:

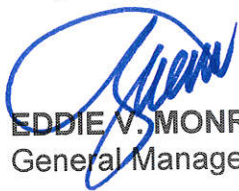
This is with relation to the GCG Memorandum Circular No. 2017-02 dated 30 June 2017, mandating GOCCs to submit a quarterly monitoring report.

In view of this, we respectfully submit our accomplished 1st Quarter Monitoring Report for CY 2022, for your consideration.

We trust that you will find the documents in order.

Thank you.

Very truly yours,



EDDIE V. MONREAL
General Manager



MCAO-CDW88W

**MANILA INTERNATIONAL AIRPORT AUTHORITY
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 | 2.0% | Actual / Target | N/A | N/A | 100% Completion | 100% Completed | 100% Completed | | 100% Completed | | 100% Completion | | |
| | | Subtotal | 2.0% | | | | | | | | | | | | |
| 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 0% = If less than 80% | Using the Enhanced Standard Guidelines on the Conduct of Customer Satisfaction Survey by the GCG | | | | | | | | | | |
| | a. | Passengers | | | 3.0% | 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: | <ul style="list-style-type: none"> • Passenger - (Lean Season) - • Airlines • Concessionaires | 80% | | |
| | b. | Concessionaires | | | 1.0% | 90% | 89% | | | | | | 80% | | |
| | c. | Airlines | | | 1.0% | 90% | 84.4% | | | | | | 80% | | |
| | | Subtotal | 5.0% | | | | | | | | | | | | |
| SO 4 Sustainability and Financial Performance | | | | | | | | | | | | | | | |
| FINANCIAL | 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 | | (1.101) 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% | | 100% | |
| | | 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. | Continous 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. | | Continous updating of documented information. | | | | Passed Surveillance Audit | |
| SM11 | Enhanced Responsiveness to Emergencies | Actual Accomplishment | 2.0% | 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 | |
| | A. Contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency | | | | | | | | | | | | | |
| | B. Letter of Agreement with Airlines on the IROPS Manual | No. Of LOAs with airlines issued / Total no. Of Airlines to be issued with LOAs | 2.0% | Actual / Target | b. MOA with Stakeholders on IROPS Manuai Implementation | b. Letter of Agreement with Airlines on the IROPS Manual | Issue 5 LOAs with Airlines | The Airlines is requesting for another round of briefing through a conduct of a workshop, thus no new LCA was received from the airlines. | Issue 10 LOAs with Airlines | | Issue 15 LOAs with Airlines | | Issued Total of 21 LOAs with Airlines | |

| 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 | | |
| SM12 Improvement of Airside Facilities: | | | | | | | | | | | | | | | |
| A | 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 (Phase 2) | Actual Accomplishment | 2.0% | Actual / Target | 100% Completion of Repair and Overlay of Runway 13/31 | 100% Completed Phase 2 (part of Taxiway C-3, and Taxiway C-5) | 72.48% | 76.457% (Over-all) 100% (Phase 2) Completed | 100% Completion (Phase 2) | | 100% Completion (Phase 2) | | 100% Completed (Phase 2) | | |
| B | 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 | | |
| C | 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 | | All bills shall be generated through the FMIS | | |
| | | Subtotal | 20.0% | | | | | | | | | | | | |

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|---------------------|---|---|-----------------------|-------------------|--------------------------|---|---|---|--|---|--------|---|--------|---|
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| | | | | | | Target | Actual | Target | Actual | Target | Actual | Target | Actual | |
| LEARNING AND GROWTH | SO7. 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 | | 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
 AGM for Airport Development and Corporate Affairs
M 9

26 APR 2022

 Date

Recommending Approval by:

Elenita M. Fernando
ELENITA M. FERNANDO
 Señor Assistant General Manager

 Date

Approved by:

Eddie V. Monreal
EDDIE V. MONREAL
 General Manager
APR 29 2022

 Date