



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

MIA Road, NAIA Complex
Pasay City, Philippines 1300

www.miaa.gov.ph
(632) 8877.1109

31 OCT 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 the GOCCs to submit a quarterly monitoring report.

In view of this, we respectfully submit our Quarterly Monitoring Report (QMR) for the 3rd quarter of 2024, for your consideration.

We trust that you will find the documents in order.

Thank you.

Very truly yours,

ERIC JOSE C. INES
General Manager

MANILA INTERNATIONAL AIRPORT AUTHORITY

COMPONENT					Annual Target	3rd Quarter 2024																	
	Strategic Objective (SO) / Strategic Measure (SM)		Formula	Weight		Rating System	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	229,216	236,447														
	SM 2	Passenger Volume		International + Domestic + Gen Av Passengers	10.0%		48,480,815	34,994,004	37,401,135														
	SM 3	Cargo Volume (in Metric Tons)		International + Domestic Cargo	10.0%		533,793	395,173	438,602														
		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	50% Accomplished	Cancelled in view of the Public-Private Partnership between the New NAIA Infra Corp. (NNIC) and MIAA														
	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	50% Accomplished	Cancelled in view of the Public-Private Partnership between the New NAIA Infra Corp. (NNIC) and MIAA															
	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%	90%	Continuous conduct of CSM for internal and external process after every completed transaction (through physical and online questionnaires)	Accomplished CSM questionnaires are submitted daily by concerned offices and collated, inputed in the data base, and are summarized monthly. <div><table><tr><th colspan="3">No. of Responses</th></tr><tr><th></th><th>External</th><th>Internal</th></tr><tr><td>July</td><td>329</td><td>2</td></tr><tr><td>August</td><td>214</td><td>2</td></tr><tr><td>September</td><td>48</td><td>0</td></tr></table></div>	No. of Responses				External	Internal	July	329	2	August	214	2	September	48	0
	No. of Responses																						
	External	Internal																					
July	329	2																					
August	214	2																					
September	48	0																					
	Sub-total			9.0%																			

No. of Responses		
	External	Internal
July	329	2
August	214	2
September	48	0

		COMPONENT				Annual Target	3rd 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	11.194 B	12.282	
	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	5.177 B	7.746	
	SM 8	Budget Utilization Rate (BUR)							
		A.	Corporate Operating Budget (Total Uses Excluding Personnel Services)	Actual Disbursement / Planned Disbursement	5.0%	Actual / Target	90%	70%	36.66%
		B.	DOTr-downloaded funds	Actual Disbursement / Planned Disbursement	5.0%	Actual / Target	90%	Possible turn over of the project to SMC - NNIC and reversion of downloaded funds to DOTr.	The upgrading and rehabilitation of STP 1 and 2 was awarded through Board Resolution 2024-065 issued Sept. 5, 2024.
	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%

3rd Quarter Monitoring Report CY 2024

3rd Quarter Monitoring Report of 2024

COMPONENT					Annual Target	3rd Quarter 2024	
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual
INTERNAL PROCESSES	SO6. Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards						
	SM 10	ISO Certification:					
	a. ISO 9001:2015 (Quality Management System)	Actual Accomplishment	5.0%	All or Nothing	PASS Re-Certification Audits	Management Review and Certification Audit	17th Management Review completed on September 11, 2024.
	b. ISO 45001:2015 (Environmental Management System)	Actual Accomplishment	5.0%	All or Nothing	PASS Re-Certification Audits	Management Review and Certification Audit	However, Certification Audits for QMS, EMS, and OHSAS did not push through due to the PPP project. The private firm, New NAIA Infra Corp., took over Operations and Maintenance of the NAIA on September 14, 2024. Awaiting MIAA Organizational Restructuring Plan (ORP) approval. Upon approval and filling-up of ORP, the following activities will be undertaken towards ISO certification of MIAA's Integrated Management System (ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018).
	c. ISO 45001:2018 (Occupational Health and Safety)	Actual Accomplishment	5.0%	All or Nothing	ISO 45001:2018 Certified	Management Review and Certification Audit	
	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 Utilization/ Provision of Emergency Equipment (Royal Cargo, Inc.)
	Sub-total		26.0%				

3rd Quarter Monitoring Report CY 2024

COMPONENT								
	Strategic Objective (SO) / Strategic Measure (SM)		Formula	Weight	Rating System	Annual Target	3rd Quarter 2024	
							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 747 of 747* employees with competency gaps have been addressed.
		Sub-total		5.0%	*Total number of organic personnel complement as of September 30, 2024			
	TOTAL			100%				

Submitted by:

Recommending Approval by:

Approved by:



RAUL V. AUSTRIA

AGM for Airport Development and Corporate Affairs



MARIA LOURDES S.J. REYES

Senior Assistant General Manager

8



31 OCT 2024



ERIC JOSE C. INES

General Manager

31 OCT 2024