



Republic of the Philippines
MANILA INTERNATIONAL AIRPORT AUTHORITY
MIAA Administration Building, MIA Road Pasay City, Metro Manila

MAR 06 2017

MR. SAMUEL G. DAGPIN JR.
Chairman
Governance Commission for GOCCs
3/F Citibank Centre, Citibank Plaza,
Paseo de Roxas Cor. Villar St.,
Makati City

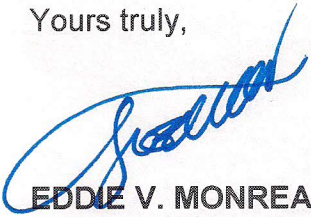
Dear Chairman Dagpin :

In compliance with the GCG Memorandum Circular No. 2013-02, we are submitting the MIAA Report on the 4th Quarter Actual Accomplishments for the PES Monitoring Report CY 2016.

We trust you will find the documents in order.

Thank you.

Yours truly,


EDDIE V. MONREAL
General Manager



MCAO-AK46CQ

MANILA INTERNATIONAL AIRPORT AUTHORITY
MONITORING REPORT OF PERFORMANCE TARGETS

Component	Objective/Measure	Formula	Weight	Baseline		2016				Actual										
				2014	2015	1 st Quarter Target	1 st Quarter Actual	2 nd Quarter Target	2 nd Quarter Actual		Revised Full Year Target	3 rd Quarter Target	3 rd Quarter Actual	4 th Quarter Target						
SO 1	To enhance NAA's role in facilitating tourism, mobilization of human capital, and the transfer of raw materials and finished goods.																			
SM 1	Airline share/Flight Volume (International & Domestic)	Annual Volume	4%	236,441	249,288	60,429	64,557	122,523	131,107	-	179,760	194,658	239,641	258,279						
SM 2	Passenger volume (International & Domestic)	Annual Volume	4%	34,094,159	36,583,459	8,654,935	9,988,420	18,207,360	20,508,070	-	25,965,495	29,725,994	34,483,032	39,534,991						
SM 3	Cargo volume (International & Domestic)	Annual Volume	2%	519,738	586,891	112,862	143,277	231,302	293,064	-	370,331	467,214	497,254	630,166						
	Sub-total		10%																	
SO 2	To Enhance Passenger Comfort and Convenience																			
SM 4	Customer Passenger Satisfaction Survey in relation to Airport Services, Processes and Facilities	Average rating of passengers on a 5-point scale	4%	N/A	To commission 3rd party surveyor (100%)	Planning and Organization (10%)	On-going Planning and Organization (10%)	Notice to Proceed & Survey Design Preparation (30%)	(Notice to Proceed & Survey Design Preparation (50%))	-	Survey Implementation and Data Processing (65%)	Survey Implementation and Data Processing (50%)	Data Analysis and Report Writing, Presentation and Submission of Final Report (100%)	Survey Implementation and Data Processing (70%)						
SM 5	Airline Satisfaction Survey in relation to Airport Services, Processes and Facilities	Average rating of airlines on a 5-point scale	4%	N/A	To commission 3rd party surveyor (100%)	Planning and Organization (10%)	On-going Planning and Organization (10%)	Notice to Proceed & Survey Design Preparation (30%)	(Notice to Proceed & Survey Design Preparation (50%))	-	Survey Implementation and Data Processing (65%)	Survey Implementation and Data Processing (40%)	Data Analysis and Report Writing, Presentation and Submission of Final Report (100%)	Ave. Rating of 3						
SM 6	Airport Concessionaires Satisfaction Survey in relation to Airport Services and Facilities	Average rating of airlines on a 5-point scale	4%	N/A	To commission 3rd party surveyor (100%)	Planning and Organization (10%)	On-going Planning and Organization (10%)	Notice to Proceed & Survey Design Preparation (30%)	(Notice to Proceed & Survey Design Preparation (50%))	-	Survey Implementation and Data Processing (65%)	Survey Implementation and Data Processing (40%)	Data Analysis and Report Writing, Presentation and Submission of Final Report (100%)	Ave. Rating of 3						

Component	Formula	Weight	Baseline		2016				Actual										
			2014	2015	1 st Quarter		2 nd Quarter			Revised Full Year Target	3 rd Quarter		4 th Quarter						
			Target	Actual	Target	Actual	Target	Actual		Target	Actual	Target	Actual	Target	Actual				
SO 4	To Ensure Operational Efficiency According to International Acceptable Standards																		
SM 13	ISO Certification 9001:2008	100% Certification Issued	5%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	Certification on Re-Issued (100%)
SM 14	Upgrading of Passenger Address System at Terminal-2	Actual Accomplishment	5%	N/A	N/A	58%	75%	93%	100%	100%	Upgraded	99%	100%	100%	100%	100%	100%	100%	Upgraded (100%)
SM 15	Supply, Installation & Commissioning of MIAA Telephone System (IP - PBX)	Actual Accomplishment	5%	N/A	N/A	62.43%	91.80%	70%	100%	Completed	80%	100%	100%	100%	100%	100%	100%	100%	Upgraded (100%)
SM 16	* Measure 16 : Replacement of 10 Units Passenger Boarding Bridges at T1	Actual Accomplishment	5%	N/A	N/A	25%	-	50%	-	75%	75%	-	-	-	-	-	-	-	9 Units due to budget concerns re-adjustments BAC pre-procurement 12 months delivery
* Project was temporarily put on hold considering the Previous GM's guidance to only approve maintenance projects until June 2016. Implementation of this project has been moved to 2017.																			
Sub-total			20%																
SO 5	To ensure passenger safety and security																		
SM 17	Comprehensive Action Plan compromising Measure to address Current Security and Safety Issues: 1. Submission of the Comprehensive Action Plan 2. Immediate Implementation of Short-term measures which include; Installation of Last Check Booth before Initial security checkpoint and awareness program on security regulations and procedures through provision of TV monitors, tarpaulins , etc.	Actual Accomplishment	5%	N/A	Submitted action plan to GCG	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Internal Process

