



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

MIA Road, NAIA Complex
Pasay City, Philippines 1300

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(632) 8877-1109

JAN 26 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 GOCCs to submit a quarterly monitoring report.

In view of this, we respectfully submit our accomplished 4th Quarter Monitoring Report for CY 2023, for your consideration.

We trust that you will find the documents in order.

Thank you.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Eric Ines'.

ERIC JOSE C. INES
General Manager



MCAO-CZT3QQ

MANILA INTERNATIONAL AIRPORT AUTHORITY

		COMPONENT				Annual Target	4th Quarter 2023		
		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	Actual Volume of Flights	10.0%	Actual / Target	289,397	289,397	295,036	
	SM 2	Passenger Volume	Actual Volume of Passengers	10.0%		39,870,117	39,870,117	45,330,977	
	SM 3	Cargo Volume (in Metric Tons)	Actual Volume of Cargo	10.0%		635,123	635,123	544,782	
		Sub-total			30.0%				
CUSTOMERS AND STAKEHOLDERS	SO 2	Enhanced Passenger Comfort and Convenience							
	SM 4	Improvement of Terminal Facilities and Equipment							
		A.	Renovation of Twelve (12) Units Comfort Rooms at NAIA T3	Actual Accomplishment	2.0%	Actual / Target	100% Completion	100% Completion	64.50% (BAC Resolution to Award, for approval of the MIAA Board)
		B.	Installation of Primary Air-handling Units and Air Handling Units at NAIA Terminal 3	Actual Accomplishment	2.0%	Actual / Target	100% Completion	100% Completion	91.5%
		Sub-total			4.0%				
	SO 3	Enhance Customer Experience							
	SM 5	SM 5: Client Satisfaction Measurement (CSM) (Previously 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%	90%	Continuous facilitation of the 2023 Harmonized Client Measurement For submission to ARTA pursuant to Joint Circular No. 1 – Series of 2023 between GCG and ARTA	
	Sub-total			5.0%					

		COMPONENT				Annual Target	4th Quarter 2023		
		Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual	
FINANCIAL	SO 4	Sustainability and Financial Performance							
	SM 6	Gross Revenues (in Billion Pesos)	Business and Service Income + Shares, Donations and Grants + Gains + Other Non-Operating Income	10.0%	Actual / Target	11.650 B	11.650 B	14.988 B	
	SM 7	EBITDA (in Billion Pesos)	Net Income + Interest Expense + Income Taxes + Depreciation + Amortization	10.0%	Actual / Target	3.873 B	3.873 B	7.371 B	
	SM 8	Budget Utilization Rate (BUR)							
		A.	MOOE and Capital Outlay (CO) – Corporate Budget	Actual Disbursement / Planned Disbursement	5.0%	Actual / Target	90%	90% (6,979,661,100)	55% (4,485,597,526)
		B.	DOTr-downloaded funds	Total Amount Utilized / Total Budget for Major Airport infrastructure Projects	3.0%	Actual / Target	90%	90%	Project for Bid evaluation
		Sub-total			28.0%				
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%	100%
		B.	Security Related- 8 mins	Actual Accomplishment	1.0%	All or Nothing	100%	100%	100%
		C.	Medical – 8 mins.	Actual Accomplishment	1.0%	All or Nothing	100%	100%	100%
SM 10	Enhancement of Safety and Security Facilities and Equipment								
	A.	Supply and Installation of Seismic Expansion Joints and Covers (Phase 3)	Actual Accomplishment	2.0%	Actual / Target	100% Completion	100% Completion	66.67% (Contract award tp Global-V Construction)	

Strategic Objective (SO) / Strategic Measure (SM)		COMPONENT			Annual Target	4th Quarter 2023		
		Formula	Weight	Rating System		Target	Actual	
INTERNAL PROCESSES	B.	Proposed Rehabilitation of Security Perimeter Fence Beside PADC Hangar, Back of Sunlight Hangar and Back of MIASCOR Hangar	Actual Accomplishment	2.0%	Actual / Target	100% Completion	100% Completion	Notice of Award Signed November 22, 2023, Awaiting for Notice to Proceed & Contract
	C.	Updating of Aerodrome Obstacle Charts (Type B)	Actual Accomplishment	2.0%	Actual / Target	Finalization of Survey Data Plotting to Aerodrome Charts 100% Completion & Submission of Final Reports	Finalization of Survey Data Plotting to Aerodrome Charts 100% Completion & Submission of Final Reports	TOR presented to BAC during pre-procurement discussion prior to approval by the GM
	Sub-total			9.0%				
SO 6		SO6. Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards						
SM 11		ISO Certification:						
	a. ISO 9001:2015	Actual Accomplishment	5.0%	All or Nothing	2nd Surveillance Audit / Recommended for continued IMS (ISO 9001:2015 and ISO 14001:2015) Certification	2nd Surveillance Audit / Recommended for continued IMS (ISO 9001:2015 and ISO 14001:2015) Certification	Management Review conducted on October 19, 2023. 2nd External Surveillance Audit was conducted last November 28, 2023.	Awaiting for the Official Audit, MIAA was recommended for continued Certification as announced during the closing meeting.
	b. ISO 14001:2015	Actual Accomplishment	5.0%	All or Nothing				

4th Quarter Monitoring Report CY 2023

		COMPONENT				Annual Target	4th Quarter 2023		
Strategic Objective (SO) / Strategic Measure (SM)		Formula	Weight	Rating System	Target		Actual		
INTERNAL PROCESSES	SM12	Enhanced Responsiveness to Emergencies Contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency	Actual Accomplishment	3.0%	Actual / Target	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	Renewed contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency	
	SM13	Improvement of Airside Facilities:							
		A.	Construction of Aircraft Rescue and Firefighting Station (ARFF) Permanent Satellite Station	Actual Accomplishment	3.0%	Actual / Target	100% Completion	100% Completion	66.67% (Contract awarded to UNIMASTER Conglomerate)
		B.	Concreting of Taxiway November	Actual Accomplishment	3.0%	Actual / Target	50% Completion	50% Completion	59.33%
Sub-total				19.0%					
LEARNING AND GROWTH	SO7. Strengthen Workforce Competencies								
	SM14	Percentage of Employees Meeting the Required Competencies	Actual Accomplishment	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 1,251 of 1,251* employees with competency gaps have been addressed	
	Sub-total				5.0%	* Total number of Organice Personnel Complement as of December 31, 2023			
TOTAL				100%					

Submitted by:



ARLENE B BRITANICO
OIC - AGM for Airport Development and Corporate Affairs

Recommending Approval by:



BRYAN ANDERSEN Y. CO
Senior Assistant General Manager

24 JAN 2024

Approved by:



ERIC JOSE C. INES
General Manager

JAN 26 2024