

**MANILA INTERNATIONAL AIRPORT AUTHORITY  
2016 Performance Scorecard**

	Component		MIAA Submission					CGO-B Evaluation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Score	Rating			
SOCIAL IMPACT	SO 1	To Enhance NAIA's Role in Facilitating Tourism, Mobilization of Human Capital, and the Transfer of Raw Materials and Finished Goods										
	SM 1	Airline Share/ Flight Volume	Absolute Figures	4%	Actual/Target x Weight	239,641	258,279	4%	258,279	4%	- Monthly Summary Reports for Flights, Passengers and Cargoes ( <i>Domestic &amp; International</i> )  - Certificate of Accomplishment	Target exceeded by 8%.
	SM 2	Passenger Volume		4%		34,483,032	39,534,991	4%	39,534,991	4%		Target exceeded by 15%.
	SM 3	Cargo Volume		2%		497,254	630,166	2%	630,166	2%		Target exceeded by 27%.
		<b>Subtotal</b>		<b>10%</b>				<b>10%</b>		<b>10%</b>		
CUSTOMERS AND STAKEHOLDERS	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%	All or Nothing	Average Rating of 3	3	4%	3	4%	- Final Report on Customer Satisfaction Survey dated 28 June 2017	The commissioned survey was undertaken from May 2016 to April 2017. The airport services were rated 3, on the average, which indicates "satisfaction" from the stakeholders.
	SM 5	Airline Satisfaction Survey in relation to Airport Services, Processes and Facilities	Average rating of airlines on a 5-point scale	4%	All or Nothing		3	4%	3	4%		
	SM 6	Airport Concessionaires Satisfaction Survey in relation to Airport Services and Facilities	Average rating of airlines on a 5-point scale	4%	All or Nothing		3	4%	3	4%		

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SM 7	Implementation of Passenger Service Charge (IPSC) Integration Program	% Completion	5%	Actual/Target) x Weight	100% Full Implementation	100% Full Implementation	5%	100% Full Implementation	5%	- Memorandum of Understanding with 41 Airlines (with pictures of the event) - MIAA MC No. 6 s.2017: Implementing Guidelines on the Integration of the Passenger Service Charge (PSC) Honoring Exemption at the Point of Sale of Airline Ticket	MIAA has fully implemented the integration of PSC, and addressed the issue on giving refunds to exempt persons i.e., OFWs.	
SM 8	Proposed Construction of Public Waiting Lounge (Former WOW & OFW side, T1)	Actual Accomplishment	4%	Actual/Target) x Weight	100% Construction Completed	100% Construction Completed	4%	100% Construction Completed	4%	- Certificate of Accomplishment by OIC- Civil Works Dept (with pictures)	100% completed as of 3 <sup>rd</sup> quarter in 2016.	
SM 9	Construction of Kiddie Lounge at Departure North & South Areas – Terminal 3	Actual Accomplishment	4%	Actual/Target) x Weight	100% Construction Completed	100% Construction Completed	4%	100% Construction Completed	4%	- Cert. of Completion by Civil Works Section and Terminal Manger of T3 (with pictures)	Kiddie Lounges are found at Domestic and Int'l pre-departure areas.	
	<b>Sub-total</b>		<b>25%</b>				<b>25%</b>		<b>25%</b>			
<b>SO 3</b>	<b>To Improve Financial Performance</b>											
FINANCIAL	SM 10	Gross Revenues (in Billion pesos)	Total Revenue for the year	10%	(Actual/Target) x Weight	10.41	11.81	10%	11.91	10%	- COA Audited 2016 Financial Statements (FS)	Target exceeded by ₱1.5 Billion.
	SM 11	EBITDA (in Billion pesos)	EBITDA = Net Income + Interest, Taxes, Depreciation & Amortization	10%		3.85	6.80	10%	6.86	10%		Target exceeded by ₱1.71 Billion.

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SM 12	Rental Revenues at Terminal 1 and Multi-Storey Mall at Terminal 3 and Concessions Privilege Fee (CPF) from Advertising Concessions at Terminal 1 (in Million pesos)	Additional Revenue for the year	10%		115	763	10%	763.94	10%	- Rental Revenues Report	Target exceeded by ₱648.94 Million or 564%.
	<b>Sub-total</b>		<b>30%</b>				<b>30%</b>		<b>30%</b>		
SO 4	<b>Ensure Operational Efficiency According to Internationally Acceptable Standards</b>										
SM 13	ISO Certification 9001:2008	Issuance of Certification	5%	All or Nothing	Certificate Re-Issued	Certificate Re-Issued	5%	Certificate Re-Issued	5%	- ISO Certification issued on 21 Apr 2016	MIAA was assessed by AJA Registrars.
SM 14	Upgrading of Passenger Address System at Terminal-2	Actual Accomplishment	5%	(Actual/Target) x Weight	100% Upgraded	100% Upgraded	5%	100% Upgraded	5%	- Certificate of Completion issued on 22 June 2016	Target met.
SM 15	Supply, Installation & Commissioning of MIAA Telephone System (IP - PBX)	Actual Accomplishment	5%	(Actual/Target) x Weight	100% Completed	100% Completed	5%	100% Completed	5%	- Certificate of Completion (upgraded as of 26 May 2016)	Target met.
SM 16	Replacement and Upgrading of 10 Units Passenger Boarding Bridges with new power feeder line cable and conduit at T1	Actual Accomplishment	0%	(Actual/Target) x Weight	100% Upgraded	Project on Hold	0%	Project on Hold	0%	- Memo dated 5 Aug 2016 stating that the project is at an "on hold" status - Sec. Certificate on Resolution No. 2017-036	Target excluded since approval for the project was only obtained during MIAA's 6 <sup>th</sup> Regular BOD Meeting last 30 Jun 2017.
	<b>Subtotal</b>		<b>15%</b>				<b>15%</b>		<b>15%</b>		

INTERNAL PROCESS

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SO 5	Ensure Passenger Safety and Security										
SM 17	Implementation of the Medium to Long-Term Measures indicated in the submitted 2015 Comprehensive Action Plan to enhance Security and Safety which may include Actions requiring Executive and Legislative Initiatives	Actual Accomplishment	5%	(Actual/Target) x Weight	100% Accomplishment	100% Accomplished	5%	100% Accomplished	5%	- Report on Actions Taken and Proposed Measures re "Tanim Bala" - Memorandum of Understanding with the OTS, PNP-AVSEGroup, NPS, POEA and OWWA on NAIA Passenger Facilitation and Security Screening executed on 26 Feb 2016	issue on the alleged bullet-planting scheme has generally subsided in 2016.
SM 18	Response Time for within the Aircraft Movement Area per ICAO Standard	No. of incidents not more than 3 minutes response time/ Total no. of incidents	1.25%	All or Nothing	100% (3 min.)	100% (3 min.)	1.25%	100% (3 min.)	1.25%	Summary Reports: - Airside Security Police Division Report - Rescue and Firefighting Division (RFD) Report - Report with Logbook of the K9 EOD Section - Medical Division Report - Certifications of Accomplishment	Total number of 15 incidents reported.
	Response Time by Airport Police for Bomb Threats	No. of incidents not more than 10 minutes response time/ Total no. of incidents	1.25%	All or Nothing	100% (10 min.)	100% (10 min.)	1.25%	100% (10 min.)	1.25%		Two (2) incidents reported.
	Response Time for Non-Aircraft Emergencies	No. of incidents more not than 10 minutes response time/ Total no. of incidents	1.25%	All or Nothing	100% (10 min.)	100% (10 min.)	1.25%	100% (10 min.)	1.25%		Total number of 3,821 cases reported.
	Response Time for Sick Call / Medical Emergencies	No. of incidents not more than 12 minutes response time/ Total no. of incidents	1.25%	All or Nothing	100% (Sick Call - 12 min)	100% (Sick Call - 12 min)	1.25%	100% (Sick Call - 12 min)	1.25%		Total number of 727 sick calls reported.

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	<b>Sub-total</b>		<b>10%</b>				<b>10%</b>		<b>10%</b>			
<b>LEARNING AND GROWTH</b>	<b>SO 6</b>	<b>Enhance Employee Productivity and Effectiveness</b>										
	SM 19	Implementation of Approved Rationalization Plan of MIAA	(No. of filled-up position / No. required to be filled-up) * 100%	2.5%	All or Nothing	Implementation of GCG approved RATPLAN	No revised RP submissions to date.	1.5%	No revised RP submissions to date.	0%	- Monitoring Report on MIAA's RP accomplishments	GCG has yet to receive MIAA's revised RP.
	SM 20	Competency Framework	Approval by the GCG of Competency Framework	2.5%	All or Nothing	Pilot testing of GCG approved MIAA competency framework	Preparation of TOR for Consultancy services	1.5%	Preparation of TOR for Consultancy services	0%	- Monitoring Report on Competency Framework	Target not achieved.
		<b>Sub-total</b>		<b>5%</b>				<b>3%</b>		<b>0%</b>		
		<b>TOTAL</b>		<b>95%</b>				<b>93%</b>		<b>90%</b>		
		<b>VALIDATED TOTAL</b>						<b>97.89% (93/95)</b>		<b>94.74% (90/95)</b>		