

MANILA INTERNATIONAL AIRPORT AUTHORITY
Interim Performance Scorecard

Indicator	Weight	Targets	Accomplishment		CGO B Validation		Supporting Documents	Remarks
	2013	2013	Actual	Rating	Score	Rating		
MFO 1 – Passenger Comfort and Convenience								
Quality 1a: Research	2.5%	Accomplished	Accomplished	2.5%	Accomplished	2.5%	<ul style="list-style-type: none"> • Certificate of Accomplishment 	
Quality 1b: Dialogue and Consultation with Stakeholders: Government Agencies and Private Sector Airlines, IATA and Private Sector Financial Institutions System Provider	2.5%	Accomplished	Accomplished	2.5%	Accomplished	2.5%	<ul style="list-style-type: none"> • Certificate of Accomplishment 	
Quality 1c: Preparation of Terms of Reference, Proposed Memorandum of Agreement (MOA) and Implementing Rules and Regulations (IRR)	2.5%	Accomplished	Accomplished	2.5%	Accomplished	2.5%	<ul style="list-style-type: none"> • Certificate of Accomplishment 	
Quality 1d: Resolution and Negotiation with Airlines and Banks on issues related to Legal, Financial, Operational, Logistics & Timeline Output: 1 st draft MOA	2.5%	Accomplished	Not Accomplished	2.0%	Not Accomplished	0%	<ul style="list-style-type: none"> • Minutes of the Meetings (October 2012 to November 2013) • Draft Memorandum of Agreement • Draft Implementing Rules and Guidelines on the Integration of the International Passenger Service Charge (IPSC) at Point of Sale 	<ul style="list-style-type: none"> • Deduction due to MIAA's non-accomplishment of the draft Terms of Reference between the airlines and concerned banks

Quantity 1a: Replacement of Weighing and Feeder Conveyor at T1	0.5%	30% Accomplished	Accomplished	0.5%	Accomplished	0.5%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notices of Award 	
Quantity 1b: Replacement of Check-in Counters and Upgrading of Ceiling and Walls at T1	1.5%	66% Accomplished	Not Accomplished	0.68%	Not Accomplished	0%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	<ul style="list-style-type: none"> • MIAA merited a deduction on this measure due to delays in the submission of requirements by the two lowest bidders, thus MIAA did not meet its 2013 targets. • Contract was awarded only in November of 2013.
Quantity 1c: Supply and Installation of Additional Escalators at T2	0.5%	30% Accomplished	Accomplished	0.5%	Accomplished	0.5%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award 	
Quantity 1d: Repair and Re-waterproofing of T2 Main Roof	1.5%	65% Accomplished	Accomplished	1.5%	Accomplished	1.5%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	
Quantity 1e: Upgrading of Public Address System at T2	2.0%	100% Accomplished	Accomplished	2.0%	Accomplished	2.0%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	
Quantity 1f: Purchase of 5 units Customized Shuttle Mini Bus	2.0%	100% Accomplished	Accomplished	2.0%	Accomplished	2.0%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	

Quantity 1g: Rehabilitation of Comfort Rooms at T1	2.0%	100% Accomplished	Accomplished	2.0%	Accomplished	2.0%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	
Quantity 2: Construction of Taxiway November Extension	10%	20% Accomplished	Accomplished	10%	Accomplished	10%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award 	
Timeliness 1a: Rehabilitation and Upgrading of baggage handling at Terminal 3	6%	100% Accomplished	Accomplished	6%	Accomplished	6%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	
Timeliness 1b: Rehabilitation and upgrading of Passenger Boarding Bridges at Terminal 3	6%	100% Accomplished	Accomplished	6%	Accomplished	6%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Declaration of Single Calculated Bid • Actual Photographs 	
Timeliness 2: Airline/public service announcements	4%	100% Accomplished	Accomplished	4%	Accomplished	4%	<ul style="list-style-type: none"> • Service Excellence Standards Quality Management Systems for Public Address and Flight Information Display Systems (FIDS) 	<ul style="list-style-type: none"> • Formula: Airline/public service announcement is made within three minutes from receipt of notice
Sub-total	46%			44.68%		42%		
MFO 2: Safety, Security and Enforcement								
Quality 1a: Architectural Upgrading of Parapet Walls, Eaves and Elevated Roadway at T1	4%	100% Accomplished	Accomplished	4%	Accomplished	4%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	

Quality 1b: Repair & Re-waterproofing of T2 Main Roof	4%	100% Accomplished	Accomplished	4%	Accomplished	4%	<ul style="list-style-type: none"> • Certificate of Accomplishment 	
Quality 1c: Structural Retrofitting Project of T3	4%	100% Accomplished	Accomplished	4%	Accomplished	4%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	
Quality 2: Supply and Installation of Remote Controlled and Monitored Air Navigation Hazard Prevention System	12%	100% Accomplished	Accomplished	12%	Accomplished	12%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	
Quantity 1a: Commissioning of Two (2) Units Mobile X-Ray Security Screening System	2.0%	100% Accomplished	Accomplished	2.0%	Accomplished	2.0%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	
Quantity 1b: Commissioning of Four (4) Units Explosive Detection Security Screening System	2.0%	100% Accomplished	Accomplished	2.0%	Accomplished	0%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award 	<ul style="list-style-type: none"> • MIAA was deducted in full on this measure due to delays in the project leading to its non completion in FY 2013. • MIAA granted the winning bidder a thirty (30) day project extension, thus attributable to MIAA and were within the latter's control.
Quantity 1c: Commissioning of 24 Units Baggage X-ray	2.0%	100% Accomplished	Accomplished	2.0%	Accomplished	2.0%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award 	

Quantity 1d: Secondary Fence along Runway 06/24 and T3 Apron	2.0%	100% Accomplished	Not Accomplished	1.3%	Not Accomplished	N/A	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	<ul style="list-style-type: none"> • The Civil Aviation Authority of the Philippines (CAAP) imposed restrictions on the area, in particular, MIAA was ordered to cease using backhoes for excavation works as this disrupts the Instrument Landing System (ILS) of the runway. • Measure Excluded
Quantity 1e: Commissioning of 13 units Hydraulic Barriers at 9 Gates	2.0%	100% Accomplished	Not Accomplished	0.9%	Not Accomplished	0%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	<ul style="list-style-type: none"> • MIAA was deducted in full on this measure due to delays in the project leading to its non completion before the end of FY 2013. • The bidders requested for an extension in the duration of the project to be able to comply with the technical requirements of said project. • The delays in the project were attributable to MIAA and were within the latter's control. • Measure not excluded
Quantity 1f: Purchase of 2 Units Airport Rescue Firefighting Vehicle and 1 Unit Rapid Intervention Vehicle	2.0%	100% Accomplished	Accomplished	2.0%	Accomplished	2.0%	<ul style="list-style-type: none"> • Certificate of Accomplishment • Notice of Award • Actual Photographs 	

Timeliness 1: Maximum of x minutes response time by Airport Police for non-aircraft emergencies	3.0%	Zero incidence of more than 10 minutes. response time.	Accomplished	3.0%	Accomplished	3.0%	<ul style="list-style-type: none"> • Certificate of Accomplishment issued by the MIAA Airport Police Department 	<ul style="list-style-type: none"> • Formula: Zero incidence of more than x minutes response time.
Timeliness 2: Maximum of x minutes response time for aircraft emergencies within the Aircraft Movement Area per ICAO standard	4.0%	Zero incidence of more than 3 minutes. response time.	Accomplished	4.0%	Accomplished	4.0%	<ul style="list-style-type: none"> • Certificate of Accomplishment issued by the MIAA Rescue and Firefighting Division 	<ul style="list-style-type: none"> • Formula: Zero incidence of more than x minutes response time.
Timeliness 3: Maximum of x minutes response time by Airport Police for bomb threats	4.0%	Zero incidence of more than 10 minutes. response time.	Accomplished	4.0%	Accomplished	4.0%	<ul style="list-style-type: none"> • Certificate of Accomplishment issued by the MIAA Airport Police Department 	<ul style="list-style-type: none"> • Formula: Zero incidence of more than x minutes response time.
Timeliness 4: Maximum response time of x minutes for sick call / medical emergencies	3.0%	Zero incidence of more than 8 minutes. response time.	Accomplished	3.0%	Accomplished	3.0%	<ul style="list-style-type: none"> • Sick Call Response Slips for the periods covering November and December 2013 	<ul style="list-style-type: none"> • Formula: Zero incidence of more than x minutes response time. • Sick Call Slips indicate time of sick call and arrival of doctor/medical attendant on duty at the scene
Sub-total	50%			48.2%		44%		
General Administrative and Support Services								
Quality 1 a: Efficiency in Budget Utilization (Actual/Budgeted Operating Expenses)	N/A	Less than or equal to 1	Accomplished	N/A	Accomplished	N/A	<ul style="list-style-type: none"> • 2013 FS 	<ul style="list-style-type: none"> • No weight
Quality 1b: Ratio of aeronautical to non-aeronautical revenues	N/A	68/32	Accomplished	N/A	Accomplished	N/A		<ul style="list-style-type: none"> • No weight

Quality 1c: Study of airport fees and charges (Incheon International Airport Inc.)	N/A	Accomplished	Accomplished	N/A	Accomplished	N/A	<ul style="list-style-type: none"> • No weight • Study of airport fees and charges submitted to MIAA through DOTC • Formula: Based on total net income for the year • No weight
Quality 1d: Evaluation and validation of the study	N/A	Accomplished	Accomplished	N/A	Accomplished	N/A	<ul style="list-style-type: none"> • Study of airport fees and charges submitted to MIAA through DOTC
Quality 2a: Preparation and approval of the Terms of Reference for outsourcing of the development of MIAA Computerization projects	N/A	Terms of Reference (TOR) Submitted to MIAA Management	Accomplished	N/A	Accomplished	N/A	<ul style="list-style-type: none"> • No weight
Quality 2b: Financial Management Information System (FMIS)	N/A	Terms of Reference (TOR) Submitted to MIAA Management	Accomplished	N/A	Accomplished	N/A	<ul style="list-style-type: none"> • No weight
Quality 2c: Airport Operations Database (AODB)	N/A	Terms of Reference (TOR) Submitted to MIAA Management	Accomplished	N/A	Accomplished	N/A	<ul style="list-style-type: none"> • No weight
Quality 2d: Airport Business Intelligence Solution (ABIS)	N/A	Terms of Reference (TOR) Submitted to MIAA Management	Accomplished	N/A	Accomplished	N/A	<ul style="list-style-type: none"> • No weight

<p>Quality 3: Inclusion of other processes for ISO Certification 9001:2008</p> <ul style="list-style-type: none"> - IID & Pass Control Dept. <ul style="list-style-type: none"> • Intelligence & Investigation Div. • ID & Pass Control Div. - Concession Mgnt. Div. <ul style="list-style-type: none"> • Accreditation of Transport Services - Curbside Management Service <ul style="list-style-type: none"> • Transport Operations 	2.0%	Service Excellence Standard for Approval by MIAA	Accomplished	2.0%	Accomplished	2.0%	<ul style="list-style-type: none"> • Copies of the Service Excellence Standards Quality Management System (SESQMS) for the ff. divisions <ul style="list-style-type: none"> • Intelligence & Investigation Div. • ID & Pass Control Div. • Concession Mgnt. Div. 	
<p>Quality 4: Filled-up positions under the Rationalization Plan (RP)</p>	N/A	Filled up positions/ total approved positions under the Ratplan <i>provided</i> GCG/OP approval is obtained on or before year end 2013		N/A		N/A		<ul style="list-style-type: none"> • MIAA's RP is still pending and has yet to be submitted by MIAA to the Governance Commission for evaluation and approval • No weight

Quantity: Increase in MIAA's Gross Revenue	2.0%	₱ 8.55B	Accomplished	2.0%	Accomplished	2.0%	<ul style="list-style-type: none"> MIAA's detailed Income Statement FY 2013 	<ul style="list-style-type: none"> MIAA's baseline in 2012 was ₱8.28B and MIAA posted ₱8.64B in gross revenues for FY2013, and thus exceeded its target and increased its gross revenues by ₱36M
Sub-total	4%			4%		4%		
Accumulated Total	100%			96.88%		90%		
<u>VALIDATED TOTAL</u>	<u>98%</u>			<u>VALIDATED SCORE</u>		<u>91.83%</u>		