

MANILA INTERNATIONAL AIRPORT AUTHORITY (MIAA)

Component					Baseline Data		Targets		
	Objective/Measure	Formula	Weight	Rating System ^{a/}	2019	2020	2021	2022	
SOCIAL IMPACT	SO 1	Maximized International and Domestic Market Share and Dominance in Tourism and Commercial Trade							
	SM 1	Flight Volume	Actual Volume of Fights	10.00%	Actual / Target	305,622	111,953	96,919	149,477
	SM 2	Passenger Volume	Actual Volume of Passengers	10.00%	Actual / Target	48,101,474	11,274,353	5,135,416	9,565,841
	SM 3	Cargo Volume (in Metric Tons)	Actual Volume of Cargo	10.00%	Actual / Target	721,708	533,956	533,425	622,072
	Sub-total			30.00%					
CUSTOMERS & STAKEHOLDERS	SO 2	Enhanced Passenger Comfort and Convenience							
	SM 4	<i>Improvement of Terminal Facilities and Equipment</i>							
		Replacement of Elevators PE1, PE2, and SE4 at NAIA Terminal 1	Actual Accomplishment	3.00%	Actual / Target	2 – Implemented Approved Projects 3 – Completed Awarded Projects	N/A	N/A	100% Completion
	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		Actual / Target 0% = If less than 80%	84.42%* *However, did not meet the requirements on GCG Standard Methodology.	<i>Using the Enhanced Standard Guidelines on the Conduct of Customer Satisfaction Survey by the GCG</i>		
		a. Passengers		5.00%			<i>Excluded</i>	<i>Excluded</i>	90%
b. Concessionaires		1.00%		88%			90%	90%	
c. Airlines		1.00%		93%			90%	90%	
Sub-total			10.00%						

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FINANCIAL	SO 4	Sustainability and Financial Performance							
	SM 6	Gross Revenues (in Billion pesos)	Total Gross Revenues	15.00%	Actual / Target	15.169	5.096	5.267	5.045
	SM 7	EBITDA (in Billion pesos)	Net Income + Interest Expense + Income Taxes + Depreciation + Amortization	15.00%	Actual / Target	8.969	0.775	(1.288)	0.300
	SM 8	Budget Utilization Rate (BUR)	Actual Disbursement / Total Approved Corporate Operating Budget (Both Net of PS Cost)	5.00%	Actual / Target	N/A	N/A	100%	90%
	Sub-total			35.00%					
INTERNAL PROCESS	SO 5	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	1.00%	All or Nothing	100% (55 / 55)	100% (1 / 1)	100%	100%
		b. Security related – 10 mins.	Actual Accomplishment	1.00%	All or Nothing	100% (10,440 / 10,440)	100% (10,869 / 10,869)	100%	100%
	c. Medical – T1, T2, T4 – 8 mins.; T3 – 10 mins.	Actual Accomplishment	1.00%	All or Nothing	100% (223 / 223)	100% (513 / 513)	100%	100%	

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SO 6	Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards							
SM 10	<i>ISO Certification:</i>							
	a. ISO 9001:2015	Actual Accomplishment	3.00%	All or Nothing	Passed Surveillance Audit	Passed 2 nd Surveillance Audit	ISO 9001: 2015 Recertification	Passed Surveillance Audit
	b. ISO 14001:2015		3.00%		N/A	N/A	ISO 14001:2015 Certification	Passed Surveillance Audit
SM 11	Enhanced Responsiveness to Emergencies	Actual Accomplishment	3.00%	All or Nothing	a. Entered into a Memorandum of Agreement (MOA) with Royal Cargo, Inc. on the Use/ Provision of Equipment Required in Cases of Plane Overshooting in Runway b. Approved Irregular Operations (IROPS) Contingency Plan Manual for NAIA	a. Renewed MOA with Royal Cargo, Inc. on the Use/ Provision of Equipment Required in Cases of Plane Overshooting in Runway b. Thirteen (13) Signed Letters of Agreement (LOAs)	a. Renewed Contract with a Third Party on the Use/ Provision of Equipment Required in Case of Emergency b. MOA with Stakeholders on IROPS Manual Implementation	Renewed Contract with a Third Party on the Use/ Provision of Equipment Required in Case of Emergency
SM 12	Improvement of Airside Facilities							
	a. Thermoplastic Repainting of							
	1. Pavement Markings at Terminalw 1 and 2, ICT, Balagbag, Remote Parking (MIASCOR and JOCASP) Apron	Actual Accomplishment	2.00%	Actual / Target	N/A	N/A	N/A	100% Completion
2. Taxiway Charlie-1 (C-1), Charlie-4 (C-4) & Charlie-6 (C-6)	Actual Accomplishment	2.00%	Actual / Target	N/A	N/A	N/A	100% Completion	

2022 Performance Scorecard

Component					Baseline Data		Targets		
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	SM 13	Electronic Billing System	No. of bills accessed by clients through the web / Total No. of bills	4.00%	Actual / Target	N/A	N/A	1,600 Bills to be Accessed by 600 Clients Through the Web	100% of Bills Accessed by Clients through the FMIS
	Sub-total			20.00%					
LEARNING & GROWTH	SO 7	Strengthen Workforce Competency							
	SM 14	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5.00%	Actual / Target	30.28% (340 out of 1,123)	32.02% (341 out of 1,065)	60%	80%
	Sub-total			5.00%					
TOTAL			100%						

a/ But not to exceed the weight assigned per indicator.