

CLARK INTERNATIONAL AIRPORT CORPORATION
Interim Performance Scorecard

Performance Measures				CIAC Submission			CGO-B Evaluation		Supporting Documents	Remarks
Description	Formula	Weight	Rating System	Target	Actual	Rating	Score	Rating		
<i>MFO 1 : Improved Safety and Security at Clark International Airport</i>										
Timeliness 1: Maximum 10 minutes response time by airport police for airport incidents within the Clark Civil Aviation Complex	Zero incidence of more than 10 minutes response time	8%	(Actual/Target) x Weight	0	0	8%	0	8%	CIAC Memorandum on Bomb Threat Incident (26 Sept 2014)	
Timeliness 2: Maximum 3 minutes response time for aircraft emergencies within the Aircraft movement Area (AMA) per ICAO Standard	Zero incidence of more than 3 minutes response time	7%	(Actual/Target) x Weight	0	0	7%	0	7%	Emergency Plan Reports on Plane Crash and Emergency Landing)	
Sub-Total of Weights		15%				15%		15%		
<i>MFO 2: Enhanced Passenger Comfort and Convenience</i>										
Quantity 1a: Increasing Passenger Terminal capacity of Existing Terminal	Annual Passenger Terminal capacity (Million Passengers Per Annum (MPPA))	5%	(Actual/Target) x Weight	4M	4.2M	5%	4.2M	5%	Passenger Terminal Capacity Report	

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Quantity 1b: Construction of Budget/LCC Terminal		10%	(Actual/Target) x Weight	Finalization of agreement with DOTC on the direction of the said project	Finalization of agreement with DOTC on the direction of the said project	10%		10%	Official DOTC Press statement dated 8 January 2014	
Quantity 2: Upgrading of Passenger Terminal Facilities (Purchase of Baggage Screening Equipment, Purchase of RIV and MT Fire Trucks, Purchase of Ramp Bus, Installation of Security Perimeter Fence and Purchase of NAVAIDS)		20%		Completion except for NAVAIDS which will be 90% complete	Project Completion: a. Purchase of Baggage Screening Equipment – 100% as of 9 April 2014 b. Purchase of RIV and MT Fire Trucks – 100% as of 24 March 2014 c. Installation of Security Perimeter Fence – 30.13% as of 31 December 2014 d. Purchase of NAVAIDS – 100% as of 10 December 2014 e. Purchase of Ramp Bus – For Project Award	16.39%		16.39%	Contracts for Supply and Delivery; Delivery Receipt; Acknowledgement	

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Quality: Customer Satisfaction Survey	Average rating of passengers on a 5-point scale	5%	(Actual/Target) x Weight	4	4	5%	4	5%	Customer Satisfaction Survey Response Sheets	
Quantity 3a: Operational Readiness of Aircraft Boarding Bridges	Total Number of Operational Boarding Bridges	5%	(Actual/Target) x Weight	2	2	5%	2	5%	Photos; Accomplishment Report as of 30 Nov 2014	
Quantity 3b: Operational Readiness of Baggage Conveyors	Total number of operational baggage conveyors	5%	(Actual/Target) x Weight	4	4	5%	4	5%	Photos; Accomplishment Report as of 30 Nov 2014	
Quantity 4: Increase in the number of check-in counters	Total number of operational check-in counters	5%	(Actual/Target) x Weight	34	34	5%	4	5%	Photos; Accomplishment Report as of 30 Nov 2014	
Sub-Total of Weights		55%				51.39%		51.39%		
MFO 3: Regulatory and Enforcement Services										
Timeliness: On-time release of access pass permits	Total number of processing days	5%	(Actual/Target) x Weight	5	5	3.50%	5	3.5%	Summary Report from Access Pass Control Office; Issuance Log	
Quantity 1: Increased number of concessionaires within the terminal building	Total number of concessionaires	5%	(Actual/Target) x Weight	4	7	3.75%	7	3.75%	Concession Contract; Acknowledgement	
Quantity 2a: Improved transport services to passengers (taxis)	Number of transport companies accredited	5%	(Actual/Target) x Weight	5	5	5%	5	5%	Accreditation Contract/s	
Quantity 2b: Improved transport	Number of mass	5%	(Actual/Target) x	2	2	5%	2	5%	Terms of Agreements	

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services to passengers (mass transit/buses)	transit/buses accredited		Weight						between CIAC and Transport providers	
Sub-Total of Weights		20%				18.75%		18.75%		
General Administrative and Support Services										
Quality: Re-certification Audit/Surveillance Audit of ISO 9001:2008 International Passenger Terminal Facilitation and CIAC Internal Processes	Passed surveillance audit/continuous	5%	(Actual/Target) x Weight	100%	Passed; maintenance of the existing certification	5%	100%	5%	TUVRheinland Audit Report dated 28 March 2014	
Quantity 1a: Increased financial revenue	Total revenue for the year (in thousand pesos)	5%	(Actual/Target) x Weight	608,200	532,251	4.55%	532,251	4.38%	Comprehensive Income Statement for FY 2014	
Quantity 1b: Increased financial net income	Total net income for the year (in thousand pesos)	0%		17,034					Unaudited Financial Statement for FY 2014	
Sub-total of Weights:		10%				9.55%		9.38%		
TOTAL OF WEIGHTS:		100%				98.19%		94.52%		