

Description	Performance Measures		Data Provider <i>If applicable</i>	Baseline			Target
	Formula	Weight		2010	2011	2012	2013
MFO 1 : PASSENGER COMFORT AND CONVENIENCE							
QUALITY							
Integration of international passenger service charge with airline tickets	100% International passenger service charge integrated to airline tickets	10%	N/A	-	-	-	50%
	<i>Research</i>	2.5%	N/A	-	-	-	Feb. 2013
	<i>Dialogue and Consultation with Stakeholders: Government Agencies and Private Sector Airlines, IATA and Private Sector Financial Institutions System Provider</i>	2.5%	N/A	-	-	-	June 2013
	<i>Preparation of Terms of Reference, Proposed Memorandum of Agreement (MOA) and Implementing Rules and Regulations (IRR)</i>	2.5%	N/A	-	-	-	July 2013
	<i>Resolution and Negotiation with Airlines and Banks on issues related to Legal, Financial, Operational, Logistics & Timeline Output: 1st draft MOA</i>	2.5%	N/A	-	-	-	Dec. 2013

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Description	Performance Measures			Baseline			Target
	Formula	Weight	Data Provider if applicable	2010	2011	2012	2013
QUANTITY							
Improvement of Passenger Terminal Facilities	Actual Accomplishment / Committed Accomplishment] * 100%	10%	N/A	-	-	-	70%
	Replacement of Weighing and Feeder Conveyor at T1	0.5%	N/A	-	-	-	30%
	Replacement of Check-in Counters and Upgrading of Ceiling and Walls at T1	1.5%	N/A	-	-	-	66%
	Supply and Installation of Additional Escalators at T2	0.5%	N/A	-	-	-	30%
	Repair and Re-waterproofing of T2 Main Roof	1.5%	N/A	-	-	-	65%
	Upgrading of Public Address System at T2	2%	N/A	-	-	-	100%
	Purchase of 5 Units Customized Shuttle Mini Bus	2%	N/A	-	-	-	100%
	Rehabilitation of Comfort Rooms at T1	2%	N/A	-	-	-	100%
Improvement of Aircraft Movement Areas	Actual Accomplishment / Committed Accomplishment] * 100%	10%	N/A	-	-	-	20%
	Construction of Taxiway November Extension	10%	N/A	-	-	-	20%

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Performance Measures				Baseline			Target
Description	Formula	Weight	Data Provider <i>If applicable</i>	2010	2011	2012	2013
TIMELINESS							
Operational Readiness of Airport Facilities in T3	Number of Operational Airport Facilities / Total Number of Airport Facilities	12%	N/A	-	-	-	-
	<i>Rehabilitation and Upgrading of Baggage Handling System at T3</i>	6%	N/A	-	-	19 / 22	19 / 22 <i>BHS System ready for semi-automatic use</i>
	<i>Rehabilitation and Upgrading of Boarding Bridges at T3</i>	6%	N/A	-	-	51 / 60	51 / 60 <i>Spare parts delivered</i>
Airline / public service announcements	Airline / public service announcement within 2 to 3 minutes from receipt of notice	4%	MIAA Terminal Operations	-	-	3 mins.	3 mins
	Subtotal of Weights:	46%					

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Manila International Airport Authority

Interim Performance Scorecard 2013

Description	Performance Measures			Baseline			Target
	Formula	Weight	Data Provider <i>if applicable</i>	2010	2011	2012	2013
MFO 2: SAFETY, SECURITY AND ENFORCEMENT							
QUALITY							
Upgrading of Passenger Terminal Facilities	Actual Accomplishment / Committed Accomplishment] * 100%	12%	N/A	-	-	-	77%
	<i>Architectural Upgrading of Parapet Walls, Eaves and Elevated Roadway at T1</i>	4%	N/A	-	-	-	41%
	<i>Repair & Re-waterproofing of T2 Main Roof</i>	4%	N/A	-	-	-	65%
	<i>Structural Retrofitting Project of T3</i>	4%	N/A	-	-	-	100%
Upgrading of Aircraft Movement Facilities	100% upon issuance of Certificate of Completion and operations by end of 2013	12%	N/A	-	-	-	100%
	<i>Supply and Installation of Remote Controlled and Monitored Air Navigation Hazard Prevention System</i>	12%	N/A	-	-	-	100%
QUANTITY							
Enhancement of Security Screening / Access Control System	Actual Accomplishment / Committed Accomplishment] * 100%	12%	TSA/OTS	-	-	-	82%
	<i>Commissioning of Two (2) Units Mobile X-Ray Security Screening System</i>	2%	N/A	-	-	-	100%
	<i>Commissioning of Four (4) Units Explosive Detection</i>	2%	N/A	-	-	-	100%

Note: Enhancements are in compliance with the US Transportation Security

Description	Performance Measures Formula	Weight	Data Provider If applicable	Baseline			Target
				2010	2011	2012	2013
Admin. (TSA)	Security Screening System						
	Commissioning of 24 Units Baggage X-ray	2%	N/A	-	-	-	30%
	Secondary Fence along Runway 06/24 and T3 Apron	2%	N/A	-	-	-	80%
	Commissioning of 13 units Hydraulic Barriers at 9 Gates	2%	N/A	-	-	-	100%
	Purchase of 2 Units Airport Rescue Firefighting Vehicle and 1 Unit Rapid Intervention Vehicle	2%	N/A	-	-	-	75%
TIMELINESS							
Maximum of x minutes response time by Airport Police for non-aircraft emergencies	Zero incidence of more than x minutes. response time	3%	N/A	-	-	10 mins	10 mins
Maximum of x minutes response time for aircraft emergencies within the Aircraft Movement Area per ICAO standard	Zero incidence of more than x minutes response time	4%	N/A	-	-	3 mins	3 mins
Maximum of x minutes response time by Airport Police for bomb threats	Zero incidence of more than x minutes. response time	4%	N/A	-	-	10 mins	10 mins
Maximum response time of x minutes for sick call / medical	Zero incidence of more than x minutes. response time	3%	N/A	-	-	8 mins	8 mins


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Description	Performance Measures			Baseline			Target
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emergencies							
Subtotal of Weights:		50%					
GENERAL ADMINISTRATIVE SUPPORT SERVICES							
QUALITY							
Shift from aeronautical to non-aeronautical revenue ratio	Efficiency in Budget Utilization (Actual/Budgeted Operating Expenses)	-					Less than or equal to 1
	Ratio of aeronautical to non-aeronautical revenues	-	N/A	62 / 38	62 / 38	68 / 32	68 / 32
	Study of airport fees and charges (Inchon International Airport Inc.)	-	-	-	-	-	Study of airport fees and charges submitted to MIAA thru DOTC
	Evaluation and validation of the study	-	-	-	-	-	
MIAA Computerization Project	Procurement of the following systems: Approval of TOR – 20% Award of Contract – 10% Implementation/Completion (Infra) and Delivery/Installation & Commissioning – 70%	-	N/A	-	-	-	20%
	Preparation and approval of the Terms of Reference for outsourcing of the development of MIAA Computerization projects	-	-	-	-	-	Terms of Reference* submitted to MIAA Management *in lieu of TOR, any of the following may be submitted: POW, RIS, Bill of Materials,

Description	Performance Measures			Baseline			Target
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	Financial Management Information System (FMIS)	-	-	-	-	-	Terms of Reference* submitted to MIAA Management *-in lieu of TOR, any of the following may be submitted: POW, RIS, Bill of Materials
	Airport Operations Database (AODB)	-	-	-	-	-	Terms of Reference* submitted to MIAA Management *-in lieu of TOR, any of the following may be submitted: POW, RIS, Bill of Materials,
	Airport Business Intelligence Solution (ABIS)	-	-	-	-	-	Terms of Reference* submitted to MIAA Management *-in lieu of TOR, any of the following may be submitted: POW, RIS, Bill of Materials.
Expanded Coverage of IS Certification 9001:2008	Inclusion of other processes for ISO Certification 9001:2008 - IID & Pass Control Dept. • Intelligence & Investigation Div. • ID & Pass Control Div. - Concession Mgmt. Div. • Accreditation of Transport Services	-	-	T2 & t3 ISO Certified 9001:2008	Sustained T1, T2 & T3 Certification	T1, T2, & T3 Re-Certified T4 Certification	Service Excellence Standard (SES) for approval of MIAA's GM

Description	Performance Measures			Baseline			Target
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Guarantee a responsive and enabling organizational structure	Filled-up positions under the RATPLAN	N/A	N/A	Deliberation of various offices	Deliberation of various offices	MIAA RATPLAN was approved by MIAA Board & submitted to DOTC for endorsement to GCG	Filled-up positions/total approved positions under the RATPLAN, assuming GCG / OP approval is obtained on or before year-end 2013
QUANTITY							
Increase in MIAA's Gross Revenues	MIAA Gross Revenues	2%	N/A	7.90 B	8.65 B	8.28 B	8.55 B
<i>Subtotal of Weights:</i>		4%					
TOTAL OF WEIGHTS:		100%					

Attested by:


HON. RAINIER B. BUTALID
 Commissioner, GCG


HON. JOSE ANGEL A. HONRADO
 General Manager, MIAA


HON. JOSE PERPETUO M. LOTILLA
 Alternate Chairman, MIAA

08 October 2013

