

**CIVIL AVIATION AUTHORITY OF THE PHILIPPINES (CAAP)
Validated 2023 Performance Scorecard**

		Components			GOCC Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
SOCIAL IMPACT	SO 1	Standard Aviation Safety and Security								
		<i>Ensure Standard Aviation Safety and Security</i>								
	SM 1	a. Effective Implementation Score - Universal Safety Oversight Audit Programme (USOAP)	Actual Accomplishment	10%	All or Nothing	Higher than Global Average	CAAP's Overall EI: 68.99% Global EI: 69.02%	0.00%	CAAP's Overall EI: 68.99% Global EI: 69.02%	-

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										<p>resulted in a score below the global average.</p> <p><i>Measure is excluded.</i></p>
b. State Safety Program (SSP) Implementation level	Actual Accomplishment	5%	All or Nothing	Level 3: Implementation of Gap analysis (Improvement from 2022)	Level 3: 45.2%	5.00%	2023: Level 3 at 45.2% 2022: Level 3 at 16.7%	5.00%	<p>- State Safety Briefing (SSB) Report for the Philippines in Regional Aviation Safety Groups - Asia Pacific (RASG-APAC) [automatically Generated by ICAO/ANB] accessed by CAAP on 20 December 2023.</p> <p>To achieve the goal of enhancing the SSP implementation level in 2023, CAAP undertook a series of continuous updates to the gap analysis throughout the year. Each review led to subsequent updates, with the final update completed in December 2023. Whenever a gap was addressed, CAAP conducted an evaluation to quantify the results based on overall progress.</p> <p>Based on the report, the Philippines is at Level 3: <i>States having defined an action plan for all non-implemented questions.</i> The reported progress rate is at 45.2% which is an increase from the 2022 yearend progress rate of 16.7%. CAAP has accomplished its target for the year.</p>	

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	c. Absence of Significant Safety Concerns (SSCs) under the USOAP Continuous Monitoring Approach (CMA)	Actual Accomplishment	10%	All or Nothing	0 SSCs	0 SSCs	10.00%	0 SSCs	10.00%		CAAP maintained zero (0) SSCs in 2023, meeting the target. This indicates that CAAP continues to provide sufficient safety oversight to ensure the effective implementation of ICAO standards.	
	Subtotal		25%				15.00%		15.00%			
SO 2	Provide Reliable Service to Stakeholders											
SM 2	Percentage of Satisfied Customers											
	a. Passengers	Number of Respondents who gave at least a Satisfactory rating / Total number of respondents	3%	Actual / Target	90%	79.40%	3.80%	Non-Compliant with the guidelines of ARTA-GCG JMC No. 1, s. 2023, ARTA M.C. 2022-05, and ARTA M.C. 2023-05	0.00%	- Email dated 6 June 2024 from ARTA regarding the compliance status of GOCCs covered by Republic Act No. 10149 for 2023 CSM	ARTA's remark on CAAP's Client Satisfaction Measurement (CSM) Report confirms the submission of the CSM only on 02 May 2024. It may be recalled that the deadline for GOCCs to submit their 2023 CSM to ARTA was 15 April 2024. Moreover, it is important to point out that even if CAAP had submitted the CSM on time, they would still have earned zero points from the measure, as the Service Quality Dimension (SQD) 0 result showed 79.40% satisfied customers, below the minimum 80% required to receive a rating for this measure.	
	b. Local Airport Authorities		1%		90%							
	c. Concessionaires		1%		90%							
	Subtotal		5%				3.80%		0.00%			
FINA NCI	SO 3	Improved Financial Viability										

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Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		Item	2023	
a. GAA Subsidies – amounts obligated	Amount Obligated / GAA Subsidy (Both net of PS Cost)	4%	Actual / Target	90%	100%	4.00%	100%	4.00%	- Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances as of the Quarter Ending 31 December 2023	Total Subsidy Allotment	100,000,000	
	b. GAA Subsidies – amounts disbursed	Amount Disbursed / Total Obligated (Both net of PS Cost)	4%	Actual / Target	90%	99.78%	4.00%	100%		4.00%	Obligated Amount	100,000,000
											Disbursed Amount	100,000,000
c. Corporate Funds – CO & MOOE	Amount Disbursed / Scheduled disbursement (Both net of PS cost)	5%	Actual / Target	90%	91%	5.00%	90.61%	5.00%	- DBM-Approved 2023 Corporate Operating Budget of CAAP	Obligation Rate	100%	
										Disbursement Rate	100%	
										2023 Utilization as per DBM Form 706		
										Item	DBM-Approved COB	
										MOOE	3,806,666,843	
										CO	1,143,988,157	
										Total	4,950,655,000	
										Item	2023 Utilized	
										MOOE	3,706,667,000	
										CO	779,074,000	
										Total	4,485,741,000	
										- DBM Form 706 as submitted by CAAP to DBM		

		Components				GOCC Submission		GCG Validation		Supporting Documents	Remarks							
Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		Item	2023 Utilization						
											MOOE	97.37%						
											CO	68.10%						
											Total	90.61%						
		Subtotal	33%				33.00%		33.00%									
INTERNAL PROCESS	SO 4	Established Quality Management System																
	SM 6	ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification	No ISO 9001:2015 Certification	0.00%	No ISO Certification	0.00%	N/A	<p>CAAP only presented the list of preparatory activities for the ISO certification made in 2023. As of 31 December 2023, the procurement for the third-party certifying body had still not started.</p> <p>Due to the lack of an actual ISO Certificate in 2023, CAAP is rated zero for this measure due to its "All or Nothing" rating scale.</p>						
		<i>Percentage of License and Registration Applications Processed Within the Prescribed Period</i>																
		a. Pilot Licenses																
	SM 7	New	No. of issuances made within the prescribed time / No. of applications	2%	Actual / Target 0% = if less than 80%	100%	94.95% (3,572 out of 3,762)	1.92%	94.95%	1.90%	CAAP CY 2023 ARTA Airmen License Report	<table border="1"> <thead> <tr> <th>Processed within the Prescribed Time</th> <th>Total applications</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>3,572</td> <td>3,762</td> <td>94.95%</td> </tr> </tbody> </table>	Processed within the Prescribed Time	Total applications	%	3,572	3,762	94.95%
Processed within the Prescribed Time	Total applications	%																
3,572	3,762	94.95%																

Components					GOCC Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		Processed within the Prescribed Time	Total applications	%
	Renewed	2%		100%	94.79% (1,545 out of 1,630)	1.90%	94.79%	1.90%		1,545	1,630	94.79%
b. Mechanic Licenses												
	New	2%	Actual / Target 0% = if less than 80%	100%	97.15% (2,284 out of 2,351)	1.94%	97.15%	1.94%	CAAP CY 2023 ARTA Airmen License Report	2,284	2,351	97.15%
	Renewed	2%		100%	94.46% (1,465 out of 1,551)	1.89%	94.46%	1.89%		1,465	1,551	94.46%
c. Aircraft Certificate of Registration (COR)												
	New	2%	Actual / Target 0% = if less than 80%	100%	92% (138 out of 150)	1.84%	92.00%	1.84%	CAAP 2023 Accomplishment Report on Approved Applications for Aircraft	138	150	92.00%

Components					GOCC Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		Certificate of Registration	Processed within the Prescribed Time	Total applications
	Renewed	2%		100%	98.82 % (922 out of 933)	1.98%	98.82%	1.98%			922	933
SM 8	Percentage Implementation of IT Network Infrastructure at Various CAAP Airports	Actual Accomplishment	5%	Actual / Target	Percentage Completion based on Contract	The opening of the bids was held on 20 December 2023.	3.00%	No contract awarded	0.00%	- Project Briefer detailing events that transpired as regards the IT Network Infrastructure at Various CAAP Airports	<p>The bidding process in 2023 was postponed by CAAP due to the detailed development of the Terms of Reference. This process included thorough inspections of 15 airports and CAAP offices, comprehensive technical research, and meticulous planning to ensure accuracy. Collaborative discussions with network and cyber security experts further informed the decision-making. Ongoing airport expansions also required additional analysis and coordination, contributing to the delay.</p> <p>As of 31 December 2023, there was no awarded contract yet. The bid evaluation was ongoing as of yearend which implies that the intention of the 2023 target, which is to measure the actual project progress rate, could not be applied since the project did not start at all.</p> <p>CAAP is given a rating of zero for this measure in 2023.</p>	
SO 5	Maintain Safe and Efficient Management of Airspace											
SM 9	Number of Accomplished Steps for the Transition from Aeronautical Information System (AIS) to	Cumulative Number	5%	Actual / Target	Regional implementation status of AIM (11 out of 18 steps completed)	Regional implementation status of AIM (11 out of 18 steps completed): Step P-18:	5.00%	10 out of 18 Accomplished Steps	4.55%	- AISD Regional Implementation Status of AIM Performance Expectations as of June 2023	<p>CAAP's target for the year was to complete Position Step 7 (PS-07). The goal was to establish formal agreements with 27 Air Traffic Service (ATS) facilities (Tower and Tower/Approach). To streamline the establishment of formal agreements or letters of agreement (LOAs) with these 27 ATS facilities, CAAP conducted coordination in phases. In the</p>	

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	Aeronautical Information Management (AIM) System								-PH AIS-AIM Implementation Plan - Letters of Agreements with Air Traffic Service facilities	<p>first quarter of 2023, CAAP targeted 8 ATS facilities (comprising 5 Towers and 3 Tower Approach facilities). Subsequently, in the second quarter, CAAP focused on 6 facilities, followed by 7 facilities in the third quarter, and finally 6 facilities in the fourth quarter.</p> <p>The LOA for the final 6 ATS facilities in the fourth quarter of 2023 was coordinated and agreed upon by the respective chiefs of the facilities and Division heads before 31 December 2023. This signifies that all relevant parties agree with the contents of the established LOA. Nevertheless, as a necessary protocol for this document, it also needs to be signed by managers. Such signatures were not acquired.</p> <p>CAAP presented the AISD Regional Implementation Status of AIM Performance Expectations as of June 2023. This document, validated and produced by ICAO, outlines the progress of countries in the Asia Pacific Region (and some other countries) in implementing the 18 position steps. According to the June 2023 report, the Philippines had only achieved 50% completion for PS-07. CAAP noted that the updates made after June 2023 would be discussed and resolved during the forthcoming 19th AIS to AIM Implementation Task Force meeting in June 2024</p> <p>Examining the entire process of completing PS-07, it is crucial to note that the output document is a LOA with ATS facilities. CAAP aimed to complete 27 LOAs for 2023 but fell short by 6 LOAs due to the inability to secure signatures for these 6 ATS facilities. In terms of the protocol for the finalization of LOAs, PS-07 was not fully completed during the year.</p> <p>Based on the strict criteria, CAAP did not 100% complete PS-07 so the steps accomplished remain at 10 out 18 as of 2023 yearend.</p>	
SM 10	Implementation of AIDC (ATS Interfacility)	Actual Accomplishment	5%	Actual / Target	Completion of the AIDC implementation between Manila	100% Full implementation of AIDC between	5.00%	100% Full implementation of AIDC between	5.00%	- Signed Letter of Agreement	The Letter of Agreement formalizing the AIDC implementation was signed by Michael Galvan, Air

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	Data Link Communications) with all adjacent FIRs			and Oakland ACC	Oakland and Manila		Oakland and Manila			Traffic Manager of Oakland Air Route Traffic Control Center on 16 October 2023 and by Anna Joy Papag, Division Chief III of Enroute Control Unit of CAAP on 16 November 2023		
Sub-total		32%				22.81%		21.00%				
LEARNING AND GROWTH	SM 11	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or Nothing	Board-Approved Competency Model	No Board-Approved Competency Model	0.00%	Not Accomplished	0.00%	- CAAP Consolidated 2023 Whole Year Monitoring Report	The target was still not accomplished due to the three failed biddings in 2023. CAAP restarted the bidding process to acquire a third-party contractor to craft the Competency Framework in early 2024.
	Sub-total		5%				0.00%		0.00%			
TOTAL		100%				76.27%		69.00%				
EXCLUDED WEIGHT		10%				(76.27% ÷ 90%)		(69.00% ÷ 90%)				
REMAINING TOTAL		90%				84.74%		76.67%				