

**MANILA INTERNATIONAL AIRPORT AUTHORITY**  
**Interim Performance Scorecard**

Indicator	Formula	Weight	MIAA Submission			CGO-B Validation		Supporting Documents	Remarks
			Targets	Actual	Rating	Score	Rating		
<b>MFO 1 – PASSENGER COMFORT AND CONVENIENCE</b>									
<b>Quality: Integration of International Passenger Service Charge (IPSC) with Airline Tickets</b>									
<b>Quality 1a:</b> Final Negotiations, Board Approval, MOA signing (Airlines & Bank)	(Actual/Target) x Weight	3.50%	100% Accomplishment	100% Accomplished	3.50%	100% Accomplished	3.50%	<ul style="list-style-type: none"> <li>MOA on the Integration of IPSC</li> <li>MIAA MC No. 08, s.2014 re Implementing Guidelines for the Integration of IPSC into the Airline Ticket at Point of Sale</li> <li>RTC Pasay Temporary Restraining Order (TRO) on 31 October 2014</li> <li>RTC Pasay Resolution dated 19 November 2014</li> <li>Proofs of Publication               <ul style="list-style-type: none"> <li>Manila Bulletin</li> <li>Philippine Star</li> <li>U.P. Law Center</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>MIAA and 34 airline companies signed a MOA on the integration of the IPSC into the airline ticket point of sale.</li> <li>The implementing guidelines was issued by MIAA per MC No. 8 s.2014 effective 1 November 2014. However, RTC Pasay issued a TRO on 31 October 2014 on the implementation of the program due to lack of publication.</li> <li>MIAA MC No. 8, s.2014 became effective only on 1 February 2015.</li> </ul>
<b>Quality 1b:</b> Systems Configuration & Application for IATA Code & Operational/Logistical Readiness	(Actual/Target) x Weight	3.50%	100% Accomplishment	100% Accomplished	3.50%	100% Accomplished	3.50%		
<b>Quality 1c:</b> Publication/Info Campaign	(Actual/Target) x Weight	3.50%	100% Accomplishment	100% Accomplished	3.50%	100% Accomplished	0.00%		
<b>Quality 1d:</b> Integration	(Actual/Target) x Weight	3.50%	100% Accomplishment	100% Accomplished	3.50%	100% Accomplished	3.50%		
<b>Quantity 1: Improvement of Passenger Terminal Facilities</b>									
<b>Quantity 1a:</b> Replacement of Weighing and Feeder Conveyor at T1	(Actual/Target) x Weight	2.50%	39% Accomplishment	50% Accomplished	2.50%	Accomplished	1.25%	<ul style="list-style-type: none"> <li>Accomplishment Report</li> <li>Photographs</li> <li>Certificate of Accomplishment</li> </ul>	<ul style="list-style-type: none"> <li>The Governance Commission agreed to renegotiate these indicators from 100% accomplishment to</li> </ul>

									dated	39% and 64% respectively, with a condition that these will be 100% accomplished by March 2015.
<b>Quantity 1b:</b> Replacement of Check-in Counters and Upgrading of Ceiling and Walls at T1	(Actual/Target) x Weight	2.50%	64% Accomplishment	53.85% Accomplished	0.00%	53.85% Accomplished	1.35%	<ul style="list-style-type: none"> <li>• Accomplishment Report</li> <li>• Photographs</li> </ul>		<ul style="list-style-type: none"> <li>• As of 12 March 2015, Quantity 1a indicator is 70% accomplished.</li> <li>• As of 31 March 2015, Quantity 1b indicator is 75% accomplished.</li> </ul>
<b>Quantity 1c:</b> Supply and Installation of Additional Escalators at T2	(Actual/Target) x Weight	2.50%	100% Accomplishment	100% Accomplished	2.50%	100% Accomplished	2.50%	<ul style="list-style-type: none"> <li>• Certificate Completion</li> <li>• Certificate Acceptance</li> <li>• Photographs</li> </ul>	of	<ul style="list-style-type: none"> <li>• Supporting documents are sufficient.</li> </ul>
<b>Quantity 1d:</b> Repair and Re-waterproofing of T2 Main Roof	(Actual/Target) x Weight	2.50%	100% Accomplishment	100% Accomplished	2.50%	100% Accomplished	2.50%	<ul style="list-style-type: none"> <li>• Certificate Completion</li> <li>• Certificate Acceptance</li> <li>• Photographs</li> </ul>	of	<ul style="list-style-type: none"> <li>• Supporting documents are sufficient.</li> </ul>
<b>Quantity 2: Improvement of Aircraft Movement Areas</b>										
<b>Quantity 2:</b> Construction of Taxiway November Extension	(Actual/Target) x Weight	10.00	20% Accomplishment	20% Accomplished	10.00%	20% Accomplished	10.00%	<ul style="list-style-type: none"> <li>• 4<sup>th</sup> Quarter Monitoring Report</li> <li>• Minutes of Construction Coordination Meeting Nos. 05 and 06</li> </ul>		<ul style="list-style-type: none"> <li>• Supporting documents are sufficient.</li> </ul>
<b>Timeliness: Operational Readiness of Airport Facilities in Terminal 3</b>										
<b>Timeliness 1a:</b> Rehabilitation and Upgrading of baggage handling at Terminal 3	(Actual/Target) x Weight	6.00%	100% Accomplishment	100% Accomplished	6.00%	100% Accomplished	6.00%	<ul style="list-style-type: none"> <li>• Certificate Completion</li> <li>• Acceptance Report</li> </ul>	of	<ul style="list-style-type: none"> <li>• Supporting documents are sufficient.</li> </ul>

								• Photographs	
<b>Timeliness 1b:</b> Rehabilitation and upgrading of Passenger Boarding Bridges at Terminal 3	Actual/Target) x Weight	6.00%	100% Accomplishment	100% Accomplished	6.00%	100% Accomplished	6.00%	• Certificate of Completion • Acceptance Report • Photographs	• Supporting documents are sufficient.
<b>Timeliness 2:</b> Airline/Public Service Announcements	Airline/public service announcement is made within three minutes from receipt of notice	4.00%	100% Accomplishment	100% Accomplished	4.00%	100% Accomplished	4.00%	• Service Excellence Standards Quality Management Systems for Public Address and Flight Information Display Systems (FIDS) • Copy of Logbook	• Supporting documents are sufficient.
<b>Sub-total</b>		<b>50.00%</b>			<b>47.50%</b>		<b>44.10%</b>		
<b>MFO 2: SAFETY, SECURITY AND ENFORCEMENT</b>									
<b>Quality: Upgrading of Passenger Terminal Facilities</b>									
<b>Quality 1a:</b> Architectural Upgrading of Parapet Walls, Eaves and Elevated Roadway at T1	Actual/Target) x Weight	7.00%	82% Accomplishment	86.38% Accomplished	0.00%	86.38% Accomplished	6.00%	• Accomplishment • Photographs	• The Governance Commission agreed to renegotiate this indicator from 100% accomplishment to 82%, with a condition that it will be 100% accomplished by March 2015. • 94% accomplished as of 31 March 2015.
<b>Quality 1b:</b> Repair & Re-waterproofing of T2 Main Roof	Actual/Target) x Weight	7.00%	100% Accomplishment	100% Accomplished	7.00%	100% Accomplished	7.00%	• Certificate of Completion • Certificate of Acceptance • Photographs	• Supporting documents are sufficient.

<b>Quantity: Enhancement of Security Screening/ Access Control System</b>									
<b>Quantity 1c:</b> Commissioning of 24 Units Baggage X-ray	Actual/Target) x Weight	6.00%	100% Accomplishment	100% Accomplished	6.00%	100% Accomplished	6.00%	<ul style="list-style-type: none"> <li>• Certificate of Accomplishment</li> <li>• Statement of Accomplished Work</li> <li>• Photographs</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting documents are sufficient.</li> </ul>
<b>Quantity 1d:</b> Secondary Fence along Runway 06/24 and T3 Apron	Actual/Target) x Weight	6.00%	100% Accomplishment	100% Accomplished	6.00%	100% Accomplished	6.00%	<ul style="list-style-type: none"> <li>• Certificate of Accomplishment</li> <li>• Statement of Accomplished Work</li> <li>• Photographs</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting documents are sufficient.</li> </ul>
<b>Quantity 1f:</b> Purchase of 2 Units Airport Rescue Firefighting Vehicle and 1 Unit Rapid Intervention Vehicle	Actual/Target) x Weight	6.00%	100% Accomplishment	100% Accomplished	6.00%	100% Accomplished	6.00%	<ul style="list-style-type: none"> <li>• Notice to Proceed of</li> <li>• Certificate Acceptance</li> <li>• Delivery Receipt</li> <li>• Photographs</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting documents are sufficient.</li> </ul>
<b>Timeliness</b>									
<b>Timeliness 1:</b> Maximum of x minutes response time by Airport Police for non-aircraft emergencies	Zero incidence of more than x minutes response time	3.00%	Zero incidence of more than 10 minutes response time	100% Accomplished	3.00%	100% Accomplished	3.00%	<ul style="list-style-type: none"> <li>• Information Reports</li> <li>• Copy of Logbook</li> </ul>	<ul style="list-style-type: none"> <li>• Three (3) non-aircraft emergency incidences reported</li> </ul>
<b>Timeliness 2:</b> 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	4.00%	Zero incidence of more than 3 minutes response time	100% Accomplished	4.00%	100% Accomplished	4.00%	<ul style="list-style-type: none"> <li>• Monthly Accomplishment Report</li> <li>• Daily Operation Report</li> </ul>	<ul style="list-style-type: none"> <li>• 27 aircraft emergency incidences reported</li> </ul>
<b>Timeliness 3:</b> Maximum of x minutes response time by Airport Police for bomb threats	Zero incidence of more than x minutes response time	4.00%	Zero incidence of more than 10 minutes response time	100% Accomplished	4.00%	100% Accomplished	4.00%	<ul style="list-style-type: none"> <li>• Information Reports</li> <li>• Copy of Logbook</li> </ul>	<ul style="list-style-type: none"> <li>• Three (3) bomb-related cases reported</li> </ul>

<b>Timeliness 4:</b> Maximum response time of x minutes for sick call / medical emergencies	Zero incidence of more than x minutes response time	3.00%	Zero incidence of more than 8 minutes response time	Accomplished	3.00%	Accomplished	3.00%	<ul style="list-style-type: none"> <li>• Monthly Sick Call Reports</li> <li>• Three sick calls/ medical emergencies out of 1,061 were responded beyond 8 minutes.</li> <li>• Exact rating is 2.999915%</li> </ul>
<b>Sub-total</b>		<b>46.00%</b>			<b>39.00%</b>		<b>45.00%</b>	
<b>General Administrative and Support Services</b>								
<b>Quality: Shift from Aeronautical to Non-Aeronautical Revenue Ratio</b>								
<b>Quality 1a:</b> Efficiency in Budget Utilization	Actual/ Budgeted Operating Expenses	0.00%	Less than or equal to 1	0.76	0.00%	0.76	0.00%	<ul style="list-style-type: none"> <li>• 2014 Unaudited Financial Statements</li> </ul>
<b>Quality 1b:</b> Ratio of aeronautical to non-aeronautical revenues	Actual/ Target) x Weight	0.00%	67/33	67/33	0.00%	67/33	0.00%	
<b>MIAA Computerization Project</b>								
<b>Quality 2a:</b> Financial Management Information System (FMIS)	100% Accomplished	0.00%	Solution requirement analysis, customization/ development, deployment	For approval of hiring of IT Consultant	0.00%	For approval of hiring of IT Consultant	0.00%	<ul style="list-style-type: none"> <li>• Certificate of Accomplishment</li> </ul>
<b>Quality 2b:</b> Airport Operations Database (AODB)								
<b>Quality 2c:</b> Integration of Personnel Information System (PIS)								
<b>Quality 2d:</b> Airport Business Intelligence Solution (ABIS)								
<b>Quality 3:</b> Filled-up positions under the Rationalization Plan (RP)	Actual/ Target) x Weight	0.00%	Filled up of 65% of approved positions under the RatPlan	For resolution of the CTI Issue	0.00%	Resolved through the GCG letter to MIAA dated 26 February 2015	0.00%	<ul style="list-style-type: none"> <li>• 4<sup>th</sup> Quarter Monitoring Report</li> </ul>

<b>Quantity:</b> Increase in MIAA's Gross Revenues	Actual/ Target) x Weight	4.00%	₱ 8.82B	₱ 9.94B	4.00%	₱ 9.94B	4.00%	• 2014 Unaudited Financial Statements	• MIAA's baseline in 2013 was ₱8.64B and MIAA posted ₱9.94B in gross revenues for 2014, thus exceeded its target and increased its gross revenues by ₱1.3B
<b>Sub-total</b>		<b>4.00%</b>			<b>4.00%</b>		<b>4.00%</b>		
<b>TOTAL OF WEIGHTS</b>		<b>100%</b>			<b>90.50%</b>		<b>93.10%</b>		