

**CLARK INTERNATIONAL AIRPORT CORPORATION
REVISED 2015 PERFORMANCE SCORECARD**

		Component		Baseline			Target	
		Weight	Rating Scale	2012	2013	2014	2015	
SOCIAL IMPACT	SO 1	Improved Accessibility & Mobility of Passenger						
	SM1	Increased Passenger Volume from Catchment Area	7.5%	Total number of passengers from Catchment Area by the end of CY2015	N/A	N/A	N/A	720,726
	SM2	Increased Passenger Volume from Northern Metro Manila Area (CAMANAVA)	7.5%	Total number of passengers from Northern Metro Manila Area by the end of CY2015	N/A	N/A	11,844	12,018
CUSTOMERS AND STAKEHOLDERS	SO 2	Enhanced Customer Experience						
	SM 3	Overall Level of Passenger Satisfaction as Measured by Survey Responses	5%	Average rating of passengers on a 5-point scale	N/A	4	4	Establish baseline
	SM 4	Implement a 72-hour Response to Formal Customer Complaints	5%	Total No. of Formal Complaints Responded to Within 72 Hrs / Total No. of Formal Complaints Received	N/A	N/A	N/A	100% Passenger Complaints Responded to Within 72 Hours
	SO 3	Enhanced Stakeholder Alliances						
	SM 5	Number of New Lease Agreements Signed (Locators)	6%	Cumulative number of new lease agreements signed (Locators)	21	21	23	28
	SM 6	Number of Concessionaire Contracts Signed (Concessionaires)	6%	Cumulative number of concessionaire contracts signed (concessionaires)	34	42	47	50
FINANCIAL	SO 4	Improved Financial Performance						
	SM 7	Revenues	5%	Total revenue for the year (in thousand pesos)	516,138	569,151	697,712	718,000
	SM 8	Net Income	5%	Total net income for the year (in thousand pesos)	-7,963	37,880	Breakeven	23,000





