

B. CIVIL AERONAUTICS BOARD

STRATEGIC OBJECTIVES

SECTOR OUTCOME

Access to markets and seamless interconnection of the entire country

ORGANIZATIONAL OUTCOME

1. Access to air services improved
2. Passenger Traffic increased
3. Air passenger rights protected

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Policy and legislative reform that would take stock of the patchwork of old and new statutes, issuances and rules and regulations, and synthesize a comprehensive and rational regulatory framework that is in step with the current demands of global aviation.
2. Continuous staff training, acquisition of technology and update of hardware / software to align with demands and requirements based on latest technology, information-sharing / transfer and interconnectivity.
3. Further liberalize and expand the exchange of traffic rights in existing and new air services agreement and to promote pocket open skies.
4. Attend regular trainings related to Quality Management, conduct of Annual Internal Quality Audit and conduct of Annual Surveillance Audit by a Third Party Auditor (TUV-SUD).
5. Undertake orientation, training and awareness programs and provide passenger assistance in various airport terminals in the Philippines.

| ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs) | BASELINE | 2017 TARGETS |
|--|-------------------------------------|-------------------|
| Access to air services improved | | |
| % increase in number of seats offered | 27,612,527 domestic seats | 5% (28,993,153) |
| | 25,362,438 international seats | 5% (26,630,560) |
| % increase in the number of operated routes | 84 domestic routes | 1% (85) |
| | 79 international routes | 3% (81) |
| Passenger Traffic increased | | |
| % increase in the total number of passengers | 20,334,850 domestic passengers | 5% (21,351,592) |
| | 17,322,963 international passengers | 5% (18,189,111) |
| Air passenger rights protected | | |
| % change in the number of air passenger complaints | 644 air passenger complaints | 5% increase (676) |
| % change in the number of violations of airlines | 105 violations of airlines | 5% increase (110) |
| MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs) | | 2017 Targets |

MFO 1: AIR TRANSPORT POLICY AND DEVELOPMENT SERVICES

| | |
|--|-----|
| No. of plans and policies reviewed, updated, issued and disseminated | 4 |
| Average % of clients who rate the plans and policies as satisfactory or better | 80% |
| % of Policies reviewed and updated over the last three (3) years | 80% |

MFO 2: AIR TRANSPORT REGULATORY AND ENFORCEMENT SERVICES

Licensing

| | |
|--|------|
| No. of air agreements negotiated/air consultation talks conducted, reviewed and updated | 6 |
| No. of new applications/renewals of operating permits acted upon | 2500 |
| No. of countries with entitlements concluded as a % of total number of countries with whom air talks were conducted/negotiated | 6 |

| | |
|--|-----|
| % of operating permit holders with one (1) or more recorded incidents in the last three (3) years | 10% |
| % of air agreements negotiation/air consultation talks initiated or acted upon within a year | 75% |
| % of applications for operating permits acted upon within twenty (20) days from receipt of applications | 80% |
| Monitoring | |
| No. of cases/complaints acted upon | 600 |
| % of permit, license, or certificate holders with two or more incidents recorded over the last three years | 10% |
| % of filed cases/complaints acted upon within 5 days from receipt of cases/complaints | 90% |
| Enforcement | |
| No. of enforcement actions carried out | 600 |
| No. of persons and entities with two or more recorded violations in the last three years as a % of total violators | 8 |
| % of detected violations that are resolved within seven working days | 5% |