



AREA CENTER I

1. Key Policy Issuances

- General Administrative and Support Services
 - a. Personnel Hiring/Promotion
 - b. Personnel Reorganization
 - c. Personnel Resource Enhancement
 - d. Personnel Training
 - e. Sourcing/Outsourcing
 - f. Implementation of ARTA
 - g. Green Airport Sustainability Program
 - h. Reassessment of potential additional source of income

2. Comprehensive Documentation of Operational Plan (If Available)

- a. Aerodrome Manual
- b. AEP Manual
- c. SMS Manual
- d. RFFS Manual
- e. Airport Security Plan

3. Major Final Outputs

TABLE 1.

Major Final Outputs (MFOs)	Target 2018
<ul style="list-style-type: none"> a. Application for Concession b. Accounting Clearance c. Aerodrome and Firefighting Emergency Response d. Filing of Flight Plan e. Extension of Hours of Operation f. ID Access Pass g. Lost and Found 	

4. Key Performance Indicators

TABLE 2.

Indicators	Baseline (2017) <i>*April - October</i>	% Increase	Actual (2018) <i>*January - November</i>	Variance (%)
1. Application for Concession	27	92.60 %	52	92.60%
2. Accounting Clearance	5,189	-93.52%	336	-93.52%
3. Aerodrome and Firefighting Emergency Response	2	-50%	1	-50%



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4. Filing of Flight Plan	487	70.02%	828	70.02%
5. Extension of Hours of Operation	58	0%	58	0%
6. ID Access Pass	421	-2.38%	411	-2.38%
7. Lost and Found	8	-37.50%	5	-37.50%

4.1 Data and Analysis

5. Others

5.1 Program Review and Assessment

TOTAL	CUMMULATIVE BUDGET	CUMMULATIVE UTILIZATION	BALANCE/DIFFERENCE
PS	70,391,280.07	62,345,347.25	8,045,932.82
MOOE	83,746,460.31	51,786,579.09	32,382,631.01
CO	21,525,000.00	5,756,800.22	15,768,199.78

**As of November 2018*

5.2 Ease of Doing Business (internal and external process flows)

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HEIGHT CLEARANCE

Schedule of Availability of Service:

Monday – Friday (8:00 AM to 5:00 PM)

No Noonbreak

Who may avail of this Service:

Any individual or group of any nationality

What are the requirements:

1. Height Clearance Permit Application Form
2. Vicinity/Location Plan
3. Elevation Plan
4. Certification of Geographical Coordinates and True Ground Elevation of the proposed site
5. Attach copy of the Official Receipt or Order of Payment



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HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Download Application Form from CAAP Website (www.caap.gov.ph)	a) Fill up Application Form b) Secure Requirements as stated		Application for Height Clearance Permit Form		
2	Submit Application Form and Requirements	a) Review and check completeness of submission b) If complete , documents are forwarded to Area/Airport Manager. If incomplete , documents are returned for resubmission upon completion. c) Final review of Area Manager		Official Receipt and Approved Request	5 mins	Collecting Officer On-Duty Area/Airport Manager
3	Payment	a) Pay fee b) Endorsement and mailing of documents to ADMS (CAAP Central Office) c) For evaluation of ADMS d) If approved , Height Clearance Permit is mailed to client and Area	P 50.00	Official Receipt and Approved Request	3 mins 3 days 30 mins 7 days 3 days 10 mins	Collecting Officer On-Duty Records Section ADMS Chief Office of the Director General



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		Center. If disapproved , reason for disapproval is sent to client.				Records Section
TOTAL PROCESSING TIME					6 days 48 mins	



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FLIGHT PLAN FILING Facilitation

Schedule of Availability of Service:

Monday – Friday (8:00 AM to 5:00 PM)

No Noonbreak

Who may avail of this Service:

Licensed Pilot, Aircraft Owner, or any of his/her representative

What are the requirements:

1. Fully accomplished Flight Plan Form
2. Pilot's License

HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Proceed to Administrative Office for Flight Plan Form	Fill up Application Form		Flight Plan Form	1 min	
2	Submit accomplished form	Send to the Air Traffic Management Officer (ATMO) on duty thru fax or email for review and completeness of entries.			3 mins	Administrative Staff
3	Get accomplished Flight Plan Form	Admin Officer On-duty will get a copy after the approval of ATMO.			2 mins	
TOTAL PROCESSING TIME					6 mins	



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EXTENSION OF HOURS OF OPERATIONS

Schedule of Availability of Service:

Monday – Sunday (5:00 AM to 9:00 PM)

No Noonbreak

Who may avail of this Service:

Airline Operators, General Aviation Operators, Military Planes

What are the requirements:

1. Fully accomplished Airport Service Hours of Operations Extension Request

HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Download Application Form from CAAP Website (www.caap.gov.ph)	Fill up Request Form		Airport Service Hours of Operations Extension Request		
2	Submit the fully accomplished Form	Receives request and coordinates with the different facilities (ANS, ATS, CFR, CSI)			10 mins	Administrative Staff
3	Wait for the approval	Recommends for Office of the Director General for approval			2 mins	Area Manager/Duty Officer
4		Sends request to ORCC			5 mins	Administrative Staff
5		Sends to ODG for approval			2 mins	ORCC
6		Waits for the approval from the ODG			15 mins	Office of the Deputy Director



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		(Central Office)				General/Chief of Staff
7	Receives information and copy of approval/disapproval	Furnish/inform the client a copy of the approved or disapprove extension			3 mins	Area Manager/Duty Officer
TOTAL PROCESSING TIME					37 mins	



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APPLICATION FOR CONCESSION

Schedule of Availability of Service:

Monday – Friday (8:00 AM to 5:00 PM)
 No Noonbreak

Who may avail of this Service:

- Any individual or group of any nationality at least 18 years old, and of good moral character.
- Has secured Business Permits issued by the Local Government Unit where the airport is located.

What are the requirements:

1. Fully accomplished Application for Concession Form
2. Letter of Intent
3. Location Plan (Dimension/Area)
4. Building Permit, if applicable
5. Permit to Operate Business, if applicable
6. Architecture Plans of New Structures

HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Proceed to Collection Unit for Application for Concession Form	Fill up Application Form		Application for Concession		
2	Submit accomplished form together with the Documentary Requirements to the Collection Unit	a. Review documentary requirements. b. If complete, prepare a temporary permit for signature of the Applicant/Client and the Airport/Area Manager			10 mins	Concession In-charge
3	Sign the prepared	Prepares indorsement letter for signature of			5 mins	Administrative Staff



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	Temporary Permit	Area Manager together with the documentary requirements				
4		Sign the Indorsement Letter			5 mins	
5		Record the indorsement letter with the attached temporary permit and other documentary requirements ready for mailing at Central Office			5 mins	Records Section
6		Mail to Central Office			7 mins	
7		Mail to ADMS			3 days	
8		Receive the letter from the airports. Give the indorsement letter with the attached temporary permit and other required documents to Chief ADMS			5 mins	Receiving In-Charge of CAAP Central Office
9		For evaluation and for signature. Note: If disapproved, prepare memo to Director General for disapproval of application for concessions			3 days	Chief ADMS
10		Forward the temporary permit/letter of disapproval to Deputy Director General for signature			10 mins	ODG Staff
11		For initial the Temporary Permit/letter of disapproval			1 day	Deputy Director General
12		Forward Temporary Permit/letter of disapproval to Director General for signature			10 mins	ODG Staff



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13		For signature of the Temporary Permit/letter of disapproval			1 day	Director General
14		For release of approved Temporary Permit /letter of disapproval			10 mins	ODG Staff
15		Record the approved Temporary Permit/letter if denied			15 mins	Records Section
16		Ready for mailing to Area Manager and applicant/Client			20 mins	Records Section
17		Mail to Area Center			3 days	Records Section
18		Receive the approved/disapproved Temporary Permit			3 mins	Records Section of Laoag International Airport
TOTAL PROCESSING TIME					11 days 105 mins	



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AIRPORTS – Administration

PROCEDURE IN AVAILING PRIORITY CARD

Schedule of Availability of Service:

Monday – Sunday (10:00 AM to 9:00 PM)

No Noonbreak

Who may avail of this Service:

PWD, Pregnant Women, Senior Citizen, with children 0-7 years old

HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Proceed to CSI On-Duty at Departure Area	Gives priority card to the client			1 min	CSI On-Duty
2	Present Priority Card	Gives priority to the client			3 mins	OTS Initial Check
3	Present Priority Card	Gives priority to the client			3 mins	Airline Check-in Personnel
4	Leaves the priority card at the Terminal Fee Collector	Receives the priority card from the client			1 min	Terminal Fee Collector
TOTAL PROCESSING TIME					8 mins	



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AIRPORTS – Administration

AIRSIDE ENTRY PERMIT

Schedule of Availability of Service:

Monday – Friday (8:00 AM to 5:00 PM)
No Noonbreak

Who may avail of this Service:

All Airport Clients

What are the requirements:

1. Any valid ID/Driver's License
2. Duly accomplished Airside Entry Form

HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Proceed to CSI On-Duty at Departure Area for Airside Entry Permit	Fill up Application Form		Airside Entry Permit	2 mins	
2	Submit accomplished Form to the Office of the AVSEU 1	Verification			2 mins	AVSEU 1
3	Take Airside Entry Permit to Airport Manager	Approval			5 mins	Airport Manager
4	Take 1 copy of Approved Airside Entry Permit to CSI On-Duty at Departure Area	CSI coordinates request with Air Traffic Officer On-Duty for clearance			2 mins	
5	Release of clearance					Air Traffic Controller On-Duty



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6	Leaves Driver's License	CSI inspects the vehicle before entering the airside			5 mins	CSI On-Duty
7	Logs his/her name and vehicle at the Logbook	Allows entry at the airside			3 mins	CSI On-Duty
TOTAL PROCESSING TIME					19 mins	

**Note: Driver shall retrieve his/her Driver's License after leaving the Airside.*



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AIRPORTS – Administration

SECURITY PASS APPLICATION

Schedule of Availability of Service:

Monday – Friday (8:00 AM to 5:00 PM)
No Noonbreak

Who may avail of this Service:

All Airport Employees

What are the requirements:

For New Applicants

1. Barangay Clearance
2. Police Clearance
3. NBI Clearance
4. 1.5” x 1.5” ID picture (2 pcs.)
5. Security Awareness Seminar
6. Duly accomplished Security Pass Application Form

For Renewal

1. Old Access ID
2. Security Awareness Seminar
3. Duly accomplished Security Pass Application Form

HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Attend Security Awareness Seminar every Wednesday, 2:00 PM	CSI conducts Security Awareness Seminar		Security Pass Application	1 hour	CAAP Security and Intelligence Service (CSIS)
2	Secure Security Pass Application Form from CSI On-Duty at the Departure Area	Fill up form			3 mins	
3	Submit accomplished	Review and Verification			3 mins	CSI



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	form to CSI On-Duty with all necessary documents					
4		CSI endorses the application form to Chief 1 st AVSEU for review and verification of attachments			3 mins	CSI
5		CSI endorses the application form to Area Manager for approval			5 mins	CSI
6		If approved, CSI will encode and print the ID Access Pass			5 mins	CSI
7	Sign the ID Access Pass	Area Manager signs the ID Access Pass			5 mins	CSI
8	Pay for corresponding fee	Accept payment and issue official receipt	Php 100.00		2 mins	Collecting Officer
9	Take Official Receipt and present to CSI	Laminates and release of ID Access Pass			10 mins	CSI
TOTAL PROCESSING TIME					1 hour 36 mins	



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AIRPORTS – Administration

USE OF VIP LOUNGE

Schedule of Availability of Service:

Monday – Friday (8:00 AM to 5:00 PM)
 No Noonbreak

Who may avail of this Service:

Citizens who would like to do business within the airport premises

HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Secure and fill out request form and identify arriving or departing party	Brief the requesting party regarding payment and number of use		VIP Lounge Request Form	2 mins	Receiving Clerk
2	Request/Verify availability of VIP Room	Confirm as per log the availability of VIP Room			1 min	Receiving Clerk
3		For initial of the CSIS Supervisor			5 mins	CSIS Supervisor
4		For signature of the AVSEC Group Station Chief			5 mins	AVSEC Group Station Chief
5		For approval of Area/Airport Manager or the Duty Officer			3 mins	Area Airport Manager or Duty Officer
6	Pay the corresponding fee	Issuance of receipt of payment	Government Agency Php 250.00/hour		3 mins	Collecting Officer



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			Private Individual Php 500.00/hour			
7	Present a copy of the approved request and receipt	Instructs the requesting party to wait for the approved time slot			3 mins	Receiving Clerk
TOTAL PROCESSING TIME					22 mins	



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AIRPORTS – Administration

VIP PASS (Passenger Terminal Building & Ramp Area)

Schedule of Availability of Service:

Monday – Friday (8:00 AM to 5:00 PM)

No Noonbreak

Who may avail of this Service:

Government Agencies, NGO's

HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Secure form from CAAP Security and Intelligence Service (CSIS) Office	Fill up form		VIP Pass Form	2 mins	
2	Submit accomplished VIP Form to the Office of the AVSEC Group	Verification			3 mins	
3	Get the accomplished VIP Form and proceed to CAAP Office	Approval			5 mins	
4	Give 1 copy of the approved VIP Pass Form to CSIS Supervisor					
5	Leave a valid identification card to the CSIS on duty				1 min	
6	Fill out visitor's logbook				2 min	



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7		Inspection and issuance of VIP Pass			5 mins	CSIS on duty
TOTAL PROCESSING TIME					18 mins	

AIRPORTS – Administration

ACCOUNTING CLEARANCE

Schedule of Availability of Service:
 Monday – Friday (8:00 AM to 5:00 PM)
 No Noonbreak

Who may avail of this Service:
 CAAP Employee, Employee contemplating to retire

HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Submit Accounting Clearance	Checks subsidiary ledger for unliquidated cash advances			5 mins	Bookkeeper
2		Issuance of Official Receipt	P 15.00		2 mins	Collecting Officer
3		Signs and approves the Accounting Clearance			3 mins	Area Accountant
TOTAL PROCESSING TIME					10 mins	



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AIRPORTS – Administration

PROCESSING OF CLAIMS

Schedule of Availability of Service:

Monday – Friday (8:00 AM to 5:00 PM)

No Noonbreak

Who may avail of this Service:

Complete documents such as Accomplishment Report of Projects Completed, DTR and Accomplishment Report for claim of salary

HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Submit complete documents for claims	Pre-audit			2 hours	Financial Analyst
2		Obligation of funds			15 mins	Budget Officer
3		Processing of transaction – preparation of JEV			5 mins	Bookkeeper
4		Certify as to availability of cash			5 mins	Accountant
5		Approval of Disbursement Voucher			3 mins	Area Manager
6		Issuance of Check			15 mins	Cashier/Disbursing Officer
7		Countersigning of Check			5 mins	Disbursing Officer/Area Manager
8		Releasing			5 mins	Cashier/Disbursing Officer
TOTAL PROCESSING TIME					2 hours 53 mins	



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5.3 Personnel Profile (include trainings)

- ❖ Trainings
 - Sensitivity Training/Workshop on Handling Persons with Disability (PWD) Passengers, March 20 – 21, 2018, Palacio de Laoag
 - Safety Management Systems Course Training, October 1-5, 2018, Northview Hotel
 - Gender Sensitivity Training, October 24 – 25, 2018, Northview Hotel

Total Number of Employees per Airport as of December 7, 2018

AIRPORT	PERMANENT	JOB ORDER	TOTAL
Laoag	83	42	125
Lingayen	8	7	15
Baguio	20	8	28
Rosales	3	-	3
Vigan	6	2	8
Bacnotan VOR Facility	5	4	9
San Fernando Tower	4	1	5

5.4 Financial Highlights

5.4.1 Proposed Budget vs Actual Expenses with Assessment

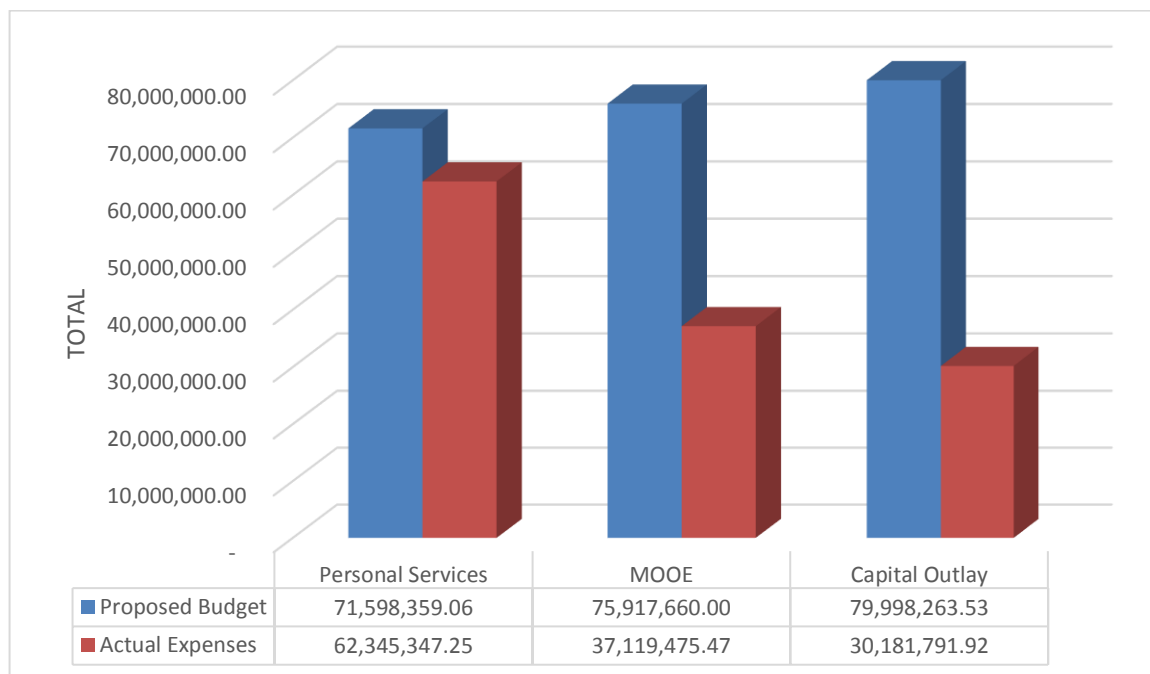


TABLE 3.

	Proposed Budget	Actual Expenses	Variance (%)
1. Water Consumption	375,000.00	186,269.73	50%
2. Electric Bills	8,000,000.00	5,260,398.18	66%



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3. Project Preparation Expenses etc			
TOTAL	8,375,000.00	5,446,667.91	65%

5.5 Initiatives (include Corporate Social Responsibility; tabulate list and description of initiatives)

- Green Airport – we conducted an “Oplan Dalus” program twice a month