



14 April 2020

ATTY. ARTHUR P. TUGADE
Chairman and DOTr Secretary
GEN. REYNALDO I. BERROYA (RET.)
Administrator
LIGHT RAIL TRANSIT AUTHORITY (LRTA)
1st Floor, Line 2 Depot
Marcos Highway, Pasig City

RE: TRANSMITTAL OF 2020 PERFORMANCE SCORECARD

Dear Sec. Tugade and Admin. Berroya,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**) and 2020 Performance Scorecard (**Annex B**) of LRTA. The same is to be posted in LRTA's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The LRTA-proposed Charter Statement, Strategy Map and Performance Scorecard submitted through its letter dated 23 October 2019² were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 25 October 2019 and evaluation of revised documents submitted through its letters dated 02 December 2019³ and 27 January 2020.⁴

We take this opportunity to remind LRTA that Item 5 of GCG M.C. No. 2017-02⁵ mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter. LRTA is requested to submit its revised Quarterly Targets based on the attached scorecard upon submission of the 2nd Quarter Monitoring Report for 2020.

Finally, with the declared State of Public Health Emergency,⁶ and State of Calamity,⁷ throughout the Philippines due to the COVID-19 outbreak, and the issuance of the Memorandum from Executive Secretary dated 16 March 2020, as well as the public address by President Rodrigo R. Duterte, rest assured that the Governance Commission is evaluating the impact of the current situation on the accomplishment of the GOCCs' targets under their respective 2020 Performance Scorecards. If necessary, the Governance Commission shall issue the corresponding memorandum at the proper time taking into consideration the current situation and factors involved.

¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

² Officially received by the Governance Commission on 25 October 2019.

³ Officially received by the Governance Commission on 04 December 2019.

⁴ Officially received by the Governance Commission on 28 January 2020.

⁵ INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

⁶ Presidential Proclamation No. 922, s.2020.

⁷ Presidential Proclamation No. 929, s.2020.

For the time being, all Circulars and Orders involving the Performance Evaluation System subsist.

FOR LRTA'S COMPLIANCE.

Very truly yours,

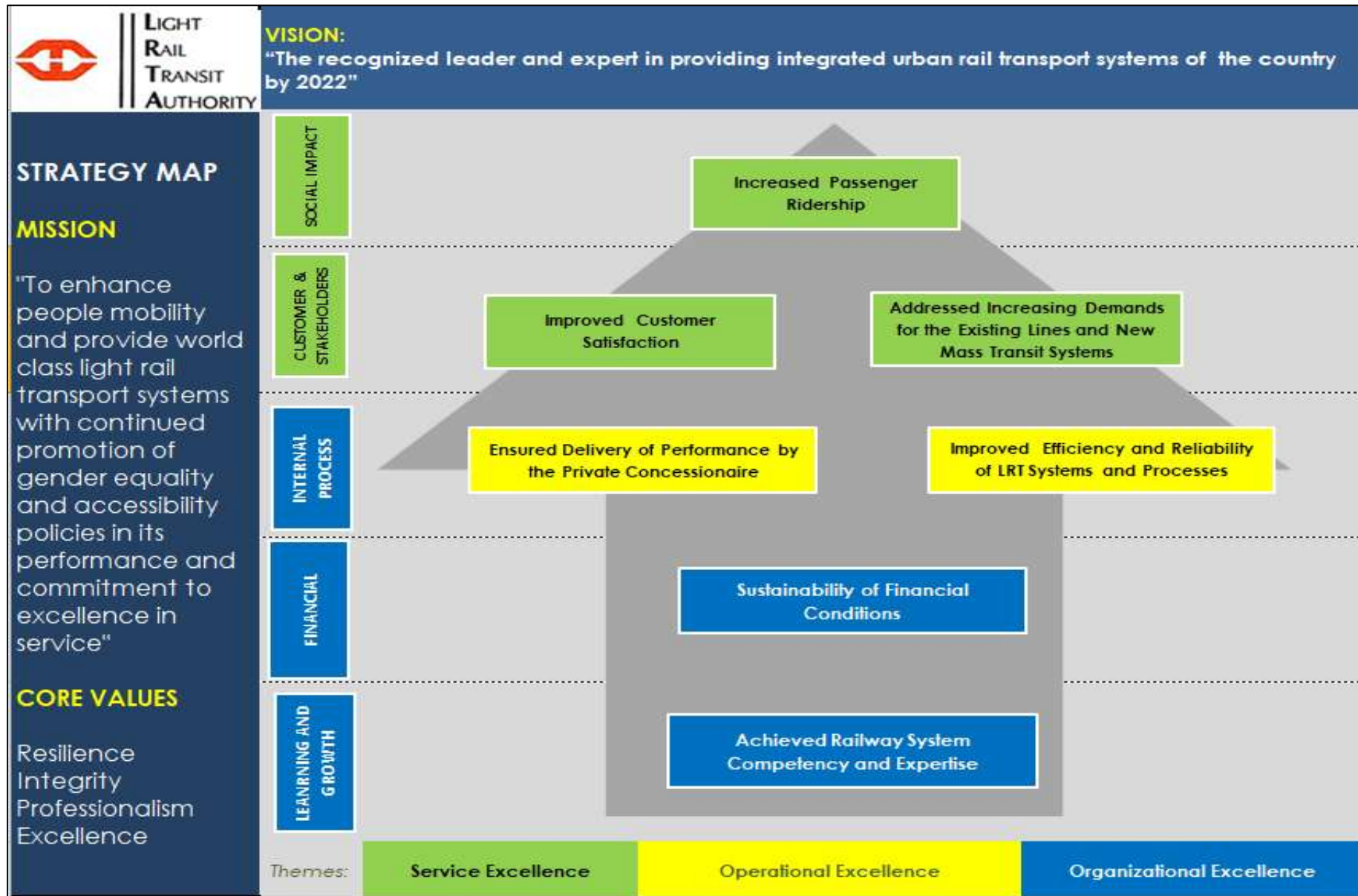

SAMUEL G. DAGPIN JR.
Chairman


MICHAEL R. CLORIBEL
Commissioner


MARITES C. DORAL
Commissioner

cc: DOTr Usec. TIMOTHY JOHN R. BATAN

2020 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)



2020 PERFORMANCE SCORECARD (ANNEX B)

LIGHT RAIL TRANSIT AUTHORITY (LRTA)

Component					Baseline Data			Targets		
	Objective/Measure	Formula	Wt.	Rating Scale ^{a/}	2016	2017	2018	2019	2020	
SOCIAL IMPACT	SO 1	Increased Passenger Ridership								
	SM 1	Passenger Ridership	Absolute Figure (in Millions)	0%	Actual / Target	L1: 147.91	L1: 156.98	L1: 165.34	L1: 163.32	L1: 166.59
				2%		L2: 66.93	L2: 65.96	L2: 64.695	L2: 68.63	L1: 51.29
		Sub-total	2%							
CUSTOMER & STAKEHOLDERS	SO 2	Improved Customer Satisfaction								
	SM 2	Percentage of Satisfied Customers	Number of respondents who gave at least a Satisfactory rating / Total number of respondents		Actual / Target <i>0% = If less than 80%</i>	N/A	L1: "Satisfied" Rating L2: "Satisfied" Rating	94%	90%*	90%**
		a. Passengers		6%						
		b. Concessionaires	2%							
SO 3	Addressed Increasing Demands for the Existing Lines and New Mass Transit Systems									
SM 3	Line 2 East Extension Project: Electro-Mechanical Works and Track Works for Package 3	Percentage of completion	10%	Actual / Target	N/A	100% Completion and Construction of Viaduct	100% completion of Preparatory Works for Construction of Design and Build of Stations	100% completion of the Construction of Design and Build of Stations (Package 2)	100% completion	

^{a/} Using the Standard Methodology and Questionnaire developed by GCG.

** Using the Enhanced Guidelines for the Conduct of the CSS prescribed by the GCG.

Component					Baseline Data			Targets		
	Objective/Measure	Formula	Wt.	Rating Scale ^{a/}	2016	2017	2018	2019	2020	
	SM 4	Line 1 South Extension Project	Actual Accomplishment	Actual / Target	N/A	A. One (1) lot awaiting issuance of writ of possession; Ten (10) lots for resurvey and preparation of Subdivision Plan; B. 585 ISFs were evaluated and facilitated	Relocation of 142 Informal Settler Families (ISFs) under Package 1	Relocation of 540 ISFs under Packages 2 & 3	12 Lots	
		a. Acquisition of Lots under Modified C1-A ROW Alignment for Packages 2 & 3							2%	8 Utilities
		b. Relocation of Utilities Affected by Project Alignment							2%	2 Trainsets
		c. Delivery of Trainsets of the New Rolling Stock - 4 th Gen LRVs		4%						
		Sub-total		26%						
INTERNAL PROCESS	SO 4	Ensured Delivery of Performance by the Private Concessionaire								
	SM 5	Compliance Rate of Concessionaire to the Performance Commitments under the Concession Agreement	Percentage of compliance to Secondary KPI (No. of Rectified Noncompliance + Total No. of Noncompliance x 100%)	10%	95% & above = 10% 94% = 9% 93% = 8% 92% = 7% 91% = 6% 90% = 5% Below 90% = 0%	L1: 97.88%	L1: 96.26%	L1: 100%	L1: 95%	L1: 95%

Component					Baseline Data			Targets		
	Objective/Measure	Formula	Wt.	Rating Scale ^{a/}	2016	2017	2018	2019	2020	
	SM 6	Compliance Rate of Line 2 Automated Fare Collection System (AFCS) Concessionaire to the Service Level Agreement (SLA)	No. of SLA provisions complied ÷ Total number relevant provisions	10%	Actual / Target	L2: 90.06%	L2: 90.64%	L2: 92.81%	L2: 100%	L2: 100%
	SO 5	Improved Efficiency and Reliability of LRT Systems and Processes								
	SM 7	Number of Projects Completed for Improved Systems and Facilities	No. of projects with 100% completion / Total Number of Projects for the Year	12%	Actual / Target	L1: 1 project L2: 4 projects	L1: 1 Project L2: 5 projects	L2: 7 projects	L2: 6 projects	L2: 9 Projects
	SM 8	ISO Certification	Actual Accomplishment	7%	All or Nothing	N/A	N/A	ISO 9001:2015 QMS Certified	Pass Surveillance Audit for ISO 9001:2015	Pass 2 nd Surveillance Audit
		Sub-total		39%						
FINANCIAL	SO 6	Sustainability of Financial Conditions								
	SM 9	Budget Utilization Rate	Actual Award / Total Budget	5%	Actual / Target					
		a. Current Budget (2019 & 2020)				-	-	-	-	80%
b. 2018 & Prior Years' Subsidies	-	-	-	-	80%					

Component					Baseline Data			Targets		
	Objective/Measure	Formula	Wt.	Rating Scale ^{a/}	2016	2017	2018	2019	2020	
	SM 10	Farebox Ratio	Rail Revenue / Operating Expenses (excluding depreciation)	7%	Actual / Target	1.12	1.04	0.92	0.69	0.44
	SM 11	Non-Rail Revenue ^{b/}	Actual Non-Rail Revenues	7%	Actual / Target	₱120.38M	₱310.46M	₱136.53M	₱131.775M	₱143.79M
			Sub-total	23%						
LEARNING AND GROWTH	SO 7	Achieve Railway System Competency and Expertise								
	SM 12	Percentage of Employees Meeting Required Competences	Employees with competency gaps determined / Total number of employees	5%	All or Nothing	Competency Profile of all positions in LRTA completed and established	Competency gaps determined for 624 out of 783 employees	98.84% (85 of 86) of LRTA personnel with identified competency gaps are addressed	100% of Employees Meeting Required Competencies	Board Approval of Revised Competency Framework
	SM 13	Establishment of Philippine Railway Training Center (PRTC)	Actual Accomplishment	5%	All or Nothing	Creation of S.O 171 establishing the structure of PRTC	TESDA Certificate of Program Registration for Train Driving Level II	TESDA-accredited Train Driving Level II Program Public Offering: a. Soft Launch to Potential Clients; b. Official Launch	30 Enrollees for the Modules Offered	TESDA Certificate of Program/Module Registration for Train Traffic Program
			Sub-total	10%						
			TOTAL	100%						

a/ But not to exceed the weight assigned per indicator.

b/ Non-rail revenues comprise income from commercial, advertising spaces, land lease, interconnection access, right of way, and short-term activities.