



08 October 2018

GEN. REYNALDO I. BERROYA
 Administrator
LIGHT RAIL TRANSIT AUTHORITY (LRTA)
 1st Floor Line 2 Depot
 Marcos Highway, Pasig City

**RE: VALIDATION RESULT OF THE 2017
PERFORMANCE SCORECARD OF LRTA**

Dear Administrator Berroya,

This is to formally transmit the validation result of LRTA's 2017 Performance Scorecard. Based on the Governance Commission's validation of documentary submissions and conduct of on-site validation on 26 July 2018, LRTA gained an overall score of **93.19%** (See **Annex A**). The same is to be posted in LRTA's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.

In relation to its application for the grant of 2017 PBB to eligible officers and employees, LRTA can grant such incentive only upon receipt of confirmation letter from the Governance Commission. In this regard, the Board is reminded that any unilateral action to release the PBB before the confirmation will be considered as a violation of the Board's fiduciary duty to protect the assets of the GOCC as provided under Section 19 of Republic Act No. 10149.¹

FOR YOUR INFORMATION AND GUIDANCE.

Very truly yours,

SAMUEL G. DAGPIN, JR.
 Chairman

MICHAEL P. CLORIBEL
 Commissioner

MARITES C. DORAL
 Commissioner

cc: COA Chairman **MICHAEL G. AGUINALDO**
 COA Resident Auditor – LRTA

¹ GOCC Governance Act of 2011.

LIGHT RAIL TRANSIT AUTHORITY (LRTA)
Validated 2017 Performance Scorecard

Description	Performance Measures		LRTA Submission		GCG Validation		Supporting Documents	Remarks
	Formula	Weight	Actual	Rating	Score	Rating		
SO 1	Increased Passenger Ridership							
	Increased Passenger Ridership							
SM 1	LRT Line 1 (L1)	0%	L1: Actual Figure	L1: 156.98	0%	L1: 156.98	- LPMC Ridership Data Report	Measure for monitoring purposes only.
	LRT Line 2 (L2)	5%	Actual/ Target x Weight	L2: 65.96	4.71%	L2: 65.96	- LRT Line 2 Ridership Data Report certified by Fare Revenue Operations Group - LRTA 2017 Annual Report	Target missed by 5.78% or about 4 million passengers.
	Sub-total	5%			4.71%			
SO 2	Improved Customer Satisfaction							
SM 2	Customers' Satisfaction	15%	Line 1 – 7.5% Line 2 – 7.5% Satisfied – 7.5% Partially Satisfied – 5% Neither Satisfied /Dissatisfied - 0%	"Satisfied" Rating	15%	L1: "Satisfied" Rating L2: "Satisfied" Rating	- Customer Satisfaction Survey Report for LRTA Line 1 and Line 2 by Market Relevance Corp.	Service Dimensions included were: • Train Availability/Reliability • Station Facilities • Employee Performance • Customer Service • Ticketing System
SO 3	Addressed Increasing Demands for the Existing Lines and New Mass Transit Systems							
SM 3	Completion of Construction of Viaduct (Line 2 East Extension Project)	10%	Actual/ Target x Weight	100% Completed	10%	100% Completed	- Status Report by Project Manager - Photos of the construction - Final Inspection Documentation signed by DOTr	Project was completed on 30 March 2017.

SOCIAL IMPACT

CUSTOMERS & STAKEHOLDERS

Description		Performance Measures				LRTA Submission		GCG Validation		Supporting Documents	Remarks						
		Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating								
SO 4	Ensured Delivery of Performance by the Private Concessionaire																
SM 5	Compliance of Concessionaire to Performance Commitments under the Concession Agreement	Percentage of Compliance to Secondary KPI (No. of Rectified Noncompliance + Total No. of Noncompliance x 100%)	6%	Actual/ Target x Weight	L1: 95%	L1: 96.26%	6%	L1: 96.26%	6%	- Certification from Transport Operation Services - List of non-compliance items and rectified non-compliance	<table border="1"> <tr> <td>Non-compliance</td> <td>481</td> </tr> <tr> <td>Rectifications</td> <td>463</td> </tr> <tr> <td>Compliance Rate</td> <td>96.26%</td> </tr> </table>	Non-compliance	481	Rectifications	463	Compliance Rate	96.26%
Non-compliance	481																
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Compliance Rate	96.26%																
SM 6	Compliance of Line 2 Automated Fare Collection System (AFCS) Concessionaire to Service Level Agreement (SLA)	Percentage of Compliance to SLA provisions (No. of provisions complied + Total number relevant provisions) x 100%	8%	Actual/ Target x Weight	L2: 90%	L2: 90.64%	8%	L2: 90.64%	8%	- Summary Report from Fair Revenue Operations Group - List of SLA provisions complied and not complied per month	<p>1st Quarter = 91.71%</p> <p>2nd Quarter = 88.47%</p> <p>3rd Quarter = 90.80%</p> <p>4th Quarter = 91.57%</p> <p>2017 Ave. = 90.64%</p>						
SO 5	Improved Efficiency and Reliability of LRT Systems and Processes																
SM 7	Improve Systems and Facilities	No. of Projects Completed (Physical Completion)	14%	Actual/ Target x Weight L1 - 7% L2 - 7%	L1: 1 Project (Gantry Anchor Bolt) L2: 6 projects	L1: 1 Project (Gantry Anchor Bolt) L2: 5 projects	12.83%	L1: 1 Project (Gantry Anchor Bolt) L2: 5 projects	12.83%	- List of projects completed with budget allocation, project duration, completion date and Project cost	<p>The six (6) out of seven (7) completed projects in 2017 totaled ₱290.43 Million. The only project not completed was the Scissor Lift and Self-Propelled Articulating Boom for Line 2 due to technicality issues on the Terms of Reference.</p> <table border="1"> <tr> <td>Total Obligated/ Utilized</td> <td>2,248.70</td> </tr> <tr> <td>Total Outstanding Budget</td> <td>4,858.39</td> </tr> <tr> <td>Utilization</td> <td>46.28%</td> </tr> </table>	Total Obligated/ Utilized	2,248.70	Total Outstanding Budget	4,858.39	Utilization	46.28%
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Total Outstanding Budget	4,858.39																
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SM 8	Budget Utilization Rate	Actual award / (Total APP* - Savings Generated) *APP inclusion: GAA funded spare parts and rehabilitation projects	7%	Actual/ Target x Weight	71%	69.15%	6.82%	46.28%	4.56%	- Report from LRTA Bids and Awards Committee on Obligated and Utilized Projects	<table border="1"> <tr> <td>Total Obligated/ Utilized</td> <td>2,248.70</td> </tr> <tr> <td>Total Outstanding Budget</td> <td>4,858.39</td> </tr> <tr> <td>Utilization</td> <td>46.28%</td> </tr> </table>	Total Obligated/ Utilized	2,248.70	Total Outstanding Budget	4,858.39	Utilization	46.28%
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Total Outstanding Budget	4,858.39																
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		Sub-total	35%				33.65%		31.39%								

Description		Performance Measures				LRTA Submission		GCG Validation		Supporting Documents	Remarks														
		Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating																
SO 6	Sustainability of Financial Conditions																								
SM 9	Sustain Line 2 Farebox Ratio of Not Less than 1.00	Gross Revenue + Operating Expenses	8%	Actual/ Target x Weight	1.29	1.04	6.45%	1.04	6.45%	- COA-Audited Financial Statements of LRTA for CY 2017	Target not met. <table border="1"> <tr> <td>Rail Revenue</td> <td>1,271.53</td> </tr> <tr> <td>Operating Expenses</td> <td>1,220.65</td> </tr> <tr> <td>Farebox Ratio</td> <td>1.04</td> </tr> </table>	Rail Revenue	1,271.53	Operating Expenses	1,220.65	Farebox Ratio	1.04								
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SM 10	Increase in Non-Rail Revenue of Line 2	Actual Revenue Collected	7%	Actual/ Target x Weight	233.07 Million	269.86 Million	7%	310.46 Million	7%	- COA-Audited Financial Statements of LRTA for CY 2017	Target exceeded. <table border="1"> <tr> <th>Item</th> <th>Amount (in Millions)</th> </tr> <tr> <td>Rental Income</td> <td>102.72</td> </tr> <tr> <td>Interest Income</td> <td>166.46</td> </tr> <tr> <td>Other Business Income</td> <td>0.68</td> </tr> <tr> <td>Other Service Income</td> <td>40.599</td> </tr> <tr> <td>Fines and Penalties</td> <td>0.002</td> </tr> <tr> <td>Non-Rail Revenue</td> <td>310.46</td> </tr> </table>	Item	Amount (in Millions)	Rental Income	102.72	Interest Income	166.46	Other Business Income	0.68	Other Service Income	40.599	Fines and Penalties	0.002	Non-Rail Revenue	310.46
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		Sub-total	15%				13.45%		13.45%																

INTERNAL PROCESS

* Comprised of income from commercial and advertising spaces, interest income and other miscellaneous income.

Description		Performance Measures				LRTA Submission			GCG Validation		Supporting Documents	Remarks
		Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating			
SO 7	Achieved Railway System Competency and Expertise											
SM 11	Competency Framework	No. of employees with required competencies met / Total no. of employees	5%	Actual/ Target x Weight	Determined Competency Gaps for All Positions	624 out of 783 employee competency gaps were determined	3.98%	Competency gaps determined for 624 out of 783 employees	3.98%	- Summary Report of Employee Respondents for the Competency Level and Gap Determination - Sample Competency Profile Assessment Document	LRTA assessed 624 out of 783 total employees; representing 80% of its total plantilla as of December 2017.	
SM 12	Establishment of Philippine Railway Training Center (PRTC)	Actual Accomplishment	5%	All or Nothing	TESDA Registration of Technical Train Driving Module by December 2017	TESDA registration/ac creditation of Train Driving Level II Program on December 28, 2017	5%	TESDA Cert. of Program Registration for Train Driving Level II	5%	- Certificate of Technical Vocational Education and Training (TVET) Program Registration given by TESDA to PRTC on 28 December 2018.	The Certificate of TVET Program granted to the PRTC allows the latter to offer a program in Train Driving Level II with a duration of 243 hours.	
	Sub-total		6%				8.98%		8.98%			
	TOTAL EXCLUDED WEIGHTS		100% (5%)				90.79%		88.53%			
	VALIDATED TOTAL		95%				95.57% = (90.79/ 95)		93.19% = (88.53/ 95)			