



09 December 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 RECALIBRATED
2020 PERFORMANCE SCORECARD**

Dear Sec. Tugade and Administrator Berroya,

This is to formally transmit the Recalibrated 2020 Performance Scorecard (**Annex A**) 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 Recalibrated Performance Scorecard submitted through a letter dated 28 September 2020² was reviewed and evaluated in view of the circumstances brought about by the COVID-19 pandemic, and in accordance with the residual authority of the Governance Commission as stated in GCG M.C. No. 2017-02.³

LRTA is further directed to submit an updated 3rd Quarter Monitoring Report, based on the Recalibrated 2020 Performance Scorecard, **within thirty (30) days** from receipt of this letter.

FOR LRTA'S INFORMATION AND GUIDANCE.

Very truly yours,

cc: COA Resident Auditor – LRTA

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

² Officially received by the Governance Commission on 30 September 2020.

³ INTERIM PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 30 June 2017.

**LIGHT RAIL TRANSIT AUTHORITY (LRTA)
Recalibrated 2020 Performance Scorecard**

Component					Baseline Data			Targets			
	Objective/Measure	Formula	Weight	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: 34.97	
				2%		L2: 66.93	L2: 65.96	L2: 64.695	L2: 68.63	L2: 12.22	
		Sub-total	2%								
CUSTOMER & STAKEHOLDERS	SO 2	Improved Customer Satisfaction									
	SM 2	Percentage of Satisfied Customers	Number of respondents who gave <i>at least</i> 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% ⁱ		
		a. Passengers		6%							Excluded
		b. Concessionaires		2%							90% ⁱⁱ
	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 (<i>Package 2</i>)	80%		

ⁱ Using the Standard Methodology and Questionnaire developed by GCG.

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

Component					Baseline Data			Targets			
	Objective/Measure	Formula	Weight	Rating Scale ^{a/}	2016	2017	2018	2019	2020		
	Line 1 South Extension Project			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 and 3			
	SM 4	a. Relocation of Informal Settler Families (ISFs) under Right of Way (ROW) Package 2- Las Pinas City	Actual Accomplishment						4%		150 Informal Settler Families (ISFs) under ROW Package 2
		b. Manufacture of Trainsets of New Rolling Stock-4 th Generation LRVs							4%		Seven (7) Trainsets
		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% 89.9% & below = 0%	L1: 97.88%	L1: 96.26%	L1: 100%	L1: 95%	L1: 95%	
	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%	

Component					Baseline Data			Targets		
	Objective/Measure	Formula	Weight	Rating Scale ^{a/}	2016	2017	2018	2019	2020	
	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 (Gantry Anchor Bolt) L2: 5 projects	L2: 7 projects	L2: Six (6) projects	L2: Five (5) 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%						
	SO 6	Sustainability of Financial Conditions								
FINANCIAL		Budget Utilization Rate								
	SM 9	a. Current Budget (2019 & 2020)	Actual Award / Total Budget	5%	Actual / Target	-	-	-	-	80%
		b. 2018 & Prior Years' Subsidies		4%		-	-	-	-	80%
	SM 10	Collection Efficiency Rate	Actual Collection/ Total Accounts Receivables	7%	Actual / Target	-	-	-	-	80%
	SM 11	Non-Rail Revenue ^{b/}	Actual Non-Rail Revenues	7%	Actual / Target	₱120.38 M	₱310.46 M	₱136.53 M	₱131.775 M	₱65.00 M
	Sub-total		23%							

Component					Baseline Data			Targets		
	Objective/Measure	Formula	Weight	Rating Scale ^{a/}	2016	2017	2018	2019	2020	
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.