



**LIGHT
RAIL
TRANSIT
AUTHORITY**

25 January 2021

HON. SAMUEL G. DAGPIN, JR.

Chairman
Governance Commission for GOCCs
3/flr. Citibank Centre, 8741 Paseo de Roxas
Makati City

Through: **Atty. Johann Carlos S. Barcena**
Director III, Corporate Governance Office-B

Ms. Luz Jordana S. Jose
Corporate Governance Officer V, Corporate Governance Office - B

Subject: **Submission of LRTA's Performance Scorecard CY 2020 Rating (PES Form 3)**

Dear Chairman Dagpin:

In compliance with the GCG Memorandum Circular Nos. 2017-02¹ dated June 30, 2017 and 2019-02² dated July 25, 2019, we respectfully submit the 4th Quarterly Monitoring Report (PES Form 4) and the Performance Scorecard CY 2020 Rating (PES Form 3) of the Light Rail Transit Authority (LRTA) as approved by the Administrator.

Thank you and best regards.

Very truly yours,

GEN. REYNALDO I. BERROYA
Administrator



2021 LT.CPD.002

¹ Performance Evaluation System (PES)

² Interim Performance Based Bonus (IPBB)

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LIGHT RAIL TRANSIT AUTHORITY
BASED ON THE GCG APPROVED RECALIBRATED 2020 PERFORMANCE SCORECARD

		Component						
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Annual Target	As of December 31, 2020 Accomplishment	Rating (%)	
SO 1		Increased Passenger Ridership						
SM 1	Increased Passenger Ridership	Absolute Figure (in Millions) Absolute Figure (in Millions)	0.00% 2.00%	Actual / Target Actual / Target	L1: 34.97 Million L1: 12.22 Million	L1: 50.97 Million L2: 12.50 Million	0.00% 2.00%	
	Sub-total		2.00%				2.00%	
SO 2		Improved Customer Satisfaction						
SM 2	Percentage of Satisfied Customers a. Passengers ¹	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	-	Actual/Target x Weight 0% = if less than 80%	90% (Using the Standard Methodology and Questionnaire developed by the GCG)	-	EXCLUDED BY THE GCG.	

¹ Excluded measure per GCG's approved recalibrated 2020 targets of LRTA.

**PES Form 3
Accomplishment Report**

Component		Formula	Weight	Rating System	Annual Target	As of December 31, 2020 Accomplishment	Rating (%)
Strategic Objective (SO)/ Strategic Measure(SM)							
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	10.00%	Actual / Target	80% completion	86.48% completed	10.00%
SM 4	Line 1 South Extension Project a. A. Relocation of ISFs under ROW Package 2 - Las Piñas City	Actual Accomplishment	4.00%	Actual / Target	150 ⁴ ISFs under ROW Package 2 - Las Piñas City	a. Social Preparation- 100% completed b. Pre-relocation – 100% completed c. Actual Relocation- 76% (38 out of 50) ISFs relocated <u>91.6% completed</u>	3.66%



² The request for the recalibration of CSS targets particularly the exclusion of Passenger segment and conduct of 2020 In-House CSS was approved last November 27, 2020 by the GCG. The activities required for the revised target for CSS 2020 (In-House Survey for Concessionaire) will commence in December 2020 after the issuance of GCG approval.

³ Awaiting for the final result of the 3rd Party Consultant.

⁴ Subject to clarification with the GCG as the LRTA only proposed 50 ISFs under Package 2

**PES Form 3
Accomplishment Report**

		Component					
Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System	Annual Target	As of December 31, 2020 Accomplishment	Rating (%)	
INTERNAL PROCESS	b. Manufacture of Trainsets of New Rolling Stock- 4 th Generation LRVs	Actual Accomplishment	Actual / Target	Seven (7) Trainsets of New Rolling Stock- 4 th Generation LRVs	Seven (7) Trainsets of New Rolling Stock- 4 th Generation LRVs manufactured 100% completed	4.00%	
	Sub-total					19.66%	
	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%	10.00%	95% & above = 10% 94% = 9% 93% = 8% 92% = 7% 91% = 6% 90% = 5% Below 90% = 0%	L1: 95%	L1: 100%	10.00%
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	10.00%	Actual / Target	L2: 100%	L2: 98.83%	9.88%
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	12.00%	Actual / Target	L2: 5 Projects	2 projects ⁵	4.80%

⁵ Systematic Replacement of Compressor Motor Control Unit (CMCU) and Rail Grinding Machine

**PES Form 3
Accomplishment Report**

		Component			Annual Target		As of December 31, 2020 Accomplishment		Rating (%)
Strategic Objective (SO) / Strategic Measure(SM)		Formula	Weight	Rating System					
	SM 8	ISO Certification	Actual Accomplishment	7.00%	All or Nothing	Pass 2nd Surveillance Audit	Issued Continued Certification to ISO 9001: 2015 dated October 22, 2020	7.00%	
		Sub-total		39.00%				31.68%	
	SO 6	Maintained Sustainability of Financial Conditions							
		Budget Utilization Rate	Actual Award / Total Budget	5.00%	Actual / Target	80%	50.47 ⁶	3.15%	
	SM 9	a. Current Budget (2019 & 2020)	Actual Award / Total Budget	4.00%	Actual / Target	80%	71.92%	3.60%	
		b. 2018 & Prior Years' Subsidies	Actual Non-Rail Revenue/Target	7.00%	Actual / Target	80%	118.87%	7.00%	
	SM 10	Collection Efficiency Rate	Actual Non-Rail Revenues	7.00%	Actual / Target	P 65.00 Million	P78.69 Million	7.00%	
	SM 11	Non-Rail Revenue ⁷		7.00%	Actual / Target			7.00%	
		Sub-total		23.00%				20.75%	
	SO 7	Achieved Railway System Competency and Expertise							
	SM 12	Percentage of Employees Meeting Required Competences	Employees with competency gaps determined / Total number of employees	5.00%	All or Nothing	Board Approval of Revised Competency Framework	Revised Competency Framework approved by the LRTA BOD on December 18, 2020	5.00%	

⁶ The Total Budget is based on the revised COB 2020 (for Spare parts and Rehab Projects). Total Rehab Projects is 901M. However, in compliance with RA 11469 Bayanihan to Heal as One Act for the governments' measure to address the COVID-19 pandemic, two (2) of the three (3) projects were discontinued such as Supply, Installation, Testing and Commissioning of Platform Screen doors P2 and Systematic Replacement of Rolling Stock Train Air Conditioning Unit for Four (4) Trainsets with total amount of P834M.

⁷ Non-rail revenues comprise income from commercial, advertising spaces, land lease, interconnection access, right of way, and short-term activities.

**PES Form 3
Accomplishment Report**

Strategic Objective (SO)/ Strategic Measure(SM)		Component	Formula	Weight	Rating System	Annual Target	As of December 31, 2020 Accomplishment	Rating (%)
SM 13	Establishment of Philippine Railway Training Center (PRTC)	Actual Accomplishment		5.00%	All or Nothing	TESDA Certificate of Program/Module Registration for Train Traffic Program	Railway Traffic Control Operation Level III Program/Module of the PRTC submitted to the TESDA PAMAMARISAN for registration/accreditation on December 23, 2020	0.00%
	Sub-total			10.00%				5.00%
	TOTAL			94.00%				79.09%

RECAPITULATION:

GCG approved Total Rating of Committed Targets for 2020 (excluded 6% for CSS Passenger Segment)	94.00%
Adjusted 90% Rating	84.60%

Submitted by:


ELEANORE T. DOMINGO
 Manager, Planning Department

_____ Date

Approved by:


GEN. REYNALDO I. BERROYA
 Administrator

_____ Date

(LIGHT RAIL TRANSIT AUTHORITY)

		Component			Annual Target		4 th Quarter CY 2020	
Strategic Objective (SO) / Strategic Measure(SM)	Formula	Weight	Rating System ¹	Target	Actual			
SO 1	Increased Passenger Ridership							
SM 1	Passenger Ridership	Absolute Figure (in Millions)	0.00%	Actual / Target	L1: 34.97 Million ²	L1: 9.14 Million	L1: 10.11 Million	
		Sub-total	2.00%		L2: 12.22 Million ³	L2: 2.09 Million	L2: 2.37 Million	
SO 2	Improved Customer Satisfaction							
		EXCLUDED BY THE GCG.						
SM 2	b. Concessionaires ⁴	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	2.00%	Actual / Target 0% = If less than -80%	90% ⁵	Conduct an in-house telephone survey to LRT-2 Concessionaires	Completed the conduct of an in-house telephone survey to LRT-2 Concessionaires. With Very Satisfactory Rating ⁶	

¹ But not to exceed the weight assigned per indicator
² GCG approved recalibrated target
³ GCG approved recalibrated target
⁴ The request for the recalibration of CSS targets particularly the exclusion of Passenger segment and conduct of 2020 In-House CSS was approved last November 27, 2020 by the GCG. The activities required for the revised target for CSS 2020 (In-House Survey for Concessionaire) will commence in December 2020 after the issuance of GCG approval.
⁵ Using the Enhanced Guidelines for the Conduct of the CSS prescribed by the GCG.
⁶ Awaiting for the final result of the 3rd Party Consultant.

PES Form 4
4th Quarter Monitoring Report

		Component			Annual Target		4 th Quarter CY 2020	
Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System ¹	Annual Target	4 th Quarter CY 2020		Actual	
					Target	Actual		
CUSTOMER & STAKEHOL-DER								
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	10.00%	Actual / Target	80% completion ⁷	80%	86.48%	
SM 4	Line 1 South Extension Project	Actual Accomplishment	4.00%	Actual / Target	150 ISFs under ROW Package 2 - Las Piñas City ⁸	150 ISFs under ROW Package 2 - Las Piñas City	a. Social Preparation- 100% completed b. Pre-relocation – 100% completed c. Actual Relocation- 76% (38 out of 50) ISFs relocated	
	a. Relocation of ISFs under ROW Package 2 - Las Piñas City	Actual Accomplishment	4.00%	Actual / Target	Seven (7) Trainsets of New Rolling Stock- 4 th Generation LRVs ⁹	Seven (7) Trainsets of New Rolling Stock- 4 th Generation LRVs ¹⁰	Seven (7) Trainsets of New Rolling Stock- 4 th Generation LRVs manufactured <u>100% completed</u>	
		Sub-total	20.00%					

⁷ GCG approved recalibrated target
⁸ GCG approved recalibrated target. Subject to clarification with the GCG as the LRTA only proposed 50 ISFs under Package 2
⁹ GCG approved recalibrated target
¹⁰ GCG approved recalibrated target



PES Form 4
4th Quarter Monitoring Report

		Component			Annual Target		4 th Quarter CY 2020		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System ¹	Target	Actual			
INTERNAL PROCESS		Ensured Delivery of Performance by the Private Concessionaire							
SO 4	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%	10.00%	95% & above = 10% 94% = 9% 93% = 8% 92% = 7% 91% = 6% 90% = 5% Below 90% = 0%	L1: 95%	L1: 95%	L1: 116.67%		
SM 5	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	10.00%	Actual / Target	L2: 100%	L2: 100%	L2: 99.52%		
INTERNAL PROCESS		Improved Efficiency and Reliability of LRT Systems and Processes							
SO 5	Number of Projects Completed for Improved Systems and Facilities	No. of projects with 100% completion / Total Number of Projects for the Year	12.00%	Actual / Target	L2: 5 Projects ¹¹	3 projects	2 projects ¹²		
SM 7	ISO Certification	Actual Accomplishment	7.00%	All or Nothing	Pass 2nd Surveillance Audit	Pass 2nd Surveillance Audit	Issued Continued Certification to ISO 9001: 2015 on October 22, 2020		
SM 8									

¹¹ GCG approved recalibrated target

¹² Systematic Replacement of Compressor Motor Control Unit (CMCU) and Rail Grinding Machine



PES Form 4
4th Quarter Monitoring Report

		Component			4 th Quarter CY 2020	
Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System ¹	Annual Target	Target	Actual
	Sub-total	39.00%				
SO 6 Sustainability of Financial Conditions						
	Budget Utilization Rate	Actual Award / Total Budget	5.00%	Actual / Target	80%	80%
SM 9	a. Current Budget (2019 & 2020)	Actual Award / Total Budget	4.00%	Actual / Target	80%	71.92% ¹³
	b. 2018 & Prior Years' Subsidies	Actual Non-Rail Revenue/Target	7.00%	Actual / Target	80% ¹⁴	118.87%
SM 10	Collection Efficiency Rate	Actual Non-Rail Revenues	7.00%	Actual / Target	P 65.00 Million ¹⁵	P 17.80 Million
SM 11	Non-Rail Revenue ¹⁵	Sub-total	23.00%			
SO 7 Achieve Railway System Competency and Expertise						
LEARNING AND GROWTH	SM 12 Percentage of Employees Meeting Required Competences	Employees with competency gaps determined / Total number of employees	5.00%	All or Nothing	Board Approval of Revised Competency Framework	Board Approval of Revised Competency Framework
						Revised Competency Framework approved by the LRTA BOD on December 18, 2020

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¹³ Cumulative rating
¹⁴ GCG approved recalibrated target
¹⁵ Non-rail revenues comprise income from commercial, advertising spaces, land lease, interconnection access, right of way, and short-term activities. GCG approved recalibrated target
¹⁶ GCG approved recalibrated target

PES Form 4
4th Quarter Monitoring Report

		Component				4 th Quarter CY 2020	
Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System ¹	Annual Target	4 th Quarter CY 2020		
					Target	Actual	
SM 13	Establishment of Philippine Railway Training Center (PRTC)	Actual Accomplishment	5.00%	All or Nothing	TESDA Certificate of Program/Module Registration for Train Traffic Program	TESDA Certificate of Program/Module Registration for Train Traffic Program	Railway Traffic Control Operation Level III Program/Module of the PRTC submitted to the TESDA PAMAMARISAN for registration/accreditation on December 23, 2020
		<i>Sub-total</i>	10.00%				
		TOTAL	94.00%				