



LIGHT
RAIL
TRANSIT
AUTHORITY

28 May 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 1st Quarterly Monitoring Report (PES Form 4) and
Quarterly Targets CY 2021 (PES Form 2a)**

Dear **Chairman Dagpin**:

In compliance with the GCG Memorandum Circular (MC) No. 2017-02 and GCG's Letter dated 27 April 2021, we respectfully submit the following Performance Evaluation System (PES) Forms based on the GCG - approved CY 2021 Scorecard:

1. PES Form 4 - 1st Quarterly Monitoring Reports for CY 2021
2. PES Form 2a - Quarterly Targets CY 2021

Thank you and best regards.

Very truly yours,


GEN. REYNALDO I. BERROYA
Administrator



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(LIGHT RAIL TRANSIT AUTHORITY)

		Component				1 st Quarter CY 2021		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System ¹	Annual Target		Actual	
SOCIAL IMPACT	SO 1	Increased Passenger Mobility and Reduced Commuter Time, Increase Productivity						
	SM 1	Passenger Ridership	Absolute Figure (in Millions)	0.00%	Actual / Target	L1: 57.54 Million	L1: 14.59 Million	L1: 12.15 Million
				2.00%		L2: 12.68 Million	L2: 2.81 Million	L2: 2.87 Million
		Sub-total	2.00%					
CUSTOMERS & STAKEHOLDERS	SO 2	Improved Customer Satisfaction						
	SM 2	Percentage of Satisfied Customers a. Passengers b. Concessionaires ³	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	6.00%	Actual / Target 0% = if less than 80%	92% ²	Preparation/Approval of Terms of Reference (TOR) for the conduct of Customer Satisfaction Survey	Approved Terms of Reference (TOR) for the conduct of Customer Satisfaction Survey
				2.00%		92% ⁴		

¹ But not to exceed the weight assigned per indicator

² Using the Enhanced Guidelines for the Conduct of the CSS prescribed by the GCG.

³ 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.



PES Form 4
1st Quarter Monitoring Report

		Component				1 st Quarter CY 2021	
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System ¹	Annual Target	Target	Actual
SO 3	Addressed Increasing Demands Through Existing Lines and New Ones						
SM 3	Line 2 East Extension Project	Percentage of Completion (cumulative)	8.00%	Actual / Target	a. 100% Completion of Electro-Mechanical Works and Track Works (Package 3)	89.00%	89.73%
SM 4	Line 2 West Extension Project	Actual Revenue Operation	2.00%	All or nothing	b. Line 2 East Extension Opening of Operation by June 2021	N/A (target will be realized by June 2021)	N/A (target will be realized by June 2021)
SM 5	Line 1 South Extension Project a. A. Relocation of ISFs under ROW Package 2 - Las Piñas City	Percentage of completion	7.00%	Actual / Target	100% Completion of Detailed Engineering Design for Civil Works, Electromechanical Systems and Rolling Stock	Approval of revised Alignment and revised Concept Design	Completion of the revised Alignment and revised Concept Design
		Actual Accomplishment	4.00%	Actual / Target	Relocation of 109 ISFs under Package 2	65 ISFS relocated	65 ISFS relocated.



PES Form 4
1st Quarter Monitoring Report

		Component				1 st Quarter CY 2021	
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System ¹	Annual Target	Target	Actual
	b. Manufacture of Trainsets of New Rolling Stock- 4 th Generation LRVs	Actual Accomplishment	4.00%	Actual / Target	Delivery of 18 Trainsets	4 trainsets delivered	4 trainsets delivered
		Sub-total	33.00%				
SO 4 Ensured Delivery of Excellent Performance by the Private Concessionaire at All Times							
SM 6	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%	96% & above = 10% 94%-95% = 9% 93% = 8% 92% = 7% 91% = 6% 90% = 5% Below 90% = 0%	L1: 96%	L1: 96%	L1: 87.50%
	Compliance Rate of Line 2 Automated Fare Collection System (AFCS) Concessionaire to the Service Level Agreement (SLA)	Percentage of compliance to SLA provisions (No. of SLA provisions complied ÷ Total number relevant provisions) x 100%	7.00%	Actual / Target	L2: 100%	L2: 100%	L2: 99.37%
INTERNAL PROCESS							



PES Form 4
1st Quarter Monitoring Report

		Component				1 st Quarter CY 2021	
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System ¹	Annual Target	Target	Actual
SO 5		Improved Efficiency and Reliability of LRT Systems and Processes					
INTERNAL PROCESS	SM 8	Number of Projects Completed for Improved Systems and Facilities	12.00%	Actual / Target	L2: 8 Projects	N/A (Target will be realized by 4 th quarter 2021)	N/A (Target will be realized by 4 th quarter 2021)
	SM 9	ISO Certification	5.00%	All or Nothing	ISO 9001:2015 Re-certification	Preparation of ISO 9001:2015 QMS requirements for the Recertification Audit (Year 1)	On-going preparation of ISO 9001:2015 QMS requirements for the Recertification Audit (Year 1)
	SM 10	Mobile Application for Line 2 Passenger Information	3.00%	Actual / Target	100% Implementation and Roll-out	Concept and Design	Concept and Design completed and approved
			Sub-total	37.00%			
SO 6		Sustainability of Financial Conditions					
FINANCIAL	Budget Utilization Rate			Actual / Target	100%	3.59%	1.56%
	SM 11	a. Current Budget (2020 carry-over & 2021) b. Prior Years' Subsidies (2011-2019)	2.00%	Actual / Target	100%	67.92%	67.92%



PES Form 4
1st Quarter Monitoring Report

		Component				1 st Quarter CY 2021	
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System ¹	Annual Target	Target	Actual
	SM 12	Collection Efficiency Rate	10.00%	Actual / Target	90% ⁴ (P72,589,557.24)	25% of 90% or P 18.15 M	Collected 36.59% of the 90% or P 26.567 M
		Sub-total	14.00%				
SO 7 Achieve Railway System Competency and Expertise							
LEARNING AND GROWTH	SM 13	Employees with Required Competences Met	5.00%	Actual / Target	Prepared Revised Competency Profile of All Positions in the LRTA	<p>1. Consultation/ coordination with railway industry partners (UP-NCTS, DAP, LGA, Office of Engr. Rene Santiago, etc.) to request assistance in the development of the Competency Profile of LRTA</p> <p>2. Consultation/ coordination with all concerned offices to request updates on the Duties and Functions of all the positions in LRTA to conform with the New Normal and other changes in LRTA brought about by the COVID-19 Pandemic.</p>	<p>1. A Letter dated February 20, 2021 was sent to railway industry partners (UP-NCTS, DAP, LGA, Office of Engr. Rene Santiago) to request assistance in the crafting of the LRTA's Competency Framework and preparation of the Revised Competency Profile of LRTA</p> <p>2. Letter dated March 12, 2021 was sent to all concerned Departments/Divisions/ Offices of LRTA to request the updated duties and functions of all positions under their supervision which will be used in the preparation of the Revised Competency Profile per position</p>
			Total Number of Revised Competency Profile				

⁴ Total Non-Rail Revenue Billed for the year is P 80,655,063.60. 90% is P72,589,557.24.



PES Form 4
1st Quarter Monitoring Report

		Component				1 st Quarter CY 2021	
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System ¹	Annual Target	Target	Actual
SM 14	ISO Certification 45001:2018 Occupational Health and Safety (OHS)	Total Number of Trained Safety Officers	3.00%	Actual / Target	Six (6) Safety Officers completed OHS-related trainings.	One (1) Safety Officer attended BOSH Seminar	One (1) Safety Officer attended BOSH Seminar on March 8 - 12, 2021
SM 15	Cross-Functional Learning/ Skilling for Core Services (Operations – Train Operators, Traffic Control, Station Personnel)	Actual Accomplishment (physical count of trained staff)	2.00%	Actual/ Target	a. Certified Train Operators = 4 Station Personnel	1 SOD personnel	1 SOD personnel completed the orientation and familiarization of Train Operations and Basic Rolling Stocks
			2.00%		b. Certified Traffic Control Staff = 4 TOD Personnel	1 TOD personnel	1 TOD personnel completed the orientation and familiarization of Basic Signaling Operations
			2.00%		c. Re-Oriented OCC Personnel to Train Operations = 4 OCC Personnel	1 OCC personnel	1 OCC personnel was sent to the Newcomer category Orientation Course due to absence/lack of knowledge on Train Operations Management and Basic Rolling Stock
		Sub-total	14.00%				
		TOTAL	100.00%				

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



LIGHT RAIL TRANSIT AUTHORITY

		Component				Proposed Target				
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual 2021	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	
SOCIAL IMPACT	SO 1	Increased Passenger Mobility and Reduced Commuter Time, Increase Productivity								
	SM 1	Passenger Ridership	Absolute Figure (in Millions)	0.00%	L1: 57.54 million	14.59 M	13.27M	14.63 M	15.06 M	
				2.00%	L2: 12.68 million	2.81 M	2.82 M	3.52 M	3.52 M	
				2.00%						
CUSTOMERS & STAKEHOLDERS	SO 2	Sustain Customer Satisfaction								
	SM 2	Percentage of Satisfied Customers	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	6.00%	92% ¹	Preparation/Approval of Terms of Reference	Procurement of services of a third- party Marketing Research Firm to conduct the Customer Satisfaction Survey.	Conduct of Customer Satisfaction Survey	Preparation of Report on the results of the Customer Satisfaction Survey	
		a. Passengers		2.00%	92% ¹					
	b. concessionaires									

¹ Using the Enhanced Guidelines for the Conduct of the CSS prescribed by the GCG.

4

PES Form 2a
Quarterly Target 2021

		Component				Proposed Target				
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual 2021	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	
	SO 3	Addressed Increasing Demands Through Existing Lines and New Ones								
CUSTOMERS & STAKEHOLDERS	SM 3	Line 2 East Extension Project	Percentage of Completion (cumulative)	8.00%	Actual / Target	a. 100% Completion of Electro-Mechanical Works and Track Works (Package 3)	89% completion	92% completion	96% completion	100% completion
			Actual Revenue Operation	2.00%	All or nothing	b. Line 2 East Extension Opening of Operation by June 2021	-	Line 2 East Extension start of Operation by June 2021	-	-
	SM 4	Line 2 West Extension Project	Percentage of completion	7.00%	Actual / Target	100% Completion of Detailed Engineering Design for Civil Works, Electromechanical Systems and Rolling Stock	Approval of revised Alignment and revised Concept Design	Procurement of Design and Build Contract	25% completion of Detailed Engineering Design for Civil Works, Electromechanical Systems and Rolling Stock	100% completion of Detailed Engineering Design for Civil Works, Electromechanical Systems and Rolling Stock



PES Form 2a
Quarterly Target 2021

		Component				Proposed Target			
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual 2021	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
	Line 1 South Extension Project								
	a. Relocation of ISFs under ROW Package 2 - Las Piñas City	Actual Accomplishment	4.00%	Actual / Target	Relocation of 109 ISFs under Package 2	65 ISFs relocated	Pre-relocation activities of the remaining ISFS	15 ISFS relocated	29 ISFS relocated
	b. Manufacture of Trainsets of New Rolling Stock- 4 th Generation LRVs	Actual Accomplishment	4.00%	Actual / Target	Delivery of 18 Trainsets	4 trainsets	2 trainsets	3 trainsets	9 trainsets
		Sub-total	33.00%						
	SO 4	Ensured Delivery of Excellent Performance by the Private Concessionaire at All Times							
	SM 6	Percentage of compliance to Secondary KPI (No. of Rectified Noncompliance + Total No. of Noncompliance x 100%	10.00%	96% & above = 10% 94%-95% = 9% 93% = 8% 92% = 7% 91% = 6% 90% = 5% Below 90% = 0%	L1: 96%	L1: 96%	L1: 96%	L1: 96%	L1: 96%
INTERNAL PROCESS									

4

PES Form 2a
Quarterly Target 2021

Strategic Objective (SO)/ Strategic Measure (SM)		Component				Proposed Target			
		Formula	Weight	Rating System	Annual 2021	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
SM 7	Compliance Rate of Line 2 Automated Fare Collection System (AFCS) Concessionaire to the Service Level Agreement (SLA)	Percentage of compliance to SLA provisions (No. of SLA provisions complied ÷ Total number relevant provisions) x 100%	7.00%	Actual / Target	L2: 100%	L2: 100%	L2: 100%	L2: 100%	L2: 100%
SO 5	Improved Efficiency and Reliability of LRT Systems and Processes								
SM 8	Number of Projects Completed for Improved Systems and Facilities	No. of Projects Completed (Physical Completion)	12.00%	Actual / Target	L2: 8 Projects	-	-	-	8 projects completed
SM 9	ISO Certification	Actual Accomplishment	5.00%	All or Nothing	ISO 9001:2015 Re-certification	Preparation of ISO 9001:2015 QMS requirements for the Recertification Audit (Year 1)	1. Conduct of the Management Review 2. Conduct of re-certification audit (Stages 1 and 2)		Issued ISO 9001:2015 Certificate
INTERNAL PROCESS									

PES Form 2a
Quarterly Target 2021

		Component				Proposed Target			
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual 2021	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
	SM 10	Mobile Application for Line 2 Passenger Information	3.00%	Actual / Target	100% Implementation and Roll-out	Concept and Design	Coding and Testing	Coding and Testing	Roll-Out
		Sub-total	37.00%						
	SO 6	Sustainability of Financial Conditions							
FINANCIAL	Budget Utilization Rate								
	a. Current Budget (2020 carry-over & 2021)	Actual Award / (Total Budget-Savings)	2.00%	Actual / Target	100%	3.59%	16.62%	24.93%	100.00%
	b. Prior Years' Subsidies (2011-2019)		2.00%		100% ²	67.92%	73.10%	85.52%	88.95%
	SM 12	Collection Efficiency Rate	10.00%	Actual / Target	90% ³ (P72,589,557.24)	25% of 90% or P 18.15 M	50% of 90% or P 36.30 M	75% of 90% or P 54.45 M	100% of 90% or P72.59 M
		Sub-total	14.00%						

² 100% BUR will not be able to achieve by the end of the year as one (1) project namely Procurement of 14TS funded under 2018 Rehab Subsidy will be awarded by 3rd Quarter 2022 as per project timeline.

³ Total Non-Rail Revenue Billed for the year is P 80,655,063.60. **90% is P72,589,557.24.**



PES Form 2a
Quarterly Target 2021

		Component				Proposed Target				
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual 2021	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	
	SO 7	Achieve Railway System Competency and Expertise								
	SM 13	Employees with Required Competences Met	Total Number of Revised Competency Profile	5.00%	Actual / Target	Prepared Revised Competency Profile of All Positions in the LRTA	<p>- Consultation/ coordination with railway industry partners (UP-NCTS, DAP, LGA, Office of Engr. Rene Santiago, etc.) to request assistance in the development of the Competency Profile of LRTA</p> <p>- Consultation/ coordination with all concerned offices to request updates on the Duties and Functions of all the positions in LRTA to conform with the New Normal and other changes in LRTA brought about by the COVID-19 Pandemic.</p>	<p>Revisit/revise and revision of Competency Profile Form to be used</p> <p>Aligning of duties and functions per technical/national competency</p>	<p>Assigning of points/weight per competency</p> <p>Encoding and preparation of the Revised Competency Profile per position of LRTA</p>	Revised Competency Framework completed by December 2021
	SM 14	ISO Certification 45001:2018 Occupational Health and Safety (OHS)	Total Number of Trained Safety Officers	3.00%	Actual / Target	Six (6) Safety Officers completed OHS-related trainings.	One (1) Safety Officer attended BOSH Seminar.	Four (4) Safety Officers attended COSH and LCM with HIRAC Training/ Seminars	One (1) Safety Officer attended COSH and LCM with HIRAC Training/ Seminars	--

LEARNING AND GROWTH



PES Form 2a
Quarterly Target 2021

		Component				Proposed Target			
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual 2021	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	
SM 15 Cross-Functional Learning/ Skilling for Core Services (Operators – Train Operators, Traffic Control, Station Personnel)	Actual Accomplishment (physical count of trained staff)	2.00%	Actual/ Target	a. Certified Train Operators = 4 Station Personnel	1 SOD personnel	1 SOD personnel	1 SOD personnel	1 SOD personnel	
				b. Certified Traffic Control Staff = 4 TOD Personnel	1 TOD personnel	1 TOD personnel	1 TOD personnel	1 TOD personnel	
				c. Re-Oriented OCC Personnel to Train Operations = 4 OCC Personnel	1 OCC personnel	1 OCC personnel	1 OCC personnel	1 OCC personnel	
	Sub-total	14.00%							
	TOTAL	100.00%							