



LIGHT
RAIL
TRANSIT
AUTHORITY

28 July 2021

HON. SAMUEL G. DAGPIN, JR.

Chairman
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

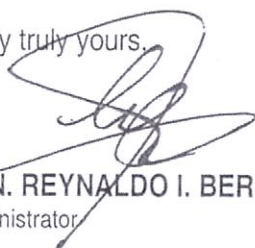
Subject: **Submission of LRTA's 2nd Quarterly Monitoring Report (PES Form 4)**

Dear **Chairman Dagpin**:

In compliance with the GCG Memorandum Circular (MC) No. 2017-02, we respectfully submit the Performance Evaluation System (PES) Form 4 - 2nd Quarterly Monitoring Report CY 2021 of the Light Rail Transit Authority.

Thank you and best regards.

Very truly yours,


GEN. REYNALDO I. BERROYA
Administrator



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(LIGHT RAIL TRANSIT AUTHORITY)

		Component				2 nd Quarter CY 2021		
Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System ¹	Annual Target	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	13.27 Million	9.02 Million
				2.00%		L2: 12.68 Million	2.82 Million	2.08 Million
		<i>Sub-total</i>	2.00%					
	SO 2	Improved Customer Satisfaction						
CUSTOMERS & STAKEHOLDERS	SM 2	Percentage of Satisfied Customers	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	6.00%	Actual / Target	92% ²	Procurement of services of a third-party Marketing Research Firm to conduct the Customer Satisfaction Survey.	Prepared necessary documents for the procurement of Third-Party Marketing Research Firm
		a. Passengers						
		b. Concessionaires ³		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.

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		Component				Annual Target		2 nd Quarter CY 2021	
Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System ¹			Target	Actual	
SO 3	Addressed Increasing Demands Through Existing Lines and New Ones								
		Percentage of Completion (cumulative)	8.00%	Actual / Target	a. 100% Completion of Electro-Mechanical Works and Track Works (Package 3)		92.00% completed	97.95% completed	
SM 3	Line 2 East Extension Project	Actual Revenue Operation	2.00%	All or nothing	b. Line 2 East Extension Opening of Operation by June 2021		Line 2 East Extension Opening of Operation by June 2021	Line 2 East Extension will be inaugurated on July 1, 2021 and opened on July 5, 2021 ⁴ Opening date was moved to July 5, 2021 with inauguration on July 1, 2021	

⁴ Delayed arrival of the foreign expert in the Philippines and delayed signaling testing and commissioning

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Component						
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System ¹	Annual Target	2nd Quarter CY 2021	
					Target	Actual
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 Stocks ⁵	Procurement of the Design and Build Contract	Completion of the revised Alignment ⁶
SM 5	Line 1 South Extension Project a. Relocation of ISFs under ROW Package 2 - Las Piñas City	4.00%	Actual / Target	Relocation of 109 ISFs under Package 2	Pre-relocation activities of the remaining ISFs	Pre-relocation activities of the remaining ISFs
	b. Manufacture of Trainsets of New Rolling Stock- 4th Generation LRVs	4.00%	Actual / Target	Delivery of 18 Trainsets	2 Trainsets delivered	2 Trainsets delivered -TSO4- April 26-27, 2021 -TSO6- April 29-30, 2021
	Sub-total	33.00%				

⁵ Subject to recalibration of target with the GCG

⁶ Pending approval of the revised alignment from concerned Government Agencies (DPWH, TRB, PPA, PNR)

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		Component					2 nd Quarter CY 2021	
Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System ¹	Annual Target	Target	Actual	
INTERNAL PROCESS		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%	L 1: 96%	96%	92.86%	
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: 100.00%	100.00%	99.76%	
INTERNAL PROCESS		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	N/A (Target will be realized by 4 th quarter 2021)	N/A (Target will be realized by 4 th quarter 2021)	

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Component						
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System ¹	Annual Target	2 nd Quarter CY 2021	
					Target	Actual
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)	Preparation of ISO 9001:2015 QMS requirements for the Recertification Audit (Year 1)
SM 10 Mobile Application for Line 2 Passenger Information	Actual Accomplishment	3.00%	Actual / Target	100% Implementation and Roll-out	Coding and Testing (57% completed ⁷)	Coding and Testing (57% completed)
	Sub-total	37.00%				
SO 6	Sustainability of Financial Conditions					
SM 11 FINANCIAL	Budget Utilization Rate					
	a. Current Budget (2020 carry-over & 2021)	Actual Award / (Total Budget-Savings)	2.00%	Actual / Target	100%	16.62% ⁸
	b. Prior Years' Subsidies (2011-2019)		2.00%	100%		73.10%
						4.21%
						69.86%

⁷ Cumulative

⁸ 20.21% (Cumulative target as of 2nd quarter 2021)

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Component						
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System ¹	2 nd Quarter CY 2021		
				Annual Target	Target	Actual
SM 12	Actual Non-Rail Revenue Collection / Total Non-Rail Revenue Billed	10.00%	Actual / Target	90% ⁹ (P72,589,557.24)	50% of 90% or P 36.30 M	Collected 65.47% of the 90% or P 47.53 M ¹⁰
	Sub-total	14.00%				
SO 7 Achieve Railway System Competency and Expertise						
SM 13	Employees with Required Competences Met	5.00%	Actual / Target	Prepared Revised Competency Profile of All Positions in the LRTA	Revisit/review and revision of Competency Profile Form to be used Aligning of duties and functions per technical/functional competency	Matching of updated duties and functions with the competencies under the Revised Competency Framework

LEARNING AND GROWTH

⁹ Total Non-Rail Revenue Billed for the year is P 80,655,063.60. 90% is P72,589,557.24.
¹⁰ For April to June only, total collection is 22.379 Million. Achieved target due to the following: Regular sending of billing notices, reminder of due dates/constant follow-up of payments, intensive conduct of collection call of all active accounts and with arrearages via email and mobile phones, established good rapport/business relationship with lessee and rendered client counselling on various issues and concerns.

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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.	Four (4) Safety Officers attended COSH and LCM with HIRAC Training/ Seminars	Four (4) Safety Officers attended COSH and LCM with HIRAC Training/ Seminars
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 personnel from SOD completed and familiarized with the basic rolling stock and train operations management.	1 personnel from SOD completed and familiarized with the basic rolling stock and train operations management.
			2.00%		b. Certified Traffic Control Staff = 4 TOD Personnel	1 TOD personnel completed the orientation and familiarization of Basic Signalling Operations.	2 TOD personnel completed the orientation and familiarization of Basic Signalling Operations.
			2.00%		c. Re-Oriented OCC Personnel to Train Operations = 4 OCC Personnel	1 OCC personnel completed the refresher on train operations management	2 OCC personnel completed the refresher on train operations management
		Sub-total	14.00%				

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Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System ¹	2 nd Quarter CY 2021	
				Annual Target	Target / Actual
	TOTAL	100.00%			

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