
	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	1 of 10
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022
<b>Annex 4.2 Needs and Expectations of Relevant Interested Parties Automated Fare Collection Management</b>			

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
1.	AFCS Project Concessionaire (AF Payments Inc.)	Confirmation and concurrence of load and usage transactions	Settlement of load transaction (AFPI) and usage transaction (LRTA)	Yes	Non-confirmation and non-concurrence of load transaction (AFPI) and usage transaction (LRTA)	Better performance
		Approval of AFCS parameter updates	Level 1 to 3 devices are timely updated	Yes	Delayed transaction in the station operation	Efficient performance
		Annual review of service level agreement (SLA)	Approved / Revised service level agreement	Yes	Non-approval and non-revision of service level agreement	Awareness to the SLA
		AFCS Problems reported to OCC	Timely and accurate reporting	Yes	Late and inaccurate reporting of AFCS problems	Efficient performance
		Reimbursement payment of co-location -PLDT	Timely and Accurate payment	Yes	Delayed payment of reimbursement	Budget Utilized

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	2 of 10
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022
<b>Annex 4.2 Needs and Expectations of Relevant Interested Parties Automated Fare Collection Management</b>			

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
	AFCS Project Concessionaire (AF Payments Inc.)	Monthly Coordination meeting	Complete attendance	No	-Non-attendance to the monthly coordination meeting - COVID19 pandemic related issues	Awareness to the current events regarding AFCS
		Forecast of tickets	Timely forecast of cards	Yes		
		Preparation of payment for SJT and SVC Card	Timely and Accurate preparation of payment	Yes	Charge of penalty if delayed in processing	
2.	Land Bank of the Philippines	Cash Deposit	Accurate count of cash and fast transaction	Yes	COVID19 pandemic related issues  No operations (due to earthquake and technical problems, etc.)	Improve the accuracy of cash deposit and meet the customer (LBP) demand through fast transaction
3.	Students /Researchers/Other Gov't Agencies (thru PRD or Records)	Ridership/AFCS generated data	Complete data on ridership/ AFCS generated data	No	Incomplete data on ridership/AFCS generated data	Efficient performance data

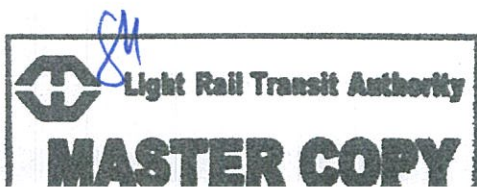
Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"






	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	3 of 10
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022
<b>Annex 4.2 Needs and Expectations of Relevant Interested Parties Automated Fare Collection Management</b>			

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
4.	Passengers	Cards (SJT and SVC)	Fast and accurate sales transaction on TVM	Yes	- Unavailability of contactless cards - Defective or malfunctioning TVMs	Develop and improve overall customer (passenger) service
		PWD & Senior Citizens (Concessionary Card)	Compliance to existing applicable laws	Yes		
5.	DOTr-Program Office (for the AFCS Project)	Payment of Annual Program Fee (APF)	Timely and accurate payment of APF	Yes	Late and inaccurate payment of APF	Fast Transaction
		AFCS KPI related reports	Timely and Accurate submission of AFCS KPI related reports	Yes	Late and inaccurate submission of AFCS KPI related reports	Efficient performance
		AFCS Technical Working Group (TWG) Meeting	Complete attendance	Yes	Non- attendance on the AFCS- TWG meeting  COVID19 pandemic related issues	Awareness to the current events regarding AFCS
		Status/Incident AFCS reports	Timely and Accurate submission of AFCS Incident Reports	Yes	Late or non-submission of Incident Report	Develop and implement procedures



Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"



	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	4 of 10
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022
<b>Annex 4.2 Needs and Expectations of Relevant Interested Parties Automated Fare Collection Management</b>			


Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
6.	Station Operation Division (SOD)	Cards Allocation	Accurate, sufficient and timely allocation of cards	Yes	Unavailability of contactless cards	Improve accuracy, time management and skills and overall (teller) experience
		Change Fund	Availability & timely allocation of change funds to station tellers	Yes	Unavailability or inadequate supply of Change Fund	
		List of Delivered Cards & Replacement SVC	Accurate submission of report	Yes		
		Authorized access to AFC system (Staff Card)	Secured access rights control to Level 1 and 2 devices	No	Unsecured access rights control to Level 1 and Level 2 devices	Controlled security regarding access to the AFCS equipment
		Ridership/AFCS generated data	Complete data on ridership/ AFCS generated data	No	Incomplete data on ridership/AFCS generated data	Efficient performance data
7.	Finance / Treasury Division	Recon and Settlement Report with DV or letter of Advice	Cash/ Fund Settlement at the bank	Yes	Non- transmittal / delay in the submission of Recon and Settlement Report with	Better performance



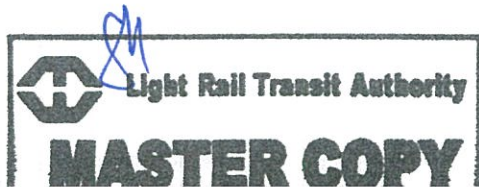
Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"






	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	5 of 10
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022
<b>Annex 4.2 Needs and Expectations of Relevant Interested Parties Automated Fare Collection Management</b>			

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
					DV or letter of Advice	
	Finance / Treasury Division	POS and TVM Sales Reconciliation Summary of Variances	Accurate & timely submission of summary reports	No	Non-validation / delay in the validation of POS and TVM sales	Fast transaction
		Monthly Sales Report	Accurate & timely submission of monthly Sales Report	Yes	Inaccurate or late submission of monthly sales report	On-time submission of monthly sales reports and reliable data
8.	Finance / Accounting Division	Validated SVC load and usage transactions	Accurate & timely submission of Recon and Settlement Report	Yes	Non-validation of SVC load and usage transactions	Better performance
		Monthly Sales Report	Accurate & timely submission of monthly Sales Report	Yes	Inaccurate or late submission of monthly sales report	On-time submission of monthly sales reports and reliable data
9.	Finance / Budget	Projected Ridership	Accurate projection of the Ridership	No	Force Majeure that affects the Ridership projection	Efficient performance



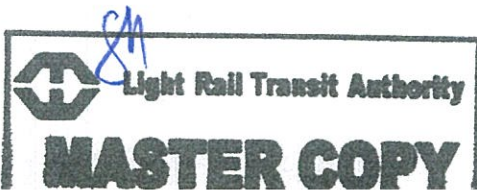
Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	6 of 10
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022
<b>Annex 4.2 Needs and Expectations of Relevant Interested Parties Automated Fare Collection Management</b>			

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
	Finance / Budget	Financial and statistical AFCS data	Complete data on ridership/ AFCS generated data	No	Incomplete data on ridership/AFCS generated data	Efficient performance
		Recon and Settlement Report	Signed BUS	Yes	Lack of signatories available	Fast transaction
		Complete attachment for the Billing of Cards (SJT and SVC) payment	Accurate and complete attachment	Yes	-Delayed payment - Inaccurate and incomplete attachment	Fast Transaction
		Complete attachment for the Billing of Colocation reimbursement payment	Accurate and complete attachment	Yes		
		Estimated budget relative to AFCS obligation payment	Accurate and timely submission of budget	No	Inaccurate and late submission of budget	Meet target plan
10.	Business Development Division	Technical knowledge relative to AFCS for probable business opportunities	Timely response of request for comments (Technical only)	No	Late response of request for comments (Technical only)	Efficient performance
		Financial and statistical AFCS data	Accurate ridership/ AFCS generated data	No	Incomplete data on ridership/AFCS generated data	Efficient performance

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"






	QUALITY MANUAL		Document Code:	2017.QM.CDQ.001
			Page No.:	7 of 10
	<b>Annex 4.2 Needs and Expectations of Relevant Interested Parties Automated Fare Collection Management</b>		Issue No.:	1
			Revision No.:	0
			Date Prepared:	01 August 2022
			Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
11.	Public Relation Division	Response to letter of passenger complaint	Timely submission of response letter	Yes	Delay/late submission of response letter	Timely and quick response to passenger complaints focus on growing customer
		List of Delivered Cards & Replacement SVC	Accurate submission of report	Yes		
12.	Planning Department	Projected Ridership	Accurate ridership/ AFCS generated data	No	Inaccurate projection of the Ridership	Efficient performance
		Compliance to GCG Requirements	Accurate & timely submission of reports	No	Inaccurate and late submission of reports	Performance incentives
		Submission of OPCR, IPCR, Department Plan and other accomplishment reports	Timely submission of all reports	No	Late submission of all reports	-Improve on-time and accurate submission of all reports. -Margin for potential growth. -Target review of IPCR for better ratings

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	8 of 10
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022
<b>Annex 4.2 Needs and Expectations of Relevant Interested Parties Automated Fare Collection Management</b>			

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
13.	All concerned LRTA offices - CAMT - TCD - KMITD - RSISD - PRD	Financial and statistical AFCS data	Accurate ridership/ AFCS generated data	No	Incomplete data on ridership/AFCS generated data	Efficient performance
14.	HRM Division	Submission of Training needs, Monthly Schedule, Application for Leave	Timely and accurate submission of Schedule, Leave and Training needs.	Yes	Late and inaccurate submission of Schedule, Leave and Training needs.	Improve timely and accurate submission of manpower schedule.  Could convert the existing procedures in submission of manpower schedule to paperless or online submission

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"






	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
	<b>Annex 4.2 Needs and Expectations of Relevant Interested Parties Automated Fare Collection Management</b>	Page No.:	9 of 10
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022







Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
15.	Procurement Division	Submission of PPMP and Purchase Request	Timely and accurate submission of PPMP and PR	Yes	Late and inaccurate submission of PPMP and PR	Fast Transaction 100% utilization
16.	Internal Audit Division	Audit Observation Memorandum (AOM)	Timely submission of AOM, if applicable	No	Late submission of AOM	Efficient performance



Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"



	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	10 of 10
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022
<b>Annex 4.2 Needs and Expectations of Relevant Interested Parties Automated Fare Collection Management</b>			

<p>Prepared by:</p>  <p><b>CATHERINE P. LOPEZ</b> Manager, AFC System Administration</p>  <p><b>LUSYL B. MORENO</b> OIC, Fare Revenue Clearing Division</p>  <p><b>FERNANDO P. SALVADOR</b> Manager, Ticket Management and Sales Collection Division</p>	<p>Reviewed by:</p>  <p><b>NICOLAS G. OMBAO</b> Manager, Fare Revenue Operations Group</p>  <p><b>DOMINIC F. KABIGTING</b> Management Representative, QMS Core Team</p>	<p>Approved by:</p>  <p><b>ATTY. JOSE JOBEL V. BELARMINO</b> OIC, Deputy Administrator for Administrative, Finance and AFCS</p>
---	--	--



Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"

