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Annex 4.2 Needs and Expectations of Relevant Interested Parties Station Operations Management			

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
1.	All types of passengers	- Tickets/Cards	- Available	No		
		- Station facilities and equipment (Comfort rooms, Conveyances, Public Address System, Closed Circuit Television)	- Clean and functional station facilities and equipment	No	Defective station facilities and equipment	
		- Passenger Assistance	- Courteous station personnel - Prompt, sufficient and accurate service	No	- Acts of discourtesy from station personnel -Unsatisfactory service	
		- Passenger information (Train schedules, Fare guide signage, safety and security advisories)	- Timely and accurate advisories and information	No	Issuance of misleading or erroneous advisories and/or pieces of information	



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		- Citizen Charter	- Available	Yes	Absence/obsolete Citizen Charter posted at the stations	
		- Breastfeeding and Diaper Changing Area	- Available and Clean	Yes	Absence/defective/ dilapidated breastfeeding/ diaper changing area	
		- Medical assistance in case of emergency	- Fast response	No	Late response of frontline personnel, or lack thereof	
		- Covid- 19 Protocol - Social Distancing Markers - Thermal Scanners	- Presence of COVID-19 materials	Yes	Absence/insufficient COVID-19 materials	
2.	Senior Citizens, PWD passengers	- Dedicated window for Sr. Citizen and PWD	- Available	No	Absence of a dedicated window for Senior Citizens and PWD transactions	
		- Application form for Concessionary Card	- Fast processing of application for Concessionary Card	No	Absence of application forms for Concessionary Cards	

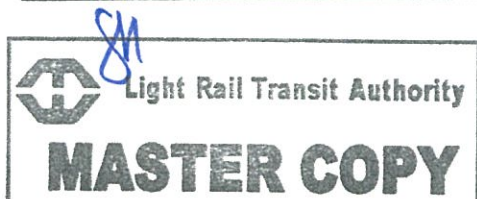


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		- PWD ramps	- Available and accessible	Yes	Absence of PWD ramps	
		- PWD Comfort Room	- Available and Clean	Yes	Absence/defective PWD comfort rooms	
		- Special Boarding Area at the platform	- Available and Clean	No	Absence of a Special Boarding area in the stations	
		- Discounted tickets	- Available	Yes	Long queuing of Senior citizens and PWD passengers availing discounts	
3.	Students	- Discounted tickets	- Available	Yes	Long queuing of students availing discounts	Provision for additional personnel; manpower assistance from other offices.
4.	Contractors / Concessionaire, Security and Janitorial Provider	- Work Clearance - Reports of defective AFCS devices - Observation/Feedback	- Signed Work Clearance - Accurate and timely report of information - Assistance during book-	No	Delayed signing of Work Clearance by SOD	

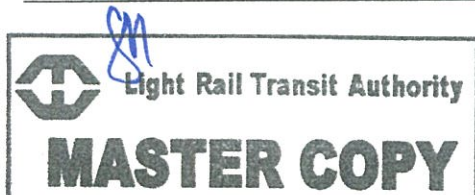


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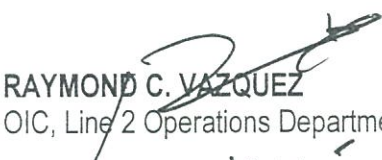


Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
		- Advisory/information	in/out work activities - Proper handling of AFCS devices and station equipment - Timely and accurate advisory and information			
5.	Internal Offices	- Information, reports - Compliance on requirements	- Timely submission of reports, feedbacks and information - Professionalism	No	Late relay of feedback and information	

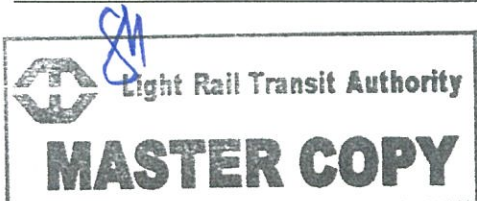


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