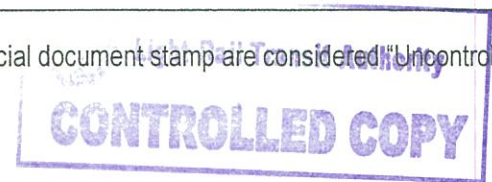

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Annex 4.2 Needs and Expectations of Relevant Interested Parties Train Operations Management			

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
1.	Public/Stakeholders	Train Services.	Timely arrival and departure of trains, safe, comfortable and convenient train services.	Yes (EO 603)	Below the required number of trains. Long headway due to reduced number of train availability, defective train.	Better service.
2.	Safety and Security Division	Resolution to safety related incidents involving train drivers. Compliance with the Safety/Rule Book/Guidelines.	Timely and appropriate resolution to safety-related incidents involving train drivers. Strict compliance on the Safety/Rule Book/Guidelines.	Yes (EO 603)	Noncompliance to safety rules/rule book/guidelines.	Better service.
3.	Traffic Control Division	Information on train faults and details of observations in case of emergencies.	Timely, consistent and accurate information on train faults and details of observations in case of	Yes	Allowable service interruption not more than 13.37 minutes cannot be achieved.	Better performance.




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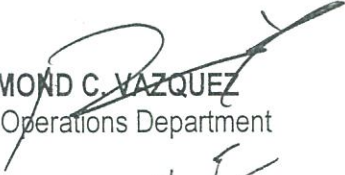


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Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
		Train Driver's roster.	emergencies. Available, organized and efficient Train Driver's roster.		Number of lost trips. Complaints, revenue loss.	
4.	Public Relations Division	Response to filed complaints against Train Drivers.	Timely and accurate response to filed complaints against Train Drivers.	Yes. GCG Commitment	Unresolved complaints/unmet targets to GCG Commitment	Better performance. Create a pool of discipline and courteous Train Drivers.
5	Engineering/MTT	Information and Report of train related faults.	Accurate and immediate information and reporting of train-related faults.	Yes. GCG Commitment	Inaccurate and late reporting of train faults to the RS technician by the Train Driver. Prolonged service interruption and unmet targets committed to GCG.	Better performance.

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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)
6	Training Section	TOD Key Instructor to train/rolling stock refresher courses and pre-hiring training.	Availability of competent TOD Key Instructor to train/rolling stock refresher courses and pre-hiring training.	Yes	No available instructor during refresher courses and pre-hiring training.	Better performance.
		Train Drivers' attendance in refresher courses/modules.	100% attendance of Train Drivers in refresher courses/modules.	Yes	Imperfect or non-attendance of Train Drivers in refresher courses/modules. No prepared training module.	Better performance. Well trained Train Drivers.

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