



Office of the President of the Philippines
GOVERNANCE COMMISSION
 FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS
 3/F, BDO Towers Paseo, 8741 Paseo De Roxas, Makati City, Philippines 1226



01 FEBRUARY 2023

ATTY. HERNANDO T. CABRERA
Corporate Secretary
LIGHT RAIL TRANSIT AUTHORITY (LRTA)
 1st Floor, Line 2 Depot Marcos Highway,
 Pasig City

ACKNOWLEDGEMENT RECEIPT

LETTER **27 JANUARY 2023**
 DATE:

RE: **[E] LETTER FROM LRTA TO GCG RE SUBMISSION
 OF ITS 4TH QUARTERLY MONITORING REPORTS
 (PES FORM 4)**

The said document was officially received by the Governance Commission on 01 February 2023 and has been forwarded to the responsible GCG Officer for appropriate action.

To follow-up for further action on the document, you may contact us through telephone numbers (02) 5328-2030 or (02) 5318-1000. Please cite the GCG Document Management System (DMS) Barcode Number: **0-0720-01-02-2023-002223.**

THIS RECEIPT IS COMPUTER GENERATED AND DOES NOT REQUIRE SIGNATURE.

Received by:

Signature over Printed Name

Date and Time

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“Upholding a Transparent and Responsive GOCC Sector for the Filipino People”



LIGHT
RAIL
TRANSIT
AUTHORITY

27 January 2023

HON. ALEX QUIROZ

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 4th Quarterly Monitoring Reports (PES Form 4)**

Dear Chairman Quiroz:

In compliance with the GCG Memorandum Circular (MC) No. 2017-02, may we please respectfully submit the PES Form 4 – 4th Quarterly Monitoring Reports for CY 2022 including partial supporting documents for the validation of the CY 2022 Performance Scorecard.

Kindly note that the LRTA's Performance Scorecard Rating for CY 2022 as well as the remaining supporting documents for the Percentage of Satisfied Customers and Budget Utilization Rate (BUR) measures will be submitted by the end of February 2023 to GCC. For the CSS measure, the required documents shall depend on the issuance of the Customer Satisfaction Survey (CSS) Report by the Third-Party Consultant by 3rd to 4th week of February while for the BUR measure, the final reports will be based on the submitted Financial Reports to Commission of Audit (COA) on 14 February 2023.

Thank you and best regards.

Very truly yours,

ATTY. HERNANDO T. CABRERA
Administrator



2023.LT.CPD.005

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Annex "A"

Supporting Documents for the Validation of the LRTA's Performance Scorecard 2022

TABLE OF CONTENTS

Perspective	Strategic Measures (SM)	Document/s	File Name/Reference No.
Social Impact	SO 1 – Increased Passenger Mobility and Reduced Commuter Time, Increase Productivity		
	SM 1: Passenger Ridership	Signed Monthly Report of Line 1 Ridership for CY 2022	SM 1.a
		Signed Summary Report of Line 2 Ridership for CY 2022	SM 1.b
Customers and Stakeholders	SO 2 – Sustain Customer Satisfaction		
	SM 2: Percentage of Satisfied Customers a) Passengers b) Concessionaires	<ul style="list-style-type: none"> LRTA Memorandum on the request to conduct the Customer Satisfaction Survey for Lines 1 and 2 on December 22-31, 2022 as well as LRMC Letter to LRTA on the completion of the CSS for LRT Line 1. Sample survey photos that were taken during the conduct of the survey 	SM 2
		SO 3 – Address Increasing Demands Through Existing Lines and New Ones	
	SM 3: Line 2 West Extension Project	Signed Status Report on the project's accomplishment for 2022 and copy of the Revised Concept Alignment	SM 3
	SM 4: Line 1 South Extension Project a) Relocation of 200 ISFs under Package 3 b) Trainsets of New Rolling Stock – 4 th Generation LRVs	<ul style="list-style-type: none"> Copy of Master List of affected ISFs under Package 3 Sample photos that were taken during the conduct of Census and Tagging for the Relocation of 200 ISFs under Package 3 Copy MC CAF Monthly Progress Report for the delivery of 4 trainsets Signed status report submitted to LRTA Board of Directors as of October 2022 Signed status report submitted to LRTA Board of Directors as of February and March 2022 	SM 4
		SO 4 – Ensure Delivery of Excellent Performance by the Private Concessionaire at All Times	
INTERNAL PROCESS	SM 5: Compliance Rate of Concessionaire to the Performance Commitments under the Concession Agreement	Copy of the summarized monthly report from January – December 2022 on the monitoring of Secondary KPIs with supporting details.	SM 5
	SM 6: Compliance Rate of Line 2 Automated Fare Collection System (AFCS) Concessionaire to the Service Level Agreement (SLA).	Copy of the summarized monthly report from January – December 2022 on the monitoring of the Concessionaire's Compliance to SLA with supporting details.	SM 6

	SO 5 – Improved Efficiency and Reliability of LRT Systems and Processes		
	SM 7: Number of Projects Completed for Improved Systems and Facilities.	<ul style="list-style-type: none"> • Copy of the Signed List of projects targets for CY2022 and Status Report as of December 2022 • Copy of Certificate of Completion/pertinent documents 	SM 7
	SM 8: ISO Certification a) ISO 9001:2015 (QMS)	<ul style="list-style-type: none"> • Signed Status Report as of 4th Quarter 2022 • Copy of Letter to CIPI dated November 29, 2022, and email communication with CIPI on the Request for the Re-scheduling of the Stage 1 Audit 	SM 8.a
	b) ISO 45001:2018 (OHS)	<ul style="list-style-type: none"> • Copy of List of Safety Officers that attended OSH-related training as of December 2022 with certifications 	SM 8.b
	SO 6 – Sustainability of Financial Condition		
Financial	SM 9: Budget Utilization Rate a. GAA Subsidies – amounts obligated b. GAA Subsidies – amounts disbursed c. Corporate Funds (CO & MOOE) – amounts disbursed	Copy of Memorandum from LRTA Finance Department requesting for an extension of submission of Budget Utilization Report and supporting documents until February 24, 2023, due to the ongoing preparation of financial statements/closing of books for CY 2022 that will be also submitted to COA	SM 9
	SM 10: Collection Efficiency Rate	<ul style="list-style-type: none"> • Copy of Comparative Collection Report on Non-Rail Revenue CY 2022 versus CY 2021 • Comparative Non-Rail Revenue Consolidated Collection Report as of December 2022 • Copy of Supporting Documents of Collection 	SM 10
	SO 7 – Achieve Systems Competency and Expertise		
Learning And Growth	SM 11: Percentage of Employees Meeting Required Competencies	<ul style="list-style-type: none"> • Signed Accomplishment Report CY 2022 • Copy of Signed Competency Profile per Employee • Copy of Signed Summary of List of Gaps per Employee based on Competency Evaluation/Assessment 	SM 11
	SM 12: Cross-Functional Learning/ Skilling for Core Services (Operations – Train Operators, Traffic Control, Station Personnel).	Signed Summary Report of Personnel that attended specific training as of December 2022 with Certifications	SM 12

LIGHT RAIL TRANSIT AUTHORITY

	Component				Annual Target	4 th Quarter CY 2022		
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating Scale ¹		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%	For monitoring purposes only	L1: 94.95M ²	24.46M	24.01M ³
				4.00%	Actual / Target	L2: 33.54M	13.5M	11.18M
				Sub-total	4.00%			
CUSTOMERS & STAKEHOLDERS	SO 2	Sustain Customer Satisfaction						
	SM 2	Percentage of Satisfied Customers a. Passengers	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	6.00%	Actual / Target 0% = If less than 80%	100% ⁴	Conduct of Customer Satisfaction Survey (CSS) for Lines 1 & 2	Conducted and completed the survey last December 28-31, 2022. Awaiting for the issuance of the CSS Final report and five (5) sample accomplished questionnaires.
		a. Concessionaires		2.00%		100% ²		

¹ But not to exceed the weight assigned per indicator

² Subject to request for recalibration of annual target. From the GCG-approved 94.95 Million to LRTA's original proposal to GCG of 64.49 Million only.

³ Performance for the quarter was affected due to partial opening of school (blended learning), half-line operation on October 27, 2022 due to LRV fault, reduction of trains running on October 29, 2022 due to Typhoon Paeng and no operation on December 3 and 4, 2022 (Alstom Test)

⁴ Using the Enhanced Guidelines for the Conduct of the CSS prescribed by the GCG.

PES Form 4
4th Quarter Monitoring Report

		Component			Annual Target	4 th Quarter CY 2022	
		Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight		Rating Scale ¹	Target
SO 3	Address Increasing Demands Through Existing Lines and New Ones						
SM 3	Line 2 West Extension Project	Actual Accomplishment	7.00%	Actual / Target	100% Completion of Detailed Engineering Design for Civil Works, Electromechanical Systems and Rolling Stock ⁵	5% completion of substructures	Approved and concurred with revised Concept Alignment. <i>See attached copy of the Revised Concept Alignment</i>
SM 4	Line 1 South Extension Project a. Relocation of 200 ISFs under Package 3	Actual Accomplishment	5.00%	Actual / Target	100% Completion of Census and Tagging for the Relocation of 200 ISFs under Package 3	30% 60 ISFs	11% or 22 ISFs completed its census and tagging <i>Total of 200 ISFs completed its census and tagging as of 4th Quarter of 2022</i>
	b. Trainsets of New Rolling Stock- 4 th Generation LRVs	Actual Accomplishment	10.00%	Actual / Target	Delivery of Five (5) Trainsets	1 train	Delay on the delivery of G4 train due to Contractor's logistic/transport issue. <i>Total trainsets delivered as of 4th Quarter:</i> TS 11: Feb.17-22, 2022 TS 22: Feb.17-22, 2022 TS 20: Mar. 9-11,2022 TS 21: Mar.14-15, 2022
		Sub-total	30.00%				

⁵ Conditioned upon LRTA's timely receipt of the MYOA for the Project within the year. With letter request to GCG for the exclusion of PMO West Target due to pending issuance of MYOA/MYCA from the DBM.

PES Form 4
4th Quarter Monitoring Report

	Component				Annual Target	4 th Quarter CY 2022		
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating Scale ¹		Target	Actual	
INTERNAL PROCESS	SO 4	Ensure Delivery of Excellent Performance by the Private Concessionaire at All Times						
	SM 5	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%	97% & above = 10% 95%-96% = 9% 93%-94% = 8% 92% = 7% 91% = 6% 90% = 5% Below 90% = 0%	97%	97%	84.21%
	SM 6	Compliance Rate of Line 2 Automated Fare Collection System (AFCS) Concessionaire to the Service Level Agreement (SLA)	[(Σ Numerical Rating / No. of Relevant Provisions) / Highest Numerical Rating] x 100%	9.00%	Actual / Target	100%	100%	99.08%
	SO 5	Improved Efficiency and Reliability of LRT Systems and Processes						
SM 7	Number of Projects Completed for Improved Systems and Facilities	No. of Projects Completed (Physical Completion)	10.00%	Actual / Target	Five (5)	-	Three (3) Projects were completed during the first quarter of 2022 followed by the completion of two (2) projects during the 2 nd quarter of 2022. <i>Total of 5 projects completed as of 4th quarter 2022</i>	

		Component			Annual Target	4 th Quarter CY 2022		
		Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight		Rating Scale ¹	Target	Actual
		<i>ISO Certifications</i>						
SM 8	a.	ISO 9001:2015 (QMS)	Actual Accomplishment	5.00%	All or Nothing	Continued Certification on ISO 9001:2015	Third Party Audit	Originally scheduled on December 19 and 20, 2022, but the 3 rd Party Auditor requested to reschedule on December 27 and 28, 2022. However, LRTA requested the 3 rd Party Auditor to reschedule it again on January 30 and 31, 2023 <i>Note: See attached email communication and letter to CIPI</i>
	b.	ISO 45001:2018 (OHS)	Total Number of Trained Safety Officers	5.00%	Actual / Target	Four (4) Safety Officers completed OHS- related trainings	Two (2) Safety Officers completed OSH-related training	Six (6) Safety Officers completed OSH-related training
			Sub-total	39.00%				

PES Form 4
4th Quarter Monitoring Report

	Component				Annual Target	4 th Quarter CY 2022	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating Scale ¹		Target	Actual
FINANCIAL	SO 6	Sustainability of Financial Condition					
	SM 9	Budget Utilization Rate a. GAA Subsidies ⁶ – amounts obligated	Amount Obligated / Total GAA Subsidy	2.00%	Actual / Target	90%	On-going preparation of Budget Utilization Report as it will be based on the submitted Financial reports of LRTA to COA on February 14, 2023 <i>Note: See attached Memorandum</i>
		b. GAA Subsidies ⁷ – amounts disbursed	Amount Disbursed / Total Obligated	2.00%	Actual / Target	90%	On-going preparation of Budget Utilization Report as it will be based on the submitted Financial reports of LRTA to COA on February 14, 2023 <i>Note: See attached Memorandum</i>
		c. Corporate Funds ⁸ – CO & MOOE	Amount Disbursed / Total COB ⁹	2.00%	Actual / Target	90%	On-going preparation of Budget Utilization Report as it will be based on the submitted Financial reports of LRTA to COA on February 14, 2023 <i>Note: See attached Memorandum</i>
	SM 10	Collection Efficiency Rate	Total Actual Collection for the Year / Total Target Collection for the Year	10.00%	Actual / Target	90% ¹⁰	<p style="text-align: center;">100% (P106.564M/ P106.564M) Cumulative target</p> <p style="text-align: center;"><i>For the 4th Quarter 2022</i> 86.97% (P23.169M/P26.640M)</p> <p style="text-align: center;"><i>As of 4th Quarter 2022</i> 101.47% (108.141M/106.564M)</p>
	Sub-total		16.00%				

⁶ GAA subsidies shall cover all subsidies (current and prior years) and shall only cover budget for the current year for multi-year projects, if any

⁷ GAA subsidies shall cover all subsidies (current and prior years) and shall only cover budget for the current year for multi-year projects, if any

⁸ Based on allocation from Internally Generated Funds only

⁹ Total COB includes total CO and MOOE only excluding NG Subsidy

¹⁰ The 100% Collection is equivalent to P 106,564.471.76 based on the Non-Rail Revenue Projection for CY 2022

	Component				Annual Target	4 th Quarter CY 2022		
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating Scale ¹		Target	Actual	
SO 7	Achieve Systems Competency and Expertise							
LEARNING AND GROWTH	SM 11	Percentage of Employees Meeting Required Competencies	No. of Employees with Competency Assessment / Total Employees	5.00%	Actual / Target	Establish Baseline	Baseline of Competency Level of Employees determined by December 2022	<ul style="list-style-type: none"> Established the baseline of the Competency level of LRTA employees Completed the preparation of the Competency Profile per Employee of LRTA on December 2022
	SM 12	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. Familiarized / Oriented Train Operators = 4 Station Personnel	1 station personnel	One (1) SOD personnel completed the familiarization of train operation namely Mr. Bastillo
				2.00%		b. Familiarized / Oriented Traffic Control Staff = 4 TOD Personnel	1 TOD personnel	Two (2) Train Drivers completed the Basic Orientation on Traffic Management on Nov. 21-25, 2022 Mr. Blaza Mr. Villapando

PES Form 4
4th Quarter Monitoring Report

	Component				Annual Target	4 th Quarter CY 2022	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating Scale ¹		Target	Actual
						2.00%	
		Sub-total	11.00%				
		TOTAL	100.00%				

¹ But not to exceed the weight assigned per indicator.
¹¹ Excluding 2 personnel from Ticket Management and Sales Division