**24 April 2023**

**HON. JAIME J. BAUTISTA**
*Chairman and DOTr Secretary*
**ATTY. HERNANDO T. CABRERA**
*Administrator*
**LIGHT RAIL TRANSIT AUTHORITY (LRTA)**
1st Floor, Line 2 Depot
Marcos Highway, Pasig City

RE: TRANSMITTAL OF **2023** CHARTER STATEMENT AND
STRATEGY MAP AND PERFORMANCE SCORECARD

Dear Secretary Bautista and Administrator Cabrera,

We respectfully furnish you with the <u>SIGNED</u> 2023 LRTA Charter Statement and Strategy Map *(Annex A)* and Performance Scorecard *(Annex B).*
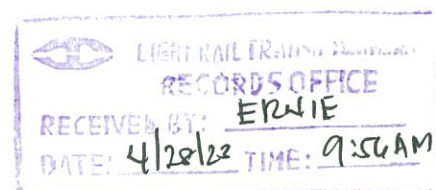
Your compliance with GCG M.C. No. 2012-07 and GCG M.C. No. 2023-01 will be highly appreciated.

Very truly yours,

**Justice ALEX L. QUIROZ (ret.)**
*Chairperson*

cc:    **LRTA Employees Association (LRTA-EA)**

28 APR 2023

LIGHT RAIL TRANSIT AUTHORITY
RECORDS OFFICE
RECEIVED BY: ERNIE
DATE: 4/28/23  TIME: 9:56 AM

**Light Rail Transit Authority**

## VISION

By 2030, a premier government-corporate authority on urban mass rail transit systems committed to supporting inclusive development in growth areas of the country, providing safe, efficient, affordable, people-centered, and eco-friendly urban rail systems at par with international standards, and transforming urban rail travel as a Filipino way of life.

## MISSION

To enhance people mobility and provide world class light rail transport system that are sensitive, inclusive and committed to service excellence

**Themes:**

- Service Excellence
- Operational Excellence
- Organizational Excellence

### SOCIAL IMPACT

**SO1: Increased passenger mobility and reduced commuter time, increase productivity**

### CUSTOMERS & STAKE-HOLDERS

**SO2: Sustain Customer Satisfaction**

**SO3: Address increasing demands through existing lines and new ones**

### INTERNAL PROCESS

**SO4: Ensure delivery of excellent performance by the Private Concessionaire at all times**

**SO5: Improve efficiency and reliability of LRT systems and processes**

### FINANCIAL

**SO6: Sustain LRTA's financial condition**

### LEARNING & GROWTH

**SO7: Achieve systems competency and expertise**

**CORE VALUES: Resilience | Integrity | Professionalism | Excellence**

## LIGHT RAIL TRANSIT AUTHORITY (LRTA)

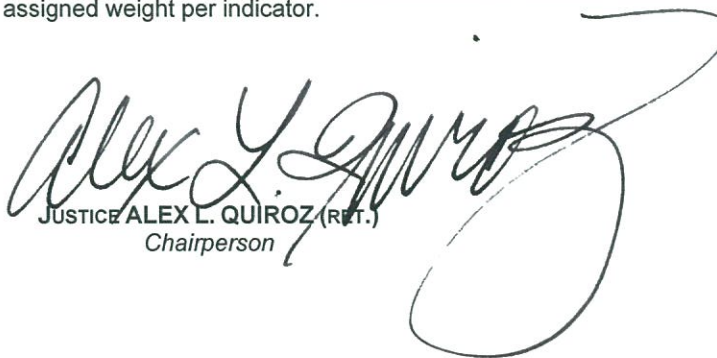| | | Component | | | | Baseline Data | | Targets | |
|---|---|---|---|---|---|---|---|---|---|
| | | Objective/Measure | Formula | Weight | Rating Scale a/ | 2020 | 2021 | 2022 | 2023 |
| **SOCIAL IMPACT** | SO 1 | **Increased Passenger Mobility and Reduced Commuter Time, Increase Productivity** | | | | | | | |
| | SM 1 | Passenger Ridership | Absolute Figure (in Millions) | 0% | Actual / Target | L1: 50.97 | L1: 44.35 | L1: 94.95 | L1: 75.61 |
| | | | | 0% | | L2: 12.50 | L2: 11.84 | L2: 33.54 | L2: 55.91 |
| | | **Subtotal** | | **0%** | | | | | |
| **CUSTOMERS & STAKEHOLDERS** | SO 2 | **Sustain Customer Satisfaction** | | | | | | | |
| | | Percentage of Satisfied Customers | | | | | | | |
| | SM 2 | (a) Passengers | Number of respondents who gave at least a Satisfactory rating / Total number of respondents | 7% | Actual / Target  0% = If less than 80% | - | 100% | 100% | 90% |
| | | (b) Concessionaries | | 3% | | 100% | 100% | 100% | 90% |
| | SO 3 | **Address Increasing Demands through Existing Lines and New Ones** | | | | | | | |
| | | Line 1 South Extension Project | | | | | | | |
| | SM 3 | a. Relocation of Informal Settler Families (ISFs) Under Right-of-Way (ROW) | Actual Accomplishment | 10% | All or Nothing | Relocated 38 ISFs under ROW Package 2 | 81 out of 92 eligible ISFs were relocated | 100% Completion of Census and Tagging for the Relocation of 200 ISFs under Package 3 | Approved ISF Master List ready for relocation under ROW Package 3 |
| | | b. Trainsets of New Rolling Stock - 4th Generation LRVs | Actual Accomplishment | 10% | Actual / Target | Manufacture of Seven (7) Trainsets | Delivery of 16 Trainsets | Delivery of Five (5) Trainsets | Submission of Recommendation/ Report to DOTr for the Testing of Five (5) Trainsets |
| | | **Subtotal** | | **30%** | | | | | |

| | | Component | | | | Baseline Data | | Targets | |
|---|---|---|---|---|---|---|---|---|---|
| | | Objective/Measure | Formula | Weight | Rating Scale [a/] | 2020 | 2021 | 2022 | 2023 |
| **INTERNAL PROCESS** | **SO 4** | **Ensure Delivery of Excellent Performance by the Private Concessionaire at All Times** | | | | | | | |
| | SM 4 | Compliance of Concessionaire to Performance Commitments under the Concession Agreement | No. of Rectified Noncompliance ÷ Total No. of Noncompliance x 100% | 10% | Actual / Target 0% = If less than 90% | 100% | 97.44% | 97% | 100% |
| | SM 5 | Compliance of Line 2 Automated Fare Collection System (AFCS) Concessionaire to Service Level Agreement (SLA) | (ΣNumerical Rating ÷ No. of Relevant Provisions) ÷ Highest Numerical Rating)) x 100% | 10% | Actual / Target 0% = If less than 90% | 84.22% | 99.59% | 100% | 100% |
| | **SO 5** | **Improved Efficiency and Reliability of LRT Systems and Processes** | | | | | | | |
| | SM 6 | Number of Projects Completed for Improved Systems and Facilities | No. of Projects Completed (Physical Completion) | 10% | Actual / Target | 2 | 1 | 5 | 6 |
| | SM 7 | ISO Certifications | | | | | | | |
| | | a. ISO 9001:2015 Quality Management System (QMS) | Actual Accomplishment | 5% | All or Nothing | Passed Surveillance Audit for ISO 9001:2015 | Not accomplished | Continued Certification on ISO 9001:2015 | ISO 9001:2015 Re-certification |
| | | b. ISO 45001:2018 Occupational Health and Safety (OHS) | Actual Accomplishment | 3% | All or Nothing | N/A | 100% Implementation and Roll-out | Four (4) Safety Officers completed OHS-related training | Procurement of a 3rd Party Certifying Body |
| | | | *Subtotal* | **38%** | | | | | |

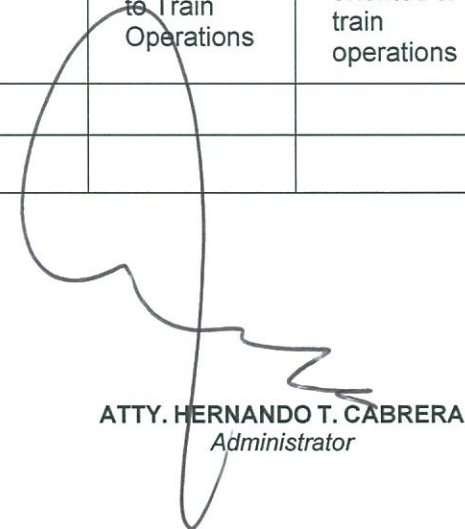| Component | | | | Baseline Data | | Targets | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Objective/Measure | Formula | Weight | Rating Scale [a/] | 2020 | 2021 | 2022 | 2023 |
| **FINANCIAL** | | | | | | | |
| **SO 6** · **Sustain LRTA's Financial Condition** | | | | | | | |
| **SM 8** · Line 2 Fare Revenue Collection | Absolute Figure | 6% | Actual / Target | N/A | N/A | N/A | ₱1.09 Billion |
| **SM 9** · Budget Utilization Rate | | | | | | | |
| a. GAA Subsidies - amounts obligated | Amount Obligated/ Total GAA Subsidy (net of PS Cost) | 2% | Actual / Target | 43.69% (Current Budget) | 18.59% | 90% | 90% |
| b. GAA Subsidies - amounts disbursed | Amount Disbursed/ Total Obligated (net of PS Cost) | 2% | Actual / Target | | | 90% | 90% |
| c. Corporate Funds - CO & MOOE | Amount Disbursed / Total COB (net of PS Cost) | 2% | Actual / Target | 68.16% (Prior Year Subsidy) | 76.48% | 90% | 90% |
| **SM 10** · Collection Efficiency Rate | Total Actual Collection for the Year / Total Amount for Collection for the Year | 10% | Actual / Target | 89.39% | 93.45% | 90% | 90% |
| **Subtotal** | | **22%** | | | | | |
| **LEARNING & GROWTH** | | | | | | | |
| **SO 7** · **Achieve Systems Competency and Expertise** | | | | | | | |
| **SM 11** · Percentage of Employees Meeting Required Competencies | Actual Accomplishment | 5% | All or Nothing | Board-Approved Revised Competency Framework | All positions in LRTA with Competency Profile as of 31 December 2021 | Establish Baseline | Improvement from the 2022 Baseline |

| Component | | | | Baseline Data | | Targets | |
|---|---|---|---|---|---|---|---|
| Objective/Measure | | Formula | Weight | Rating Scale a/ | 2020 | 2021 | 2022 | 2023 |

| | Objective/Measure | Formula | Weight | Rating Scale a/ | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|---|---|---|
| SM 12 | Cross-Functional Learning/Skilling for Core Services | Actual Count of Trained Staff | 5% | Actual / Target | N/A | • 4 Station Personnel Certified as Train Operators<br><br>• 7 TOD personnel Certified as Traffic Control Staff<br><br>• 5 OCC Personnel Re-oriented to Train Operations | • 4 Station Personnel Familiarized/oriented as Train Operators<br><br>• 4 TCD Personnel Familiarized/oriented Train Operators<br><br>• 4 OCC personnel Re-oriented to train operations | Fifteen (15) LRTA Personnel Familiarized / Oriented in Basic Train Operations and Basic Traffic Management |
| | | **Subtotal** | **10%** | | | | | |
| | | **TOTAL** | **100%** | | | | | |

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

For GCG:

JUSTICE ALEX L. QUIROZ (RET.)
*Chairperson*

For LRTA:

ATTY. HERNANDO T. CABRERA
*Administrator*