



13 July 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: VALIDATION RESULT OF LRTA'S  
2022 PERFORMANCE SCORECARD**

Dear Secretary Bautista and Administrator Cabrera,

We respectfully furnish you with the validation result of LRTA's 2022 Performance Scorecard (**Annex A**) where LRTA obtained an overall score of **90.46%**.

Very truly yours,

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

cc: COA Resident Auditor – LRTA

**LIGHT RAIL TRANSIT AUTHORITY (LRTA)**  
**Validated 2022 Performance Scorecard**

SOCIAL IMPACT	Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks																													
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	Target	Actual	Rating	Score	Rating																															
	SO 1	Increased Passenger Mobility and Reduced Commuter Time, Increase Productivity																																						
	SM 1	Passenger Ridership	Absolute Figure (in Millions)	0%	For monitoring purposes only	L1: 94.95	78.39	0.00%	78.39	0.00%	- Line 1 Monthly Passenger Ridership Reports for 2022	<table><tr><th>Month</th><th>Line 1</th></tr><tr><td>Jan</td><td>3.640</td></tr><tr><td>Feb</td><td>4.525</td></tr><tr><td>Mar</td><td>5.871</td></tr><tr><td>Apr</td><td>5.293</td></tr><tr><td>May</td><td>6.277</td></tr><tr><td>Jun</td><td>6.703</td></tr><tr><td>Jul</td><td>7.085</td></tr><tr><td>Aug</td><td>7.454</td></tr><tr><td>Sep</td><td>7.528</td></tr><tr><td>Oct</td><td>7.871</td></tr><tr><td>Nov</td><td>8.067</td></tr><tr><td>Dec</td><td>8.075</td></tr><tr><td>Total</td><td>78.388</td></tr></table> <p>LRTA failed to hit the target by 17% for the year for Line 1. Nonetheless, this volume is a 76.73% increase from the 2021 validated total of 44.35 million passengers.</p>	Month	Line 1	Jan	3.640	Feb	4.525	Mar	5.871	Apr	5.293	May	6.277	Jun	6.703	Jul	7.085	Aug	7.454	Sep	7.528	Oct	7.871	Nov	8.067	Dec	8.075	Total	78.388
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Total	78.388																																							
4%	Actual / Target	L2: 33.54	31.64	3.77%	31.64	3.77%	- Line 2 Monthly and Quarterly Monitoring Report for 2022	<table><tr><th>Month</th><th>Line 2</th></tr><tr><td>Jan</td><td>1.081</td></tr><tr><td>Feb</td><td>1.420</td></tr><tr><td>Mar</td><td>1.964</td></tr><tr><td>Apr</td><td>1.772</td></tr><tr><td>May</td><td>2.346</td></tr><tr><td>Jun</td><td>2.631</td></tr><tr><td>Jul</td><td>2.792</td></tr><tr><td>Aug</td><td>3.140</td></tr><tr><td>Sep</td><td>3.318</td></tr><tr><td>Oct</td><td>3.654</td></tr><tr><td>Nov</td><td>3.720</td></tr><tr><td>Dec</td><td>3.803</td></tr><tr><td>Total</td><td>31.640</td></tr></table> <p>LRTA missed the 2023 target by 5.66% but this ridership volume is 167% higher than the 2021 validated total of 11.84 million passengers.</p>	Month	Line 2	Jan	1.081	Feb	1.420	Mar	1.964	Apr	1.772	May	2.346	Jun	2.631	Jul	2.792	Aug	3.140	Sep	3.318	Oct	3.654	Nov	3.720	Dec	3.803	Total	31.640				
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Jan	3,640
Feb	4,525
Mar	5,871
Apr	5,293
May	6,277
Jun	6,703
Jul	7,085
Aug	7,454
Sep	7,528
Oct	7,871
Nov	8,067
Dec	8,075
Total	78,388

LRTA failed to hit the target by 17% for the year for Line 1. Nonetheless, this volume is a 76.73% increase from the 2021 validated total of 44.35 million passengers.

Month	Line 2
Jan	1,081
Feb	1,420
Mar	1,964
Apr	1,772
May	2,346
Jun	2,631
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Aug	3,140
Sep	3,318
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Nov	3,720
Dec	3,803
Total	31,640

LRTA missed the 2023 target by 5.66% but this ridership volume is 167% higher than the 2021 validated total of 11.84 million passengers.



CUSTOMERS & STAKEHOLDERS

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks																				
Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	Target	Actual	Rating	Score	Rating																						
SO 2	Sustain Customer Satisfaction																													
SM 2	Percentage of Satisfied Customers																													
	a. Passengers	Number of respondents who gave <i>at least</i> a Satisfactory rating / Total number of respondents	6%	Actual / Target  0% = If less than 80%	100%	100%	6.00%	99%	5.94%	<ul style="list-style-type: none"><li>• 2022 LRTA Customer Satisfaction Survey Report</li><li>• Customer Satisfaction Survey Data for LRT-2 Concessionaires</li><li>• Certification of Quality Control</li><li>• Copies of ten (10) Accomplished Survey Questionnaires</li></ul>																				
	b. Concessionaires		2%		100%	100%	2.00%	100%	2.00%																					
<table><tr><th>Rating</th><th>Total</th><th>%</th></tr><tr><td>VS</td><td>548</td><td>68.50%</td></tr><tr><td>S</td><td>244</td><td>30.50%</td></tr><tr><td>Neither</td><td>8</td><td>1.00%</td></tr><tr><td>D</td><td>0</td><td>0.00%</td></tr><tr><td>VD</td><td>0</td><td>0.00%</td></tr><tr><td>Total</td><td>800</td><td>100%</td></tr></table>										Rating	Total	%	VS	548	68.50%	S	244	30.50%	Neither	8	1.00%	D	0	0.00%	VD	0	0.00%	Total	800	100%
Rating	Total	%																												
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D	0	0.00%																												
VD	0	0.00%																												
Total	800	100%																												
19 out of 19 or 100% of LRT Line 2 Concessionaires have rated LRTA's services as either  <b>Satisfactory</b> (10 concessionaires) or  <b>Very Satisfactory</b> (9 concessionaires)																														
SO 3	Address Increasing Demands Through Existing Lines and New Ones																													
SM 3	Line 2 West Extension Project	Actual Accomplishment	7%	Actual / Target	100% Completion of Detailed Engineering Design for Civil Works, Electro-mechanical Systems and Rolling Stock*	Approved and Concurred with Revised Concept Alignment	0.00%	Measure excluded	-	<ul style="list-style-type: none"><li>- LRTA-submitted Comprehensive Timeline of the Line 2 West Extension Project</li></ul>																				
Based on the Comprehensive Timeline of the Line 2 West Extension Project, the target was not achieved as LRTA was still awaiting, by 2022 yearend, for the issuance of the Multi-Year Obligational Authority (MYOA) from the DBM. Only when the MYOA is received from the DBM can LRTA proceed with the project.  <b>Measure excluded.</b>																														

\* Conditioned upon LRTA's timely receipt of the MYOA for the Project within the year.

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks										
Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	Target	Actual	Rating	Score	Rating												
SM 4	Line 2 East Extension Project																			
	a. Relocation of 200 ISFs under Package 3	Actual Accomplishment	5%	Actual / Target	100% Completion of Census and Tagging for the Relocation of 200 ISFs under Package 3	100% Completion of Census and Tagging for the Relocation of 200 ISFs under Package 3	5.00%	100% of 200 ISFs included in the Census and Tagging	5.00%	- Census Master Lists as of June, September, and October 2022 for three (3) barangays in Bacoar Cavite. <table border="1"><thead><tr><th>Date</th><th>ISFs included in tagging and census</th></tr></thead><tbody><tr><td>Oct 2022</td><td>22</td></tr><tr><td>Sep 2022</td><td>85</td></tr><tr><td>Jun 2022</td><td>93</td></tr><tr><td>Total</td><td>200</td></tr></tbody></table> LRTA achieved the target of completing the census and tagging of 200 Informal Settler Families (ISFs) under Package 3 during the year.	Date	ISFs included in tagging and census	Oct 2022	22	Sep 2022	85	Jun 2022	93	Total	200
	Date	ISFs included in tagging and census																		
Oct 2022	22																			
Sep 2022	85																			
Jun 2022	93																			
Total	200																			
b. Trainset of new Rolling Stock – 4 <sup>th</sup> generation LRVs	Actual Accomplishment	10%	Actual / Target	Delivery of Five (5) Trainsets	4 Trainsets Delivered	8.00%	Delivery of Four (4) Trainsets	8.00%	- Monthly Progress Report No. 49 as of 07 April 2022 signed by the contractor (Appendix 2 for dates of delivery) <table border="1"><thead><tr><th>Trainset (TS)</th><th>Date Delivered</th></tr></thead><tbody><tr><td>TS 11</td><td>17-Feb-22</td></tr><tr><td>TS 20</td><td>17-Feb-22</td></tr><tr><td>TS 21</td><td>09-Mar-22</td></tr><tr><td>TS 22</td><td>14-Mar-22</td></tr></tbody></table> As for the only trainset not delivered in 2022 as scheduled (i.e., TS 23), LRTA noted that the Contractor was facing difficulties in arranging the shipment of the next batch of train sets (including TS 23) with the transport agencies, as the worldwide transport situation dramatically changed after COVID-19 and the Russia-Ukraine conflict.	Trainset (TS)	Date Delivered	TS 11	17-Feb-22	TS 20	17-Feb-22	TS 21	09-Mar-22	TS 22	14-Mar-22	
Trainset (TS)	Date Delivered																			
TS 11	17-Feb-22																			
TS 20	17-Feb-22																			
TS 21	09-Mar-22																			
TS 22	14-Mar-22																			
	Sub-total	30%				21.00%		20.94%												



INTERNAL PROCESS	Component				LRTA Submission		GCG Validation		Supporting Documents	Remarks																													
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	Target	Actual	Rating	Score			Rating																												
	SO 4	Ensure Delivery of Performance by the Private Concessionaire at All Times																																					
	SM 5	Compliance Rate of Concessionaire to Performance Commitments under the Concession Agreement	Percentage of Compliance with Secondary KPI <i>(No. of Rectified Non-compliance ÷ Total No. of Non-compliance) x 100%</i>	10%	96% & above = 10% 94-95% = 9% 93% = 8% 92% = 7% 91% = 6% 90% = 5% 89.9% & below = 0%	97%	97.34%	10.00%	97.34%	10.00%	- 2022 Secondary KPI Monthly Report	<table><tr><th>Quarter</th><th>No. of Noncompliance</th><th>Rectifications</th></tr><tr><td>Q1</td><td>32</td><td>31</td></tr><tr><td>Q2</td><td>65</td><td>55</td></tr><tr><td>Q3</td><td>53</td><td>65</td></tr><tr><td>Q4</td><td>38</td><td>32</td></tr><tr><td>Total</td><td>188</td><td>183</td></tr></table> Compliance Rate = 183 / 188 or <b>97.34%</b>	Quarter	No. of Noncompliance	Rectifications	Q1	32	31	Q2	65	55	Q3	53	65	Q4	38	32	Total	188	183									
	Quarter	No. of Noncompliance	Rectifications																																				
	Q1	32	31																																				
	Q2	65	55																																				
	Q3	53	65																																				
	Q4	38	32																																				
	Total	188	183																																				
SM 6	Compliance Rate of Line 2 Automated Fare Collection System (AFCS) Concessionaire to Service Level Agreement (SLA)	[Σ Numerical Rating / No. of Relevant Provisions) / Highest Numerical Rating)] x 100%	9%	Actual / Target	100%	98.45%	8.86%	98.64%	8.88%	- 2022 Monthly and Quarterly performance monitoring report for AFCS concessionaire	<table><tr><th>Month</th><th>Compliance Rate</th></tr><tr><td>Jan</td><td>97.56%</td></tr><tr><td>Feb</td><td>99.09%</td></tr><tr><td>Mar</td><td>98.10%</td></tr><tr><td>Apr</td><td>98.64%</td></tr><tr><td>May</td><td>96.96%</td></tr><tr><td>Jun</td><td>98.18%</td></tr><tr><td>Jul</td><td>99.48%</td></tr><tr><td>Aug</td><td>99.76%</td></tr><tr><td>Sep</td><td>98.72%</td></tr><tr><td>Oct</td><td>98.96%</td></tr><tr><td>Nov</td><td>99.02%</td></tr><tr><td>Dec</td><td>99.25%</td></tr><tr><td>Total</td><td>98.64%</td></tr></table>	Month	Compliance Rate	Jan	97.56%	Feb	99.09%	Mar	98.10%	Apr	98.64%	May	96.96%	Jun	98.18%	Jul	99.48%	Aug	99.76%	Sep	98.72%	Oct	98.96%	Nov	99.02%	Dec	99.25%	Total	98.64%
Month	Compliance Rate																																						
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INTERNAL PROCESS	Component				LRTA Submission		GCG Validation		Supporting Documents	Remarks				
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	Target	Actual	Rating	Score			Rating			
	SO 5	Improve Efficiency and Reliability of LRT Systems and Processes												
	SM 7	Number of Projects Completed for Improved Systems and Facilities	No. of projects with 100% completion ÷ Total number of projects for the year	10%	Actual / Target	5	5 projects completed	10.00%	5 projects completed	10.00%	- Signed Certificate of Completion or Acceptance for the five (5) pre-identified projects with indicated dates as to the 100% completion			
												No.	Project Title	Project Completion Date
												1	Upgrading of Wheel Lathe Machine	06 Jan 2022
												2	Construction of Material Recovery Facility at LRTA Line 2	19 Jan 2022
												3	Replacement of Communication Link and Upgrading of Inter-locking Module	29 Mar 2022
												4	Construction of Water Treatment Facility	28 April 2022
	5	Supply of Labor and Materials for the Repair/ Rehabilitation of Toilet Facilities of LRT Line 2 Stations	13 Jun 2022											



Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks								
Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	Target	Actual	Rating	Score	Rating										
SM 8	ISO Certifications																	
	a. ISO 9001:2015 QMS	Actual Accomplishment	5%	All or Nothing	Continued Certification on ISO 9001:2015	Conducted Management Review and Internal Quality Audit	0.00%	Certification not achieved	0.00%	- 2022 Email correspondence with certifying body on the Stage 1 Audit	Due to delayed timelines LRTA could only set the Stage 1 Audit in the third week of December 2022. However, such a schedule was further postponed to the third week of January 2023. ISO Certification was not achieved in 2022.							
	b. ISO 45001:2018 (OHS)	Total Number of Trained Safety Officers	5%	Actual / Target	Four (4) Safety Officers completed OHS-related training	Six (6) Safety Officers completed OHS-related training	5.00%	Six (6) Safety Officers completed OHS-related training	5.00%	- List and Certificates of LRTA employees who attended ISO 45001:2018 training	The following completed OHS Management System Standard Interpretation: 1. Chua, Jimmy L. 2. Pagcaliwagan, Nixon F. 3. Oro, Donna Jane F. 4. Alsisto, Jose Raymund M. 5. Flores, William Wilfredo S. 6. Velasquez, Genevieve M.							
	Sub-total		39%				33.86%		33.88%									
SO 6	Sustainability of Financial Condition																	
FINANCIAL	Budget Utilization Rate																	
	a. GAA subsidies – amounts obligated	Amount Obligated / Total GAA Subsidy	2%	Actual / Target	90%	36.47%	0.73%	36.47%	0.81%	- Signed Budget Utilization Report for the whole year 2022 broken down per month and per quarter	<table><tr><th>2022</th><th>Amount</th></tr><tr><td>GAA Subsidy</td><td>2,865,667,394</td></tr><tr><td>Obligated Amount</td><td>1,045,173,000</td></tr><tr><td>Obligation Rate</td><td>36.47%</td></tr></table>	2022	Amount	GAA Subsidy	2,865,667,394	Obligated Amount	1,045,173,000	Obligation Rate
2022	Amount																	
GAA Subsidy	2,865,667,394																	
Obligated Amount	1,045,173,000																	
Obligation Rate	36.47%																	

		Component			LRTA Submission		GCG Validation		Supporting Documents	Remarks							
Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	Target	Actual	Rating	Score	Rating									
	b. GAA subsidies – amounts disbursed	Amount Disbursed / Total GAA Obligated	2%	Actual / Target	90%	86.39%	1.73%	86.39%	1.92%	- Signed Budget Utilization Report for the whole year 2022 broken down per month and per quarter							
										<table><tr><th>2022</th><th>Amount</th></tr><tr><td>Obligated Amount</td><td>1,045,173,000</td></tr><tr><td>Actual Disbursement</td><td>902,971,000</td></tr><tr><td>Disbursement Rate</td><td>86.39%</td></tr></table> <p>The 86.39% disbursement rate for the year includes the GAA subsidies for 2022 and from prior years.</p>	2022	Amount	Obligated Amount	1,045,173,000	Actual Disbursement	902,971,000	Disbursement Rate
2022	Amount																
Obligated Amount	1,045,173,000																
Actual Disbursement	902,971,000																
Disbursement Rate	86.39%																
	c. Corporate Funds – CO & MOOE	Amount Disbursed / Total COB	2%	Actual / Target	90%	115.83%	2.00%	81.27%	1.81%	- Signed Monthly Disbursements CY 2022 Report – Corporate Funds							
										<table><tr><th>2022</th><th>Amount</th></tr><tr><td>Actual Disbursement</td><td>465,127,999</td></tr><tr><td>Scheduled 2022 COB Disbursements – Corporate Funds</td><td>572,333,538</td></tr><tr><td>Disbursement Rate</td><td>81.27%</td></tr></table> <p>The total budget for DBM-approved Corporate Funds for LRTA was ₱739.35 million. Of this amount, ₱167.02 million was not scheduled for 2022 disbursement, thus leaving a total of ₱572.33 million for total scheduled disbursements used as the denominator for the formula of this measure.</p>	2022	Amount	Actual Disbursement	465,127,999	Scheduled 2022 COB Disbursements – Corporate Funds	572,333,538	Disbursement Rate
2022	Amount																
Actual Disbursement	465,127,999																
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Component						LRTA Submission		GCG Validation		Supporting Documents	Remarks								
Objective/Measure		Formula	Weight	Rating System <sup>a/</sup>	Target	Actual	Rating	Score	Rating										
SM 10	Collection Efficiency Rate	Total Actual Collection for the Year / Total Target Collection for the Year	10%	Actual / Target	90%	101.47%	10.00%	96.82%	10.00%	- Comparative Non-Rail Revenue Consolidated Collection Reports for 2022	<table><tr><th>2022</th><th>Amount</th></tr><tr><td>Target Collection</td><td>111,694,874</td></tr><tr><td>Actual Collection</td><td>108,140,571</td></tr><tr><td>Collection Efficiency Rate</td><td>96.82%</td></tr></table>	2022	Amount	Target Collection	111,694,874	Actual Collection	108,140,571	Collection Efficiency Rate	96.82%
											2022	Amount							
											Target Collection	111,694,874							
Actual Collection	108,140,571																		
Collection Efficiency Rate	96.82%																		
The 2022 performance is an improvement from the 2021 validated collection efficiency rate of 93.45%. In terms of source, <i>land lease and parking space</i> was the biggest collection, followed by the <i>laying of cable for right-of-way and advertising spaces</i> .																			
Sub-total			16%				14.46%		14.54%										
SO 7	Achieve Railway System Competency and Expertise																		
SM 11	Percentage of Employees Meeting Required Competences Met	No. of Employees with Competency Assessment / Total Employees	5%	Actual / Target	Establish Baseline	Established baseline of the Competency Level of LRTA employees	5%	Baseline Established (78.46%)	5%	- Copies of all the Position Competency Profiles  - Summary Report of Competency Baseline for 2022	Total Filled Plantilla as of 31 December 2022= 817  Total Plantilla Meeting Required Competencies = 641  2022 Baseline = 78.46%  Sixteen (16) personnel hired not longer than six (6) months as of 2022 yearend were not included in the assessment, but part of the 817 total employees.								
SM 12	Cross-Functional Learning/ Skilling for Core Services (Operations – Train Operators, Traffic Control, Station Personnel)	Actual Accomplishment (physical count of trained staff)	a. 2% b. 2% c. 2%	Actual/ Target	a. Familiarized / Oriented Train Operators = 4 Station Personnel	a. Familiarized / Oriented Train Operators = 4 Station Personnel	a. 2% b. 2% c. 2%	a. Familiarized / Oriented Train Operators = 8 Station Personnel	a. 2% b. 2% c. 2%	- Training summary and certificates of the employees who have undergone cross-functional training in 2022	<table><tr><th>Training</th><th>Personnel</th></tr><tr><td>Familiarized / Oriented Train Operators</td><td>1. Mr. Alvarez 2. Mr. Parcio 3. Mr. Sanchez 4. Mr. C. Garcia 5. Mr. Blaza 6. Mr. Villapando 7. Mr. Bahia 8. Mr. Herrera</td></tr></table>	Training	Personnel	Familiarized / Oriented Train Operators	1. Mr. Alvarez 2. Mr. Parcio 3. Mr. Sanchez 4. Mr. C. Garcia 5. Mr. Blaza 6. Mr. Villapando 7. Mr. Bahia 8. Mr. Herrera				
Training	Personnel																		
Familiarized / Oriented Train Operators	1. Mr. Alvarez 2. Mr. Parcio 3. Mr. Sanchez 4. Mr. C. Garcia 5. Mr. Blaza 6. Mr. Villapando 7. Mr. Bahia 8. Mr. Herrera																		

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure		Formula	Weight	Rating System <sup>a/</sup>	Target	Actual	Rating	Score			
					b. Familiarized / Oriented Train Control Staff = 4 TOD Personnel	b. Familiarized / Oriented Train Control Staff = 8 TOD Personnel		b. Familiarized / Oriented Train Control Staff = 7 TOD Personnel			<div>Familiarized / Oriented Train Control Staff</div> <div>1. Ms. Santos 2. Mr. Reforsado 3. Mr. Quines 4. Mr. R. Garcia 5. Mr. Saminiano 6. Ms. Eugenio 7. Mr. Juan</div> <div>Re-Oriented OCC Personnel to Train Operations</div> <div>1. Mr. Eleda 2. Mr. Librea 3. Mr. Basilio 4. Mr. Manalo 5. Mr. Rosales</div>
					c. Re-Oriented OCC Personnel to Train Operations = 4 OCC Personnel	c. Re-Oriented OCC Personnel to Train Operations = 6 OCC Personnel		c. Re-Oriented OCC Personnel to Train Operations = 5 OCC Personnel			
	Sub-total		11%				11.00%		11.00%		
	TOTAL WEIGHTS EXCLUDED WEIGHT		100% (7%)				84.09%		84.13%		
	VALIDATED TOTAL		93%			84.09% / 93.00 = 90.42%		84.13 / 93.00 = 90.46%			