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

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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

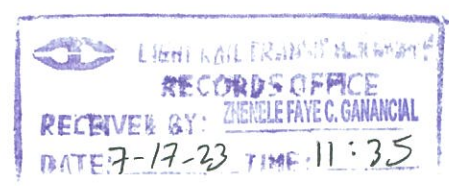RE: VALIDATION RESULT OF LRTA'S
2022 PERFORMANCE SCORECARD

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**

"Upholding a Transparent and Responsive GOCC Sector for the Filipino People"

LIGHT RAIL TRANSIT AUTHORITY (LRTA)
Validated 2022 Performance Scorecard

Objective/Measure		Component				LRTA Submission		GCG Validation		Supporting Documents	Remarks
		Formula	Weight	Rating System a/	Target	Actual	Rating	Score	Rating		
SO 1	**Increased Passenger Mobility and Reduced Commuter Time, Increase Productivity**										
SOCIAL IMPACT — 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	(see Line 1 table below)
			4%	Actual / Target	L2: 33.54	31.64	3.77%	31.64	3.77%	- Line 2 Monthly and Quarterly Monitoring Report for 2022	(see Line 2 table below)
		Sub-total	**4%**				**3.77%**		**3.77%**		

Remarks (Line 1):

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**

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.

Remarks (Line 2):

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**

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.

Objective/Measure	Component Formula	Weight	Rating System ᵃ/	Target	LRTA Submission Actual	LRTA Submission Rating	GCG Validation Score	GCG Validation Rating	Supporting Documents	Remarks
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	6%	Actual / Target 0% = If less than 80%	100%	100%	6.00%	99%	5.94%	• 2022 LRTA Customer Satisfaction Survey Report • Customer Satisfaction Survey Data for LRT-2 Concessionaires	Rating/Total/% table: VS 548 68.50%; S 244 30.50%; Neither 8 1.00%; D 0 0.00%; VD 0 0.00%; Total 800 100%
b. Concessionaires		2%		100%	100%	2.00%	100%	2.00%	• Certification of Quality Control • Copies of ten (10) Accomplished Survey Questionnaires	19 out of 19 or 100% of LRT Line 2 Concessionaires have rated LRTA's services as either **Satisfactory** (10 concessionaires) or **Very Satisfactory** (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*	-	- LRTA-submitted Comprehensive Timeline of the Line 2 West Extension Project	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. *Measure excluded.*

The Rating/Total/% sub-table in Remarks:

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%

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

Objective/Measure	Component				LRTA Submission		GCG Validation		Supporting Documents	Remarks
	Formula	Weight	Rating System ª/	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 Bacoor Cavite.	<table><tr><th>Date</th><th>ISFs included in tagging and census</th></tr><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></table> LRTA achieved the target of completing the census and tagging of 200 Informal Settler Families (ISFs) under Package 3 during the year.
	b. Trainset of new Rolling Stock – 4th 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><tr><th>Trainset (TS)</th><th>Date Delivered</th></tr><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></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.
		Sub-total	**30%**			**21.00%**		**20.94%**		

		Component				LRTA Submission		GCG Validation		Supporting Documents	Remarks		
	Objective/Measure	Formula	Weight	Rating System a/	Target	Actual	Rating	Score	Rating				
SO 4	**Ensure Delivery of Performance by the Private Concessionaire at All Times**												
INTERNAL PROCESS — SM 5	Compliance Rate of Concessionaire to Performance Commitments under the Concession Agreement	Percentage of Compliance with Secondary KPI *(No. of Rectified Non-compliance ÷ Total No. of Non-compliance) x 100%*	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			

Quarter	No. of Noncompliance	Rectifications
Q1	32	31
Q2	65	55
Q3	53	65
Q4	38	32
Total	**188**	**183**

Compliance Rate = 183 / 188 or **97.34%**

		Component				LRTA Submission		GCG Validation		Supporting Documents	Remarks
INTERNAL PROCESS — SM 6	Compliance Rate of Line 2 Automated Fare Collection System (AFCS) Concessionaire to Service Level Agreement (SLA)	[∑ 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	

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%**

	Objective/Measure	Component				LRTA Submission		GCG Validation		Supporting Documents	Remarks
		Formula	Weight	Rating System a/	Target	Actual	Rating	Score	Rating		
SO 5		**Improve Efficiency and Reliability of LRT Systems and Processes**									
INTERNAL PROCESS	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	

Remarks table:

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

	Objective/Measure	Component Formula	Weight	Rating System a/	Target	LRTA Submission Actual	Rating	GCG Validation Score	Rating	Supporting Documents	Remarks
		ISO Certifications									
SM 8	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**										
		Budget Utilization Rate									
SM 9	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	

Remarks cell (SM 9) table:

2022	Amount
GAA Subsidy	2,865,667,394
Obligated Amount	1,045,173,000
Obligation Rate	36.47%

FINANCIAL

Objective/Measure	Component				LRTA Submission		GCG Validation		Supporting Documents	Remarks
	Formula	Weight	Rating System a/	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><td>**2022**</td><td>**Amount**</td></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>**Disburse-ment Rate**</td><td>**86.39%**</td></tr></table> The 86.39% disbursement rate for the year includes the GAA subsidies for 2022 and from prior years.
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><td>**2022**</td><td>**Amount**</td></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> 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.

	Objective/Measure	Formula	Weight	Rating System ᵃ/	Target	Actual	Rating	Score	Rating	Supporting Documents	Remarks
		Component				**LRTA Submission**		**GCG Validation**		**Supporting Documents**	**Remarks**
LEARNING & GROWTH	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 below)* The 2022 performance is an improvement from the 2021 validated collection efficiency rate of 93.45%. In terms of source, *land lease and parking space* was the biggest collection, followed by the *laying of cable for right-of-way* and *advertising spaces.*
				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 below)*

Remarks table for SM 10:

2022	Amount
Target Collection	111,694,874
Actual Collection	108,140,571
Collection Efficiency Rate	**96.82%**

Remarks table for SM 12:

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

	Objective/Measure	Formula	Weight	Rating System a/	Target	Actual	Rating	Score	Rating	Supporting Documents	Remarks	
					Component	**LRTA Submission**		**GCG Validation**				
					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			Familiarized / Oriented Train Control Staff	1. Ms. Santos 2. Mr. Reforsado 3. Mr. Quines 4. Mr. R. Garcia 5. Mr. Saminiano 6. Ms. Eugenio 7. Mr. Juan
					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			Re-Oriented OCC Personnel to Train Operations	1. Mr. Eleda 2. Mr. Librea 3. Mr. Basilio 4. Mr. Manalo 5. Mr. Rosales
		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%***				