



Light Rail Transit Authority
Mobility, Inclusivity, and Accessibility Committee (MIAC)
MONTHLY MONITORING REPORT
As of 30 April 2025

Executive Summary

The LRTA Mobility, Inclusivity, and Accessibility Committee (MIAC), created through Special Order No. 286, s. 2023 and reconstituted through Special Order No. Special Order No. 90, s. 2025, is tasked with enhancing the accessibility and mobility of passengers across LRT Line 2 System, with a particular focus on the needs of persons with disabilities, the elderly, and pregnant women. The Committee's responsibilities include identifying and addressing challenges faced by these groups, formulating strategies to improve accessibility, and ensuring compliance with the relevant standards and regulations, and conducting regular reviews of facilities, policies, and procedures. It also collaborates with relevant government agencies and private entities to propose solutions that foster inclusive mobility, as necessary.

The Committee is further responsible for periodically submitting reports to the management, presenting its key findings and the status of ongoing initiatives. This report serves as a comprehensive update on LRTA's continuing efforts to strengthen inclusivity and accessibility across the system.

Purpose and Rationale

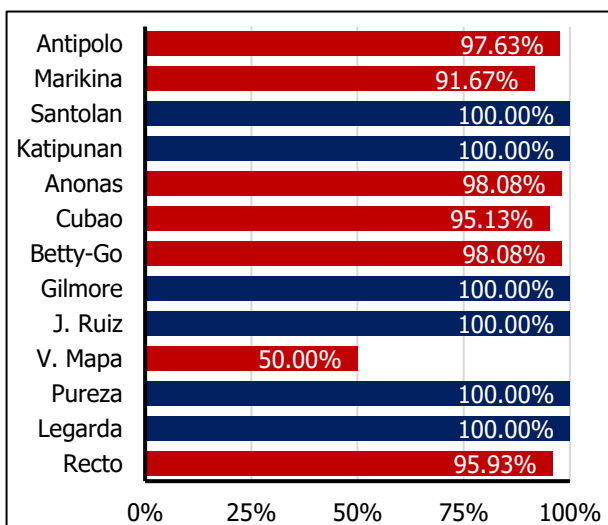
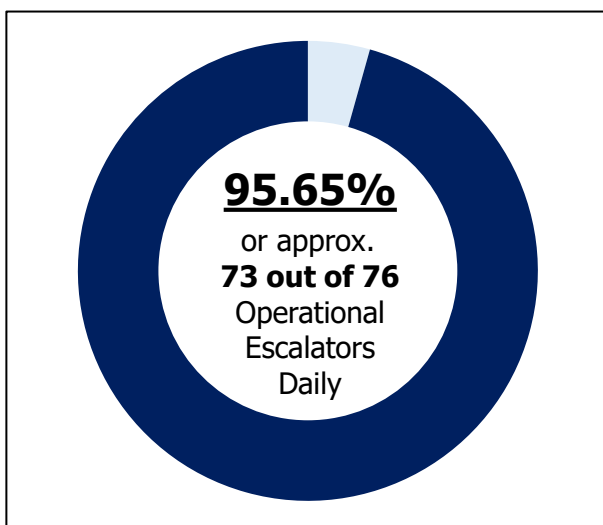
This monthly monitoring report supports the Light Rail Transit Authority's commitment to promoting safe, inclusive, and accessible public transportation for all. By regularly tracking key indicators related to mobility, inclusivity, and accessibility, the LRTA MIA Committee ensures that gaps are identified, issues are addressed, and improvements are sustained across LRT Line 2 stations. This initiative also reinforces the Authority's adherence to relevant accessibility standards and its responsibility to enhance passenger experience, particularly for persons with disabilities, senior citizens, and other vulnerable sectors.

Highlights and Notable Observations

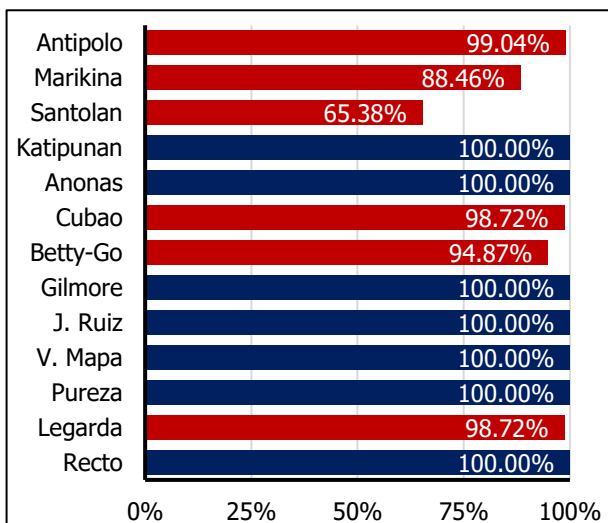
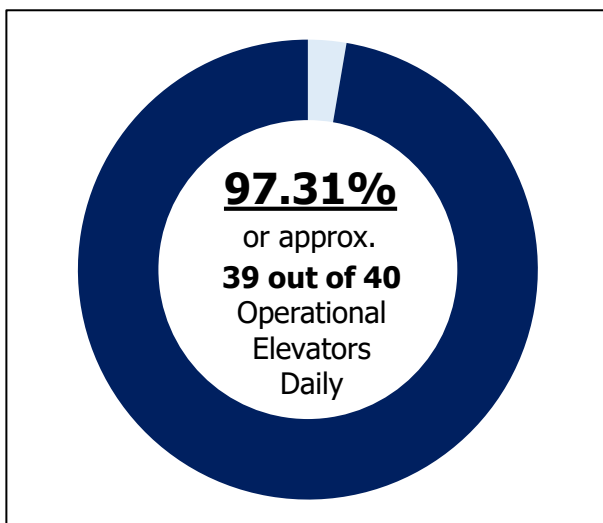
- **6 out of 13 stations achieved 100% operational status for escalators.**
- **7 out of 13 stations achieved 100% operational status for elevators.**
- The **overall operational status of conveyance systems declined** from the previous month; however, both remain at high operational levels.
- **All facilities** were confirmed to be **accessible**.
- **All required signages** were confirmed as **installed**.
- **The number of passenger feedbacks significantly decreased** from 76 in March to 42 in April, reflecting a **45% reduction**.
- Due to the Holy Week Maintenance Activities, the operational days for the month of April was reduced from 30 to 26.

I. Status of Conveyance Systems

a. Status of Escalators



b. Status of Elevators

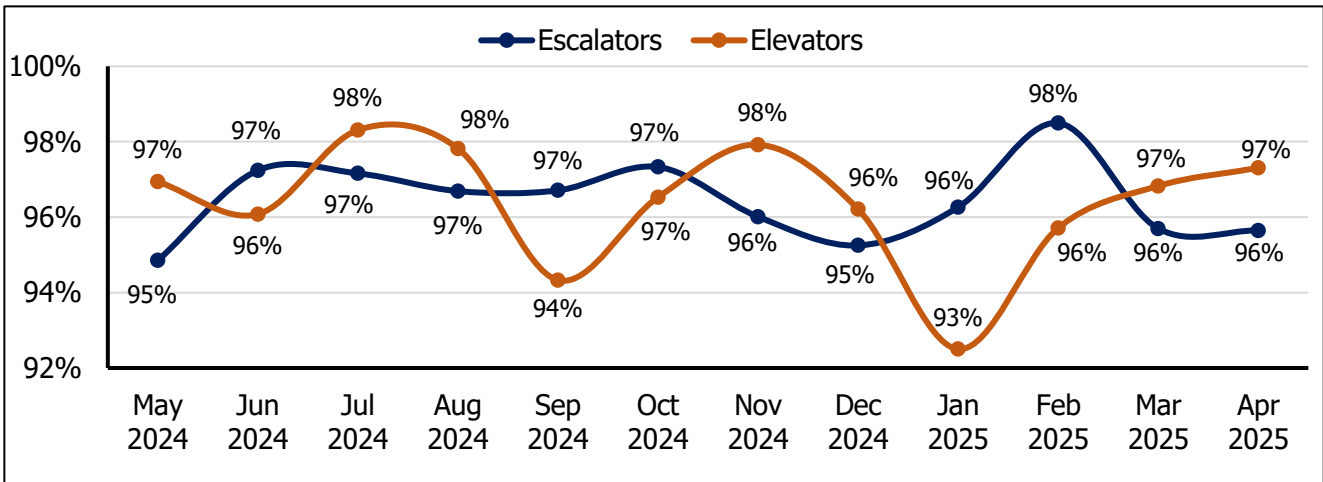


c. Comparative – Monthly Operational Status (Previous vs. Present)

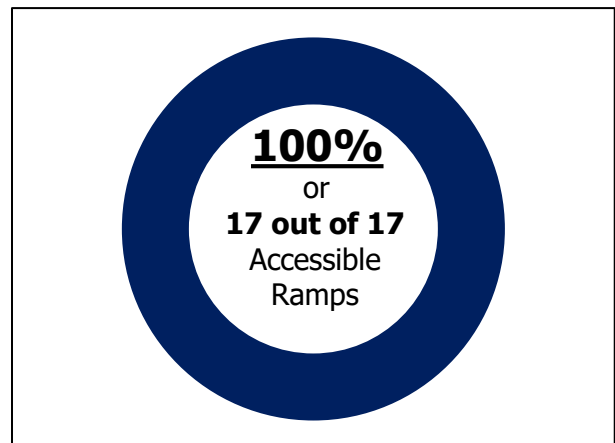
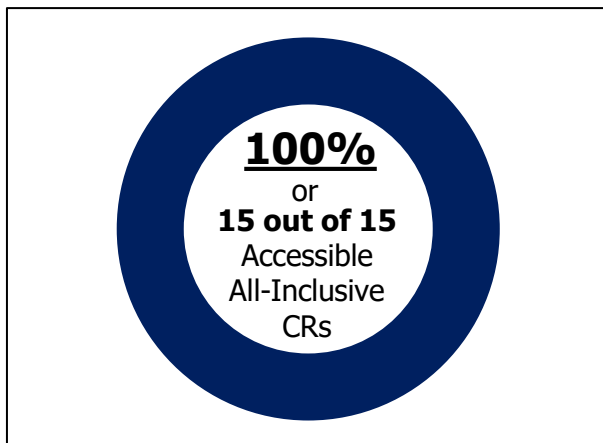
Conveyance System	Mar 2025	Apr 2025	Increase/Decrease
Escalators	96.39%	95.65%	▼ -0.74%
Elevators	97.34%	97.31%	▼ -0.03%



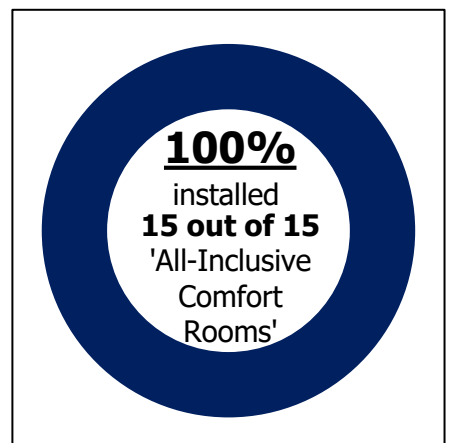
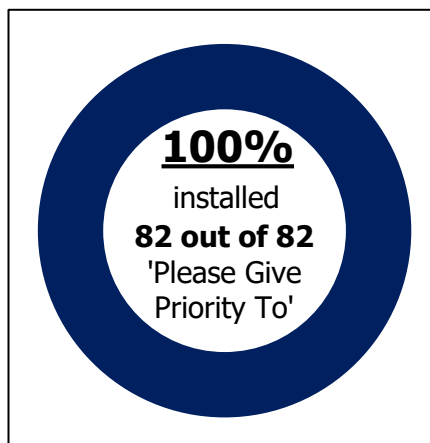
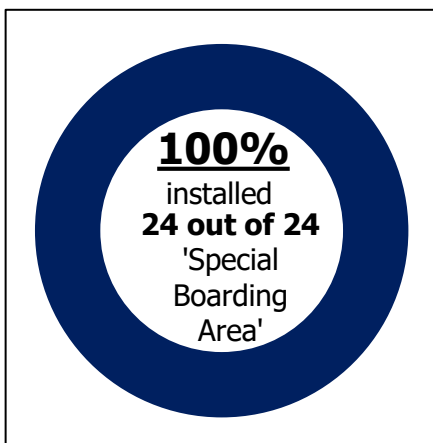
d. Comparative – Monthly Operational Status (For the past 12 months)



II. Status of Facilities



III. Status of Signages

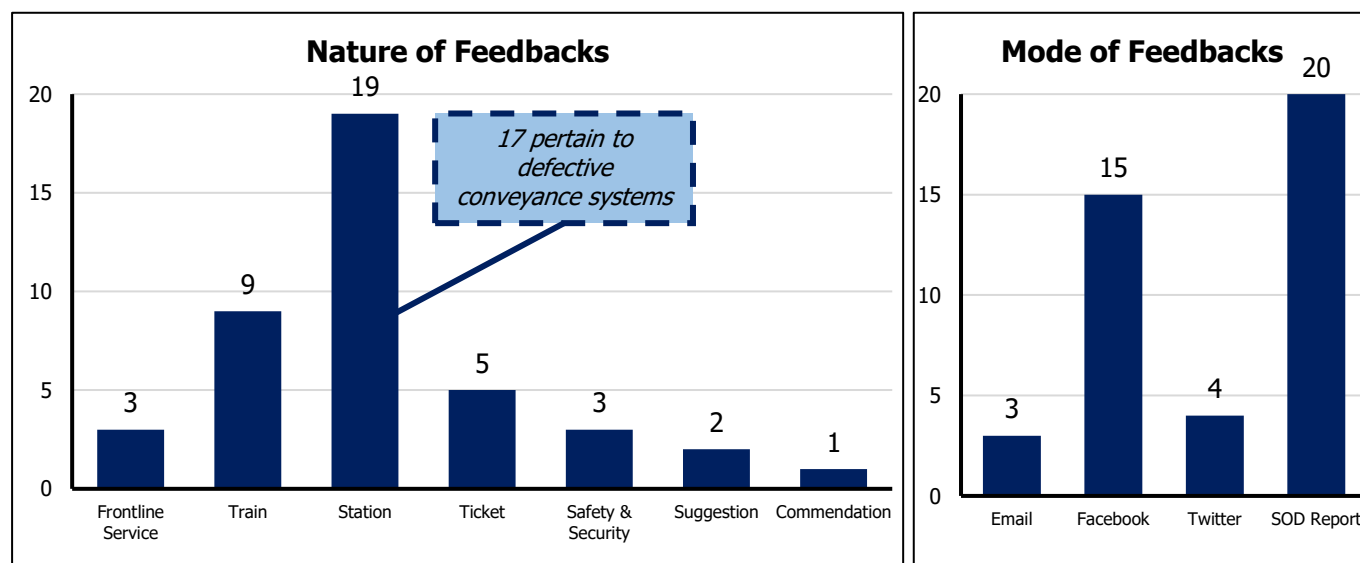


IV. Status of Tactile Floorings

All 13 stations of the LRT Line 2 System are installed with tactile flooring designed to assist visually impaired passengers in navigating the stations safely. However, the currently installed tactile floorings are due for replacement. **A project addressing this matter has been included in the Board-Approved Corporate Plan for CY 2026.**

V. Passenger Feedbacks

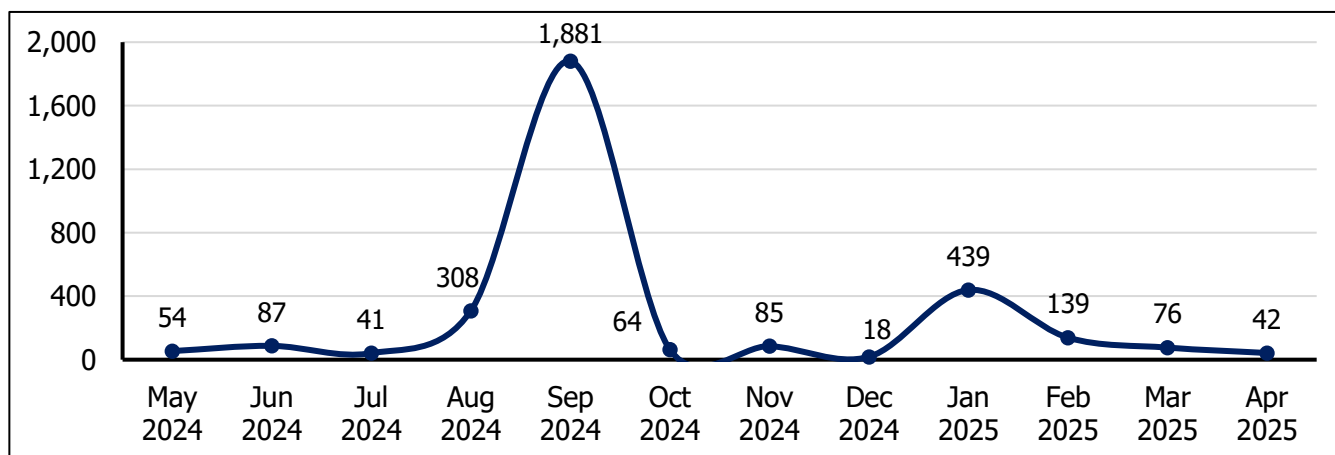
a. Nature and Mode of Passenger Feedbacks



b. Comparative – Monthly Passenger Feedbacks (Previous vs. Present)

Nature of Feedback	Mar 2025	Apr 2025	Variance
Frontline Service	7	3	▼ -57%
Train	50	9	▼ -82%
Station	3	19	▲ 533%
Ticket	4	5	▲ 25%
Safety & Security	7	3	▼ -57%
Suggestion	4	2	▼ -50%
Commendation	1	1	↔ 0%
Total	76	42	▼ -45%

c. Comparative – Monthly Passenger Feedbacks (For the past 12 months)



VI. Key Accomplishments

➤ **Enhancing Mobility: Policy Implementation Allowing the Use of Trolleys in LRT Line 2**

In 2022, LRT Line 2 implemented a policy allowing the use of trolleys within its stations and trains. This initiative aims to enhance mobility and convenience, particularly for passengers carrying heavy items. By accommodating trolleys, the policy contributes to a more commuter-friendly transport experience across the LRT Line 2 System.

➤ **Enhancing Information Dissemination: Daily Mobility, Inclusivity, and Accessibility Report**

Starting in 2024, the status of conveyance systems and station facilities – such as elevators, escalators, ticket vending machines, PWD comfort rooms, accessible ramps, and other related features – is being reported daily through LRTA's official social media accounts.

These updates provide specific details, including the location of non-operational and/or under maintenance units, to assist passengers, especially those with mobility needs, in planning their journey more effectively.

VII. Pending Issues and Concerns

No pending issues and concerns as of April 2025.



VIII. Seminars, Trainings, and Conferences

No seminars, trainings, or conferences attended in April 2025.

IX. Meeting's Log

No meetings conducted in April 2025.

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