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LRTA MOBILITY, INCLUSIVITY, AND ACCESSIBILITY COMMITTEE APRIL 2024 MONITORING REPORT

I. Status of Conveyance Systems

a. Status of Escalators

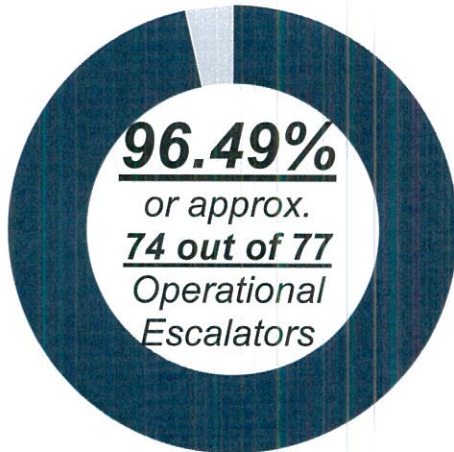


Figure 1: Operational Escalators

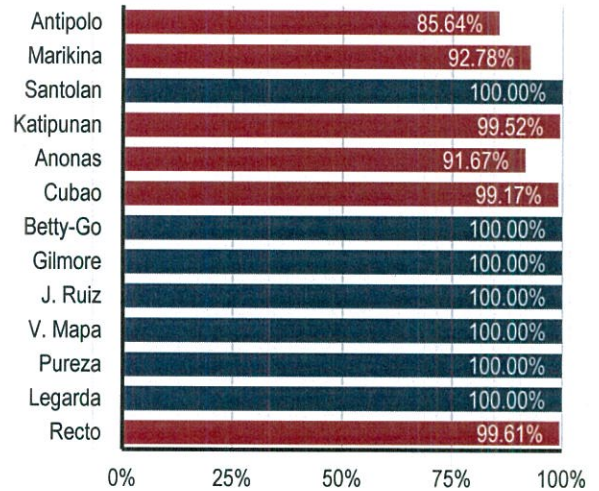


Figure 2: Operational Escalators per Station

The Daily Escalator Monitoring Update for the Month of April 2024¹ indicates that the computed daily operational average for escalators is 74.30 units, translating to a 96.49% operational status, with approximately 74 out of 77 escalators operational on a daily basis.

Among the 13 stations, 7 stations – Legarda, Pureza, V. Mapa, J. Ruiz, Gilmore, Betty-Go, and Santolan – achieved a remarkable 100% operational status. Conversely, the other 6 stations recorded operational statuses lower than the baseline target (100%) ranging from 85.64% to 99.61%.

b. Status of Elevators

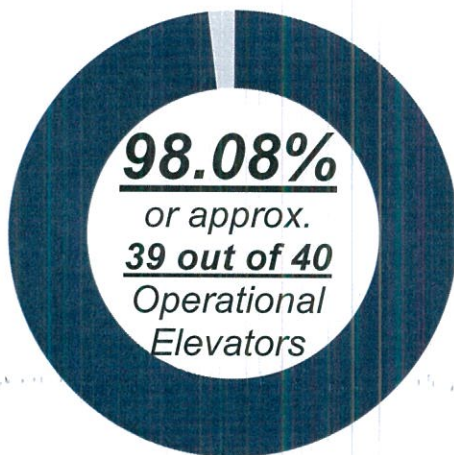


Figure 3: Operational Elevators

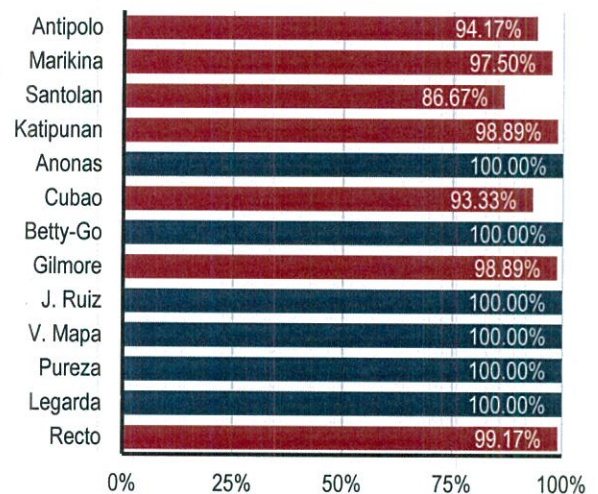


Figure 4: Operational Elevators per Station

The Daily Elevator Monitoring Update for the Month of April 2024² indicates that the computed daily operational average for elevators is 39.23 units, translating to a 98.08% operational status, with approximately 39 out of 40 elevators operational on a daily basis.

Among the 13 stations, 6 stations – Legarda, Pureza, V. Mapa, J. Ruiz, Betty-Go, and Anonas – achieved a remarkable 100% operational status. Conversely, the other 7 stations recorded operational statuses lower than the baseline target (100%) ranging from 86.67% to 99.17%.

¹ Annex A – Daily Escalator Monitoring Update (April 2024)

² Annex B – Daily Elevator Monitoring Update (April 2024)

c. Operational Status Comparative (March vs. April)

Conveyance System	March	April	Variance
Escalators	94.95%	96.49%	▲ 1.54%
Elevators	98.24%	98.08%	▼ 0.16%

Figure 5: Operational Status Comparative (March vs. April)

Minimal variances are observed when comparing the Operational Status of March and April 2024. Escalators improved by 1.54% while elevators exhibited a 0.16% decrease.

II. Status of Facilities

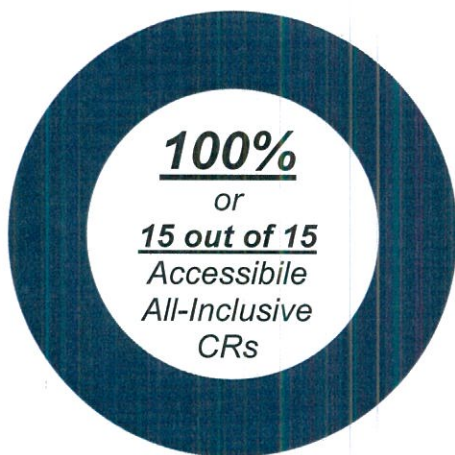


Figure 6: All-Inclusive Comfort Rooms

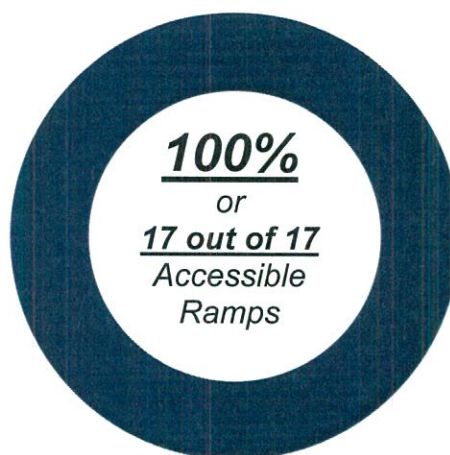


Figure 7: Accessible Ramps

Throughout April 2024, all 15 All-Inclusive Comfort Rooms (CR) and 17 Accessible Ramps have been confirmed as accessible, ensuring inclusivity and facilitating seamless mobility for individuals with disabilities.³

III. Status of Signages



Figure 8: Installed SBA



Figure 9: Installed 'Please Give Priority To'



Figure 10: Installed 'All-Inclusive CR'

Throughout April 2024, all signages – including 24 Special Boarding Area (SBA), 82 'Please Give Priority To', and 15 'All-Inclusive Comfort Rooms' – have been confirmed as installed, providing essential guidance and accessibility support.³

³ Annex C – Status of Equipment and Facilities (as of April 30, 2024)

IV. Passenger Feedback

a. Nature and Mode of Feedback

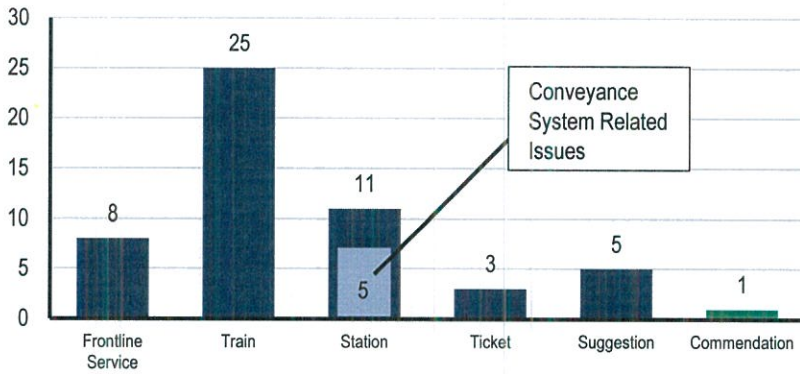


Figure 11: Nature of Feedback

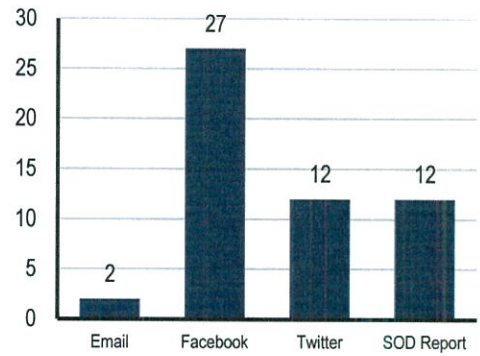


Figure 12: Mode of Feedback

The Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed/Received (April 2024)⁴ indicates a total of 53 feedbacks. Among these, Train-Related issues were the most prevalent, comprising of 25 complaints, while Ticket-Related Issues were the least, with only 3 complaints.

With a baseline target of 100% operational efficiency for the conveyance system, which currently stands at 96.49% for escalators and 98.08% for elevators, it is imperative to address faults and breakdowns promptly. Out of the 11 Station-Related Issues, 5 pertain to defective conveyance systems. Passengers feel the impact of non-operational conveyance systems, prompting them to file complaints. This highlights the critical need for regular maintenance and swift repair/restoration of faulty conveyance system to ensure accessibility.⁵

In terms of communication channels, Facebook is the most utilized platform with 27 feedbacks, while Email is the least utilized at 2 feedbacks.

b. Monthly Feedbacks Comparative (March vs. April)

Nature of Feedback	March	April	Variance
Frontline Service	3	8	▲ 167%
Train	10	25	▲ 150%
Station	10	11	▲ 10%
Ticket	2	3	▲ 50%
Safety & Security	3	0	▼ -100%
Suggestion	7	5	▼ -29%
Commendation	5	1	▼ -80%
Total	40	53	▲ 33%

Figure 13: Monthly Feedbacks Comparative (March vs. April)

This table summarizes the monthly changes in the number of feedbacks across different categories, highlighting significant increases in several areas, particularly in frontline service-related and train-related complaints, which increased by 167% and 150%, respectively. Overall, the total number of feedbacks increased by 33%.

⁴ Annex D – Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed Received for the Month of April 2024

⁵ Annex E – Maintenance Activities on Conveyance Systems

This notable rise in feedbacks suggests that there are growing concerns among users, particularly with frontline services and train operations. These areas may need targeted improvements to address the increased volume of complaints.

However, out of 4,097,114 ridership for the month of April 2024, only a total of 52 complaints (0.00127%) have been recorded.

V. Pending Issues and Concerns

a. Detached Tactile in LRT Line 2 Stations

Action Taken	Status
The Engineering Department submitted a letter to the Contractor requiring them to rectify the detached tactiles in Cubao and Recto Stations.	The Engineering Department transmitted a Memorandum to the Committee stating that based on 28 March 2024 inspection, the reported detached tactiles have been rectified. While the request to conduct a comprehensive assessment of all railway stations to identify areas where tactile paving has become detached, damaged, or is in need of repair are still pending and waiting for their action and report.

b. Unused Tactile on Cubao Station and other areas

Action Taken	Status
The Engineering Department transmitted an Accomplishment Report dated 17 April 2024 ⁶ to the Committee stating that the issue had already been addressed.	The issue has been rectified. Moreover, the Engineering Department installed additional tactile pathway towards All-Inclusive CR and relocated tactile pathway towards the Shuttle Platform Edge Area at Cubao Station.

c. Creation of Policy regarding the use of Personal Mobility Aids (PMAs)

Action Taken	Status
Discussed the comments from various LRTA Managers and revised the policy incorporating their feedback.	Pending finalization of the policy.

d. Trainings and Seminars

Action Taken	Status
Submitted a list of Proposed Trainings and Seminars for CY 2024 for inclusion to the Project Procurement Management Plan (PPMP).	Pending evaluation of Budget Division.

⁶ Annex F – Accomplishment Report from the Engineering Department dated 17 April 2024.

e. Request for MIA Committee Official Email Address

Action Taken	Status
The MIA Committee submitted a memorandum requesting KMITD to provide an email address which will serve as the primary point of contact for LRTA offices and other relevant government agencies.	Waiting for reply from KMITD.

f. Detached Tactiles on Recto Station

Action Taken	Status
Transmitted a Memorandum to Engineering Department regarding detached tactiles at Recto Station on 25 April 2024.	The Engineering Department transmitted an Accomplishment Report dated 26 April 2024 ⁷ to the Committee stating that the detached tactiles have been reinstalled at Concourse Paid Area at Recto Station.

VI. Meeting's Log

No.	Date	Agenda	Status/Remarks
1	15 April 2024	1. Discussion on the comments of LRTA Department Managers regarding the Policy on the Use of Personal Mobility Aids in the LRT Line2 Stations	Meeting deferred due to lack of quorum
2	16 April 2024	1. Discussion on the comments of LRTA Department Managers regarding the Policy on the Use of Personal Mobility Aids in the LRT Line2 Stations	Meeting concluded as scheduled

Prepared By:


ANGELICA FE L. DERIQUITO
 Chairperson, MIAC

⁷ Annex F – Accomplishment Report from the Engineering Department dated 26 April 2024.



LIGHT RAIL TRANSIT AUTHORITY
Line 2 Rolling Stock and Interrelated Systems Division

Annex B

DAILY ELEVATOR MONITORING UPDATE (APRIL 2024)

STATION	TOTAL QTY.	ESC I.D.	APRIL 2024																																		
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30					
KATIPUNAN	3	A																																			
		B	X																																		
		C																																			
SANTOLAN	1	A	X	X	X																																
		1																																			
		2																																			
		3																																			
MARIKINA	4	1																																			
		2																																			
		3																																			
		4																																			
ANTIPOLO	4	1																																			
		2																																			
		3																																			
		4																																			
# OF OPERATIONAL UNITS			38	39	39	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	39			

NOTE: All updates are as of 8:00 A.M. daily

Legend: Operational Non-operational

Prepared by

 Engr. Francis A. Archivido
 Principal Engineer B, Line 2 RSIS Division

Status of Equipment and Facilities
As of April 30, 2024

Annex C

ESCALATOR				
STATION	TOTAL NO.	OPERATIONAL	NON-OPERATIONAL	PERCENTAGE OPERATIONAL
RECTO	17	17	0	100%
LEGARDA	2	2	0	100%
PUREZA	2	1	1	50%
V. MAPA	2	2	0	100%
J. RUIZ	2	2	0	100%
GILMORE	2	2	0	100%
BETTY-GO	2	2	0	100%
CUBAO	16	16	0	100%
ANONAS	2	2	0	100%
KATIPUNAN	7	7	0	100%
SANTOLAN	4	4	0	100%
MARIKINA	6	6	0	100%
ANTIPOLO	13	12	1	92%
Total	77	75	2	97%

ELEVATOR				
STATION	TOTAL NO.	OPERATIONAL	NON-OPERATIONAL	PERCENTAGE OPERATIONAL
RECTO	4	4	0	100%
LEGARDA	3	3	0	100%
PUREZA	3	3	0	100%
V. MAPA	3	3	0	100%
J. RUIZ	3	3	0	100%
GILMORE	3	3	0	100%
BETTY-GO	3	3	0	100%
CUBAO	3	3	0	100%
ANONAS	3	3	0	100%
KATIPUNAN	3	3	0	100%
SANTOLAN	1	0	1	0%
MARIKINA	4	4	0	100%
ANTIPOLO	4	4	0	100%
Total	40	39	1	98%

PWD Comfort Room				
STATION	TOTAL NO.	OPERATIONAL	NON-OPERATIONAL	PERCENTAGE OPERATIONAL
RECTO	1	1	0	100%
LEGARDA	1	1	0	100%
PUREZA	1	1	0	100%
V. MAPA	1	1	0	100%
J. RUIZ	1	1	0	100%
GILMORE	1	1	0	100%
BETTY-GO	1	1	0	100%
CUBAO	1	1	0	100%
ANONAS	1	1	0	100%
KATIPUNAN	1	1	0	100%
SANTOLAN	1	1	0	100%
MARIKINA	2	2	0	100%
ANTIPOLO	2	2	0	100%
Total	15	15	0	100%

PWD Ramps				
STATION	TOTAL NO.	OPERATIONAL	NON-OPERATIONAL	PERCENTAGE OPERATIONAL
RECTO	2	2	0	100%
LEGARDA	1	1	0	100%
PUREZA	1	1	0	100%
V. MAPA	1	1	0	100%
J. RUIZ	1	1	0	100%
GILMORE	1	1	0	100%
BETTY-GO	1	1	0	100%
CUBAO	1	1	0	100%
ANONAS	1	1	0	100%
KATIPUNAN	2	2	0	100%
SANTOLAN	1	1	0	100%
MARIKINA	2	2	0	100%
ANTIPOLO	2	2	0	100%
Total	17	17	0	100%

SIGNAGE						
STATION	Special Boarding Area (Platform)		Please Give Priority to.. (Elevators)		PWD Comfort Rooms	
	Required	Installed	Required	Installed	Required	Installed
RECTO	1	1	10	10	1	1
LEGARDA	2	2	6	6	1	1
PUREZA	2	2	6	6	1	1
V. MAPA	2	2	6	6	1	1
J. RUIZ	2	2	6	6	1	1
GILMORE	2	2	6	6	1	1
BETTY-GO	2	2	6	6	1	1
CUBAO	2	2	6	6	1	1
ANONAS	2	2	6	6	1	1
KATIPUNAN	2	2	6	6	1	1
SANTOLAN	2	2	2	2	1	1
MARIKINA	2	2	8	8	2	2
ANTIPOLO	1	1	8	8	2	2
Total	24	24	82	82	15	15

Prepared by:

Gil Carlos J. Monteclaro
Member - Mobility, Inclusivity & Accessibility Committee

Engr. Francis Archivido
Member - Mobility, Inclusivity & Accessibility Committee


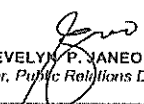


Light Rail Transit Authority
Business Development & Public Relations Department
PUBLIC RELATIONS DIVISION

Annex D

MONTHLY TABULATION OF PASSENGER COMPLAINTS/ SUGGESTIONS/
COMMENDATIONS FILED/ RECEIVED
For the Month of APRIL 2024

NATURE OF COMPLAINT	WALK-IN	PHONE-IN	EMAIL	FACEBOOK	TWITTER	8888 HOTLINE	SOD REPORT	TOTAL
FRONTLINE SERVICE RELATED								
Refusal to Issue student discount (ST)			1					1
Alleged discourtesy (SG)			1				1	2
Refund request due the inconsistency of Cashier Pempeña				1				1
Alleged discourtesy (ST)							1	1
Verbal-alleged discourtesy(ST)							1	1
Alleged lack of assistance (SG)							1	1
Verbal-unavailability of Nurse at Recto							1	1
SUB-TOTAL							1	1
STATION RELATED								
Defective ceiling fans				4				4
No hand soap at Marikina C/R				1				1
Defective escalator				2	1			3
Foul smell @ Recto station					1			1
Verbal-Defective elevator							1	1
Verbal-Sudden shaking & Tripping of elevator							1	1
SUB-TOTAL								11
TRAIN RELATED								
Train's poor ACU				12	9			21
Cockroach @TS #17				1				1
Train delays/ long headway				1	1			2
Stench smell inside the train							1	1
SUB-TOTAL								25
TICKET RELATED								
Defective TVM				2				2
Grounded Automatic gates				1				1
SUB-TOTAL								3
SAFETY & SECURITY RELATED								
None								0
SUB-TOTAL								0
SUGGESTION								
Upgrade communication-based train control like in Hongkong				1				1
Place/ upgrade the PIDs				1				1
Man the elevator area at ground level of Legarda							1	1
Representative in station for inquiries re: on-loading on Beep card							1	1
Verbal-provide chairs/bench for Senior Citizen at station entrances							1	1
SUB-TOTAL								5
COMMENDATION								
Lost and Found staff- very accommodating							1	1
SUB-TOTAL								1
TOTAL	0	0	2	27	12	0	12	53

Prepared by:  IRENEL VALENCERINA P/R Officer III	Noted by:  EVELYN P. JANCO Manager, Public Relations Division
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Annex E – Maintenance Activities on Conveyance Systems

A. Escalator Maintenance Activities



B. Elevator Maintenance Activities





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Annex F

April 17, 2024

ACCOMPLISHMENT REPORT

FOR : ENGR. SANTOS G. ABRAZADO
Manager, L1 & L2 Engineering Department

THRU : ENGR. HILFRED Q. TUSING
Manager, Line 2 Rolling Stock & Interrelated Systems Division

: ENGR. MARILES DONCILLO
Senior Engineer A

: ENGR. NOREGEN V. BAYDO
Senior Engineer A

SUBJECT : INSTALLATION OF ADDITIONAL TAC TILES TOWARDS PWD COMFORT ROOM
AND RELOCATION OF TAC TILES TOWARDS SHUTTLE PLATFORM EDGE AT
CUBAO STATION

Good day.

This is to inform your good office that the installation of additional Tac Tiles towards PWD Comfort Room at Concourse Paid Area and the relocation of Tac Tiles towards the Shuttle Platform Edge Area at Cubao Station has been completed last February 16, 2024.

Please find attached herewith the photos of our activity.


ROMMEL V. DOMINGO
Supervisor, MTT-Civil/Architectural

Address:

Line 2 Depot, Marcos Highway, Santolan, Pasig City, Metro Manila, Philippines 1610
Trunkline: 86473479 / 86473481 / 86473484 / 86473485 / 86473487
website: www.lrta.gov.ph



MANS 4/17
7:48 PM



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Annex F

INSTALLATION OF ADDITIONAL TACTILES TOWARDS PWD CR AND RELOCATION OF TACTILES GOING TO SHUTTLE PLATFORM EDGE AT CUBAO STATION



Address:

Line 2 Depot, Marcos Highway, Santolan, Pasig City, Metro Manila, Philippines 1610
Trunkline: 86473479 / 86473481 / 86473484 / 86473485 / 86473487

website: www.lrta.gov.ph





Annex F





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Annex G

April 26, 2024

ACCOMPLISHMENT REPORT

FOR : ENGR. SANTOS G. ABRAZADO
Manager, L1 & L2 Engineering Department

THRU : ENGR. HILFRED Q. TUSING
Manager, Line 2 Rolling Stock & Interrelated Systems Division

: ENGR. MARILES DONCILLO
Senior Engineer A

: ENGR. NOREGEN V. BAYDO
Senior Engineer A

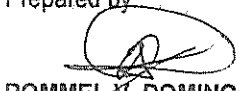
SUBJECT : REINSTALLATION OF DETACHED TAC TILES AT RECTO STATION.

Good day.

This is to inform your good office that we have reinstalled 30 pcs detached Rubber Tactiles at Concourse Paid Area at Recto Station last April 25, 2024 with Incident Number 2568 given by Ms. Eugenio at 1438H.

Please find attached herewith the photos of our activity.

Prepared by:


ROMMEL V. DOMINGO
Supervisor, MTT-Civil/Architectural

Noted by:


HENRY M. ALBONTIN
Supervisor, MTT- Civil/ Architectural

MAR 4/26
1:28 PM

Address:

Line 2 Depot, Marcos Highway, Santolan, Pasig City, Metro Manila, Philippines 1610
Trunkline: 86473479 / 86473481 / 86473484 / 86473485 / 86473487
website: www.lra.gov.ph





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Annex G

REINSTALLATION OF DETACHED RUBBER TACTILES AT CONCOURSE PAID AREA AT RECTO STATION



Address:

Line 2 Depot, Marcos Highway, Santolan, Pasig City, Metro Manila, Philippines 1610

Trunkline: 86473479 / 86473481 / 86473484 / 86473485 / 86473487

website: www.lrta.gov.ph



Annex G

