



LIGHT
RAIL
TRANSIT
AUTHORITY



AUGUST 2024 MONITORING REPORT

LRTA MOBILITY, INCLUSIVITY, AND ACCESSIBILITY COMMITTEE

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I. Status of Conveyance Systems

a. Status of Escalators

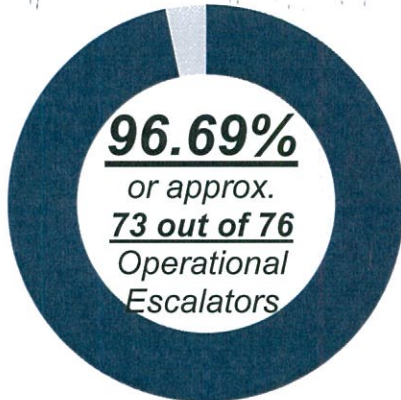


Figure 1: Operational Escalators

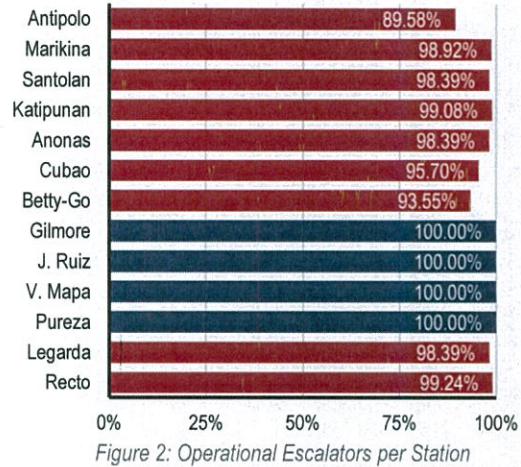


Figure 2: Operational Escalators per Station

The Daily Escalator Monitoring Update for the Month of August 2024¹ indicates that the computed daily operational average for escalators is 73.48 units, translating to a **96.69% operational status, with approximately 73 out of 76 escalators operational on a daily basis.**

Among the 13 stations, 4 stations – Gilmore, J. Ruiz, V. Mapa, and Pureza – achieved a remarkable 100% operational status. Conversely, the other 9 stations recorded operational statuses lower than the baseline target (100%) ranging from 89.58% to 99.24%.

b. Status of Elevators

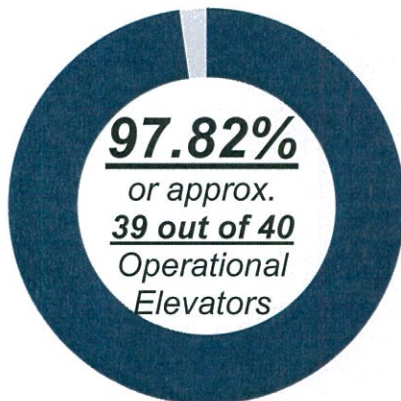


Figure 3: Operational Elevators

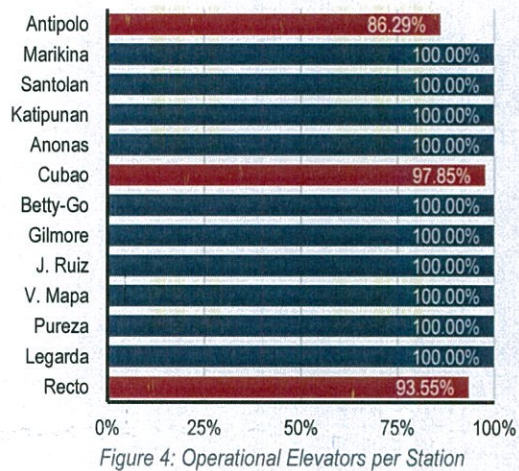


Figure 4: Operational Elevators per Station

The Daily Elevator Monitoring Update for the Month of August 2024² indicates that the computed daily operational average for elevators is 39.13 units, translating to a **97.82% operational status, with approximately 39 out of 40 elevators operational on a daily basis.**

Among the 13 stations, only 3 stations – Antipolo, Cubao, and Recto – recorded operational statuses lower than the baseline target (100%) ranging from 86.29% to 97.85%.

¹ Annex A – Daily Escalator Monitoring Update for the Month of August 2024

² Annex B – Daily Elevator Monitoring Update for the Month of August 2024

c. Comparative Analysis – Monthly Operational Status (July vs. August)

Conveyance System	July	August	Variance
Escalators	97.16%	96.69%	▼ - 0.47%
Elevators	98.31%	97.82%	▼ - 0.48%

Figure 5: Comparative Analysis – Monthly Operational Status (July vs. August)

Minimal variances are observed when comparing the operational status of conveyance systems for July and August 2024.

d. Comparative Analysis – Monthly Operational Status (January to August)

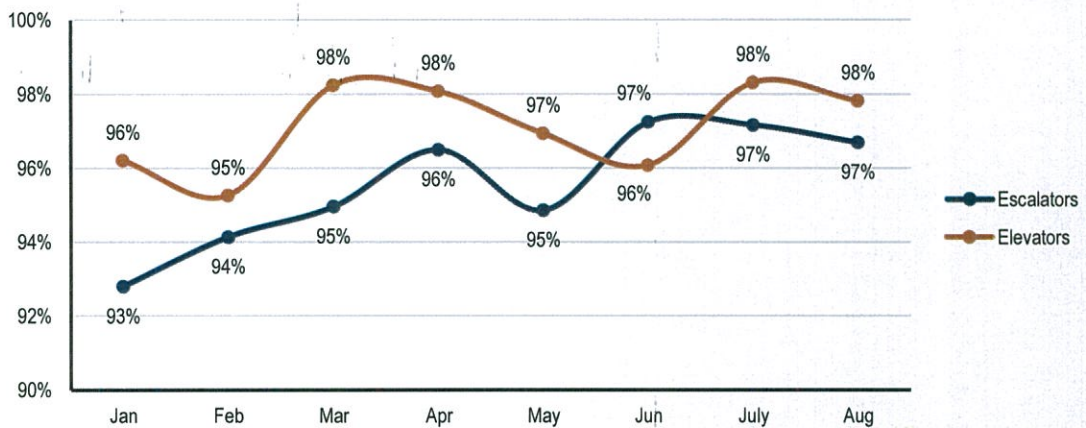


Figure 6: Comparative Analysis – Monthly Operational Status (January to August)

This graph presents a comparative analysis of the operational status of conveyance systems from January to August 2024, showing an upward trend in operational efficiency over this period.

II. Status of Facilities

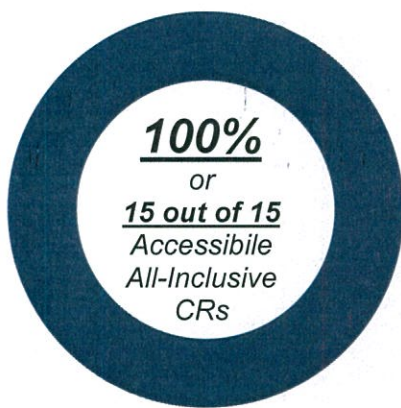


Figure 7: All-Inclusive Comfort Rooms

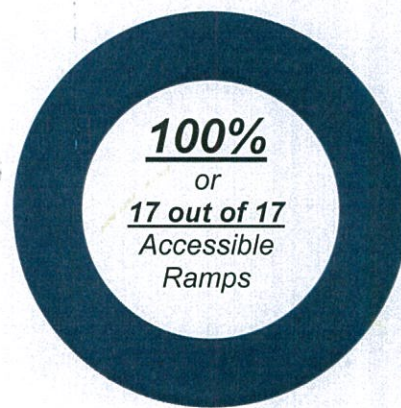


Figure 8: Accessible Ramps

Throughout August 2024, all 15 All-Inclusive Comfort Rooms (CR) and all 17 Accessible Ramps were confirmed to be accessible, ensuring inclusivity and facilitating seamless mobility for individuals with disabilities.³

³ Annex C – Status of Equipment and Facilities (as of August 31, 2024)

III. Status of Signages



Figure 9: Installed SBA



Figure 10: Installed 'Please Give Priority To'



Figure 11: Installed 'All-Inclusive CR'

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

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.

V. Passenger Feedbacks

a. Nature and Mode of Passenger Feedbacks

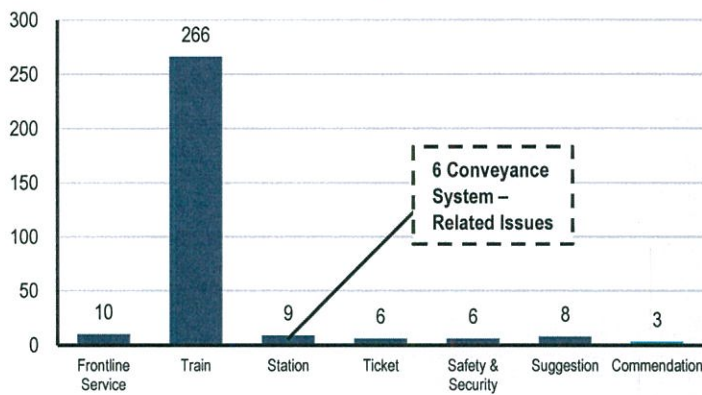


Figure 12: Nature of Feedback

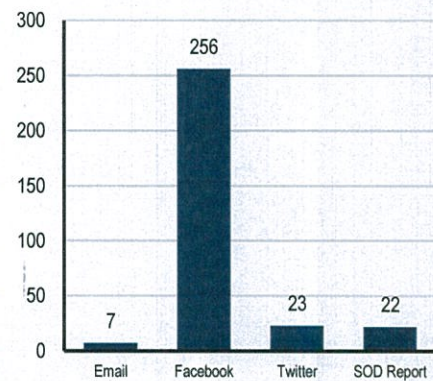



Figure 13: Mode of Feedback

The Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed/Received (August 2024)⁴ indicates a total of 308 feedbacks. Among these, Train-Related issues were the most prevalent, comprising of 266 complaints, while commendations were the least, with only 3 feedbacks.

With a baseline target of 100% operational efficiency for the conveyance system, which currently stands at 96.69% for escalators and 97.82% for elevators, it is imperative to address faults and breakdowns promptly. Out

³ Annex C – Status of Equipment and Facilities (as of August 31, 2024)

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

 **LRTA MIAC August 2024 Monitoring Report**

of the 9 Station-Related Issues reported, **6 were related to conveyance systems**. Passengers feel the impact of non-operational or faulty conveyance systems, prompting them to file complaints. This highlights the critical need for regular maintenance and swift repair or restoration of faulty conveyance system to ensure accessibility.⁵

In terms of communication channels, **Facebook is the most utilized platform with 256 feedbacks, while Email is the least utilized at 7 feedbacks.**

b. Comparative Analysis – Monthly Passenger Feedbacks (July vs. August)

Nature of Feedback	July	August	Variance
Frontline Service	3	10	▲ 233%
Train	24	266	▲ 1,008%
Station	2	9	▲ 350%
Ticket	1	6	▲ 500%
Safety & Security	3	6	▲ 100%
Suggestion	3	8	▲ 167%
Commendation	5	3	▼ -40%
Total	41	308	▲ 651%

Figure 14: Comparative Analysis - Monthly Passenger Feedbacks (July vs. August)

This table summarizes the monthly changes in the number of feedbacks across different categories, highlighting significant variances in several areas. **Overall, the total number of feedbacks increased substantially by 651%.** Moreover, out of 4,465,763 ridership for the month of August 2024, only a total of 308 complaints (0.00690%) were recorded.

c. Comparative Analysis – Monthly Passenger Feedbacks (January to August)

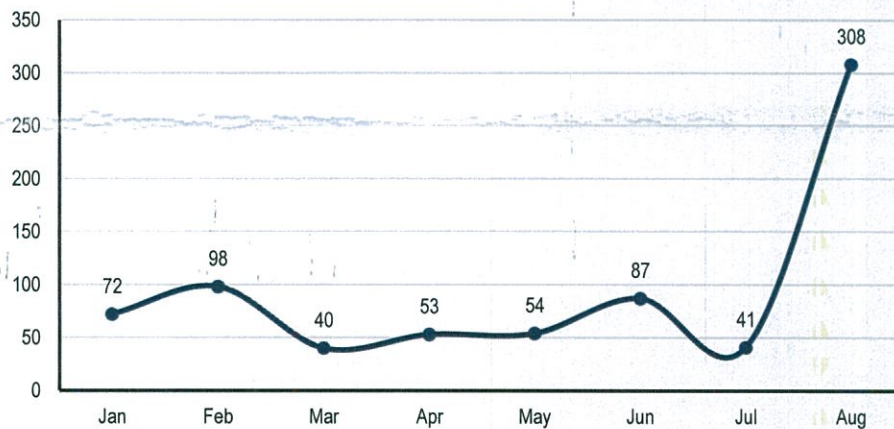


Figure 15: Comparative Analysis - Monthly Passenger Feedbacks (January to August)

This graph presents a comparative analysis of passenger feedbacks for the period from January to August 2024, highlighting significant fluctuations in the number of passenger feedbacks. **Notably, feedbacks surged to 308 in August, indicating a substantial increase in passenger complaints compared to earlier months.**

⁵ Annex E – Maintenance Activities on Conveyance Systems (August 2024)

VI. Pending Issues and Concerns

1. Request of inclusion of projects in GAD initiatives

Action Taken	Status
The Committee requested for the budget inclusion of access ramps and access signages to the GAD Committee.	A request has been sent to the GAD Committee for their appropriate action.

2. Continuous Trainings for New Employees and Training on Non-Visible Disability Sensitivity

Action Taken	Status
In view of the suggestions and recommendations from representatives of Persons with Disabilities organizations raised at the previously held High-Level Meeting regarding accessibility issues, the Committee transmitted a memorandum requesting the HRMD to provide continuous training for new employees and training on non-visible disability sensitivity.	Under review of HRMD.

VII. Meeting's Log

No.	Date	Agenda	Status/Remarks
1	06 August 2024	MIAC Secretariat coordination meeting.	Meeting concluded

Prepared By:


ANGELICA FE L. DERIQUITO
 Chairperson, MIAC



ELEVATOR MONITORING UPDATE FOR THE MONTH OF AUGUST 2024

STATION	TOTAL QTY.	ESC I.D.	AUGUST 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	31				
RECTO	4	A																																			
		B																																			
		C																								X	X	X	X	X	X	X	X	X	X	X	
		D																																			
LEGARDA	3	A																																			
		B																																			
		C																																			
PUREZA	3	A																																			
		B																																			
		C																																			
V. MAPA	3	A																																			
		B																																			
		C																																			
J. RUIZ	3	A																																			
		B																																			
		C																																			
GILMORE	3	A																																			
		B																																			
		C																																			
BETTY-GO	3	A																																			
		B																																			
		C																																			
CUBAO	3	A																																			
		B																																			
		C																																			
AHONAS	3	A																																			
		B																																			
		C																																			

SD



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

Annex B

ELEVATOR MONITORING UPDATE FOR THE MONTH OF AUGUST 2024

STATION	TOTAL QTY.	ESC LD.	AUGUST 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	31			
KATIPUNAN	3	A																																		
		B																																		
		C																																		
SANTOLAN	1	A																																		
		1																																		
		2																																		
		3																																		
ANTIPOLO	4	1																																		
		2																																		
		3																																		
		4																																		
# OF OPERATIONAL UNITS			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	40	40	40			

Legend: Operational Operational but with defective accessory Non-operational * NOTE: All updates are as of 8:00 A.M. daily

Prepared by:

 Engr. Francis Archivido
 Principal Engineer B, Line 2 RSSIS Division

**Status of Equipment and Facilities
As of August 31, 2024**

Annex C

ESCALATOR				
STATION	TOTAL NO.	OPERATIONAL	NON-OPERATIONAL	PERCENTAGE OPERATIONAL
RECTO	17	17	0	100%
LEGARDA	2	2	0	100%
PUREZA	2	2	0	100%
V. MAPA	2	2	0	100%
J. RUIZ	2	2	0	100%
GILMORE	2	2	0	100%
BETTY-GO	2	2	0	100%
CUBAO	15	13	2	87%
ANONAS	2	2	0	100%
KATIPUNAN	7	7	0	100%
SANTOLAN	4	4	0	100%
MARIKINA	6	6	0	100%
ANTIPOLO	13	13	0	100%
Total	76	74	2	97%

ELEVATOR				
STATION	TOTAL NO.	OPERATIONAL	NON-OPERATIONAL	PERCENTAGE OPERATIONAL
RECTO	4	3	1	75%
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	1	0	100%
MARIKINA	4	4	0	100%
ANTIPOLO	4	3	1	75%
Total	40	38	2	95%

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%

Remarks: SouthEast LRTA - CR&PWD CR is temporary close due to problem on water supply

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	23	24	82	82	15	15

Prepared by:

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

Engr. Frangie Archivaldo
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 AUGUST 2024

NATURE OF COMPLAINT	WALK-IN	PHONE-IN	EMAIL	FACE BOOK	TWITTER	8888 HOTLINE	SOD REPORT	TOTAL
FRONTLINE SERVICE-RELATED								
Alleged discourtesy (SG)			4	1				5
Alleged discourtesy (ST)				1				1
Alleged negligence of duty (TO)			1					1
Alleged negligence of duty (ST)			1					1
Alleged lack of assistance (SG)				1				1
Alleged short-changing (ST)				1				1
SUB-TOTAL								10
STATION-RELATED								
Verbal – sudden jerk of elevator							6	6
Verbal – analog clock not functioning							2	2
Verbal – busted lighting at Recto station							1	1
SUB-TOTAL								9
TRAIN-RELATED								
Train's poor ACU				4				4
Train delays/service interruptions				237	20			257
Verbal – train delays							2	2
Sudden stop/ abrupt braking				2				2
Limited operations				1				1
SUB-TOTAL								266
TICKET-RELATED								
Alleged cash captured				2				2
TVM coins only					1			1
Defective TVM -rejecting banknotes/paper bills							1	1
Verbal - No cash refund							1	1
Lost Beep card and fee for lost ticket							1	1
SUB-TOTAL								6
SAFETY & SECURITY-RELATED								
Inconsistent implementation of policy on station closing time			1	1				2
Inconsistent implementation of queuing system				1				1
Inspection policy				1				1
Broken laptop screen because clogged in the xray machine							1	1





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 **AUGUST 2024**

Verbal - Long queuing								1	1
SUB-TOTAL									6
SUGGESTION									
Change the location of walk-thru (inspection) at Gilmore station								1	1
Verbal- announce the prohibition of taking photos inside the train								1	1
Request for skip train								1	1
Brighter lighting fixtures at Santolan overpass				1					1
Installation of platform screen doors				1					1
Request for student's beep card				1					1
Continuously remind passengers to line up properly					1				1
Fix/turn on the electric fans at Katipunan station					1				1
SUB-TOTAL									8
COMMENDATION									
SS Valencia, HG Sapitula - for being honest								1	1
UT Bernales and UT Parocha for their dedication and meticulous work								1	1
UT - Well-maintained CR at Cubao station								1	1
SUB-TOTAL									3
TOTAL		0	0	7	256	23	0	22	308

Prepared by:  IRENE L. VALENCERINA <i>PR Officer III</i>	Noted by:  EVELYN P. JANEKO <i>Manager, Public Relations Division</i>
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Annex E – Maintenance Activities on Conveyance Systems (August 2024)

A. Escalator Maintenance Activities



B. Elevator Maintenance Activities

