



Light Rail Transit Authority  
Mobility, Inclusivity, and Accessibility Committee (MIAC)

**MONTHLY MONITORING REPORT**

As of 31 August 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

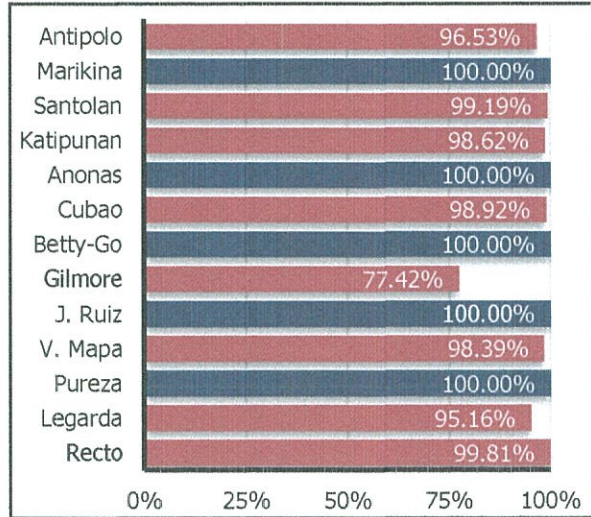
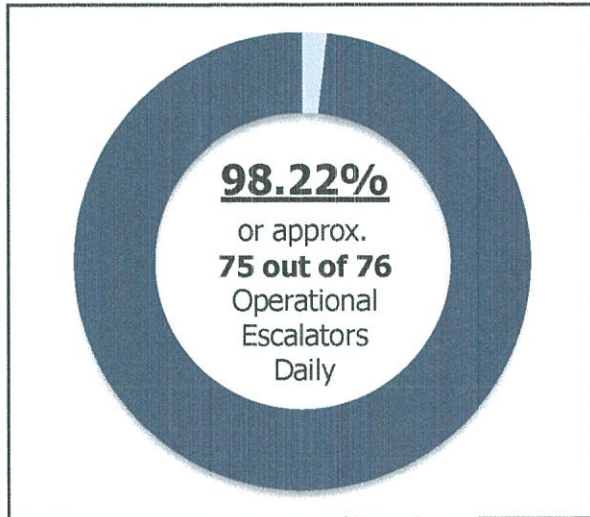
This monthly monitoring report supports the Light Rail Transit Authority's commitment to promoting safe, inclusive, and accessible public transportation for all. By regularly tracking key indicators related to mobility, inclusivity, and accessibility, the LRTA MIA Committee ensures that gaps are identified, 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

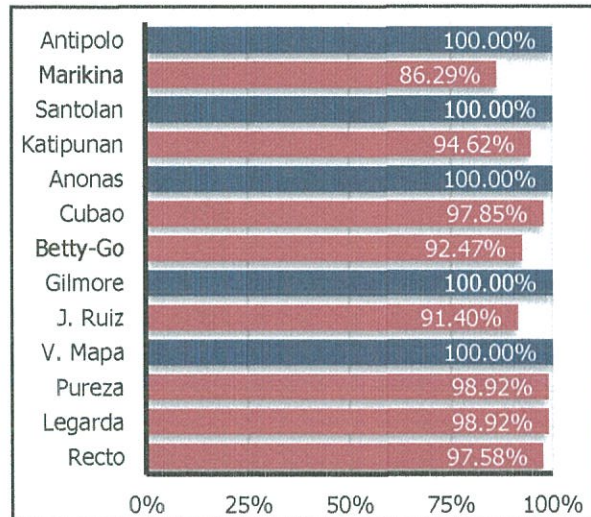
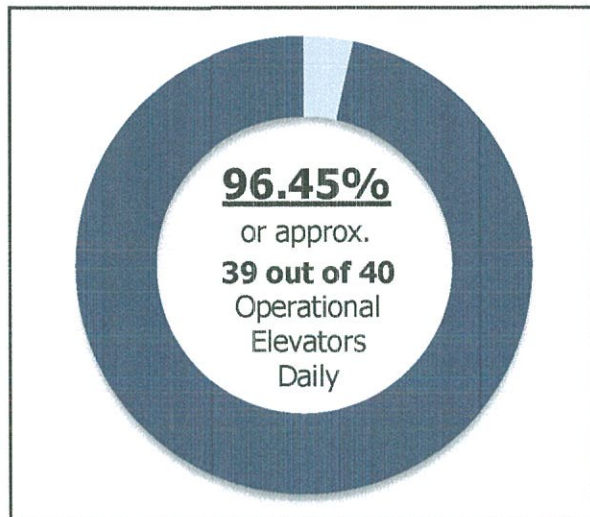
- **5 out of 13 stations achieved 100% operational status for escalators.**
- **5 out of 13 stations achieved 100% operational status for elevators.**
- The overall operational status of conveyance systems remained high in August 2025. **Escalators improved to 98.22% from 96.26% in July, while elevators posted a slight decrease to 96.45% from 99.03%.**
- **All facilities** were confirmed to be **accessible**.
- **All required signages** were confirmed as **installed**.
- The number of **passenger feedbacks significantly increased** from 76 in July to 154 in August, reflecting a **103% growth**.

## I. Status of Conveyance Systems

### a. Status of Escalators



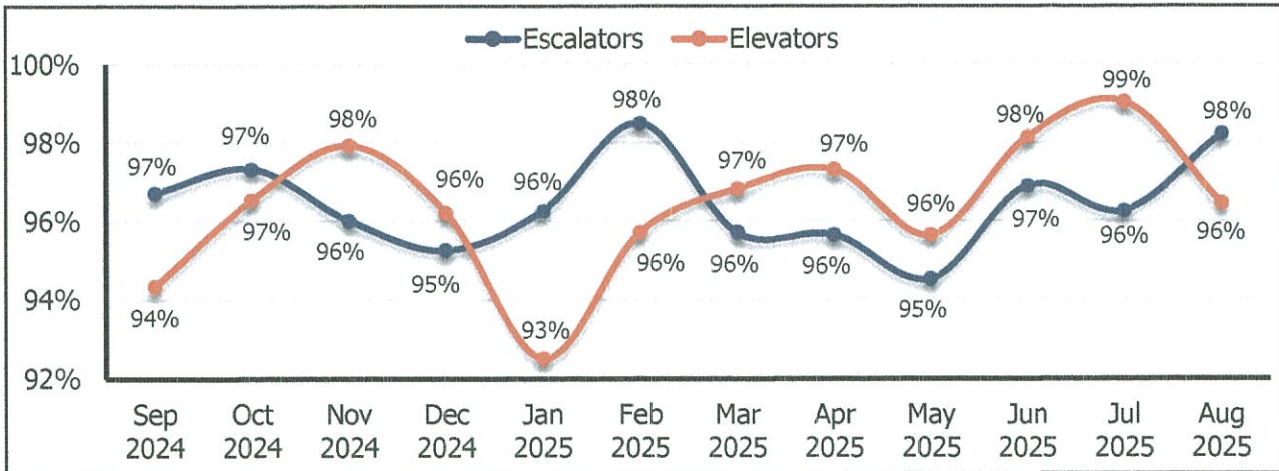
### b. Status of Elevators



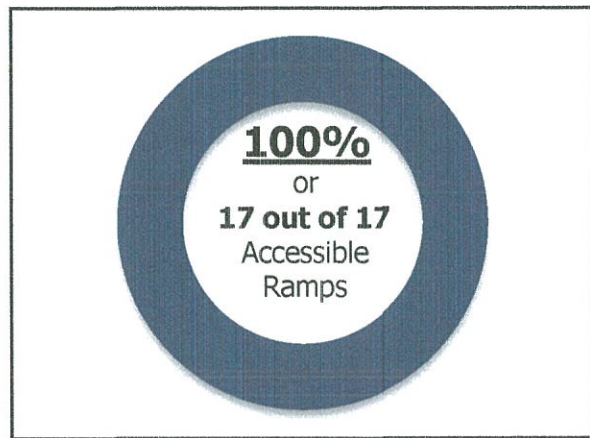
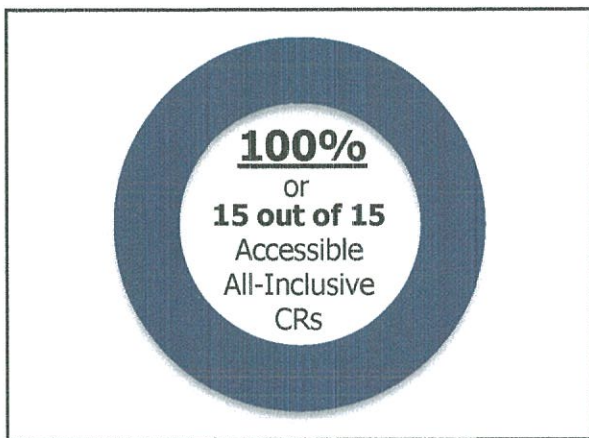
### c. Comparative – Monthly Operational Status (Previous vs. Present)

Conveyance System	Jul 2025	Aug 2025	Increase/Decrease
Escalators	96.26%	98.22%	▲ 1.95%
Elevators	99.03%	96.45%	▼ -2.58%

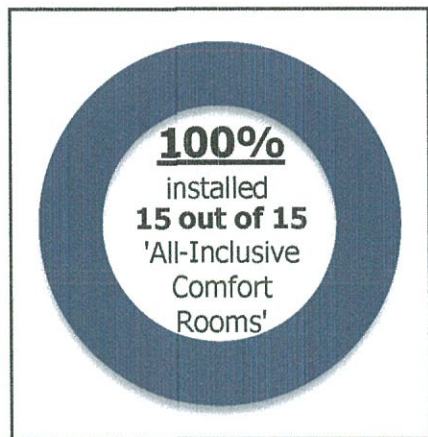
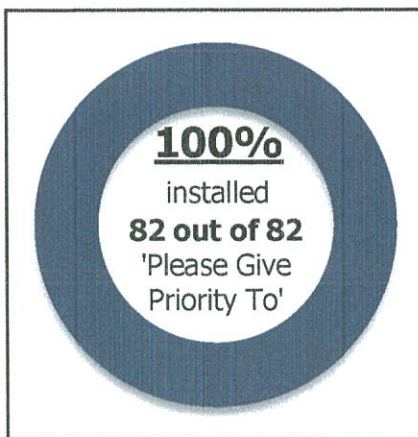
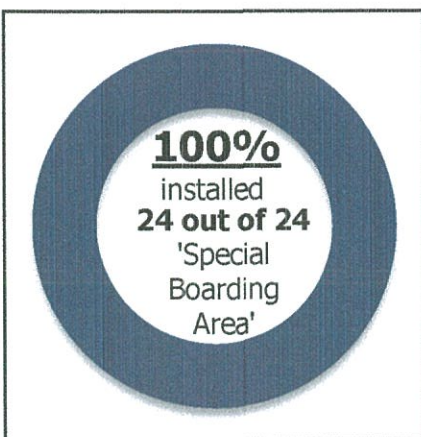
**d. Comparative – Monthly Operational Status (For the past 12 months)**



**II. Status of Facilities**



**III. Status of Signages**



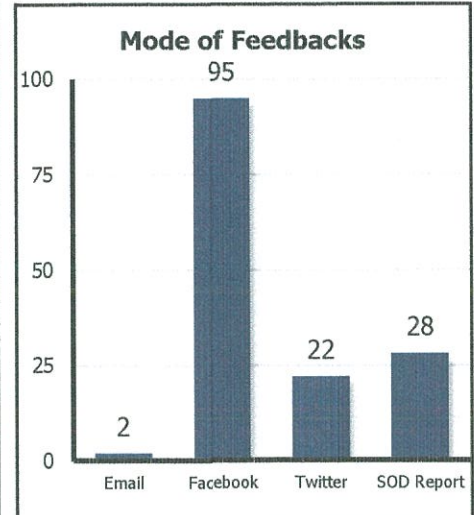
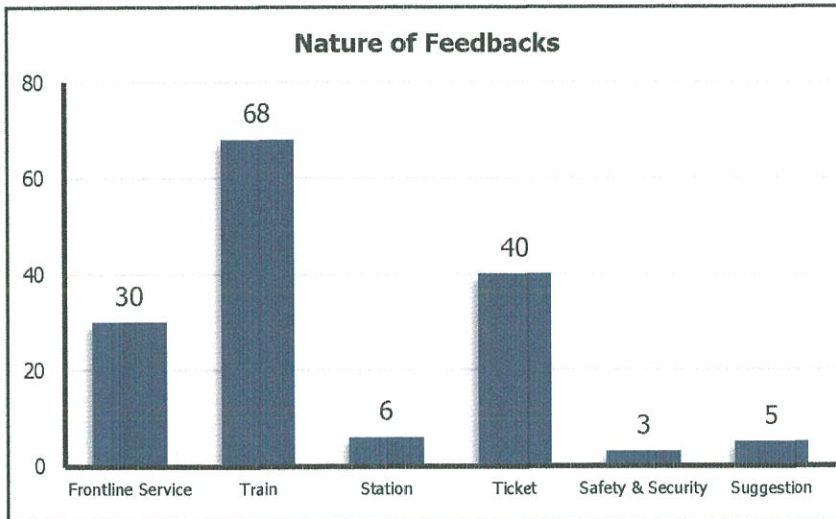


#### IV. Status of Tactile Floorings

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

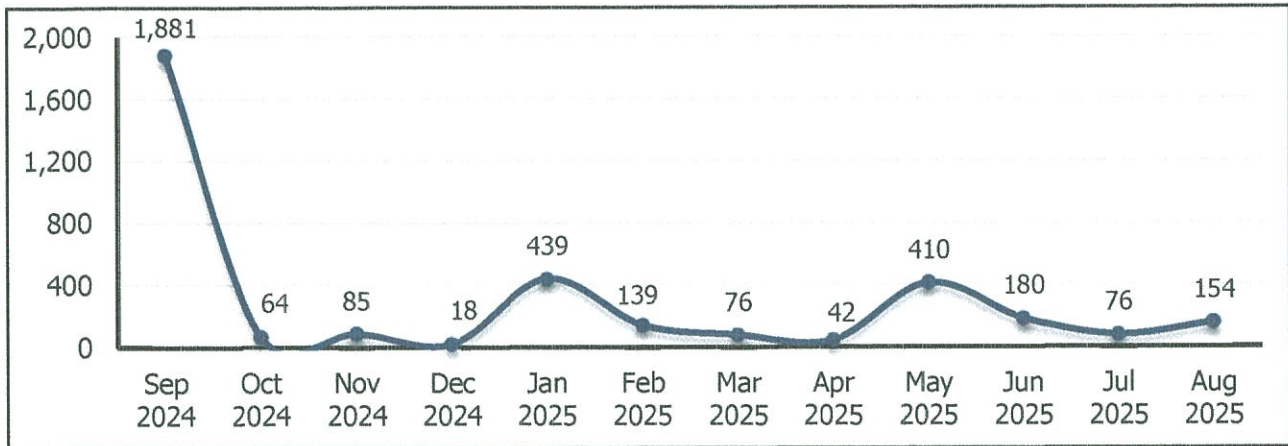
##### a. Nature and Mode of Passenger Feedbacks



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

Nature of Feedback	Jul 2025	Aug 2025	Variance
Frontline Service	12	30	▲ 150%
Train	17	68	▲ 300%
Station	11	6	▼ -45%
Ticket	19	40	▲ 111%
Safety & Security	5	3	▼ -40%
Suggestion	12	5	▼ -58%
Commendation	0	2	▲ 100%
<b>Total</b>	<b>76</b>	<b>154</b>	<b>▲ 103%</b>

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



**VI. Key Accomplishments**

No major accomplishments were reported for August 2025; monitoring and regular activities continued as scheduled.

**VII. Pending Issues and Concerns**

- A passenger inquired about the status of the installation of the rain canopy at the ground-level elevator entrance of Antipolo Station.



- A passenger feedback was raised by a person with disability (wheelchair user) regarding the accessibility from Gateway Mall to the south entrance of Cubao LRT 2 Station and vice versa. He noted the absence of a PWD ramp at the 2<sup>nd</sup> level of Gateway Mall leading to the station entrance.

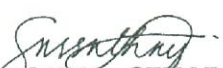
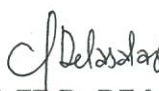
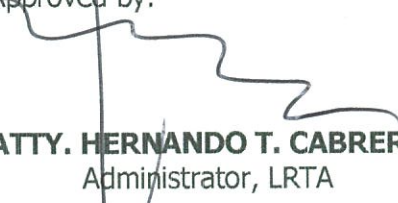


**VIII. Seminars, Trainings, and Conferences**

- 28 August 2025 – Attended **Disability Sensitivity Training: Awareness on the Proper Management/Handling of Passengers particularly Persons with Disability (PWDs)**

**IX. Meeting's Log**

No meetings attended in August 2025.

Prepared by:  <b>NEIL ANTHONY L. SENAROSA</b> Member, MIAC Secretariat	Reviewed by:  <b>ANGELICA FE D. DE LAS ALAS</b> Chairperson, MIAC	Approved by:  <b>ATTY. HERNANDO T. CABRERA</b> Administrator, LRTA
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