



---

# **LRTA Mobility, Inclusivity, and Accessibility Committee**

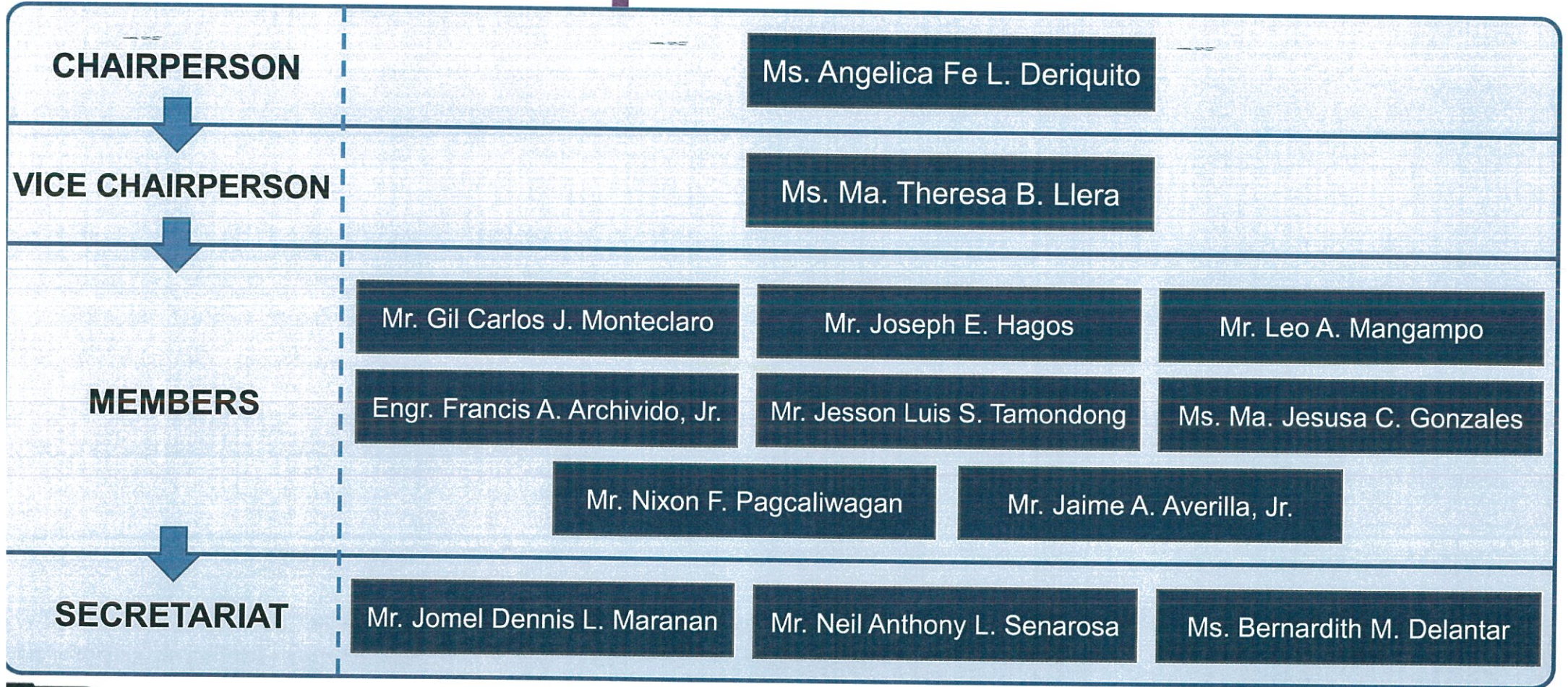
---

**December 2023 Monitoring Report**

# Contents

1. Committee Members
2. Committee Responsibilities
3. Status of Line 2 Conveyance Systems
4. Status of Line 2 Facilities and Signages
5. Other Issues and Challenges
6. Policy regarding Personal Mobility Aids (PMAs)
7. Passenger Feedbacks
8. Meeting's Log

# Committee Members



# Committee Responsibilities

Identify and assess issues and concerns



Collaborate with relevant government offices and private entities



Formulate strategies, courses of actions, solutions, and policies



Plan and recommend continuous trainings and awareness programs



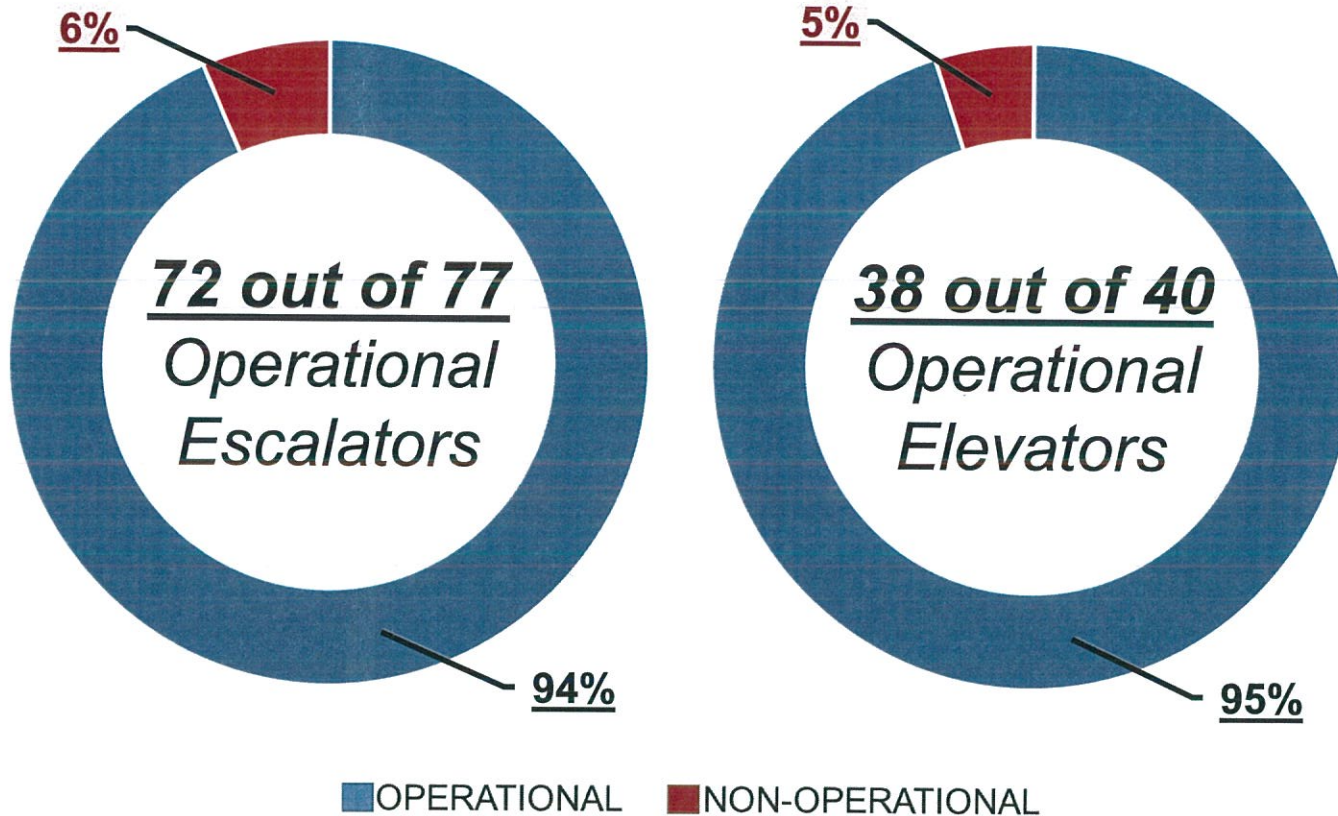
Conduct regular reviews of existing facilities, policies and procedures



Periodically submit report to the Administrator



# Status of Line 2 Conveyance Systems



## NON-OPERATIONAL CONVEYANCE SYSTEMS

| Station      | Escalator | Elevator |
|--------------|-----------|----------|
| Recto        | 1         |          |
| Cubao        | 2         |          |
| Antipolo     | 2         |          |
| V. Mapa      |           | 1        |
| Marikina     |           | 1        |
| <b>Total</b> | <b>5</b>  | <b>2</b> |

*Note: Data as of 31 December 2023*



# Status of Line 2 Facilities and Signages

## FACILITIES

## SIGNAGES

100%

100%

100%

100%

100%

PWD Comfort Rooms  
15 out of 15  
Operational

PWD Ramps  
17 out of 17  
Operational

Special Boarding Area  
24 out of 24  
Installed

Please Give Priority To  
82 out of 82  
Installed

PWD Comfort Rooms  
15 out of 15  
Installed



# Other Issues and Challenges

| ISSUE/CHALLENGE  | ACTION/S TAKEN  |
|--|---|
| <p><b><u>Detached Tactiles in LRT Line 2 Stations:</u></b> Observations have highlighted instances where the tactile paving designed to aid visually impaired passengers has become detached and compromised particularly in Cubao and Recto Stations.</p> | <p>Transmitted a Memorandum to the Engineering Department last January 04, 2024 requesting for their comprehensive assessment of all the tactile within the Line 2 railway stations.</p>  |
| <p><b><u>Tactile Flooring in the LRT Line 2 Stations' Entrances:</u></b> Observations have highlighted that the bag checker's location is blocking and hindering the tactile flooring particularly in Marikina and Antipolo Station.</p>                   | <p>This issue was raised by one of the members of the Committee, Mr. Gil Monteclaro during the Coordination Meeting held last January 03, 2024 and was noted by another member, Mr. Jaime Averilla, Jr. The issue was solved by January 05, 2024.</p>                           |
| <p><b><u>Tactile Flooring with obstructions in the LRT Line 2 Stations:</u></b> Obstructions in the tactile flooring in Antipolo Station were identified last January 05, 2024 @ 5:30 pm. Photos of Tactile flooring with obstructions</p>                 | <p>This issue was raised by the Vice-Chairperson of the Committee, Ms. Ma. Theresa B. Llera in the Telegram GC of the MIAC @ 5:30pm. Action was taken and cleared the obstructions by 6:24 pm with the assistance of the General Services Division thru Mr. Leo A Mangampo.</p> |
| <p><b><u>The Department of Transportation (DOTr) requested to include in the LRT-2 website the operational status of conveyances which includes elevators and escalators that are under maintenance.</u></b></p>   | <p>The LRT-2 website already provides regular operation updates of conveyances which are under maintenance in all social media accounts of LRTA Line 2.</p>   |



# Policy regarding Personal Mobility Aids (PMAs) |

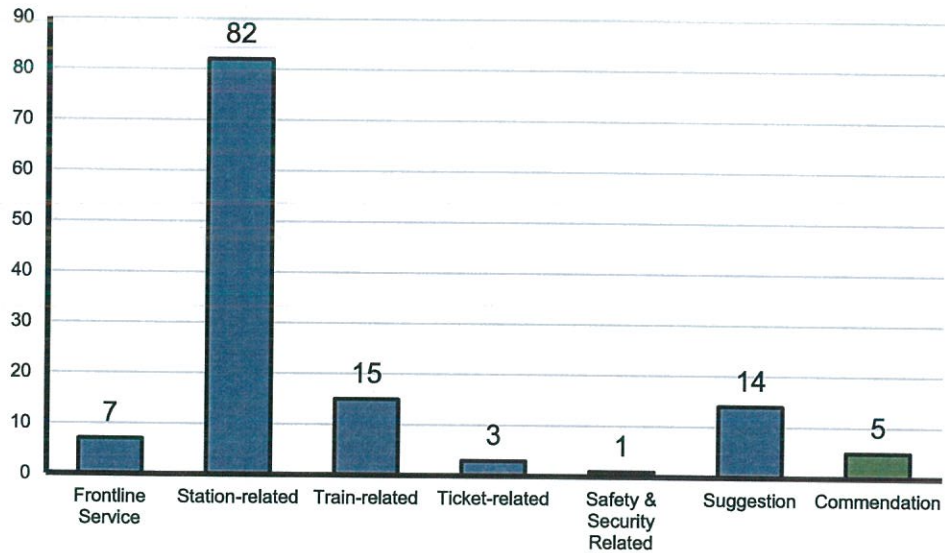
With instruction from Admin Cabrera, the Committee prepared a draft policy through a coordination meeting on January 05, 2024. Ongoing comments from members of the committee and transmitted the 1<sup>st</sup> draft for Admin Cabrera's comments last January 09, 2024.



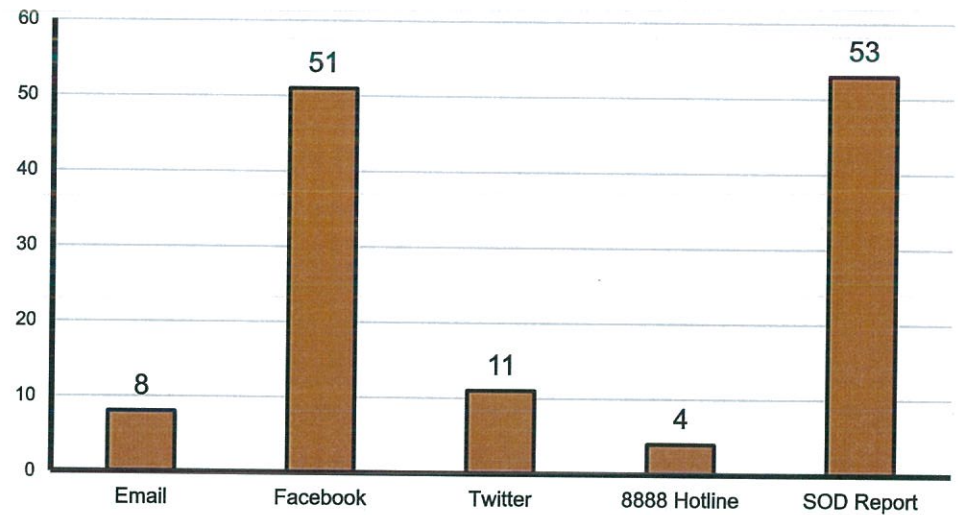
# Passenger Feedbacks

Out of **4,481,579** ridership for the month of December 2023, only a total of **127 complaints (0.0028%)** have been recorded.

### NATURE OF COMPLAINT



### MODE OF COMPLAINT



# Meeting's Log

19 December 2023

- Approval of Minutes of Meeting – December 19, 2023
- Memorandum from Concession Agreement Management Team (CAMT) – Measures to Improve the Mobility, Inclusivity, and Accessibility levels of LRT Lines 1 & 2
- Status of the 4th Quarter CY 2023 Reports
- Memorandum to Engineering Department with Subject: Detached Tactiles in Cubao and Recto LRT Stations

05 January 2024

- Introduction of Committee Members and Special Order
- Existing Plans/Reviews within the LRT Line 2 Stations
- Discussion of previous minutes of meeting regarding Accessibility Meeting of the Existing Operating Lines – LRT 1, LRT 2 and MRT 3
- Process and Timeliness of Reporting
- Information regarding the monitoring of Key Performance Indicators of systems and facilities
- Information regarding the inclusion of 300 customized wet cones in the APP 2024

03 January 2024

- Crafting of policy regarding Personal Mobility Aids (PMAs)
- Submission of the 4th Quarter reports



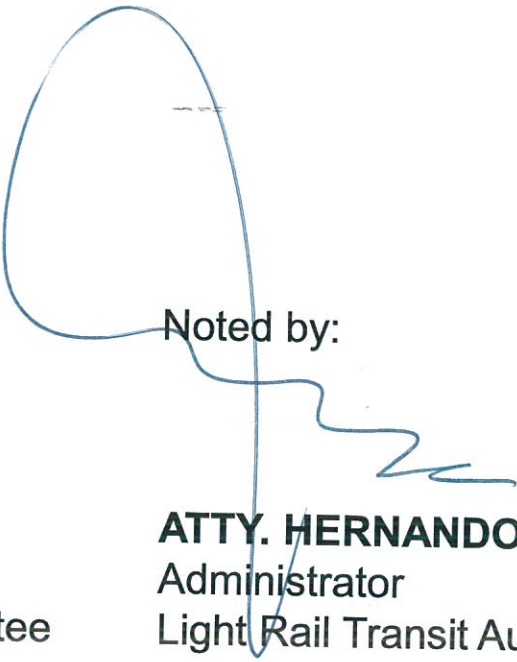
A handwritten signature in blue ink, located at the bottom right of the page.



Prepared by:

  
**ANGELICA FE L. DERIQUITO**  
Chairperson  
Mobility, Inclusivity, and Accessibility Committee

Noted by:

  
**ATTY. HERNANDO T. CABRERA**  
Administrator  
Light Rail Transit Authority