



LIGHT  
RAIL  
TRANSIT  
AUTHORITY



# DECEMBER 2024 MONITORING REPORT

LRTA MOBILITY, INCLUSIVITY, AND ACCESSIBILITY COMMITTEE

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## I. Status of Conveyance Systems

### a. Status of Escalators

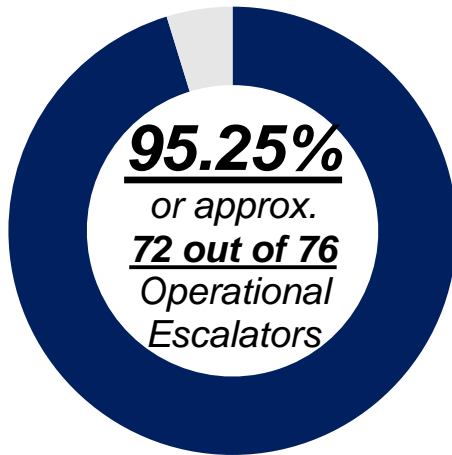


Figure 1: Operational Escalators

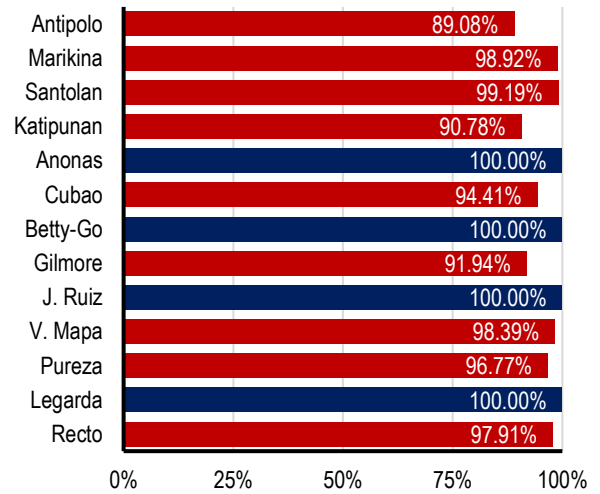


Figure 2: Operational Escalators per Station

The Daily Escalator Monitoring Update for the Month of December 2024<sup>1</sup> indicates that the computed daily operational average for escalators is 72.39 units, **translating to a 95.25% operational status, with approximately 72 out of 76 escalators operational on a daily basis.**

Among the 13 stations, 4 stations – Anonas, Betty-Go, J. Ruiz, and Legarda – achieved a remarkable 100% operational status. Conversely, the other 9 stations recorded operational statuses lower than the baseline target (100%) ranging from 89.08% to 99.19%.

### b. Status of Elevators

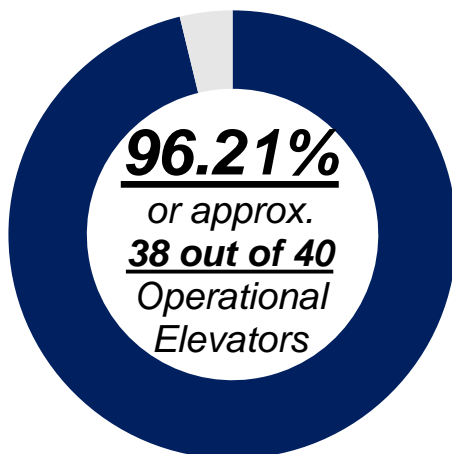


Figure 3: Operational Elevators

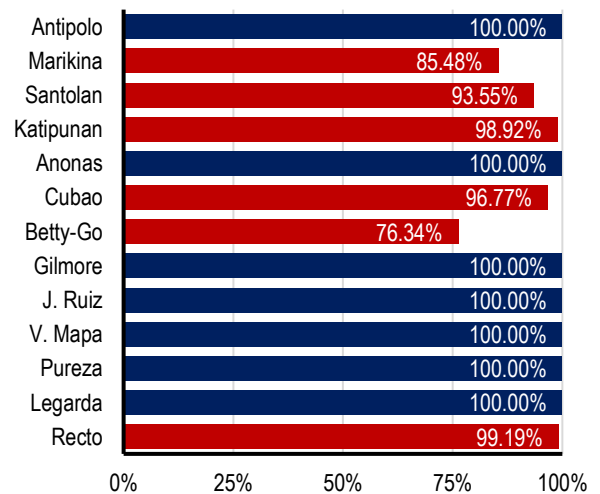


Figure 4: Operational Elevators per Station

The Daily Elevator Monitoring Update for the Month of December 2024<sup>2</sup> indicates that the computed daily operational average for elevators is 38.48 units, **translating to a 96.21% operational status, with approximately 38 out of 40 elevators operational on a daily basis.**

Among the 13 stations, 7 stations – Antipolo, Anonas, Gilmore, J. Ruiz, V. Mapa, Pureza, and Legarda – achieved a remarkable 100% operational status. Conversely, the other 6 stations recorded operational statuses lower than the baseline target (100%) ranging from 76.34% to 99.19%.

<sup>1</sup> Annex A – Escalator Monitoring Update for the Month of December 2024

<sup>2</sup> Annex B – Elevator Monitoring Update for the Month of December 2024

**c. Comparative Analysis – Monthly Operational Status (November vs. December)**

Conveyance System	November	December	Variance
Escalators	96.01%	95.25%	▼ -0.76%
Elevators	97.92%	96.21%	▼ -1.71%

Figure 5: Comparative Analysis – Monthly Operational Status (November vs. December)

Minimal increases are observed when comparing the operational status of conveyance systems for November and December 2024.

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

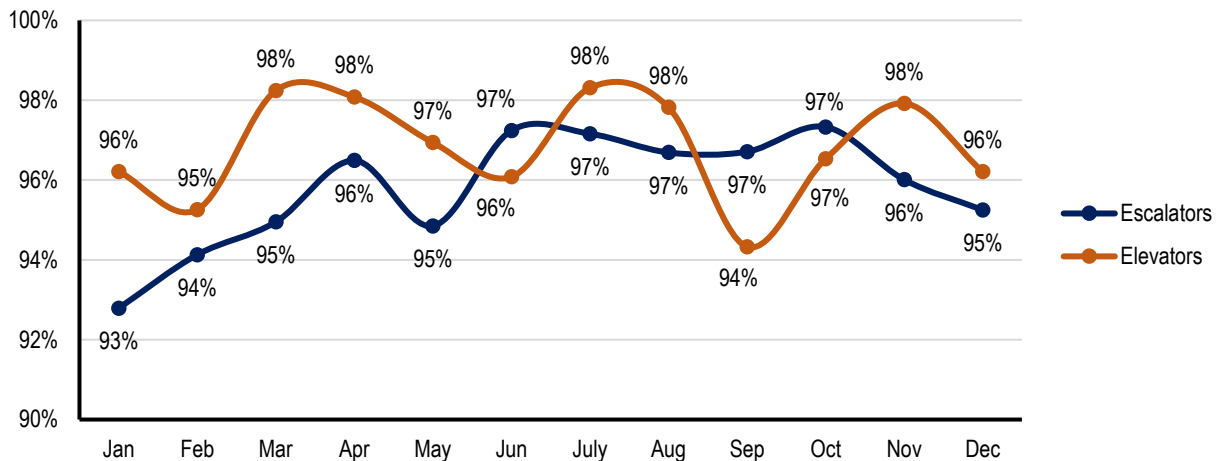


Figure 6: Comparative Analysis – Monthly Operational Status (January to December)

This graph presents a comparative analysis of the operational status of conveyance systems from January to December 2024. **Both systems show consistently high operational efficiency**, with minor fluctuations across the months. Overall, the data reflects a generally upward trend, particularly in the first half of the year, followed by stable high performance from June onward.

**II. Status of Facilities**

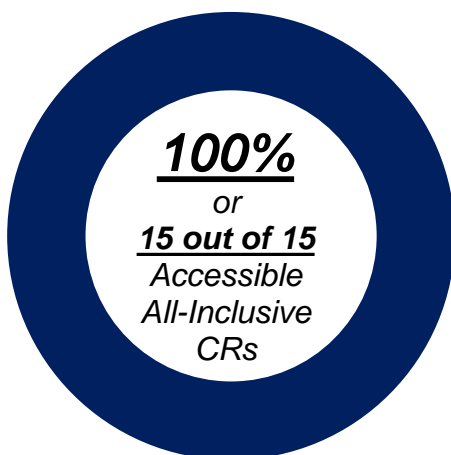


Figure 7: All-Inclusive Comfort Rooms

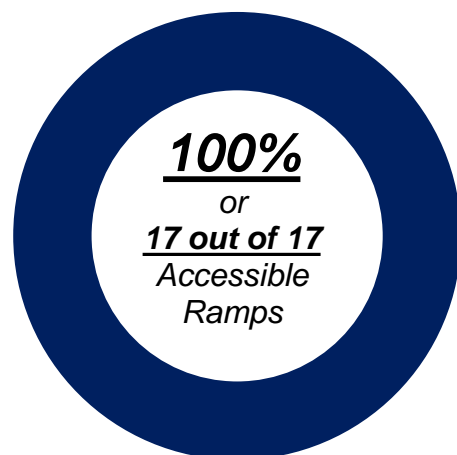


Figure 8: Accessible Ramps

Throughout December 2024, all facilities – including 15 All-Inclusive CRs and 17 Accessible Ramps were confirmed to be accessible, ensuring inclusivity and facilitating seamless mobility for individuals with disabilities.<sup>3</sup>

<sup>3</sup> Annex C – Status of Equipment and Facilities as of December 31, 2024

### III. Status of Signages



Figure 9: Installed SBA

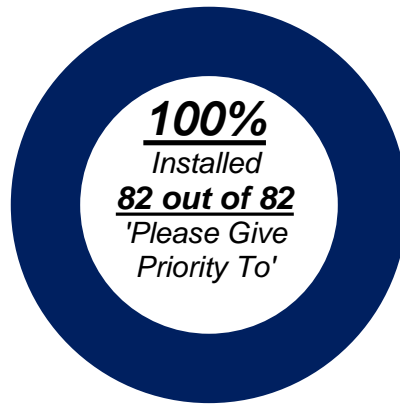


Figure 10: Installed 'Please Give Priority To'

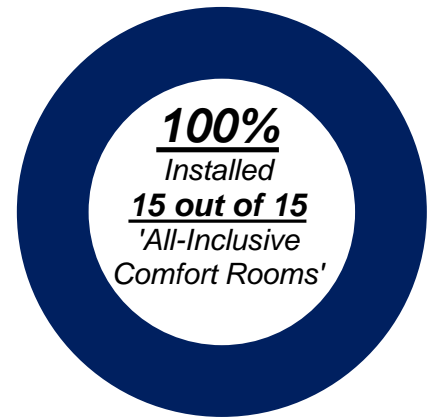


Figure 11: Installed 'All-Inclusive CR'

Throughout December 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.<sup>3</sup>

### 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

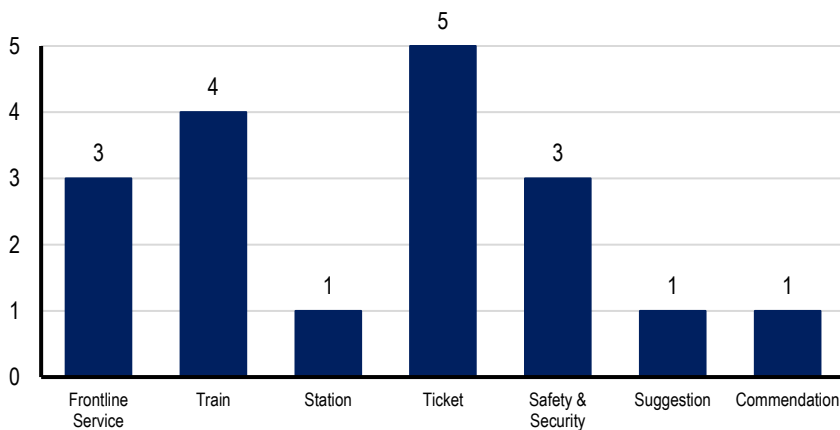


Figure 12: Nature of Feedback

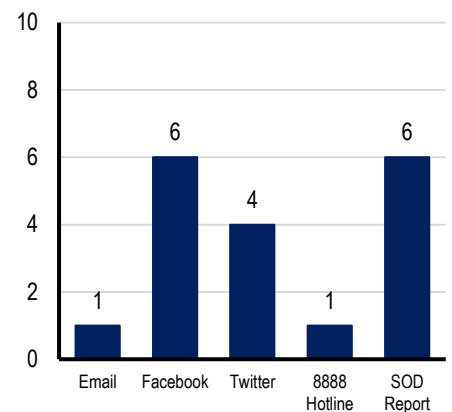


Figure 13: Mode of Feedback

The Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed/Received for the month of December 2024<sup>4</sup> indicates a **total of 18 feedbacks**. Among these, **Ticket-Related Issues were the most prevalent, comprising of 5 complaints**.

With a baseline target of 100% operational efficiency for the conveyance system, which currently stands at 95.25% for escalators and 96.21% for elevators, it is imperative to address faults and breakdowns promptly.

<sup>3</sup> Annex C – Status of Equipment and Facilities as of December 31, 2024

<sup>4</sup> Annex D – Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed/Received for the Month of December 2024

Although there are no complaints filed, passengers feel the impact of non-operational or faulty conveyance systems. This highlights the critical need for regular maintenance and swift repair or restoration of faulty conveyance system to ensure accessibility.<sup>5</sup>

In terms of communication channels, **both Facebook and the SOD Report are the most utilized platforms, with 6 feedbacks each, while Email and the 8888 Hotline are the least utilized, at 1 feedback each.**

**b. Comparative Analysis – Monthly Passenger Feedbacks (November vs. December)**

Nature of Feedback	November	December	Variance
Frontline Service	7	3	▼ - 57%
Train	18	4	▼ - 78%
Station	49	1	▼ - 98%
Ticket	0	5	▲ 100%
Safety & Security	6	3	▼ - 50%
Suggestion	2	1	▼ - 50%
Commendation	3	1	▼ - 67%
<b>Total</b>	<b>85</b>	<b>18</b>	<b>▼ - 79%</b>

Figure 14: Comparative Analysis - Monthly Passenger Feedbacks (November vs. December)

This table summarizes the monthly changes in the number of feedbacks across different categories, highlighting significant variances in several areas. **Notably, overall total number of feedbacks decreased by 79%.** Moreover, out of 4,711,064 ridership for the month of December 2024, only a total of 18 complaints (0.00038%) were recorded.

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

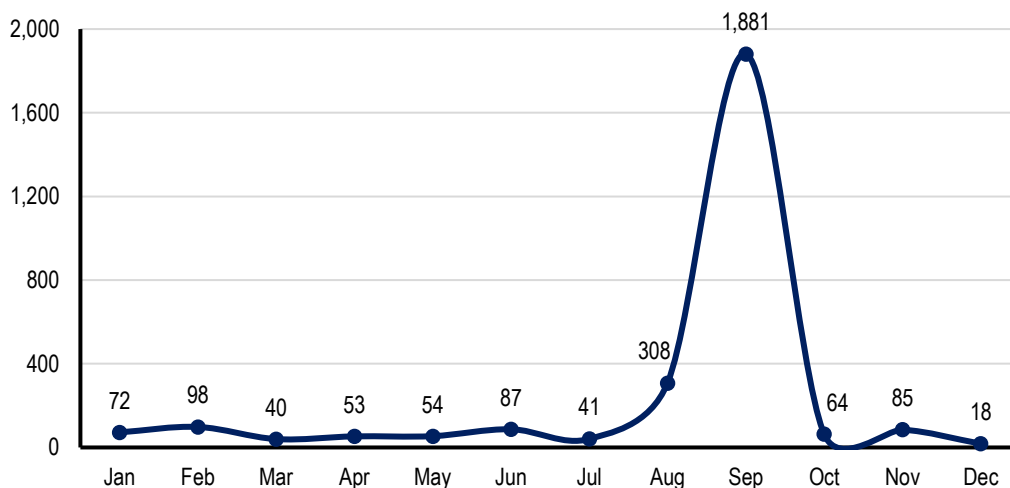


Figure 15: Comparative Analysis - Monthly Passenger Feedbacks (January to December)

This graph presents a comparative analysis of passenger feedbacks for the period from January to December 2024, highlighting significant fluctuations in the number of passenger feedbacks. **Feedbacks significantly decreased to 18 in December, indicating a major reduction in passenger complaints compared to that of November.**

<sup>5</sup> Annex E – Maintenance Activities on Conveyance Systems (December 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 the following initiatives: <ul style="list-style-type: none"><li>• Upgrading/Improvement of existing accessible ramps including the installation of appropriate signages; and</li><li>• Replacement and installation of Tactile Floor Surfaces</li></ul>	A request has been sent to the GAD Committee for their appropriate action.

**VII. Attended Seminars, Trainings, and Conferences**

No seminars, trainings, or conferences attended in December 2024.

**VIII. Meeting's Log**

No meetings occurred in December 2024.

Prepared by:

  
**NEIL ANTHONY L. SENAROSA**  
Member, MIAC Secretariat

Approved by:

  
**ANGELICA FE L. DERIQUITO**  
Chairperson, MIAC



LIGHT RAIL TRANSIT AUTHORITY  
 Line 2 Rolling Stock and Interrelated Systems Division  
 ESCALATOR MONITORING UPDATE FOR THE MONTH OF DECEMBER 2024

Annex A

STATION	TOTAL QTY.	ESC I.D.	DECEMBER 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	17	1																																				
		2																																				
		3																																				
		4													X																							
		5									X	X	X		X																							
		6																																				
		7																																				
		8																																				
		9																																				
		10																																				
		11																																				
		12																											X	X					X	X		
		13																																				
		14																																				
		15																									X											
		16																																				
		17																																				
LEGARDA	2	1																																				
		2																																				
PUREZA	2	1																									X	X										
		2																																				
V. MAPA	2	1																							X													
		2																																				
J. RUIZ	2	1																																				
		2																																				
GILMORE	2	1		X			X	X																			X	X										
		2																																				
BETTY-GO	2	1																																				
		2																																				
CUBAO	15	1																																				
		2																																				
		4																																				
		5																																				
		6																																				
		7																																				
		8													X	X	X	X	X	X																		
		9																																				
		10			X																																	
		11																																				
		12																																				
		13																																				
		14																																				
		15																																				
		16			X	X	X	X	X	X	X	X	X	X	X	X	X																					

8



**LIGHT RAIL TRANSIT AUTHORITY**  
 Line 2 Rolling Stock and Interrelated Systems Division  
**ESCALATOR MONITORING UPDATE FOR THE MONTH OF DECEMBER 2024**

STATION	TOTAL QTY.	ESC I.D.	DECEMBER 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					
ANONAS	2	1																																				
		2																																				
KATIPUNAN	7	1																																				
		2																																				
		3																																				
		4										X																										
		5																																				
		6																																				
		7		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
SANTOLAN	4	1																																				
		2																																				
		3																																				
		4																															X					
MARIKINA	6	1																																				
		2																																				
		3																																				
		4				X																																
		5																																				
		6																																				
ANTIPOLO	13	1																																				
		2																																				
		3																																				
		4				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
		5																																				
		6																																				
		7																																				
		8																																				
		9																																				
		10	X	X	X	X	X	X	X	X	X	X																										
		11		X	X	X																																
		12																																				
		13																																				
<b># OF OPERATIONAL UNITS</b>			74	71	70	71	72	71	71	71	70	71	73	70	72	73	73	73	71	73	73	73	75	75	74	73	71	71	72	75	75	74	73					

Legend:  Operational X Non-operational  
\* Operational but Shutdown due to leaks due to rain

NOTE: All updates are as of 8:00 A.M. daily  
 Cubao Esc #3 is not included in the list

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




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

Annex B

ELEVATOR MONITORING UPDATE FOR THE MONTH OF DECEMBER 2024

STATION	TOTAL QTY.	ESC I.D.	DECEMBER 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																								*	*	*											
		D																							X	*	*	*											
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							X	X	X	X	X	X	X	X					X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
		B																																					
		C																																					
CUBAO	3	A	X	X		X																																	
		B																																					
		C																																					
ANONAS	3	A																																					
		B																																					
		C																																					

8



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

**Annex C**

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%
<b>Total</b>	<b>15</b>	<b>15</b>	<b>0</b>	<b>100%</b>

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%
<b>Total</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>100%</b>

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
<b>Total</b>	<b>24</b>	<b>24</b>	<b>82</b>	<b>82</b>	<b>15</b>	<b>15</b>

Prepared by:

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

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

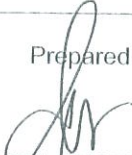



Light Rail Transit Authority  
 Business Development & Public Relations Department  
**PUBLIC RELATIONS DIVISION**

**Annex D**

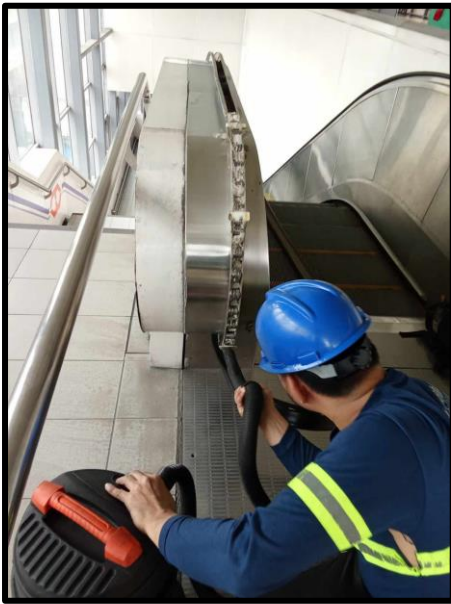
**MONTHLY TABULATION OF PASSENGER COMPLAINTS/ SUGGESTIONS/  
 COMMENDATIONS FILED/ RECEIVED  
 For the Month of DECEMBER 2024**

NATURE OF COMPLAINT	WALK-IN	PHONE-IN	EMAIL	FACE BOOK	TWITTER	8888 HOTLINE	SOD REPORT	TOTAL
<b>FRONTLINE SERVICE-RELATED</b>								
Alleged negligence – TJ Hotdog crew				1				1
Alleged discourtesy (SG)							1	1
Limited number of booth open for selling						1		1
<b>SUB-TOTAL</b>								<b>3</b>
<b>STATION-RELATED</b>								
Lack of water in Male CR					1			1
<b>SUB-TOTAL</b>								<b>1</b>
<b>TRAIN-RELATED</b>								
Train's poor ACU				2	1			3
Train delay					1			1
<b>SUB-TOTAL</b>								<b>4</b>
<b>TICKET-RELATED</b>								
Defectiver/ Outdated TVM				2				2
TVM without bills/ lack of signage					1			1
Verbal – TVM rejects bills							1	1
No available card updater							1	1
<b>SUB-TOTAL</b>								<b>5</b>
<b>SAFETY &amp; SECURITY-RELATED</b>								
Inspection policy				1				1
Inconsistent implementation of accessibility policies			1					1
Verbal - Lack of signage "Unauthorized Taking of Pictures"							1	1
<b>SUB-TOTAL</b>								<b>3</b>
<b>SUGGESTION</b>								
Provide canopy/ roof at street ground level for rain protection							1	1
<b>SUB-TOTAL</b>								<b>1</b>
<b>COMMENDATION</b>								
JT Mila Yungco – well-maintained RR at Cubai-o station							1	1
<b>SUB-TOTAL</b>								<b>1</b>
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>18</b>

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

### A. Escalator Maintenance Activities



### B. Elevator Maintenance Activities

