



LIGHT  
RAIL  
TRANSIT  
AUTHORITY



# LRTA MOBILITY, INCLUSIVITY, AND ACCESSIBILITY COMMITTEE JANUARY 2024 MONITORING REPORT

I. Status of Conveyance Systems

a. Status of Escalators

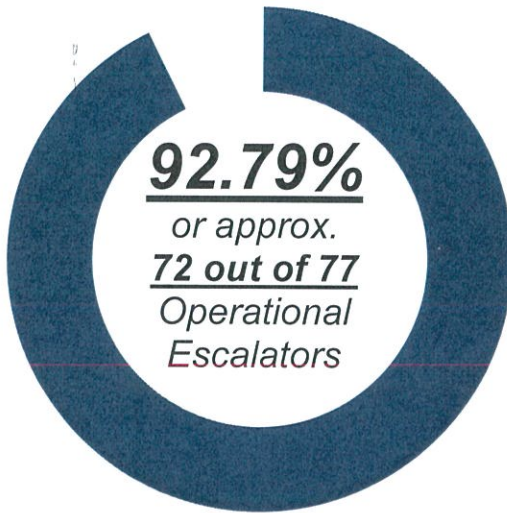


Figure 1: Operational Escalators

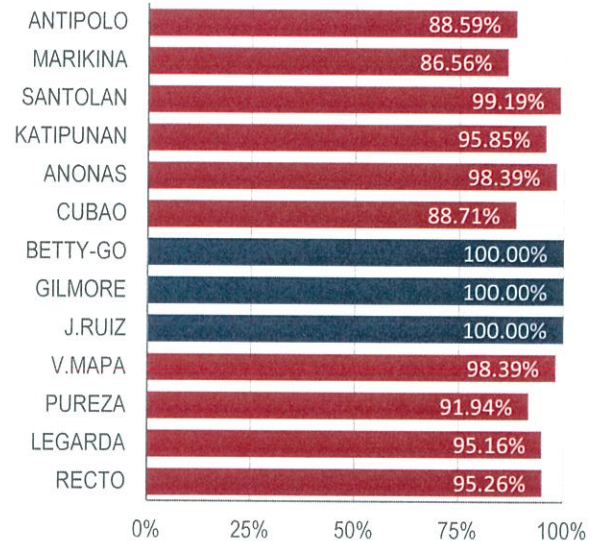


Figure 2: Operational Escalators per Station

The Daily Escalator Monitoring Update for the Month of January 2024<sup>1</sup> indicates that the computed daily operational average for escalators is 71.45 units, translating to a 92.79% operational status, with approximately 72 out of 77 escalators operational on a daily basis.

Among the 13 stations, only 3 stations – J. Ruiz, Gilmore, and Betty-Go – achieved a remarkable 100% operational status. Conversely, the other 9 stations recorded operational statuses lower than the baseline target (100%) ranging from 86.56% to 99.19%.

b. Status of Elevators

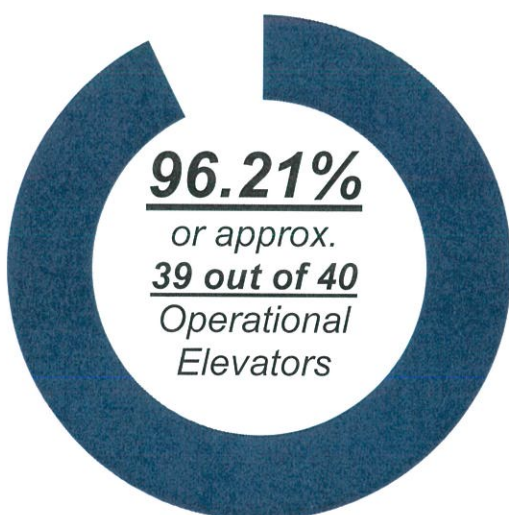


Figure 3: Operational Elevators

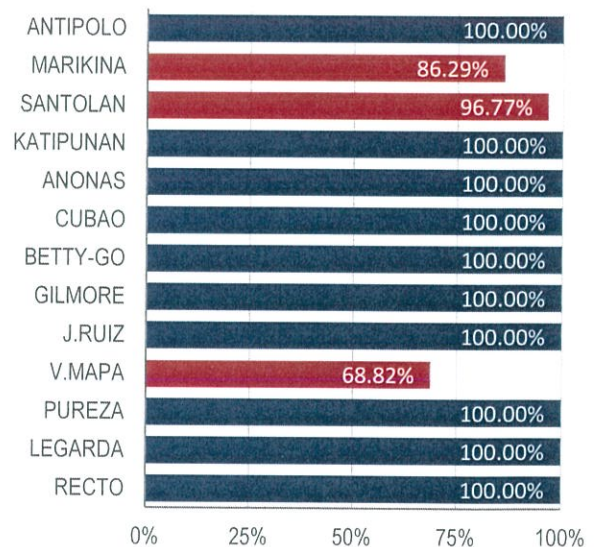


Figure 4: Operational Elevators per Station

<sup>1</sup> Annex A - Daily Escalator Monitoring Update (January 2024)

The Daily Elevator Monitoring Update for the Month of January 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 39 out of 40 elevators operational on a daily basis.

Among the 13 stations, all stations, excluding V. Mapa, Santolan, and Marikina, achieved a remarkable 100% operational status. Conversely, the 3 stations – V. Mapa, Santolan, and Marikina – recorded operational statuses of 68.82%, 86.29%, and 96.77%, respectively, all of which are lower than the baseline target (100%).

## II. Status of Facilities

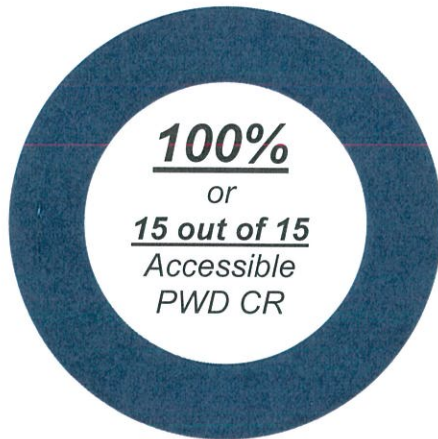


Figure 5: Accessible PWD Comfort Rooms

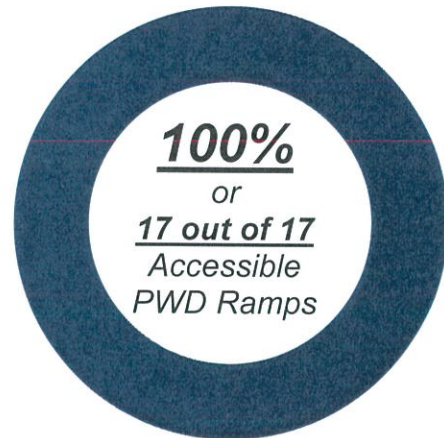


Figure 6: Accessible PWD Ramps

Throughout January 2024, all 15 PWD Comfort Rooms (CR) and 17 PWD ramps have been confirmed as accessible, ensuring inclusivity and facilitating seamless mobility for individuals with disabilities.<sup>3</sup>

## III. Status of Signages



Figure 7: Installed SBA

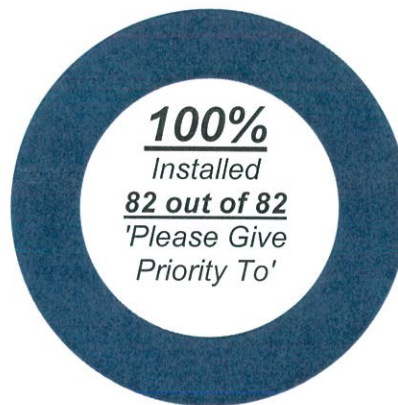


Figure 8: Installed 'Please Give Priority To'



Figure 9: Installed 'PWD CR'

Throughout January 2024, all signages – including 24 Special Boarding Area (SBA), 82 'Please Give Priority To', and 15 PWD Comfort Room – have been confirmed as installed, providing essential guidance and accessibility support.<sup>3</sup>

<sup>2</sup> Annex B - Daily Elevator Monitoring Update (January 2024)

<sup>3</sup> Annex C – Status of Equipment and Facilities (as of January 31 2024)

#### IV. Passenger Feedback

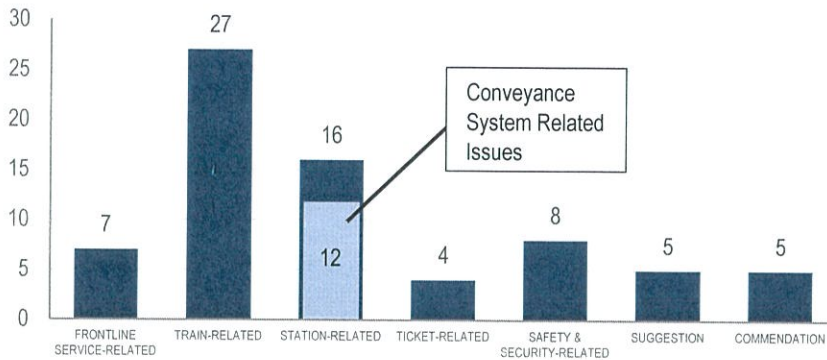


Figure 10: Nature of Complaint

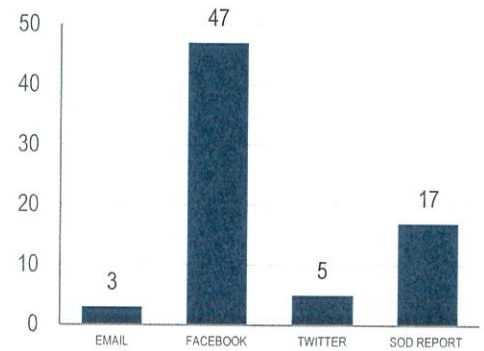


Figure 11: Mode of Complaint

The Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed/Received (January 2024)<sup>4</sup> indicates a total of 72 complaints. Among these, Train-Related Issues were the most prevalent, comprising 27 complaints while Ticket-Related Issues were the least, with only 4 complaints.

With a baseline target of 100% operational efficiency for the conveyance system, which currently stands at 92.79% for escalators and 96.21% for elevators, it is imperative to address faults and breakdowns promptly. Out of the 16 Station-Related Issues, 12 pertain to defective conveyance systems, comprising 6 complaints each regarding defective elevators and escalators. 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.<sup>5</sup>

In terms of communication channels, Facebook is the most utilized platform with 47 complaints, while Email is the least utilized at 3 complaints.

#### V. Pending Issues and Concerns

##### a. Detached Tactile in LRT Line 2 Stations

Action Taken: Transmitted a Memorandum to the Engineering Department last 04 January 2024 requesting for their comprehensive assessment of all the tactile within the Line 2 railway stations.

Status: Waiting for reply from Engineering Department.

##### b. Unused Tactile on Cubao Station and other areas

Action Taken: Transmitted a Memorandum to Engineering Department and Safety and Security Division last 23 January 2024 requesting for assessment and replacement of the unused tactile flooring on Cubao LRT Line 2 Station and other areas.

Status: Waiting for reply from Engineering Department and Safety and Security Division.

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

Action Taken: Submitted draft policy to the Administrator and the Head Executive Assistant (HEA) for review and comments.

Status: Waiting for comments of HEA.

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

<sup>5</sup> Annex E – Maintenance Activities on Conveyance Systems

**VI. Meeting's Log**

No.	Date	Agenda
1	03 January 2024	<ul style="list-style-type: none"> <li>• Approval of Minutes of Meeting – December 19, 2023</li> <li>• Memorandum from Concession Agreement Management Team (CAMT) – Measures to Improve the Mobility, Inclusivity, and Accessibility levels of LRT Lines 1 &amp; 2</li> <li>• Status of the 4th Quarter CY 2023 Reports</li> <li>• Memorandum to Engineering Department with Subject: Detached Tactiles in Cubao and Recto LRT Stations</li> </ul>
2	05 January 2024	<ul style="list-style-type: none"> <li>• Crafting of policy regarding Personal Mobility Aids (PMAs)</li> <li>• Submission of the 4th Quarter reports</li> </ul>
3	23 January 2024	<ul style="list-style-type: none"> <li>• Approval of Previous Minutes</li> <li>• Final Checking of Monitoring Report</li> <li>• Issue on unused Tactile Flooring at Cubao Station</li> <li>• Guidelines – Implementing Rules for the Non-Rail Business Activities at the LRT Line 2 System</li> </ul>

Prepared By:

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

Annex A

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



DAILY ESCALATOR MONITORING UPDATE (JANUARY 2024)

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

# Annex A

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

## DAILY ESCALATOR MONITORING UPDATE (JANUARY 2024)

STATION	TOTAL QTY.	ESC I.D.	JANUARY 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						
CUBAO	16	1																																					
		2																																					
		3																																					
		4																																					
		5													X																								
		6		X	X																																		
		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			
		8																																					
		9																																					
		10																																					
		11																																					
		12											X																										
		13																																					
		14																																					
		15																																					
		16		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	X	X	X	
ANONAS	2	1																																					
		2																																					
KATIPUNAN	7	1																																					
		2																																					
		3																																					
		4																																					
		5																																					
		6																																					
		7																																					
SANTOLAN	4	1																																					
		2																																					
		3																																					
		4																																					



Annex B

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



DAILY ELEVATOR MONITORING UPDATE (JANUARY 2024)

STATION	TOTAL QTY.	ESC I.D.	JANUARY 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																																				
LEGARDA	3	A																																				
		B																																				
		C																																				
PUREZA	3	A																																				
		B																																				
		C																																				
V. MAPA	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	X	X	X	X	X	X	X	X	X			
		B																																				
		C																																				
J. RUIZ	3	A																																				
		B																																				
		C																																				
GILMORE	3	A																																				
		B																																				
		C																																				
BETTY-GO	3	A																																				
		B																																				
		C																																				
CUBAO	3	A																																				
		B																																				
		C																																				
ANONAS	3	A																																				
		B																																				
		C																																				
KATIPUNAN	3	A																																				
		B																																				
		C																																				



# Annex C

## Status of Equipment and Facilities As of January 31, 2024

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	15	1	94%
ANONAS	2	2	0	100%
KATIPUNAN	7	7	0	100%
SANTOLAN	4	4	0	100%
MARIKINA	6	5	1	83%
ANTIPOLO	13	11	2	85%
<b>Total</b>	<b>77</b>	<b>72</b>	<b>5</b>	<b>94%</b>

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	1	0	100%
MARIKINA	4	4	0	100%
ANTIPOLO	4	4	0	100%
<b>Total</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>100%</b>

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

3 02/1/2024

Annex D



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

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

NATURE OF COMPLAINT	WALK-IN	PHONE-IN	EMAIL	FACEBOOK	TWITTER	8888 HOTLINE	SOD REPORT	TOTAL
<b>FRONTLINE SERVICE-RELATED</b>								
Alleged discourtesy (SG)				3	1			4
Slow movement of station teller @ Recto				1				1
Denied entry of passenger				1				1
V-fast closing of train doors							1	1
<b>SUB-TOTAL</b>								7
<b>STATION-RELATED</b>								
Closed station entrance				1				1
Dripping water @ Male CR- Recto				1				1
Defective elevator				1			1	2
V – Defective elevator							4	4
Defective escalator				2				2
V – Defective escalator							4	4
Cockroaches @ Male CR – Antipolo				1				1
Non-functional ceiling fan				1				1
<b>SUB-TOTAL</b>								16
<b>TRAIN-RELATED</b>								
Train's poor ACU				10				10
Train delays/service interruptions				15				15
Defective train				1				1
Train schedule				1				1
<b>SUB-TOTAL</b>								27
<b>TICKET-RELATED</b>								
Non-availment of SC discount due to digital photo presented			1					1
Defective TVM				2				2
V- double deduction on fare							1	1
<b>SUB-TOTAL</b>								4
<b>SAFETY &amp; SECURITY-RELATED</b>								
Crowd control/ over crowding				1	2			3
Long queuing				1				1
Inspection policy			1	1				2
Dos and Donts inside the station				1				1
SBA policy				1				1
<b>SUB-TOTAL</b>								8
<b>SUGGESTION</b>								
Assign security guards at all station entrances/ exits			1					1
Improve crowd control management					1			1
Suggest to use English language in public announcement					1			1
Change Male Cr's sink in Antipolo station				1				1
Put signage re: info on concessionary card							1	1
<b>SUB-TOTAL</b>								5



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

COMMENDATION								
Ms. Sandoval – assistance in finding her lost phone							1	1
ST Luna – turned over lost wallet							1	1
Unidentified SG - very courteous							1	1
UT at Santolan - well maintained CR and hard working							1	1
UT at V. Mapa - very courteous, and well maintained station							1	1
<b>SUB-TOTAL</b>								5
<b>TOTAL</b>	0	0	3	47	5	0	17	<b>72</b>

2  
1  
1

Prepared by:  <b>IRENE L. VALENCERINA</b> <i>PR Officer III</i>	Noted by:  <b>EVELYN P. JANE0</b> <i>Manager, Public Relations Division</i>
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## Annex E – Maintenance Activities on Conveyance Systems

### A. Escalator Maintenance Activities



### B. Elevator Maintenance Activities

