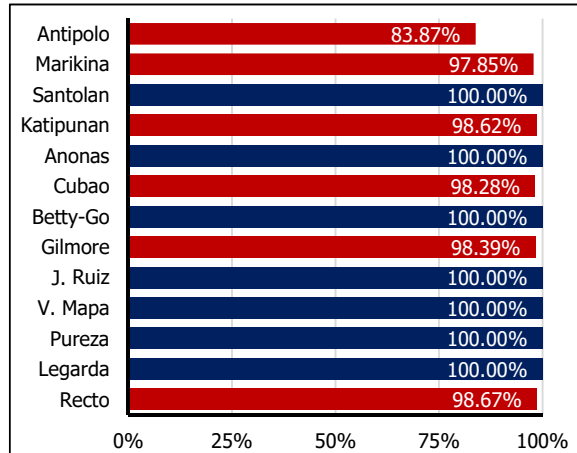
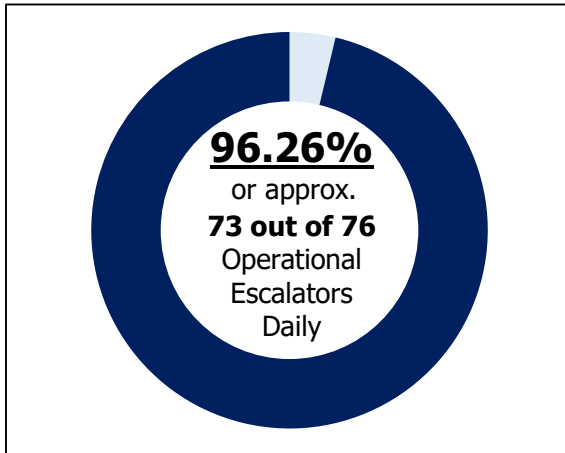




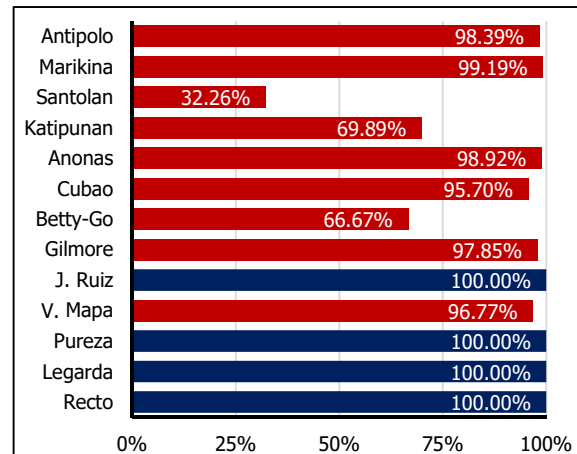
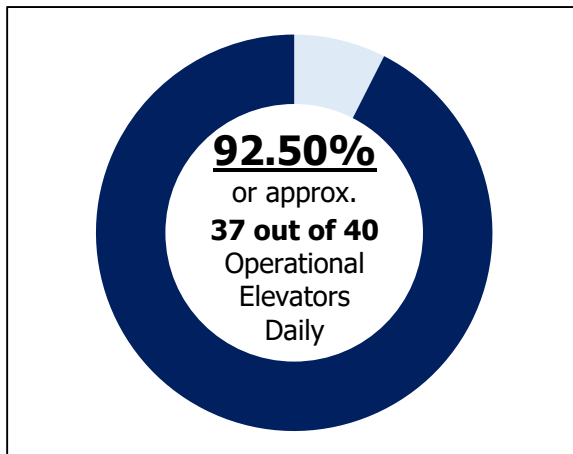
Light Rail Transit Authority
 Mobility, Inclusivity, and Accessibility Committee (MIAC)
MONTHLY MONITORING REPORT
 As of 31 January 2025

I. Status of Conveyance Systems

a. Status of Escalators



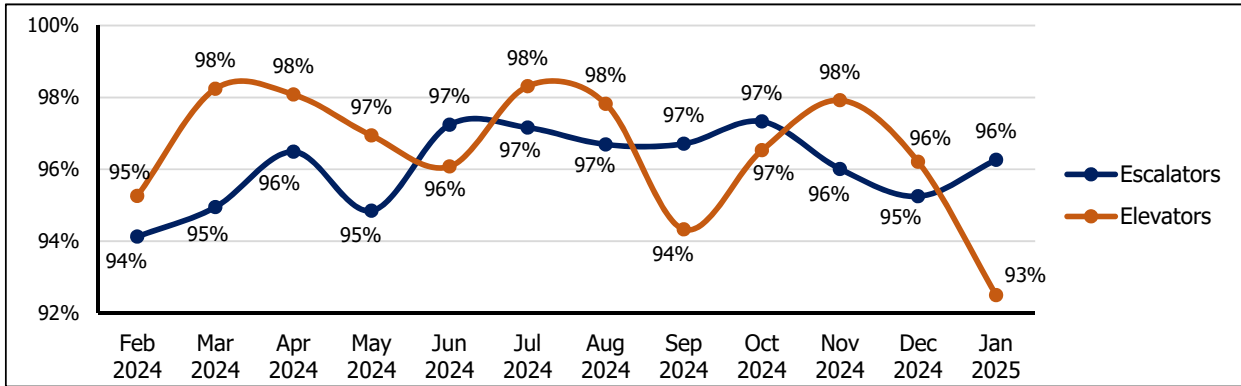
b. Status of Elevators



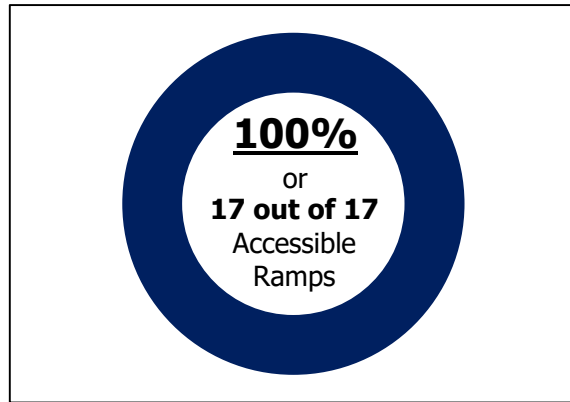
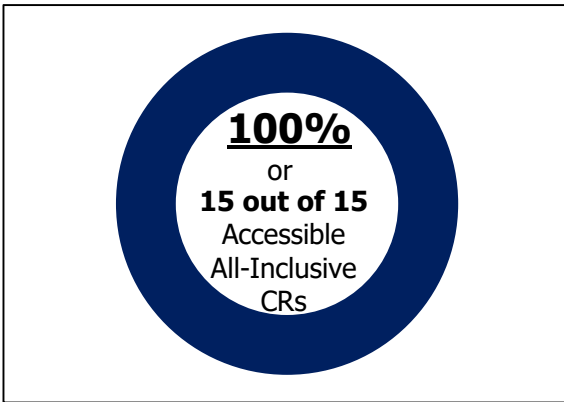
c. Comparative – Monthly Operational Status (Previous vs. Present)

| Conveyance System | Dec 2024 | Jan 2025 | Variance |
|-------------------|----------|----------|-----------------|
| Escalators | 95.25% | 96.26% | ▲ 1.01% |
| Elevators | 96.21% | 92.50% | ▼ -3.71% |

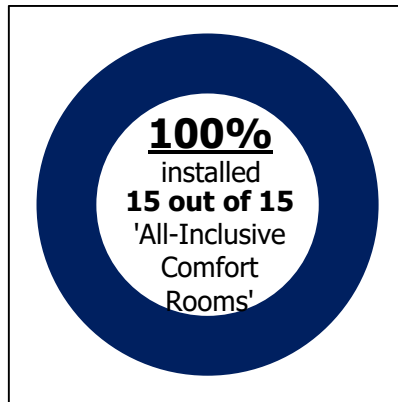
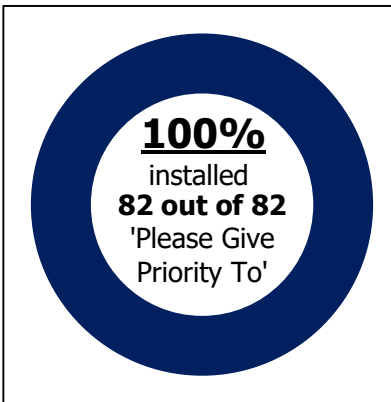
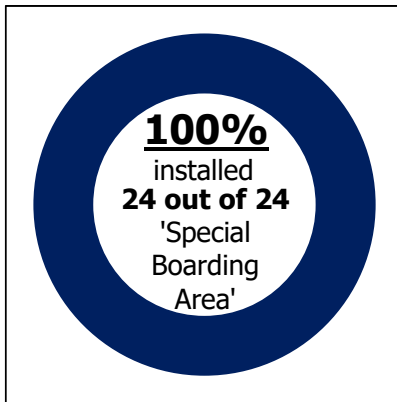
d. Comparative – Monthly Operational Status (Cumulative)



II. Status of Facilities



III. Status of Signages

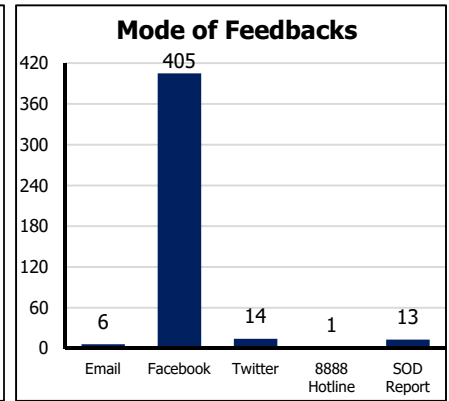
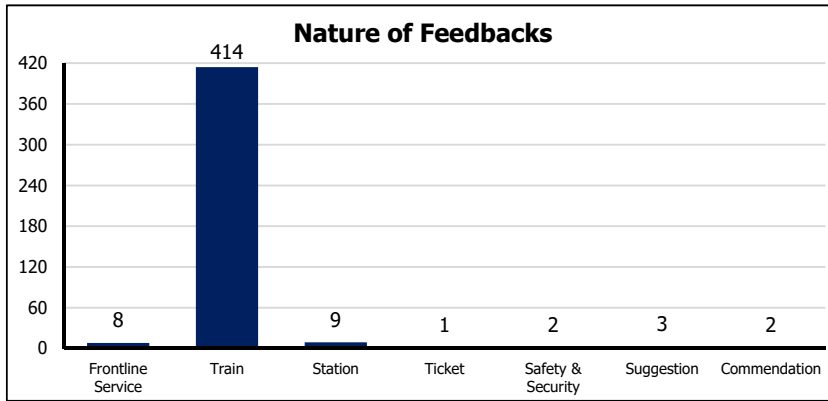


IV. Status of Tactile Floorings

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

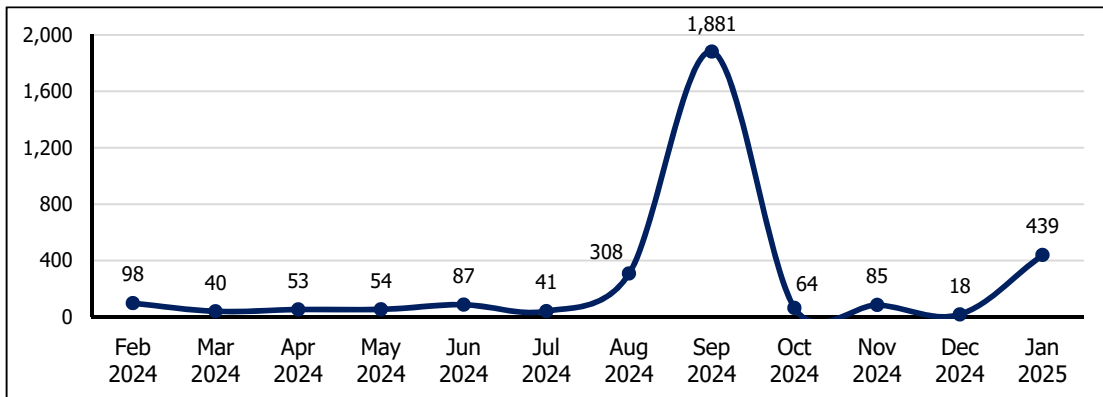
a. Nature and Mode of Passenger Feedbacks



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

| Nature of Feedback | Dec 2024 | Jan 2025 | Variance |
|--------------------|-----------|------------|-----------------|
| Frontline Service | 3 | 8 | ▲ 167% |
| Train | 4 | 414 | ▲ 10,250% |
| Station | 1 | 9 | ▲ 800% |
| Ticket | 5 | 1 | ▼ - 80% |
| Safety & Security | 3 | 2 | ▼ - 33% |
| Suggestion | 1 | 3 | ▲ 200% |
| Commendation | 1 | 2 | ▲ 100% |
| Total | 18 | 439 | ▲ 2,399% |

c. Comparative – Monthly Passenger Feedbacks (Cumulative)



VI. Pending Issues and Concerns

1. Request for Inclusion of PPAs in GAD Initiatives



| Action Taken | Status |
|--|--|
| <p>The Committee requested for the budget inclusion of the following initiatives:</p> <ul style="list-style-type: none"> • Upgrading/Improvement of existing accessible ramps including the installation of appropriate signages; and • Replacement and installation of Tactile Floor Surfaces | <p>A project capturing these initiatives has been included in the Board-Approved Corporate Plan for CY 2026.</p> |

VII. Seminars, Trainings, and Conferences

No seminars, trainings, or conferences attended in January 2025.

VIII. Meeting's Log

1. 27 January 2025 – MIA Committee Coordination Meeting

| | |
|--|---|
| <p>Prepared by:</p> <p></p> <p>NEIL ANTHONY L. SENAROSA Member, MIAC Secretariat</p> | <p>Approved by:</p> <p></p> <p>ANGELICA FE L. DERIQUITO Chairperson, MIAC</p> |
|--|---|