



LIGHT
RAIL
TRANSIT
AUTHORITY



LRTA MOBILITY, INCLUSIVITY, AND ACCESSIBILITY COMMITTEE
JULY 2024 MONITORING REPORT

I. Status of Conveyance Systems

a. Status of Escalators



Figure 1: Operational Escalators

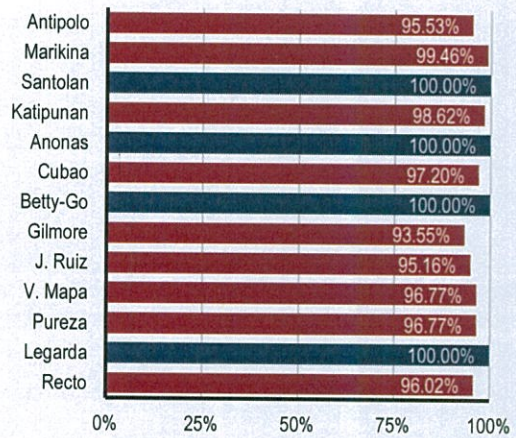


Figure 2: Operational Escalators per Station

The Daily Escalator Monitoring Update for the Month of July 2024¹ indicates that the computed daily operational average for escalators is 73.84 units, translating to a 97.16% operational status, with approximately 74 out of 76 escalators operational on a daily basis.

Among the 13 stations, 4 stations – Legarda, Betty-Go, Anonas, and Santolan – achieved a remarkable 100% operational status. Conversely, the other 9 stations recorded operational statuses lower than the baseline target (100%) ranging from 93.55% to 99.46%.

b. Status of Elevators

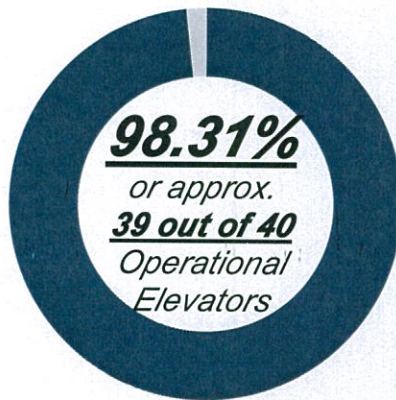


Figure 3: Operational Elevators

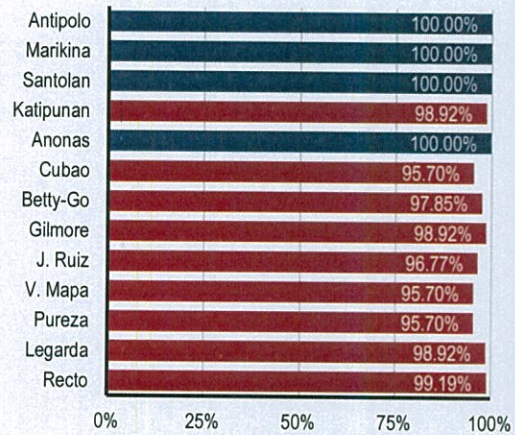


Figure 4: Operational Elevators per Station

The Daily Elevator Monitoring Update for the Month of July 2024² indicates that the computed daily operational average for elevators is 39.32 units, translating to a 98.31% operational status, with approximately 39 out of 40 elevators operational on a daily basis.

Among the 13 stations, 4 stations – Anonas, Santolan, Marikina, and Antipolo – achieved a remarkable 100% operational status. Conversely, the other 9 stations recorded operational statuses lower than the baseline target (100%) ranging from 95.70% to 99.19%.

¹ Annex A – Daily Escalator Monitoring Update (July 2024)

² Annex B – Daily Elevator Monitoring Update (July 2024)

c. Operational Status Comparative (June vs. July)

Conveyance System	June	July	Variance
Escalators	97.24%	97.16%	▼ -0.08%
Elevators	96.08%	98.31%	▲ 2.23%

Figure 5: Operational Status Comparative (June vs. July)

Minimal variances are observed when comparing the operational status of conveyance systems for June and July 2024.

d. Operational Status Comparative (January to July)

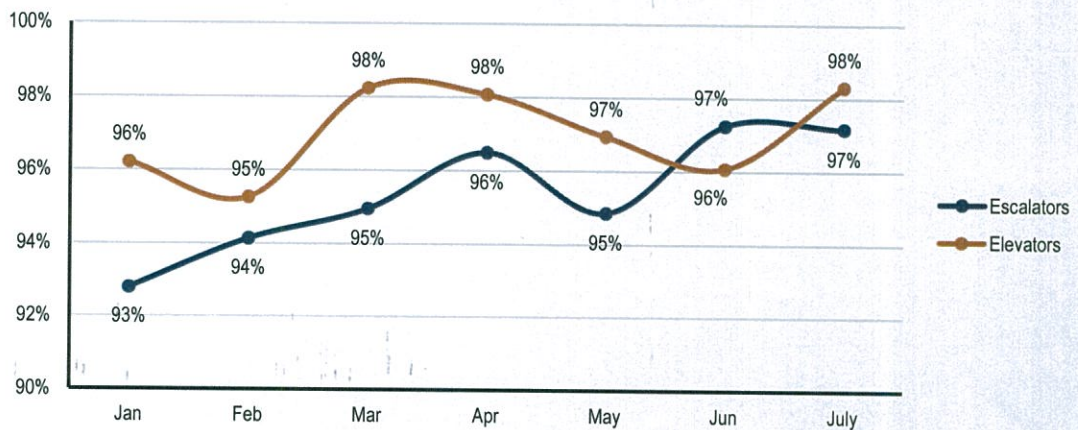


Figure 6: Operational Status Comparative (January to July)

This graph provides a comparative analysis of the operational status of conveyance systems for the period from January to July 2024. This data shows an upward trend in operational efficiency over this period.

II. Status of Facilities

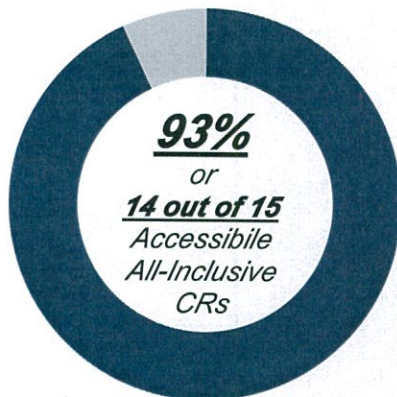


Figure 7: All-Inclusive Comfort Rooms

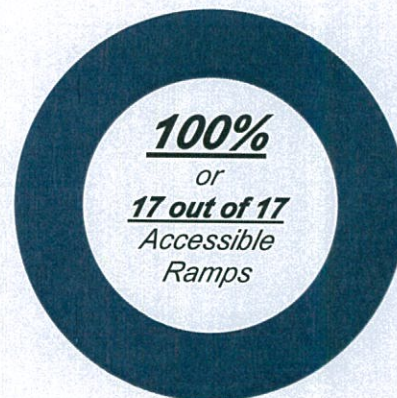


Figure 8: Accessible Ramps

Throughout July 2024, 14 out of 15 All-Inclusive Comfort Rooms (CR) and all 17 Accessible Ramps were confirmed to be accessible, ensuring inclusivity and facilitating seamless mobility for individuals with disabilities.³

³ Annex C – Status of Equipment and Facilities (as of July 31, 2024)

III. Status of Signages

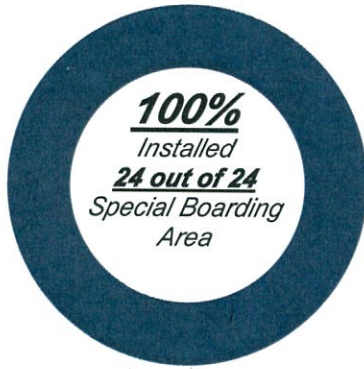


Figure 9: Installed SBA

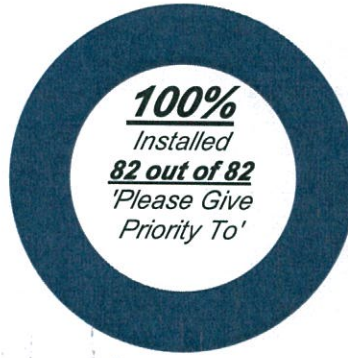


Figure 10: Installed 'Please Give Priority To'



Figure 11: Installed 'All-Inclusive CR'

Throughout July 2024, all signages – including 24 Special Boarding Area (SBA), 82 'Please Give Priority To', and 15 'All-Inclusive Comfort Rooms' – have been confirmed as installed, providing essential guidance and accessibility support.³

IV. Tactile Flooring

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 Feedback

a. Nature and Mode of Feedback

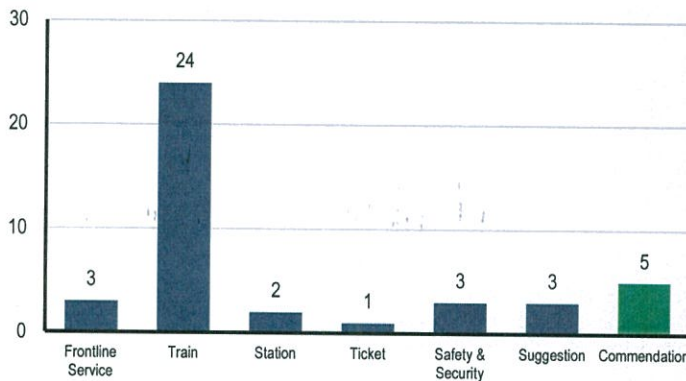


Figure 12: Nature of Feedback

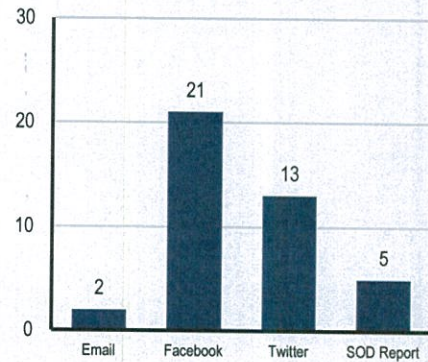


Figure 13: Mode of Feedback

The Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed/Received (July 2024)⁴ indicates a total of 41 feedbacks. Among these, Train-Related issues were the most prevalent, comprising of 24 complaints, while Ticket-Related Issues were the least, with only 1 complaint.

In terms of communication channels, Facebook is the most utilized platform with 21 feedbacks, while Email is the least utilized at 1 feedback.

⁴ Annex D – Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed Received for the Month of July 2024

b. Monthly Feedbacks Comparative (June vs. July)

Nature of Feedback	June	July	Variance
Frontline Service	12	3	▼ -75%
Train	35	24	▼ -31%
Station	2	2	-
Ticket	21	1	▼ -95%
Safety & Security	3	3	-
Suggestion	11	3	▼ -73%
Commendation	3	5	▲ 67%
Total	87	41	▼ -53%

Figure 14: Monthly Feedbacks Comparative (June vs. July)

This table summarizes the monthly changes in the number of feedbacks across different categories, highlighting variances in several areas. Overall, the total number of feedbacks decreased significantly by 53%. Moreover, out of 4,070,183 ridership for the month of July 2024, only a total of 41 complaints (0.00101%) have been recorded.

VI. Pending Issues and Concerns

a. Trainings and Seminars

Action Taken	Status
The Committee, along with several frontline personnel, attended the "Awareness and Sensitivity Training on the Proper Management/Handling of Passengers Particularly Persons with Disability (PWD's) for LRTA Frontline Service Personnel" conducted by HRMD in coordination with the NCDA.	The training has concluded on 23 July 2024.

b. Request of inclusion of projects in GAD initiatives

Action Taken	Status
The Committee requested for the budget inclusion of access ramps and access signages to the GAD Committee.	A request has been sent to the GAD Committee for their appropriate action.

c. National Disability Rights Week

Action Taken	Status
The Committee in coordination with various offices procured tarpaulins for National Disability Rights Week.	The tarpaulins have been installed at all of 13 stations.

 **LRTA MIAC July 2024 Monitoring Report**

d. Continuous Trainings for New Employees and Training on Non-Visible Disability Sensitivity

Action Taken	Status
In view of the suggestions and recommendations from representatives of Persons with Disabilities organizations raised at the previously held High-Level Meeting regarding accessibility issues, the Committee transmitted a memorandum requesting the HRMD to provide continuous training for new employees and training on non-visible disability sensitivity.	Under review of HRMD.

VII. Meeting's Log

No meeting occurred in July 2024.

Prepared By:


ANGELICA FE L. DERIQUITO
Chairperson, MIAC



LIGHT RAIL TRANSIT AUTHORITY
 Line 2 Rolling Stock and Interrelated Systems Division
DAILY ESCALATOR MONITORING UPDATE (JULY 2024)

STATION	TOTAL QTY	ESC. ID.	JULY 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																																					
		3																																					
		4																																					
		5																																					
		6																																					
		7																																					
KATIPUNAN	7	1																																					
		2																																					
		3																																					
		4																																					
SANTOLAN	4	1																																					
		2																																					
		3																																					
		4																																					
MARKINA	6	1																																					
		2																																					
		3																																					
		4																																					
		5																																					
		6																																					
ANTIPOLO	13	1																																					
		2																																					
		3																																					
		4																																					
		5																																					
		6																																					
		7																																					
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		9																																					
		10																																					
		11																																					
		12																																					
		13																																					
# OF OPERATIONAL UNITS			71	73	73	74	75	75	74	74	74	74	74	74	74	75	74	75	75	74	75	76	75	74	75	74	72	73	67	73	73	73	75	75	75				

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

Legend: Operational Non-operational

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

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

ESCALATOR				
STATION	TOTAL NO.	OPERATIONAL	NON-OPERATIONAL	PERCENTAGE OPERATIONAL
RECTO	17	17	0	100%
LEGARDA	2	2	0	100%
PUREZA	2	2	0	100%
V. MAPA	2	2	0	100%
J. RUIZ	2	2	0	100%
GILMORE	2	2	0	100%
BETTY-GO	2	2	0	100%
CUBAO	15	14	1	93%
ANONAS	2	2	0	100%
KATIPUNAN	7	7	0	100%
SANTOLAN	4	4	0	100%
MARIKINA	6	6	0	100%
ANTIPOLO	13	13	0	100%
Total	76	75	1	99%

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	2	1	67%
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%
Total	40	39	1	98%

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	1	1	50%
ANTIPOLO	2	2	0	100%
Total	15	14	1	93%


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%
Total	17	17	0	100%

Remarks: SouthEast LRTA - CR&PWD CR is temporary close due to problem on water supply

STATION	SIGNAGE					
	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
Total	24	24	82	82	15	15

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



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

NATURE OF COMPLAINT	WALK-IN	PHONE-IN	EMAIL	FACE BOOK	TWITTER	8888 HOTLINE	SOD REPORT	TOTAL
FRONTLINE SERVICE-RELATED								
Alleged discourtesy (SG)			1	1				2
Alleged discourtesy (ST)					1			1
SUB-TOTAL								3
STATION-RELATED								
Dim bulb at PWD restroom				1				1
Captured 5 peso coin in tissue vending machine – contact number indicated on the machine is unreachable							1	1
SUB-TOTAL								2
TRAIN-RELATED								
Train's poor ACU				8	4			12
Train delays/service interruptions				7	5			12
SUB-TOTAL								24
TICKET-RELATED								
Un-refunded cash captured at TVM (used of Beep charms)							1	1
SUB-TOTAL								1
SAFETY & SECURITY-RELATED								
Limited usage of manual inspection lanes			1					1
Passenger eating inside the train (no roving guards)					1			1
No SG at priority area					1			1

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 JULY 2024

SUB-TOTAL								3
SUGGESTION								
Guards should continuously warn passengers talking loudly or playing loud music inside the train					1			1
Have freight (cargo) service in LRT Line 2				1				1
Ceiling fans at Betty Go station be turned on during revenue time				1				1
SUB-TOTAL								3
COMMENDATION								
UT – courteous staff and well maintained CR at Santolan station							1	1
UT – clean and well-maintained CR at Katipunan station							1	1
UT – very accommodating & pleasing staff and clean CR at Katipinan station							1	1
TO- positive and good rides				1				1
Unidentified Police Officers for their diligence and honesty @ Santolan				1				1
SUB-TOTAL								5
TOTAL	0	0	2	21	13	0	5	

Prepared by:  IRENE L. VALENCERINA PR Officer III	Noted by:  EVELYN R. JANEKO Manager, Public Relations Division
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