



LIGHT  
RAIL  
TRANSIT  
AUTHORITY



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

I. Status of Conveyance Systems

a. Status of Escalators

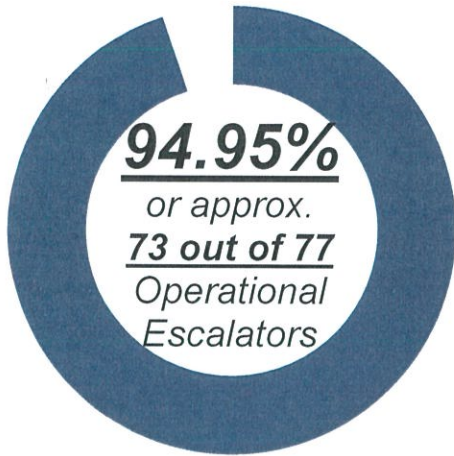


Figure 1: Operational Escalators

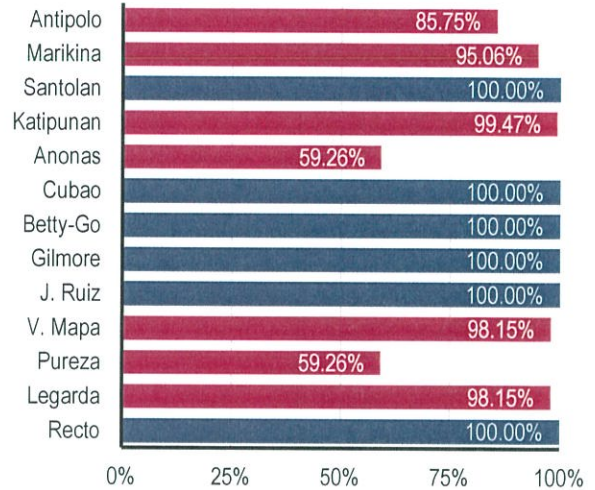


Figure 2: Operational Escalators per Station

The Daily Escalator Monitoring Update for the Month of March 2024<sup>1</sup> indicates that the computed daily operational average for escalators is 73.11 units, translating to a 94.95% operational status, with approximately 73 out of 77 escalators operational on a daily basis.

Among the 13 stations, 6 stations – Recto, J. Ruiz, Gilmore, Betty-Go, Cubao, and Santolan – achieved a remarkable 100% operational status. Conversely, the other 7 stations recorded operational statuses lower than the baseline target (100%) ranging from 59.26% to 99.47%.

b. Status of Elevators

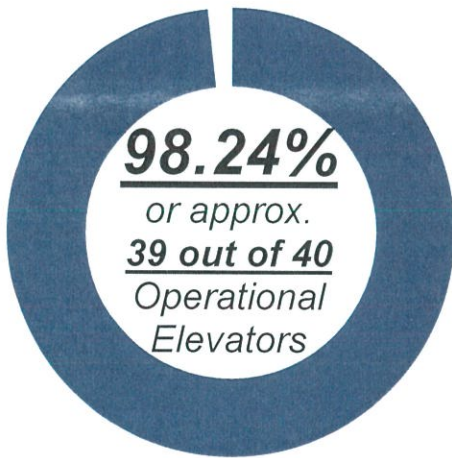


Figure 3: Operational Elevators

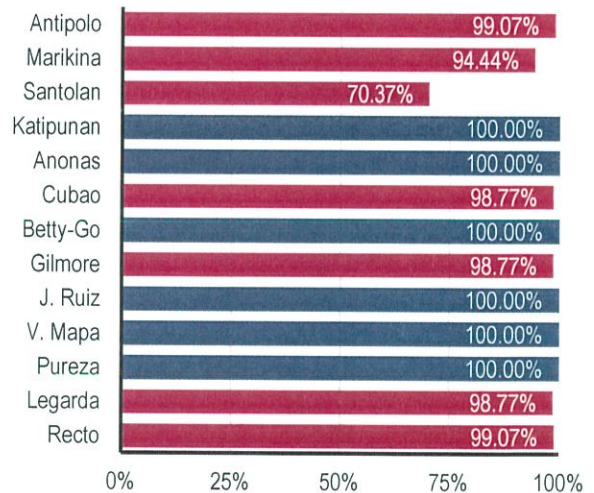


Figure 4: Operational Elevators per Station

The Daily Elevator Monitoring Update for the Month of March 2024<sup>2</sup> indicates that the computed daily operational average for elevators is 39.30 units, translating to a 98.24% operational status, with approximately 39 out of 40 elevators operational on a daily basis.

Among the 13 stations, 6 stations – Pureza, V. Mapa, J. Ruiz, Betty-Go, Anonas, and Katipunan – achieved a remarkable 100% operational status. Conversely, the other 7 stations recorded operational statuses lower than the baseline target (100%) ranging from 70.37% to 99.07%.

<sup>1</sup> Annex A – Daily Escalator Monitoring Update (March 2024)

<sup>2</sup> Annex B – Daily Elevator Monitoring Update (March 2024)

c. Operational Status Comparative (February vs. March)

Conveyance System	February	March	Variance
Escalators	94.13%	94.95%	▲ 0.82%
Elevators	95.26%	98.24%	▲ 2.98%

Figure 5: Operational Status Comparative (February vs. March)

Minimal variances are observed when comparing the Operational Status of February and March 2024. Both escalators and elevators exhibited improvements of 0.82% and 2.98%, respectively.

II. Status of Facilities

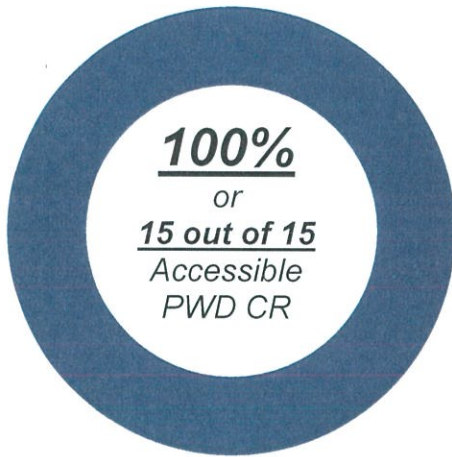


Figure 6: Accessible PWD Comfort Rooms

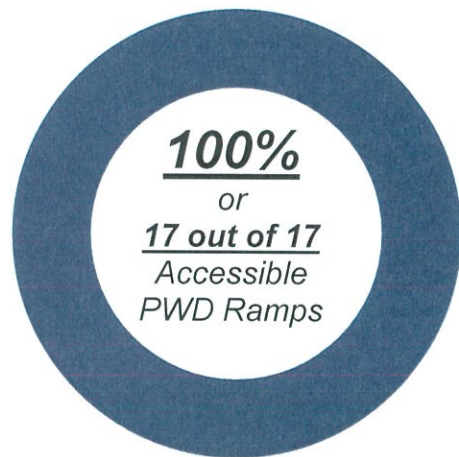


Figure 7: Accessible PWD Ramps

Throughout March 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 8: Installed SBA

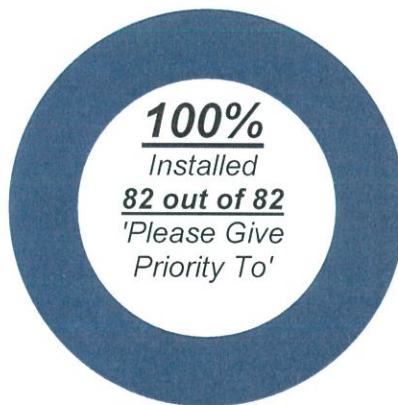


Figure 9: Installed 'Please Give Priority To'

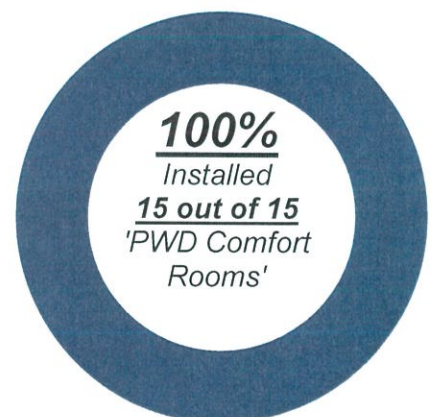


Figure 10: Installed 'PWD CR'

Throughout March 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>3</sup> Annex C – Status of Equipment and Facilities (as of March 27, 2024)

#### IV. Passenger Feedback

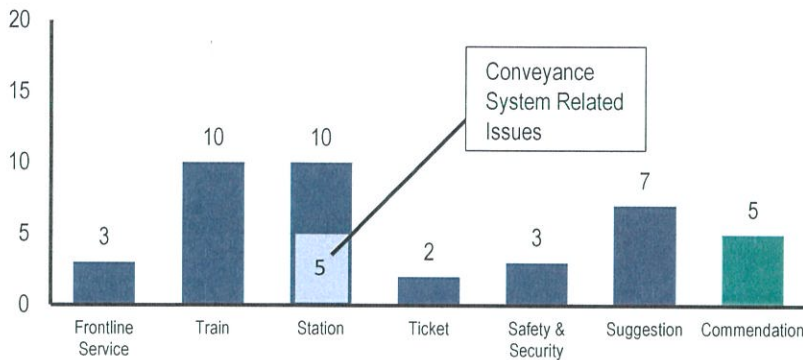


Figure 11: Nature of Feedback

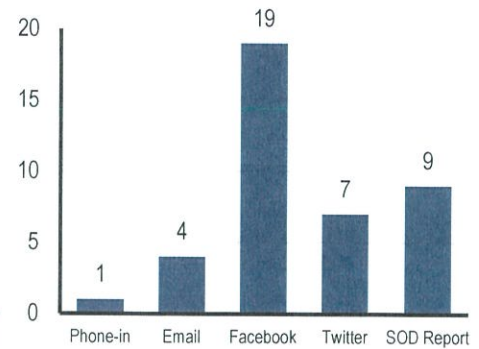


Figure 12: Mode of Feedback

The Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed/Received (March 2024)<sup>4</sup> indicates a total of 40 feedbacks. Among these, Train-Related and Station-Related issues were the most prevalent, comprising 10 complaints for each, while Ticket-Related Issues were the least, with only 2 complaints.

With a baseline target of 100% operational efficiency for the conveyance system, which currently stands at 94.95% for escalators and 98.24% for elevators, it is imperative to address faults and breakdowns promptly. Out of the 10 Station-Related Issues, 5 pertain to defective conveyance systems, specifically 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 19 feedbacks, while Phone-in is the least utilized at 1 feedback.

Nature of Feedback	February	March	Variance
Frontline Service	10	3	▼ -70%
Train	58	10	▼ -83%
Station	12	10	▼ -17%
Ticket	3	2	▼ -33%
Safety & Security	2	3	▲ 50%
Suggestion	9	7	▼ -22%
Commendation	4	5	▲ 25%
<b>Total</b>	<b>98</b>	<b>40</b>	<b>▼ -59%</b>

Figure 13: Monthly Feedbacks Comparative (February vs. March)

This table summarizes the monthly changes in the number of feedbacks across different categories, highlighting the significant decrease in several areas, particularly in train-related complaints, which decreased by 83%. Overall, the total feedbacks reduced by 59%.

Out of 4,089,787 ridership for the month of March 2024, only a total of 35 complaints (0.00086%) have been recorded.

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

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

V. Pending Issues and Concerns

a. Detached Tactile in LRT Line 2 Stations

Action Taken	Status
The Engineering Department submitted a letter to the Contractor requiring them to rectify the detached tactiles in Cubao and Recto Stations.	The Engineering Department transmitted a Memorandum to the Committee stating that based on 28 February 2024 inspection, the reported detached tactiles have been rectified. While the request to conduct a comprehensive assessment of all railway stations to identify areas where tactile paving has become detached, damaged, or is in need of repair are still pending and waiting for their action and report.

b. Unused Tactile on Cubao Station and other areas

Action Taken	Status
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.	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	Status
Presented the draft policy (including the comments of the Administrator and HEA) to the Management Committee last 21 March 2024 for review and comments of the Managers.	Waiting for comments from Managers.

d. Trainings and Seminars

Action Taken	Status
Submitted a list of Proposed Trainings and Seminars for CY 2024 for inclusion to the Project Procurement Management Plan (PPMP).	Pending evaluation of Budget Division.

e. Request from National Commission of Senior Citizens to Furnish 2023 Accomplishment Reports and 2024 Agency Plans

Action Taken	Status
The Planning Department forwarded the request of National Commission of Senior Citizens for the Committee's inputs on 14 March 2024.	Submitted inputs to the Planning Department on 20 March 2024.

f. Request for MIA Committee Official Email Address

Action Taken	Status
The MIA Committee submitted a memorandum requesting KMITD to provide an email address which will serve as the primary point of contact for LRTA offices and other relevant government agencies.	Waiting for reply from KMITD.

VI. Meeting's Log

No.	Date	Agenda	Status/Remarks
1	04 March 2024	1. Discussion and Finalization of Policy regarding the use of PMAs	Meeting concluded
2	05 March 2024	1. Discussion and Finalization of Policy regarding the use of PMAs	Meeting deferred due to lack of quorum

Prepared By:

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











DAILY ELEVATOR MONITORING UPDATE (MARCH 2024)

STATION	TOTAL QTY.	ESC I.D.	MARCH 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						
KATIPUNAN	3	A																																					
		B																																					
		C																																					
SANTOLAN	1	A																			X																		
		1																																					
		2																																					
		3													X																								
MARIKINA	4	4	X	X	X	X																																	
		1																																					
		2																																					
		3																																					
ANTIPOLO	4	1																																					
		2																																					
		3																																					
		4																																					
# OF OPERATIONAL UNITS			38	39	39	39	39	40	40	40	40	40	40	40	40	40	40	40	40	40	38	39	38	39	39	39	39	39	39	39	39	39	39	39	39	39			
			HOLY WEEK																																				
			HOLY WEEK																																				

Legend:  Operational  Non-operational

NOTE: All updates are as of 8:00 A.M. daily  
All Conveyance Equipment were shut down during Holy Week

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

**Status of Equipment and Facilities  
As of March 27, 2024**

**Annex C**

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	16	0	100%
ANONAS	2	2	0	100%
KATIPUNAN	7	7	0	100%
SANTOLAN	4	4	0	100%
MARIKINA	6	6	0	100%
ANTIPOLO	13	12	1	92%
<b>Total</b>	<b>77</b>	<b>75</b>	<b>2</b>	<b>97%</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	0	1	0%
MARIKINA	4	4	0	100%
ANTIPOLO	4	4	0	100%
<b>Total</b>	<b>40</b>	<b>39</b>	<b>1</b>	<b>98%</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>

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

Prepared by:

  
Gii 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 MARCH 2024

NATURE OF COMPLAINT	WALK-IN	PHONE-IN	EMAIL	FACEBOOK	TWITTER	8888 HOTLINE	SOD REPORT	TOTAL
<b>FRONTLINE SERVICE-RELATED</b>								
Alleged lack of assistance (ST)				1				1
Alleged discourtesy (ST)							1	1
Alleged discourtesy (SG)							1	1
<b>SUB-TOTAL</b>								<b>3</b>
<b>STATION-RELATED</b>								
Defective escalator				4	1			5
Limited number of PAO open for selling at Antipolo				1				1
Static friction from the plant box @ Recto connecting bridge				1				1
Non-functional bidet and dryer				1				1
Non-functional ceiling fans				1				1
No tissue/remove the tissue holder instead							1	1
<b>SUB-TOTAL</b>								<b>10</b>
<b>TRAIN-RELATED</b>								
Long headway				1	1			2
Train's poor ACU				5	3			8
<b>SUB-TOTAL</b>								<b>10</b>
<b>TICKET-RELATED</b>								
Pax not allowed to claim the concessionary card in behalf of her PWD son			1					1
Payment of another 30 pesos for new application for Senior card (was previously a PWD card holder) No explanation from station personnel							1	1
<b>SUB-TOTAL</b>								<b>2</b>
<b>SAFETY &amp; SECURITY-RELATED</b>								
Not allowing PNP personnel in civilian attire to ride a train carrying duly-issued firearms			1					1
Passenger queuing/ crowd control				1	1			2
<b>SUB-TOTAL</b>								<b>3</b>
<b>SUGGESTION</b>								
Increase number of trains to be deployed due to shortage of jeepneys			1					1
Separate tray/ basket for Male and Female during inspection			1					1
Re-design trains to promote Filipino culture					1			1
Extend operation hours				1				1
Designate an area for passengers waiting for companions				1				1
Install additional lighting fixtures inside the ladies CR				1				1
Install light outside Betty Go-Belmonte station		1						1
<b>SUB-TOTAL</b>								<b>7</b>



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

**Annex D**

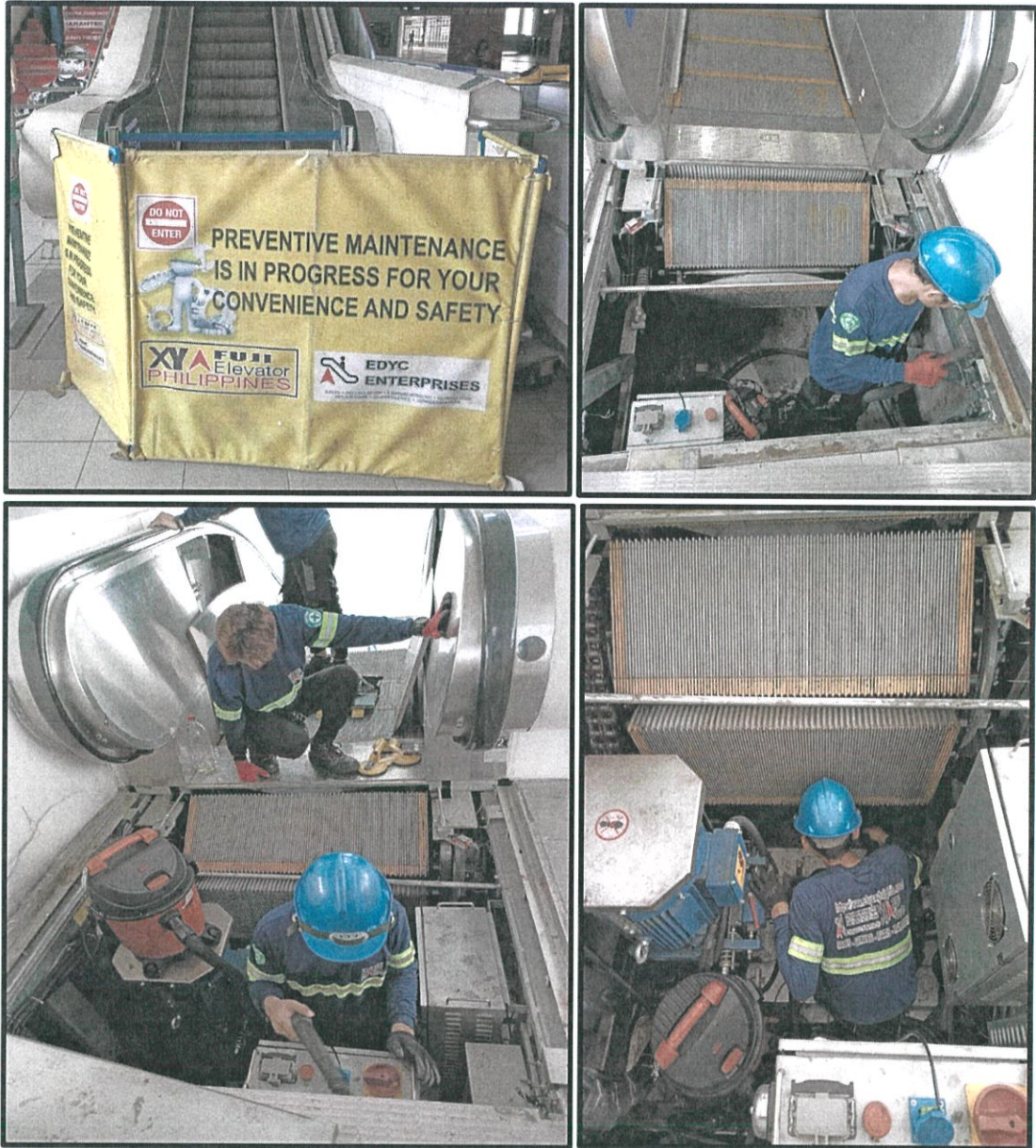
**MONTHLY TABULATION OF PASSENGER COMPLAINTS/ SUGGESTIONS/  
COMMENDATIONS FILED/ RECEIVED  
For the Month of MARCH 2024**

<b>COMMENDATION</b>									
SG SANTIAGO – commendation for his assistance to pax Chevallier								1	1
Ms. AILEEN ZULUETA – for being kind, honest and accommodating								1	1
Well-maintained CR at Katipunan								1	1
SG APAY – for being honest by turning over pax' phone								1	1
UT ROMIE PAROCHA & UT MARILOU BERNALES – clean and well-maintained station								1	1
<b>SUB-TOTAL</b>									<b>5</b>
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>19</b>	<b>7</b>	<b>0</b>	<b>9</b>	<b>40</b>	

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

### A. Escalator Maintenance Activities



### B. Elevator Maintenance Activities

