



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

Executive Summary

The LRTA Mobility, Inclusivity, and Accessibility Committee (MIAC), created through Special Order No. 286, s. 2023, is tasked with enhancing the accessibility and mobility of passengers across LRT Line 2 System, with a particular focus on the needs of persons with disabilities, the elderly, and pregnant women. The Committee's responsibilities include identifying and addressing challenges faced by these groups, formulating strategies to improve accessibility, and ensuring compliance with the relevant standards and regulations, and conducting regular reviews of facilities, policies, and procedures. It also collaborates with relevant government agencies and private entities to propose solutions that foster inclusive mobility, as necessary.

The Committee is further responsible for periodically submitting reports to the management, presenting its key findings and the status of ongoing initiatives. This report serves as a comprehensive update on LRTA's continuing efforts to strengthen inclusivity and accessibility across the system.

Purpose and Rationale

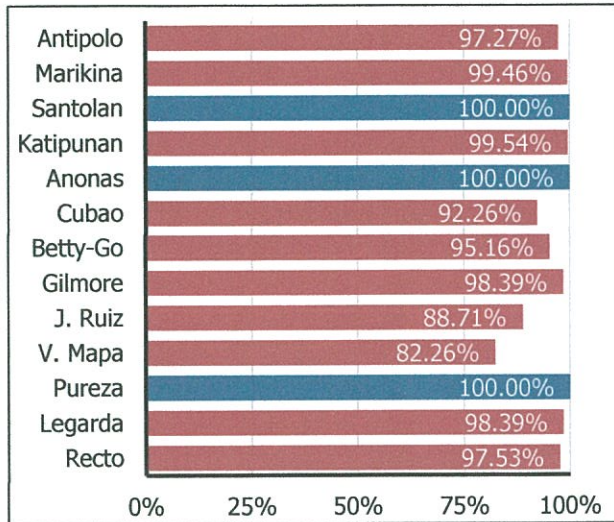
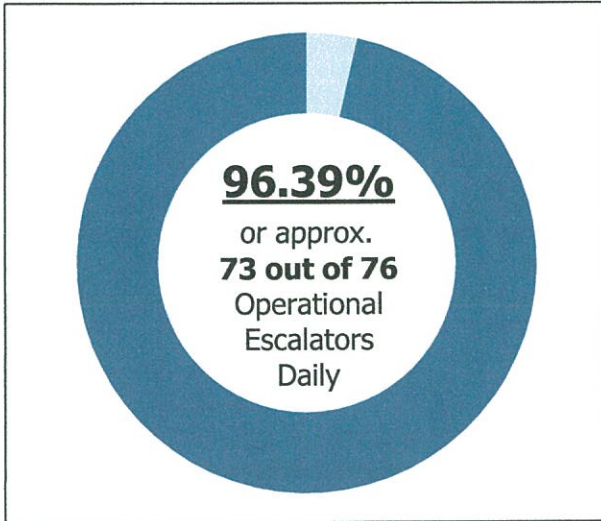
This monthly monitoring report supports the Light Rail Transit Authority's commitment to promoting safe, inclusive, and accessible public transportation for all. By regularly tracking key indicators related to mobility, inclusivity, and accessibility, the LRTA MIA Committee ensures that gaps are identified, issues are addressed, and improvements are sustained across LRT Line 2 stations. This initiative also reinforces the Authority's adherence to relevant accessibility standards and its responsibility to enhance passenger experience, particularly for persons with disabilities, senior citizens, and other vulnerable sectors.

Highlights and Notable Observations

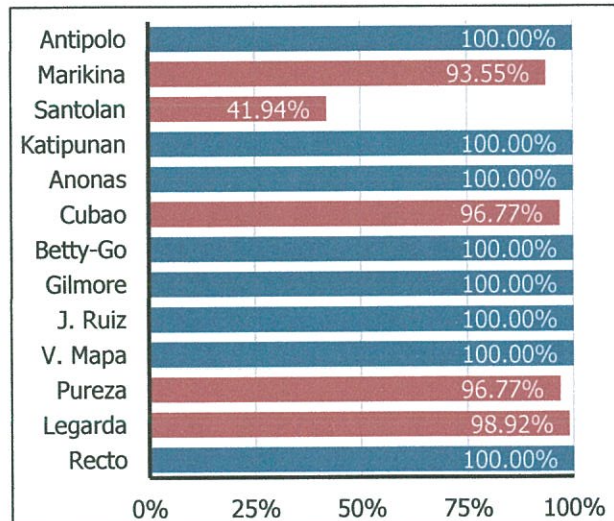
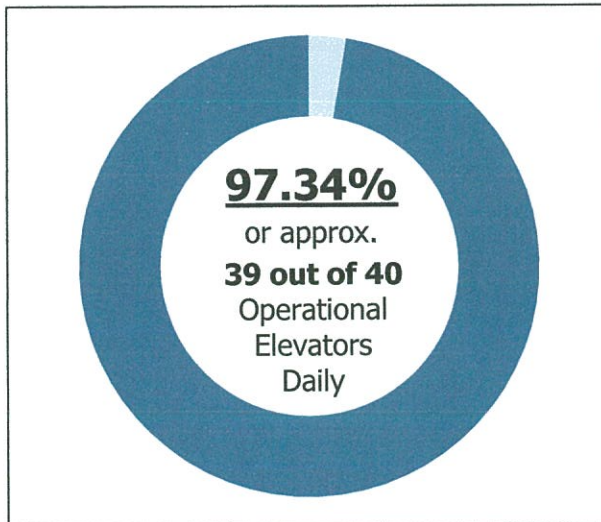
- **3 out of 13 stations achieved 100% operational status for escalators.**
- **8 out of 13 stations achieved 100% operational status for elevators.**
- **The elevator at Santolan Station** remained non-operational until 15 March 2025 due to a **defective main board.**
- The **overall operational status of elevators showed improvement** from the previous month, whereas escalator performance declined; however, both remain at high operational levels.
- **All facilities** were confirmed to be **accessible.**
- **All required signages** were confirmed as **installed.**
- **The number of passenger feedbacks significantly decreased** from 139 in February to 76 in March, reflecting a **45% reduction.**

I. Status of Conveyance Systems

a. Status of Escalators



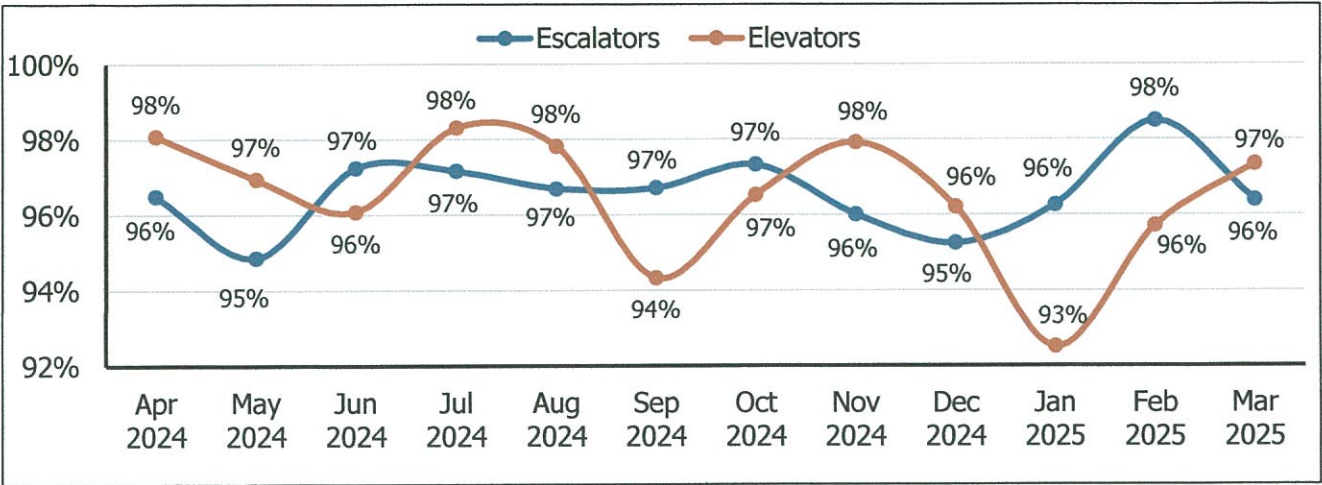
b. Status of Elevators



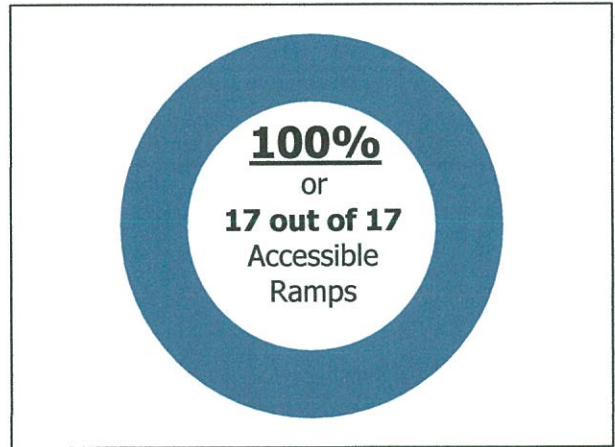
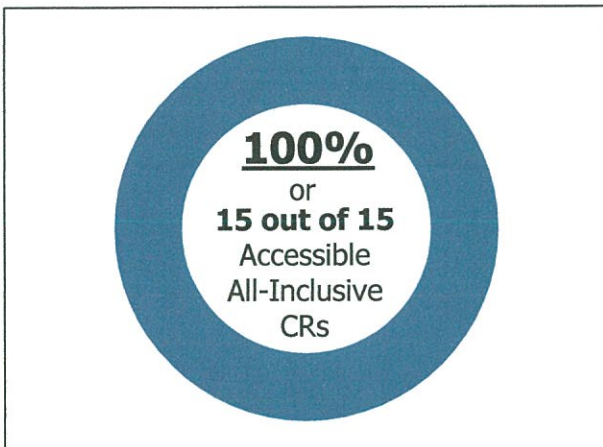
c. Comparative – Monthly Operational Status (Previous vs. Present)

Conveyance System	Feb 2025	Mar 2025	Increase/Decrease
Escalators	98.50%	96.39%	▼ -2.10%
Elevators	95.71%	97.34%	▲ 1.62%

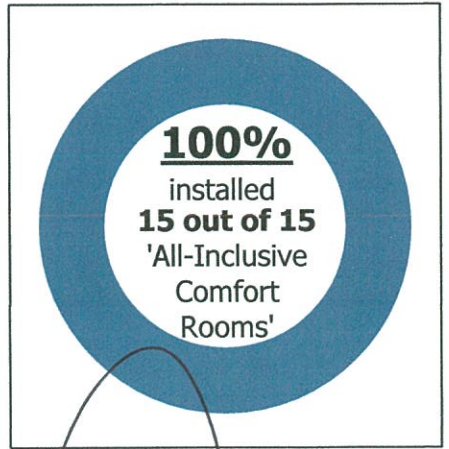
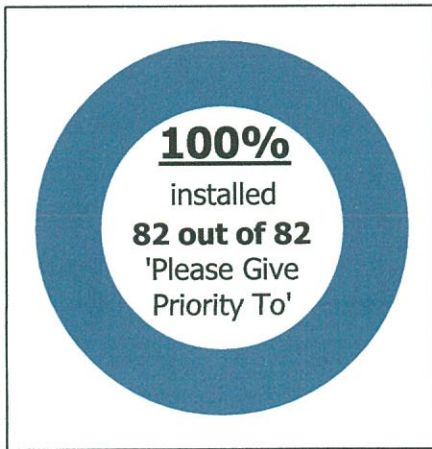
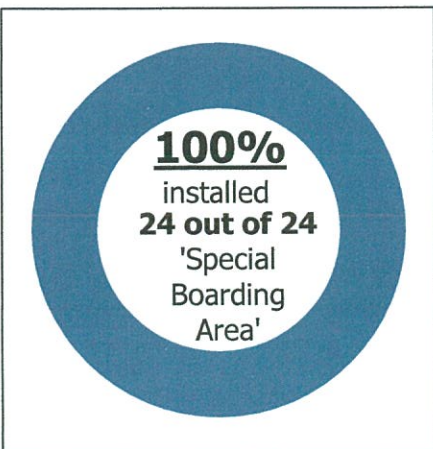
d. Comparative – Monthly Operational Status (For the past 12 months)



II. Status of Facilities



III. Status of Signages

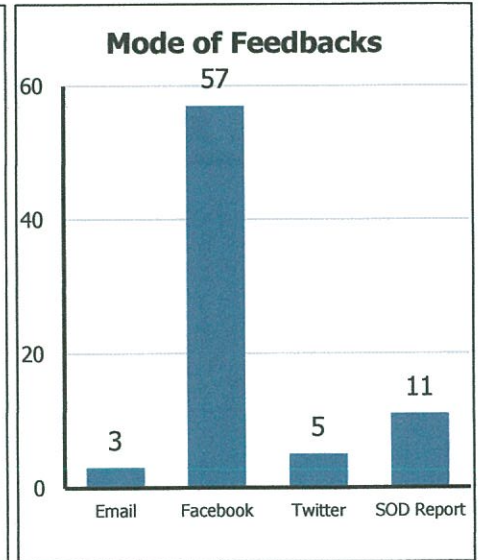
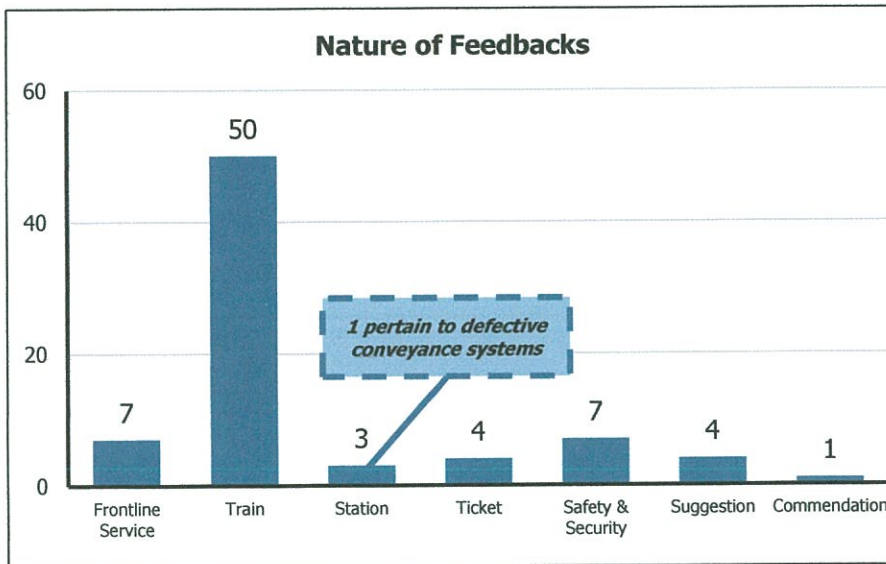


IV. Status of Tactile Floorings

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

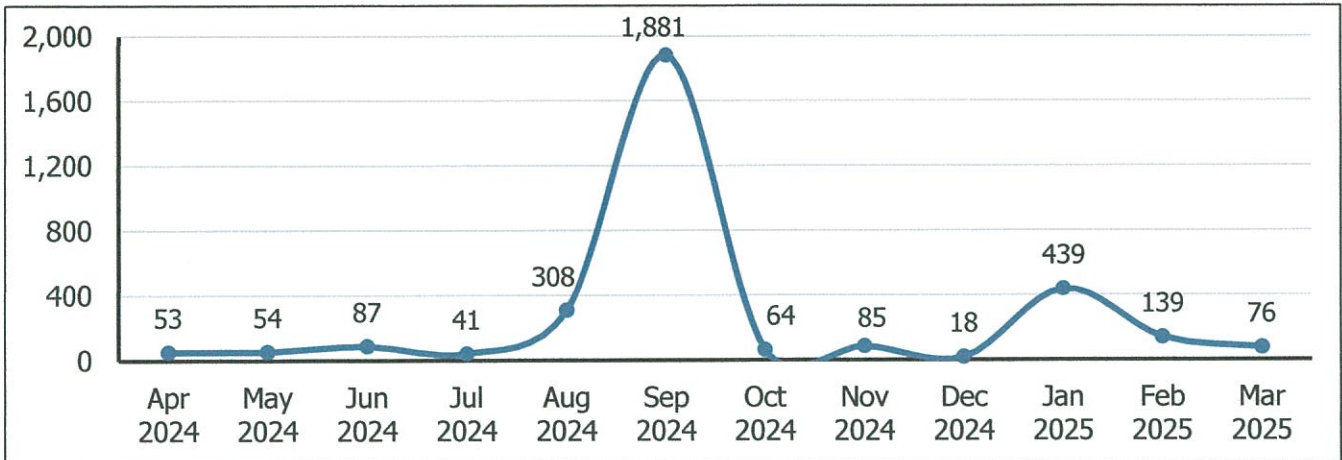
a. Nature and Mode of Passenger Feedbacks



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

Nature of Feedback	Feb 2025	Mar 2025	Variance
Frontline Service	9	7	▼ -22%
Train	109	50	▼ -54%
Station	5	3	▼ -40%
Ticket	4	4	↔ 0%
Safety & Security	7	7	↔ 0%
Suggestion	3	4	▲ 33%
Commendation	2	1	▼ -50%
Total	139	76	▼ -45%

c. Comparative – Monthly Passenger Feedbacks (For the past 12 months)



VI. Key Accomplishments

➤ **Enhancing Multi-Modal Mobility: Policy Implementation on Folding Bicycles, E-Scooters, and Proposed Integration of Full-Size Bicycles in LRT Line 2**

LRT Line 2 has an existing policy allowing the carriage of folding bicycles and e-scooters onboard trains, implemented in 2009.

In 2022, DOTr launched the BO2 (Bike-On, Bike-Off) Project on both LRT Lines 1 and 2, introducing designated green zones in the last coach of each train to accommodate cyclist-commuters and foldable bicycles. These initiatives aim to support multi-modal and sustainable transportation options for the commuting public.

To further promote active transportation, a final draft policy allowing the carriage of full-size bicycles was developed by LRTA on 03 January 2024. Under this draft policy, full-size bikes will be allowed onboard trains during off-peak hours on weekdays and throughout operating hours on weekends. However, implementation of this policy is still subject to pilot testing and a dry run to assess operational feasibility and commuter feedback.

To support this initiative, DOTr spearheaded the creation of a Technical Working Group (TWG) composed of representatives from the Department of Transportation (DOTr) and the Light Rail Transit Authority (LRTA) that is tasked to oversee the development, testing, and eventual implementation of policies that will facilitate the integration of active transportation modes in the LRT Line 2 System specially the allowance of full-size bicycles aboard the trains.



VII. Pending Issues and Concerns

No pending issues and concerns as of March 2025.

VIII. Seminars, Trainings, and Conferences

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

IX. Meeting's Log

No meetings conducted in March 2025.

Prepared by:


NEIL ANTHONY L. SENAROSA
Member, MIAC Secretariat

Reviewed by:


ANGELICA FE L. DERIQUITO
Chairperson, MIAC

Approved by:


ATTY. HERNANDO T. CABRERA
Administrator, LRTA