



LIGHT
RAIL
TRANSIT
AUTHORITY



NOVEMBER 2024 MONITORING REPORT

LRTA MOBILITY, INCLUSIVITY, AND ACCESSIBILITY COMMITTEE

TABLE OF CONTENTS

I.	Status of Conveyance Systems	1
a.	Status of Escalators	1
b.	Status of Elevators	1
c.	Comparative Analysis – Monthly Operational Status (October vs. November)	2
d.	Comparative Analysis – Monthly Operational Status (January to November).....	2
II.	Status of Facilities	2
III.	Status of Signages.....	3
IV.	Status of Tactile Floorings	3
V.	Passenger Feedbacks	3
a.	Nature and Mode of Passenger Feedbacks	3
b.	Comparative Analysis – Monthly Passenger Feedbacks (October vs. November)	4
c.	Comparative Analysis – Monthly Passenger Feedbacks (January to November).....	4
VI.	Pending Issues and Concerns	5
VII.	Attended Seminars, Trainings, and Conferences.....	5
VIII.	Meeting’s Log.....	5

I. Status of Conveyance Systems

a. Status of Escalators

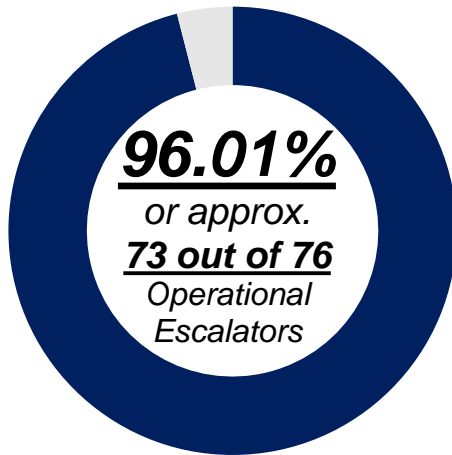


Figure 1: Operational Escalators

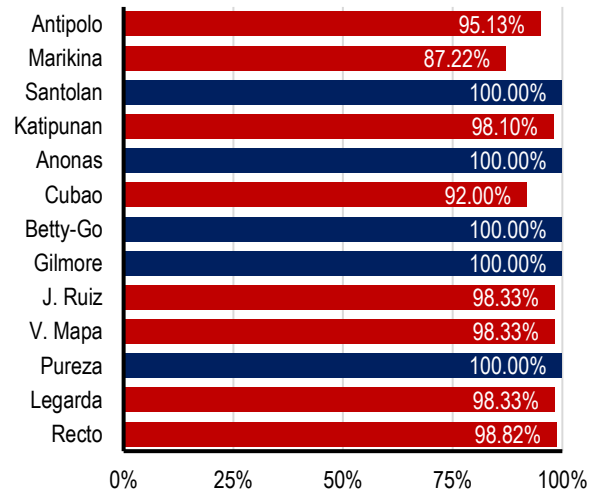


Figure 2: Operational Escalators per Station

The Daily Escalator Monitoring Update for the Month of November 2024¹ indicates that the computed daily operational average for escalators is 72.97 units, **translating to a 96.01% operational status, with approximately 73 out of 76 escalators operational on a daily basis.**

Among the 13 stations, 5 stations – Santolan, Anonas, Betty-Go, Gilmore, and Pureza – achieved a remarkable 100% operational status. Conversely, the other 8 stations recorded operational statuses lower than the baseline target (100%) ranging from 87.22% to 98.82%.

b. Status of Elevators

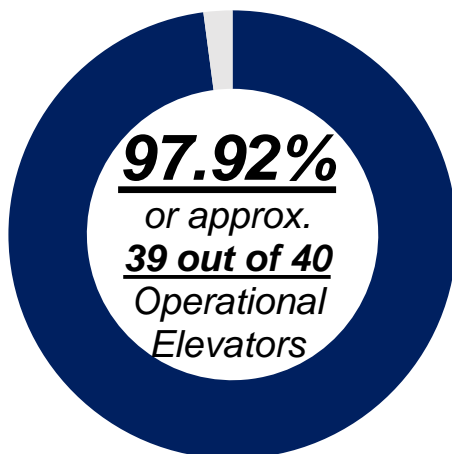


Figure 3: Operational Elevators

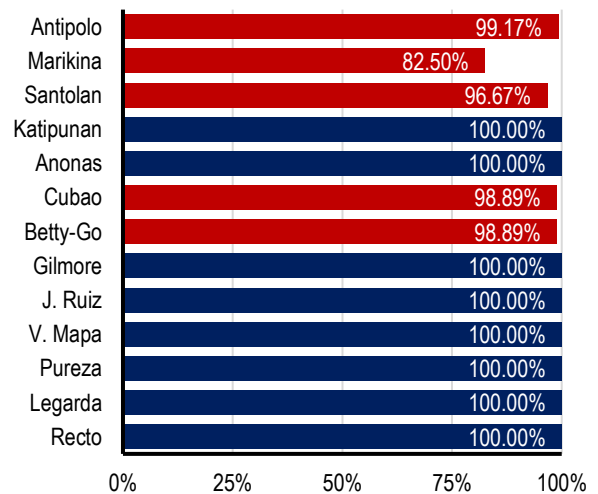


Figure 4: Operational Elevators per Station

The Daily Elevator Monitoring Update for the Month of November 2024² indicates that the computed daily operational average for elevators is 39.17 units, **translating to a 97.92% operational status, with approximately 39 out of 40 elevators operational on a daily basis.**

Among the 13 stations, 8 stations – Katipunan, Anonas, Gilmore, J. Ruiz, V. Mapa, Pureza, Legarda, and Recto – achieved a remarkable 100% operational status. Conversely, the other 5 stations recorded operational statuses lower than the baseline target (100%) ranging from 82.50% to 99.17%.

¹ Annex A – Escalator Monitoring Update for the Month of November 2024

² Annex B – Elevator Monitoring Update for the Month of November 2024

c. Comparative Analysis – Monthly Operational Status (October vs. November)

Conveyance System	September	October	Variance
Escalators	97.33%	96.01%	▼ -1.32%
Elevators	96.53%	97.92%	▲ 1.39%

Figure 5: Comparative Analysis – Monthly Operational Status (October vs. November)

Minimal increases are observed when comparing the operational status of conveyance systems for October and November 2024.

d. Comparative Analysis – Monthly Operational Status (January to November)

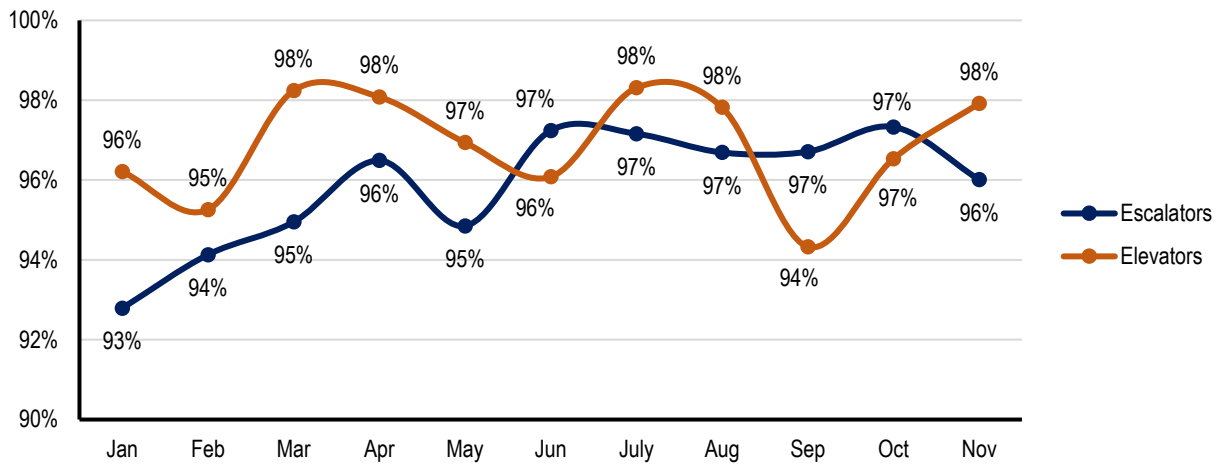


Figure 6: Comparative Analysis – Monthly Operational Status (January to November)

This graph presents a comparative analysis of the operational status of conveyance systems from January to November 2024. **Both systems show consistently high operational efficiency**, with minor fluctuations across the months. Overall, the data reflects a generally upward trend, particularly in the first half of the year, followed by stable high performance from June onward.

II. Status of Facilities

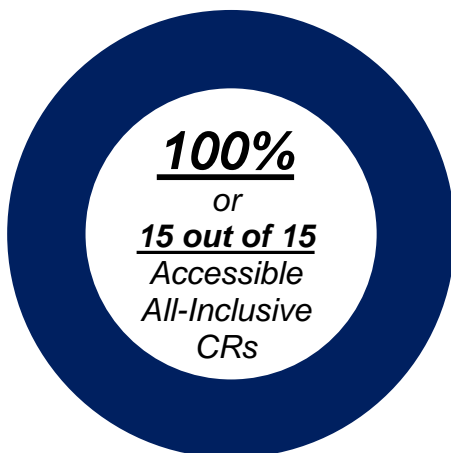


Figure 7: All-Inclusive Comfort Rooms

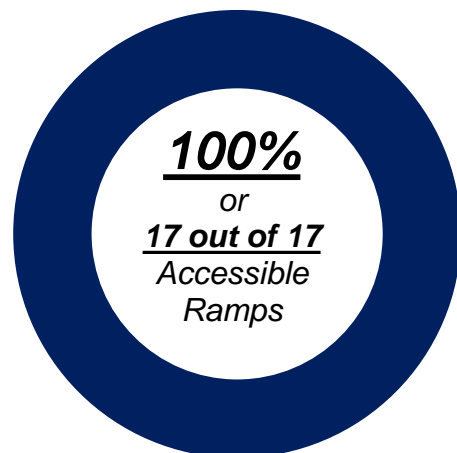


Figure 8: Accessible Ramps

Throughout November 2024, all facilities – including 15 All-Inclusive CRs and 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 November 30, 2024

III. Status of Signages

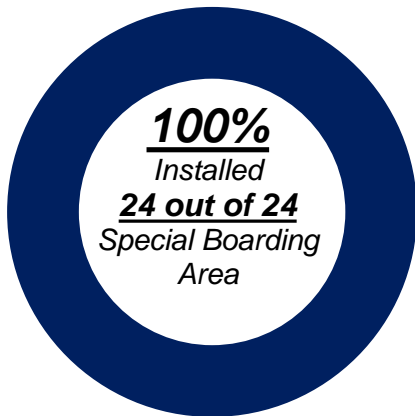


Figure 9: Installed SBA



Figure 10: Installed 'Please Give Priority To'



Figure 11: Installed 'All-Inclusive CR'

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

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.

V. Passenger Feedbacks

a. Nature and Mode of Passenger Feedbacks

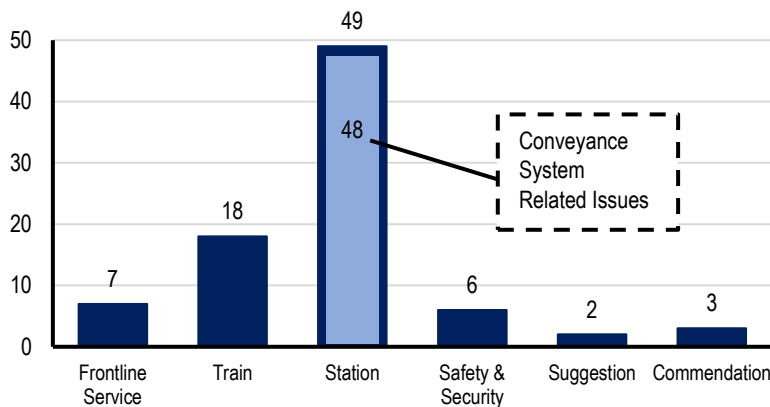


Figure 12: Nature of Feedback

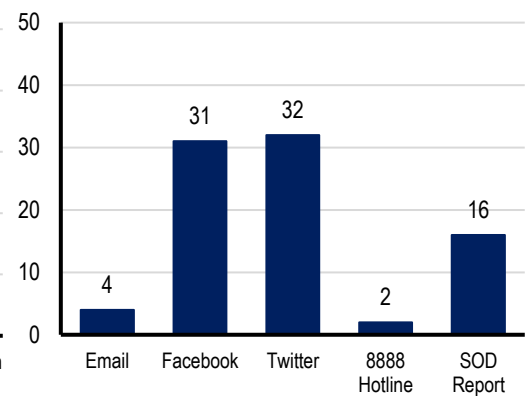


Figure 13: Mode of Feedback

The Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed/Received for the month of November 2024⁴ indicates a **total of 85 feedbacks**. Among these, **Station-Related Issues were the most prevalent, comprising of 49 complaints, while Suggestions were the least, with only 2 feedbacks.**

With a baseline target of 100% operational efficiency for the conveyance system, which currently stands at 96.01% for escalators and 97.92% for elevators, it is imperative to address faults and breakdowns promptly. Out

³ Annex C – Status of Equipment and Facilities as of November 30, 2024

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

of the 49 Station-Related Issues, **48 pertain to defective conveyance systems**. Passengers feel the impact of non-operational or faulty conveyance systems, prompting them to file complaints. This highlights the critical need for regular maintenance and swift repair or restoration of faulty conveyance system to ensure accessibility.⁵

In terms of communication channels, **Twitter is the most utilized platform with 32 feedbacks**, while **8888 Hotline is the least utilized at 2 feedbacks**.

b. Comparative Analysis – Monthly Passenger Feedbacks (October vs. November)

Nature of Feedback	October	November	Variance
Frontline Service	7	7	0%
Train	39	18	▼ - 54%
Station	10	49	▲ 390%
Ticket	0	0	0%
Safety & Security	3	6	▲ 100%
Suggestion	3	2	▼ - 33%
Commendation	2	3	▲ 50%
Total	64	85	▲ 33%

Figure 14: Comparative Analysis - Monthly Passenger Feedbacks (October vs. November)

This table summarizes the monthly changes in the number of feedbacks across different categories, highlighting significant variances in several areas. Notably, Station-Related Issues increased significantly by 390%. **Overall, the total number of feedbacks increased by 33%**. Moreover, out of 4,808,317 ridership for the month of November 2024, only a total of 85 complaints (0.00177%) were recorded.

c. Comparative Analysis – Monthly Passenger Feedbacks (January to November)

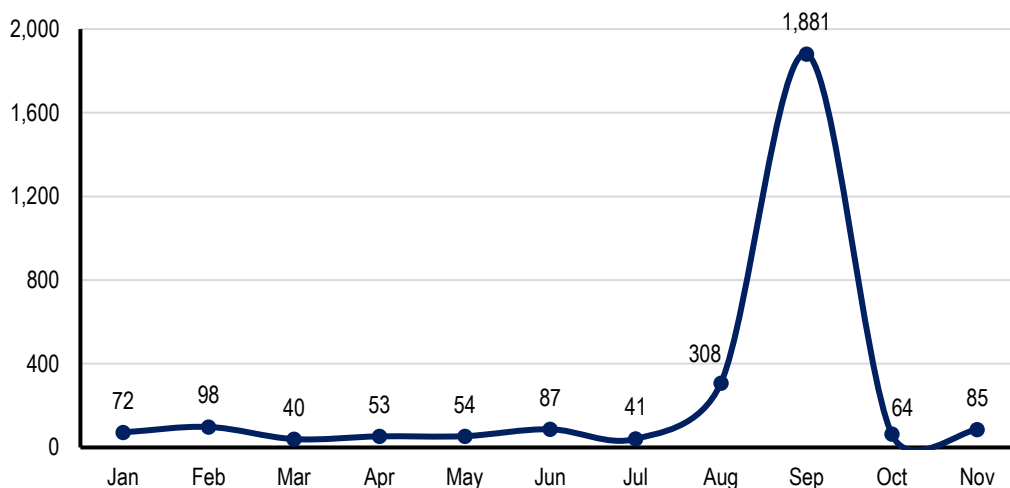


Figure 15: Comparative Analysis - Monthly Passenger Feedbacks (January to November)

This graph presents a comparative analysis of passenger feedbacks for the period from January to November 2024, highlighting significant fluctuations in the number of passenger feedbacks. **Feedbacks slightly increased to 85 in November, indicating a minor increase in passenger complaints compared to that of October.**

⁵ Annex E – Maintenance Activities on Conveyance Systems (November 2024)

VI. Pending Issues and Concerns

1. 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.

2. 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. Attended Seminars, Trainings, and Conferences

1. The MIA Committee, along with representatives from other LRTA offices, attended a **Training on Batas Pambansa Bilang 344 also known as Accessibility Law and its Implementing Rules and Regulations (IRRs) for LRTA Frontline Service Personnel** last 14 to 15 November 2024.

VIII. Meeting’s Log

No meetings occurred in November 2024.

Prepared by:


NEIL ANTHONY L. SENAROSA
 Member, MIAC Secretariat

Approved by:


ANGELICA FE L. DERIQUITO
 Chairperson, MIAC



LIGHT RAIL TRANSIT AUTHORITY
Line 2 Rolling Stock and Interrelated Systems Division
ESCALATOR MONITORING UPDATE FOR THE MONTH OF NOVEMBER 2024

Annex A

STATION	TOTAL QTY.	ESC I.D.	NOVEMBER 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	
ANONAS	2	1																															
		2																															
KATIPUNAN	7	1																X	X	X													
		2																															
		3																															
		4																															
		5																															
		6																															
		7																															X
SANTOLAN	4	1																															
		2																															
		3																															
		4																															
MARIKINA	6	1																															
		2																															
		3																															
		4																															
		5																	X	X	X												
		6			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	
ANTIPOLO	13	1																															
		2																															
		3				X		X																									
		4																															
		5																															
		6																															
		7	X	X																													
		8																															
		9		X	X	X	X	X	X					X		X	X																
		10	X	X	X	X	X	X					X																				
		11												X																			
		12																															
		13																															
# OF OPERATIONAL UNITS			73	72	72	71	72	71	72	73	74	73	70	73	73	71	72	72	72	72	72	73	74	74	75	75	75	74	75	75	75	74	

Legend:



Operational



Non-operational

Operational but Shutdown due to leaks due to rain

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

Prepared by:


Engr. Francis A. Archivido
 Principal Engineer-B, Line 2 RSIS Division

Status of Equipment and Facilities
As of November 30, 2024

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%
Total	15	15	0	100%

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%

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

Annex D

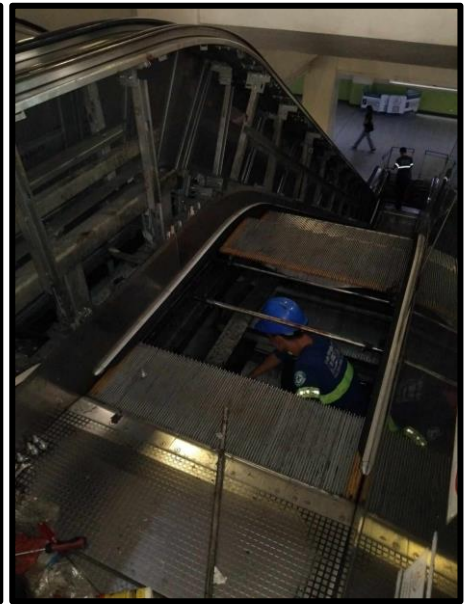
**MONTHLY TABULATION OF PASSENGER COMPLAINTS/ SUGGESTIONS/
COMMENDATIONS FILED/ RECEIVED
For the Month of NOVEMBER 2024**

NATURE OF COMPLAINT	WALK-IN	PHONE-IN	EMAIL	FACE BOOK	TWITTER	8888 HOTLINE	SOD REPORT	TOTAL
FRONTLINE SERVICE-RELATED								
Alleged discourtesy (SG)				3				3
Alleged abrupt breaking				1				1
Alleged discourtesy (ST)					1			1
Alleged racial discrimination (ST)							1	1
Alleged discourtesy (Master siomai crew)							1	1
SUB-TOTAL								7
STATION-RELATED								
Defective escalator				17	6		5	28
Defective elevator			1	9	6	1	3	20
Dead plants at Recto station					1			1
SUB-TOTAL								49
TRAIN-RELATED								
Train delays/ service interruptions					12	1		13
Train's poor ACU					3		2	5
SUB-TOTAL								18
TICKET-RELATED								
SUB-TOTAL								0
SAFETY & SECURITY-RELATED								
Inconsistent implementation of security policy			1					1
Inconsistent implementation of accessibility policies			1					1
Inconsistent implantation of SBA policy			1		1			2
Crowd control					2			2
SUB-TOTAL								6
SUGGESTION								
To remind passengers to be more courteous while boarding/ alighting the train							1	1
To remind passengers on the dos/donts inside the train							1	1
SUB-TOTAL								2
COMMENDATION								
Lady TO- good articulation				1				1
SG Makilang – for being thoughtful and kind							1	1
Dolores Laruya – for being honest by turning over the 15k cash							1	1
SUB-TOTAL								3
TOTAL	0	0	4	31	32	2	16	85

Prepared by:  IRENE L. VALENCERINA <i>PR Officer III</i>	Noted by:  EVELYN P. JANE0 <i>Manager, Public Relations Division</i>
---	---

Annex E – Maintenance Activities on Conveyance Systems (November 2024)

A. Escalator Maintenance Activities



B. Elevator Maintenance Activities

