



OCTOBER 2024 MONITORING REPORT

LRTA MOBILITY, INCLUSIVITY, AND ACCESSIBILITY COMMITTEE

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I. Status of Conveyance Systems

a. Status of Escalators



Figure 1: Operational Escalators

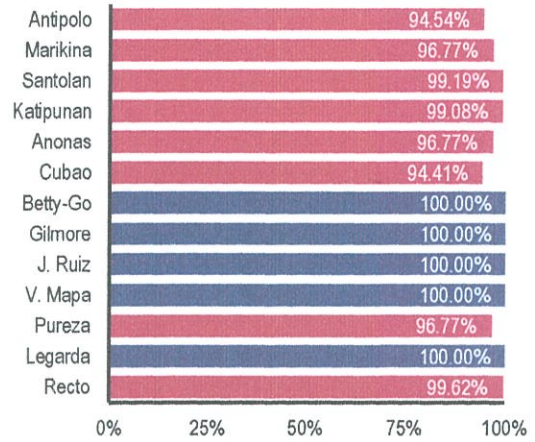


Figure 2: Operational Escalators per Station

The Daily Escalator Monitoring Update for the Month of October 2024¹ indicates that the computed daily operational average for escalators is 73.97 units, **translating to a 97.33% operational status, with approximately 74 out of 76 escalators operational on a daily basis.**

Among the 13 stations, 5 stations – Betty-Go, Gilmore, J. Ruiz, V. Mapa, and Legarda – achieved a remarkable 100% operational status. Conversely, the other 8 stations recorded operational statuses lower than the baseline target (100%) ranging from 94.41% to 99.62%.

b. Status of Elevators

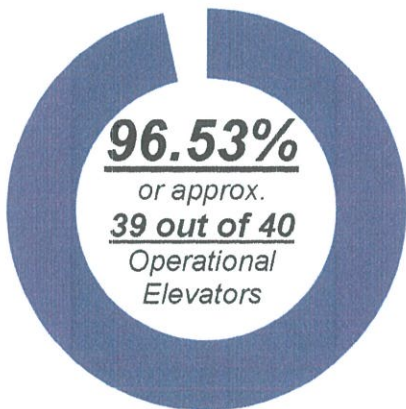


Figure 3: Operational Elevators

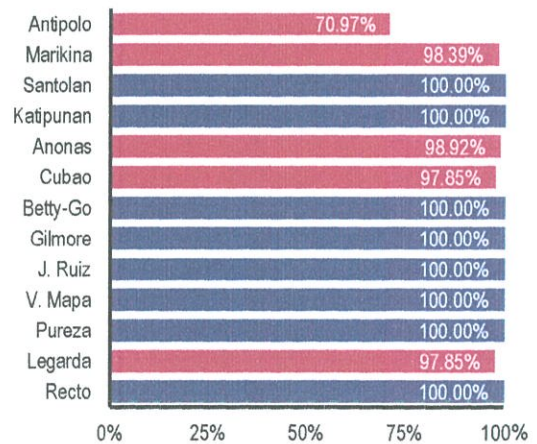


Figure 4: Operational Elevators per Station

The Daily Elevator Monitoring Update for the Month of October 2024² indicates that the computed daily operational average for elevators is 38.61 units, **translating to a 96.53% operational status, with approximately 39 out of 40 elevators operational on a daily basis.**

Among the 13 stations, 8 stations – Santolan, Katipunan, Betty-Go, Gilmore, J. Ruiz, V. Mapa, Pureza, and Recto – achieved a remarkable 100% operational status. Conversely, the other 5 stations recorded operational statuses lower than the baseline target (100%) ranging from 70.97% to 98.92%.

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

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

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

Conveyance System	September	October	Variance
Escalators	96.71%	97.33%	▲ 0.62%
Elevators	94.33%	96.53%	▲ 2.20%

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

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

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

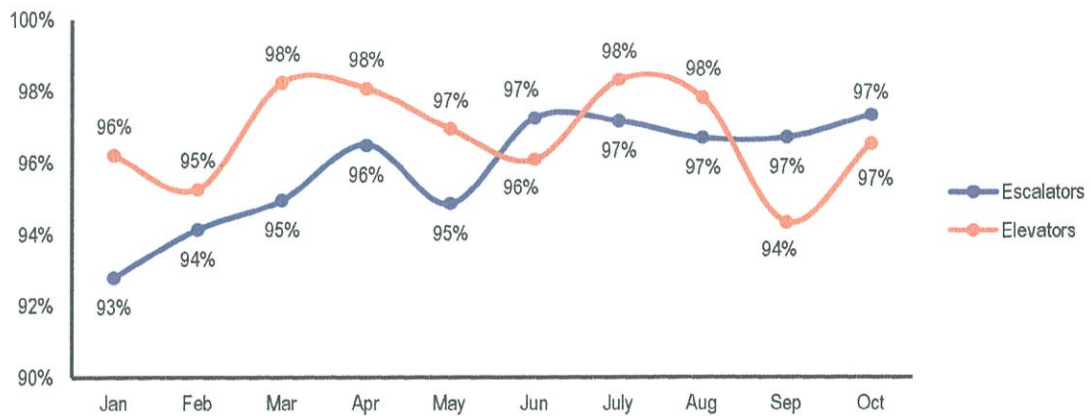


Figure 6: Comparative Analysis – Monthly Operational Status (January to October)

This graph presents a comparative analysis of the operational status of conveyance systems from January to October 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

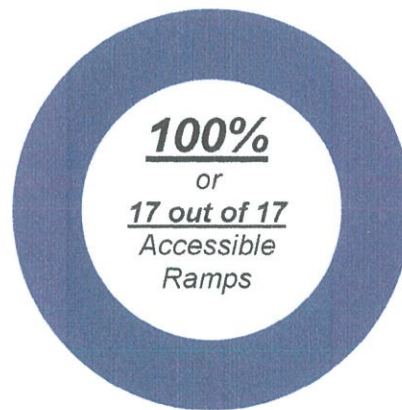


Figure 8: Accessible Ramps

Throughout October 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 October 31, 2024

III. Status of Signages

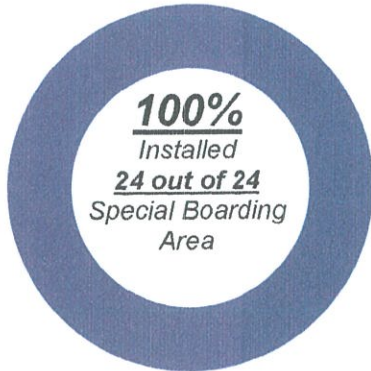


Figure 9: Installed SBA

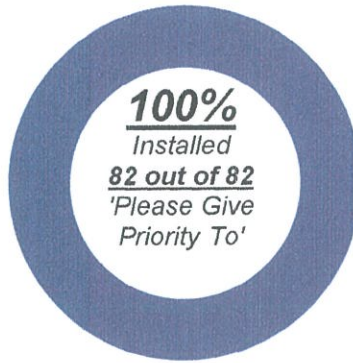


Figure 10: Installed 'Please Give Priority To'

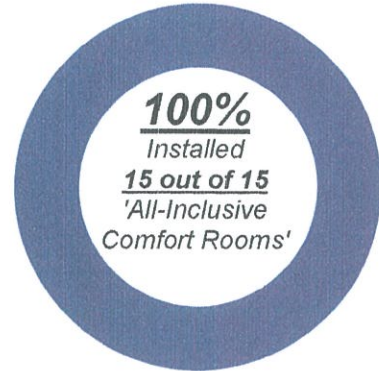


Figure 11: Installed 'All-Inclusive CR'

Throughout October 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

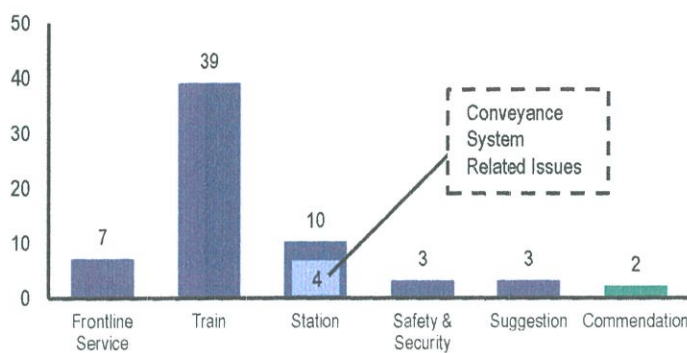


Figure 12: Nature of Feedback

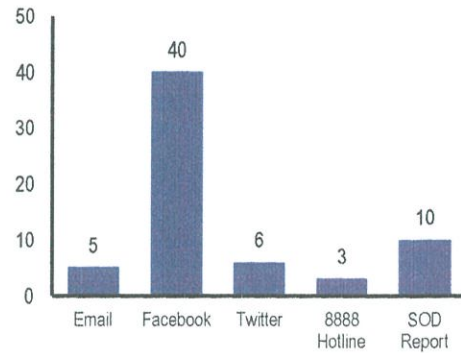


Figure 13: Mode of Feedback

The Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed/Received for the month of October 2024⁴ indicates a **total of 64 feedbacks**. Among these, **Train-Related issues were the most prevalent, comprising of 39 complaints, while commendations were the least, with only 2 feedbacks.**

With a baseline target of 100% operational efficiency for the conveyance system, which currently stands at 97.33% for escalators and 96.53% for elevators, it is imperative to address faults and breakdowns promptly. Out

³ Annex C – Status of Equipment and Facilities as of October 31, 2024

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

LRTA MIAC October 2024 Monitoring Report

of the 10 Station-Related Issues, 4 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, **Facebook is the most utilized platform with 40 feedbacks, while 8888 Hotline is the least utilized at 3 feedbacks.**

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

Nature of Feedback	September	October	Variance
Frontline Service	9	7	▼ - 22%
Train	1,850	39	▼ - 98%
Station	6	10	▲ 67%
Ticket	3	0	▼ - 100%
Safety & Security	9	3	▼ - 67%
Suggestion	3	3	0%
Commendation	1	2	▲ 100%
Total	1,881	64	▼ - 97%

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

This table summarizes the monthly changes in the number of feedbacks across different categories, highlighting significant variances in several areas. **Overall, the total number of feedbacks decreased substantially by 97%.** Moreover, out of 4,866,031 ridership for the month of October 2024, only a total of 64 complaints (0.00132%) were recorded.

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

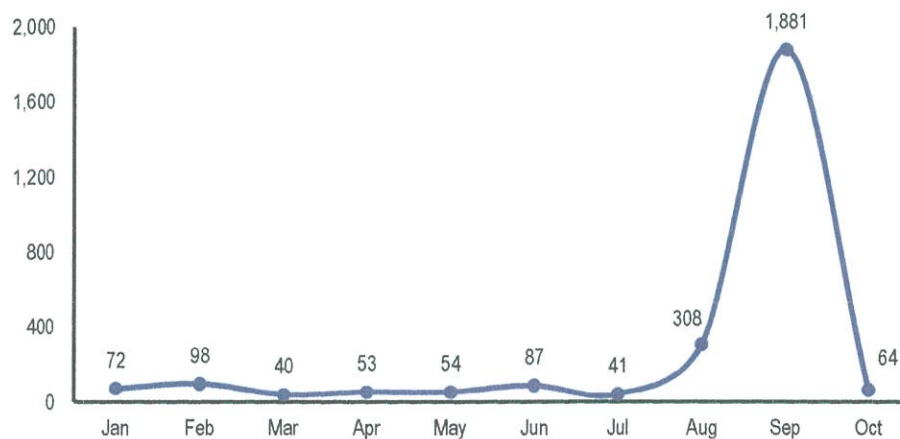


Figure 15: Comparative Analysis - Monthly Passenger Feedbacks (January to October)

This graph presents a comparative analysis of passenger feedbacks for the period from January to October 2024, highlighting significant fluctuations in the number of passenger feedbacks. **Notably, feedbacks decreased to 64 in October, indicating a substantial reduction in passenger complaints compared to that of September.**

⁵ Annex E – Maintenance Activities on Conveyance Systems (October 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

No seminars, trainings, or conferences occurred in October 2024.

VIII. Meeting's Log

No meetings occurred in October 2024.

Prepared by:


NEIL ANTHONY L. SENAROSA
 Member, MIAC Secretariat

Approved by:


ANGÉLICA FE L. DERIQUITO
 Chairperson, MIAC

LIGHT RAIL TRANSIT AUTHORITY
Line 2 Rolling Stock and Interrelated Systems Division

Annex B

ELEVATOR MONITORING UPDATE FOR THE MONTH OF OCTOBER 2024

STATION	TOTAL QTY.	ESC I.D.	OCTOBER 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																																				
MARIKINA	4	1																																				
		2																																				
		3																																				
		4																						X														
ANTIPOLO	4	1																																				
		2																																				
		3																																				
		4	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	X	X	X	X	X	X		
# OF OPERATIONAL UNITS		39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39			

Legend: Operational
* Operational but with defective accessories
X Non-operational

NOTE: All updates are as of 8:00 A.M. daily

Prepared by:


 Engr. Francis A. Archiwido
 Principal Engineer, Line 2 R/SIS Division

Status of Equipment and Facilities
As of October 31, 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

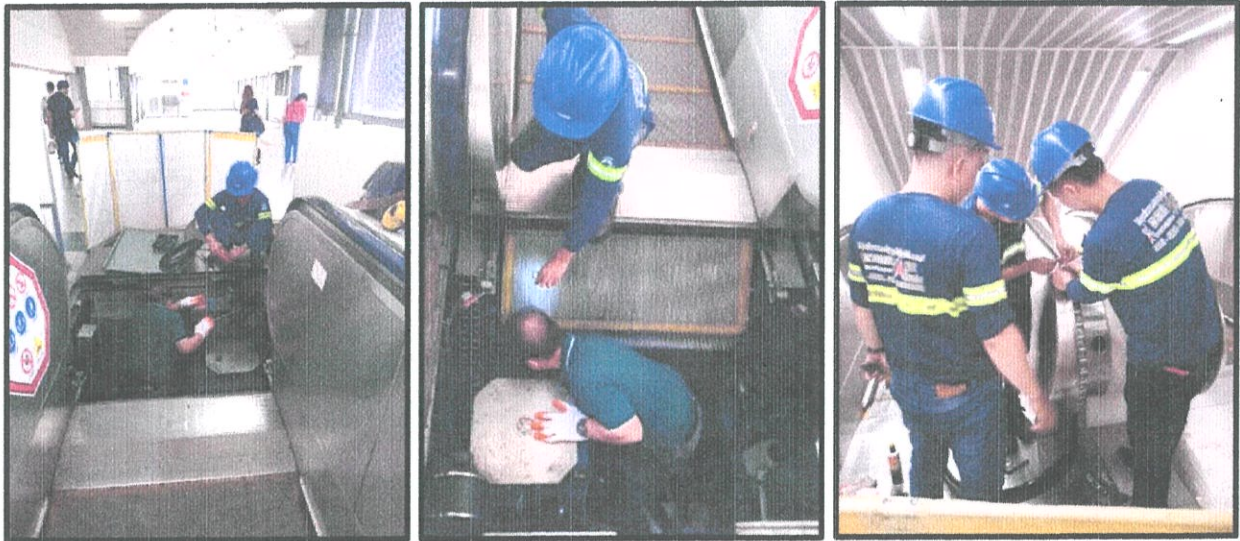
Prepared by

Gil Carlos J. Monteclaro
Member - Mobility, Inclusivity & Accessibility Committee

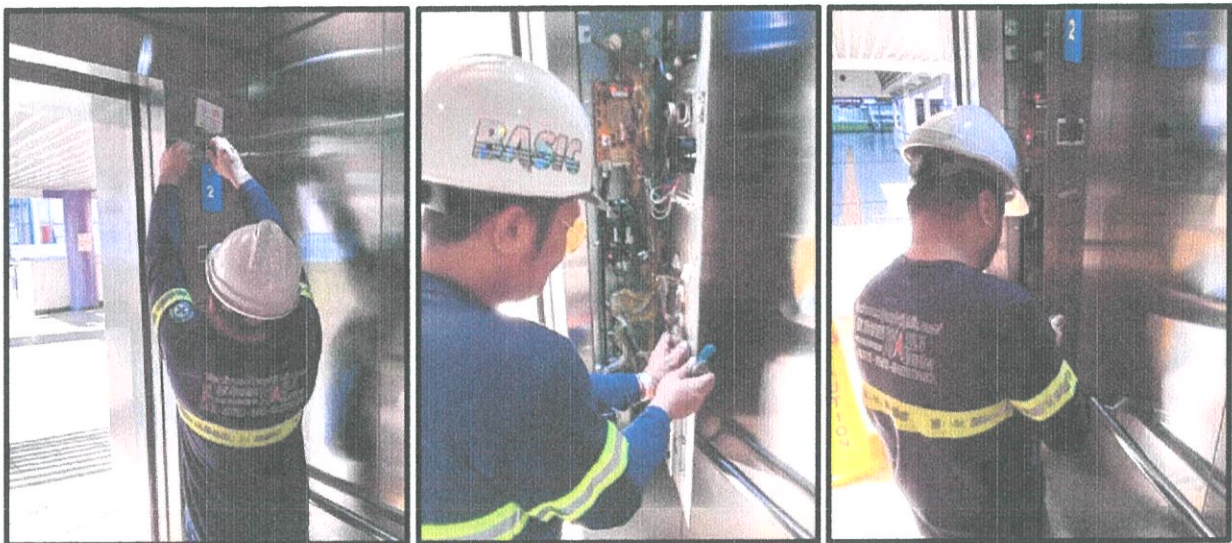
Engr. Francis Archivido
Member - Mobility, Inclusivity & Accessibility Committee

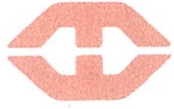
Annex E – Maintenance Activities on Conveyance Systems (October 2024)

A. Escalator Maintenance Activities



B. Elevator Maintenance Activities





**LIGHT
RAIL
TRANSIT
AUTHORITY**



22 November 2024

MEMORANDUM

FOR : **ATTY. HERNANDO T. CABRERA**
Administrator

SUBJECT : LRTA Mobility, Inclusivity, and Accessibility Committee (**MIAC**) –
Submission of the October 2024 Monitoring Report

In reference to the Special Order No. 286, the LRTA MIAC respectfully submits the October 2024 Monitoring Report.

For your information and reference Sir.


MS. ANGELICA FE L. DERIQUITO
Chairperson, LRTA MIAC

22 November 2024

MEMORANDUM

FOR : **ATTY. HERNANDO T. CABRERA**
Administrator

SUBJECT : LRTA Mobility, Inclusivity, and Accessibility Committee (**MIAC**) –
Submission of the October 2024 Monitoring Report

In reference to the Special Order No. 286, the LRTA MIAC respectfully submits the October 2024 Monitoring Report.

For your information and reference Sir.


MS. ANGELICA FE L. DERIQUITO
Chairperson, LRTA MIAC



**LIGHT
RAIL
TRANSIT
AUTHORITY**



22 November 2024

MEMORANDUM

FOR : **ATTY. HERNANDO T. CABRERA**
Administrator

SUBJECT : **LRTA Mobility, Inclusivity, and Accessibility Committee (MIAC) –**
Submission of the October 2024 Monitoring Report

May we respectfully request for the approval and signature of the Administrator to the attached LRTA's letter to DOTr regarding LRTA's submission of the LRTA Mobility, Inclusivity, and Accessibility Committee (MIAC) October 2024 Monitoring Report.

For your information and consideration Sir.


MS. ANGELICA FE L. DERIQUITO
Chairperson/ LRTA MIAC