



# SEPTEMBER 2024 MONITORING REPORT

**LRTA MOBILITY, INCLUSIVITY, AND ACCESSIBILITY COMMITTEE**

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I. Status of Conveyance Systems

a. Status of Escalators

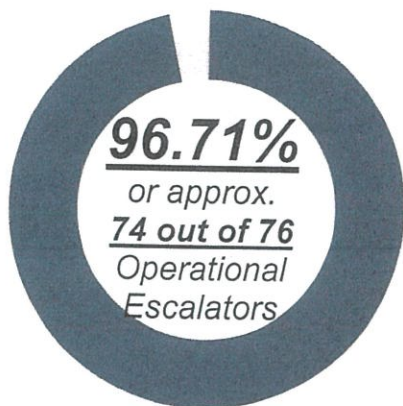


Figure 1: Operational Escalators

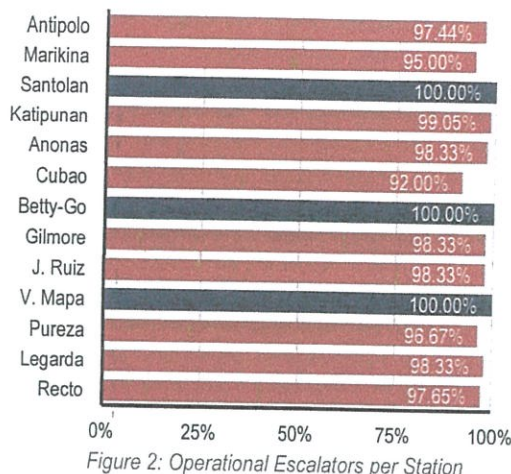


Figure 2: Operational Escalators per Station

The Daily Escalator Monitoring Update for the Month of September 2024<sup>1</sup> indicates that the computed daily operational average for escalators is 73.50 units, **translating to a 96.71% operational status, with approximately 74 out of 76 escalators operational on a daily basis.**

Among the 13 stations, 3 stations – Santolan, Betty-Go, and V. Mapa – achieved a remarkable 100% operational status. Conversely, the other 10 stations recorded operational statuses lower than the baseline target (100%) ranging from 92.00% to 99.05%.

b. Status of Elevators

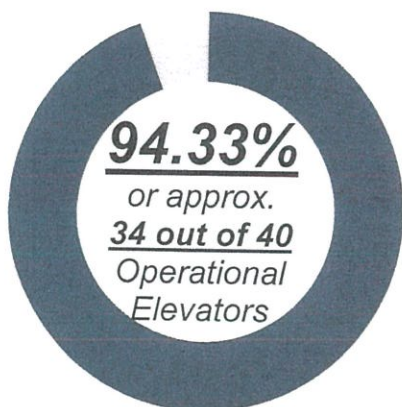


Figure 3: Operational Elevators

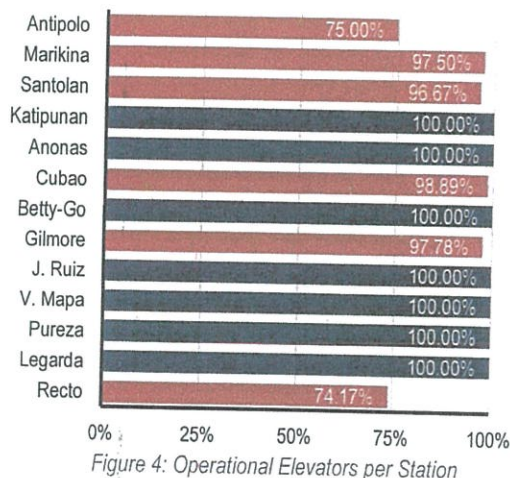


Figure 4: Operational Elevators per Station

The Daily Elevator Monitoring Update for the Month of August 2024<sup>2</sup> indicates that the computed daily operational average for elevators is 37.73 units, **translating to a 94.33% operational status, with approximately 34 out of 40 elevators operational on a daily basis.**

Among the 13 stations, 7 stations – Katipunan, Anonas, Betty-Go, J. Ruiz, V. Mapa, Pureza, and Legarda – achieved a remarkable 100% operational status. Conversely, the other 6 stations recorded operational statuses lower than the baseline target (100%) ranging from 74.17% to 98.89%.

<sup>1</sup> Annex A – Daily Escalator Monitoring Update for the Month of September 2024

<sup>2</sup> Annex B – Daily Elevator Monitoring Update for the Month of September 2024

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

Conveyance System	August	September	Variance
Escalators	96.69%	96.71%	▲ 0.02%
Elevators	97.82%	94.33%	▼ - 3.49%

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

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

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

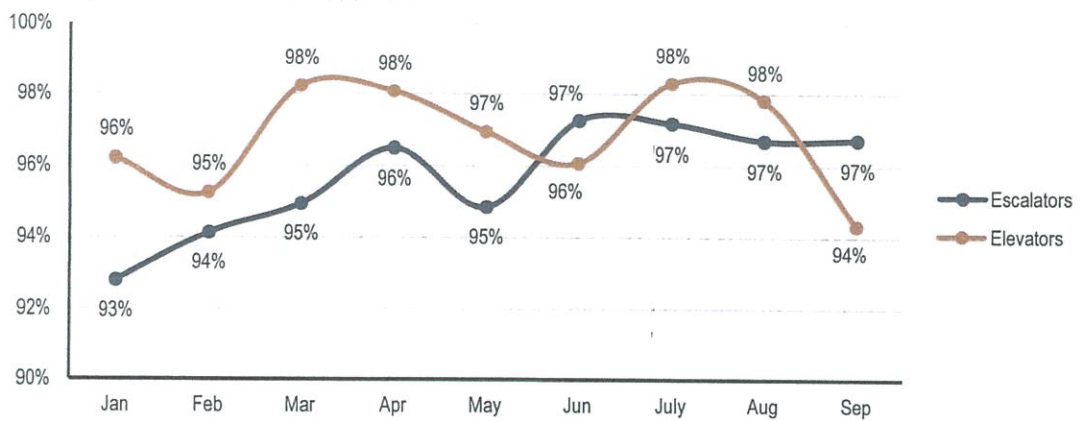


Figure 6: Comparative Analysis – Monthly Operational Status (January to September)

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

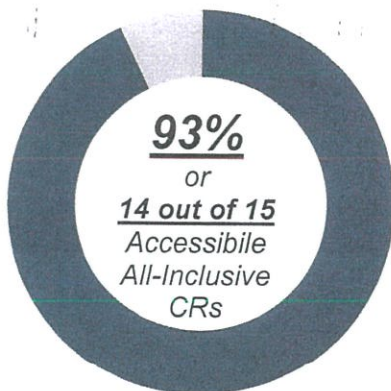


Figure 7: All-Inclusive Comfort Rooms

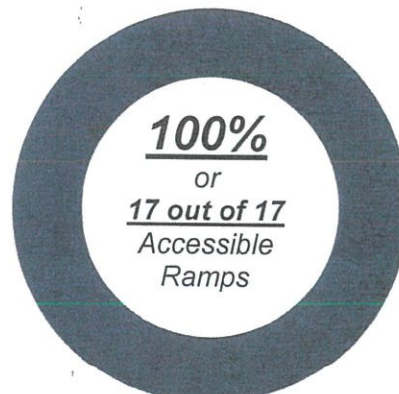


Figure 8: Accessible Ramps

Throughout September 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.<sup>3</sup>

<sup>3</sup> Annex C – Status of Equipment and Facilities (as of September 30, 2024)

### III. Status of Signages



Figure 9: Installed SBA



Figure 10: Installed 'Please Give Priority To'

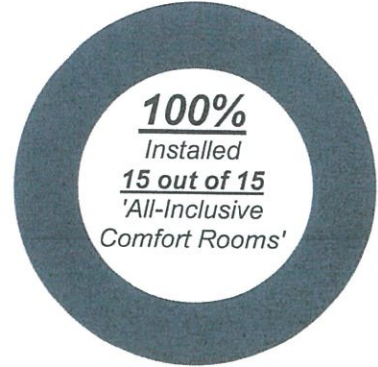


Figure 11: Installed 'All-Inclusive CR'

Throughout September 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.<sup>3</sup>

### 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

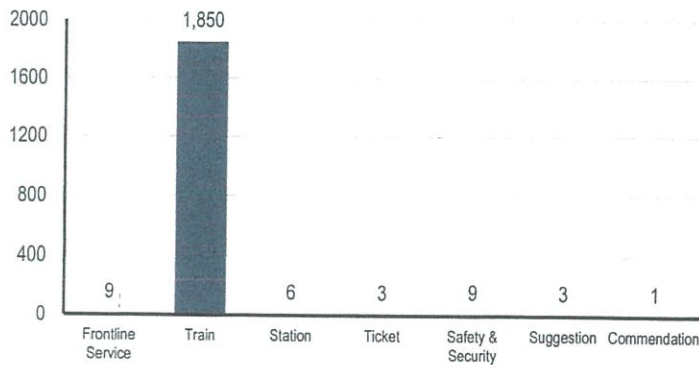


Figure 12: Nature of Feedback

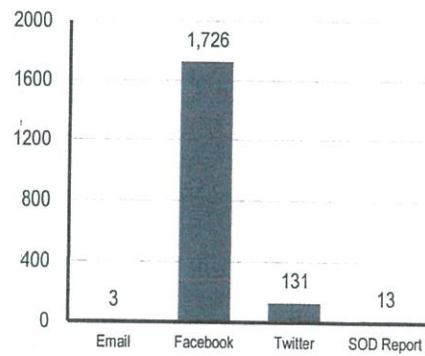



Figure 13: Mode of Feedback

The Monthly Tabulation of Passenger Complaints/Suggestions/Commendations Filed/Received (September 2024)<sup>4</sup> indicates a total of 1,881 feedbacks. Among these, Train-Related issues were the most prevalent, comprising of 1,850 complaints, while commendations were the least, with only 1 feedback.

With a baseline target of 100% operational efficiency for the conveyance system, which currently stands at 96.71% for escalators and 94.33% for elevators, it is imperative to address faults and breakdowns promptly.

<sup>3</sup> Annex C – Status of Equipment and Facilities (as of September 30, 2024)

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

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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.<sup>5</sup>

In terms of communication channels, Facebook is the most utilized platform with 1,726 feedbacks, while Email is the least utilized at 3 feedbacks.

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

Nature of Feedback	August	September	Variance
Frontline Service	10	9	▼ - 10%
Train	266	1,850	▲ 595%
Station	9	6	▼ - 33%
Ticket	6	3	▼ - 50%
Safety & Security	6	9	▲ 50%
Suggestion	8	3	▼ - 63%
Commendation	3	1	▼ - 67%
<b>Total</b>	<b>308</b>	<b>1,881</b>	<b>▲ 511%</b>

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

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 increased substantially by 511%.** Moreover, out of 4,476,214 ridership for the month of September 2024, only a total of 1,881 complaints (0.04202%) were recorded.

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

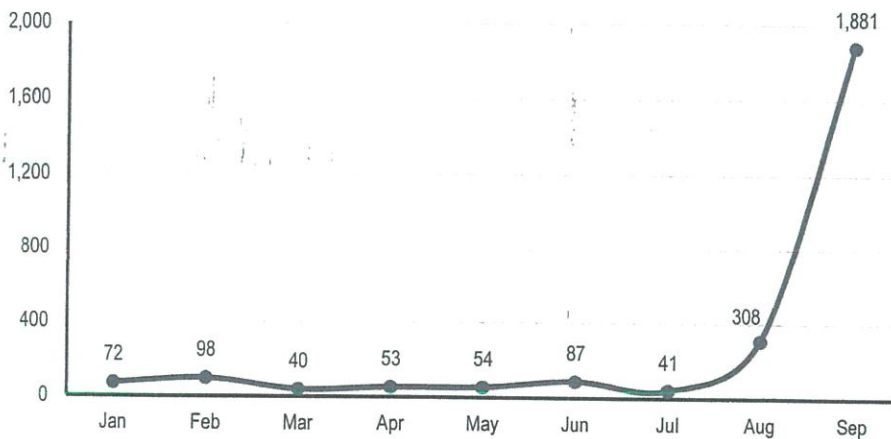


Figure 15: Comparative Analysis - Monthly Passenger Feedbacks (January to September)

This graph presents a comparative analysis of passenger feedbacks for the period from January to September 2024, highlighting significant fluctuations in the number of passenger feedbacks. **Notably, feedbacks surged to 1,881 in September, indicating a substantial increase in passenger complaints compared to earlier months.**

<sup>5</sup> Annex E – Maintenance Activities on Conveyance Systems (September 2024)

 LRTA MIAC September 2024 Monitoring Report

**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**

The Committee attended the 5<sup>th</sup> National Advisory Board (NAB) Conference last 23 September 2024.

**VIII. Meeting's Log**

No meeting occurred in September 2024.

Prepared by:

  
**NEIL ANTHONY L. SENAROSA**  
Member, MIAC Secretariat

Approved by:

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







Annex B

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



ELEVATOR MONITORING UPDATE FOR THE MONTH OF SEPTEMBER 2024

STATION	TOTAL QTY.	ESC I.D.	SEPTEMBER 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				
KATIPUNAN	3	A																																		
		B																																		
		C																																		
SANTOLAN	1	A																																		
		1																																		
		2																																		
		3																																		
MARIKINA	4	1																																		
		2																																		
		3																																		
		4																																		
ANTIPOLO	4	1																																		
		2																																		
		3																																		
		4																																		
<b># OF OPERATIONAL UNITS</b>			38	38	38	38	38	38	37	37	37	38	37	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38	38				

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

Legend:  Operational  Non-operational  
 Operational but with defective accessory

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

Status of Equipment and Facilities  
As of September 30, 2024

Annex C

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	0	1	0%
SANTOLAN	1	1	0	100%
MARIKINA	2	2	0	100%
ANTIPOLO	2	2	0	100%
<b>Total</b>	<b>15</b>	<b>14</b>	<b>1</b>	<b>93%</b>

Remarks: Comfort Rooms at Katipunan station are unavailable (for siphoning).

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

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 SEPTEMBER 2024**



NATURE OF COMPLAINT	WALK-IN	PHONE-IN	EMAIL	FACE BOOK	TWITTER	8888 HOTLINE	SOD REPORT	TOTAL
<b>FRONTLINE SERVICE-RELATED</b>								
Alleged discourtesy (SG)								1
Alleged discourtesy and illegal solicitation (BDD staff)			1					1
Alleged discrimination (SG)					1			1
Alleged lack of consideration (SG)				1				1
Non-issuance of student discount					2		1	3
Lack of change fund					1			1
Alleged door-pinning (SG) - asked the passenger inside the train to transfer on the other side of the coach							1	1
<b>SUB-TOTAL</b>								9
<b>STATION-RELATED</b>								
Defective elevator				1				1
Lack of water supply at station's CR							1	2
Verbal-all CRs at the station are closed							3	3
<b>SUB-TOTAL</b>								6
<b>TRAIN-RELATED</b>								
Train's poor ACU				2			1	3
Train delays/service interruptions (including FB & Twitter comments/ DMs)			2	1,712	124	5		1,843
Limited no. of trains running						2		2
Sudden stop/ abrupt braking							2	2
<b>SUB-TOTAL</b>								1,850
<b>TICKET-RELATED</b>								
Defective TVM				1	1			2
Refund policy							1	1
<b>SUB-TOTAL</b>								3
<b>SAFETY &amp; SECURITY-RELATED</b>								
Inspection policy				1				1
Improper implementation of Policy on allowable baggage				1				1
SBA policy				3				3
Policy re: over staying				1				1
Crowd control				1		1		2
Rope at the street level resulting to accident							1	1
<b>SUB-TOTAL</b>								9

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 SEPTEMBER 2024

<b>SUGGESTION</b>										
Earlier time for Free Rides									1	1
Make hand rails longer									1	1
Water the plants on a regular basis in Recto bridge									1	1
<b>SUB-TOTAL</b>										<b>3</b>
<b>COMMENDATION</b>										
Station and Security Personnel at Anonas and Betty Go stations - exemplary assistance									1	1
<b>SUB-TOTAL</b>										<b>1</b>
<b>TOTAL</b>		0	0	3	1,726	131	8		13	1,881

<p>Prepared by:</p>  <p><b>IRENE L. VALENCERINA</b>                  PR Officer III</p>	<p>Noted by:</p>  <p><b>EVELYN P. JANEÓ</b>                  Manager, Public Relations Division</p>
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## Annex E – Maintenance Activities on Conveyance Systems (September 2024)

### A. Escalator Maintenance Activities



### B. Elevator Maintenance Activities

