



Light Rail Transit Authority
Mobility, Inclusivity, and Accessibility Committee (MIAC)
MONTHLY MONITORING REPORT
As of 30 September 2025

Executive Summary

The Light Rail Transit Authority (LRTA) Mobility, Inclusivity, and Accessibility Committee (MIAC), created through Special Order No. 286, s. 2023 and reconstituted through Special Order No. Special Order No. 90, s. 2025, 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 MIAC's mandate was further expanded through Special Order No. 255, s. 2025 to include the promotion of safe and harassment-free spaces within LRT Lines 1 and 2, reinforcing LRTA's commitment to ensuring that all passengers experience a secure, comfortable, and respectful commuting environment.

The Committee is also 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, accessibility, and passenger safety across the system.

Purpose and Rationale

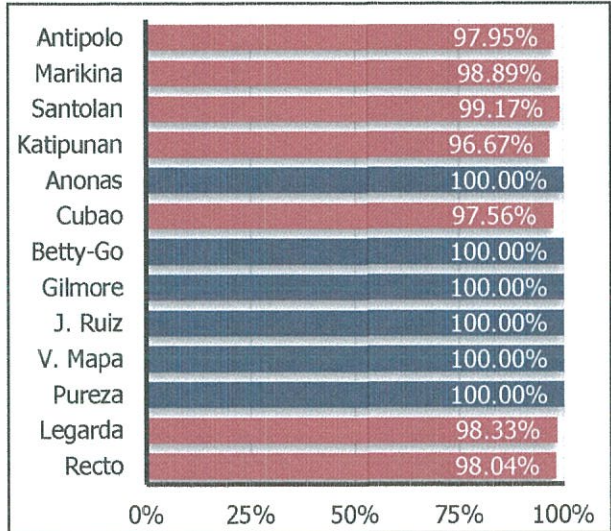
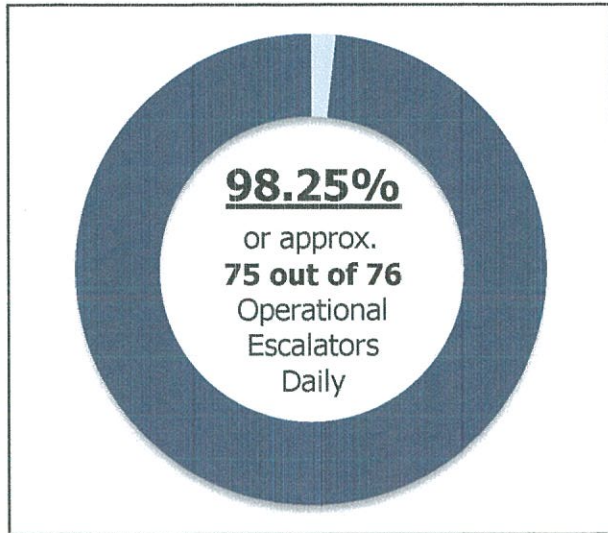
This monthly monitoring report supports the LRTA's commitment to promoting safe, inclusive, and accessible public transportation for all. By regularly tracking key indicators related to mobility, inclusivity, and accessibility, the LRTA MIA Committee ensures that gaps are identified, issues are addressed, 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

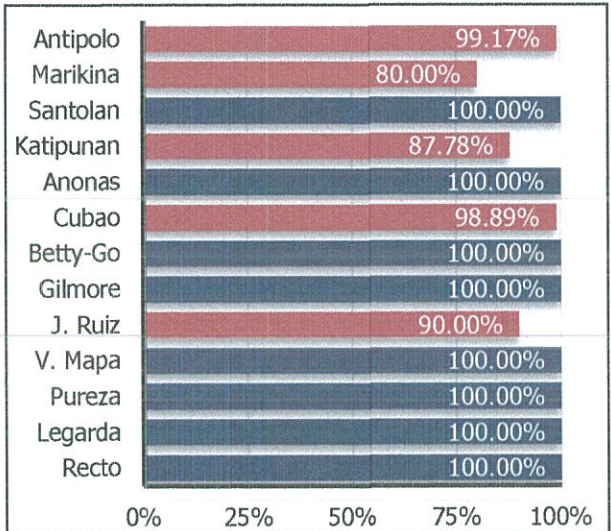
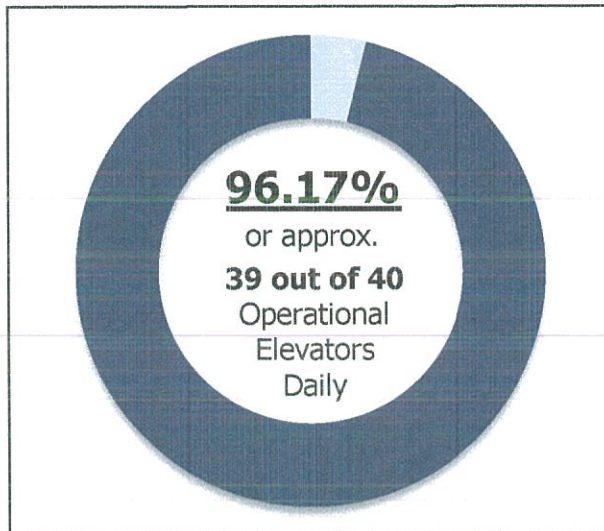
- **6 out of 13 stations achieved 100% operational status for escalators.**
- **8 out of 13 stations achieved 100% operational status for elevators.**
- The overall **operational status of conveyance systems remained high** in September 2025, with escalators maintaining an operational rate of 98.25% and elevators at 96.17%.
- **All facilities** were confirmed to be **accessible**.
- **All required signages** were confirmed as **installed**.
- The number of **passengers feedbacks significantly increased** from 154 in August to 223 in September, reflecting a **45% growth**.

I. Status of Conveyance Systems

a. Status of Escalators



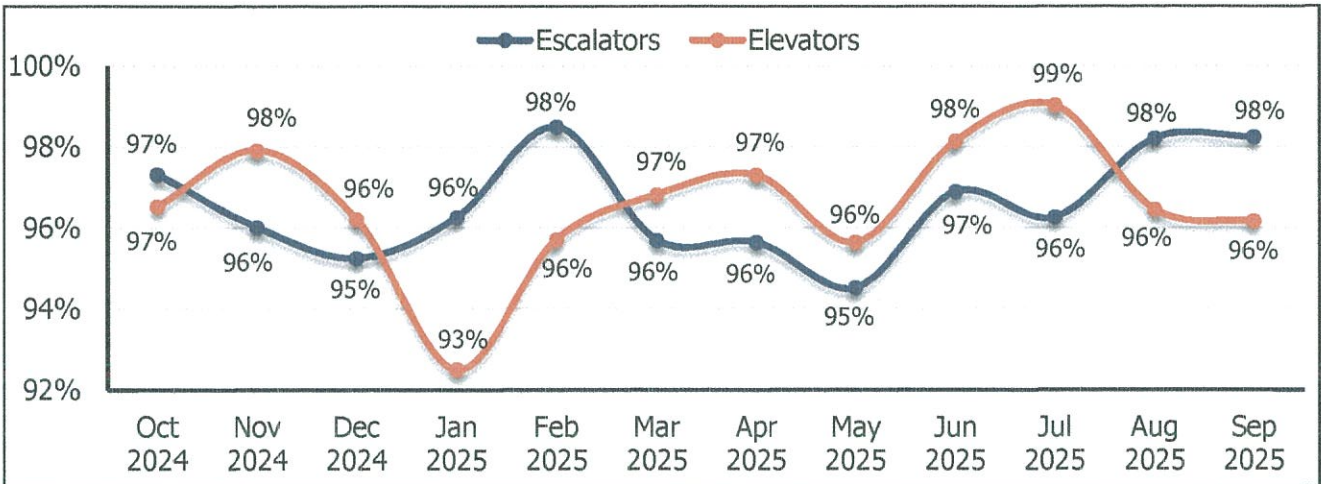
b. Status of Elevators



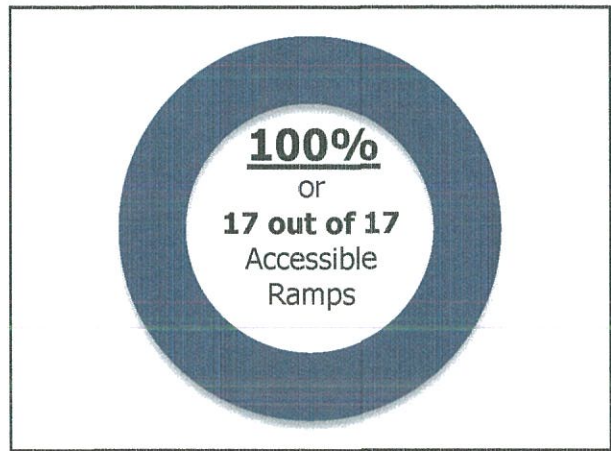
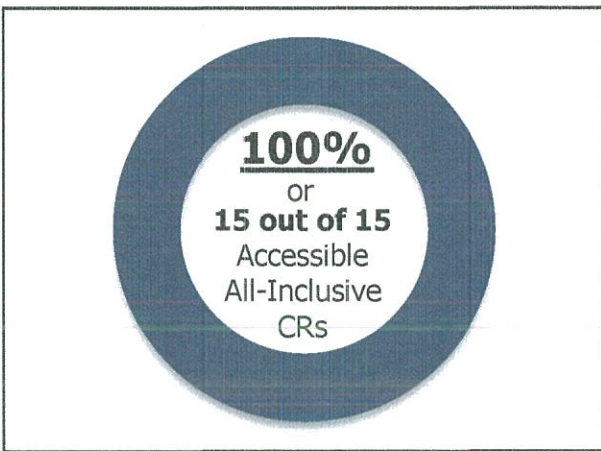
c. Comparative – Monthly Operational Status (Previous vs. Present)

Conveyance System	Aug 2025	Sep 2025	Increase/Decrease
Escalators	98.22%	98.25%	▲ 0.03%
Elevators	96.45%	96.17%	▼ -0.28%

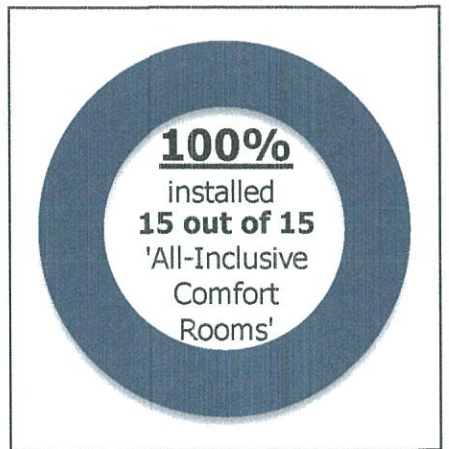
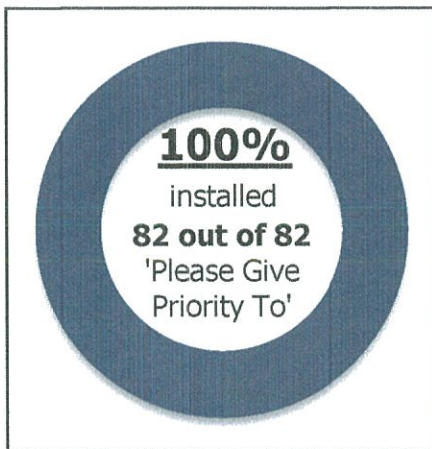
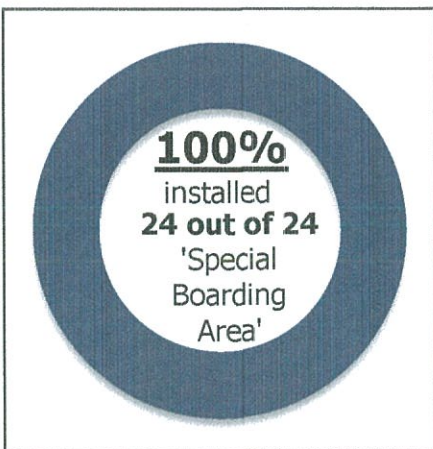
d. Comparative – Monthly Operational Status (For the past 12 months)



II. Status of Facilities



III. Status of Signages

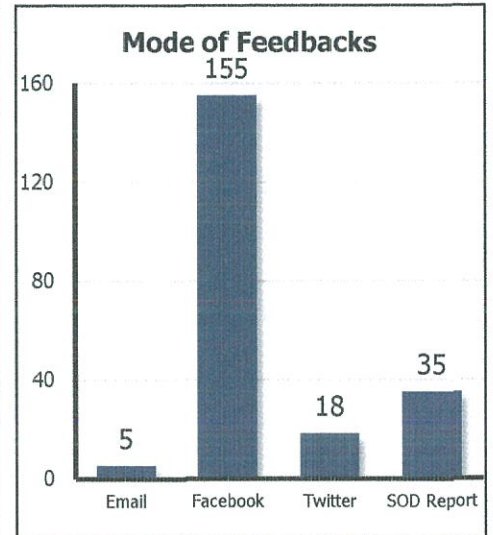
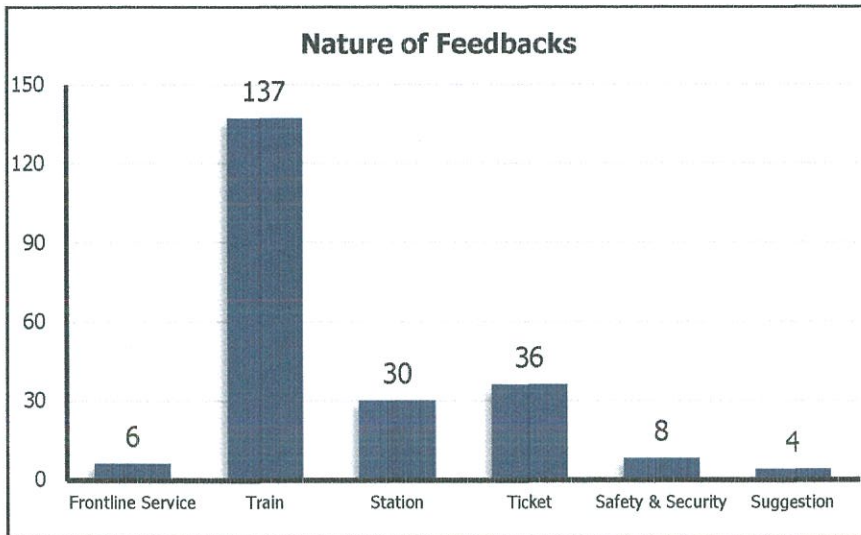


IV. Status of Tactile Floorings

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

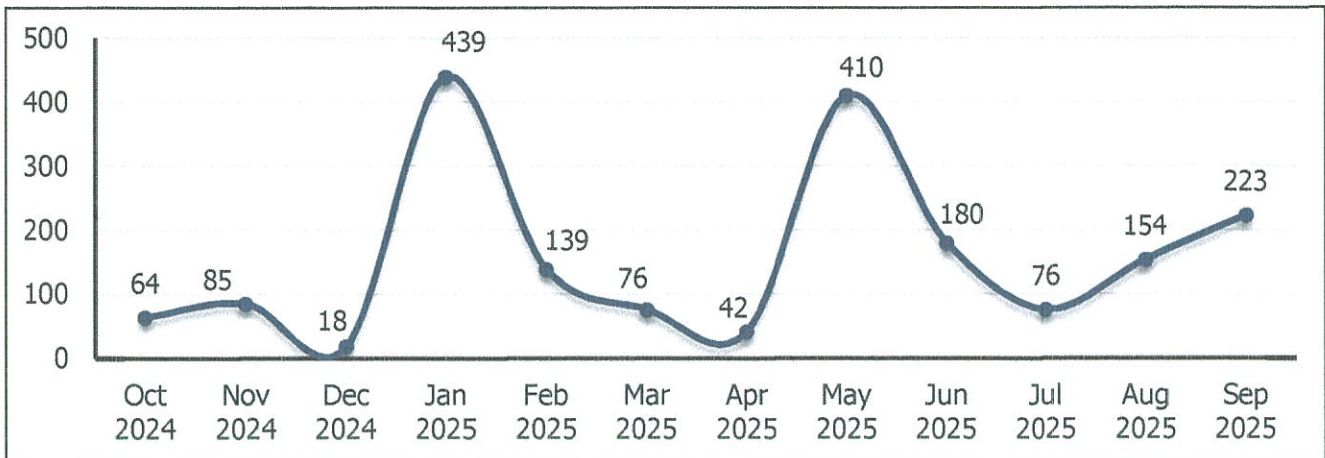
a. Nature and Mode of Passenger Feedbacks



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

Nature of Feedback	Aug 2025	Sep 2025	Variance
Frontline Service	30	6	▼ -80%
Train	68	137	▲ 101%
Station	6	30	▲ 400%
Ticket	40	36	▼ -10%
Safety & Security	3	8	▲ 167%
Suggestion	5	4	▼ -20%
Commendation	2	2	↔ 0%
Total	154	223	▲ 45%

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



VI. Implementation of Safe Spaces Act Measures

- During the month of September 2025, **one (1) reported case of acts of lasciviousness** was recorded and subsequently turned over to the appropriate local authorities (barangay or PNP) for proper handling and disposition.
- To further safeguard passengers, the LRTA deploys roving security guards inside trains and within stations to implement safety protocols, deter potential offenders, and respond promptly to any reported incidents.
- The MIAC, in coordination with various LRTA offices, prepared and submitted the report on the **Implementation of Safe Spaces Act Measures in the LRT Line 2 System** to the Department of Transportation (DOTr) for their information and reference. The report outlined key areas such as capacity building initiatives, public awareness campaigns, and institutional mechanisms implemented by the LRTA to promote gender sensitivity, ensure commuter safety, and foster a respectful and inclusive workplace.

VII. Key Accomplishments

- Following the concern raised by a person with disability (wheelchair user) on the accessibility between Gateway Mall and the south entrance of Cubao Station, the LRTA, through its MIA Committee, coordinated with Araneta Center Inc. and initially recommended the installation of a PWD ramp to improve accessibility.

➤ In response to the passenger inquiry raised in the previous reporting month regarding the lack of rain protection, the LRTA, through its Engineering Department, has completed the installation of the rain canopy at the ground-level elevator entrance of Antipolo Station.



VIII. Pending Issues and Concerns

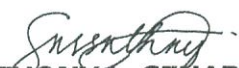


No pending issues and concerns were reported for September 2025.

IX. Seminars, Trainings, and Conferences

No Seminars, Trainings, and Conferences attended on September 2025.

X. Meeting's Log

➤ 30 September 2025 – Coordination Meeting on the preparation of the report on the "Implementation of Safe Spaces Act Measures in LRT Line 2 System".

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