



Light Rail Transit Authority  
Mobility, Inclusivity, and Accessibility Committee (MIAC)  
**MONTHLY MONITORING REPORT**  
As of 30 November 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. 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

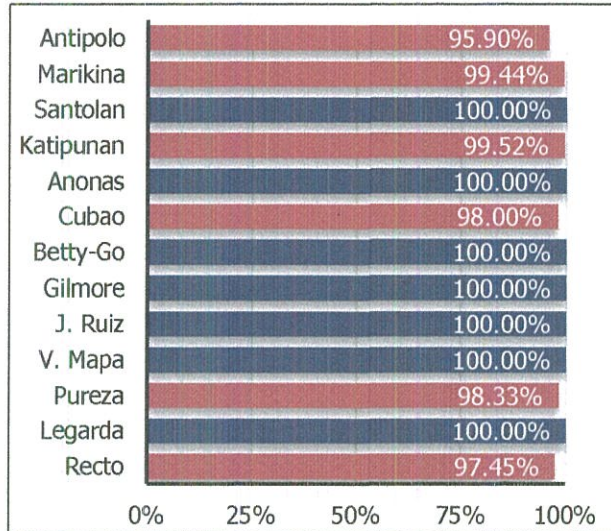
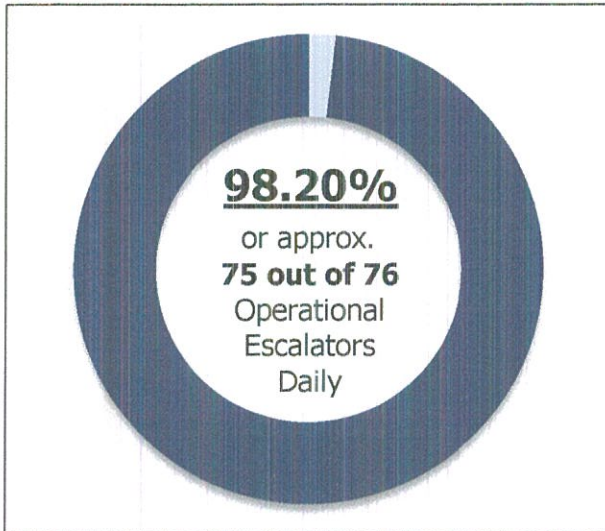
This monthly monitoring report supports the LRTA's commitment to promoting safe, inclusive, and accessible public transportation for all. By regularly tracking key indicators related to mobility, inclusivity, and accessibility, the LRTA MIA Committee ensures that gaps are identified, issues are addressed,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

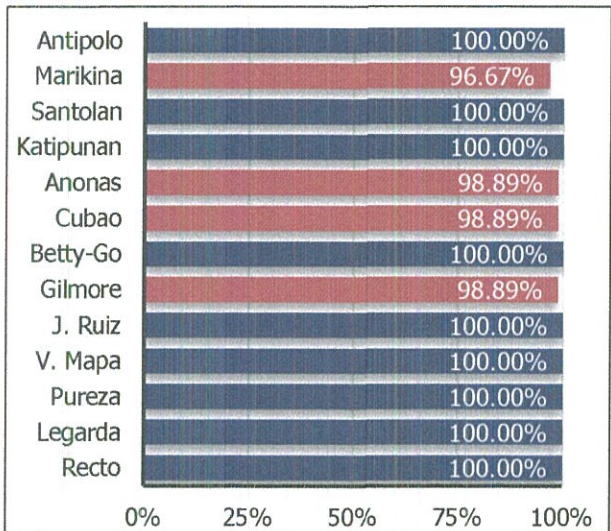
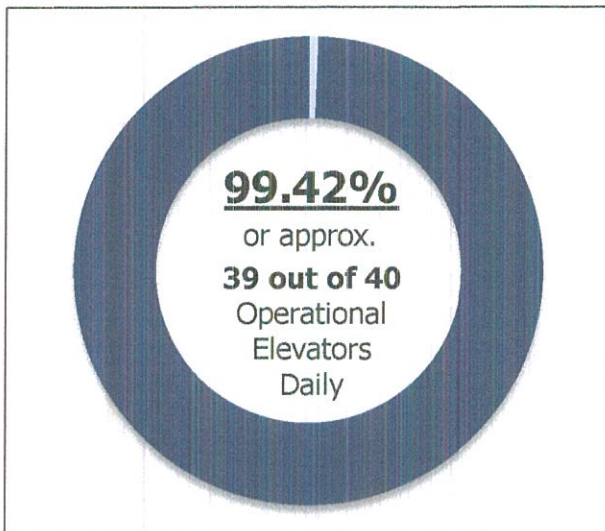
- **7 out of 13 stations achieved 100% operational status for escalators.**
- **9 out of 13 stations achieved 100% operational status for elevators.**
- The overall **operational status of conveyance systems remained high** in November 2025.
- **All facilities** were confirmed to be **accessible**.
- **All required signages** were confirmed as **installed**.
- The number of **passenger feedbacks significantly decreased** from 364 in October to 111 in November, reflecting a **70% reduction**.

## I. Status of Conveyance Systems

### a. Status of Escalators



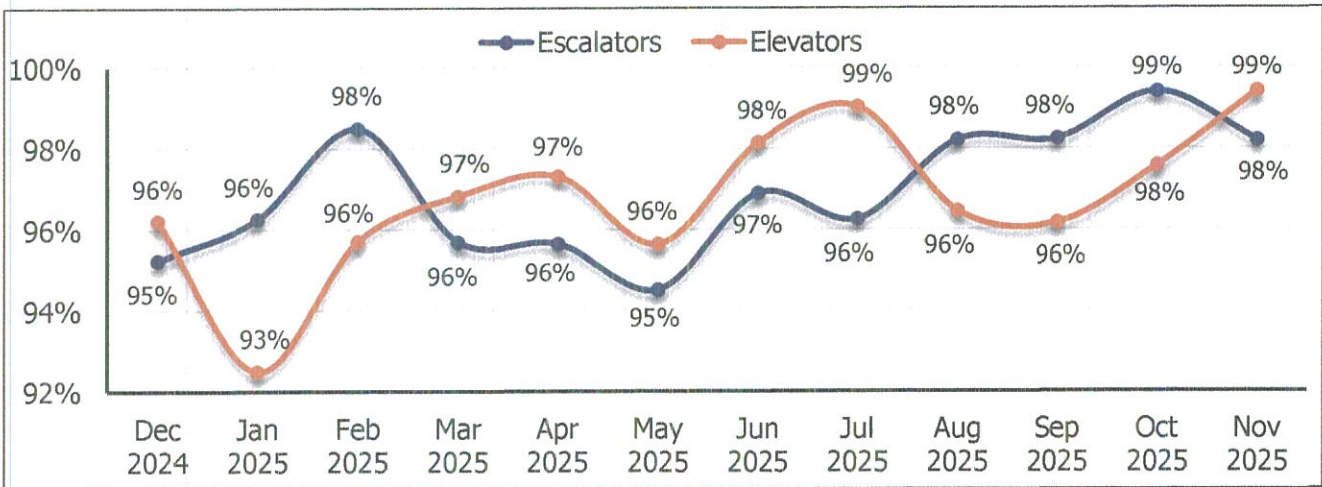
### b. Status of Elevators



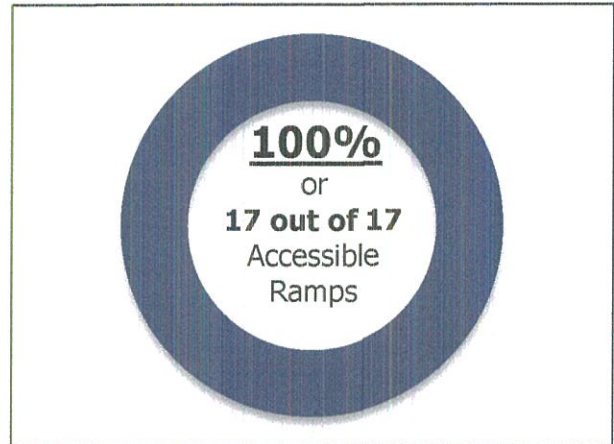
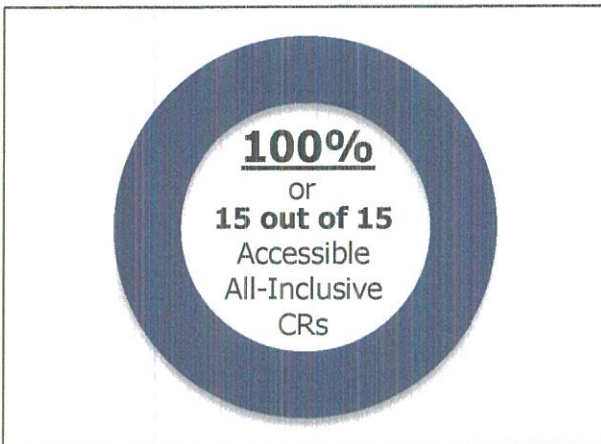
### c. Comparative – Monthly Operational Status (Previous vs. Present)

Conveyance System	Oct 2025	Nov 2025	Increase/Decrease
Escalators	99.41%	98.20%	▼ - 1.20%
Elevators	97.58%	99.42%	▲ 1.84%

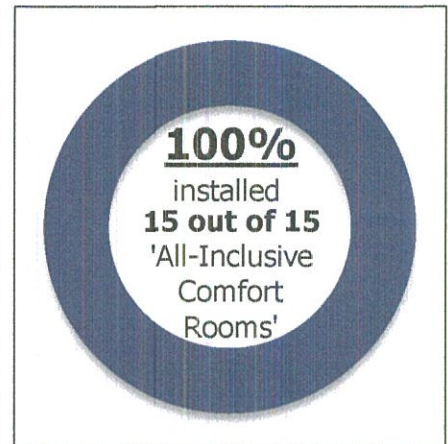
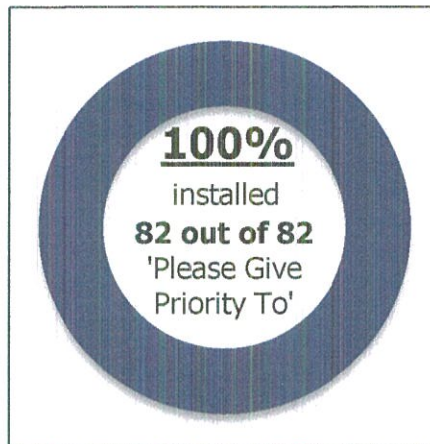
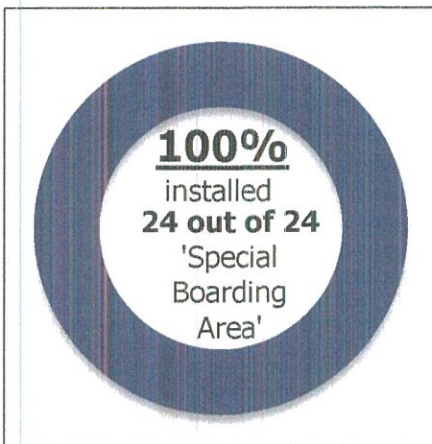
**d. Comparative – Monthly Operational Status (For the past 12 months)**



**II. Status of Facilities**



**III. Status of Signages**



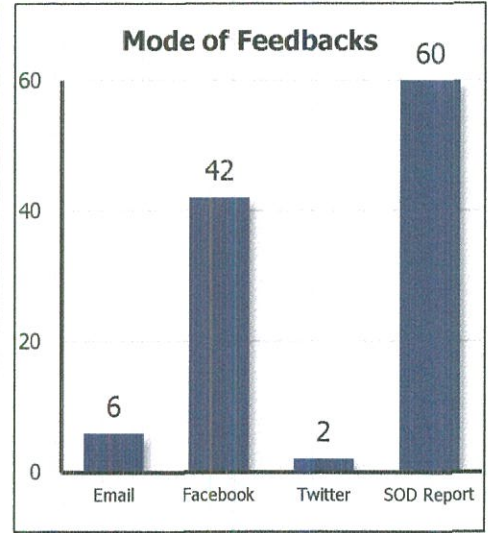
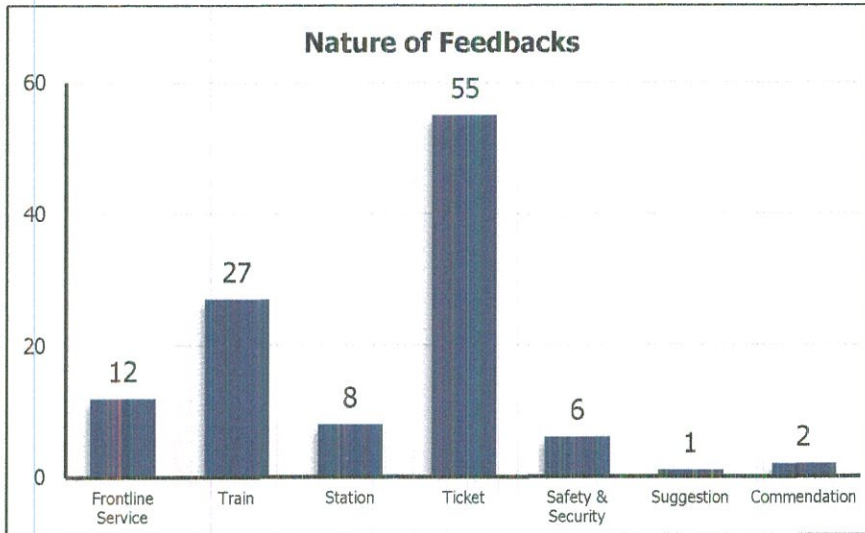


#### IV. Status of Tactile Floorings

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

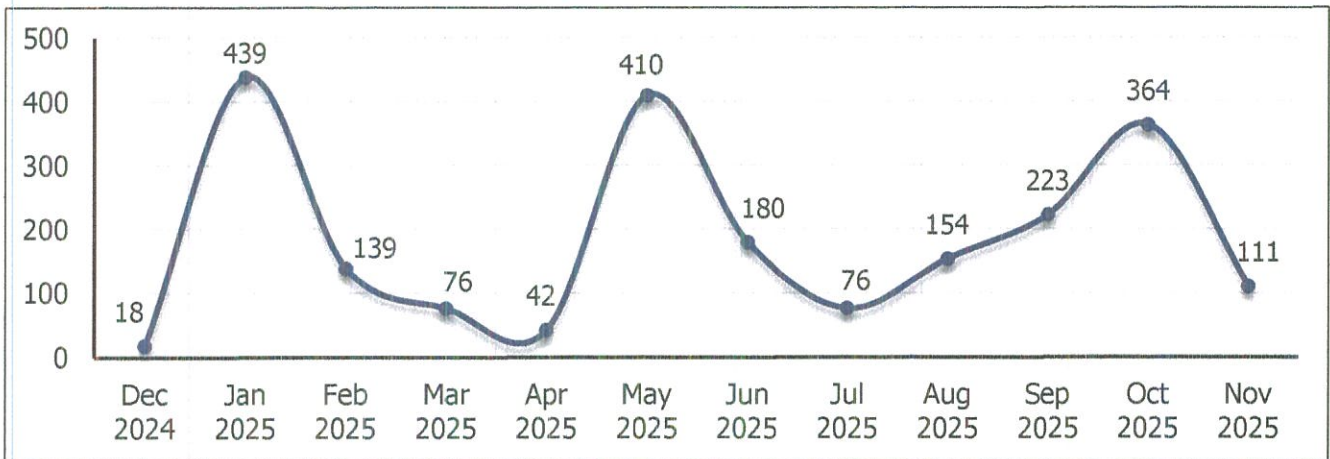
##### a. Nature and Mode of Passenger Feedbacks



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

Nature of Feedback	Oct 2025	Nov 2025	Variance
Frontline Service	7	12	▲ 71%
Train	262	27	▼ -90%
Station	2	8	▲ 300%
Ticket	83	55	▼ -34%
Safety & Security	7	6	▼ -14%
Suggestion	2	1	▼ -50%
Commendation	1	2	▲ 100%
<b>Total</b>	<b>364</b>	<b>111</b>	<b>▼ -70%</b>

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

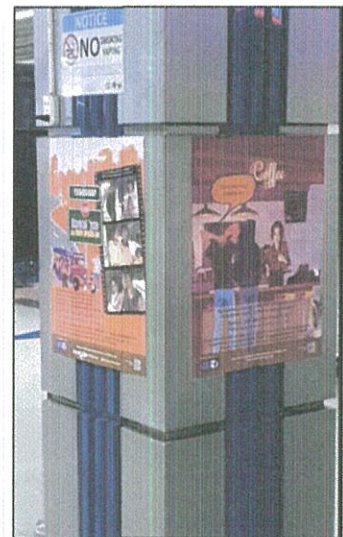


**VI. Implementation of Safe Spaces Act Measures**

- 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.
- LRTA continues to promote awareness of the Safe Spaces Act by showing informational video materials during trainings and seminars, and by displaying them in conspicuous areas across stations and LRTA premises for both employees and passengers.

**VII. Key Accomplishments**

- LRTA partnered with the Philippine Commission on Women (PCW) to promote Safe Spaces in LRT Line 2 System through distribution of related information materials across LRT Line 2 Stations.



**VIII. Pending Issues and Concerns**

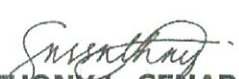


- A reported incident involving inappropriate passenger behavior inside a train prompted MIAC and CPSWC to review existing response mechanisms. Initial actions include the development of recommendations to strengthen personnel guidance in addressing Safe Spaces Act-related concerns involving vulnerable passengers.

**IX. Seminars, Trainings, and Conferences**

- No Seminars, Trainings, and Conferences attended on November 2025.

**X. Meeting's Log**

- 25 November 2025 – Committee Coordination Meeting for finalization of Accessibility Audit Action Plan.

Prepared by:	Reviewed by:	Approved by:
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