



Light Rail Transit Authority
Mobility, Inclusivity, and Accessibility Committee (MIAC)
MONTHLY MONITORING REPORT
As of 31 December 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 (as reconstituted through Special Order No. 309, 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.

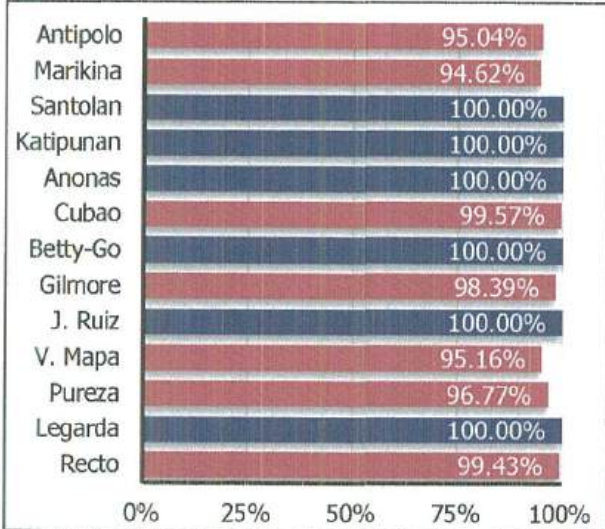
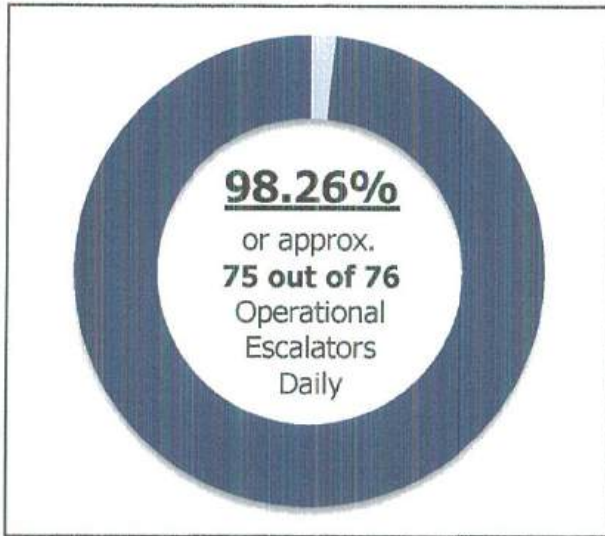
Highlights and Notable Observations

- **6 out of 13 stations achieved 100% operational status for escalators.**
- **9 out of 13 stations achieved 100% operational status for elevators.**
- The overall **operational status of conveyance systems remained high** in December 2025, with **an upward trend observed throughout CY 2025.**
- **All facilities** were confirmed to be **accessible.**
- **All required signages** were confirmed as **installed.**
- The number of **passenger feedbacks significantly decreased** from 111 in November to 55 in December, reflecting a **50% reduction.**

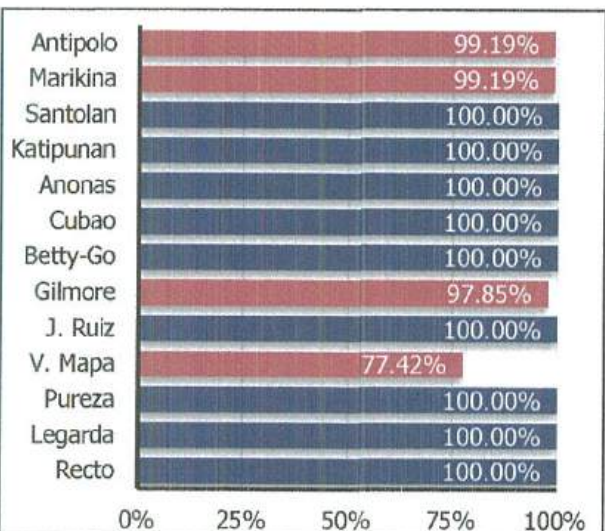
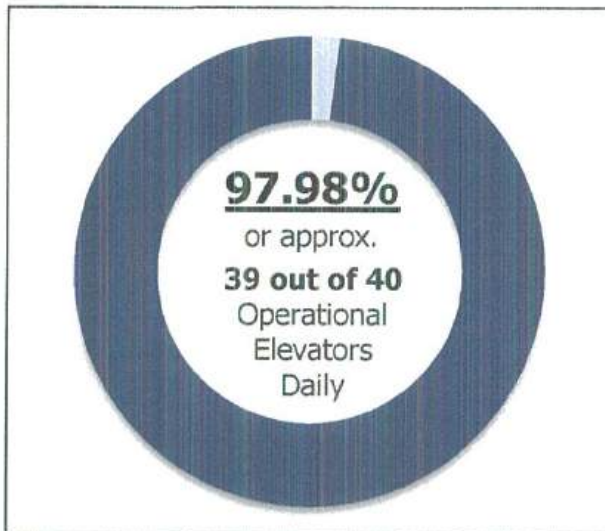


I. Status of Conveyance Systems

a. Status of Escalators



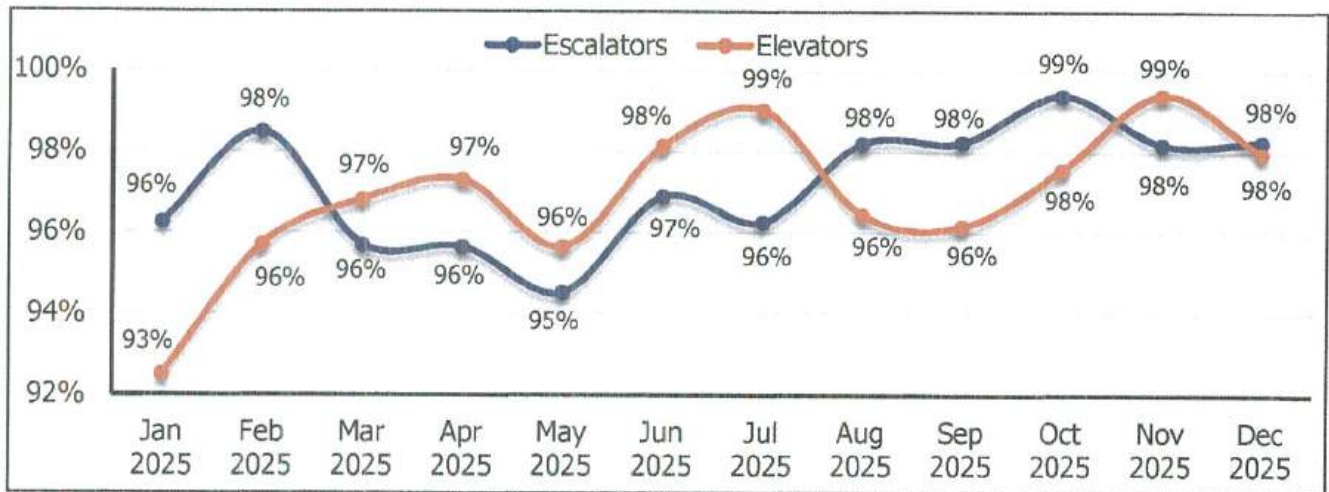
b. Status of Elevators



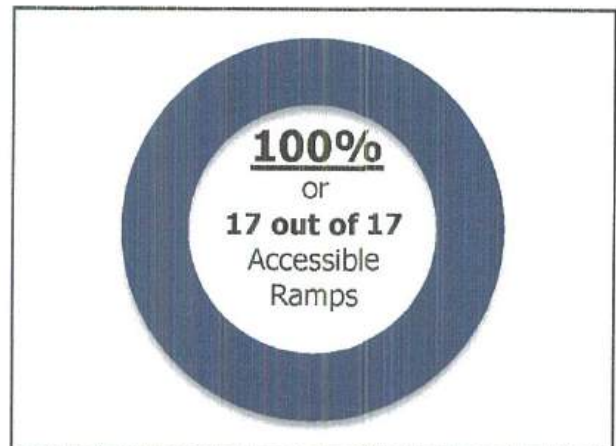
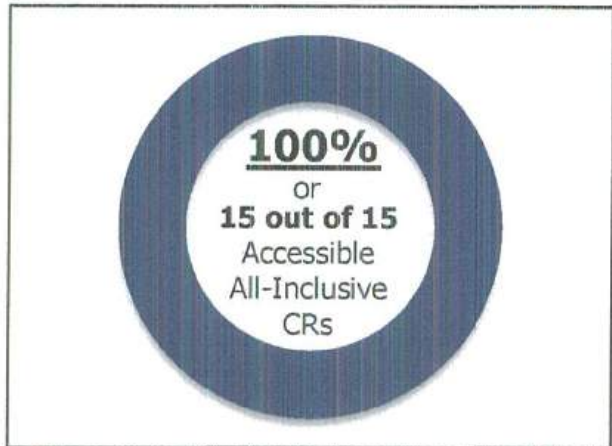
c. Comparative – Monthly Operational Status (Previous vs. Present)

Conveyance System	Nov 2025	Dec 2025	Increase/Decrease
Escalators	98.20%	98.26%	▲ 0.06%
Elevators	99.42%	97.98%	▼ 1.43%

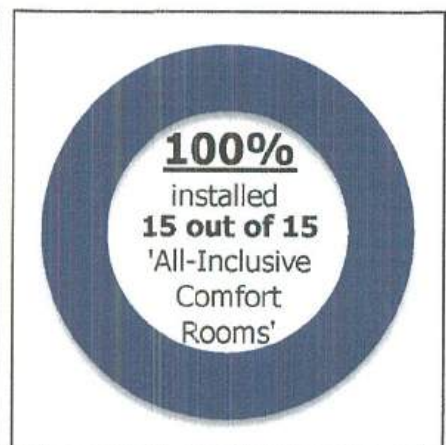
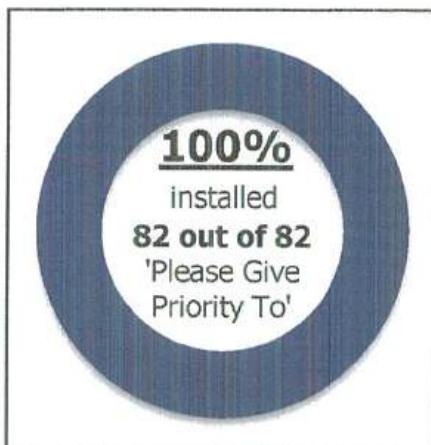
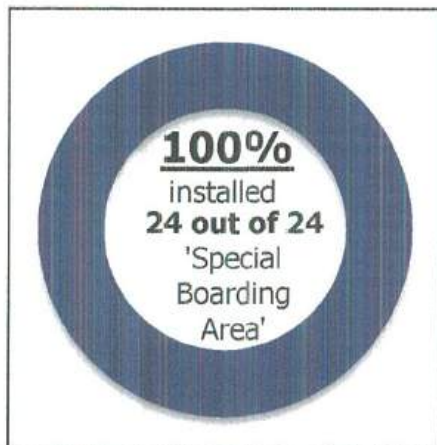
d. Comparative – Monthly Operational Status (For the past 12 months)



II. Status of Facilities



III. Status of Signages

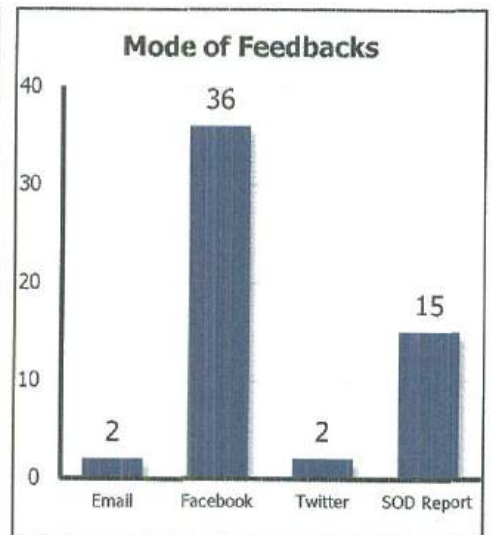
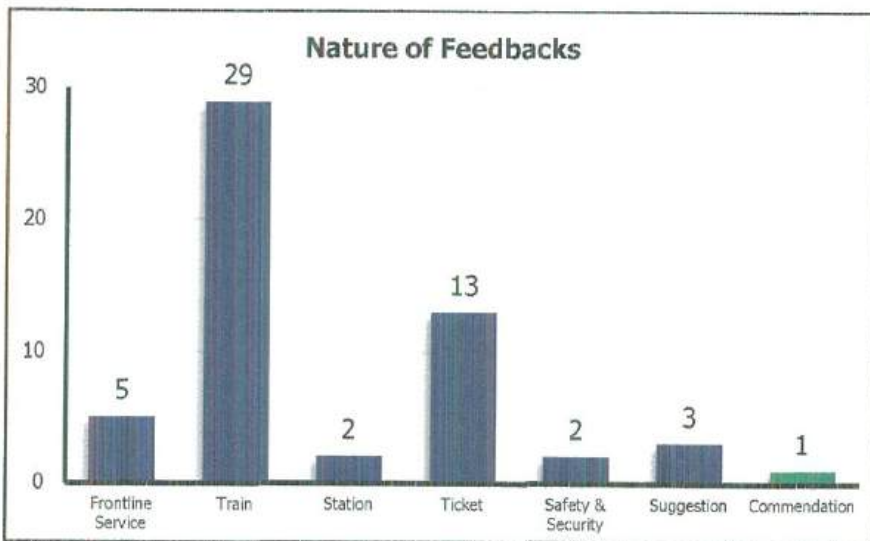


IV. Status of Tactile Floorings

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

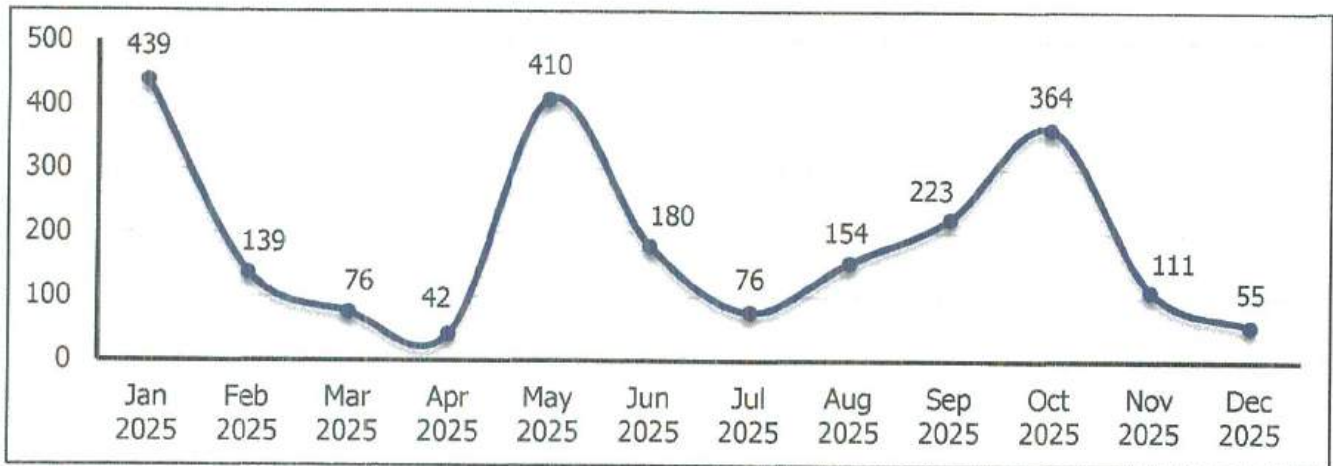
a. Nature and Mode of Passenger Feedbacks



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

Nature of Feedback	Nov 2025	Dec 2025	Variance
Frontline Service	12	5	▼ -58%
Train	27	29	▲ 7%
Station	8	2	▼ -75%
Ticket	55	13	▼ -76%
Safety & Security	6	2	▼ -67%
Suggestion	1	3	▲ 200%
Commendation	2	1	▲ -50%
Total	111	55	▼ -50%

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

➤ **Adjustment of Door Closers in Inclusive Facilities**

Following the recommendations that emerged from the recently conducted Accessibility Audit, the Engineering Department, through its Maintenance Transition Team (MTT), adjusted the closing force of the installed door closers of All-Inclusive Comfort Rooms and Breastfeeding Rooms.



➤ **LRTA Conducts Accessibility Inspection Across LRT 2 Stations**



The LRTA-MIAC, in coordination with various internal offices, conducted a review and initial validation of various station facilities, based on the recently conducted Accessibility Audit. Subsequently, the initial findings were reported to the Management for their information and support.

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

➤ **Philippine Disability Expo 2025 (02-04 December 2025)**



X. Meeting's Log

➤ No meetings conducted in December 2025.

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