



11 March 2025

**HON. GIOVANNI Z. LOPEZ**  
*Acting Secretary, Department of Transportation  
and LRTA Chairperson*

**HON. HERNANDO T. CABRERA**  
*Acting Administrator*

**LIGHT RAIL TRANSIT AUTHORITY (LRTA)**  
1st Floor, Line 2 Depot  
Marcos Highway, Pasig City

RE : **VALIDATION RESULT OF THE 2024  
PERFORMANCE SCORECARD OF LRTA**

Dear Secretary Lopez and Administrator Cabrera,

This is to formally transmit the validation result of the LRTA's 2024 Performance Scorecard. Based on the Governance Commission's validation of the GOCC's documentary submissions, the LRTA obtained an overall score of **96.07% (Annex A)**. The same is to be posted on LRTA's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.<sup>1</sup>

**FOR THE LRTA'S INFORMATION AND GUIDANCE.**

Very truly yours,



  
**ATTY. MARIUS P. CORPUS**  
*Chairperson*

  
**ATTY. GERALDINE MARIE B.  
BERBERABE-MARTINEZ**  
*Commissioner*

cc: COA Resident Auditor – LRTA

<sup>1</sup> Code of Corporate Governance for GOCCs, dated 28 November 2012.



LIGHT RAIL TRANSIT AUTHORITY (LRTA)  
Validated 2024 Performance Scorecard

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks														
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating																
SO 1	Increased Passenger Mobility and Reduced Commuter Time, Increase Productivity																							
SOCIAL IMPACT	SM 1	SM 1: Passenger Ridership (in millions)	Absolute Figure (in Millions)	0%	For monitoring purposes only	L1: 109.08	113.67	0%	113.67	0%	- Quarterly and Monthly Passenger Ridership Reports for Lines 1 - Line 2 Monthly Passenger Ridership Report - L2 Summary Monitoring Report	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Traffic (in millions)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>26.875</td> </tr> <tr> <td>Q2</td> <td>27.623</td> </tr> <tr> <td>Q3</td> <td>26.905</td> </tr> <tr> <td>Q4</td> <td>32.270</td> </tr> <tr> <td><b>Total</b></td> <td><b>113.673</b></td> </tr> </tbody> </table> <p>Line 1's actual ridership for 2024 increased by 5.52%, or 1.35 million passengers from 2023. This figure exceeded the year's target by 4.21%, or by 4.59 million passengers, attributed to the return of face-to-face classes, the opening of the new stations (Cavite Ext.), and increased capacity.</p>	Quarter	Traffic (in millions)	Q1	26.875	Q2	27.623	Q3	26.905	Q4	32.270	<b>Total</b>	<b>113.673</b>
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Q1	26.875																							
Q2	27.623																							
Q3	26.905																							
Q4	32.270																							
<b>Total</b>	<b>113.673</b>																							
8%	Actual / Target	L2: 50.70	53.29	8%	53.29	8%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Traffic (in millions)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>13.327</td> </tr> <tr> <td>Q2</td> <td>12.562</td> </tr> <tr> <td>Q3</td> <td>13.012</td> </tr> <tr> <td>Q4</td> <td>14.385</td> </tr> <tr> <td><b>Total</b></td> <td><b>53.287</b></td> </tr> </tbody> </table> <p>Line 2's ridership for 2024 increased by 7.81% or 3.86 million passengers from 2023. This figure also exceeded the target by 5.10%, or by 2.59 million passengers, due to increased public mobility, the return of face-to-face work and schooling, and normal travel behavior.</p>	Quarter	Traffic (in millions)	Q1	13.327	Q2	12.562	Q3	13.012	Q4	14.385	<b>Total</b>	<b>53.287</b>					
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		<b>Subtotal</b>		<b>8%</b>				<b>8%</b>		<b>8%</b>														

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks																
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating																		
SO 2	Sustain Customer Satisfaction																									
SM 2	Percentage of Satisfied Customers	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	10%	Actual / Target 0% = If less than 80%	90%	Line 1: 95.50% Line 2: 97.60%	10%	97.60%	10%	- Letter from ARTA to GCG Providing a Copy of Documents re the Compliance Status of GOCCs Covered by RA 10149.	The LRTA's CSM showed an overall score of 97.60% and a compliant status, as validated by ARTA.															
SO 3	Address Increasing Demands Through Existing Lines and New Ones																									
	Line 1 South Extension Project																									
SM 3	a. Relocation of Informal Settler Families (ISFs) Under Right-of-Way	Actual Number of Relocated ISFs	10% (6.8%)	Actual / Target	Actual Relocation of the 300 ISFs under Package 3	Successfully relocated and cleared a total of 96 ISFs (1st batch).  The Relocation of the next batch of ISFs has been deferred due to external factors, particularly the political disagreements between	3.20%	Actual Relocation of 96 ISFs.	3.20%	- BASAAC Resolution Nos. 2-2024, 3-2024 & 4-2024  - copies of the Certification / Lot Assignment and Permit to Move-in	<table border="1"> <thead> <tr> <th>Batch</th> <th>Qualified ISFs</th> <th>Schedule</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>54</td> <td>30 Sept</td> </tr> <tr> <td>2</td> <td>60</td> <td>29 Nov</td> </tr> <tr> <td>3</td> <td>79</td> <td>09 Dec</td> </tr> <tr> <td>4</td> <td>30</td> <td>10 Dec</td> </tr> </tbody> </table> <p>While the first batch consisting of 96 ISFs (54 Qualified and 42 Disqualified) was successfully relocated and cleared, Batches 2, 3, and 4 were deferred due to the following factors that were outside the control of LRTA:</p> <ol style="list-style-type: none"> <li>1. <b>Logistical challenge by the LGU Bacoor</b> - i.e., lack of</li> </ol>	Batch	Qualified ISFs	Schedule	1	54	30 Sept	2	60	29 Nov	3	79	09 Dec	4	30	10 Dec
Batch	Qualified ISFs	Schedule																								
1	54	30 Sept																								
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CUSTOMERS AND STAKEHOLDERS

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks																														
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating																																
					sending party (LGU Bacoor) and receiving party (LGU Gen. Trias).				<ul style="list-style-type: none"> <li>- Notices of Relocation</li> <li>- Photo documentation</li> <li>- Copies of letter correspondence between LGUs, provincial gov't and the LRTA-PMO</li> </ul>	<p>available trucks to transport relocatees' belongings.</p> <p>2. <b>Unresolved Inter-agency agreements</b> - LGU Gen. Trias issued a new ordinance requiring an MOA with the sending LGU and requested additional facilities to be constructed.</p> <p>3. <b>Non-availability of stakeholders (LGUs of Gen Trias and Bacoor)</b> for coordination meeting initiated by the LRTA.</p> <p><i><b>Remaining weight (6.80%) excluded from the total.</b></i></p>																														
										<table border="1"> <thead> <tr> <th colspan="2">Trainsets</th> <th>Date Delivered</th> </tr> </thead> <tbody> <tr><td>1</td><td>TS No. 21</td><td>08 Jan 2024</td></tr> <tr><td>2</td><td>TS No. 22</td><td>08 Jan 2024</td></tr> <tr><td>3</td><td>TS No. 20</td><td>24 Jan 2024</td></tr> <tr><td>4</td><td>TS No. 11</td><td>20 Mar 2024</td></tr> <tr><td>5</td><td>TS No. 14</td><td>20 Mar 2024</td></tr> <tr><td>6</td><td>TS No. 09</td><td>19 Dec 2024</td></tr> <tr><td>7</td><td>TS No. 04</td><td>19 Dec 2024</td></tr> <tr><td>8</td><td>TS No. 23</td><td>19 Dec 2024</td></tr> <tr><td>9</td><td>TS No. 28</td><td>19 Dec 2024</td></tr> </tbody> </table>	Trainsets		Date Delivered	1	TS No. 21	08 Jan 2024	2	TS No. 22	08 Jan 2024	3	TS No. 20	24 Jan 2024	4	TS No. 11	20 Mar 2024	5	TS No. 14	20 Mar 2024	6	TS No. 09	19 Dec 2024	7	TS No. 04	19 Dec 2024	8	TS No. 23	19 Dec 2024	9	TS No. 28	19 Dec 2024
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b. Trainsets of New Rolling Stock - 4th Generation LRVs	No. of Trainsets Handed Over to Light Rail Manila Corporation (LRMC)	10%	Actual / Target	Handover of six (6) Trainsets to LRMC	Handover of nine (9) Trainsets to LRMC	10%	Handover of nine (9) Trainsets to LRMC	10%	<ul style="list-style-type: none"> <li>- Copy of Handover Documents</li> <li>- Taking-over Certificates for Part of the Works (LRVs)</li> </ul>																															
	<b>Subtotal</b>	<b>30%</b>					<b>23.20%</b>	<b>23.20%</b>																																

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SO 4 Ensure Delivery of Excellent Performance by the Private Concessionaire at All Times																																																								
INTERNAL PROCESS	SM 4	Compliance of Concessionaire to Performance Commitments under the Concession Agreement between LRTA and LRMC	[No. of Rectified Noncompliance ÷ Total No. of Noncompliance for the year] x 100%	10%	Actual / Target <i>0% = If less than 90%</i>	100%	98.46%	9.85%	92.31%	9.23%	<ul style="list-style-type: none"> <li>- Monthly Secondary KPIs Monitoring Report for 2024 as submitted to DOTr.</li> <li>- Summary Detailed Report on Citations Notices</li> <li>- Sample Citation Notices and Rectification Documents</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Month</th> <th>Citation</th> <th>Rectified w/o FNs</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>6</td><td>5</td></tr> <tr><td>Feb</td><td>3</td><td>3</td></tr> <tr><td>Mar</td><td>5</td><td>5</td></tr> <tr><td>Apr</td><td>5</td><td>4</td></tr> <tr><td>May</td><td>3</td><td>3</td></tr> <tr><td>Jun</td><td>5</td><td>5</td></tr> <tr><td>Jul</td><td>4</td><td>4</td></tr> <tr><td>Aug</td><td>14</td><td>11</td></tr> <tr><td>Sep</td><td>4</td><td>4</td></tr> <tr><td>Oct</td><td>3</td><td>3</td></tr> <tr><td>Nov</td><td>11</td><td>11</td></tr> <tr><td>Dec</td><td>2</td><td>2</td></tr> <tr><td><b>Total</b></td><td><b>65</b></td><td><b>60</b></td></tr> <tr> <td><b>Rating</b></td> <td colspan="2"><b>92.31%</b></td> </tr> </tbody> </table>	Month	Citation	Rectified w/o FNs	Jan	6	5	Feb	3	3	Mar	5	5	Apr	5	4	May	3	3	Jun	5	5	Jul	4	4	Aug	14	11	Sep	4	4	Oct	3	3	Nov	11	11	Dec	2	2	<b>Total</b>	<b>65</b>	<b>60</b>	<b>Rating</b>	<b>92.31%</b>	
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SM 5	Compliance of Concessionaire to Performance Commitments under the Concession Agreement between LRTA and AF Payments, Inc. (AFPI)	((Σ Numerical Rating ÷ No. of Relevant Provisions) ÷ Highest Numerical Rating) x 100%	10%	Actual / Target <i>0% = If less than 90%</i>	100%	100%	10%	100%	10%	<ul style="list-style-type: none"> <li>- 2024 Monthly and Quarterly performance monitoring reports for the AFCS concessionaire</li> </ul> <p><b>Target met.</b></p>																																														

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks	
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating			
SO 5	Improved Efficiency and Reliability of LRT Systems and Processes										
	ISO Certifications										
	a. ISO 9001:2015 Quality Management System(QMS)	Actual Accomplishment	6%	All or Nothing	Pass ISO QMS 9001:2015 1 <sup>st</sup> Surveillance Audit	Passed ISO QMS 9001:2015 1 <sup>st</sup> Surveillance Audit	6%	Passed ISO QMS 9001:2015 1 <sup>st</sup> Surveillance Audit	6%	- Letter of continued certification to ISO 9001:2015 - Timeline of Activities	The 1 <sup>st</sup> Surveillance Audit for ISO 9001: 2015 was conducted on 19-20 August 2024. The third-party certifying body, Certification International Philippines, Inc., issued LRTA with a letter of continued certification, dated 11 September 2024.
SM 6			2%		OHS Policy Approved by LRTA Administrator	OHS Policy approved by the LRTA Administrator on 26 March 2024	2%	OHS Policy approved by the LRTA Administrator on 26 March 2024	2%	- Copy of the signed OHS Policy - Memo on Distribution of QMS Documented Information	The provided Certified True Copy of the <i>Occupational Safety and Health Policy</i> shows that it was approved and signed by the LRTA Administrator and other officials on 26 March 2024.
	b. ISO 45001:2018 Occupational Health and Safety (OHS)	Actual Accomplishment	1%	All or Nothing	Railway Operations Safety Code and OHS Manual Approved by LRTA Administrator	Railway Operations Safety Code and OHS Manual Approved by LRTA Administrator on 23 December 2024	1%	Railway Operations Safety Code and OHS Manual Approved by LRTA Administrator on 23 December 2024	1%	- Copy of LRTA's <i>Occupational Safety and Health (OHS) Manual</i> - Timeline of Activities - Screenshots of meetings	The Administrator approved the LRTA's Occupational Safety and Health (OHS) Manual on 23 December 2024.  The Railway Operations Safety Code, which is a subset of an OSH Manual, was one of the appendices (page 55 of the Manual).

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks													
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating															
		1%		Four Safety Officers attended the training required for OSH Practitioner Certification by December 2024	Four (4) Safety Officers attended the Loss Control Management (LCM) and Hazard Identification Risk Assessment and Control Training.	1%	Four (4) Safety Officers attended 2 trainings required for the OSH Practitioner Certification – the LCM and HIRAC trainings.	1%	- Copies of the training certificates - Email correspondence with DOLE-OSHC, which proves that the LCM and HIRAC trainings are required for the certification	Four (4) safety officers of LRTA attended the LCM and HIRAC trainings in 2024: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th rowspan="2">No. of Employees</th> <th colspan="2">Date Attended</th> </tr> <tr> <th>LCM</th> <th>HIRAC</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>17-20 June 2024</td> <td>21 June 2024</td> </tr> <tr> <td>2</td> <td>22-25 July 2024</td> <td>26 July 2024</td> </tr> </tbody> </table>	No. of Employees	Date Attended		LCM	HIRAC	2	17-20 June 2024	21 June 2024	2	22-25 July 2024	26 July 2024		
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	LCM	HIRAC																					
2	17-20 June 2024	21 June 2024																					
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	<b>Subtotal</b>	<b>30%</b>				<b>29.85%</b>		<b>29.23%</b>															
<b>SO 6</b>	<b>Sustain LRTA's Financial Condition</b>																						
<b>FINANCIAL</b>	SM 7	Line 2 Fare Revenues	Transportation System Fees line item found in COA-Audited LRTA Financial Statements	10%	Actual / Target	1.196 Billion	1.274	10.00%	1.274	10%	- LRTA's COA-audited 2024 Financial Statements <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Quarter</th> <th>Revenue</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>320 million</td> </tr> <tr> <td>Q2</td> <td>302 million</td> </tr> <tr> <td>Q3</td> <td>312 million</td> </tr> <tr> <td>Q4</td> <td>339 million</td> </tr> <tr> <td><b>Total</b></td> <td><b>1,274 million</b></td> </tr> </tbody> </table>	Quarter	Revenue	Q1	320 million	Q2	302 million	Q3	312 million	Q4	339 million	<b>Total</b>	<b>1,274 million</b>
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<b>Total</b>	<b>1,274 million</b>																						
										Based on LRTA's COA-audited 2024 Financial Statements, the Transportation System Fees for 2024 amount to ₱1,273,842,424 – exceeding the target by 6.51% and higher than the 2023 figure by 16.19%.													

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks														
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating																
SM 8	Budget Utilization Rate (BUR)																							
	a. GAA Subsidies - Amounts Obligated	Amount Obligated / Total GAA Subsidy (net of PS Cost)	2%	Actual / Target	90%	48.42%	0.97%	59.18%	1.32%	- SAAODB as of 31 December 2024 as submitted to ICRS - Approved Corporate Operating Budget (COB) for 2024	<table border="1"> <tr><td>Total GAA subsidy</td><td>9,681,338,927.37</td></tr> <tr><td>Obligated Amount</td><td>5,729,255,656</td></tr> <tr><td><b>Obligation Rate</b></td><td><b>59.18%</b></td></tr> <tr><td>Disbursement</td><td>1,361,172,113</td></tr> <tr><td><b>Disbursement Rate</b></td><td><b>23.76%</b></td></tr> </table>	Total GAA subsidy	9,681,338,927.37	Obligated Amount	5,729,255,656	<b>Obligation Rate</b>	<b>59.18%</b>	Disbursement	1,361,172,113	<b>Disbursement Rate</b>	<b>23.76%</b>			
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<b>Disbursement Rate</b>	<b>23.76%</b>																							
b. GAA Subsidies - Amounts Disbursed	Amount Disbursed / Total GAA Obligated (net of PS Cost)	2%	Actual / Target	90%	89.33%	1.79%	23.76%	0.53%	<table border="1"> <tr><th>Item</th><th>Allocation</th><th>Disbursed</th></tr> <tr><td>MOOE</td><td>641.923 M</td><td>390.327 M</td></tr> <tr><td>CO</td><td>61.579 M</td><td>10.090 M</td></tr> <tr><td><b>Total</b></td><td><b>703.501 M</b></td><td><b>400.418 M</b></td></tr> <tr><td><b>BUR</b></td><td></td><td><b>56.92%</b></td></tr> </table>	Item	Allocation	Disbursed	MOOE	641.923 M	390.327 M	CO	61.579 M	10.090 M	<b>Total</b>	<b>703.501 M</b>	<b>400.418 M</b>	<b>BUR</b>		<b>56.92%</b>
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<b>BUR</b>		<b>56.92%</b>																						
c. Corporate Funds (CO & MOOE)	Amount Disbursed / Total COB (net of PS Cost)	2%	Actual / Target	90%	95.51%	2.00%	56.92%	1.26%	<table border="1"> <tr><th>Collections</th><th>Amount</th></tr> <tr><td>Target (A)</td><td>132,088,866.86</td></tr> <tr><td>Actual (B)</td><td>165,827,607.57</td></tr> <tr><td>Not Projected (C)</td><td>(2,908,714.83)</td></tr> <tr><td><b>Rate (B/[A-C])</b></td><td><b>100.00%</b></td></tr> </table>	Collections	Amount	Target (A)	132,088,866.86	Actual (B)	165,827,607.57	Not Projected (C)	(2,908,714.83)	<b>Rate (B/[A-C])</b>	<b>100.00%</b>					
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<b>Rate (B/[A-C])</b>	<b>100.00%</b>																							
SM 9	Collection Efficiency Rate	Total Actual Collection for the Year / Total Amount for Collection for the Year	10%	Actual / Target	90%	125.54%	10.00%	100%	10.00%	- Non-Rail Revenue Consolidated Collection Report (rental) - Justification as to why LRTA Non-Rail Collection Exceeded the Target for CY 2024  Excluding the amounts that were not originally part of the projection, LRTA's collection is recalculated at 100%.														
	<b>Subtotal</b>		<b>26%</b>				<b>24.76%</b>		<b>23.11%</b>															

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks																		
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating																				
SO 7 Achieve Systems Competency and Expertise																												
LEARNING AND GROWTH	SM 10	Percentage of Employees Meeting Required Competencies	Plantilla Employees Meeting Their Required Competencies/Total Number of Filled Plantilla as of Yearend	6%	All or Nothing	Improvement from the 2023 Baseline	89.53%	An improvement of 1.40% from the 2023 baseline of 83.13%	6%	89.53%	An improvement of 1.40% from the 2023 baseline of 83.13%	6%	- Summary of Competency Baseline 2024 - LRTA Annual Training Plan 2024 - Quarterly Training Plan Monitoring Reports	<table border="1"> <thead> <tr> <th>Details</th> <th>2023</th> <th>2024</th> </tr> </thead> <tbody> <tr> <td>Total Plantilla</td> <td>809</td> <td>812</td> </tr> <tr> <td>Competent</td> <td>713</td> <td>727</td> </tr> <tr> <td>Baseline</td> <td>88.13%</td> <td>89.53%</td> </tr> </tbody> </table>			Details	2023	2024	Total Plantilla	809	812	Competent	713	727	Baseline	88.13%	89.53%
	Details	2023	2024																									
	Total Plantilla	809	812																									
	Competent	713	727																									
Baseline	88.13%	89.53%																										
		<b>Subtotal</b>		<b>6%</b>					<b>6.00%</b>			<b>6.00%</b>																
		<b>TOTAL WEIGHT Excluded Weight</b>		<b>100% (6.80%)</b>					<b>91.81%</b>			<b>89.54%</b>																
		<b>TOTAL</b>		<b>93.20%</b>								<b>89.54%/ 93.20% = 96.07%</b>																

a/ But not to exceed the weight assigned per indicator

Annex A Reviewed and Certified Correct by:

  
**ATTY. MARICOR E. LACAMBACAL**  
 Director IV  
 Corporate Governance Office B