



Light Rail Transit Authority

Client Satisfaction Measurement Report (LRT 2)

2025 (1st Edition)



TABLE OF CONTENTS

I. Overview	2
II. Scope	14
III. Methodology	20
IV. Data & Interpretation	22
V. Results of the Agency Action Plan	75
VI. Continuous Agency Improvement Plan	79
Annex A. Survey Questionnaire Used	82

I. OVERVIEW

BACKGROUND

The Light Rail Transit Authority (LRTA) is a government-owned and controlled corporation under the Department of Transportation (DOTr) which manages the operation of the LRT-2 (Recto-Antipolo) system and oversees the operations of the LRT-1 (Baclaran-Roosevelt) by the Light Rail Manila Corporation, the private concessionaire.

As part of the government's initiative to enhance citizen participation in its processes, particularly in the delivery of products and services, a feedback mechanism/survey shall be established to gauge client satisfaction with the services of all government agencies, including Government-Owned or Controlled Corporations (GOCCs). In 2023, the GCG and the Anti-Red Tape Authority (ARTA) released the Joint Memorandum Circular No. 1, which aims to harmonize the conduct of the GCG-prescribed Customer Satisfaction Survey and the ARTA's Client Satisfaction Measurement (CSM). As such, all government agencies are required to adopt the "Harmonized CSM" to assess the government agencies' services as defined in the Citizen's Charter.

As an ISO 9001:2015 certified GOCC which values the importance of customer feedback for the continual improvement of the Agency, the LRTA commissioned the services of a third-party marketing research firm to conduct the survey to ensure transparency, objectivity, and reliability and in compliance with the Governance Commission for GOCCs (GCG) and ARTA's Memorandum Circular No. 2022-005.

This year, LRTA collected data from their external and internal customers and has commissioned the services of Premier Value Provider, Inc. (PVP), a research company, to analyze the data and prepare the report for the survey.

EXECUTIVE SUMMARY

This final report presents the findings of the 2025 External and Internal Client Satisfaction Measurement of the Light Rail Transit Authority (LRTA), LRT 2, covering January to December 2025 transactions. It was initiated to measure customer satisfaction on services identified in its Citizen’s Charter, and to gather information on customer requirements and expectation on system performance.

Key findings of the survey are as follows:

Overall		
Overall CC Score	Percentage	Responses
CC Awareness:	96.25%	4,845
CC Visibility:	70.84%	3,566
CC Helpfulness:	72.21%	3,635

Overall		
Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,537	70.26%
2. I know what a CC is but I did not see this office's CC.	237	4.71%
3. I learned of the CC only when I saw this office's CC.	1,071	21.28%
4. I do not know what a CC is and I did not see this office's CC.	189	3.75%
Total	5,034	100.00%

CC2. If aware of CC, would you say that the CC of this office was...?	Responses	Percentage
1. Easy to see	3,566	72.57%
2. Somewhat easy to see	1,181	24.03%
3. Difficult to see	117	2.38%
4. Not visible at all	50	1.02%
Total	4,914	100.00%

CC3. If aware of CC, how much did the CC help you in your transaction?	Responses	Percentage
1. Helped very much	3,635	74.35%
2. Somewhat helped	1,189	24.32%
3. Did not help	65	1.33%
Total	4,889	100.00%

Citizen’s Charter (CC) Results

- 70.26% of the respondents know what a CC is, and 72.57% found the CC easy to see in LRTA’s premises.
- 74.35% found the CC very helpful in their transaction.


Overall								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	4,000	1,000	32				5,034	99.32%
	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
▲ SQD 1. Responsiveness	3,811	1,146	60	7	2	8	5,034	98.63%
SQD 2. Reliability	3,871	1,097	52			14	5,034	98.96%
SQD 3. Access & Facilities	3,904	1,000	59			71	5,034	98.81%
SQD 4. Communication	3,893	1,049	66			19	5,034	98.54%
SQD 5. Cost	2,189	963	61			1,814	5,034	97.89%
SQD 6. Integrity	3,879	1,076	66			6	5,034	98.55%
SQD 7. Assurance	3,971	999	51			6	5,034	98.85%
SQD 8. Outcome	3,892	1,061	59	1		14	5,034	98.67%
Overall	29,410	8,391	474	8	2	1,952	40,272	98.65%

Percentage	Rating
Below 60.0%	Poor
60.0% to 79.9%	Fair
80.0 to 89.9%	Satisfactory
90.0% to 94.9%	Very Satisfactory
95.0% to 100%	Outstanding

5,034
Respondents

Service Quality Dimensions (SQDs) Results

- Overall Satisfaction score (SQD0) is 99.32%
- Overall score (SQD1-SQD8) is 98.65%
- These specific SQDs are rated as “Outstanding”
 - Reliability (98.96%)
 - Assurance (98.85%)
 - Access (98.81%)
 - Outcome (98.67%)
 - Responsiveness (98.63%)
 - Integrity (98.55%)
 - Communication (98.54%)
 - Cost (97.89%)



	SQD 0	SQD 1-8	Total Number of Transactions
External Services	98.6%	98.07%	3,255
Internal Services	100%	99.86%	1,779

The results indicate a very high level of satisfaction for both Internal and External Services. Internal Services achieved an Outstanding rating, with 100% in SQD 0 (Overall Satisfaction) and 99.86% across SQD 1–8, reflecting exceptional service delivery and consistency across all service quality dimensions.

Meanwhile, External Services also performed strongly, with 98.6% in SQD 0 and 98.07% in SQD 1–8, both within the Outstanding range. While slightly lower than Internal Services, these scores still demonstrate highly positive perceptions, with only minimal room for improvement. Overall, the findings show that both service areas are performing at an excellent level, with Internal Services leading slightly in terms of overall customer satisfaction and service quality consistency.

EXTERNAL SERVICES

Overall External		
--------------------	--	--

Overall CC Score	Percentage	Responses
CC Awareness:	94.35%	3,071
CC Visibility:	57.67%	1,877
CC Helpfulness:	58.43%	1,902

Overall External		
--------------------	--	--

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,852	56.90%
2. I know what a CC is but I did not see this office's CC.	180	5.53%
3. I learned of the CC only when I saw this office's CC.	1,039	31.92%
4. I do not know what a CC is and I did not see this office's CC.	184	5.65%
Total	3,255	100.00%

CC2. If aware of CC, would you say that the CC of this office was...?	Responses	Percentage
1. Easy to see	1,877	59.82%
2. Somewhat easy to see	1,097	34.96%
3. Difficult to see	115	3.66%
4. Not visible at all	49	1.56%
Total	3,138	100.00%

CC3. If aware of CC, how much did the CC help you in your transaction?	Responses	Percentage
1. Helped very much	1,902	61.06%
2. Somewhat helped	1,148	36.85%
3. Did not help	65	2.09%
Total	3,115	100.00%

Citizen's Charter (CC) Results

- 56.90% of the respondents know what a CC is, and 59.82% found the CC easy to see in LRTA's premises.
- 61.06% found the CC very helpful in their transaction.

Overall | External

SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	2,303	918	32				3,255	98.96%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	2,215	984	56			0	3,255	98.28%
SQD 2. Reliability	2,227	967	52			9	3,255	98.40%
SQD 3. Access & Facilities	2,293	887	57			18	3,255	98.24%
SQD 4. Communication	2,269	904	65			10	3,255	97.78%
SQD 5. Cost	2,189	963	61			35	3,255	97.89%
SQD 6. Integrity	2,240	941	65			2	3,255	97.79%
SQD 7. Assurance	2,292	905	51			0	3,255	98.22%
SQD 8. Outcome	2,227	956	59	1		5	3,255	97.94%
Overall	17,952	7,507	466	1		79	26,040	98.07%

Percentage	Rating
Below 60.0%	Poor
60.0% to 79.9%	Fair
80.0 to 89.9%	Satisfactory
90.0% to 94.9%	Very Satisfactory
95.0% to 100%	Outstanding

3,255
Respondents

Service Quality Dimensions (SQDs) Results

- Overall Satisfaction score (SQD0) is 98.96%
- Overall score (SQD1-SQD8) is 98.07%
- Among the specific SQDs, the following are “Outstanding”:

 - Reliability (98.40%)
 - Responsiveness (98.28%)
 - Access (98.24%)
 - Assurance (98.22%)
 - Outcome (97.94%)
 - Cost (97.89%)
 - Integrity (97.79%)
 - Communication (97.78%)


Overall Satisfaction (SQD 0) and Overall Results (SQD 1-8) Per Service

External Services	SQD 0	SQD 1-8
Pagbili ng Single Journey Ticket (SJT)	97.09%	93%
Pagbili ng Stored Value Card (SVC)	96.08%	95.80%
Pagbili ng Discounted Single Journey Ticket	100%	99.77%
Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs	99.80%	94.07%
Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs	100%	99.96%
Paghahain ng Complaints	100%	100%
Pagbili ng Dokumento Para sa Bidding	99.35%	99.92%
Pag proseso ng Business Proposal	100%	99.35%
External Service Overall	98.96%	98.07%

Free Responses

The free-response feedback highlights train frequency, waiting time, and operational efficiency as the primary areas for improvement. Additional concerns focus on ticketing system issues, queue management, staff professionalism, accessibility for seniors and PWDs, facility maintenance, and air conditioning. While some passengers expressed satisfaction and appreciation for the service, many emphasized the need for faster intervals, extended operating hours, improved crowd control, and more reliable equipment to enhance the overall commuter experience.

Even though Pagbili ng Single Journey Ticket (SJT) received several positive remarks and expressions of satisfaction, the general sentiment from the free responses is predominantly negative, with more negative (24) than positive (9). While some respondents praised the overall quality of service, noted faster transactions compared to before, and expressed satisfaction with staff assistance and general operations, most passengers expressed concerns about long queues due to insufficient tellers, slow transaction processes especially during peak hours, delayed train arrivals, overcrowding, limited train availability, malfunctioning or unavailable ticket vending machines (TVMs), lack of elevators in some stations, and poor ventilation or non-functioning air-conditioning units, which affect overall commuter comfort and efficiency.




Pagbili ng Stored Value Card (SVC) received several positive remarks and expressions of satisfaction, the general sentiment from the free responses remains predominantly negative, with more negative (15) than positive (7) comments. While some respondents appreciated the availability of beep cards, expressed satisfaction with the service, and encouraged LRTA to continue its improvements, most passengers raised concerns about long waiting times, delayed train arrivals, insufficient tellers and ticket windows, unavailability or inconsistency of stored value cards, malfunctioning ticket vending machines, and the need for additional trains and extended operating hours. Concerns on fare increases and non-functioning air-conditioning units were also noted, indicating areas where service reliability and passenger comfort can still be improved.

In the service, Pagbili ng Discounted Single Journey Ticket (SJT) received several positive remarks and expressions of satisfaction, the general sentiment from the free responses is slightly positive, with more positive (9) than negative (8) comments. While some respondents highlighted the fast ticket purchasing process, efficient service, and overall smooth commuting experience, several passengers raised concerns about the need for additional trains, lack of sufficient personnel, long queues particularly among students, limited availability of beep cards for students, and the need for extended operating hours and improved queue management systems to further enhance service efficiency.

In Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs, although several respondents expressed positive remarks encouraging the service to “just keep your good work” and highlighting that staff are “very helpful and attended in a friendly manner,” the overall feedback provided in this set remains mixed, with some positive remarks (6) and a slightly higher number of improvement-related comments (8). While some responses reflect satisfaction with staff behavior, service quality, and faster processes, several concerns were raised regarding malfunctioning ticket machines, lack of change in machines, insufficient tellers, need for more elevators, and improvements in train intervals, air-conditioning, and overall system efficiency.

The overall sentiment for Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs shows that while several respondents expressed satisfaction with the service, the general sentiment from the free responses remains slightly negative, with more improvement-related comments (13) than positive remarks (12). While some commuters stated that they are “satisfied,” described the service as “good,” appreciated



the assistance of staff, and encouraged LRTA to continue its quality service, the majority raised concerns about accessibility issues such as lack of elevators for PWDs, slow train arrival times, limited availability of beep cards for students, need for additional trains, improved signage and information dissemination, better announcement systems during delays, and the need for more seating and improved facilities for senior citizens and other passengers.

In Paghahain ng Complaints, the overall feedback is improvement-related. The comments emphasized the need to increase the number of trains, highlighting concerns on capacity and service efficiency. These responses suggest that passengers continue to experience issues related to train availability and are calling for operational improvements to better accommodate commuter demand.

For Pagproseso ng Business Proposal, no qualitative or free-response comments were recorded from respondents. As such, there are no specific customer insights, commendations, or areas for improvement that can be derived from qualitative feedback for this service. The absence of comments may indicate either a neutral experience among respondents or limited engagement in providing written feedback, and therefore, the assessment of this service relies solely on its quantitative results.

In Pagbili ng Dokumento para sa Bidding, although several respondents expressed positive remarks such as “Okay. Very good service,” “Everything is great,” and appreciation for friendly and helpful staff, the overall feedback provided in this set is mostly positive, with more positive remarks (4) than improvement-related comments (1). While most responses reflect satisfaction with the service and commend staff behavior, one comment suggested the need for clearer process guidance through a flowchart, indicating a minor opportunity to improve communication and ease of transaction for customers.

INTERNAL SERVICES

Overall CC Score	Percentage	Responses
CC Awareness:	99.72%	1,774
CC Visibility:	88.53%	1,575
CC Helpfulness:	97.41%	1,733

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,685	94.72%
2. I know what a CC is but I did not see this office's CC.	57	3.20%
3. I learned of the CC only when I saw this office's CC.	32	1.80%
4. I do not know what a CC is and I did not see this office's CC.	5	0.28%
Total	1,779	100.00%

CC2. If aware of CC, would you say that the CC of this office was...?	Responses	Percentage
1. Easy to see	1,575	99.81%
2. Somewhat easy to see		
3. Difficult to see	2	0.13%
4. Not visible at all	1	0.06%
Total	1,578	100.00%

CC3. If aware of CC, how much did the CC help you in your transaction?	Responses	Percentage
1. Helped very much	1,733	97.69%
2. Somewhat helped	41	2.31%
3. Did not help		
Total	1,774	100.00%

Citizen's Charter (CC) Results

- 94.72% of the respondents know what a CC is, and 99.81% found the CC easy to see in LRTA's premises.
- 97.69% found the CC very helpful in their transaction.

Overall Internal								
SQD:	Strongly Agree	Agree	Netiher Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	1,697	82	0				1,779	100.00%
▲	Strongly Agree	Agree	Netiher Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	1,596	162	4	7	2	8	1,779	99.27%
SQD 2. Reliability	1,644	130	0			5	1,779	100.00%
SQD 3. Access & Facilities	1,624	124	2			29	1,779	99.89%
SQD 4. Communication	1,624	145	1			9	1,779	99.94%
SQD 5. Cost			0			1,779	1,779	
SQD 6. Integrity	1,639	135	1			4	1,779	99.94%
SQD 7. Assurance	1,679	94	0			6	1,779	100.00%
SQD 8. Outcome	1,665	105	0			9	1,779	100.00%
Overall	11,471	895	8	7	2	1,849	14,232	99.86%

Service Quality Dimensions (SQDs) Results

- Overall Satisfaction score (SQD0) is 100%
- Overall score (SQD1-SQD8) is 99.86%
- Among the specific SQDs, the following are “Outstanding”:
 - Reliability (100%)
 - Assurance (100%)
 - Outcome (100%)
 - Communication (99.94%)
 - Integrity (99.94%)
 - Access (99.89%)
 - Responsiveness (99.27%)

Overall Satisfaction (SQD 0) and Overall Results (SQD 1-8) Per Service

Internal Services	SQD 0	SQD 1-8
Issuance of Certificate of Employment and/or Service Record	100%	99.82%
Issuance of Certificate of Training and/or Summary of Training Attended	100%	99.40%
Issuance of Office Supplies and Materials	100%	100%
Provision of ICT Technical Support/Helpdesk	100%	99.79%
Transfer of Property Custodianship (Accountability) and Location of LRTA Properties/Assets	100%	100%
Not Indicated		
Internal Service Overall	100%	99.86%

Free Responses

Out of the Internal Services assessed, a large number of qualitative responses were provided, with the majority consisting of positive feedback, commendations, and expressions of satisfaction. Many respondents highlighted the fast and efficient service, courteous and helpful staff, and timely resolution of requests, often mentioning specific personnel for their assistance. While only a few suggestions for improvement were noted—such as the need for additional personnel, system enhancements, and improved accessibility—the overall feedback reflects a highly positive experience. As such, the qualitative responses indicate strong performance in service delivery, with key strengths centered on responsiveness, staff professionalism, and efficiency, complementing the high quantitative ratings for Internal Services.

II. SCOPE

OBJECTIVE OF THE SURVEY

1. To assess the LRTA customers' overall satisfaction and perception on the services rendered to them by the agency during the implementation of its projects.
2. To determine the level of service quality across the following dimensions:
 - Responsiveness
 - Reliability
 - Access
 - Communication
 - Cost
 - Integrity
 - Assurance
 - Outcome
3. To determine the statistical impact of the service quality dimensions on the overall satisfaction rating.
4. To surface suggestions for areas of improvement.

PERIOD COVERED

The CSM covered completed external and internal services that are listed in the 2025 LRTA Citizen's Charter (2nd Edition). A transaction is considered complete when the final step of the service availed as per LRTA's Citizen Charter is accomplished. Only all completed external and internal services classified from January to December 2025 were surveyed.

GEOGRAPHICAL AND OFFICE COVERAGE

The survey covered all external and internal clients who availed LRTA's services from January to December 2025.

LIST OF SERVICES SURVEYED, RESPONSES, AND TOTAL NUMBER OF TRANSACTING CLIENTS

The services LRTA surveyed were the following:

Service Name	Responses	No. of Annual Transactions
Pagbili ng Single Journey Ticket (SJT)	550	18,476,011
Pagbili ng Stored Value Card (SVC)	500	32,138,124
Pagbili ng Discounted Single Journey Ticket	500	2,034,183
Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs	500	9,503,486
Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs	600	6,738
Paghahain ng Complaints	350	2,708
Pagbili ng Dokumento para sa Bidding	155	164
Pagproseso ng Business Proposal	100	130
External Services Total	3,255	62,161,544
Issuance of Certificate of Employment and/or Service Record	326	691
Issuance of Certificate of Training and/or Summary of Training Attended	48	48
Issuance of Office Supplies and Materials	854	854
Provision of ICT Technical Support/Helpdesk	475	930
Transfer of Property Custodianship (Accountability) and Location of LRTA Properties/Assets	76	83
Internal Services Total	1,779	2,381
OVERALL TOTAL	5,034	62,163,925

SAMPLING

i. Applied Confidence Level and Margin of Error

Based on the ARTA guidelines, a 95% confidence interval and a 5% margin of error should be applied across all external and internal services. The sampling calculator provided in the CSM Guidelines was used to compute the minimum number of respondents needed.

ii. Discussion of Response Rates

Service Name	No. of Annual Transactions	Target Respondents/ Required Sample Size	Complete Responses	Response Rate	Deficit/ Surplus
Pagbili ng Single Journey Ticket (SJT)	18,476,011	384	550	143.23%	166
Pagbili ng Stored Value Card (SVC)	32,138,124	384	500	130.21%	116
Pagbili ng Discounted Single Journey Ticket	2,034,183	384	500	130.21%	116
Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs	9,503,486	384	500	130.21%	116
Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs	6,738	363	600	165.29%	237
Paghahain ng Complaints	2,078	324	350	108.02%	26
Pagproseso ng Business Proposal	130	97	100	103.09%	3
Pagbili ng Dokumento Para sa Bidding	164	115	155	134.78%	40
External Services Total	62,161,544	2,435	3,255	133.68%	820
Issuance of Certificate of Employment and/or Service Record	691	247	326	131.98%	79
Issuance of Certificate of Training and/or Summary of Training Attended	48	35	48	137.14%	13
Issuance of Office Supplies and Materials	854	240	854	355.83%	614
Provision of ICT Technical Support/Helpdesk	930	272	475	174.63%	203
Transfer of Property Custodianship (Accountability) and	83	68	76	111.76%	8

Location of LRTA Properties/Assets					
Internal Services Total	2,729	862	1,779	206.38%	917
OVERALL TOTAL	62,163,925	3,297	5,034	152.66%	1737

- The response rate was calculated against the target respondents or required minimum sample size instead of the total number of annual transactions because the latter is extremely high for some services. If the response rate were computed using the total annual transactions, the resulting percentage would be close to 0%, making the data misleading and uninformative. Using the target respondents ensures a realistic and meaningful measure of participation in the survey. Therefore, we have achieved a 100% response rate for all services, as the number of complete responses exceeded or met the required sample size.*

A total of 5,034 responses were received for both internal and external services, exceeding the required sample size of 3,297. All services achieved a 100% response rate and even surpassed their specific targets, resulting in an overall surplus of 1017 response. This active engagement and comprehensive feedback collection reflect LRTA's effective coordination and commitment to evaluating all targeted services.

The breakdown for external and internal services is as follows:

Service Name	No. of Annual Transactions	Target Respondents/ Required Sample Size	Complete Responses	Response Rate	Deficit/ Surplus
Pagbili ng Single Journey Ticket (SJT)	18,476,011	384	550	143.23%	166
Pagbili ng Stored Value Card (SVC)	32,138,124	384	500	130.21%	116
Pagbili ng Discounted Single Journey Ticket	2,034,183	384	500	130.21%	116
Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs	9,503,486	384	500	130.21%	116
Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs	6,738	363	600	165.29%	237
Paghahain ng Complaints	2,078	324	350	108.02%	26
Pagproseso ng Business Proposal	130	97	100	103.09%	3
Pagbili ng Dokumento Para sa Bidding	164	115	155	134.78%	40
External Services Total	62,161,544	2,435	3,255	133.68%	820

The response rate for LRTA's external services reached 100% across all services, with a total of 3,255 responses. All services also exceeded their required sample size, resulting in an overall surplus. This indicates an active and robust data collection and a high level of engagement from customers.

Service Name	No. of Annual Transactions	Target Respondents/ Required Sample Size	Complete Responses	Response Rate	Deficit/ Surplus
Issuance of Certificate of Employment and/or Service Record	691	247	326	131.98%	79
Issuance of Certificate of Training and/or Summary of Training Attended	48	35	48	137.14%	13
Issuance of Office Supplies and Materials	854	240	854	355.83%	614
Provision of ICT Technical Support/Helpdesk	930	272	475	174.63%	203
Transfer of Property Custodianship (Accountability) and Location of LRTA Properties/Assets	83	68	76	111.76%	8
Internal Services Total	2,729	862	1,779	206.38%	917

Same with External Services, all Internal Services achieved 100% response rate across all services, with a total of 1,779 responses. This also signifies an active and robust data collection and a high level of engagement from customers.

Note: The response rate was calculated based on the target respondents, not the total number of transactions, due to the high transaction volume of certain services. Measuring response rate against total transactions would yield a value close to 0%, which would be misleading and uninformative. To ensure consistency and meaningful data, we applied the target respondent-based calculation across all services, providing a clearer picture of survey participation.

III. METHODOLOGY

The governing guidelines provided by GCG and ARTA were used as the standard methodology for the conduct of the CSM. All the relevant specifications and procedures were adopted as stated in the documents.

MODE OF SURVEY IMPLEMENTATION

Data was collected by LRTA through two methods using the prescribed CSM Questionnaire of ARTA MC No. 2023-05:

- a. On-site Conduct – Paper survey questionnaires were provided to participants who were asked to complete them on-site.
- b. Remote Conduct – Invitations to participate in the survey were sent through electronic mail, QR code, and survey link, directing respondents to an online survey platform.

FEEDBACK AND COLLECTION MECHANISM

The CSM only covered all completed external and internal services from January to December 2025, which was surveyed by the concerned LRTA Departments/Divisions and by PVP as soon as a transaction is completed. LRTA determined the minimum number of responses per service based on the calculator provided by ARTA. However, LRTA and PVP continued to conduct the CSM even if the minimum number of responses has been reached. Those surveys conducted by LRTA were then submitted to PVP for tabulation and interpretation/analysis of data.

SCORING SYSTEM

The full CSM questionnaire as provided by ARTA Memorandum Circular 2023-05 was used (See Index). The questionnaire contains four sections. The first section covers demographics and basic information, the second section contains questions on the Citizen’s Charter (CC), and third section contains questions on the Service Quality Dimensions (SQDs). The last part of the survey is an open-ended qualitative portion.

The section on SQDs makes use of a 5-point Likert scale, ranging from 1 (Strongly Disagree) to 5 (Strongly Agree).

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

NUMERICAL INTERPRETATION

Results of the CSM were scored and rated according to the ARTA memorandum. On the other hand, responses to the open-ended question were categorized based on the actual answers of the respondents. Internal quality control measures and standards were followed to ensure data quality and integrity.

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

IV. DATA AND INTERPRETATION

A. CLIENT DEMOGRAPHIC

The total number of transactions from January to December 2025 was 62,163,925. In accordance with ARTA guidelines, aiming for a 95% confidence interval and a 5% margin of error per service, the target respondent count was set at 3,297. However, the actual responses collected amounted to 5,034, achieving a 100% response rate with a 95% confidence interval and a margin of error of $\pm 0\%$. Below is the distribution segmented by age, sex, region of residence, client type and station.

The demographic distribution of survey respondents shows distinct patterns between external and internal service users. Overall, respondents were distributed across several age groups, with the largest share belonging to the 20–34 years old category (20.12%), followed by those aged 35–49 years old (17.62%) and 50–64 years old (13.93%). Smaller proportions were recorded among respondents below 19 years old (6.46%) and those 65 years and above (5.09%). However, a substantial portion of respondents (36.79%) did not specify their age, which is largely attributed to internal service respondents not providing age information.

For external services, the age distribution reflects the typical commuter population. The majority of respondents were 20–34 years old (31.12%), followed by those aged 35–49 years old (27.25%) and 50–64 years old (21.54%). Younger respondents below 19 years old accounted for 9.98%, while 7.86% were aged 65 and above. Only 2.24% of external respondents did not specify their age, indicating that most external users provided this demographic information.

For internal services, age data was largely not indicated, with 100% of responses falling under “Did not specify.” This reflects the survey design for internal services, where certain demographic questions were not prioritized because many internal transactions involve repeated engagement with the same personnel.

In terms of gender distribution, there is a noticeable difference between external and internal respondents. Among external service users, the majority were female (53.39%), while males accounted for 39.23%, and 7.37% did not specify their gender. In contrast, internal service respondents were predominantly male (60.09%), followed by female respondents (37.89%), with 2.02% not indicating their gender. Overall, when both service types are combined, male respondents comprise 46.60% of the total, female 47.91%, and 5.48% did not specify their gender.

Overall, the demographic data shows that external service users are largely composed of young to middle-aged commuters, particularly those in the 20–34 age group, while internal service respondents generally did not provide age information. The gender distribution also differs between the two groups, with external services dominated by female respondents and internal services showing a higher proportion of male respondents.

D1. Age	External	Internal	Overall
1. below 19 years old	9.98%	0%	6.46%
2. 20 – 34 years old	31.12%	0%	20.12%
3. 35 – 49 years old	27.25%	0%	17.62%
4. 50 – 64 years old	21.54%	0%	13.93%
5. 65 and above	7.86%	0%	5.09%
6. Did not specify	2.24%	100%	36.79%
D2. Sex	External	Internal	Overall
1. Male	39.23%	60.09%	46.60%
2. Female	53.39%	37.89%	47.91%
3. Did not specify	7.37%	2.02%	5.48%

The distribution of respondents by region of residence shows a strong concentration in the National Capital Region (NCR), particularly among those availing of external services. Among external respondents, the majority reside in NCR (43.58%), followed by Region IV-A (12.47%), which borders Metro Manila and is a major source of daily commuters traveling to the capital for work, school, and other activities. Smaller proportions of respondents come from Region III (1.64%), Region I (1.06%), Region II (0.80%), Region V (0.73%), and MIMAROPA (0.35%), while other regions such as Region VI, Region VII, Region VIII, Region XII, CAR, and BARMM account for only a minimal share of respondents. A portion of external respondents (15.40%) did not specify their region of residence.

On the other hand, for internal services, 100% of respondents did not specify their region of residence. However, given that the LRTA headquarters and administrative offices are located in NCR, it can be reasonably inferred that most personnel involved in internal service transactions are likewise based within NCR. Since internal services relate to administrative and operational support functions—such as certificates, ICT assistance, and office support—these transactions are expected to occur primarily within the LRTA’s central office.

Overall, the pattern reflects the operational reality of LRT-2: while its administrative services are centralized and handled internally within the organization, its commuter services primarily cater to passengers residing in NCR and nearby regions, particularly Region IV-A and Region III, which are closely connected to Metro Manila’s daily transport network.

D3. Region	External	Internal	Overall
1. Region I	1.06%	0%	0.75%
2. Region II	0.80%	0%	0.56%
3. Region III	1.64%	0%	1.16%
4. Region IV-A	12.47%	0%	8.79%
5. MIMAROPA	0.35%	0%	0.25%
6. Region V	0.73%	0%	0.51%
7. Region VI	0.12%	0%	0.08%
8. Region VII	0.05%	0%	0.03%
9. Region VIII	0.14%	0%	0.10%
10. Region IX	0%	0%	0%
11. Region X	0%	0%	0%
12. Region XI	0.02%	0%	0.02%
13. Region XII	0.02%	0%	0.02%
14. Region XIII	0%	0%	0%
15. NCR	43.58%	0%	30.74%
16. CAR	0.05%	0%	0.03%
17. BARMM	0%	0%	0%
18. Did not specify	15.40%	100%	40.33%

The distribution of customer type among respondents highlights the dominance of individual commuters availing of LRT services. For external services, the majority of respondents were citizens or passengers, comprising 52.38% of all external respondents, reflecting the high volume of transactions related to ticket purchases and stored value card reloads. Business-related respondents—including concessionaires, suppliers, and contractors—accounted for 7.68%, while government-affiliated individuals, such as employees or representatives from other agencies, comprised 4.33%. A proportion of respondents (35.61%) did not indicate their customer type. This distribution is consistent with the nature of external services, which primarily cater to commuters who regularly use LRT-2 for transportation.

For internal services, 100% of respondents were categorized as “Not Indicated” under customer type. This suggests that the survey instrument did not capture the customer classification for internal transactions. However, given that internal services involve administrative support functions—such as the issuance of certificates, office supplies, and ICT technical support—it can reasonably be inferred that the respondents are LRTA employees or personnel from related government offices.

Overall, the results reinforce the primary role of LRT-2 in serving the commuting public, with passengers forming the majority of external respondents. At the same time, the presence of business and government respondents reflects the operational relationships that LRTA maintains with contractors, suppliers, and partner agencies, while internal services remain primarily utilized by organizational personnel supporting the system’s daily operations.


Customer Type	External	Internal	Overall
Citizen (Passenger)	52.38%	0%	33.87%
Business (Concessionaire, Supplier, Contractor)	7.68%	0%	4.97%
Government (Employee or Other Agency)	4.33%	0%	2.8%
Not Indicated	35.61%	100%	58.36%

The distribution of survey responses by station indicates that the station field was entirely not specified by respondents. Overall, a total of 5,034 responses were recorded; however, all responses (100%) were categorized under “Not indicated,” meaning that none of the respondents provided information on the station associated with their transaction. This absence of station-level data limits the ability to analyze service experiences across specific stations or identify location-based trends and issues.

This result suggests that respondents may not have found the station field relevant to their experience, may have overlooked the item, or that the survey design did not sufficiently prompt respondents to provide this information. As a result, all feedback is treated as system-wide rather than station-specific.

It is also consistent that both external and internal service responses fall under “Not indicated,” particularly for internal services, which are inherently processed within administrative offices and are not tied to specific stations. Consequently, the analysis of responses focuses on overall service performance rather than station-level variations.

The demographic profile of respondents reveals notable differences between those availing of external services and those involved in internal services. In terms of age distribution, respondents were spread across several age groups, with the largest proportion belonging to the 20–34 years old category (20.12%), followed by 35–49 years old (17.62%) and 50–64 years old (13.93%). Smaller proportions were recorded among respondents below 19 years old (6.46%) and those 65 years and above (5.09%). However, a considerable portion of respondents did not specify their age (36.79%), which is largely attributed to internal service respondents not providing this information. Among external service users, most respondents fell within the 20–34 age group (31.12%), followed by those aged 35–49 (27.25%) and 50–64 (21.54%). Younger



respondents below 19 years old accounted for 9.98%, while 7.86% were aged 65 and above, and only 2.24% did not specify their age. For internal services, 100% of respondents did not specify their age, reflecting the survey design where demographic questions on age were not emphasized for internal transactions.

In terms of gender distribution, external and internal service users also show distinct patterns. Among external service respondents, the majority were female (53.39%), while male respondents accounted for 39.23%, and 7.37% did not specify their gender. In contrast, internal service respondents were predominantly male (60.09%), followed by female respondents (37.89%), while 2.02% did not indicate their gender. When both service types are combined, the overall gender distribution shows that males comprise 46.60% of respondents, females 47.91%, and 5.48% did not specify their gender.

The regional distribution of respondents further reflects the operational reach of LRT-2 services. Among external service users, the majority of respondents reside in the National Capital Region (NCR) (43.58%), followed by Region IV-A (12.47%), which borders Metro Manila and forms part of the broader commuter catchment area. Smaller shares were recorded from other nearby regions, including Region III (1.64%), Region I (1.06%), Region II (0.80%), and Region V (0.73%), while other regions contributed minimal proportions. A share of 15.40% of external respondents did not specify their region of residence. For internal services, 100% of respondents did not specify their region, which is consistent with the survey design. Nevertheless, given that LRTA administrative offices are located in NCR, it is reasonable to infer that most internal service users are also based within this region.

The distribution of customer type highlights the dominance of individual commuters among respondents availing of external services. The majority of respondents were citizens or passengers (52.38%), reflecting the nature of LRT-2 services which primarily cater to daily commuters. A smaller proportion of respondents were business-related individuals (7.68%), such as concessionaires, suppliers, and contractors, while government-affiliated respondents accounted for 4.33%. Meanwhile, 35.61% of external respondents did not indicate their customer type. For internal services, 100% of respondents were categorized as “Not Indicated”, which is expected given that these respondents are most likely LRTA employees or government personnel engaging in internal administrative services.

Overall, the demographic and service-related data indicate that external service respondents provide a broad representation of the commuting public, particularly those residing in NCR and nearby regions and belonging to working-age groups. In contrast, internal service respondents largely refrained from providing demographic details, reflecting the administrative nature of internal transactions and the structure of the survey instrument for LRTA personnel.



B. CITIZEN'S CHARTER RESULTS

The following tables details the results from the questions regarding the Citizen's Charter (CC).

The results indicate that awareness of the Citizen's Charter (CC) among respondents is generally high. A majority of respondents (70.26%) stated that they know what a CC is and have seen the office's CC, while 4.71% indicated that they know what a CC is but did not see the office's CC. Meanwhile, 21.28% reported that they only learned about the CC when they saw the office's CC, suggesting that the posted charter itself plays a significant role in raising awareness among clients. However, 3.75% of respondents reported that they do not know what a CC is and did not see the office's CC, indicating that a small portion of clients may still lack exposure to the charter.

In terms of visibility and accessibility, the results show that the CC is generally easy for clients to locate. A majority of respondents (72.57%) stated that the CC is easy to see, while 24.03% described it as somewhat easy to see. Only 2.38% found it difficult to see, and 1.02% reported that it was not visible at all, indicating that most respondents were able to locate the charter without major difficulty.

Regarding helpfulness, the Citizen's Charter appears to effectively support clients in their transactions. A large majority of respondents (74.35%) stated that the CC helped them very much, while 24.32% reported that it somewhat helped them. Only 1.33% indicated that the CC did not help them, demonstrating that the charter generally serves its intended purpose of guiding clients during their transactions.

Overall, the findings demonstrate strong awareness, visibility, and usefulness of the Citizen's Charter. Most respondents recognize the CC and are able to see it within the office, while the majority also report that it helps them during their transactions. Although a small proportion of respondents reported difficulty seeing the charter or lacking awareness of it, the overall results suggest that the CC is functioning effectively as a tool for informing and assisting clients, with minor opportunities to further improve its visibility and client awareness.

Overall		
Overall CC Score	Percentage	Responses
CC Awareness:	96.25%	4,845
CC Visibility:	70.84%	3,566
CC Helpfulness:	72.21%	3,635

Overall

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	3,537	70.26%
2. I know what a CC is but I did not see this office's CC.	237	4.71%
3. I learned of the CC only when I saw this office's CC.	1,071	21.28%
4. I do not know what a CC is and I did not see this office's CC.	189	3.75%
Total	5,034	100.00%

CC2. If aware of CC, would you say that the CC of this office was...?	Responses	Percentage
1. Easy to see	3,566	72.57%
2. Somewhat easy to see	1,181	24.03%
3. Difficult to see	117	2.38%
4. Not visible at all	50	1.02%
Total	4,914	100.00%

CC3. If aware of CC, how much did the CC help you in your transaction?	Responses	Percentage
1. Helped very much	3,635	74.35%
2. Somewhat helped	1,189	24.32%
3. Did not help	65	1.33%
Total	4,889	100.00%

Note: Respondents who chose "I do not know what a CC is and I did not see this office's CC." in CC1 marked "N/A" for both CC2 and CC3. However, some individuals who marked "N/A" for CC2 opted for either "Helped very much" or "Did not help" in CC3.

A large majority of respondents (96.25%) are aware of what a Citizen's Charter (CC) is, with 70.26% having seen it in LRTA's premises, while 4.71% know about it but did not see the office's CC, and 21.28% learned about the CC only when they saw it in the office. However, 3.75% reported that they do not know what a CC is and did not see the office's CC, indicating room for improvement in its visibility and placement. In terms of accessibility, 72.57% of respondents found the CC easy to see, while 24.03% said it was somewhat easy to see, suggesting that most clients are able to locate it within the office. A smaller proportion reported challenges in visibility, with 2.38% finding it difficult to see and 1.02% stating that it was not visible at all.

When it comes to helpfulness, 74.35% of respondents reported that the CC helped them in their transactions, with 74.35% stating that it helped very much and 24.32% saying that it somewhat helped, while only 1.33% indicated that it did not help.

In conclusion, the findings indicate a high level of awareness, visibility, and usefulness of the Citizen's Charter among respondents. While most respondents have seen the CC within LRTA's premises and found it helpful in their transactions, the 3.75% who did not know about the CC and the 3.40% who experienced difficulty or lack of visibility suggest opportunities to further improve its placement and prominence to ensure that more clients can easily find and benefit from it.

Overall External		
--------------------	--	--

Overall CC Score	Percentage	Responses
CC Awareness:	94.35%	3,071
CC Visibility:	57.67%	1,877
CC Helpfulness:	58.43%	1,902

Overall | External

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1,852	56.90%
2. I know what a CC is but I did not see this office's CC.	180	5.53%
3. I learned of the CC only when I saw this office's CC.	1,039	31.92%
4. I do not know what a CC is and I did not see this office's CC.	184	5.65%
Total	3,255	100.00%

CC2. If aware of CC, would you say that the CC of this office was...?	Responses	Percentage
1. Easy to see	1,877	59.82%
2. Somewhat easy to see	1,097	34.96%
3. Difficult to see	115	3.66%
4. Not visible at all	49	1.56%
Total	3,138	100.00%

CC3. If aware of CC, how much did the CC help you in your transaction?	Responses	Percentage
1. Helped very much	1,902	61.06%
2. Somewhat helped	1,148	36.85%
3. Did not help	65	2.09%
Total	3,115	100.00%

Note: Respondents who chose "I do not know what a CC is and I did not see this office's CC." in CC1 marked "N/A" for both CC2 and CC3. However, some individuals who marked "N/A" for CC2 opted for either "Helped very much" or "Did not help" in CC3.

A large majority of respondents availing of external services (94.35%) are aware of what a Citizen's Charter (CC) is, with 56.90% having seen it in LRTA's premises, while 5.53% know about it but did not see the office's CC, and 31.92% learned about the CC only when they saw it in the office. However, 5.65% reported that they do not know what a CC is and did not see the office's CC, indicating room for improvement in its visibility and placement. In terms of accessibility, 59.82% of respondents found the CC easy to see, while 34.96% said it was somewhat easy to see, suggesting that most clients are able to locate it within the office. A smaller proportion reported challenges in visibility, with 3.66% finding it difficult to see and 1.56% stating that it was not visible at all.

When it comes to helpfulness, 61.06% of respondents reported that the CC helped them in their transactions, with 61.06% stating that it helped very much and 36.85% saying that it somewhat helped, while 2.09% indicated that it did not help.

In conclusion, the findings indicate a high level of awareness and usefulness of the Citizen’s Charter among external service users. While most respondents have seen the CC within LRTA’s premises and found it helpful in their transactions, the 1.56% who did not see the CC and the 3.66% who found it difficult to locate suggest opportunities to further improve its visibility and accessibility to ensure that more clients can easily find and benefit from it.

Overall Internal			Overall Internal		
Overall CC Score	Percentage	Responses	Citizen's Charter Answers	Responses	Percentage
CC Awareness:	99.72%	1,774	CC1. Which of the following describes your awareness of the CC?		
CC Visibility:	94.94%	1,689	1. I know what a CC is and I saw this office's CC.	1,685	94.72%
CC Helpfulness:	97.41%	1,733	2. I know what a CC is but I did not see this office's CC.	57	3.20%
			3. I learned of the CC only when I saw this office's CC.	32	1.80%
			4. I do not know what a CC is and I did not see this office's CC.	5	0.28%
			Total	1,779	100.00%
			CC2. If aware of CC, would you say that the CC of this office was...?	Responses	Percentage
			1. Easy to see	1,689	95.10%
			2. Somewhat easy to see	84	4.73%
			3. Difficult to see	2	0.11%
			4. Not visible at all	1	0.06%
			Total	1,776	100.00%
			CC3. If aware of CC, how much did the CC help you in your transaction?	Responses	Percentage
			1. Helped very much	1,733	97.69%
			2. Somewhat helped	41	2.31%
			3. Did not help		
			Total	1,774	100.00%

Note: Respondents who chose "I do not know what a CC is and I did not see this office's CC." in CC1 marked "N/A" for both CC2 and CC3. However, some individuals who marked "N/A" for CC2 opted for either "Helped very much" or "Did not help" in CC3.

A large majority of respondents availing of internal services (99.72%) are aware of what a Citizen’s Charter (CC) is, with 94.72% having seen it in LRTA’s premises, while 3.20% know about it but did not see the office’s CC, and 1.80% learned about the CC only when they saw it in the office. However, 0.28% reported that they do not know what a CC is and did not see the office’s CC, indicating minimal gaps in awareness and visibility. In terms of accessibility, 95.10% of respondents found the CC easy to see, while 4.73% said it was somewhat easy to see, suggesting that nearly all clients are able to locate it within the office. Only a very small proportion reported challenges, with 0.11% finding it difficult to see and 0.06% stating that it was not visible at all. When it comes to helpfulness, 97.69% of respondents reported that the CC helped them in their transactions, with 97.69% stating that it helped very much and 2.31% saying that it somewhat helped, while no respondents indicated that it did not help.



In conclusion, the findings indicate an exceptionally high level of awareness, visibility, and usefulness of the Citizen’s Charter among internal service users. Nearly all respondents have seen the CC within LRTA’s premises and found it highly helpful in their transactions, with only negligible percentages indicating challenges in awareness or visibility, suggesting that the current implementation is highly effective.

C. SERVICE QUALITY DIMENSION RESULTS

The overall satisfaction score (SQD 0. Overall Satisfaction) for both external and internal respondents stands at an outstanding 99.32%, reflecting the high quality of service and efficiency of the organization. This strong rating highlights the effectiveness of the systems in place, the professionalism of the staff, and the smooth transactions experienced by clients and stakeholders.


Out of the total 5,034 responses, a large majority of 4,000 respondents strongly agree that they are satisfied with the service, while 1,000 respondents agree. Meanwhile, 32 respondents selected neither agree nor disagree. These results indicate that there is no negative feedback among the total responses.

Overall, the consistently high scores across the service quality dimensions further demonstrate strong performance, with most dimensions achieving ratings above 95%, leading to an overall SQD rating of 98.65%. These results reflect the organization's strong commitment to service excellence, responsiveness, and reliability, resulting in high levels of satisfaction among those who avail of its services.

Overall								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	4,000	1,000	32				5,034	99.32%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	3,811	1,146	60	7	2	8	5,034	98.63%
SQD 2. Reliability	3,871	1,097	52			14	5,034	98.96%
SQD 3. Access & Facilities	3,904	1,000	59			71	5,034	98.81%
SQD 4. Communication	3,893	1,049	66			19	5,034	98.54%
SQD 5. Cost	2,189	963	61			1,814	5,034	97.89%
SQD 6. Integrity	3,879	1,076	66			6	5,034	98.55%
SQD 7. Assurance	3,971	999	51			6	5,034	98.85%
SQD 8. Outcome	3,892	1,061	59	1		14	5,034	98.67%
Overall	29,410	8,391	474	8	2	1,952	40,272	98.65%

Percentage	Rating
Below 60.0%	Poor
60.0% to 79.9%	Fair
80.0 to 89.9%	Satisfactory
90.0% to 94.9%	Very Satisfactory
95.0% to 100%	Outstanding

5,034
Respondents



The overall Service Quality Dimension (SQD) results indicate a very high level of service quality, with an overall satisfaction score of 99.32%. This suggests that both internal and external respondents generally had a very positive experience with the services provided. All SQDs received strong approval ratings with only slight variations in scores. The highest-rated dimensions were Reliability (98.96%), Assurance (98.85%), and Access and Facilities (98.81%), reflecting the professionalism of staff, fairness and transparency in service delivery, and the consistency of service processes. Meanwhile, Cost (97.89%) recorded the lowest score, indicating that while still outstanding, there may be opportunities to further improve the clarity and availability of information provided to clients.

Examining each dimension, Responsiveness (98.63%) received a strong rating, indicating that most respondents found transaction times reasonable and services promptly delivered. Reliability (98.96%) also scored highly, suggesting that procedures and service commitments are consistently followed. Access & Facilities (98.81%) was positively rated as well, showing that most respondents were able to complete their transactions with relative ease and convenience. Communication (98.54%), though slightly lower than other dimensions, still reflects generally effective information delivery, although some respondents may have experienced minor difficulties in understanding or accessing necessary information.

Cost (97.89%), while still within the outstanding range, indicates that some respondents may have concerns regarding the reasonableness or clarity of fees associated with transactions. Integrity (98.55%) remained with a high score, reinforcing that respondents perceive the services to be conducted fairly and transparently. Assurance (98.55%) also performed very strongly, demonstrating that respondents felt well-treated by staff and confident in the competence and professionalism of personnel. Lastly, Outcome (98.67%) confirms that most respondents were satisfied with the final results of their transactions and the services delivered.

Overall, the findings reflect consistently high service quality across all dimensions, with particularly strong performance in assurance, integrity, and reliability. While communication and cost perception present slight opportunities for enhancement, the overall results indicate that the organization continues to provide efficient, reliable, and satisfactory services to its clients.

The overall satisfaction score (SQD 0. Overall Satisfaction) for External Services stands at an outstanding 98.96%, reflecting the organization's strong performance in delivering services to its clients. This rating is based on 3,255 total responses, with 2,303 respondents strongly agreeing and 918 respondents agreeing that they are satisfied with the services provided. Meanwhile, 32 respondents remained neutral, and no responses were recorded under disagree, strongly disagree, or N/A categories.

This high level of satisfaction highlights the effectiveness of the organization’s service delivery and the overall positive experience of external clients. Across the different service quality dimensions, ratings remained consistently strong, with Reliability (98.40%), Access & Facilities (98.24%), and Responsiveness (98.28%) receiving among the highest scores, indicating consistency in service delivery, accessibility of facilities, and responsiveness to client needs. While Communication (97.78%) recorded the lowest rating among the dimensions, it still reflects a very satisfactory level of performance and suggests minor opportunities for improvement in clarity and information dissemination.


Overall, the results demonstrate consistently high service quality across all dimensions, with an overall SQD rating of 98.07%. These findings indicate that external services are perceived as highly reliable, accessible, and professionally delivered, reinforcing the organization’s commitment to maintaining excellent and client-oriented public service delivery while continuing to enhance areas such as communication and information accessibility.

Overall External								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	2,303	918	32				3,255	98.96%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	2,215	984	56			0	3,255	98.28%
SQD 2. Reliability	2,227	967	52			9	3,255	98.40%
SQD 3. Access & Facilities	2,293	887	57			18	3,255	98.24%
SQD 4. Communication	2,269	904	65			10	3,255	97.78%
SQD 5. Cost	2,189	963	61			35	3,255	97.89%
SQD 6. Integrity	2,240	941	65			2	3,255	97.79%
SQD 7. Assurance	2,292	905	51			0	3,255	98.22%
SQD 8. Outcome	2,227	956	59	1		5	3,255	97.94%
Overall	17,952	7,507	466	1		79	26,040	98.07%

Percentage	Rating
Below 60.0%	Poor
60.0% to 79.9%	Fair
80.0 to 89.9%	Satisfactory
90.0% to 94.9%	Very Satisfactory
95.0% to 100%	Outstanding

3,255
Respondents

The overall Service Quality Dimension (SQD) results for External Services indicate an outstanding level of service quality, with an overall score of 98.07%, suggesting that respondents



had a highly positive experience with the services provided. All SQDs achieved ratings above 97%, reflecting consistently strong performance across all service delivery areas. The highest-rated dimensions were Reliability (98.40%), Responsiveness (98.28%), and Access & Facilities (98.24%), highlighting the consistency of procedures, promptness of service delivery, and accessibility of service processes. Meanwhile, Communication (97.78%) recorded the lowest score among the dimensions, indicating minor opportunities to further improve the clarity and accessibility of information provided to clients.

Examining each dimension, Responsiveness (98.28%) received an outstanding rating, indicating that respondents found transaction times efficient and services delivered promptly. Reliability (98.40%) also scored highly, suggesting that the organization consistently follows established procedures and fulfills service commitments. Access & Facilities (98.24%) was similarly well-rated, reflecting that respondents found transaction processes accessible and convenient. Communication (97.78%), while still outstanding, suggests that some respondents may have experienced minor challenges in understanding instructions or accessing information during their transactions.

For Cost (97.89%), the rating remains outstanding, indicating that most respondents perceive the fees as reasonable and acceptable. Integrity (97.79%) also received a high rating, reinforcing perceptions of fairness and transparency in service delivery. Assurance (98.22%) performed strongly, indicating that respondents felt well-assisted by staff and confident in their professionalism and competence. Finally, Outcome (97.94%) confirms that respondents were highly satisfied with the results of their transactions and the services delivered.

Overall, these findings demonstrate consistently excellent service quality across all external service dimensions, with particularly strong performance in reliability, responsiveness, and access. While communication presents a minor opportunity for enhancement, the results indicate that the organization continues to deliver efficient, reliable, and client-centered services at an outstanding level.

The overall satisfaction score (SQD0) for Internal Services stands at an outstanding 100.0%, demonstrating the organization's exceptional internal service quality and efficiency. This rating is based on 1,779 total responses, with 1,697 respondents (95.39%) strongly agreeing and 82 respondents (4.61%) agreeing that they are satisfied with the internal services provided. Notably, no respondents selected Neutral, Disagree, or Strongly Disagree, indicating unanimous positive feedback. Additionally, there were no N/A responses for overall satisfaction.

This near-universal satisfaction reflects the organization's highly effective internal support systems, strong coordination among units, and responsiveness in addressing the needs of its personnel. The extremely high ratings across all Service Quality Dimensions further

highlight the efficiency, professionalism, and reliability of the organization’s internal operations, reinforcing a work environment that prioritizes seamless service delivery and employee support.


Overall Internal								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD 0. Overall Satisfaction	1,697	82	0				1,779	100.00%
	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	1,596	162	4	7	2	8	1,779	99.27%
SQD 2. Reliability	1,644	130	0			5	1,779	100.00%
SQD 3. Access & Facilities	1,611	113	2			53	1,779	99.88%
SQD 4. Communication	1,624	145	1			9	1,779	99.94%
SQD 5. Cost			0			1,779	1,779	
SQD 6. Integrity	1,639	135	1			4	1,779	99.94%
SQD 7. Assurance	1,679	94	0			6	1,779	100.00%
SQD 8. Outcome	1,665	105	0			9	1,779	100.00%
Overall	11,458	884	8	7	2	1,873	14,232	99.86%

Percentage	Rating
Below 60.0%	Poor
60.0% to 79.9%	Fair
80.0 to 89.9%	Satisfactory
90.0% to 94.9%	Very Satisfactory
95.0% to 100%	Outstanding

1,779
Respondents

The Overall Service Quality Dimension (SQD) results for Internal Services indicate an exceptionally high level of satisfaction, with an overall score of 99.86%. This reflects an overwhelmingly positive experience among internal respondents regarding the services they received. All SQDs were rated Outstanding, with Reliability (100.00%), Assurance (100.00%), and Outcome (100.00%) achieving perfect scores. These results highlight that internal processes are consistently followed, staff provide highly dependable assistance, and respondents are fully satisfied with the outcomes of their transactions.

Analyzing each dimension, Responsiveness (99.27%) was rated extremely high, indicating that respondents generally found transaction times reasonable and services delivered promptly. Reliability (100.00%), one of the perfect-score dimensions, confirms that procedures and processes are consistently followed without issue. Access & Facilities (99.89%) also received a



near-perfect score, reinforcing that transaction steps are clear and easy to complete. Communication (99.94%), also within the outstanding range, indicates that respondents were able to obtain the information they needed with minimal difficulty.

For Cost, the dimension received N/A responses (1,779) since internal services are provided free of charge. As such, the Cost dimension is not included in the overall SQD computation, consistent with ARTA guidelines. This ensures that the absence of financial cost does not distort the interpretation of service quality for internal transactions.

Outside of Cost, Integrity (99.94%) was among the highest-rated dimensions, confirming that respondents perceive internal processes to be fair and transparent. Assurance (100.00%), another perfect-score dimension, indicates that respondents felt well-assisted and confident in the competence and professionalism of personnel. Finally, Outcome (100.00%) further reinforces that respondents were completely satisfied with the results of their transactions.

Overall, these findings demonstrate exceptional internal service quality, with nearly perfect scores across all measurable dimensions. The presence of three dimensions achieving perfect ratings—Reliability, Assurance, and Outcome—highlights the strength of the organization's internal support systems and its commitment to efficient, reliable, and highly satisfactory internal service delivery.

Overall Score Per Service

The overall customer satisfaction score across all services reached 99.32%, reflecting an outstanding level of service quality. This indicates that respondents were highly satisfied with their transactions, whether for external or internal services, with consistently strong ratings across all assessed services.

For External Services, the total overall rating stood at 98.96%, demonstrating a very high level of customer satisfaction. Among the external services, the highest-rated transaction was Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs, Pagbili ng Discounted Single Journey Ticket (SJT), Paghahain ng Complaints, Pagproseso ng Business Proposal, which achieved a 100% satisfaction score, followed by Pagreload ng Stored Value Card (SVC) o Concessionary Card at 99.80%, and Pagbili ng Dokumento para sa Bidding at 99.35%. , Pagbili ng Single Journey Ticket (SJT) also performed well at 97.09% and Pagbili ng Stored Value Card (SVC) recorded 96.80%.

For Internal Services, all transactions received perfect satisfaction scores of 100%, including Issuance of Certificate of Employment and/or Service Record, Issuance of Certificate of Training and/or Summary of Training Attended, Issuance of Office Supplies and Materials,

Provision of ICT Technical Support/Helpdesk, and Transfer of Property Custodianship (Accountability) and Location of LRTA Properties/Assets. This indicates that internal respondents expressed complete satisfaction with the internal support services provided by the organization.

Overall, the high satisfaction ratings across both external and internal services highlight the effectiveness of the service delivery system, ensuring a seamless and positive experience for both passengers and employees alike.


External Services	Overall Rating
Pagbili ng Single Journey Ticket (SJT)	97.09%
Pagbili ng Stored Value Card (SVC)	96.80%
Pagbili ng Discounted Single Journey Ticket	100%
Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs	99.80%
Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs	100%
Paghahain ng Complaints	100%
Pagproseso ng Business Proposal	100%
Pagbili ng Dokumento Para sa Bidding	99.35%
External Service Total	98.96%
Internal Services	
Issuance of Certificate of Employment and/or Service Record	100%
Issuance of Certificate of Training and/or Summary of Training Attended	100%
Issuance of Office Supplies and Materials	100%
Provision of ICT Technical Support/Helpdesk	100%
Transfer of Property Custodianship (Accountability) and Location of LRTA Properties/Assets	100%
Internal Service Total	100%
OVERALL TOTAL	99.32%

Below is the summarized analysis of each service, allowing us to further explore what needs to be improved in each one:

Overall Satisfaction (SQD 0) Rating of External Services:

External services that achieved an “Outstanding” rating:

- Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs – 99.80%
- Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs – 100%
- Paghahain ng Complaints – 100%
- Pagproseso ng Business Proposal – 100%

- 
- Pagbili ng Dokumento Para sa Bidding – 99.35%
 - Pagbili ng Single Journey Ticket (SJT)– 97.09%
 - Pagbili ng Stored Value Card (SVC) – 96.80%%
 - Pagbili ng Discounted Single Journey Ticket (SJT) – 100%

The results of the customer satisfaction survey for external and internal services indicate a consistently high level of satisfaction, with all services rated either Outstanding or Very Satisfactory, reflecting strong service quality across both public-facing and internal support functions.

All external services achieved Outstanding ratings, with scores ranging from 96.80%0% to 100.00%, indicating highly favorable customer experiences. *Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs* recorded 99.80%, reflecting efficient and accessible reload processes.

Similarly, *Aplikasyon para sa Concessionary Card (BEEP) para sa Senior Citizens at PWDs, Paghahain ng Complaints, and Pagproseso ng Business Proposal* all recorded perfect satisfaction ratings of 100.00%, indicating that respondents found these services highly reliable, accessible, and responsive to their needs.

For ticketing and related transactions, *Pagbili ng Discounted Single Journey Ticket (SJT)* achieved 100.00%, while *Pagbili ng Dokumento para sa Bidding* recorded 99.35%, demonstrating strong performance in both commuter-facing and business-related services. Meanwhile, *Pagbili ng Single Journey Ticket (SJT)* and *Pagbili ng Stored Value Card (SVC)* posted slightly lower ratings at 97.09% and 96.80%%, respectively, indicating minor opportunities to further enhance the ticket purchasing experience.

Internal Services, on the other hand, achieved a perfect rating of 100.00% across all services, highlighting exceptional consistency and effectiveness in delivering internal support.

Overall, the findings highlight that both external and internal services consistently deliver high-quality, efficient, and customer-centered service, with the majority of transactions achieving Outstanding ratings and only a few external services reflecting minor areas for improvement.

Service Quality Dimensions	Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs	Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs	Paghahain ng Complaints	Pagproseso ng Business Proposal	Pagbili ng Dokumento Para sa Bidding	Pagbili ng Single Journey Ticket (SJT)	Pagbili ng Stored Value Card (SVC)	Pagbili ng Discounted Single Journey Ticket (SJT)
No. of Respondents	500	600	350	100	155	550	500	500
SQD0. Overall Satisfaction	99.80%	100%	100%	100%	99.35%	97.09%	96.80%	100%

SQD 1 to 8 Performance for External Services

1. Pagbili ng Single Journey Ticket (SJT)

External Pagbili ng Single Journey Ticket (SJT)								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	349	185	16				550	97.09%
	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
▲ SQD 1. Responsiveness	295	219	36			0	550	93.45%
SQD 2. Reliability	295	222	33			0	550	94.00%
SQD 3. Access & Facilities	305	207	36			2	550	93.43%
SQD 4. Communication	298	203	45			4	550	91.76%
SQD 5. Cost	286	216	41			7	550	92.45%
SQD 6. Integrity	303	206	41			0	550	92.55%
SQD 7. Assurance	322	191	37			0	550	93.27%
SQD 8. Outcome	291	219	38			2	550	93.07%
Overall	2,395	1,683	307			15	4,400	93.00%

The overall score is 97.09%, placing it in the Outstanding category.

The following factors achieved a Very Satisfactory rating:

- Responsiveness (93.45%)
- Reliability (94.00%)
- Access (93.43%)
- Communication (91.76%)
- Cost (92.45%)
- Integrity (92.55%)
- Assurance (93.27%)
- Outcome (93.07%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding and Very Satisfactory categories.

2. Pagbili ng Stored Value Card (SVC)

External Pagbili ng Stored Value Card (SVC)								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	305	179	16				500	96.80%
	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
▲ SQD 1. Responsiveness	309	175	16			0	500	96.80%
SQD 2. Reliability	308	166	17			9	500	96.54%
SQD 3. Access & Facilities	328	156	16			0	500	96.80%
SQD 4. Communication	309	162	16			6	500	95.34%
SQD 5. Cost	300	170	14			9	500	95.72%
SQD 6. Integrity	314	157	21			1	500	94.39%
SQD 7. Assurance	323	156	14			0	500	95.80%
SQD 8. Outcome	301	171	18			3	500	94.97%
Overall	2,492	1,313	132			28	4,000	95.80%

The overall score is 96.80%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (96.80%)
- Reliability (96.54%)
- Access (96.80%)
- Communication (95.34%)
- Cost (95.72%)
- Assurance (95.80%)

The following factors achieved a Very Satisfactory rating:

- Integrity (94.39%)
- Outcome (94.97%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding and Very Satisfactory categories.

3. Pagbili ng Discounted Single Journey Ticket

External Pagbili ng Discounted Single Journey Ticket (SJT)								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	353	147	0				500	100.00%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	336	162	2			0	500	99.60%
SQD 2. Reliability	345	154	1			0	500	99.80%
SQD 3. Access & Facilities	351	145	2			2	500	99.60%
SQD 4. Communication	338	160	2			0	500	99.60%
SQD 5. Cost	336	160	1			3	500	99.80%
SQD 6. Integrity	336	163	1			0	500	99.80%
SQD 7. Assurance	341	159	0			0	500	100.00%
SQD 8. Outcome	344	156	0			0	500	100.00%
Overall	2,727	1,259	9			5	4,000	99.77%

The overall score is 100.00%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (99.60%)
- Reliability (99.80%)
- Access (99.60%)
- Communication (99.60%)
- Cost (99.80%)
- Integrity (99.80%)
- Assurance (100.00%)
- Outcome (100.00%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

4. Pagload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs

External Pagload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	312	187	0				500	99.80%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	319	179	2			0	500	99.60%
SQD 2. Reliability	317	182	1			0	500	99.80%
SQD 3. Access & Facilities	333	165	2			0	500	99.60%
SQD 4. Communication	322	177	1			0	500	99.80%
SQD 5. Cost	318	181	1			0	500	99.80%
SQD 6. Integrity	328	171	1			0	500	99.80%
SQD 7. Assurance	331	169	0			0	500	100.00%
SQD 8. Outcome	323	174	3			0	500	99.40%
Overall	2,591	1,398	11			0	4,000	99.73%

The overall score is 99.80%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (99.60%)
- Reliability (99.80%)
- Access (99.60%)
- Communication (99.80%)
- Cost (99.80%)
- Integrity (99.80%)
- Assurance (100.00%)
- Outcome (99.40%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

5. Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs

External Aplikasyon para sa Concessionary Card (BEEP) para sa Senior Citizen at PWD								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	531	69	0				600	100.00%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	509	91	0			0	600	100.00%
SQD 2. Reliability	523	77	0			0	600	100.00%
SQD 3. Access & Facilities	527	73	0			0	600	100.00%
SQD 4. Communication	511	89	0			0	600	100.00%
SQD 5. Cost	537	61	2			0	600	99.67%
SQD 6. Integrity	529	71	0			0	600	100.00%
SQD 7. Assurance	535	65	0			0	600	100.00%
SQD 8. Outcome	530	70	0			0	600	100.00%
Overall	4,201	597	2			0	4,800	99.96%

The overall score is 100.00%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (100.00%)
- Reliability (100.00%)
- Access (100.00%)
- Communication (100.00%)
- Cost (99.67%)
- Integrity (100.00%)
- Assurance (100.00%)
- Outcome (100.00%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

6. Paghahain ng Complaints

External Paghahain ng Complaints								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD 0. Overall Satisfaction	257	93	0				350	100.00%
	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	257	93	0			0	350	100.00%
SQD 2. Reliability	248	102	0			0	350	100.00%
SQD 3. Access & Facilities	275	75	0			0	350	100.00%
SQD 4. Communication	297	53	0			0	350	100.00%
SQD 5. Cost	236	114	0			0	350	100.00%
SQD 6. Integrity	237	113	0			0	350	100.00%
SQD 7. Assurance	244	106	0			0	350	100.00%
SQD 8. Outcome	242	108	0			0	350	100.00%
Overall	2,036	764	0			0	2,800	100.00%

The overall score is 100.00%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (100.00%)
- Reliability (100.00%)
- Access (100.00%)
- Communication (100.00%)
- Cost (100.00%)
- Integrity (100.00%)
- Assurance (100.00%)
- Outcome (100.00%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

7. Pagproseso ng Business Proposal

External Pagproseso ng Business Proposal								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	95	5	0				100	100.00%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	93	7	0			0	100	100.00%
SQD 2. Reliability	96	4	0			0	100	100.00%
SQD 3. Access & Facilities	77	9	0			14	100	100.00%
SQD 4. Communication	96	3	1			0	100	99.00%
SQD 5. Cost	77	5	2			16	100	97.62%
SQD 6. Integrity	91	7	1			1	100	98.99%
SQD 7. Assurance	95	5	0			0	100	100.00%
SQD 8. Outcome	95	4	0	1		0	100	99.00%
Overall	720	44	4	1		31	800	99.35%

The overall score is 100.00%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (100.00%)
- Reliability (100.00%)
- Access (100.00%)
- Communication (99.00%)
- Cost (97.62%)
- Integrity (98.99%)
- Assurance (100.00%)
- Outcome (99.00%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

8. Pagbili ng Dokumento Para sa Bidding

External Pagbili ng Dokumento para sa Bidding								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	101	53	0				155	99.35%
	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
▲ SQD 1. Responsiveness	97	58	0			0	155	100.00%
SQD 2. Reliability	95	60	0			0	155	100.00%
SQD 3. Access & Facilities	97	57	1			0	155	99.35%
SQD 4. Communication	98	57	0			0	155	100.00%
SQD 5. Cost	99	56	0			0	155	100.00%
SQD 6. Integrity	102	53	0			0	155	100.00%
SQD 7. Assurance	101	54	0			0	155	100.00%
SQD 8. Outcome	101	54	0			0	155	100.00%
Overall	790	449	1			0	1,240	99.92%

The overall score is 99.35%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (100.00%)
- Reliability (100.00%)
- Access (99.35%)
- Communication (100.00%)
- Cost (100.00%)
- Integrity (100.00%)
- Assurance (100.00%)
- Outcome (100.00%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

Internal Services

Service Quality Dimensions	Issuance of Certificate of Employment and/or Service Record	Issuance of Certificate of Training and/or Summary of Training Attended	Issuance of Office Supplies and Materials	Provision of ICT Technical Support/Helpdesk	Transfer of Property Custodianship (Accountability) and Location on LRTA Properties/Assets
No. of Respondents	326	48	854	475	76
SQD0. Overall Satisfaction	100%	100%	100%	100%	100%


Overall Internal								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	1,697	82	0				1,779	100.00%
▲								
SQD 1. Responsiveness	1,596	162	4	7	2	8	1,779	99.27%
SQD 2. Reliability	1,644	130	0			5	1,779	100.00%
SQD 3. Access & Facilities	1,611	113	2			53	1,779	99.88%
SQD 4. Communication	1,624	145	1			9	1,779	99.94%
SQD 5. Cost			0			1,779	1,779	
SQD 6. Integrity	1,639	135	1			4	1,779	99.94%
SQD 7. Assurance	1,679	94	0			6	1,779	100.00%
SQD 8. Outcome	1,665	105	0			9	1,779	100.00%
Overall	11,458	884	8	7	2	1,873	14,232	99.86%

Percentage	Rating
Below 60.0%	Poor
60.0% to 79.9%	Fair
80.0 to 89.9%	Satisfactory
90.0% to 94.9%	Very Satisfactory
95.0% to 100%	Outstanding

1,779
 Respondents

The results of the customer satisfaction measurement survey for internal services indicate an Outstanding level of overall satisfaction, with a near-perfect 99.6% rating. This reflects the efficiency and effectiveness of internal processes that support employees' operational needs.

Among the specific internal services assessed, the Issuance of Certificate of Employment and/or Service Record achieved a 100% satisfaction rating, with 242 respondents strongly agreeing and 8 agreeing. This high score indicates that employees find the process seamless and responsive to their documentation needs.



The Issuance of Certificate of Training and/or Summary of Training Attended received a 99.2% satisfaction rating, with 114 respondents strongly agreeing and 15 agreeing. The minimal neutral response (1 respondent) suggests that a tiny area for improvement exist but do not significantly impact the overall positive experience.

The Issuance of Office Supplies and Materials obtained a 100% satisfaction rating, with 391 respondents strongly agreeing and 15 agreeing. This perfect score underscores the efficiency and availability of office resources, ensuring that employees have the necessary materials to perform their tasks without delay.

For technical support, the Provision of ICT Technical Support/Helpdesk recorded a 99.2% satisfaction rating, with 325 respondents strongly agreeing, 58 agreeing, and only 2 choosing neutral, while 1 respondent strongly disagreed. While the overall score remains outstanding, the presence of a single strong disagreement suggests an opportunity for further enhancement in troubleshooting or response time.

Lastly, the Transfer of Property Custodianship (Accountability) and Location of LRTA Properties/Assets achieved a 96.80%% satisfaction rating, with 25 respondents strongly agreeing, 5 agreeing, and 1 neutral response. The high satisfaction level demonstrates a well-organized asset management process.

Overall, the findings confirm that internal services are operating at an exceptional standard, with employees experiencing efficient, responsive, and reliable support across all key internal transactions. The consistently high ratings across different services reinforce the organization's strong commitment to internal service excellence, ensuring that employees receive the necessary resources and assistance to perform their roles effectively.

SQD 1 to 8 Performance for Internal Services

1. Issuance of Certificate of Employment and/or Service Record

Internal Issuance of Certificate of Employment and/or Service Record								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	316	10	0				326	100.00%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	304	18	0	2	2	0	326	98.77%
SQD 2. Reliability	308	18	0			0	326	100.00%
SQD 3. Access & Facilities	302	14	0			10	326	100.00%
SQD 4. Communication	306	20	0			0	326	100.00%
SQD 5. Cost			0			326	326	
SQD 6. Integrity	311	15	0			0	326	100.00%
SQD 7. Assurance	315	11	0			0	326	100.00%
SQD 8. Outcome	311	14	0			1	326	100.00%
Overall	2,157	110	0	2	2	337	2,608	99.82%

The overall score is 100.00%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (98.77%)
- Reliability (100.00%)
- Access (100.00%)
- Communication (100.00%)
- Integrity (100.00%)
- Assurance (100.00%)
- Outcome (100.00%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

2. Issuance of Certificate of Training and/or Summary of Training Attended

Internal Issuance of Certificate of Training and/or Summary of Training Attended								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	44	4	0				48	100.00%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	37	9	0	2		0	48	95.83%
SQD 2. Reliability	39	9	0			0	48	100.00%
SQD 3. Access & Facilities	36	8	0			4	48	100.00%
SQD 4. Communication	38	9	0			1	48	100.00%
SQD 5. Cost			0			48	48	
SQD 6. Integrity	44	4	0			0	48	100.00%
SQD 7. Assurance	44	4	0			0	48	100.00%
SQD 8. Outcome	42	6	0			0	48	100.00%
Overall	280	49	0	2		53	384	99.40%

The overall score is 100.00%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (95.83%)
- Reliability (100.00%)
- Access (100.00%)
- Communication (100.00%)
- Integrity (100.00%)
- Assurance (100.00%)
- Outcome (100.00%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

3. Issuance of Office Supplies and Materials

Internal Issuance of Office Supplies and Materials								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	851	3	0				854	100.00%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	852	1	0			1	854	100.00%
SQD 2. Reliability	852	1	0			1	854	100.00%
SQD 3. Access & Facilities	847	3	0			4	854	100.00%
SQD 4. Communication	848	5	0			1	854	100.00%
SQD 5. Cost			0			854	854	
SQD 6. Integrity	852	2	0			0	854	100.00%
SQD 7. Assurance	852	1	0			1	854	100.00%
SQD 8. Outcome	851	2	0			1	854	100.00%
Overall	5,954	15	0			863	6,832	100.00%

The overall score is 100.00%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (100.00%)
- Reliability (100.00%)
- Access (100.00%)
- Communication (100.00%)
- Integrity (100.00%)
- Assurance (100.00%)
- Outcome (100.00%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

4. Provision of ICT Technical Support/Helpdesk

Internal Provision of ICT Technical Support/Helpdesk								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	423	52	0				475	100.00%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	353	110	4	3		5	475	98.51%
SQD 2. Reliability	388	83	0			4	475	100.00%
SQD 3. Access & Facilities	373	70	2			30	475	99.55%
SQD 4. Communication	373	97	1			4	475	99.79%
SQD 5. Cost			0			475	475	
SQD 6. Integrity	373	98	1			3	475	99.79%
SQD 7. Assurance	402	69	0			4	475	100.00%
SQD 8. Outcome	401	68	0			6	475	100.00%
Overall	2,663	595	8	3		531	3,800	99.66%

The overall score is 100.00%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (98.51%)
- Reliability (100.00%)
- Access (99.55%)
- Communication (99.79%)
- Integrity (99.79%)
- Assurance (100.00%)
- Outcome (100.00%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

5. Transfer of Property Custodianship (Accountability) and Location of LRTA Properties/Assets

Internal Transfer of Property Custodianship (Accountability) and Location on LRTA Properties/Assets								
SQD:	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A	Total Responses	Overall
▼ SQD 0. Overall Satisfaction	63	13	0				76	100.00%
▲	Strongly Agree	Agree	Neither Agree nor Disagree Count	Disagree	Strongly Disagree	N/A Count	Total Responses	Overall
SQD 1. Responsiveness	50	24	0			2	76	100.00%
SQD 2. Reliability	57	19	0			0	76	100.00%
SQD 3. Access & Facilities	53	18	0			5	76	100.00%
SQD 4. Communication	59	14	0			3	76	100.00%
SQD 5. Cost			0			76	76	
SQD 6. Integrity	59	16	0			1	76	100.00%
SQD 7. Assurance	66	9	0			1	76	100.00%
SQD 8. Outcome	60	15	0			1	76	100.00%
Overall	404	115	0			89	608	100.00%

The overall score is 100.00%, placing it in the Outstanding category.

The following factors achieved an Outstanding rating:

- Responsiveness (100.00%)
- Reliability (100.00%)
- Access (100.00%)
- Communication (100.00%)
- Integrity (100.00%)
- Assurance (100.00%)
- Outcome (100.00%)

The overall score and individual factor ratings are excellent, as they fall within the Outstanding category.

D. Free Responses

EXTERNAL SERVICES

Despite the high Overall Satisfaction Score of 98.96% for External Services, which reflects a generally favorable perception among customers, the qualitative comments reveal several operational issues experienced by commuters during their transactions and travel. While some respondents expressed satisfaction with the services and encouraged LRTA to continue its good work, many highlighted concerns such as long queues, overcrowded trains, slow train intervals, malfunctioning ticketing machines, and inconsistent customer service. The analysis below presents the qualitative feedback for each service categorized according to the Service Quality Dimensions (SQDs), highlighting the most common concerns and areas where service improvements may further enhance the overall commuter experience.

1. Pagbili ng Single Journey Ticket (SJT)

- Overall Satisfaction Score: 97.09%
- Strongest SQDs: Assurance, Integrity
- SQDs with Notable Issues: Responsiveness, Reliability, Access, Communication, Outcome

SQD1 – Responsiveness

Many respondents highlighted delays and inefficiencies in ticketing and service processes, particularly during peak hours. Long queues at ticket booths and slow transactions for student discounts were common concerns. Passengers suggested increasing the number of tellers, opening more ticket booths during rush hours, and improving the efficiency of ticketing machines to reduce waiting times. One respondent stated, **“Kulang ang teller sa bawat istasyon. Mahaba ang pila lagi.”** This reflects the need for faster and more responsive frontline services to accommodate the growing number of commuters.

SQD2 – Reliability

Several comments pointed to recurring issues with malfunctioning equipment and inconsistent availability of ticketing systems. Respondents noted problems such as ticket vending machines being out of service, machines not accepting coins or bills, and elevators and escalators frequently breaking down. These issues disrupt the travel experience and create inconvenience for passengers. One commuter remarked, **“Paayos mga sirang vendo machine ng ticket.”** This suggests the need for more consistent maintenance and monitoring of equipment to ensure reliable service.



SQD3 – Access and Facilities:

A number of respondents raised concerns about the adequacy of station facilities and accessibility features. These included requests for additional elevators and escalators, more seating in platforms, improved ventilation, and better-maintained comfort rooms. Accessibility for senior citizens and PWDs was also emphasized. One comment highlighted this concern: **“Provide more elevators.”** This indicates the importance of improving infrastructure and ensuring that facilities are accessible and comfortable for all passengers.

SQD4 – Communication:


Some respondents mentioned difficulty locating or recognizing important service information such as the Citizen’s Charter and station signage. Others suggested improving visibility and placement of informational materials to guide passengers more effectively. One respondent noted, **“Hindi ko po makita yung sinasabing CC.”** This suggests the need for clearer and more visible communication materials to help commuters easily access service information and understand available processes.

SQD8 – Outcome:

Despite the concerns raised, several respondents expressed overall satisfaction with the services provided by the LRTA. Positive comments acknowledged the generally good management of operations and improvements in ticket purchasing systems such as the availability of beep cards. One satisfied commuter commented, **“Magaling ang pagserbisyo.”** These responses indicate that while operational improvements are needed, the overall service outcome remains favorable for many passengers.

Recommendations:

- Increase the number of ticketing booths and ensure more tellers are available during peak hours to reduce long queues and speed up transactions.
- Improve the maintenance and regular monitoring of ticket vending machines, elevators, escalators, and air-conditioning systems to ensure reliable and uninterrupted service.
- Expand train capacity and optimize train intervals to address overcrowding and long waiting times, especially during rush hours and the school season.
- Enhance station accessibility by adding more elevators, escalators, seating areas, and priority facilities for senior citizens and PWDs.

- 
- Improve the visibility and placement of the Citizen’s Charter and other important signage to ensure passengers can easily access service information and guidance.
 - Upgrade station facilities such as ventilation, lighting, and comfort rooms to provide a more comfortable commuting environment.

2. Pagbili ng Stored Value Card (SVC)

- Overall Satisfaction Score: 96.80%0%
- Strongest SQDs: Outcome, Integrity
- SQDs with Notable Issues: Responsiveness, Reliability, Access, Communication

SQD1 – Responsiveness:

Several respondents highlighted concerns about long waiting times and slow service, particularly due to insufficient tellers and limited service windows. Many emphasized the need to increase personnel and improve processing speed to reduce congestion. One respondent suggested, “Dagdagan ng teller.” This indicates a need to improve staffing and streamline service processes to enhance responsiveness.

SQD2 – Reliability:

A number of comments pointed to issues related to inconsistent service performance, including delayed train arrivals and malfunctioning ticket machines. Respondents also noted the inconvenience caused by unavailable stored value cards. One commuter shared, “Paayos mga sirang vendo machine ng ticket.” This reflects the importance of ensuring reliable equipment and consistent service delivery.

SQD3 – Access and Facilities:

Several respondents raised concerns about the availability of facilities and service options, particularly the limited number of machines and ticketing points. Suggestions included adding more machines and ensuring consistent availability of beep cards across stations. One comment stated, “Maging available sana mga TVMs para may options pasahero kung sakali mahaba pila.” This highlights the need to improve accessibility and provide more options for passengers.



SQD4 – Communication:

Some respondents noted the importance of clear policies and consistent information dissemination, particularly regarding fare adjustments and service availability. While a few appreciated the Citizen’s Charter, others emphasized the need for better communication of service-related information. One respondent mentioned, “Makatwiran ang ginawang CC para sa pag guide sa passengers.” This suggests that strengthening communication tools can further improve customer understanding and experience.

SQD8 – Outcome:

Despite operational concerns, several respondents expressed satisfaction with the overall service, particularly with improvements in beep card availability and general service experience. Positive feedback indicates that outcomes are still favorable for many users. One respondent noted, “For now based on my experience, I am fully satisfied of everything. Just keep on doing.” This reflects that overall service delivery is still perceived positively.

Recommendations:

- Increase the number of tellers and service windows to reduce long queues and improve transaction speed.
- Ensure consistent availability of stored value cards and improve distribution across stations.
- Conduct regular maintenance and monitoring of ticket vending machines to ensure reliability.
- Expand the number of TVMs and storage machines to provide more options for passengers.
- Improve train frequency and operational efficiency to reduce waiting times and overcrowding.
- Strengthen communication efforts regarding fare policies, service updates, and available facilities.

3. Pagbili ng Discounted Single Journey Ticket (SJT)

- Overall Satisfaction Score: 100%
- Strongest SQDs: Outcome, Assurance
- SQDs with Notable Issues: Responsiveness, Access, Communication



SQD1 – Responsiveness:

Several respondents raised concerns regarding long queues and insufficient personnel, particularly during peak hours and for student transactions. The need for faster processing and additional staff was emphasized to improve service efficiency. One respondent noted, “Kulang kayo ng empleyado sa linya.” This indicates the need to strengthen staffing and streamline processes to handle high demand more effectively.

SQD3 – Access and Facilities:

Comments highlighted the need for better accessibility to services, particularly for students who rely on discounted tickets. Suggestions included earlier operating hours and improved systems to accommodate large volumes of passengers. One respondent shared, “As a student na maaga po ang pasok, maybe better to open early.” This reflects the need to enhance accessibility and align service hours with commuter needs.

SQD4 – Communication:

Some respondents pointed out the importance of clearer and more visible information, particularly regarding the Citizen’s Charter and transaction processes. Improving the visibility and clarity of posted information can help guide passengers more effectively. One comment stated, “Mas malaking kopya ng CC na nakapaskil sa transfer.” This suggests that better communication materials can improve user experience.

SQD8 – Outcome:

Many respondents expressed satisfaction with the service, noting smooth transactions, efficient ticket purchasing, and overall positive experiences. Several highlighted the speed of service and good management practices. One respondent remarked, “Mabilis ang pagbili ng ticket.” This indicates that despite some operational concerns, the overall service outcome remains positive.

Recommendations:

- Increase staffing levels, especially during peak hours, to reduce queues and improve responsiveness.
- Consider extending operating hours to better accommodate early commuters, particularly students.
- Improve queue management systems, such as implementing coupon-based or priority systems for discounted tickets.

- Enhance visibility and clarity of the Citizen’s Charter and other informational materials in stations.
- Continue maintaining efficient transaction processes while addressing minor service gaps.

5. Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs

- Overall Satisfaction Score: 99.80%
- Strongest SQDs: Assurance, Integrity
- SQDs with Notable Issues: Responsiveness, Reliability, Access, Communication, Outcome

SQD1 – Responsiveness:

Several respondents emphasized the importance of faster service and sufficient frontline staff to assist passengers. Comments mentioned the need for more tellers and quicker train intervals to reduce waiting times and improve overall efficiency of service delivery. One respondent suggested, **“Add tellers to serve passengers.”** This reflects the need for more responsive staffing and operational adjustments to better handle passenger demand.

SQD2 – Reliability:

A number of comments pointed to issues with malfunctioning facilities and machines, such as ticket vending machines without change or machines not functioning properly. These concerns highlight the importance of ensuring that essential equipment operates consistently to avoid inconvenience to passengers. One commuter noted, **“Mas maayos sana kung ok lahat na makinang bilihan ng card.”** This indicates the need for regular maintenance and monitoring of ticketing equipment to ensure reliability.

SQD3 – Access and Facilities:

Several respondents raised concerns about the availability and condition of infrastructure, particularly elevators, escalators, and other station facilities. These issues affect accessibility, especially for senior citizens and passengers with mobility challenges. One comment stated, **“Provide more elevators.”** This underscores the importance of improving accessibility and maintaining facilities to ensure a more inclusive commuting environment.

SQD4 – Communication:

Some comments suggested the need for clearer and more timely information dissemination, particularly when service disruptions occur. Passengers highlighted the importance of announcements and better coordination among stations to keep commuters informed. One respondent noted, **“Sana mag-announce nang mas maaga each time may sira and tren/railway.”** This suggests that improving communication channels and timely updates would enhance passenger experience.

SQD8 – Outcome:

Despite the concerns raised, many respondents expressed satisfaction with the service and appreciated the assistance provided by staff. Positive feedback highlighted courteous service and helpful personnel. One passenger shared, **“Very helpful and attended in a friendly manner all my concerns.”** These responses indicate that while operational improvements are needed, the overall service outcome remains positive for many commuters.

Recommendations:

- Increase the number of ticket tellers or service personnel to reduce waiting times and improve responsiveness during peak hours.
- Conduct regular maintenance and monitoring of ticket vending machines to ensure they function properly and provide correct change.
- Improve accessibility by ensuring elevators and escalators are consistently operational and by adding more facilities where needed.
- Strengthen communication systems by providing timely announcements and updates about train delays, disruptions, or operational changes.
- Improve train frequency and reduce headway intervals to minimize overcrowding and long waiting times.

6. Aplikasyon para sa Concessionary Card para sa Senior Citizens at PWDs

- Overall Satisfaction Score: 100%
- Strongest SQDs: Integrity, Assurance
- SQDs with Notable Issues: Responsiveness, Access, Communication, Outcome



SQD1 – Responsiveness:

Several respondents commented on the speed of services and the need to improve response time for transactions and train operations. While many passengers appreciated the quick assistance provided by staff, others pointed out delays in train arrivals and the slow processing of certain services such as the release of senior beep cards. One respondent mentioned, **“Mabagal ang pagdating ng tren sa bawat istasyon.”** This indicates that improving service responsiveness, particularly in train frequency and processing times, would enhance commuter satisfaction.

SQD2 – Reliability:

A number of comments highlighted the importance of maintaining reliable facilities and consistent service availability. Respondents noted issues such as malfunctioning elevators and escalators, as well as insufficient availability of beep cards and student cards. One comment emphasized this concern: **“Sana laging umaandar ang elevator at escalator.”** These responses suggest the need for more consistent maintenance and better management of operational resources to ensure dependable services.

SQD3 – Access and Facilities:

Several respondents raised concerns about accessibility and station facilities, particularly for senior citizens and PWDs. Suggestions included adding more seats near ticket counters, installing additional escalators, and ensuring that stations are fully accessible. One respondent pointed out a specific issue, stating, **“Walang elevator sa northbound side Anonas Station. Not PWD friendly northbound.”** This reflects the need to enhance accessibility infrastructure and improve passenger comfort across stations.

SQD4 – Communication:

Some comments focused on the need for clearer information dissemination and better visibility of guidance materials. Passengers suggested larger signage, clearer directions between connecting stations, and better promotion of the Citizen’s Charter and other service information. One respondent noted, **“Bigger signs for directions to proper counters.”** This indicates that clearer and more visible communication materials could help passengers navigate the system more efficiently.



SQD8 – Outcome:

Despite the suggestions for improvement, many respondents expressed satisfaction with the services and commended the staff for their courteous and helpful behavior. Positive feedback emphasized good service quality, clean stations, and helpful personnel. One respondent shared, **“Maayos ang serbisyo. Salamat.”** These comments indicate that overall customer satisfaction remains high, with many passengers acknowledging the good service provided by LRTA staff.

Recommendations:

- Increase the frequency of trains and reduce waiting times to improve responsiveness and minimize commuter delays.
- Strengthen preventive maintenance and monitoring of elevators, escalators, and other station facilities to ensure reliable operations.
- Improve accessibility by adding more elevators, escalators, and seating areas, particularly for senior citizens and PWDs.
- Enhance communication through clearer and larger signage, better directions between stations, and improved visibility of important service information.
- Ensure consistent availability of beep cards and student cards to prevent inconvenience for passengers.

7. Paghahain ng Complaints

- Overall Satisfaction Score: 100%
- Strongest SQDs: Integrity, Assurance
- SQDs with Notable Issues: Responsiveness, Outcome

SQD1 – Responsiveness:

Respondents emphasized the need to improve the frequency of trains to better respond to passenger demand. The comments consistently pointed out that additional train units are necessary to reduce waiting time and prevent overcrowding during peak hours. One respondent simply stated, **“Magdagdag kayo ng train.”** This highlights the expectation of commuters for quicker service and more efficient train scheduling.

SQD8 – Outcome:

Although brief, the comments reflect a common commuter concern about the adequacy of train availability in meeting passenger needs. The repeated request for additional trains indicates that passengers associate overall service quality with the capacity and availability of train units. One comment noted, **“Sana madagdagan ang mga tren ninyo.”** This suggests that increasing train capacity would significantly improve passenger satisfaction and travel experience.

Recommendations:

- Increase the number of train sets in operation to reduce passenger waiting time and improve service capacity.
- Optimize train scheduling and intervals, especially during peak hours, to accommodate higher passenger volume.
- Conduct periodic assessments of passenger demand to ensure that train availability aligns with commuter needs.

8. Pagbili ng Dokumento Para sa Bidding


- Overall Satisfaction Score: 99.35%
- Strongest SQDs: Assurance, Integrity
- SQDs with Notable Issues: Communication, Assurance, Outcome

SQD4 – Communication:

One respondent suggested improving the clarity of the process for certain transactions by providing visual guides that can help customers easily understand the steps involved. Clear instructions and guidance materials can reduce confusion and improve the efficiency of service transactions. One comment suggested, **“It's better to have flowchart on process of buying bod docs.”** This indicates the need for clearer communication tools that guide customers through procedures.

SQD7 – Assurance:

Several comments reflected positive experiences with staff professionalism and helpfulness. Respondents appreciated that employees were friendly, approachable, and willing to assist customers with their concerns. One respondent shared, **“They are all smiling and willing**



to help. Keep it up.” These responses suggest that staff behavior contributes positively to customers’ sense of trust and confidence in the service.

SQD8 – Outcome:

Many respondents expressed overall satisfaction with the services provided and encouraged the organization to maintain the quality of service. The comments highlight that customers recognize the generally positive service experience. One respondent remarked, **“Okay. Very good service.”** This indicates that overall service outcomes are perceived positively by several customers.

Recommendations:

- Develop clear visual guides such as flowcharts or step-by-step instructions to help customers understand transaction processes.
- Continue reinforcing customer service training to maintain staff friendliness, professionalism, and willingness to assist passengers.
- Sustain current service standards and regularly gather feedback to ensure continuous improvement in customer satisfaction.

INTERNAL SERVICES

Despite the high Overall Satisfaction Score of 100% for Internal Services, which reflects a generally favorable perception among clients, the qualitative comments indicate that experiences are largely positive with minimal reported issues. While many respondents expressed satisfaction with the services and encouraged the organization to continue its good work, most highlighted fast and efficient processes, smooth transactions, and courteous, helpful staff. A few respondents noted minor concerns such as the need for clearer system instructions and improved communication in certain processes. The analysis below presents the qualitative feedback for each service categorized according to the Service Quality Dimensions (SQDs), highlighting key strengths and areas for potential improvement.

1. Issuance of Certificate of Employment and/or Service Record

- Overall Satisfaction Score: 100%
- Strongest SQDs: Responsiveness, Assurance, Outcome
- SQDs with Notable Issues: Communication



SQD1 – Responsiveness:

Several respondents highlighted the fast and efficient processing of requests, noting that services were delivered promptly and without delays. Many appreciated the quick turnaround time and smooth transaction flow. One respondent shared, “**Responded immediately.**” This indicates that the service is highly responsive and meets client expectations for timeliness.

SQD4 – Communication:

A minor concern was raised regarding clarity in system instructions, particularly when handling multiple transactions. Improving guidance within the system can help avoid confusion among users. One respondent noted, “**May I suggest... if selected multiple transactions/requests only 1 will be recorded.**” This suggests the need to enhance clarity in instructions and system prompts.

SQD7 – Assurance:


Many comments reflected positive experiences with staff professionalism and helpfulness. Respondents appreciated that personnel were courteous, approachable, and willing to assist throughout the process. One comment stated, “**Tech people always ready to help upon request.**” This highlights strong trust and confidence in the staff delivering the service.

SQD8 – Outcome:

The majority of respondents expressed overall satisfaction with the service, frequently using terms such as “**Excellent,**” “**Very Good,**” and “**smooth transaction.**” Many also expressed gratitude and encouragement to continue the good service. One respondent remarked, “**All good. Transaction was so smooth and very efficient.**” This indicates that the overall outcome of the service is highly satisfactory.

Recommendations:

- Maintain fast and efficient processing of requests to sustain high responsiveness.
- Improve system instructions and prompts to ensure clarity, especially for users handling multiple transactions.
- Continue reinforcing staff professionalism and customer service excellence.
- Sustain current service standards and regularly gather feedback to ensure continuous improvement.



2. Issuance of Certificate of Training and/or Summary of Training Attended

- Overall Satisfaction Score: 100%
- Strongest SQDs: Responsiveness, Outcome
- SQDs with Notable Issues: None

SQD1 – Responsiveness:

Respondents highlighted the speed and efficiency of the service, noting that transactions were completed quickly without delays. The feedback reflects a highly responsive process that meets client expectations. One respondent noted, **“Fast Transaction.”** This suggests that turnaround time is a key strength of this service.

SQD7 – Assurance:

Comments also reflected confidence in the service delivery, with respondents expressing trust and satisfaction with how the service was handled. Positive remarks such as **“Excellent”** indicate that clients feel assured about the quality and reliability of the service provided.

SQD8 – Outcome:

Most respondents expressed overall satisfaction, using terms like **“Very Good,” “Nice Job,”** and **“Great,”** which indicate that the service outcomes meet or exceed expectations. One respondent remarked, **“Very Good.”** This shows that the overall experience and results of the service are perceived positively.

Recommendations:

- Maintain the fast and efficient processing of requests to sustain high responsiveness.
- Continue delivering consistent and high-quality service to preserve customer trust and satisfaction.
- Regularly monitor feedback to ensure continuous improvement and maintain strong service outcomes.

3. Issuance of Office Supplies and Materials

- Overall Satisfaction Score: 100%
- Strongest SQDs: Responsiveness, Assurance, Outcome
- SQDs with Notable Issues: None



SQD1 – Responsiveness:

A large number of respondents emphasized the speed and efficiency of the process, particularly in the quick release and retrieval of supplies. Many highlighted that requests were handled promptly with minimal waiting time. One respondent noted, “**Mabilis magbigay ng supply.**” This indicates that responsiveness is a key strength of this service.

SQD7 – Assurance:

Feedback consistently reflected positive experiences with staff, describing them as courteous, approachable, and helpful. Respondents appreciated the friendly and accommodating nature of personnel during transactions. One comment stated, “**Mababait po ang mga staff.**” This suggests a strong sense of trust and confidence in the service due to staff professionalism.

SQD8 – Outcome:

Most comments expressed high levels of satisfaction, frequently using terms such as “**Very Good,**” “**Excellent,**” “**Good Service,**” and “**Well Prepared.**” These responses indicate that the service consistently meets or exceeds expectations in delivering the required supplies. One respondent remarked, “**Very Efficient.**” This reflects positive perceptions of overall service outcomes.

Recommendations:

- Sustain the fast and efficient processing of supply requests to maintain high responsiveness.
- Continue reinforcing staff professionalism and customer-oriented service.
- Maintain current service standards and regularly monitor feedback to ensure continued high satisfaction levels.

4. Provision of ICT Technical Support/Helpdesk

- Overall Satisfaction Score: 100%
- Strongest SQDs: Outcome, Assurance
- SQDs with Notable Issues: None

SQD7 – Assurance:

Some respondents expressed confidence in the service, indicating satisfaction with how assistance was provided. Positive remarks suggest that staff were able to meet expectations in delivering support. One respondent noted, “**Very good.**” This reflects a generally favorable perception of service reliability and staff capability.

SQD8 – Outcome:

Most of the feedback consisted of brief but positive remarks such as “**Thank you,**” indicating that the service was able to address user needs effectively. The absence of complaints and the presence of appreciation suggest that outcomes were satisfactory for most users.

Recommendations:

- Continue maintaining reliable and effective technical support services.
- Sustain current service standards to ensure consistent user satisfaction.
- Encourage more detailed feedback to better identify potential areas for improvement.

5. Transfer of Property Custodianship (Accountability) and Location of LRTA Properties/Assets

- Overall Satisfaction Score: 100%
- Strongest SQDs: Outcome, Assurance
- SQDs with Notable Issues: None

SQD7 – Assurance:

Respondents expressed confidence in the service, highlighting that transactions were handled properly and met expectations. Positive feedback such as “**Excellent**” reflects trust in the reliability and competence of the personnel handling the process.



SQD8 – Outcome:

Most comments indicate a high level of satisfaction with the results of the service, with respondents using terms like “**Very Good,**” “**Well Done,**” and “**Good.**” These responses suggest that the service consistently delivers expected outcomes. One respondent remarked, “**Well Done.**” This indicates that clients are satisfied with the overall results of the service.

Recommendations:

- Maintain the current level of service quality to sustain positive outcomes.
- Continue ensuring accurate and reliable handling of property custodianship processes.
- Encourage more detailed feedback to further identify opportunities for improvement.



E. Key Drivers Analysis

External Services

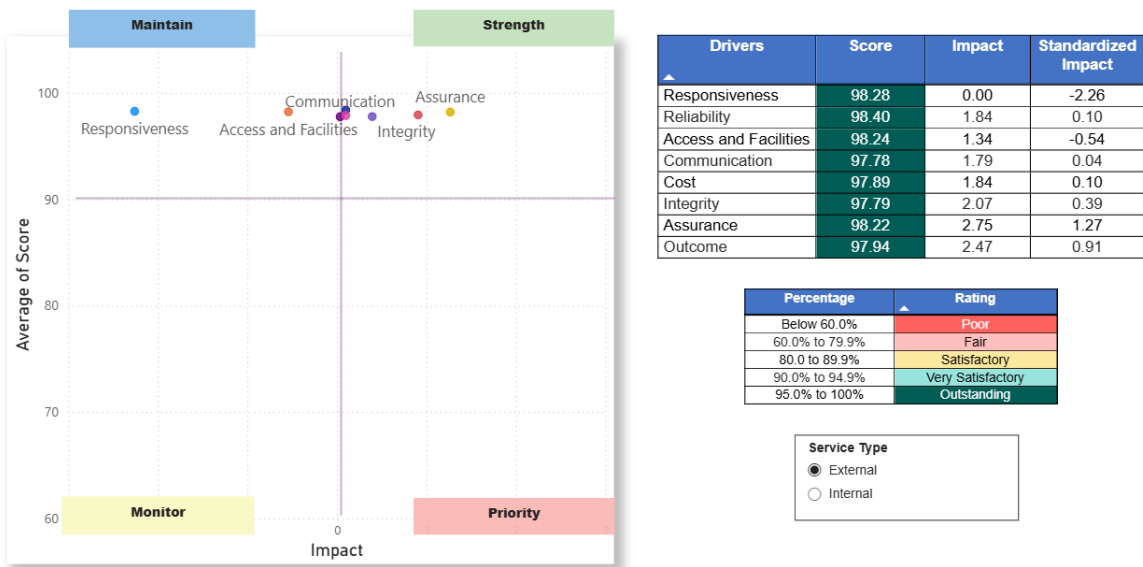
Scores for each of the Service Quality Dimensions (SQDs) and their statistical impact on overall satisfaction were mapped out in a scatter plot (see figure above). The analysis indicates the following:

- a. Core Strength Areas – high impact on satisfaction and the organization scored high on these factors:
 - i. Reliability
 - ii. Assurance
 - iii. Outcome

These areas should be consistently maintained and further strengthened. Highlighting these strengths in service promotions and continuing regular assessments to ensure consistent performance will help sustain customer satisfaction.

- b. Areas to Maintain – lower impact on satisfaction but the organization scored high on these factors:
 - i. Responsiveness
 - ii. Access and Facilities
 - iii. Integrity
 - iv. Cost

Continue reinforcing and maintaining these service aspects to ensure consistent customer trust. Periodic reviews and feedback collection can help identify any shifts in customer perception.



Note: The scatter plot maps out the score of each Service Quality Dimension (SQD) and its impact on overall satisfaction. The impact is calculated using regression analysis, allowing us to identify how each SQD (e.g., Reliability) influences overall customer satisfaction. For instance, the impact score (regression coefficient) of Reliability is 0.9. This indicates that as Reliability scores increase, the overall satisfaction score is also expected to increase. Specifically, for every 1-point increase in the Reliability score, there is a predicted 0.9-point increase in the Overall Satisfaction score.



INTERNAL SERVICES

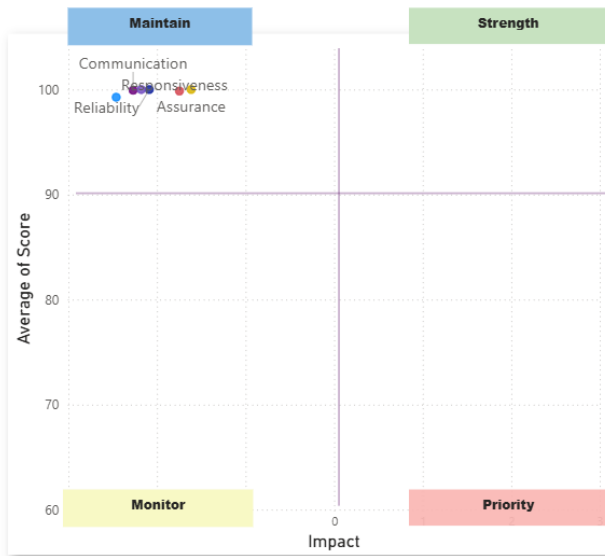
Scores for each of the Service Quality Dimensions (SQDs) and their statistical impact on overall satisfaction were mapped out in a scatter plot (see figure above). The analysis indicates the following:

- a. Core Strength Areas – high impact on satisfaction and the organization scored high on these factors:
 - i. Assurance
 - ii. Outcome
 - iii. Integrity

These areas should be consistently maintained and further strengthened. Highlighting these strengths in service promotions and continuing regular assessments to ensure consistent performance will help sustain customer satisfaction.

- b. Areas to Maintain – lower impact on satisfaction but the organization scored high on these factors:
 - i. Responsiveness
 - ii. Reliability
 - iii. Access and Facilities
 - iv. Communication

Continue reinforcing and maintaining these service aspects to ensure consistent customer trust. Periodic reviews and feedback collection can help identify any shifts in customer perception.



Drivers	Score	Impact	Standardized Impact
Responsiveness	99.27	1.65	-2.46
Reliability	100.00	2.10	-2.09
Access and Facilities	99.89	0.00	-3.83
Communication	99.94	1.88	-2.27
Cost		0.00	-3.83
Integrity	100.00	1.99	-2.18
Assurance	100.00	2.67	-1.61
Outcome	99.86	2.51	-1.75

Percentage	Rating
Below 60.0%	Poor
60.0% to 79.9%	Fair
80.0 to 89.9%	Satisfactory
90.0% to 94.9%	Very Satisfactory
95.0% to 100%	Outstanding

Service Type

External

Internal

Note: The scatter plot maps out the score of each Service Quality Dimension (SQD) and its impact on overall satisfaction. The impact is calculated using regression analysis, allowing us to identify how each SQD (e.g., Reliability) influences overall customer satisfaction. For instance, the impact score (regression coefficient) of Reliability is 0.9. This indicates that as Reliability scores increase, the overall satisfaction score is also expected to increase. Specifically, for every 1-point increase in the Reliability score, there is a predicted 0.9-point increase in the Overall Satisfaction score.

V. RESULTS OF THE AGENCY ACTION PLAN

The 2024 Customer Satisfaction Measurement (CSM) for LRT-2 provided valuable insights into passenger experiences and service quality, reflecting the outcomes of the Continuous Agency Improvement Plan. The assessment focused primarily on the External Services of LRTA, which include passenger-related transactions such as ticket purchase, card reloading, concessionary card application, complaints and feedback handling, and other public-facing services. Key areas of improvement identified in the action plan included strengthening communication with passengers, maintaining high reliability and access to services, addressing cost-related concerns, and improving overall passenger engagement. With an overall satisfaction rating of 98.1%, the results indicate that LRTA continues to deliver excellent service quality, though certain areas still present opportunities for improvement.

This report evaluates how well the Continuous Agency Improvement Plan addressed the identified service gaps and its impact on key Service Quality Dimensions (SQDs) such as responsiveness, reliability, access, cost, and communication. By comparing the planned initiatives with the actual CSM results, the analysis highlights the agency's accomplishments, identifies areas that may still require attention, and provides insights for sustaining high passenger satisfaction in LRT-2 services.

1. Communication and Awareness of the Citizen's Charter

Planned Action:

The Continuous Agency Improvement Plan aimed to strengthen awareness of the Citizen's Charter and improve information dissemination through announcements, signage, and digital communication channels.

CSM Results:

Communication received a rating of 96.5%, which remains within the Outstanding category, although it is lower than other service quality dimensions such as Responsiveness (98.7%) and Reliability (98.5%).

Outcome:

While communication initiatives have contributed to maintaining a strong rating, the results suggest that further efforts may be needed to enhance the visibility and accessibility of service information for passengers.



2. Improvements in Access and Facilities

Planned Action:

LRTA identified Access and Facilities as a key strength and committed to maintaining convenient station environments through improvements in facilities, signage, and passenger flow management.

CSM Results:

Access received a rating of 98.5%, reinforcing its position as one of the strong areas of service delivery.

Outcome:

The sustained high rating suggests that the improvements in facilities and station accessibility contributed to maintaining a positive passenger experience.

3. Enhancing Reliability of Train Operations

Planned Action:

The Continuous Agency Improvement Plan emphasized maintaining operational reliability through consistent train scheduling, system maintenance, and improved monitoring of train operations.

CSM Results:

Reliability scored 98.5%, indicating a high level of passenger confidence in the consistency and dependability of LRT-2 services.

Outcome:

The results suggest that LRTA's operational strategies have been effective in maintaining reliable train services for passengers.

4. Responsiveness in Handling Transactions

Planned Action:

LRTA aimed to sustain high responsiveness in handling passenger inquiries, ticketing transactions, and service-related concerns.

CSM Results:

Responsiveness was one of the highest-rated service quality dimensions at 98.7%.



- Outcome:

The results indicate that LRTA personnel are perceived as efficient and responsive in addressing passenger concerns and requests.

5. Cost as a Priority Improvement Area

Planned Action:

The agency identified Cost as a dimension requiring attention and aimed to address passenger concerns related to affordability and perceived value of services.

CSM Results:

Cost received a rating of 95.6%, which is the lowest among all service quality dimensions, although it still falls within the Outstanding category.

Outcome:

While passengers generally perceive fares and service costs as reasonable, the results indicate that cost remains the dimension with the most room for improvement.

6. Enhancing Customer Engagement and Feedback Mechanisms

Planned Action:

LRTA aimed to strengthen passenger engagement and feedback mechanisms to ensure that customer concerns are addressed effectively.

CSM Results:

Both Integrity (98.7%) and Assurance (98.5%) received very high ratings, reflecting strong passenger trust in LRTA personnel and service processes.

Outcome:

The positive ratings indicate that passengers view LRTA staff as professional, courteous, and trustworthy in delivering services.



Summary of Findings

The Communication and Cost dimensions, which were identified as areas for improvement, continue to be the relatively lowest-rated areas, although both remain within the Outstanding category.

Responsiveness, Reliability, Access, Assurance, and Integrity remain strong service areas, reflecting LRTA's consistent operational performance.

The high overall satisfaction rating (98.1%) indicates that the initiatives outlined in the Continuous Agency Improvement Plan have contributed positively to improving passenger satisfaction.

VI. CONTINUOUS AGENCY IMPROVEMENT PLAN

The 2025 Customer Satisfaction Measurement (CSM) results for LRT-2, covering both external and internal services, provide a comprehensive assessment of the agency's service quality and operational performance. While the results demonstrate that LRTA continues to maintain a high level of customer satisfaction across its services, certain areas such as communication, cost transparency, and accessibility of facilities remain opportunities for further improvement. The 2026 Continuous Agency Improvement Plan builds upon previous initiatives by sustaining areas of strong performance while addressing remaining service gaps and enhancing both passenger and employee experiences. The following action points are designed to maintain service strengths while implementing targeted improvements across each Service Quality Dimension (SQD).

Overall Satisfaction (SQD0)


To maintain high levels of overall satisfaction, LRT-2 will continue to assess customer needs and expectations through strengthened feedback mechanisms and regular customer satisfaction surveys. Data gathered from these surveys will be analyzed to identify trends and emerging concerns, allowing the agency to implement responsive and adaptive service improvements. Engagement with passengers and internal stakeholders will also be strengthened to ensure that service delivery remains aligned with the expectations of both external clients and employees.

Responsiveness (SQD1)

Efforts to enhance responsiveness will focus on improving the efficiency of service delivery, particularly during peak operational hours. Queue management systems will be reviewed and optimized to minimize transaction times, while the availability of service personnel at key passenger touchpoints will be strengthened. Internally, administrative and operational service requests will be supported by a more structured response system to ensure that employees receive timely assistance from relevant support units.

Reliability (SQD2)

To reinforce service reliability, LRT-2 will continue to implement preventive and predictive maintenance strategies to reduce the likelihood of train delays and operational disruptions. Clear operational protocols will be maintained to standardize response times for technical issues and service interruptions. Internal service processes will also be supported through improved digital tracking systems to ensure efficient monitoring of document processing, inventory management, and other operational requirements.



Access (SQD3)

Improving accessibility remains a priority for LRT-2. Infrastructure improvements will continue across stations to enhance passenger convenience, including improved signage, better station navigation, and expanded accessibility features for Persons with Disabilities (PWDs), senior citizens, and other vulnerable passengers. Internally, workspace conditions and facilities will also be enhanced to support efficient workflows and improve the working environment for employees.

Communication (SQD4)

LRTA will strengthen its communication initiatives by improving the dissemination of service information through multiple channels, including social media platforms, official websites, and ARTA digital monitors located in stations. Passenger announcements and service advisories will also be enhanced to ensure that important information is communicated clearly and promptly. Internally, digital communication platforms will be further utilized to support better coordination, knowledge sharing, and regular updates among employees.

Cost (SQD5)

Transparent communication regarding fare structures and pricing policies will continue to be emphasized to help passengers better understand the value of LRT-2 services. Efforts will also focus on clearly communicating the rationale behind fare policies and service-related costs through accessible information channels.

Integrity (SQD6)

Ensuring fairness and transparency in all transactions remains a core value for LRT-2. Customer grievance handling procedures will be strengthened to ensure that concerns are addressed promptly and appropriately. A dedicated monitoring mechanism will also be maintained to ensure compliance with service standards and operational policies, reinforcing public trust and accountability within the organization.

Assurance (SQD7)

To further strengthen service assurance, LRTA will expand staff training programs focusing on customer service, operational safety, and emergency preparedness. Personnel involved in passenger services will undergo regular competency assessments to maintain high service standards. The agency will also explore the implementation of mystery customer programs to evaluate service consistency across both passenger-facing and internal service transactions.

Outcome (SQD8)

The desired outcomes of service delivery will be reinforced by aligning operational performance indicators with customer expectations and satisfaction targets. LRTA will regularly monitor key performance metrics such as transaction completion rates, service turnaround times, and passenger feedback to ensure that service improvements translate into measurable outcomes. Continuous evaluation of implemented initiatives will also guide future service enhancement strategies.

Proposed Action Plan for 2026

Action/Strategies	Timeline	Responsible Office
Conduct regular customer satisfaction surveys and passenger feedback monitoring to track service performance and identify emerging concerns.	Q2, Q4 2026	ARTA Committee, Planning Department
Strengthen predictive and preventive maintenance programs to reduce service disruptions and improve train reliability.	Year-round	Line 2 Rolling Stock & Interrelated Systems Division
Improve station accessibility and passenger facilities, including enhancements for Persons with Disabilities (PWDs), senior citizens, and other vulnerable passengers.	Q3 2026	Engineering Department
Enhance public information dissemination through station announcements, social media, website updates, and ARTA digital monitors.	Year-round	Public Relations Division, Knowledge Management and Information Technology Division (KMITO)
Improve internal communication through digital knowledge-sharing platforms and regular employee information bulletins.	Q3 2026	Human Resource Management Division
Strengthen customer grievance handling systems through multiple reporting channels such as the Citizen's Complaints Hotline, official social media pages, and customer service desks.	Year-round	Public Relations Division
Expand staff training programs on customer service, safety protocols, and emergency preparedness to ensure consistent service delivery.	Q3-Q4 2026	Human Resource Management Division

Survey Questionnaire Used

Control No. _____



Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa LRTA. Makakatulong ang inyong kasagutan ukol sa inyong karanasan sa kakatapos lamang na transaksiyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maari ring piliin na hindi sagutan ang sarbey na ito.



EXTERNAL SERVICES FOR LRT-2 SYSTEM

Date: _____

Panuto: Lagyan ng tsek (✓) ang kahon na tumutugma sa iyong sagot.

Uri ng Kliyente: Mamamayan (Pasahero) Negosyo (Concessionaire/Supplier/Contractor)
 Gobyerno (Empleyado o Ibang Ahensya) Mas Pipiliing Hindi Sabihin

Rehiyon ng Tirahan:

- | | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> NCR | <input type="checkbox"/> Region V | <input type="checkbox"/> Region XI |
| <input type="checkbox"/> Region I | <input type="checkbox"/> Region VI | <input type="checkbox"/> Region XII |
| <input type="checkbox"/> Region II | <input type="checkbox"/> Region VII | <input type="checkbox"/> Region XIII |
| <input type="checkbox"/> Region III | <input type="checkbox"/> Region VIII | <input type="checkbox"/> CAR |
| <input type="checkbox"/> Region IV-A (CALABARZON) | <input type="checkbox"/> Region IX | <input type="checkbox"/> BARMM |
| <input type="checkbox"/> Region IV-B (MIMAROPA) | <input type="checkbox"/> Region X | <input type="checkbox"/> Mas Pipiliing Hindi Sabihin |

Kasarian:

- Lalaki
 Babae
 Mas Pipiliing Hindi Sabihin

Edad:

- 19 o mas mababa
 20-34
 35-49
 50-64
 65 o mas mataas
 Mas Pipiliing Hindi Sabihin

Uri ng ginawang transaksiyon o kinuhang serbisyo (Pumili lamang ng isa sa mga sumusunod):

- | | |
|---|--|
| <input type="checkbox"/> 1. Pagbili ng Single Journey Ticket (SJT) | <input type="checkbox"/> 5. Aplikasyon para sa Concessionary Card (Beep) para sa Senior Citizen at PWDs |
| <input type="checkbox"/> 2. Pagbili ng Stored Value Card (SVC) | <input type="checkbox"/> 6. Paghahain ng Complaints (Walk-in, Hotline, Email, Social Media and 8888 Hotline) |
| <input type="checkbox"/> 3. Pagbili ng Discounted Single Journey Ticket | <input type="checkbox"/> 7. Pagbili ng Dokumento para sa Bidding |
| <input type="checkbox"/> 4. Pagreload ng Stored Value Card (SVC) at Concessionary Card (BEEP) para sa Senior Citizens at PWDs | <input type="checkbox"/> 8. Pagproseso ng Business Proposal |

Citizen's Charter (CC): Lagyan ng tsek (✓) ang kahon na tumutugma sa iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa LRTA, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1: Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

- | | |
|---|---|
| <input type="checkbox"/> 1. Alam ko ang CC at nakita ko ito sa LRTA | <input type="checkbox"/> 3. Nalaman ko ang CC nang makita ko ito sa LRTA |
| <input type="checkbox"/> 2. Alam ko ang CC pero hindi ko ito nakita sa LRTA | <input type="checkbox"/> 4. Hindi ko alam kung ano ang CC at wala akong nakita sa LRTA (piliin ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot) |

CC2: Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC ng LRTA ay...

- | | |
|---|--|
| <input type="checkbox"/> 1. Madaling makita | <input type="checkbox"/> 4. Hindi makita |
| <input type="checkbox"/> 2. Medyo madaling makita | <input type="checkbox"/> 5. N/A |
| <input type="checkbox"/> 3. Mahirap makita | |

CC3: Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksiyon mo?

- | | |
|--|--|
| <input type="checkbox"/> 1. Sobrang nakatulong | <input type="checkbox"/> 3. Hindi nakatulong |
| <input type="checkbox"/> 2. Nakatulong naman | <input type="checkbox"/> 4. N/A |

Service Quality Dimensions (SQD): Para sa SQD 0-8, lagyan ng tsek (✓) ang kahon na pinakaangkop sa iyong sagot sa mga sumusunod na katanungan tungkol sa ginawang transaksiyon o kinuhang serbisyo mula LRTA

						N/A
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
SQD1: Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksiyon.						
SQD2: Ang LRTA ay sumusunod sa mga kinakailangang dokumento at mga hakbang						
SQD3: Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4: Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksiyon mula sa LRTA office o website/Facebook page nito.						
SQD5: Nagbayad ako ng makatwirang halaga para sa aking transaksiyon. (Kung ang serbisyo ay ibinigay ng libre, piliin ang N/A.)						
SQD6: Pakiramdam ko ay patas ang LRTA sa lahat, o "walang palakasan", sa aking transaksiyon.						
SQD7: Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8: Nakuha ko ang kinakailangan ko mula sa LRTA, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						
SQD0: Sa kabuuan (SQD1 TO 8), nasiyahan ako sa serbisyo na aking natanggap mula sa LRTA.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo. (opsyonal): _____

Email Address (opsyonal): _____

Maraming salamat sa iyong pagsagot.

Control No. _____



This Client Satisfaction Measurement (CSM) tracks the customer experience of the assigned office. Your feedback on your recently concluded transaction will help the concerned office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.



INTERNAL SERVICES FOR LRT-2 SYSTEM

Date: _____

Instructions: Please read carefully and check (✓) the corresponding box for your answer.

Sex: Male Female Prefer Not to Say

Type of Transaction or Service Availed (Please choose one) :

- 1 Issuance of Certificate of Training and/or Summary of Training Attended
- 2 Issuance of Certificate of Employment and/or Service Record
- 3 Provision of ICT Technical Support/Help Desk
- 4 Issuance of Office Supplies and Materials
- 5 Transfer of Property Custodianship (Accountability) and Location on LRTA Properties/Assets

Citizen's Charter (CC): Check mark (✓) your answer to the Citizen's Charter (CC) questions. The CC is an official document that reflects the services of the concerned office including its requirements, fees, and processing time among others.

CC1: Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw the concerned office's CC.
- 2. I know what a CC is but I did NOT see the concerned office's CC.
- 3. I learned of the CC only when I saw the concerned office's .
- 4. I do not know what a CC is and I did not see one in the concerned office. (Answer 'N/A' on CC2 and CC3)

CC2: If aware of CC (answered codes 1-3 in CC1), would you say that the CC of the concerned office was...?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3: If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

Service Quality Dimensions (SQD): For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer regarding the recently concluded transaction or service from the concerned office.

						N/A
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
SQD1: I spent a reasonable amount of time for my transaction within the prescribed time indicated in the Citizen's Charter.						
SQD2: The concerned office followed the transaction's requirements and steps based on the information provided.						
SQD3: The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4: I easily found information about my transaction directly from the concerned office and/or their social media page.						
SQD5: I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column.)						
SQD6: I feel the concerned office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7: I was treated courteously by the concerned office's staff or personnel, and (if asked for help) they were helpful.						
SQD8: I got what I needed from the concerned office, or (if denied) denial of request was sufficiently explained to me.						
SQD0: Overall (SQD1 TO 8), I am satisfied with the transaction or service that I availed from the concerned office.						

Suggestions on how we can further improve our services (optional): _____

Email Address (optional): _____

Thank you for your time.

Submitted by:

M. Valencia

DR. MARSHALL N. VALENCIA
President and Director for Analytics
Premier Value Provider, Inc.

Approved by:

ATTY. HERNANDO T. CABRERA
Administrator
Light Rail Transit Authority (LRTA)