

LRTA MANAGEMENT REVIEW
Minutes of the Meeting

Venue: Online via LRTA Zoom teleconference
Date & Time: Thursday, 16 May 2024 at 9:30 A.M.,
Participants:

Paul Y. Chua Ph.D. CESO III	-	Deputy Administrator for Operations and Engineering
Atty. Patrick Henry M. Villanueva	-	Corporate Secretary, Office of the Corporate Board Secretary
Mr. Felix Gerard R. Leyson	-	Department Manager A, CAMT
Engr. Lorelie L. Reyes	-	Department Manager A, Internal Audit Department
Engr. Sherwin P. Bischocho	-	OIC, Planning Department
Ms. Anabelle C. Ganancial	-	Department Manager A, BDPRD
Mr. Raymond C. Vasquez	-	OIC, Line 2 Operations Department
Mr. Nicolas G. Ombao	-	Department Manager A, FROG
Engr. Santos G. Abrazado	-	OIC, Lines 1 & 2 Engineering Department
Ms. Marilou B. Liscano	-	Department Manager A, Finance Department
Ms. Divina J. Guison	-	OIC, Administrative Department
Engr. Joseph Dexter S. Buenconsejo	-	Project Manager, Line 2 East Extension Project
	-	Project Manager, Line 2 West Extension Project
Ms. Eleanor C. Palaypayon	-	OIC, Project Manager, Line 1 South Extension Project
Ms. Rosalea R. Mariano	-	OIC, Corporate Planning & Research Division
Mr. Jimmy L. Chua	-	Division Manager A, Safety & Security Division
Mr. Merlo G. Gallardo	-	OIC, Traffic Control Division
Ms. Ma. Corazon S. Pascual	-	Division Manager A, Budget & Financial Planning Division
Mr. Plaridel Dela Torre	-	Division Manager A, Operations and Compliance Division
Ms. Leilani Anonay	-	OIC, Accounting Division
Ms. Jenilyn P. Malapo	-	Division Manager A, Treasury Division
Ms. Evelyn P. Janeo	-	Division Manager A, Public Relations Division
Mr. Warren Arzadon	-	OIC, Train Operations Division
Mr. Leo Mangampo	-	OIC, General Services Division
Ms. Leomarie V. Obias	-	OIC, Business Development Division
Engr. Hussein Lee Talens	-	OIC, Asset Management Division
Atty. Aylwinston C. Pillos	-	Division Manager A, Procurement Division
Ms. Esther Soñeja	-	HRM Officer V, Human Resources Management Division
Ms. Catherine Lopez	-	Division Manager A, AFCS Administration Division
Ms. Maria Estela S. Boquiren	-	Internal Auditor V, Financial Management Division
Mr. Fernando Salvador	-	Division Manager A, Ticket Management & Sales Collection Division
Ms. Maria Yssel O. Silbol	-	Executive Assistant, Office of the Administrator
Mr. Jomel Maranan	-	Civil Security Officer A/ Document Controller
Ms. Lusyl Moreno	-	OIC, Fare Revenue Clearing Division
Mr. Donferry Manalaysay	-	Senior Corporate Planning Analyst
Ms. Ma. Theresa Llera	-	OIC, Station KPI Monitoring Division
Dr. Edgar P. Comandao	-	Medical Specialist I, Medical Unit
Ms. Maria Estela S. Boquiren	-	Manager, Financial and Management Division
Ms. Jenny Bagaoisan	-	OIC, KMITD
Engr. Deah Kristine G. Waminal	-	OIC, Line 1 RSISD
Mr. Nixon Pagcaliwagan	-	Chief Safety Officer

Other Officers Present

Engr. Rizaldy Fariñas	-	PMO Line 1 CAVEX
Ms. Lourdes Caraan	-	HRMD
Ms. Juliet U. Labisto	-	HRMD
Ms. Alice Ferrer	-	HRMD
Ms. Arlene Perez	-	CAMT TKPIMD
Ms. Keith Flordeliza	-	CPRD
Ms. Donna Jane Oro	-	SSD
Mr. Rommel Abarca	-	KMITD
Mr. John Nazenborg Mabilangan	-	PMO L2 East Extension
Ms. Annabelle Climaco	-	CPRD
Engr. Carmela M. De Guzman	-	PMO L2 West Extension
Mr. Erwin Rommel H. Satingin	-	FROG
Mr. Odraude Perez	-	FROG
Ms. Rowena Salazar	-	CAMT SKPIMD

IMS Secretariat:

Ms. Lauren R. San Pedro – Team Leader, IMS Secretariat
Ms. Sushmita Kaur L. Grewal
Ms. Renn Margott R. Ermino
Ms. Julie France G. Delfino
Ms. Pinky Satingin
Ms. Arleen Remigio
Ms. Sophia Samson
Mr. Mario Marquez

Venue: LRTA Line 2 Depot Santolan, Pasig City

Date & Time: Thursday, 16 May 2024 at 9:30 A.M., via Zoom teleconference

I. CALL TO ORDER:

The Management Review (MR) for CY2023 was convened through Zoom Teleconference at Line 2 Depot Santolan, Pasig. The IMS Core Team Leader, Engr. Sherwin P. Biscocho, presided and facilitated the conduct of the Management Review. He acknowledged the presence of the Deputy Administrators, Department, Division Managers/Heads of Offices, IMS Core Team Members and other technical teams as well as the Secretariat Staff as resource persons to provide administrative/ technical support.

II. BUSINESS MATTERS:

The body then proceeded with the Management Review. Presentations for this on-line session are uploaded and are accessible via the IMS Secretariat's Google Drive:

<https://drive.google.com/drive/folders/1gbRJMPQzwwg1lv6Y-7qdGXaMo4gJXitT?usp=sharing>

SUBJECT	RESPONSIBLE/ PRESENTING OFFICE	MATTERS DISCUSSED
I. Opening Remarks		
II. PREVIOUS MANAGEMENT REVIEW	IMS IQA	<ul style="list-style-type: none">Engr. Sherwin Biscocho presented the Minutes of Previous Management Review held last March 31,

		2023 online din via zoom
III. INTEGRATED MANAGEMENT SYSTEM		<ul style="list-style-type: none"> • Engr. Biscocho proceeded to present to the body an introduction to quality management system and any updates that have been contracted. • He stressed salient requirements of the ISO 9001:2015 Quality Management System Standard specifically the role of the management to review the organization's, quality management system, at planned intervals and to ensure its continuing stability, adequacy, effectiveness and an alignment with the strategic direction of the organization. • He also stated the ISO Standard's alignment to the LRTA's objectives such as increase passenger mobility, sustained customer satisfaction, address increasing demands, and to ensures the delivery of excellent performance. • Also, as part of LRTA's continuous improvement measures to Quality Management System, Engr. Biscocho presented the new LRTA QMS Process Map and gave a backgrounder of the prominent changes.
IV. Changes in External and Internal Issues that are relevant to the Quality Management System		<ul style="list-style-type: none"> • Ms. Rosalea Mariano of the Corporate Planning and Research Division (CPRD) discussed and presented to the body the Approved Strength, Weakness, Opportunities, and Threat (SWOT) and compared it against the revised IMS SWOT • Mr. Felix Leyson of the Concession Agreement Management Team asked if the issues on obsolescence and scarcity of supplies for spare parts were included in LRTA's SWOT under "Threats". Engr. Biscocho manifested that it was not included and that the input of Mr. Leyson will be included in the next corporate planning exercise • Ms. Mariano informed the body that in the upcoming corporate planning exercise in August (tentative) this year, internal and external issues will be revisited, including the strategies to appropriately identify the needs and expectations of relevant interested parties.
V. Information on the Performance and Effectiveness to the Quality Management System		<ul style="list-style-type: none"> • Ms. Evelyn Janeo of the Public Relations Division presented to the Body the comprehensive result of the 2023 External Client Satisfaction Measurement Survey for Line 2 system • She manifested that the overall customer satisfaction rating was achieved with a very satisfactory score of 93.9%
a. Customer Satisfaction and Feedback from		<ul style="list-style-type: none"> • Ms. Janeo also manifested that in addition to the overall customer satisfaction rating achieved, LRTA also achieved a rating of 93.3% in the service

Relevant Interested Parties		category, which is also considered very satisfactory
b. The Extent to which Quality Objectives have been met		<ul style="list-style-type: none"> • Ms. Mariano of the Corporate Planning and Research Division presented the Summary of Quality Objectives and Plans Monitoring as of December 2023. Ms. Mariano affirmed that Operations, Administrative, Legal, Finance, Internal Audit Department, CAMT, Office of Corporate Board Secretary, achieved all its commitment equivalent to 100%
c. Process Performance and Conformity of Products and Services		<ul style="list-style-type: none"> • Following Ms. Leigh Mariano's affirmation, Engr. Warren Arzadon specifically cited one of their targets in the QOP which was the service interruption time, wherein LRT2 Controllable Service Interruptions should be resolved within twelve (12) minutes. So, in order to achieve this target of 12 minutes, LRT2 Operations adopted strategies that includes continuous training, cross-functional training, simultaneous exercises, and refresher courses for all operational processes. He also manifested that refresher courses for SOD, TOD, and TCD employees had been conducted
c.1. Nonconformities and Corrective Actions		<p>A. On RFAs</p> <ul style="list-style-type: none"> • Ms. Liza Gomez of the IQA Team presented RFA status with the total of 52 RFAs, 43 closed, 7 Issued to concerned office but still waiting for the corrective action plan, 2 cancelled RFA Form. <p>B. On MINOR NCs from the last Third-Party Audit conducted last April 2023,</p> <ul style="list-style-type: none"> • She also reported the four (4) offices with minor non-compliant from the last Third-Party Audit conducted last April 2023, to wit: <ol style="list-style-type: none"> 1. Risk Management Team (Risk and Opportunity Register Form) 2. Engineering & Maintenance Management (Calibration) 3. Planning Department & CPRD (SPMS Guidelines and QOP/ QOPM) 4. Human Resource Management Division (Quality Manuel Entry/ Information) • For Item No. 1, Office Risk Management Team informed the body that the Risk and Opportunity Register Form will be finalized on or before May 17, 2024. • For Item No. 2, Engineering Department informed the body that Calibration plan would be finalized on or before May 17, 2024.

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		<ul style="list-style-type: none"> For Item No. 3, Planning Department & CPRD informed the body that the SPMS guidelines are currently under review of Performance Management Team. Furthermore, the CPRD shall also orient all process owners on how to accomplish the QOP/QOPM on or before June 14, 2024. For Item No. 4, the Human Resource Management Division updated the body that the concerned areas of the Quality Manual have been rectified. <p>C. IQA Findings</p> <ul style="list-style-type: none"> Lastly, Ms. Gomez reported the status of Internal Quality Audit (IQA) conducted last quarter of CY2023. The offices corresponding to the 12 OFIs will be revisited on June 17-21, 2024.
c.2. Monitoring and Measurement Results		
c.2.a. Maintenance Calibration	Engineering Department	<ul style="list-style-type: none"> Engr. Santos Abrazado of the Engineering Department informed the body that the Engineering Department's newly prepared Calibration Plan will be finalized on or before May 17, 2024. The actual calibration activities will then commence once the plan is approved.
c.2.b. Security Equipment Calibration	SSD	<ul style="list-style-type: none"> Mr. Jimmy Chua of the Safety and Security Division informed the Body that the equipment calibration, specifically the x-ray scanners is being done twice a year by the external security services provider, January to June and the next calibration is on July to December and informed the body that only machines that passed calibration are fielded for use on LRT2.
c.2.c. Medical Equipment	Medical Unit	<ul style="list-style-type: none"> Dr. Edgar Comandao of the Medical Unit manifested that the medical unit does not have complicated equipment that needs regular calibration. Among the common medical equipment used are thermal scanners for the temperature checking, Blood Pressure Monitoring Machines, Blood Sugar Test Kits and weighing scales are calibrated prior to their release after being manufactured. <p>He also said that common medical equipment can easily be replaced if found to be performing below the specifications, confirming that it would be cheaper to replace it like our speedometer. It only cost four hundred fifty (P450) to seven hundred pesos (P750) per unit.</p> <ul style="list-style-type: none"> He also clarified that LRTA's Medical Unit usually does not contract a third party to calibrate their equipment.
C.3. AUDIT RESULTS	IMS IQA	

c.3.a. Summary of Third-Party Audit Findings		<ul style="list-style-type: none"> Ms. Liza. Gomez of the IQA Team presented a list of offices with OFI Findings (14 Offices) from their previous 2023 IQ Audit and informed them of their scheduled revisits from June 17 - 21, 2024.
c.3.b. Summary of IQA Findings		<ul style="list-style-type: none"> Ms. Liza Gomez continued to present a list of the offices with no findings (Total of 6 Departments/ Divisions); compliant in all clauses and offices with Non-Compliant Findings.
C.4. Performance of External Providers		
c:4.a. Internet Service Providers, Video Conferencing Provider, and Cloud Storage Provider for CY 2023 and 1st Quarter of 2024.	KMITD	<ul style="list-style-type: none"> Ms. Jennifer Bagaoisan, OIC of the KMITD disclosed that they used a 10-point rating scale in evaluating the providers as follows: <ol style="list-style-type: none"> Quality of deliverables and services. Timeliness of deliverables and services. Responsiveness to client needs and requirements. Engr. SP Biscocho inquired if the contracts of the providers are yearly. He also asked how the downtime in Line 1 PLDT service will be factored into their contract renewal. Ms. J. Bagaoisan affirmed that the contracts are yearly, except PLDT for Line 1, which is 2 years. Line 2, except DICT and Infinivan, which are ex-deal with the BDD. She stated that in the evaluation, if the provider receives a poor rating in two consecutive/semesters/ quarters, they may not be part of the next ISP providers. The Performance of the internet providers for 2023 are as follows <ul style="list-style-type: none"> PLDT (Line 1 Internet) – Outstanding Converge (Line 1 Internet) – Very Satisfactory Eastern Telecoms (Line 1 Internet) - Outstanding PLDT1 (Line 2 Internet) – Very Satisfactory PLDT2 (Line 2 Internet) – Outstanding Converge (Line 2 Internet) – Outstanding DICT (Line 2 Internet) – Outstanding INFINIVAN (Line 2 Internet) – Outstanding Eastern Telecoms (Line 2 Internet) – Outstanding. The Performance of the internet providers for Q1 2024 are as follows <ul style="list-style-type: none"> PLDT (Line 1) – Outstanding Converge (Line 1) – Outstanding Eastern Telecoms (Line 1) - Outstanding PLDT1 (Line 2) – Satisfactory PLDT2 (Line 2) – Outstanding

		<ul style="list-style-type: none"> • Converge (Line 2) – Outstanding • DICT (Line 2) – Outstanding • INFINIVAN (Line 2) – Outstanding • Eastern Telecoms (Line 2) – Outstanding. <ul style="list-style-type: none"> • The Performance of the other providers were reported as follows <ul style="list-style-type: none"> • ECSO (Video Conferencing for 2024) – Outstanding • DEGTEK (Video Conferencing for Q1 2024) – Outstanding • AZURE (Cloud Storage for Q1 2024) – Outstanding
c.4.b. External Service Providers for Purified Drinking Water, Photocopying Machines, Fleet Card for Gasoline and Diesel Fuel, and Janitorial Services.	General Services Division	<ul style="list-style-type: none"> • Mr. Leo Mangampo, OIC of the GSD, presented the performance evaluation of their suppliers quarterly with 3 (three) criteria as follows for CY2023 to Q1 of 2024: <ol style="list-style-type: none"> 1. Compliance with the Terms of Reference and Contract. 2. Overall Work Behavior of the external provider or supplier. 3. Issuance/delivery of electronic/hard copy of the Statement of Account. • Supplier performance evaluation are as follows: <ul style="list-style-type: none"> ○ H2O PLUS WATER TREATMENT CO. – Outstanding ○ OTUS COPY SYSTEM INC. – Outstanding ○ PETRON CORPORATION – Outstanding ○ FRONT RUNNERS PROPERTY & GENERAL SERVICES CORP – Outstanding
c.4.c. External Provider - Variance Security Agency Corporation.	Safety and Security Division	<ul style="list-style-type: none"> • Mr. Jimmy Chua, Manager of the SSD manifested that under the Security Terms of Reference, This evaluation is conducted semi-annually. <p>The evaluation covers the following:</p> <ol style="list-style-type: none"> 1. Security Personnel Performance. 2. Trainings. 3. Maintenance Equipment (Functional & Available): <ul style="list-style-type: none"> • Area 1 - Line 1 Depot, Tramo, Pasay City. • Area 2 - Line 2 Depot, Santolan, Pasig City. • Area 3 - Line 2 Revenue Line (Recto to Antipolo Stations) and RSS Nos. 1 to 7. <p>The overall performance rating of the Variance Security Agency Corporation for the year 2023 was Very Satisfactory with an overall numerical point score of 8.80</p>

		<ul style="list-style-type: none"> • Engr. SP Biscocho asked what actions SSD takes when there is below performance in trainings. • Mr. J. Chua explained that they communicate and inventory the equipment. They use tickets for violations and call meetings for appropriate actions. • Mr. G. Monteclaro inquired about the transitioning of security personnel and the data on training since turnover is high. • Mr. J. Chua agreed and noted that high turnover is a challenge. New personnel need to be hired and trained promptly to meet targets.
<p>c.4.d. External Suppliers Performance and 2023 Summary of Suppliers Evaluation.</p>	<p>Procurement Division</p>	<ul style="list-style-type: none"> • Atty. A. Pillos presented the evaluation which covers suppliers evaluated within a semi-annual period and only those procured through Purchase Orders, excluding rehabilitation projects. • Procurement Division has five performance criteria: <ol style="list-style-type: none"> 1. Timeliness of Delivery. 2. Completeness of Deliveries (Quantity). 3. Non-compliance with Specifications (Quality). 4. Response Time (5-10 days) Upon Notice. 5. Number of Requests for Extension of Delivery. • Atty Pillos reported that out of 29 companies who supplied to LRTA's Purchase Orders for the year 2023; <ul style="list-style-type: none"> • 20 were rated 5 out of 5, • 3 were rated 4.8 out of 5, • 2 were rated 4.6 out of 5, • 1 was rated 4.4 out of 5, • 2 were rated 4.2 out of 5 and • 1 was rated 4 out of 5 • He emphasized the need for adjustments or corrections on the evaluation form and transparency with suppliers. • Ms. MC Pascual of the BFPD wants to clarify the completion of procurement cycle as Purchase Orders delivered and paid. She added that it should just be the award or the issuance of the contract. Further, it's important to clarify that the unmet delivery within a year is not included as they are being engaged in the disbursement portion which is obligated/awarded. • Atty. A Pillos highlighted that it covers the delivery and warranties. The evaluation is done if the deliveries are paid and if there are certain delays then liquidated damages are being imposed. They also have the appropriate computation for the amount on the number of delays and the equivalent amount of the liquidated damages.

		<ul style="list-style-type: none"> Ms. LL Reyes noted the pending OFIs of the procurement division regarding response time and delayed pick-up of Purchase Order. Atty. A Pillos mentioned improvement and practicing the use of formal letter with the number of days that states the effect of delayed pick up in the given period. He also highlighted lack of a recommendation section on the evaluation form.
c.4.e. Performance Review of AFCS Concessionaire - AFPI.	FROG	<ul style="list-style-type: none"> Mr. O Perez outlined the AFCS concession agreement and its day-to-day procedures and processes. The service level agreement focuses on: <ol style="list-style-type: none"> AFCS Operations. Financial Settlements and Reconciliation. AFC Systems and Maintenance. Customer Support. Governance and General Conditions. Mr. Perez reported that based on the above criteria, the Concessionaire AFPI was able to perform with a 99.37% compliance rate.
c.4.f. Summary of Engineering Department Project Evaluation and the Evaluation Form.	Engineering Department	<ul style="list-style-type: none"> Engr. J. Loteriña manifested that LRTA currently handles the maintenance of LRT2 and that should there be related external providers, the following criteria will be followed to rate the contractor's performance evaluation criteria, to wit: <ol style="list-style-type: none"> Compliance with the Requirements. Effectiveness of Management. Compliance with Work Plan. Timeliness of Performance. Quality. Engr. SP Biscocho asked if the Engineering Department will enroll the presented document and also suggested the enrolling the monitoring of project implementation form. Engr. J. Loteriña confirmed that the enrollment of the document as a standard form is ongoing. Mr. G. Monteclaro asked about the period rating of contractors, including defects liability and warranty periods. Engr. J. Loterina clarified that the evaluation, defects and liability periods are included in billing reports.
c.4.g. External Performance	PMO West	<ul style="list-style-type: none"> Ms. C. De Guzman highlighted the evaluation which focused on:

<p>Evaluation of PMOs for East and West Extension Projects CY 2023.</p>		<ol style="list-style-type: none"> 1. Quality 2. Timeliness 3. Responsiveness <ul style="list-style-type: none"> • Service Provider for PMO West: Westrax Joint Venture was evaluated to have a Satisfactory Performance for CY 2023 • Ms. LL Reyes added the need for recommendations on the evaluation form and how often is the communication with the consultant.
<p>c.4.h. External Provider Performance Rating Line 2 East Extension Project</p>	<p>Line 2 East</p>	<ul style="list-style-type: none"> • Mr. JN Mabilangan presented the External Provider Performance Rating of Line 2 East. criteria: <ol style="list-style-type: none"> 1. Timeliness of Deliverables 2. Quality of Deliverables 3. Responsiveness to Needs. • Service Provider for PMO East: D. M. Consunji, Inc. was evaluated to have a Very Satisfactory Performance for CY 2023 • Service Provider for PMO East: FSJV was evaluated to have a Very Satisfactory Performance for CY 2023 • Service Provider for PMO East: CMX Consortium was evaluated to have a Very Satisfactory Performance for CY 2023
<p>c.4.i. Accomplishment Report 2023 & Updates on 2024.</p>	<p>Business Development Division</p>	<ul style="list-style-type: none"> • Ms. L Obias of the Business Development Division mentioned that the target non-rail income for 2023 was P126.06M, but they achieved P147.88M. The non-rail revenue projection as per Finance was based on the report for 2023, the actual collection was P160M which is the target of non-rail revenue projection from 2022 to 2028. • Factors contributing to the increase in non-rail revenue: <ol style="list-style-type: none"> 1. All proposals received, either walk-in or email, were acted upon. 2. Fast Processing and approval of proposals. 3. Imposition of annual escalation rates on existing contracts. 4. Effect of the application of new rates in advertising, which was approved in July 2022. 5. Additional contracts perfected. 6. High occupancy rate at Line 2 East Extension Stations (Marikina to Antipolo). 7. Strict enforcement of contract stipulations, including monitoring of leased areas. 8. Continued update of posting of available leasable areas at the LRTA official website. 9. Collection and discovered excess installed

		advertising materials at the revenue line.
c.4.i. Accomplishment Report 2023 & Updates on 2024. (Cont)	Corporate Planning and Research Division	<ul style="list-style-type: none"> Ms. Rosalea Mariano of the CPRD presented LRTA's Agency Performance Scorecard for CY 2023. She manifested that the total rating of committed targets for CY 2023 is 100% and the required average rating of the Commission is 90% based on the self-assessment conducted by the agency we were able to achieve 90.76% subject to GCG Validations and Assessment Ms. Mariano also reported that LRTA's Agency Performance Scorecard Targets for CY 2024 has been submitted and confirmed by the GCG and the corresponding monitoring reports are currently being prepared.
C.5. Adequacy of Resources		
C.5.a. Spare Parts and Consumables Availability	Engineering Department	<ul style="list-style-type: none"> Ms. S Grewal presented this agenda providing an overview of the stock status categorizing items as Sufficient and Insufficient Stock. Summary of Inventory Level (Capital Spares): 73% Sufficient Stock on 1,984 items 27% Insufficient Stock on 710 items i. 292 items - No Historical Consumption from the past 10 Years. ii. 418 items - Semi-expendable spare (88%) PR Preparation (7%) Ongoing Procurement (4%) Awaiting Delivery (1%) Total of 2,694 items Summary of Inventory Level (Consumables): 67% Sufficient Stock on 843 items 33% Insufficient Stock on 420 items i. 68 items - No Historical Consumption from the past 3 Years (16%) ii. 320 items - Slow/Non-moving Consumables (31%) PR Preparations (3%) Ongoing Procurement (49%) Awaiting Delivery (1%) Total of 1,263 items

		<ul style="list-style-type: none"> • Engr. SP Biscocho asked about the action plan for the 33% insufficient stock on consumables. • Ms. S. Grewal mentioned there's ongoing 2024 purchase requests and 2025 items under Early Procurement Activities for consolidation.
c.5.b. Procurement Status for CY 2023.	Procurement Division	<ul style="list-style-type: none"> • Atty. A Pillos presented this agenda with the overview of the procurement status <ul style="list-style-type: none"> a. For Public Bidding there are total of 77 Purchase Request. b. Sales of Bid Docs 127 with the equivalent amount of P1.83M. c. For awarded there are total of 232 Purchase Request equivalent to P246.6M d. Estimated P59.7M Savings. • Ms. MC Pascual of the Budget and Financial Planning Division inquired about the report on compliance with the 50% Early Procurement Activity (EPA) requirement for GAA 2024 • Atty. A. Pillos stated that they could extract figures from available data. Compliance with the 50% GAA 2024 includes certifications (Complied, Not Complied, or Partially Complied) • Ms. MC Pascual added for this year, departments are committed to achieving at least 50% EPA. She queried where this lies in procurement reports for monitoring purposes. She cited mentioned difficulties in filling out the accomplishments or monitoring OPCR and will seek help from the Procurement Division if needed.
c.5.c Availability of Service Vehicles, c.5.d. Power and Water Consumption, c.5.e. Telephones/Office Supplies	General Services Division	<ul style="list-style-type: none"> • Mr. L Mangampo of the General Services Division presented this agenda as follows: <ol style="list-style-type: none"> 1. 46 - Service Vehicles are all running and in good condition. 2. Line 2 Electricity Consumption 2024 in KWHR which is compliant with the Energy Conservation Inventory with Department of Energy. 3. Water Consumption for Line 2 Depot and Revenue Line which the month of April have the highest water consumption cause of the high weather temperature. 4. Telephone Direct Lines and Trunk Lines all lines are working. 5. Common Office Supply Utilized PR is already 55% <ul style="list-style-type: none"> ○ For PR 3rd and 4th Quarter (45%) ○ PS-DBM Delivered Supplies (36%) ○ PS-DBM Awaiting Delivery (19%)
c.5.f.. Internet and ICT Equipment	Knowledge Management and Information Technology Division	<ul style="list-style-type: none"> • Ms. Jenny Bagaoisan of the KMITD stated the following status of IT equipment as of 1Q2024: <ul style="list-style-type: none"> ○ 20 serviceable tablets - all tablets are

		<p>working</p> <ul style="list-style-type: none"> ○ Printers - 124 units or 78% are working ○ Desktop - 251 units with 78% are working ○ Laptop - 255 units with 63% serviceable (147 units with 58% obsolete) <ul style="list-style-type: none"> • 80 laptops, 56 desktops, 35 printers are set to be procured this year • All serviceable equipment were issued for use by various offices • All the equipment given to the end user are complete with accessories • There are plans to improve the slow-running laptops by replacing their installed RAM • KMITD informed the Body that it is not advisable for the end user to replace the defective equipment
c.5.g. Manpower Compliment	Human Resource Management Division	<ul style="list-style-type: none"> • Ms. Esther Soneja of the HRMD reported the following Report on the manpower complement of LRTA: <ul style="list-style-type: none"> Employees: Permanent – 324 Contractual – 430 L1SEP – 35 L2 East PMO – 8 L2 West PMO – 10 CS (Administrative Support-151) – 133 JTT (76) – 69 MTT (401) – 389 TOTAL MANPOWER = 1398 • A total of 64 Vacant positions are subject for hiring and are on process (12 are contractual positions), 44 positions are currently on-process.
VI. Effectiveness of Actions Taken to Address Risks and Opportunities		
a. Institutional Risks	IMS Risk Management Team	<ul style="list-style-type: none"> • Mr. Erwin Rommel Satingin of the RMT presented the Revised risk and opportunity registry at the Institutional Level as of April 23, 2024 which has - 20 identified risk and opportunities (10 - very high, 6 - high, 3 - medium, 1 -low) • Among the Opportunities were presented were

		<ul style="list-style-type: none"> ○ The creation of the LRTA OSH Committee, a proposed OSH policy, as well as the formulation of the Railway Operations and OSH Manual, which is currently under review ○ Diversify income streams and enhance its financial sustainability - on going studies and research ○ Expanded access to resources, expertise and funding through the development of partnership and alliance with various development institution - under development <ul style="list-style-type: none"> ● Strategies would include strengthening LRTA's engagement with customers through introduction of various customer relations programs and technology solutions - ongoing planning activities ● Institutional Risks include failure to roll out programs that would increase revenue streams and income. ● Ways forward <ul style="list-style-type: none"> ○ RMT to conduct orientation on the use of the new form Risk and Opportunities for the process level (starting next week) using the revised Guidelines, Procedure for Risk Management ○ Regular review and update of the Risk Registry to adapt to the challenging circumstances ○ To improve the Risk Management Information System (RMIS) incorporating the new Risk and Opportunities Registry form for Institutional and Process level
VII. Opportunities for Improvement		
a. 2023 and 2024 OFI Report	IMS IQA Team	Presented earlier under Item C.3.
VII. Any Need for Changes to the Quality Management System		
a. Changes in Context or Need: ARTA HCSM	LRTA CART	<ul style="list-style-type: none"> ● Ms. Divina Guison of the Committee on Anti-Red Tape reported that Old Customer Satisfaction (CS) Process was updated (2015-2022) <ul style="list-style-type: none"> * GGCG MC No. 2012-007 or the Code of Corporate Governance - Section 37, GCG MC No. 2012-07 - GCG MC Nos. 2013-02 and 2017-02 ● New CS Process (2023 onwards) <ul style="list-style-type: none"> ○ Section 20 of RA 11032 ○ Rule IV, Section 3(b) of the IRR ○ ARTA MC No. 2022-005 and its Amendment

		<p>ARTA MC No 2023-05</p> <ul style="list-style-type: none"> ○ ARTA-GCG Joint MC No. 1, s 2023 ● Client Satisfaction Measurement (CSM) Survey <ul style="list-style-type: none"> ○ assess the overall satisfaction and perceptions of clients on the government service ○ promote the adoption of a harmonized and standardized framework in measuring client satisfaction across ALL levels of the government ○ measure and compare the service performance of ALL government agencies in a uniform manner ● Services covered: Internal and External ● Elements of the CSM Questionnaire: 3 questions related to Citizen's Charter; 1 question related to client's overall satisfaction; 8 questions related to service quality dimension. ● Ms. Divina Guison added that employees should check LRTA's Citizens' Charter posted on the website.
<p>b. Integration of OHSMS with QMS</p>	<p>IMS Core Team Leader</p>	<ul style="list-style-type: none"> ● Mr. Warren Arzadon updated the Body on the following Occupational Health and Safety Initiative of LRTA: <ol style="list-style-type: none"> 1. Develop OSH Policy <ul style="list-style-type: none"> ○ OSH Policy in relation to ISO 45001 – approved. ○ HIRAC implementing Guidelines - approved April 2024 ○ Refresher on the step by step processing of the HIRAC Registry Form and implementing guidelines - completed May 2024 2. Plan and Develop health related trainings/seminars (accident prevention seminars in the workplace). 3. Annual training plans and programs of SSD on BOSH, COSH, HIRAC etc. <ul style="list-style-type: none"> ○ initiate and implement improvement of working conditions relative to a safe and healthy working environment ○ SSD's work plans and programs on various working condition 7s committee 4. Ensure the health promotion and accident prevention efforts of the agency in compliance with the government safety programs <ul style="list-style-type: none"> ○ Safety induction ○ Railway operations Safety Code & OSH Manual ○ Work place safety

		<ul style="list-style-type: none"> ○ Recreation facilities <ul style="list-style-type: none"> * revisit the safety code manual/create an integrated safety & OSH Standard manual *to have gymnasium area equipped with related equipment * coordinate with HR Training to invite speakers for quality lectures <ol style="list-style-type: none"> 5. Conduct periodic safety meetings <ul style="list-style-type: none"> ○ Safety talk during refresher courses ○ LRTA Incident Committee 6. Submit reports on its meetings and other activities to the head of the agency. 7. Review reports of inspection, accident investigations and implementation of programs to coordinate with LRTA IC, IMS group, Safety Office on how to collate reports submitted to the head of the agency. 8. Provide the necessary support to government inspection authorities <ul style="list-style-type: none"> - compliant to waste water and material recovery facilities, Covid-19 grp, etc. 9. Initiate safety trainings on OSH for the agency by coordinating with appropriate training institutions - yearly sending of selected personnel to attend BOSCH, COSH, LCM, HIRAC Risk Management, etc. appropriate training schedule of personnel on all safety related trainings 10. Develop and maintain contingency plans and provide trainings/ seminars in handling disaster situations. <ul style="list-style-type: none"> • Engr. Bischocho further stated that 2024 is the preparatory year to be OSH compliant
<p>Enrolled LRTA Procedures and Policy January - May 2024</p>	<p>DC</p>	<ul style="list-style-type: none"> • Mr. Jomel Maranan, the IMS Document Controller manifested the following: <p>January</p> <ol style="list-style-type: none"> 1. Automated Fare Collection System Discount, Operational Parameters and Free Ride - 18 January 2024 2. Service Vehicle Administration - 02 January 2024 3. Operational Response during Earthquakes - 15 January 2024 4. Warehouse Management - 16 January 2024 5. Integrated Management System (IMS) Internal Audit - 10 January 2024 <p>February</p> <ol style="list-style-type: none"> 1. Manpower Compliment for Station Assignment and Unscheduled Absent of Employee - 01

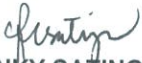
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		<p>February 2024</p> <ol style="list-style-type: none"> 2. Availment of Discounts and Concessionary Cards - 01 February 2024 <p>March</p> <ol style="list-style-type: none"> 1. Provision and Distribution of Food Packs to Passengers and Employees - 07 March 2024 2. Management and Use of Black Box for Surrendered/Recovered expired Contactless Cards from Station Premises - 15 March 2024 3. Accountability and Responsibility over LRTA Properties and Equipment - 22 March 2024 4. Occupational Safety and Health - 26 March 2024 <p>April</p> <ol style="list-style-type: none"> 1. Handling Unconfirmed Transactions during Add Value on Stored Value Cards (SVC) - 16 April 2024 2. Alcohol Free Workplace 29 April 2024 <p>May</p> <ol style="list-style-type: none"> 1. Use of Personal Mobility Aids (PMAs) in the LRT Line 2 Stations - 09 May 2024 2. Engineering and Maintenance Management of LRT Line 2 System - 02 May 2024 <p>All enrolled forms and procedures will be uploaded and can be seen at logical docs</p> <p>Atty. Patrick Villanueva requested that all presentations on the Management Review can be shared to everyone for future references</p>
IX. Conclusion	IMS Core Team Leader	<ul style="list-style-type: none"> • Engr. Sherwin Bischocho summarized the Management Review Discussions as well as the salient comments of the Body

III. ADJOURNMENT

There being no matters to be tackled, the meeting was adjourned at 4:30 in the afternoon.

Prepared by:



PINKY SATINGIN
Secretary A, L1SEP



SUSHMITA KAUR L. GREWAL
Researcher Analyst A



LAUREEN R. SAN PEDRO
TOS B

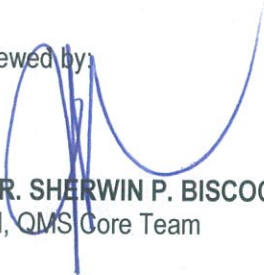


JULIE FRANCE G. DELFINO
Clerk-Processor A



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Reviewed by:



ENGR. SHERWIN P. BISCOCHO
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