



30 September 2024

HON. JAIME J. BAUTISTA
*Secretary, Department of Transportation (DOTr)
and LRTA Chairperson*

HON. HERNANDO T. CABRERA
Administrator
LIGHT RAIL TRANSIT AUTHORITY (LRTA)
1st Floor, Line 2 Depot
Marcos Highway, Pasig City

**RE : VALIDATION RESULT OF THE 2023
PERFORMANCE SCORECARD OF LRTA**

Dear Secretary Bautista and Administrator Cabrera,

This is to formally transmit the validation result of the 2023 Performance Scorecard of **LIGHT RAIL TRANSIT AUTHORITY (LRTA)**. Based on the Governance Commission's validation of the GOCC's documentary submissions, LRTA obtained an overall score of **90.62%** (See **Annex A**). The same is to be posted on LRTA's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

FOR LRTA'S INFORMATION AND GUIDANCE.

Very truly yours,


ATTY. MARIUS P. CORPUS
Chairperson




ATTY. BRIAN KEITH F. HOSAKA
Commissioner


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

cc: COA Resident Auditor – LRTA

¹ Code of Corporate Governance for GOCCs, dated 28 November 2012.

**LIGHT RAIL TRANSIT AUTHORITY (LRTA)
Validated 2023 Performance Scorecard**

Component					LRTA Submission		GCG Validation		Supporting Documents	Remarks													
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating															
SO 1 Increased Passenger Mobility and Reduced Commuter Time, Increase Productivity																							
SOCIAL IMPACT	SM 1	Passenger Ridership	Absolute Figure (in Millions)	For monitoring purposes only	L1: 75.61	107.73	0%	107.729	0%	- Quarterly Passenger Ridership Reports for Lines 1 - Monthly and Weekly Reports on Line 1 Ridership from LRMC - Monthly Ridership Report Entry & Exit Traffic Per Station for Line 2	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Traffic</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>27.240</td> </tr> <tr> <td>Q2</td> <td>24.980</td> </tr> <tr> <td>Q3</td> <td>27.185</td> </tr> <tr> <td>Q4</td> <td>28.324</td> </tr> <tr> <td>Total</td> <td>107.729</td> </tr> </tbody> </table>	Quarter	Traffic	Q1	27.240	Q2	24.980	Q3	27.185	Q4	28.324	Total	107.729
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				L2: 55.91	49.429	0%	49.429	0%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Traffic</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>11.960</td> </tr> <tr> <td>Q2</td> <td>11.206</td> </tr> <tr> <td>Q3</td> <td>12.731</td> </tr> <tr> <td>Q4</td> <td>13.532</td> </tr> <tr> <td>Total</td> <td>49.429</td> </tr> </tbody> </table>	Quarter	Traffic	Q1	11.960	Q2	11.206	Q3	12.731	Q4	13.532	Total	49.429		
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Total	49.429																						
	Subtotal		0%			0%		0%															
SO 2 Sustain Customer Satisfaction																							
	SM 2	Percentage of Satisfied Customers																					

Measure/Objective	Component				LRTA Submission		GCG Validation		Supporting Documents	Remarks
	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating		
a. Passengers	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	7%	Actual / Target 0% = If less than 80%	90%	Conducted the Third-Party Customer Satisfaction Measurement Survey last December 27 to 31, 2023 with an overall customer satisfaction rating of 93.9% equivalent to Very Satisfactory	10.00%	93.90%	10%	<ul style="list-style-type: none"> - Memo from Arta recommendation on the request for exemption of the LRTA HCSCM - LRTA Line 1 and Line 2 CSMR 2023 - Email from ARTA to GCG Providing a Copy of Documents re the Compliance Status of GOCCs Covered by RA 10149. 	Line 1 was excluded by ARTA from LRTA's Client Satisfaction Measurement (CSM). Hence, LRTA's CSM Report, which only included Line 2 services, showed an overall satisfaction (SQD) of 93.90%. This is consistent with the validation results of ARTA, which additionally confirmed compliance of LRTA on the requirement, issued on 15 Apr 2024.
		3%		90%						
SO 3	Address Increasing Demands Through Existing Lines and New Ones									
SM 3	Line 1 South Extension Project									
	a. Relocation of Informal Settler Families (ISFs) Under Right-of-Way	Actual Accomplishments	10%	All or Nothing	Approved ISF Master List ready for relocation under ROW Package 3	The approved ISF Master List was received by the LGU-Bacoor on October 16, 2023. The Census Master List of the Affected ISFS-Package 3 was submitted to Housing Urban Development & Resettlement	10%	Approved Final Census Master List of the Affected ISFs - Package 3	10%	<ul style="list-style-type: none"> - LRT Line 1 Census Master list (CY 2023) Affected ISFs under Package 3.

CUSTOMERS AND STAKEHOLDERS

Component		LRTA Submission			GCG Validation		Supporting Documents	Remarks																				
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating			Score	Rating																		
					Department of Bacoor on October 16, 2023																							
b. Trainsets of New Rolling Stock - 4th Generation LRV's	Actual Accomplishments	10%	Actual / Target	Submission of Recommendation / Report to DOTr for the Testing of Five (5) Trainsets	<p>Completed the Static and Dynamic Testing including the Trial Run Testing of Five (5) Trainsets.</p> <p>LRTA's endorsement for the completion of Static & Dynamic Tests, including the Trial Run Test was received by the DOTr on June 16, 2023</p>	10%	Submission of Recommendation / Report to DOTr for the Testing of Five (5) Trainsets	10%	<p>- Copy of LRTA's Endorsement letter to DOTr with attachments</p> <p>- Certificates of Completion Roof Rectification</p>	<p>The report on the completion of the static and dynamic tests for the five trainsets was received by the DOTr in a letter dated 13 June 2023. Tests were conducted on the ff dates:</p> <table border="1"> <thead> <tr> <th>Trainset No.</th> <th>Static & Dynamic Test</th> <th>Trial Run Test</th> </tr> </thead> <tbody> <tr> <td>TS No. 16</td> <td>21 Nov 2022</td> <td>24 Jan 2023</td> </tr> <tr> <td>TS No. 17</td> <td>16 Dec 2022</td> <td>23 Jan 2023</td> </tr> <tr> <td>TS No. 21</td> <td>27 Dec 2022</td> <td>07 Feb 2023</td> </tr> <tr> <td>TS No. 20</td> <td>27 Dec 2022</td> <td>20 Feb 2023</td> </tr> <tr> <td>TS No. 11</td> <td>27 Dec 2022</td> <td>22 Mar 2023</td> </tr> </tbody> </table>	Trainset No.	Static & Dynamic Test	Trial Run Test	TS No. 16	21 Nov 2022	24 Jan 2023	TS No. 17	16 Dec 2022	23 Jan 2023	TS No. 21	27 Dec 2022	07 Feb 2023	TS No. 20	27 Dec 2022	20 Feb 2023	TS No. 11	27 Dec 2022	22 Mar 2023
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TS No. 11	27 Dec 2022	22 Mar 2023																										
Subtotal		30%				30%		30%																				
SO 4	Ensure Delivery of Excellent Performance by the Private Concessionaire at All Times																											

		Component			LRTA Submission		GCG Validation		Supporting Documents	Remarks					
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating		Month	Citation	Rectification			
INTERNAL PROCESS	SM 4	Compliance of Concessionaire to Performance Commitments under the Concession Agreements	No. of Rectified Noncompliance + Total No. of Noncompliance x 100%	10%	Actual / Target 0% = If less than 90%	100%	101.09%	10%	98.36%	9.84%	- Monthly Secondary KPIs Monitoring Report for 2023 as submitted to DOTr. - Summary Detailed Report on Citations Notices - Sample Citation Notices and Rectification Documents	Jan	9	9	
												Feb	13	13	
													Mar	19	18
													Apr	24	23
													May	21	21
													Jun	14	13
													Jul	13	14
													Aug	18	19
													Sep	31	30
													Oct	8	8
													Nov	9	6
													Dec	4	6
													Total	183	180
												Rating	98.36%		
	SM 5	Compliance of Line 2 Automated Fare Collection System (AFCS) Concessionaire to Service Level Agreement (SLA)	((Σ Numerical Rating ÷ No. of Relevant Provisions) ÷ Highest Numerical Rating) x 100%	10%	Actual / Target	100%	99.37%	9.94%	99.37%	9.94%	- 2023 Monthly and Quarterly performance monitoring reports for the AFCS concessionaire	Jan	98.78%		
												Feb	99.23%		
												Mar	98.97%		
												Apr	99.25%		
												May	99.47%		
												Jun	99.49%		
												Jul	99.25%		
												Aug	99.49%		

Measure/Objective		Component			LRTA Submission		GCG Validation		Supporting Documents	Remarks										
		Formula	Weight	Rating Scale	Target	Actual	Rating	Score			Rating									
										<table border="1"> <tr><td>Sep</td><td>99.49%</td></tr> <tr><td>Oct</td><td>99.76%</td></tr> <tr><td>Nov</td><td>99.74%</td></tr> <tr><td>Dec</td><td>99.49%</td></tr> <tr><td>Total</td><td>99.37%</td></tr> </table>	Sep	99.49%	Oct	99.76%	Nov	99.74%	Dec	99.49%	Total	99.37%
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SO 5 Improved Efficiency and Reliability of LRT Systems and Processes																				
SM 6	Number of Projects Completed for Improved Systems and Facilities	No. of Projects Completed (Physical Completion)	10%	Actual / Targets	6	4 out of 6 projects were completed while two (2) are under procurement stage	6.64%	3 projects 100% completed 1 project 98.63% completed 2 projects not completed (0%)	6.64%	<ul style="list-style-type: none"> - Certificates of Completion - Timeline of Activities for Failed Projects and Supporting <p>3 out of 6 projects were 100% completed:</p> <ol style="list-style-type: none"> 1. Repair of Unbonded Concrete Plinth of LRT 2 System 2. Testing and Commissioning of Forty-five (45) Brand-New Escalators and Comprehensive Maintenance of Thirty-two (32) Elevators and Fifty-eight (58) Escalators 3. Replacement of LRT 2 Station Roofing System <p>1 project 98.63% completed – Restoration of Rectifier Sub-Station (RSS) Nos. 4, 5, and 6.</p>										
ISO Certifications																				
SM 7	a. ISO 9001:2015 Quality Management System(QMS)	Actual Accomplishments	5%	All or Nothing	ISO 9001:2015 Re-certification	ISO 9001:2015 (QMS) Certified on 11 July 2023	5%	ISO 9001: 2015 Certified	5%	<ul style="list-style-type: none"> - Certificate of Registration LRTA ISO 9001 2015 - Database of the GOCCs' ISO QMS Certifications/Re-certifications as Evidence or Proof of Compliance for <p>LRTA passed the certification audit on 11 July 2023 conducted by Certification International Philippines, Inc. The Certificate is valid until 10 July 2026.</p>										

		Component			LRTA Submission		GCG Validation		Supporting Documents	Remarks												
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating														
									the FY 2023 PBB Grant GOCCs under the Governance Commission for GOCCs (GCG)													
	b. ISO 45001:2018 Occupational Health and Safety (OHS)	Actual Accomplishments	3%	All or Nothing	Procurement of a 3rd Party Certifying Body	The target was not achieved by December 21, 2023, due to failure of bidding as the bidder at the time was deemed ineligible	0%	Failed bidding for 3rd Party Certifying Body	0%	- Revised Justification OSH Measure 2023 Scorecard.	LRTA failed to procure a third party for ISO 45001:2018 certification.											
	Subtotal		38%				31.58%		31.42%													
SO 6	Sustain LRTA's Financial Condition																					
SM 8	Line 2 Fare Revenue Collection (in billion ₱)	Absolute Figure	6%	Actual / Target	1.09	1.10	6.00%	1.096	6%	- LRTA's COA-audited 2023 Financial Statements	Difference due to rounding off in LRTA's reported accomplishment.											
FINANCIAL	Budget Utilization Rate																					
	SM 9	a. GAA Subsidies - Amounts Obligated	Amount Obligated / Total GAA Subsidy (net of PS Cost)	2%	Actual / Target	90%	43.27%	0.87%	44.94%	1%	- SAAODB as of 31 December 2023 as submitted to ICRS - DBM-approved Corporate Operating Budget (COB) for 2023	<table border="1"> <tr> <td>Total GAA subsidy</td> <td>7,941,883,534</td> </tr> <tr> <td>Obligated Amount</td> <td>3,568,749,525</td> </tr> <tr> <td>Obligation Rate</td> <td>44.94%</td> </tr> <tr> <td>Disbursement</td> <td>1,353,829,954</td> </tr> <tr> <td>Disbursement Rate</td> <td>37.94%</td> </tr> </table>	Total GAA subsidy	7,941,883,534	Obligated Amount	3,568,749,525	Obligation Rate	44.94%	Disbursement	1,353,829,954	Disbursement Rate	37.94%
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	b. GAA Subsidies - Amounts Disbursed	Amount Disbursed / Total GAA Obligated (net of PS Cost)	2%	Actual / Target	90%	58.91%	1.18%	37.94%	0.84%	Used amounts were based on LRTA's SAAODB as submitted to GCG-ICRS.												

		Component			LRTA Submission		GCG Validation		Supporting Documents	Remarks																		
Measure/Objective	Formula	Weight	Rating Scale	Target	Actual	Rating	Score	Rating																				
	c. Corporate Funds (CO & MOOE)	Amount Disbursed / Total COB (net of PS Cost)	2%	Actual / Target	90%	56.33%	1.13%	61.26%	1.36%	<table border="1"> <thead> <tr> <th>Item</th> <th>Allocation</th> <th>Disbursed</th> </tr> </thead> <tbody> <tr> <td>MOOE</td> <td>637.91</td> <td>345.271</td> </tr> <tr> <td>Financial Expenses</td> <td>.6245</td> <td>57</td> </tr> <tr> <td>Capital Outlay</td> <td>67.447</td> <td>28.89</td> </tr> <tr> <td>Total</td> <td>705.422</td> <td>432.156</td> </tr> <tr> <td colspan="2">BUR</td> <td>61.26%</td> </tr> </tbody> </table> <p>Used amounts were based on LRTA's SAAODB as submitted to GCG-ICRS.</p>	Item	Allocation	Disbursed	MOOE	637.91	345.271	Financial Expenses	.6245	57	Capital Outlay	67.447	28.89	Total	705.422	432.156	BUR		61.26%
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BUR		61.26%																										
SM 10	Collection Efficiency Rate	Total Actual Collection for the Year / Total Amount for Collection for the Year	10%	Actual / Target	90%	128.05%	10.00%	99.73%	10.00%	<ul style="list-style-type: none"> - Non-Rail Revenue Consolidated Collection Report(rental) - Monthly Collection Reports -Sample Billing Notices and Official Receipts <table border="1"> <thead> <tr> <th>Item</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Target Collection (A)</td> <td>158,661,788</td> </tr> <tr> <td>Actual Collection (B)</td> <td>161,420,012</td> </tr> <tr> <td>Collections not projected (C)</td> <td>(2,908,714.83)</td> </tr> <tr> <td>Collection Rate (B/[A-C])</td> <td>99.73%</td> </tr> </tbody> </table>	Item	Amount	Target Collection (A)	158,661,788	Actual Collection (B)	161,420,012	Collections not projected (C)	(2,908,714.83)	Collection Rate (B/[A-C])	99.73%								
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	Subtotal		22%				19.18%		19.20%																			
LEARN	SO 7	Achieve Systems Competency and Expertise																										

Measure/Objective		Component			LRTA Submission		GCG Validation		Supporting Documents	Remarks																	
		Formula	Weight	Rating Scale	Target	Actual	Rating	Score			Rating																
SM 11	Percentage of Employees Meeting Required Competencies	Actual Accomplishments	5%	All or Nothing	Improvement from the 2022 Baseline	88.13%	5%	88.13%	5%	- Assessment on the Competency level of LRTA employees as of Dec 31, 2023 - List of Personnel with Trainings	<table border="1"> <thead> <tr> <th>Details</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Total Plantilla</td> <td>817</td> <td>809</td> </tr> <tr> <td>Competent</td> <td>641</td> <td>713</td> </tr> <tr> <td>Baseline</td> <td>78%</td> <td>88.13%</td> </tr> </tbody> </table>	Details	2022	2023	Total Plantilla	817	809	Competent	641	713	Baseline	78%	88.13%				
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An improvement of 9.67% from the 2022 baseline of 78.46%																											
SM 12	Cross-functional learning/skillin g for core services	Actual Accomplishment (physical count of trained staff)	5%	Actual / Target	Fifteen (15) LRTA Personnel Familiarized / Oriented in Basic Train Operations and Basic Traffic Management	52 employees	5%	52 employees	5%	- Annual Report on Cross training Program for Operation-Based Personnel - Training Certificates	<table border="1"> <thead> <tr> <th>Training</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Train Driving Program</td> <td>6-17 Feb 2023</td> <td rowspan="3">44</td> </tr> <tr> <td>8-19 May 2023</td> </tr> <tr> <td>13-24 Nov 2023</td> </tr> <tr> <td rowspan="3">Operation Control Center Signaling System Operation</td> <td>20-24 Feb 2023</td> <td rowspan="3">2</td> </tr> <tr> <td>22-26 May 2023</td> </tr> <tr> <td>21-25 Nov 2023</td> </tr> <tr> <td>Total</td> <td></td> <td>52</td> </tr> </tbody> </table>	Training	2022	2023	Train Driving Program	6-17 Feb 2023	44	8-19 May 2023	13-24 Nov 2023	Operation Control Center Signaling System Operation	20-24 Feb 2023	2	22-26 May 2023	21-25 Nov 2023	Total		52
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