LIGHT RAIL TRANSIT AUTHORITY (LRTA)
Recalibrated 2020 Performance Scorecard

Component				Baseline Data			Targets	
Objective/Measure	Formula	Weight	Rating Scale [a]	2016	2017	2018	2019	2020
SO 1 **Increased Passenger Ridership**								
SM 1 Passenger Ridership	Absolute Figure (in Millions)	0%	Actual / Target	L1: 147.91	L1: 156.98	L1: 165.34	L1: 163.32	*L1: 34.97*
		2%		L2: 66.93	L2: 65.96	L2: 64.695	L2: 68.63	*L2: 12.22*
Sub-total		**2%**						
SO 2 **Improved Customer Satisfaction**								
SM 2 Percentage of Satisfied Customers	Number of respondents who gave *at least* a Satisfactory rating / Total number of respondents		Actual / Target *0% = If less than 80%*	N/A	L1: "Satisfied" Rating L2: "Satisfied" Rating	94%	90%[i]	
a. Passengers		6%						*Excluded*
b. Concessionaires		2%						90%[ii]
SO 3 **Addressed Increasing Demands for the Existing Lines and New Mass Transit Systems**								
SM 3 Line 2 East Extension Project: Electro-Mechanical Works and Track Works for Package 3	Percentage of completion	10%	Actual / Target	N/A	100% Completion and Construction of Viaduct	100% completion of Preparatory Works for Construction of Design and Build of Stations	100% completion of the Construction of Design and Build of Stations *(Package 2)*	*80%*

---

[i] *Using the Standard Methodology and Questionnaire developed by GCG.*
[ii] *Using the Enhanced Guidelines for the Conduct of the CSS prescribed by the GCG.*

		Component			Rating Scale a/	Baseline Data			Targets	
		Objective/Measure	Formula	Weight		2016	2017	2018	2019	2020
	SM 4	Line 1 South Extension Project			Actual / Target	N/A	A. One (1) lot awaiting issuance of writ of possession; Ten (10) lots for resurvey and preparation of Subdivision Plan; B. 585 ISFs were evaluated and facilitated	Relocation of 142 Informal Settler Families (ISFs) Under Package 1	Relocation of 540 ISFs under Packages 2 and 3	
		a. Relocation of Informal Settler Families (ISFs) under Right of Way (ROW) Package 2- Las Pinas City	Actual Accomplishment	4%						*150 Informal Settler Families (ISFs) under ROW Package 2*
		b. Manufacture of Trainsets of New Rolling Stock-4th Generation LRVs		4%						*Seven (7) Trainsets*
			Sub-total	*26%*						
INTERNAL PROCESS	SO 4	**Ensured Delivery of Performance by the Private Concessionaire**								
	SM 5	Compliance Rate of Concessionaire to the Performance Commitments under the Concession Agreement	Percentage of compliance to Secondary KPI (No. of Rectified Noncompliance +Total No. of Noncompliance x 100%)	10%	95% & above = 10% 94% = 9% 93% = 8% 92% = 7% 91% = 6% 90% = 5% 89.9% & below = 0%	L1: 97.88%	L1: 96.26%	L1: 100%	L1: 95%	L1: 95%
	SM 6	Compliance Rate of Line 2 Automated Fare Collection System (AFCS) Concessionaire to the Service Level Agreement (SLA)	No. of SLA provisions complied ÷ Total number relevant provisions	10%	Actual / Target	L2: 90.06%	L2: 90.64%	L2: 92.81%	L2: 100%	L2: 100%

Component				Baseline Data			Targets	
Objective/Measure	Formula	Weight	Rating Scale a/	2016	2017	2018	2019	2020
SO 5 **Improved Efficiency and Reliability of LRT Systems and Processes**								
SM 7 · Number of Projects Completed for Improved Systems and Facilities	No. of projects with 100% completion / Total Number of Projects for the Year	12%	Actual / Target	L1: 1 project L2: 4 projects	L1: 1 Project *(Gantry Anchor Bolt)* L2: 5 projects	L2: 7 projects	L2: Six (6) projects	*L2: Five (5) Projects*
SM 8 · ISO Certification	Actual Accomplishment	7%	All or Nothing	N/A	N/A	ISO 9001:2015 QMS Certified	Pass Surveillance Audit for ISO 9001:2015	Pass 2nd Surveillance Audit
	Sub-total	**39%**						
SO 6 **Sustainability of Financial Conditions**								
SM 9 · Budget Utilization Rate								
SM 9 · a. Current Budget (2019 & 2020)	Actual Award / Total Budget	5%	Actual / Target	-	-	-	-	80%
SM 9 · b. 2018 & Prior Years' Subsidies	Actual Award / Total Budget	4%	Actual / Target	-	-	-	-	80%
SM 10 · *Collection Efficiency Rate*	*Actual Collection/ Total Accounts Receivables*	7%	Actual / Target	-	-	-	-	*80%*
SM 11 · Non-Rail Revenue b/	Actual Non-Rail Revenues	7%	Actual / Target	₱120.38 M	₱310.46 M	₱136.53 M	₱131.775 M	*₱65.00 M*
	Sub-total	**23%**						

Component				Baseline Data			Targets	
Objective/Measure	Formula	Weight	Rating Scale a/	2016	2017	2018	2019	2020
SO 7 — Achieve Railway System Competency and Expertise								
SM 12 — Percentage of Employees Meeting Required Competences	Employees with competency gaps determined / total number of employees	5%	All or Nothing	Competency Profile of all positions in LRTA completed and established	Competency gaps determined for 624 out of 783 employees	98.84% (85 of 86) of LRTA personnel with identified competency gaps are addressed	100% of Employees Meeting Required Competencies	Board Approval of Revised Competency Framework
SM 13 — Establishment of Philippine Railway Training Center (PRTC)	Actual Accomplishment	5%	All or Nothing	Creation of S.O 171 establishing the structure of PRTC	TESDA Certificate of Program Registration for Train Driving Level II	TESDA-accredited Train Driving Level II Program Public Offering: a. Soft Launch to Potential Clients; b. Official Launch	30 Enrollees for the Modules Offered	TESDA Certificate of Program/Module Registration for Train Traffic Program
Sub-total		*10%*						
TOTAL		**100%**						

(Left vertical label: LEARNING AND GROWTH)

a/ But not to exceed the weight assigned per indicator.
b/ Non-rail revenues comprise income from commercial, advertising spaces, land lease, interconnection access, right of way, and short-term activities.