

## External Services

### 1. Assistance to clients for daily emergencies thru 911 Emergency Action Center

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Assistance to day-to-day emergency calls	1.1 Emergency calls taken/received(24/7)	None	5 Minutes	<i>Call Takers on duty Shifts 1 to 3</i>
	1.2 Coordination with hospital laboratory, clinics, etc. completed	None	1 Hour average (depending on the readiness of receiving facility)	<i>Call Takers on duty Shifts 1 to 3</i>
	1.3 Emergency call response dispatched to appropriate service responders (24/7)	None	5 Minutes	<i>Call Takers on duty Shifts 1 to 3</i>

<p>Ambulance Transport (checkup, laboratory, etc.)</p>	<p>Protocol for Transfer (within Legazpi City):</p> <p>1.1 Request for transfer of patient from one institution to another, received, and critical information needed recorded in logbook</p>			<p><i>Local Disaster Risk Reduction Management Officer I / EQRT on Duty (Shifts 1 to 3)</i></p>
	<p>1.2 Ambulance travel from base to pick up point</p>	<p>None</p>	<p>30 Minutes (Includes PPE donning time)</p>	<p><i>EQRT on Duty (Shifts 1 to 3)</i></p>
	<p>1.3 Patient transported to point of destination</p>	<p>None</p>	<p>1 Hour Average</p>	<p><i>EQRT on Duty (Shifts 1 to 3)</i></p>

Ambulance Transport (checkup, laboratory, etc.)	Protocol for transfer (Outside Legazpi City):			
	1.1 Received request for transfer of patient from one institution to another, and critical information needed recorded in logbook	None	5 Minutes	<i>Local Disaster Risk Reduction Management Officer I / EQRT on duty</i>
	1.2 Travel Order prepared/ requested/ approved, and other ambulance needs prepared/ checked	None	2 Hours (depending on the availability of the approving officer)	<i>Local Disaster Risk Reduction Management Officer I / EQRT on duty</i>
	1.3 Ambulance travel from vase to pick up point	None	In 30 minutes (includes PPE donning time)	<i>EQRT on duty (with approved travel order)</i>
	<b>Total:</b>	<b>None</b>	<b>4 Hours, 15 Minutes</b>	

## External Services

### 2. Response services during disasters/incidents (Assistance to the community during disasters and incidents)

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Public Advisories and Bulletins	1.1 Bulletins from national warning agencies disseminated to the barangays and the public via agreed communication channels (group chat, text messages, CDRRMO Facebook Page)	None	2 Minutes	<i>Emergency Operation Center- Warning &amp; Operations Staff / Administrative Officer IV</i>
	1.2 City Disaster and Climate Change Resilience Council advisories prepared and posted in agreed communication channels	None	15 Minutes	<i>Emergency Operations Center – EOC Manager</i>

	<p><b><u>Advisories for</u></b></p> <p>Preparedness, cancellation of classes/work/sailing</p> <p>Preemptive Evacuation</p> <p>Decampment</p>			<i>Local Disaster Risk Reduction Management Officer IV</i>
Pre-Emptive Evacuation and Decampment	<p>1.1 Coordination made for preemptive evacuation</p> <p>Barangay Managed</p> <p>City Managed</p>	None	1 Hour	<i>Emergency Operations Center Logistics Staff Administrative Aide I</i>
During Evacuation (Camp Coordination and Camp Management)	<p>1.1 Evacuation/ Camp needs and other concerns received and logged</p>	None	3 Minutes	<i>Emergency Operations Center – 911 call taker</i>
	<p>1.2 Evacuation/ Camp needs and other concerns relayed to other agencies/ served</p>	None	1 Hour	<i>Emergency Operations Center - Logistics</i>
	<p>1.3 Actions taken regarding camp coordination and management logged and reported to IMT</p>	None	15 Minutes	<i>Emergency Operations Center- 911 call dispatcher</i>
	<p>1.4 Situational Report prepared and submitted to concerned agencies</p>	None	1 Hour	<i>Emergency Operations Center - Planning / LDRRM Assistant</i>

Search, Rescue and Retrieval	1.1 Requests for search, rescue or retrieval received and information acquired and logged	None	5 Minutes	<i>Emergency Operations Center - Planning / LDRRM Assistant</i>
	1.2 Composite SRR Team dispatched and deployed to area	None	5 Minutes	<i>Emergency Operations Center – 911 Call Dispatcher</i>
	<b>Total:</b>	<b>None</b>	<b>3 Hours, 45 Minutes</b>	

## External Services

### 3. Research Service (Assistance to researchers or users of DRRM and CCA data and CCTV footages)

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter-Request addressed to the City Mayor (for CCTV footages) and/ or CDRRMO head (research and surveys)			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Researchers (Walk-in/Email)	1.1 Bulletins from national warning agencies disseminated to the barangays and the public via agreed communication channels (group chat, text messages, CDRRMO Facebook Page )	None	2 Minutes	<i>Emergency Operation Center-Warning &amp; Operations Staff Administrative Officer IV</i>

	<p>1.2 City Disaster and Climate Change Resilience Council advisories prepared and posted in agreed communication channels:</p> <p><b><u>Advisories for</u></b></p> <p>Preparedness, cancellation of classes/work/sailing</p> <p>Preemptive evacuation</p> <p>Decampment</p>	None	15 Minutes	<p><i>Emergency Operations Center – EOC Manager</i></p> <p><i>Local Disaster Risk Reduction Management Officer IV</i></p>
Pre-Emptive Evacuation and Decampment	<p>1.1 Coordination made for preemptive evacuation</p> <p>Barangay Managed</p> <p>City Managed</p>	None	1 Hour	<p><i>Emergency Operations Center Logistics Staff Administrative Aide I</i></p>
	<p>1.2 Evacuation/ camp needs and other concerns received and logged</p>	None	3 Minutes	<p><i>Emergency Operations Center – 911 call taker</i></p>
	<p>1.3 Evacuation/ Camp needs and other concerns relayed to other agencies/served</p>	None	1 Hour	<p><i>Emergency Operations/ Center - Logistics</i></p>



During Evacuation (Camp Coordination and Camp Management)	1.1 Actions taken regarding camp coordination and management logged and reported to IMT	None	15 Minutes	<i>Emergency Operations Center- 911 call dispatcher</i>
	1.2 Situational Report prepared and submitted to concerned agencies	None	1 Hour	<i>Emergency Operations Center - Planning / LDRRM Assistant</i>
Search, Rescue and Retrieval	1.1 Requests for search, rescue or retrieval received and information acquired and logged	None	5 Minutes	<i>Emergency Operations Center - Planning / LDRRM Assistant</i>
	1.2 Composite SRR Team dispatched and deployed to area	None	5 Minutes	<i>Emergency Operations Center – 911 Call Dispatcher</i>
	<b>Total:</b>	<b>None</b>	<b>3 Hours, 45 Minutes</b>	