

**City Disaster Risk Reduction and
Management Office**

DISASTER OPERATIONS CENTER
Frontline Services

1. Complex Research Services

The Disaster Operations Center gives this type of service to researchers, students, barangays, institutions, and other clients for their complex information needs that entails the collection, customization and modification of existing data tables and templates. This service also includes requests for surveys/questionnaires for thesis/studies that will require data collection.

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|---|---|--|------------------------|---|
| Office or Division | | City Disaster Operations Center: All Divisions and Units | | |
| Classification | | Complex | | |
| Type of Transactions | | G2C G2G G2B | | |
| Who may Avail | | All (public and government) | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Written request (1 photocopy and 1 original for office file) | | To be provided by the requesting party | | |
| 2. Other Supporting Documents or attachments as stated in the letter request (1 photocopy and 1 original for office file) | | To be provided by the requesting party | | |
| 3. Order of Payment (1 original copy) | | To be issued by the CDRRMO | | |
| 3. Payment of Fees | | To be secured at the City Treasurer's Office based on the order of payment from CDRRMO | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Client signs in the visitor's logbook at the office receiving area | 1. Office staff gives the visitor's logbook at the receiving area | None | 1 Minutes | <i>Administrative Aide I Administrative Aide IV</i> |

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| <p>2. Client submits written request *Make sure to secure the Order of Payment that will be issued.</p> | <p>2. Office staff receives the written request and attachment/s and checks for completeness</p> | <p>None</p> | <p>3 Minutes</p> | <p><i>Administrative Aide I</i> <i>Administrative Aide IV</i></p> |
| | <p>2.1. Issues the order of payment, if all required documents are given and the no. of copies for payment are determined and confirmed</p> | <p>Computer Generated Maps: Colored, Bond Paper PHP 100/page Colored, A3 Size PHP 150/page</p> <p>Certified copy of records PHP 50/page Photocopy of any other copy PHP 5/page Certification, Clearance, Annotation, etc PHP 50/page</p> <p>(Based on City Ordinance No. 0013-2007 known as the Revenue Code of the City of Legazpi)</p> | <p>6 Minutes</p> | <p><i>Administrative Aide I</i> <i>Administrative Aide IV</i></p> <p>CGDH I / LDRRMO</p> |

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|--|--|------|-----------|--|
| | 2.2. Starts processing the request | | 5 Days | <i>Local DRRM Asst.</i> <i>Computer Operator I</i> Administrative Officer IV |
| 3. Client pays the required fees at the City Treasurer's Office by showing the order of payment *Make sure to secure the Official Receipt that will be issued upon payment. | 3. (City Treasurer's Office accepts the payment based on the order of payment and issues the official receipt) | | | |
| 4. Client returns to the City DRRM Office for the processing and release of requested information | 4. CDRRMO staff checks the official receipt and the printed information | None | 5 Minutes | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |
| | 4.1. Releases the requested information | | | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |

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| | Total | Computer Generated Maps: Colored, Bond Paper PHP 100/page Colored, A3 Size PHP 150/page Certified copy of records PHP 50/page Photocopy of any other copy PHP 5/page Certification, Clearance, Annotation,etc PHP 50/page | 5 Days, 15 Minutes | |
|--|--------------|---|-------------------------------|--|

2. Request for Conduct of Orientations and/or Drills

To promote disaster preparedness in the City of Legazpi, the Disaster Operations Center conducts orientations (Early Warning Systems (EWS) in the City, Building Earthquake Evacuation Plan) and/or drills (earthquake, fire, volcanic eruption).

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|---|--|--|--|--|
| Office or Division | City Disaster Operations Center: All Divisions and Units | | | |
| Classification | Simple | | | |
| Type of Transactions | G2G G2B | | | |
| Who may Avail | Government and Business | | | |
| Checklist of Requirements | Where to Secure | | | |
| <p>1. Written request (1 photocopy and 1 original for office file) addressed to:</p> <p>ENGR. MILADEE N. AZUR CGDH I-City DRRM Officer City Disaster Risk Reduction and Management Office 2F, Albay Public Market, F. Aquende Dr. Brgy. Baño, Legazpi City</p> | To be provided by the requesting party | | | |
| <p>2. Written request should state the following:</p> <ul style="list-style-type: none"> - Services requested (if it is orientation or drill, or both) and its tentative schedule - Contact number and e-mail address of the client or focal person | To be provided by the requesting party | | | |
| | | | | |

| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
|--|---|------------------------|------------------------|--|
| 1. Signs in the visitor's logbook at the office receiving area | 1. Gives the visitor's logbook at the receiving area | None | 1 Minute | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |
| 2. Submits written request | 2.1 Receives the written request and records its details (time and date received, name and contact number of requesting party and subject matter of the letter) and checks for completeness | None | 3 Minutes | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |
| | 2.2. Issues the routing slip to Operations and Warning Division | None | 6 Minutes | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> CGDH I / LDRMO |
| 3. Receives the Letter Reply | 3. Delivers the Letter Reply to the requesting party | None | 4 Hours | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |

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|--|---|------|----------------------------------|---------------------------|
| 4. Provides details and other information needed for the conduct of orientation and/or drill | 4. Contacts the requesting party and finalizes the schedule of the orientation and/or drill | None | 2 Hours | Administrative Officer IV |
| | Total | | 6 Hours, & 10 Minutes | |
| | | | | |

Conduct of Orientation and/or Drill

| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
|---|--|------------------------|---------------------------------|----------------------------------|
| 1. Attends/ participates the orientation and/or drill and gives Certificates of Appreciation and Appearance to the speaker and facilitators | 1. Conducts the orientation and/or drill | None | 4 Hours | Administrative Officer IV |
| 2. Client accomplishes Customer Feedback Form | 2. Issues the client with a Customer Feedback Form | None | 5 Minutes | <i>Administrative Officer IV</i> |
| | Total | | 4 Hours, & 5 Minutes | |

3. Simple Logistics Services

The Disaster Operations Center gives this type of service to barangays, institutions, and other clients for their simple resource and other equipment requests.

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|---|---|--|------------------------|---|
| Office or Division | | City Disaster Operations Center: All Divisions and Units | | |
| Classification | | Simple | | |
| Type of Transactions | | G2G-Government to Government | | |
| Who may Avail | | Government | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Written request (1 photocopy and 1 original for office file) | | To be provided by the requesting party | | |
| 2. Other Supporting Documents or attachments as stated in the letter request (1 photocopy and 1 original for office file) | | To be provided by the requesting party | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Client signs in the visitor's logbook at the office receiving area | 1. Office staff gives the visitor's logbook at the receiving area | None | 1 Minute | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |
| 2. Client submits written request | 2. Office staff receives the written request and attachment/s and checks for completeness | None | 3 Minutes | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |

| | | | | |
|---|--|-------------|---------------------------------|---|
| | 2.1. Checks the inventory of the availability and/or quantity of the requested resources and other equipment | None | 10 Minutes | <i>Local DRRM Assistant</i> |
| | 2.2. Prepares the Acknowledgement Receipt of Equipment (ARE) and the requested resources | None | 1 Hour | <i>Local DRRM Assistant</i> |
| 3. Client receives the requested resources and fills up and signs the ARE | 3. Releases the requested equipment | None | 15 Minutes | Local DRRM Assistant |
| | Total | None | 1 Hour, & 29 Minutes | |
| Returning of Borrowed Equipment | | | | |
| 1. Client signs in the visitor's logbook at the office receiving area | 1. Office staff gives the visitor's logbook at the receiving area | None | 1 Minutes | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |

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|---|--|-------------|-------------------|----------------------|
| 2. Client returns the borrowed resources | 2. Receives and checks the returned resources for quantity and quality check | None | 15 Minutes | Local DRRM Assistant |
| | 2.1 Records the date of return in the logbook and stores the equipment. | None | 15 Minutes | Local DRRM Assistant |
| 3. Client accomplishes Customer Feedback Form | 3. Issues the client with a Customer Feedback Form | None | 1 Minutes | Local DRRM Assistant |
| | Total | None | 32 Minutes | |

4. Simple Research Services

The Disaster Operations Center gives this type of service to researchers, students, barangays, institutions, and other clients for their simple information needs that are according to the existing format, data tables and templates.

| | | | | |
|---|--|---|------------------------|---|
| Office or Division | | City Disaster Operations Center: All Divisions and Units | | |
| Classification | | Simple | | |
| Type of Transactions | | G2C-Government to Citizen G2G-Government to Government G2B-Government to Business | | |
| Who may Avail | | All (public and government) | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Written request (1 photocopy and 1 original for office file) | | To be provided by the requesting party | | |
| 2. Other Supporting Documents or attachments as stated in the letter request (1 photocopy and 1 original for office file) | | To be provided by the requesting party | | |
| 3. Payment of Fees | | To be secured at the City Treasurer's Office based on the order of payment from CDRRMO | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Client signs in the visitor's logbook at the office receiving area | 1. Office staff gives the visitor's logbook at the receiving area | None | 1 Minutes | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |
| 2. Client submits written request <i>*Make sure to secure the Order of Payment that will be issued.</i> | 2. Office staff receives the written request and attachment/s and checks for | None | 3 Minutes | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |

| | | | | |
|---|--|---|------------|--|
| | completeness | | | |
| | 2.1. Issues the order of payment, if all required documents are given and the no. of copies for payment are determined and confirmed | P5.00 per page (photocopy or printed) (Based on City Ordinance No. 0013-2007 known as the Revenue Code of the City of Legazpi) | 6 Minutes | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> CGDH I / LDRRMO |
| | 2.2. Starts processing the request | None | 45 Minutes | Local DRRM Assistant <i>Computer Operator I</i> Administrative Officer IV |
| 3. Client pays the required fees at the City Treasurer's Office by showing the order of payment. <i>*Make sure to secure the Official Receipt that will be issued upon payment.</i> | 3. (City Treasurer's Office accepts the payment based on the order of payment and issues the official receipt) | | | City Treasurer's Office |

| | | | | |
|---|---|--|---------------|-------------------------------|
| 4. Client returns to the City DRRM Office for the processing and release of requested information | 4. CDRRMO staff checks the official receipt and the printed information | None | 5 Minutes | <i>Administrative Aide I</i> |
| | | | | <i>Administrative Aide IV</i> |
| | 4.1. Releases the requested information | | | <i>Administrative Aide I</i> |
| | | | | <i>Administrative Aide IV</i> |
| | Total | P5.00 per page (photocopy or printed) | 1 hour | |

LEGAZPI 911 EMERGENCY ACTION CENTER
Frontline Services

1. 911 CCTV Footage Request for Crime Investigations and Court Litigations

This is a service provided to uniformed personnel and legal counsels who requested for CCTV footage to be used in crime investigations and court litigations.

| | | | | |
|--|--|--|------------------------|---|
| Office or Division | | CDRRMO- LEGAZPI 911 EMERGENCY ACTION CENTER/ IT DIVISION | | |
| Classification | | Simple | | |
| Type of Transactions | | G2G G2B | | |
| Who may Avail | | All (public and government) | | |
| Checklist of Requirements | | Where to Secure | | |
| Letter-Request from Attorney's Office or Legazpi City Police Station addressed to the City Mayor and/ or CDRRMO Head | | Legal Counsel/Legazpi City Police Station | | |
| Court Order | | Issued by a judge | | |
| Storage device (USB, External Hard Drive) | | Provided by the requesting party | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Client signs in the visitor's logbook at the CDRRM Office receiving area | 1. Office staff gives the visitor's logbook at the receiving area | None | 1 Minute | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |
| 2. Client submits written request | 2. Office staff receives the written request and attachment/s or endorsement from the City | None | 3 Minutes | <i>Administrative Aide I</i> <i>Administrative Aide IV</i> |

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|---|--|-------------|--|--|
| | Mayor's Office and checks for completeness | | | |
| | 2.1. Issues the routing slip to Legazpi 911 EAC | None | 6 Minutes | <i>Administrative Aide I Administrative Aide IV CGDH I / LDRRMO</i> |
| | 2.2. Starts processing and extracting the request | None | 1 Day | <i>Legazpi 911 EAC personnel on duty</i> |
| | 2.3. Calls the client to bring their storage device | None | 1 Minute | <i>Legazpi 911 EAC personnel on duty</i> |
| 4. Client returns to the Legazpi 911 EAC for the release of requested footage | 4. Legazpi 911 EAC staff saves the requested footage to the storage device | None | 1 Hour | <i>Legazpi 911 EAC personnel on duty</i> |
| 5. Client signs logbook for footage request | 5. Releases the requested information | None | 1 Minute | <i>Legazpi 911 EAC personnel on duty</i> |
| 6. Client accomplishes Customer Feedback Form | 6. Legazpi 911 EAC personnel issues the client with a Customer Feedback Form | None | 1 Minute | Legazpi 911 EAC personnel on duty |
| | Total | None | 1 Day, 1 Hour, & 13 Minutes | |

2. 911 CCTV Viewing Request

CCTV Viewing is a service provided to uniformed personnel and other clients.

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|--|--|--|------------------------|--|
| Office or Division | | CDRRMO- LEGAZPI 911 EMERGENCY ACTION CENTER/ IT DIVISION | | |
| Classification | | Simple | | |
| Type of Transactions | | G2C G2G G2B | | |
| Who may Avail | | All (public and government) | | |
| Checklist of Requirements | | Where to Secure | | |
| Any Government Issued ID | | Provided by the requesting party | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Client signs in the visitor's logbook at the Legazpi 911 EAC receiving area | 1. Office staff gives the visitor's logbook at the receiving area | None | 1 Minute | <i>Office Security on duty</i> |
| 2. Client shows government issued ID | 2. Office security informs the personnel on duty of the request for CCTV viewing | None | 1 Minute | <i>Office Security on duty</i> |
| | 2.1. Personnel on duty prepares the footage viewing needs | None | 6 Minutes | <i>Legazpi 911 EAC personnel on duty</i> |
| 3. Client views the footage | 3. Personnel on duty assists the client in viewing | None | 1 Day | <i>Legazpi 911 EAC personnel on duty</i> |

| | | | | |
|---|--|-------------|-------------------------------|--|
| 4. Client accomplishes Customer Feedback Form | 4. Legazpi 911 EAC personnel issues the client with a Customer Feedback Form | None | 1 Minute | <i>Legazpi 911 EAC personnel on duty</i> |
| | Total | None | 1 Day, & 9 Minutes | |

3. 911 Emergency Calls

Receives, relays, records and monitors all emergency calls, such as but not limited to police, fire, medical, rescue assistance or any request for assistance directly from its area of jurisdiction.

| | | | | |
|--|--|---|------------------------|---|
| Office or Division | | CDRRMO - Legazpi 911 Emergency Action Center | | |
| Classification | | Simple | | |
| Type of Transactions | | G2C - Government to Citizen G2G - Government to Government G2B - Government to Business | | |
| Who may Avail | | All (public and government) | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Complete basic information regarding the emergency call/incident. | | To be provided by the requesting party/caller | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Calls the Legazpi 911 Emergency Action Center hotline numbers with the basic information of the incident. | 1. Legazpi 911 Emergency Action Center receives the call and records all information relating to the emergency call. | None | 2 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts)</i> |
| | 1.1. Legazpi 911 relays the information to concerned/appropriate responding agency/ies. | None | 3 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts)</i> |

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|--|--|-------------|-------------------|---|
| | 1.2. Legazpi 911 Emergency Action Center calls the responding agency/ies and gathers additional information regarding the incident. (request for additional resources) | None | 10 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts)</i> |
| | 1.3. Legazpi 911 Emergency Action Center calls the caller/client to provide updates on the response. | None | 5 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts)</i> |
| | 1.4. Legazpi 911 Emergency Action Center records the incident as "case closed". | None | 5 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts)</i> |
| | Total | None | 25 Minutes | |

4. 911 Emergency Calls (with transfer to hospital from incident location)

Receives, relays, records and monitors all emergency calls, such as but not limited to police, fire, medical, rescue assistance or any request for assistance directly from its area of jurisdiction and transfers them to any government hospital and/or hospital of choice within the city by the client from the incident location.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division | | CDRRMO - Legazpi 911 Emergency Action Center | | |
| Classification | | Simple | | |
| Type of Transactions | | G2C - Government to Citizen G2G - Government to Government G2B - Government to Business | | |
| Who may Avail | | All (public and government) | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Complete basic information regarding the emergency call/incident. | | To be provided by the requesting party/caller | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Calls the Legazpi 911 Emergency Action Center hotline numbers with the basic information of the incident. | 1. Legazpi 911 Emergency Action Center receives the call and records all information relating to emergency call | None | 2 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts)</i> |
| | 1.1 Legazpi 911 Emergency Action Center relays the incident to EQRT and dispatches an | None | 3 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts)</i> |

| | | | | |
|--|--|-------------|-------------------|---|
| | ambulance. | | | |
| 2. Client decides which hospital the patient will be taken | 2. Legazpi 911 Emergency Action Center coordinates at the nearest hospital or preferred by client | None | 15 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts)</i> |
| | 2.1. Legazpi 911 Emergency Action Center records all information of the incident and remarks as "case closed". | None | 20 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts)</i> |
| | Total | None | 40 Minutes | |

EMERGENCY QUICK RESPONSE TEAM (EQRT)

Frontline Services

1. Direct Request for Ambulance Transport Outside the City

The Emergency Quick Response Team provides this type of service to requests for ambulance transport outside the city that are not emergency in nature.

| | | | | |
|--|--|--|------------------------|--------------------------------|
| Office or Division | | CDRRMO-Emergency Quick Response Team | | |
| Classification | | Simple | | |
| Type of Transactions | | G2C-Government to Client G2G-Government to Government | | |
| Who may Avail | | All indigents | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Calls directly made to EQRT or written request received by EQRT | | -To be provided by the requesting party | | |
| 2. Complete basic information regarding the emergency call or request | | -To be provided by the requesting party | | |
| 3. Certificate of Indigency | | -To be issued by the barangay where the caller resides | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Client calls directly the EQRT or signs in the logbook for visitors at the receiving area of the EQRT | 1. EQRT receives the call and records all information relating to the call or gives the visitor's logbook and collects all information relating to the request | None | 1 Minute | <i>EQRT on duty (3 shifts)</i> |
| 2. Client submits the written request and certificate of indigency | 2. EQRT receives and checks the documents for completeness | None | 2 Minutes | <i>EQRT on duty (3 shifts)</i> |

| | | | | |
|--|--|-------------|------------------------------|--------------------------------|
| | 2.1. EQRT prepares the ambulance and medical equipment, and dons PPE | None | 3 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.2. EQRT proceeds to the pick up point | None | 3 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.3. EQRT arrives at the pick up point and prepares the patient for transport | None | 20 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.4 EQRT transports and endorses the patient to the laboratory or hospital, or house | None | 30 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.5 EQRT returns to base station | None | 15 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | Total | None | 1 hour & 14 mins. | |

2. Direct Request for Ambulance Transport Within the City

The Emergency Quick Response Team provides this type of service to requests for ambulance transport within the city that are not emergency in nature. This service is given most especially to indigents or bedridden or have inconveniences in terms of their physical mobility who need to be transported from their homes or hospital for laboratory and medical check-ups, or those indigents/bedridden released from the hospitals or medical centers to their homes or vice-versa.

| | | | | |
|--|--|--|------------------------|--------------------------------|
| Office or Division | | CDRRMO-Emergency Quick Response Team | | |
| Classification | | Simple | | |
| Type of Transactions | | G2C-Government to Client G2G-Government to Government | | |
| Who may Avail | | All indigents | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Calls directly made to EQRT or written request received by EQRT | | -To be provided by the requesting party | | |
| 2. Complete basic information regarding the emergency call or request | | -To be provided by the requesting party | | |
| 3. Certificate of Indigency | | -To be issued by the barangay where the caller resides | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Client calls directly the EQRT or signs in the logbook for visitors at the receiving area of the EQRT | 1. EQRT receives the call and records all information relating to the call or gives the visitor's logbook and collects all information relating to the request | None | 1 Minute | <i>EQRT on duty (3 shifts)</i> |

| | | | | |
|--|--|-------------|------------------------------|--------------------------------|
| 2. Client submits the written request and certificate of indigency | 2. EQRT receives and checks the documents for completeness | None | 2 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.1. EQRT prepares the ambulance and medical equipment, and dons PPE | None | 3 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.2. EQRT proceeds to the pick up point | None | 3 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.3. EQRT arrives at the pick up point and prepares the patient for transport | None | 20 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.4 EQRT transports and endorses the patient to the laboratory or hospital, or house | None | 30 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.5 EQRT returns to base station | None | 15 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | Total | None | 1 hour & 30 mins. | |

3. Direct Request for Emergency Response

The Emergency Quick Response Team provides this type of service to emergency calls that are directly requested from the EQRT. The emergency

response services provided vary from medical needs and trauma to transport-related accidents and search and rescue.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division | | CDRRMO-Emergency Quick Response Team | | |
| Classification | | Simple | | |
| Type of Transactions | | G2C-Government to Client G2B-Government to Business G2G-Government to Government | | |
| Who may Avail | | All | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Calls directly made to EQRT or written request received by EQRT | | -To be provided by the requesting party | | |
| 2. Complete basic information regarding the emergency call or request | | -To be provided by the requesting party | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Client calls directly the EQRT | 1. EQRT receives the call and records all information relating to emergency call | None | 3 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts) EQRT on duty (3 shifts)</i> |
| | 1.1. EQRT prepares the ambulance and medical equipment, and dons PPE | None | 3 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 1.2. EQRT proceeds to the pick up point | None | 10 Minutes | <i>EQRT on duty (3 shifts)</i> |

| | | | | |
|--|--|-------------|---------------------------------|--------------------------------|
| 2. Client decides which hospital the patient will be taken | 2. EQRT arrives pick up point, administer first aid or pre-hospital care, and prepares the patient for transport | None | 10 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.1. EQRT together with the client transports and endorses the patient to the nearest hospital or hospital of choice | None | 30 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 2.2. EQRT returns to base station | None | 15 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | Total | None | 1 Hour, & 11 Minutes | |

EMERGENCY QUICK RESPONSE TEAM (EQRT)
Non-Frontline Services

1. Request for Emergency Response via Legazpi 911 EAC

The Emergency Quick Response Team provides this type of service to emergency calls made through the Legazpi 911 Emergency Action Center. The emergency response services provided vary from medical needs and trauma to transport-related accidents and search and rescue.

| | | | | |
|--|---|--|------------------------|---|
| Office or Division | | CDRRMO-Emergency Quick Response Team | | |
| Classification | | Simple | | |
| Type of Transactions | | G2G - Government to Government | | |
| Who may Avail | | Calls made thru the Legazpi 911 EAC | | |
| Checklist of Requirements | | Where to Secure | | |
| 1. Dispatch call from Legazpi 911 EAC | | -To be provided by the Legazpi 911 Emergency Action Center | | |
| 2. Complete basic information regarding the emergency call | | -To be provided by the Legazpi 911 Emergency Action Center | | |
| Client Steps | Agency Action | Fees to be paid | Processing Time | Person Responsible |
| 1. Lgp 911 EAC calls the EQRT for dispatch and relays all information relating to the emergency call | 1 EQRT receives the call and records all information relating to emergency call | None | 3 Minutes | <i>Call Takers/Dispatchers on duty (3 Shifts) EQRT on duty (3 shifts)</i> |
| | 1.1. EQRT prepares the ambulance and medical equipment, and dons PPE | None | 5 Minutes | <i>EQRT on duty (3 shifts)</i> |
| | 1.2. EQRT proceeds to the pick up point | None | 5 Minutes | <i>EQRT on duty (3 shifts)</i> |

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| <p>2. Client decides which hospital the patient will be taken</p> | <p>2. EQRT arrives at the pick up point, relays to Lgp 911 the patient's condition, the incident the patient is involved with, where the patient will be taken; administers first aid or pre-hospital care; and prepares the patient for transport</p> | <p>None</p> | <p>10 Minutes</p> | <p><i>EQRT on duty (3 shifts)</i></p> |
| | <p>2.1. EQRT transports and endorses the patient to the nearest hospital or hospital of choice</p> | <p>None</p> | <p>30 Minutes</p> | <p><i>EQRT on duty (3 shifts)</i></p> |
| | <p>2.2. EQRT reports back to Lgp 911 EAC and returns to base station</p> | <p>None</p> | <p>15 Minutes</p> | <p><i>EQRT on duty (3 shifts)</i></p> |
| | <p>Total</p> | <p>None</p> | <p>1 Hour, & 8 Minutes</p> | |

FEEDBACK AND COMPLAINTS MECHANISM

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send feedback? | <p>Answer the client feedback form available at the receiving desk and drop it at the designated drop box in the same area.</p> <p>or</p> <p>Contact info: 09209528188 legazpi.cdrrmd@gmail.com</p> |
| How feedback is processed? | <p>Every Friday, the Administrative Section opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant officers or personnel and are required to answer within three (3) working days from the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen or institution.</p> <p>For inquiries and follow-ups, clients may contact the following landline and mobile numbers: 052-4310330 09209528188</p> |
| How to file complaint? | <p>Answer the client Complaint Form and drop it at the designated drop box at the receiving area. Complaints may also be filed via telephone or email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident and date of incidence - Evidence <p>You may call our landline and mobile numbers: 052-4310330/09209528188; Or email: legazpi.cdrrmd@gmail.com</p> |
| How complaint is processed? | <p>The Administrative Section opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the administrative officer shall relay the information to the department head. The department head starts the investigation and calls the attention of the personnel concerned.</p> |

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| | <p>The department head creates a report after the investigation and submits it to the head of the agency, through the City Human Resource Management Officer, for appropriate action. The department head gives feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact our landline and mobile numbers: 052-4310330/ 09209528188.</p> |
| Contact Information of ARTA, PCC and CCB | ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS) |