



**CITY DISASTER RISK REDUCTION
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.

Office or Division		City Disaster Operation 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. 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	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



<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>Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</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>Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i> Approval by: <i>Engr. Miladee Azur</i></p>



	2.2. Starts processing the request		5 Days	Research and Planning Division: <i>Ms. Niza Ayende</i> <i>Mr. Lawrence Louise Arcos</i> Operations <i>Ms. Patricia Naz and Warning:</i> <i>Ms. Beverly Anne Armeña</i>
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	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
	4.1. Releases the requested information			Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



	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	
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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).

Office or Division	City Disaster Operations Center:All Divisions and Units			
Classification	Simple			
Type of Transactions	G2G - Government to Government G2B - Government to Business			
Who may Avail	Government and Business			
Checklist of Requirements	Where to Secure			
1. Written request (1 photocopy and 1 original for office file) addressed to: 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	To be provided by the requesting party			
2. Written request should state the following: - 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	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
2. Submits written request	2. 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	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
	2.1. Issues the routing slip to Operations and Warning Division	None	6 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i> Approval by: <i>Engr. Miladee Azur</i>
3. Receives the Letter Reply	3. Delivers the Letter Reply to the requesting party	None	4 Hours	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



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	Operations and Warning Division: <i>Beverly Anne P. Armeña</i> <i>Archie L. Rubios</i>
	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	Operations and Warning Division: <i>Beverly Anne P. Armeña</i> <i>Archie L. Rubios</i> <i>Joshua A. Laylo</i> <i>Maree Merrogel</i> <i>Vernalu V. Molina</i> <i>Lonel P. Beltran</i>
2. Client accomplishes Customer Feedback Form	2. Issues the client with a Customer Feedback Form	None	5 Minutes	Operations and Warning Division: <i>Beverly Anne P. Armeña</i> <i>Archie L. Rubios</i> <i>Joshua A. Laylo</i> <i>Maree Merrogel</i> <i>Vernalu V. Molina</i> <i>Lonel P. Beltran</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.

Office or Division		City Disaster Operation 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	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
2. Client submits written request	2. Office staff receives the written request and attachment/s and checks for completeness	None	3 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



	2.1. Checks the inventory of the availability and/or quantity of the requested resources and other equipment	None	10 Minutes	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i> <i>Mr. Ayan M. De Mesa</i> <i>Ms. Miriam A. Ayende</i>
	2.2. Prepares the Acknowledgement Receipt of Equipment (ARE) and the requested resources	None	1 Hour	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i> Approval by: <i>Engr. Miladee Azur</i>
3. Client receives the requested resources and fills up and signs the ARE	3. Releases the requested equipment	None	15 Minutes	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i>
	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	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



2. Client returns the borrowed resources	2. Receives and checks the returned resources for quantity and quality check	None	15 Minutes	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i> <i>Mr. Ayan M. De Mesa</i> <i>Ms. Miriam A. Ayende</i>
	2.1 Records the date of return in the logbook and stores the equipment.	None	15 Minutes	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i>
3. Client accomplishes Customer Feedback Form	3. Issues the client with a Customer Feedback Form	None	1 Minutes	Logistics and Training Division: <i>Mr. Vincent Francis R. Ramirez</i>
	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 Operation 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	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



<p>2. Client submits written request <i>*Make sure to secure the Order of Payment that will be issued.</i></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>Administrative Section: <i>Mr. Mark Kevin Joy Esplana Mr. Andres Barrameda II Ms. Charlotte Aboque</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>P5.00 per page (photocopy or printed) (Based on City Ordinance No. 0013-2007 known as the Revenue Code of the City of Legazpi)</p>	<p>6 Minutes</p>	<p>Administrative Section: <i>Mr. Mark Kevin Joy Esplana Mr. Andres Barrameda II Ms. Charlotte Aboque</i> Approval by: <i>Engr. Miladee Azur</i></p>
	<p>2.2. Starts processing the request</p>	<p>None</p>	<p>45 Minutes</p>	<p>Research and Planning Division: <i>Ms. Niza Ayende Mr. Lawrence Louise Arcos</i> Operations and Warning: <i>Ms. Beverly Anne Armeña</i></p>
<p>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></p>	<p>3. (City Treasurer's Office accepts the payment based on the order of payment and issues the official receipt)</p>			<p>City Treasurer's Office</p>



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	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
	4.1. Releases the requested information			Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</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 are requesting 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		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		
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 (preferably NTFS format))		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	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>



2. Client submits written request	2. Office staff receives the written request and attachment/s or endorsement from the City Mayor's Office and checks for completeness	None	2 minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> <i>Ms. Charlotte Aboque</i>
	2.1. Issues the routing slip to Legazpi 911 EAC	None	2 Minutes	Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda</i> <i>Ms. Charlotte Aboque</i> Approval by: <i>Engr. Miladee Azur</i>
	2.2. Starts processing and extracting the request	None	1 Working Day = 8hours	<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, 11 Minutes	

2. 911 CCTV Viewing Request

CCTV Viewing is a service providing assistance given to Uniformed Personnel and other requesting parties.

Office or Division		CDRRMO- LEGAZPI 911 EMERGENCY ACTION CENTER/ IT DIVISION		
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		
Any valid 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	2 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, 5 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. Client dials 911 to report an emergency/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>
	1.2. Legazpi 911 Emergency Action Center calls the responding agency/ies and gathers additional information regarding the incident. (request for additional resources)	None	5 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	3 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	18 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	1. Legazpi 911 Emergency Action Center receives the call and records all information relating to	None	2 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>



the incident.	emergency call			
	1.1 Legazpi 911 Emergency Action Center relays the incident to EQRT and dispatches an ambulance.	None	2 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
2. Client decides which hospital the patient will be taken	2. Legazpi 911 Emergency Action Center coordinates with the receiving hospital preferred by the client	None	10 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
	2.1. Legazpi 911 EAC relays the information to the EQRT	None	1 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
	2.2. Legazpi 911 Emergency Action Center records all information of the incident and remarks as "case closed".	None	5 Minutes	<i>Call Takers/ Dispatchers on duty (3 Shifts)</i>
	Total	None	20 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 Citizen 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. Referral to and approval from receiving hospital		-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	2 minutes	<i>EQRT on duty (3 shifts)</i>



2. Client submits the written request and certificate of indigency	2.1. EQRT receives and checks the documents for completeness	None	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	2.2. EQRT seeks approval of request from the City Mayor's Office (during working days & hours only)	none	30minutes	<i>EQRT on duty (3 shifts)</i>
	2.3. EQRT prepares the requirements for travel order	None	within Bicol Region - 1 hour Outside Bicol Region - 1 day	
	2.4. EQRT prepares the ambulance and medical equipment, and dons PPE	None	within Bicol Region - 1 hour Outside Bicol Region - 1 day	<i>EQRT on duty (3 shifts)</i>
	2.5. EQRT proceeds to the pick up point	None	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
	2.6. EQRT arrives at the pick up point and prepares the patient for transport	None	10 Minutes	<i>EQRT on duty (3 shifts)</i>
	2.7. EQRT transports and endorses the patient to the laboratory or hospital, or	None	within Bicol Region - 8 hours Outside Bicol Region - 16 hours	<i>EQRT on duty (3 shifts)</i>



	house			
	2.5 EQRT returns to base station	None	within Bicol Region - 2 hours Outside Bicol Region - 10 hours	<i>EQRT on duty (3 shifts)</i>
			within Bicol Region (pickup:urban) - 12 hours, 49minutes within Bicol Region (pickup:outside urban) - 13 hours, 14minutes Outside Bicol Region (pickup:urban) - 3 days, 2 hours, 49 minutes Outside Bicol Region (pickup:outside urban) - 3days, 3hours, 14minutes	
	Total	None		



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 Citizen 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	2 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	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	2.2. EQRT proceeds to the pick up point	None	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
	2.3. EQRT arrives at the pick up point and prepares the patient for transport	None	10 Minutes	<i>EQRT on duty (3 shifts)</i>
	2.4 EQRT transports and endorses the patient to the laboratory or hospital, or house	None	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
	2.5 EQRT returns to base station	None	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
	Total	None	within the urban area - 31 minutes. outside urban - 1 hour, 46minutes.	



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 Citizen G2G - Government to Government G2B - Government to Business		
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>EQRT on duty (3 shifts)</i>
	1.1. EQRT relays the information to the Legazpi 911 EAC and requests for coordination to other	None	1 minute	<i>EQRT on duty (3 shifts)</i>



	responding agencies and hospital			
	1.2. EQRT prepares the ambulance and medical equipment, and dons PPE	None	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	1.3. EQRT proceeds to the pick up point	None	within the urban area - 5minutes. outside urban - 30minutes.	<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	20 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	within the urban area - 5minutes. outside urban - 30minutes.	<i>EQRT on duty (3 shifts)</i>
	2.2. EQRT returns to base station and reports to Legazpi 911	None	5 minutes	<i>EQRT on duty (3 shifts)</i>



	EAC			
			<p>within the urban area - 41 minutes.</p> <p>outside urban - 1 hour, 31minutes.</p>	
	Total	None		

4. Request for ambulance standby during events

The Emergency Quick Response Team provides this type of service to organizers who request ambulance standby during events/activities.

Office or Division	City Disaster Operation 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. Letter Request addressed to the Mayor	-provided by the requesting party			
2. Information regarding the event: Event Description Location Event Duration Number of Participants Contact No.	-provided by the requesting party			
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible



<p>1. City Mayor's Office endorses the request to the CDRRMO</p>	<p>1. CDRRMO 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 and attaches the routing slip</p>	<p>none</p>	<p>2 minutes</p>	<p>Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i></p>
	<p>1.1 CDRRMO endorses the request to EQRT</p>	<p>none</p>	<p>15 minutes.</p>	<p>Administrative Section: <i>Mr. Mark Kevin Joy Esplana</i> <i>Mr. Andres Barrameda II</i> Approval by: <i>Engr. Miladee Azur</i></p>
	<p>EQRT receives and records the request in the logbook</p>	<p>none</p>	<p>2 minutes</p>	<p><i>EQRT on duty (3 shifts)</i></p>
	<p>EQRT prepares the ambulance and medical equipment, and dons PPE and reports to the Legazpi 911 EAC</p>	<p>none</p>	<p>2 minutes</p>	<p><i>EQRT on duty (3 shifts)</i></p>



	EQRT proceeds to the venue of the event	none	within the urban area - 5minutes. outside urban - 30 minutes.	<i>EQRT on duty (3 shifts)</i>
	EQRT provides standby services	none	16 hours	<i>EQRT on duty (3 shifts)</i>
	EQRT reports back to Lgp 911 EAC and returns to base station	none	within the urban area - 5minutes. outside urban - 30 minutes.	<i>EQRT on duty (3 shifts)</i>
	Total	None	within the urban area - 16 hours, 31 minutes. outside urban - 17 hours, 21minutes.	



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	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	1.1. EQRT prepares the ambulance and medical equipment, and dons PPE	None	2 Minutes	<i>EQRT on duty (3 shifts)</i>
	1.2. EQRT proceeds to the pick up point	None	within the urban area - 5 minutes outside urban - 30 minutes	<i>EQRT on duty (3 shifts)</i>



2. Client decides which hospital the patient will be taken	2. EQRT arrives at the pick up point and relays to LGP 911 where the patient will be taken, administers first aid or pre-hospital care, and prepares the patient for transport	None	20 Minutes	<i>EQRT on duty (3 shifts) Call Takers/ Dispatchers on duty (3 Shifts)</i>
	2.1. EQRT transports and endorses the patient to the nearest hospital or hospital of choice	None	within the urban area - 5 minutes outside urban - 30 minutes	<i>EQRT on duty (3 shifts)</i>
	2.2. EQRT reports back to Lgp 911 EAC and returns to base station	None	5 minutes	<i>EQRT on duty (3 shifts) Call Takers/ Dispatchers on duty (3 Shifts)</i>
	Total	None	within the urban area - 39 minutes outside urban - 1 hour, 29 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
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>



	<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)