

**OFFICE OF THE CITY MAYOR
(CITY DISASTER RISK
REDUCTION AND
MANAGEMENT OFFICE)
External Services**

1. Ambulance/Medical Standby

Ambulance Services

Office or Division:	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved letter of requests.			Mayor's Office	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the CDRRM Office to submit the approved request letter.	1. Receives the approved letter. 2. Checks the schedule. 3. Sets the date of the event/activity.	None	½ day	Responder/ LDRRM Officer (CDRRMO)
TOTAL:		None	½ day	

2. Conduct of Drills and Simulation Exercises

Drills and Simulations

Office or Division:	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved letter of requests.			Mayor's Office	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the CDRRM Office to submit the approved request letter.	1. Receives the approved letter. 2. Checks the schedule. 3. Sets the date of the drill/simulation.	None	½ day	LDRRM Officer (CDRRMO)
TOTAL:		None	½ day	

3. Emergency Response (Fire Incident)

Emergency Response

Office or Division:	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client contacts the radio operator/ dispatcher through telephone, radio or appear personally to report the incident.	1. Alert the Emergency Response Team (Fire Fighting team) of a possible Emergency Response.	None	3 minutes	LDRRM Officer (CDRRMO)

2. Client gives pertinent information regarding the incident.	2. Dispatches the ERT.	None	4 minutes	LDRRM Officer (CDRRMO)
TOTAL:		None	7 minutes	

4. Emergency Response (Medical and Trauma Incident)

Emergency Medical Response

Office or Division:	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client contacts the radio operator/ dispatcher through telephone, radio or appear personally to report the incident.	1. Alert the Emergency Response Team of a possible Emergency Response.	None	3 minutes	LDRRM Officer (CDRRMO)
2. Client gives pertinent information regarding the incident.	2. Dispatches the ERT.	None	4 minutes	LDRRM Officer (CDRRMO)
TOTAL:		None	7 minutes	

5. Patient Transport/Conduction to and from Hospital/Residence

Ambulance Services

Office or Division:	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital referral for ordinary transport/conduction.		Hospital		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Patient contact the radio operator/dispatcher through telephone, radio or apply personally for the schedule of service.	1. Respond to clients request then checks Ambulance schedule and availability. 2. Dispatches the Ambulance.	None	5 minutes	LDRRM Officer (CDRRMO)
2. Client/Patient fills up the trip ticket after the transport conduction.	2. Receives filled-up trip ticket.	None	5 minutes	LDRRM Officer (CDRRMO)
TOTAL:		None	10 minutes	

6. Orientation/Training on Disaster Preparedness

Disaster Preparedness Orientation

Office or Division:	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved letter of requests.			Mayor's Office	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to the CDRRM Office to submit the approved request letter.	1. Receives the approved letter. 2. Checks the schedule. 3. Sets the date of training/orientation.	None	½ day	LDRRM Officer (CDRRMO)
TOTAL:		None	½ day	

7. CCTV Footage Review

CCTV Monitoring, Surveillance and Reviews

Office or Division:	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ➤ Interview ➤ Log-In Information ➤ Secure valid Identification Card ➤ Fill-up Survey Form 			CDRRMO	

CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the CDRRM Office to request CCTV footage review.	1. Interviews Client. 2. Checks the area where the incident happened. 3. Reviews the footage.	None	5 minutes	Computer Operator/ LDRRM Officer (CDRRMO Office)
TOTAL:		None	5 minutes	