

**CITY DISASTER RISK  
REDUCTION AND MANAGEMENT  
OFFICE**

**External Services**

## 1. Ambulance/Medical Standby

Ambulance Services

<b>Office or Division:</b>	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved letter of requests.			Mayor's Office	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  <b>(CDRRMO)</b>
<b>TOTAL:</b>		<b>None</b>	<b>½ day</b>	

## 2. Conduct of Drills and Simulation Exercises

Drills and Simulations

<b>Office or Division:</b>	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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 <b>(CDRRMO)</b>
<b>TOTAL:</b>		<b>None</b>	<b>½ day</b>	

### 3. Emergency Response (Fire Incident)

Emergency Response

<b>Office or Division:</b>	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 <b>(CDRRMO)</b>

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

#### 4. Emergency Response (Medical and Trauma Incident)

Emergency Medical Response

<b>Office or Division:</b>	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <b>(CDRRMO)</b>
2. Client gives pertinent information regarding the incident.	2. Dispatches the ERT.	None	4 minutes	LDRRM Officer <b>(CDRRMO)</b>
<b>TOTAL:</b>		<b>None</b>	<b>7 minutes</b>	

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

Ambulance Services

<b>Office or Division:</b>	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital referral for ordinary transport/conduction.		Hospital		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <b>(CDRRMO)</b>
2. Client/Patient fills up the trip ticket after the transport conduction.	2. Receives filled-up trip ticket.	None	5 minutes	LDRRM Officer <b>(CDRRMO)</b>
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	

## 6. Orientation/Training on Disaster Preparedness

Disaster Preparedness Orientation

<b>Office or Division:</b>	City Mayor's Office/CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved letter of requests.			Mayor's Office	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <b>(CDRRMO)</b>
<b>TOTAL:</b>		<b>None</b>	<b>½ day</b>	

## 7. CCTV Footage Review

CCTV Monitoring, Surveillance and Reviews

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

<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  <b>(CDRRMO Office)</b>
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	