

CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE EXTERNAL SERVICES

1. EMERGENCY AMBULANCE ASSISTANCE

CITIZEN'S CHARTER



Immediate request for an ambulance and initial treatment of an injured or sick person. (Ex. Emergency Medical, Road Crashes and Trauma Injuries)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital to Hospital coordination for transfer of patients				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Emergency Medical Team (thru phone, radio or walk-in)	1.1 Collect pertinent details such as complete name, age address, type of incident, exact location, destination, callers name and contact no. etc. 1.2 Determine the nature/level of response caller/patient's status and information	None	2 minutes	On-duty personnel at the dispatching section
2. Wait for an ambulance	2. Dispatch a Response Team to the target location	None	5 minutes	On-duty personnel at the dispatching section; EMS Team
TOTAL		None	7 minutes	

NOTE: Arrival time of ambulance varies (location and situation-dependent). The period of dispatch for hospital transfer might take longer. It depends on prior coordination between hospitals

2. AMBULANCE REQUEST FOR NON-EMERGENCY/CONDUCTION

Request for non-emergency ambulance transport (Ex. Dialysis treatment, Chemo Treatment, check-ups, transport hospital to hospital, etc.)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification		City Social Welfare and Development Office		
Hospital to Hospital coordination for the transfer of patients Patients for discharge must be billed out before dispatch of EMS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Emergency Medical Team for non-emergency dispatch (thru phone, radio or walk-in)	1.1 Collect pertinent details such as complete name, age address, type of incident, exact location, destination, callers name and contact no. etc. 1.2 Determine the nature/level of response caller/patient's status and information 1.3 Approve and schedule the request (At least three days prior to the date of schedule)	None	3 minutes	On-duty personnel at the dispatching section
2. Wait for an ambulance	2. Dispatch a Response Team to the target location	None	5 minutes	On-duty personnel at the dispatching section; EMS Team
TOTAL		None	8 minutes	

NOTE: Arrival time of ambulance varies (location and situation-dependent). For non-emergency or conduction services, dispatch shall be scheduled depending on the availability of an ambulance

3. AMBULANCE REQUEST FOR TRANSPORTATION OUTSIDE CAVITE

Request for non-emergency ambulance transport (Ex. Going to other Provinces or Regions)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office
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CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written request addressed to the City Mayor			Requesting Individual	
Endorsement/Approval letter coming from the City Mayor			Office of the City Mayor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Emergency Medical Team for non-emergency ambulance transport to other provinces or regions (thru phone, radio, or walk-in)	1.1 Received the written request and endorsement letter from the City Mayor	None	2 minutes	On-duty personnel at the dispatching section
	1.2 Assess the request and collect pertinent details of the request		1 minute	Operations and Warning Officer
	1.3 Approve and schedule the request			
2. Wait for an ambulance	2. Dispatch a Response Team to the target location	None	5 minutes	On-duty personnel at the dispatching section; EMS Team
TOTAL		None	8 minutes	

NOTE: Arrival time of ambulance varies (location and situation-dependent). For non-emergency or conduction services, dispatch shall be scheduled depending on the availability of an ambulance.

4. AMBULANCE REQUEST FOR MEDICAL STANDBY

Request for Medical Team and ambulance stand-by during the conduct of events, especially those with high risk of accidents, within the jurisdiction of Imus. (Ex. Sporting event, social events etc.)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office
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CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request addressed to the OIC of CDRRM Office		Requesting individual / organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request	1.1 Receive letter	None	1 minute	Reception Personnel On-duty personnel at the dispatching section, Operations and Warning Officer
	1.2 Assess the request	None	1 minute	
	1.3 Approve and schedule the request	None	1 minute	
2. Receive confirmation via call/e-mail.	2. Dispatch EMS Team to the target location	None	5 minutes	On-Duty Personnel at the Dispatching Section; EMS Team
TOTAL		None	8 minutes	

5. INQUIRY ON MONITORED ALERTS AND WARNINGS

Inquiries on Weather Forecasts, storm signals, class suspensions, etc.

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens

WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for concern/s through CDRRMO Hotlines, Radio Communications or Social Media	1. Receive inquiry, advise/answer clients based on CDRRMO Monitoring System	None	2 minutes	On-duty personnel at the dispatching section & monitoring section
TOTAL		None	2 minutes	

6. REQUEST FOR SEMINARS, TRAININGS, WORKSHOPS, AND SIMULATION DRILLS

Request asking for DRRM related Trainings, First-aid, and Basic Life Support training.

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office
CLASSIFICATION	Highly- Technical
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL OF THE SERVICE	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request addressed to the OIC of CDRRM Office		Requesting individual / organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request	1.1 Receive letter	None	2 minutes	Reception personnel Admin & Training Officer
	1.2 Assess the request and verify the availability of the schedule	None	3 minutes	Admin & Training Officer
	1.3 Approve and schedule the request	None	3 minutes	
2. Receive confirmation through call or email	2. Prepare, send, and communicate confirmation through call or email	None	3 minutes	Admin & Training Officer
TOTAL		None	11 minutes	

7. SEARCH, RESCUE AND RETRIEVAL ASSISTANCE

Request for planned and precise search and rescue and/ or retrieval operations. (Ex. Collapse structure, High angle rescue, water search and rescue, etc)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call for assistance	1.1 Receive request details 1.2 Determine the nature/level of response caller/patient's status and information 1.3 Forward dispatch details to the dispatch and communications section	None	2 minutes	On-duty personnel at the dispatching section
2. Wait for SAR Team to arrive	2. Dispatch Response Team to the target location	None	10 minutes	On-duty personnel at the dispatching section; SAR/EMS Team
TOTAL		None	12 minutes	

NOTE: Arrival time of SAR / EMS Team varies (location and situation-dependent). Does not include SWAT Rescue-related incidents

8. REQUEST FOR PNP/BFP ASSISTANCE

Provide for immediate PNP/BFP assistance to our constituents. (Ex. Grass fire, Industrial fire, Residential Fire, Police assistance for vehicular accidents and mauling etc.)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL OF THE SERVICE	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for PNP/BFP assistance thru phone, radio or walk-in	1.1 Collect all pertinent details	None	2 minutes	On-duty personnel at the dispatching section
	1.2 Determine the nature/level of response caller/patient's status and information	None		
	1.3 Forward details to PNP or BFP	None		
2. Wait for Fire Rescue Team to arrive	2. Dispatch Response Team to the target location if needs arise	None	5 minutes	On-duty personnel at the dispatching section; Fire Rescue Team
TOTAL		None	7 minutes	

NOTE: Arrival time of Fire Rescue Team varies (location and situation-dependent)

9. ISSUANCE OF CERTIFICATE FOR THE AREAS AFFECTED BY CALAMITY

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Designated Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Barangay Certification	1. Receive Barangay Certification and conduct a short interview	None	2 minutes	OIC - CDRRMO
2. Receive Certification	2.1 Prepare Certification	None	2 minutes	Admin and Training Division Staff.
	2.2 Issue Certification	None	1 minute	Admin and Training Division Staff.
TOTAL		None	5 minutes	

NOTE: Certifications can be issued only when the City is under the State of Calamity

10. REQUEST FOR IMUS CCTV COPY OF FOOTAGE

Request to review CCTV Footage and Copy of the incident footage.

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2C – Government to Citizens		
WHO MAY AVAIL OF THE SERVICE	Victims of incidents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
PNP Blotter		PNP	
Valid IDs		Client	

Barangay Clearance		Designated Barangay		
Submit written request		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive, and assess documents submitted	None	2 minutes	Research & Planning Officer
	1.2 Approve request	None	3 minutes	Research, Planning & Monitoring Division Staff
2. Viewing of the CCTV Footage	2. Review of CCTV Footage based on the given time, date and location of the client	None	1 hour	Research & Planning Officer
				Research, Planning & Monitoring Division Staff
3. Receive certification	3. Issue Certification	None	1 minute	OIC - CDRRMO
4. Receive Copy	4. Release Copy	None	2 minutes	Research & Planning Officer; Research, Planning & Monitoring Division Staff
TOTAL		None	8 minutes	

***NOTE:** Time depends on the viewing of the CCTV coverage

11. OTHER PUBLIC ASSISTANCE SERVICES

This service includes the following:

- Missing Person
- Request for a copy of Hazard Maps/Plans
- Reporting of Power Interruptions

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizens
WHO MAY AVAIL OF THE SERVICE	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Picture of Missing Person and information		Client		
Letter of Request for Hazard Maps / Plans		Client		
Customers Account Number of MERALCO Name and address reflected on the billing statement		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement	1.1 Receive and assess the document submitted. 1.2 Announce missing person	None	2 minutes	On-duty personnel at the dispatching section
2. Submit a Letter of Request for Maps	2. Check files and print/email requested maps	None	1 minute	Research & Planning Officer
3. Call for CDRRMO Assistance	3.1 Get Customer Account No., Name, Contact number, and address 3.2 Call MERALCO to follow up on power interruptions	None	2 minutes	On-duty personnel at the dispatching section
TOTAL		None	5 minutes	

12. EMERGENCY RESPONSE/ INITIAL FIRST AID (CITY HALL COMPLEX)

Emergency medical services are requested within the vicinity of the New City Hall Complex (Ex. High Blood Pressure, Injuries, and others)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Walk-in request	1.1 Receive request details 1.2 Determine the nature/level of response caller/patient's status and information 1.3 Forward dispatch details to the dispatch and communications section	None	2 minutes	On-duty personnel at the Reception area
2. Wait for an ambulance	2. Dispatch a Response Team to the target location	None	2minutes	On-duty personnel at the CDRRMO Office First Aid Station Personnel.
TOTAL		None	4 minutes	

13. REQUEST FOR BLOOD BAGS

Blood bag requests for emergency and non-emergency cases.

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2C – Government to Citizens		
WHO MAY AVAIL OF THE SERVICE	ALL		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Doctor's Blood Request Form	Hospital where the patient is admitted		
Cooler with ice	Client Will Provide		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in request	1.1 Receive request details 1.2 Receive, and assess documents submitted. 1.3 Coordination with Red Cross for the availability of blood bags.	None	4 minutes	On-duty personnel at the Reception area
2. Receive form	2. Issue original form with a signature from OIC - CDRMO	None	1 minute	OIC - CDRMO
TOTAL		None	5 minutes	