



1. Bataan 911 and MBDA hotline emergency calls and emergency response by MBDA medics and or MBDA enforcers

Mbda call center hotline numbers and 911 Bataan for emergency calls and mbda medics and tactical operation center enforcer's response to all road related accidents and other incidents such as shooting, stabbing, drowning, fire, stoning and etc.

Office or Division:	Metro Bataan Development Authority / Public Safety Division
Classification:	Simple
Type of Transaction:	G2G=Government to Government, G2C=Government to Citizen and G2B=Government to Business entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete details of emergency caller to be given to the 911 or hotline operator. This might include presentation of driver's license or any government issued identifications upon request of the MBDA responders.		Caller		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial 911 or MBDA hotlines for emergency	1. Accepts emergency call and secures detailed information about the incident	None	5 minutes	<i>Admin Assistant I (First Level Operator)</i> <i>Public Safety Division</i> <i>Admin Assistant I (911 Agent)</i> <i>Public Safety Division</i>
2. Reports detailed information to command center through phone call	2. Forwards the information from client to dispatch operator for dispatch of nearest patrol vehicle or ambulance.	None	10 minutes	<i>Admin Assistant I (Dispatch Operator)</i> <i>Public Safety Division</i>
3. Awaits for the next inquiry	3. Calls back client, if there is a need for further information and verification	None	5 minutes	<i>Admin Assistant I (First Level Operator)</i> <i>Public Safety Division</i> <i>Admin Assistant I (911 Agent)</i> <i>Public Safety Division</i>
4. Awaits for the mbda responders	4. Mbda medics or enforcers proceeds to the location of the incident as instructed by the command center	None	10 minutes	<i>Nursing Attendant II (MBDA Medic)</i> <i>Emergency Response Division</i> <i>Traffic Aide I (TOC Enforcer)</i> <i>Transportation and Traffic Division</i>
5. Acts in accordance to the instructions given by the mbda personnel. Provides identification cards when requested.	5.1 Provides the necessary emergency procedure and asks for identification cards for documentation to be forwarded to the command center	None	20 minutes	<i>Nursing Attendant II (MBDA Medic)</i> <i>Emergency Response Division</i> <i>Traffic Aide I (TOC Enforcer)</i> <i>Transportation and Traffic Division</i> <i>Other Agency</i>



None	5.2 Accepts the report from the mbda responders and stores the data in the mbda database for documentation	None	10 minutes	<i>Admin Assistant I (First Level Operator)</i> <i>Public Safety Division</i> <i>Admin Assistant I (911 Agent)</i> <i>Public Safety Division</i>
	TOTAL:	None	1 hour	