

2. SERVICE/S: SEARCH AND RESCUE SERVICES (EXTERNAL)

Search and Rescue Unit services (SARU) as a sub-unit of RESCUE 1124 of the City Disaster Risk Reduction and Management Office that conducts search, rescue and retrieval operations in water related emergencies, collapsed structure and confined space client extrication, and wilderness extrication that requires technical skills in extricating clients.



Office or Divisions	CDRRMO
Classification	SIMPLE
Type of transaction	GOVERNMENT TO CLIENT
Who may avail	CITIZEN

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No documentary requirements needed		No documentary requirements needed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall call the hotline number of the CDRRMO Operations Center to report missing individuals, walk in requests are also entertained. (drowning or Water related, collapsed building or infrastructure, or lost in wilderness)	1. Dispatch Officer receives call ➤ Identify type of incident	N/A	2 minute	Dispatch Officer on duty
	2. Dispatch officer dispatches SAR team in accordance with the incident (Water Search and Rescue Team for drowning. Urban Search and Rescue Team for collapsed structure and confined spaces, Mountain Search and Rescue Team for wilderness rescue)		3 minutes	Dispatch Officer on duty
	3. Monitoring of responding SAR unit and coordination with other concerned agencies		1 minute	Dispatch Officer on duty
	4. SAR Unit arrival at the scene		8 minutes (Response time varies depending on location of incident, road, weather & traffic condition)	Transport Officer on duty
	5. Reporting incident details to Operations Center		1 minute	Team leader of the responding team

	6. Execution of SAR Procedures		Average time of 20 minutes depending of the current situation in the field	
	7. Endorsing client/s to EMS Unit for the provision of emergency medical intervention		1 minute	Search and Rescue Unit Team on duty
	8. Provision of emergency medical services an advance call to hospital		5 minutes	Team leader of Search and Rescue Unit on duty
	9. Transporting of client/s to definitive care		8 minutes	EMS team on duty
	10. Endorsing client to definitive care		1 minute	EMS team on duty
		TOTAL TIME	45 minutes	