



External

2. SERVICENAME: SEARCH AND RESCUE SERVICES

Description of the Service: 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 Division:	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
20. 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	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		3 minutes	Dispatch Officer on duty



<p>infrastructure, or lost in wilderness)</p>	<p>(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)</p> <p>3. Monitoring of responding SAR unit and coordination with other concerned agencies</p> <p>4. SAR Unit arrival at the scene</p>		<p>1 minute</p> <p>8 minutes (Response time varies vary depending on location of incident, road, weather & traffic condition)</p> <p>1 minute</p>	<p>Dispatch Officer on duty</p> <p>Transport Officer on duty</p> <p>Team leader of the responding team</p>
<p>5. Reporting incident details to</p>				



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



				EMS team on duty
TOTAL			45 minutes	