



3. Stranded vehicle assistance

Mbda assistance to stranded vehicles experiencing vehicular trouble such as flat tires, battery problem, engine trouble and etc. In roman superhighway and major thoroughfares of bataan

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| Office or Division: | Metro Bataan Development Authority / Transportation and Traffic 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 | | |
|---|---|------------------------|-------------------|--|
| Detailed information about the assisted vehicle and exact location to be given to the command center or mbda patrol officers for documentation. This might include presentation of driver's license or any government issued identifications. | | Stranded vehicle owner | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Reports/requests the assistance needed to command center using the hotline numbers and 911 or the the patrolling mbda officer. | 1. Receives complete information from the emergency caller or the stranded vehicle owner and forwards the request to the mbda dispatch team. | None | 5 minutes | <i>Admin Assistant I (First Level Operator)</i> Public Safety Division |
| 2. Awaits for the mbda patrol assistance or signals help to any incoming mbda patrol vehicle. | 2. Locates and alerts the nearest patrol vehicle to the location of the assistance. | None | 5 minutes | <i>Admin Assistant I (Dispatch Operator)</i> Public Safety Division |
| 3. Acts in accordance to the instructions given by the mbda personnel | 3.1 Provides the requested assistance to the client and gets the information and identifications for documentation to be forwarded to the command center after performing the assistance. | None | 30 minutes | <i>Traffic Aide I (TOC Enforcer)</i> Transportation and Traffic Division |
| None | 3.2 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> Public Safety Division |
| TOTAL: | | None | 50 minutes | |