

EXECUTIVE ORDER NO. 2011-015

**ENHANCING THE EMERGENCY RESPONSE MECHANISM  
THROUGH THE CREATION OF A CENTRAL COMMUNICATIONS  
CENTER UNDER THE CONTROL AND SUPERVISION OF THE  
PUBLIC SAFETY OFFICE:**

**WHEREAS,** the purpose of the Central Communications Center is to receive communication thru land and mobile lines, text messages (SMS), radio messages and the like, regarding potential emergencies for the purpose of immediately providing first responders with as much accurate and complete information as possible to ensure a swift response by critical personnel from the City Government, Naga City Police Office, the Bureau of Fire Protection, other national government agencies and private groups to all emergency situations;

**NOW THEREFORE, WE, JOHN G. BONGAT,** Mayor of Naga City and **JENNY B. ORPIA,** City Youth Mayor, by virtue of the powers vested in us by law, do hereby order the following:

**Section 1. Creation.** An office to be called as the Central Communications Center (CCC) which shall be under the direct supervision and control of the Public Safety Officer, designated as CCC Executive Director, is hereby established. The Local Risk Reduction Management Officer is hereby designated as CCC Deputy Executive Director. The Center shall be in-charge of the accurate receiving, reporting, dissemination, and coordination of information with appropriate offices of the City Government, national government agencies or private groups regarding occurrences which require immediate and/or urgent response, action or other intervention by emergency response agencies/offices to protect and ensure the safety and security of the public under the City Government's jurisdiction.

**Section 2. Operation of the Central Communications Center.**

(1) The Center will operate Twenty- Four (24) hours a day, seven (7) days a week, including holidays;

(2) The CCC will maintain the following hotline numbers for the receipt of incident and event information, by call or short message service (SMS), as the case may be:

- 472-3000 (Bayantel) by call
- 478-3000 (Bayan Span) by call or text
- 811-3000 (Digitel) by call
- 698-3000 (Suntel) by call or text

or over the radio thru the assigned VHF/UHF channel.

(3) The CCC duty officers shall accurately record pertinent information and contact data, as well as action taken.

(4) The CCC shall likewise monitor any and all incidents registered in the CCTV cameras of the City Government installed in strategic public locations in the city and immediately act on any incident needing immediate action or response.

(5) The CCC shall conduct a radio status netting/reporting every 9:00 PM, together with the Naga City Police Office, to monitor the peace and order and public safety situation, and facilitate prompt action/response, as the need arises.

**Section 3. Reportable Incident Types.** The following incidents or occurrences may be reported to the Center:

- a. Disruption incidents, which include accidents, building/domicile emergencies, including, but not limited to fire, bomb threat, or the discovery of a suspicious device;
- b. Criminal activities;
- c. Discovery of illegal or controlled drugs, alcohol, firearms, or other weapons;
- d. Public disturbances;
- e. Hostage situations;
- f. Natural or environmental disasters;
- g. Whereabouts of escaped criminals;
- h. Injuries and or illnesses requiring serious medical attention;
- i. Mental health and substance abuse incidents;
- j. Reports of any incident or information that need immediate attention and prompt action by the City Government or any of its offices/agencies or some other government agency.

**Section 4. Domicile and Staffing.** The Center shall be housed or located within the Public Safety Office to be manned by existing qualified and trained personnel. The Public Safety Office Executive Director, as CCC Executive Director, shall ensure that facilities are properly working on a 24/7 basis. The Local Risk Reduction Officer is hereby designated as CCC Assistant Executive Director.

**Section 5. Information Dissemination.** The CCC, in coordination with the Lingkod Barangay Office (LBO), shall ensure that all emergency hotline numbers are properly circulated to the public. Whenever necessary, the Executive Director shall make the necessary representations with media organizations and devise IEC materials such as tarpaulin signages, leaflets and/or similar tools to properly inform the public of this initiative.

**Section 6. Executive Committee.** The CCC Executive Director shall organize an Executive Committee to be comprised of the representatives from the Naga City Police Office, Bureau of Fire Protection, the Naga City Emergency Management Services, and KABALIKAT who shall meet regularly.

**Section 7. Funding.** The amount of Fifty Thousand Pesos (P50,000.00) is hereby authorized for the initial operation of the Center chargeable against any available fund of the Public Safety Office or against the appropriate Non-Office item in the 2011 Budget. Starting budget year 2012, the amount necessary for the effective and efficient running and operation of the center shall be included in the Annual Budget of the Public Safety Office.

**Section 8. Effectivity.** This Executive Order shall be effective immediately.

Issued this 25<sup>th</sup> day of April, Two Thousand and Eleven at Naga City, Philippines.

**JOHN G. BONGAT**  
City Mayor

**JENNY B. ORPIA**  
City Youth Mayor

Attested by:

**FLORENCIO T. MONGOSO, JR. CSEE**  
Department Head II and Acting City Administrator

**OLIVE ANOG**  
City Youth Administrator