



Republic of the Philippines
Office of the City Mayor
CITY TRAFFIC MANAGEMENT SYSTEM
Lapu-Lapu City
Tel. No. (032) 255-1061



CITY TRAFFIC MANAGEMENT OFFICE SYSTEM **CITIZEN'S CHARTER**

Legal Mandate:

City Ordinance No. 659 was enacted creating the Lapu-Lapu City traffic Commission (LACITRACOM). Thereafter, City Ordinance No. 243-2002 was enacted repealing LACITRACOM and creating a special body under the City Mayor's Office called City Traffic Management System (CTMS) to effectively and efficiently manage traffic operations in all streets and roads in Lapu-Lapu City.

Vision:

A safe and traffic-free Lapu-Lapu City

Mission:

To provide prompt, efficient and quality services in traffic management and enforcement

Functions/Services:

Main:

1. Traffic Management; and
2. Enforcement of City traffic ordinances, traffic laws, rules and regulations.

Other Services:

1. Traffic Patrols;
2. Road Clearing Operations involving motor vehicles (clamping and towing of illegally parked vehicles);
3. Storage and impounding of vehicles and the release of the same;
4. Traffic Dispute Resolution
5. Installation, repair, and replacement of traffic signages;
6. Installation, marking, maintenance, and painting of traffic-related road markings;
7. Collection of payments for traffic violations;
8. Filing of complaints against traffic violators who fail or refuse to pay traffic violations within the prescribed period.
9. Incident Reports;
10. Inspection of tricycles for franchise renewal and the issuance of clearance related to the said renewal;
11. Issuance of clearance required for business renewal for applicable businesses; and
12. Issuance of recommendations for business applying for truck-ban exemption;
13. Provides assistance in clearing operations of the City Clearing Office/Team; and
14. Provides assistance to the LLCPO Traffic Enforcement Unit (TEU) during motor vehicular accidents.

Service Units/Personnel:

1. Traffic Enforcers

- Primary Unit of Traffic Enforcement of traffic ordinances, laws and rules on the field

- Primary Responders during motor vehicle accidents
- Primary Unit for Traffic Management

2. Engineering Unit

- Installation, repair, and replacement of traffic signages
- Installation, marking, maintenance, and painting of traffic-related road markings

3. Towing/Clamping Unit

- Tows and clamps illegally parked vehicles
- Provides assistance to City Clearing Office during Clearing Operations
- Keeps Record of towed and clamped vehicles

4. Impounding Unit

- Stores towed and impounded vehicles in the impounding area
- Facilitates storage and release of towed or impounded vehicle after
- Keeps Record of stored and released vehicles
- Guards Impounding Area

5. IT and Records Unit

- Access to Traffic Program/Software and Records
- Encoding of Issued Traffic Citation Tickets
- Updating of Payment of Settled Traffic Citation Tickets in Traffic Program/Software
- Endorsement of unsettled traffic citation tickets to the Legal Unit for Filing of Complaints

- Issuance of Clearances of No Pending/Unsettled Violations for business permit renewal, delivery permits, tricycle franchise renewal and for other legitimate purposes
- Provides and Issues Certifications for requests relating to Office Records

6. Legal Unit

- Provides overall legal support to the office
- Informs the Office of any updates and changes in traffic enforcement laws, rules, and regulations
- Receives endorsed unsettled tickets from the IT and Records Unit for Filing of Complaint
- Conducts interview for Traffic Enforcers for their complaint and the attestation thereof
- Provides Legal Opinions
- Answers complaints
- Provides Notarial Services for Affidavits, Undertakings, and Incident Reports relating to Office Functions and Services for Traffic Enforcers and Walk-in Clients
- Traffic Dispute Resolution

7. Desk Officers

- Traffic Dispute Resolution
- Record Keeping of Traffic Blotters
- Inspection of Tricycle Units for Tricycle Franchise Renewal
- Receives communications, notices, and complaints
- Assists in checking of requirements for release of towed, clamped and impounded vehicles
- Provides Overall Monitoring of City Traffic Status through radio communication
- Cascades traffic situation information through radio communication to traffic enforcers in the field

8. Cashier

- Receives payment for traffic violations, towing and clamping fees, storage fees, and clearances and the issuance of official receipt for payments
- Collects green ticket (duplicate of traffic citation ticket) from clients during payment and the endorsement of the same with OR no. to the IT and Records Unit for updating of payment

Frontline Services:

1. Collection of Payments for Traffic Violations

Unit/Personnel:

Cashier - Ms. Mary Rose Oximoso

Who May Avail of the Service:

- a. Traffic Violator or their authorized representative
- b. Owner of Vehicle or their authorized representative

Requirements:

- a. Duplicate Copy of Traffic Citation Ticket (blue-green) or Clamp Notice
- b. Driver's License or Valid ID for identity verification purposes when required

Steps:

1. Client presents duplicate copy of traffic citation ticket or Clamp Notice and ID to the Cashier at payment area
2. Assessment of requirements and amount of fine by Cashier
3. Client pays the fine/s
4. Cashier issues Official Receipt (OR) to the client

Maximum Transaction Time:

- a. **10 minutes** for payment of violations
- b. **1 hour** for removal of clamp for clamped vehicles

Fees:

Refer to Schedule of Fees available and displayed at Payment Area

2. Traffic Dispute Resolution

Unit/Personnel:

- a. Desk Officer - Mr. Dante Dubluis/Mr. Leopoldo Casul
- b. Legal Officer - Atty. Hans Daniel C. Sinugbuhan

Who May Avail:

- a. Traffic Violator and/or witness

Requirements:

- a. Duplicate Copy of Traffic Citation Ticket (blue-green)
- b. Driver's License or Valid ID for identity verification purposes when required

Steps:

- 1. Client approaches Desk Officer or Legal Officer
- 2. Desk Officer or Legal Officer assesses requirements of client
- 3. Adjudication
- 4. Client is advised to pay fine to Cashier or the Desk Officer/Legal Officer recommends cancellation of traffic citation ticket

Maximum Time: 1 hour

Fees: None

3. Releasing of Towed Vehicles

Unit/Personnel:

- a. Desk Officer - Mr. Dante Dubluis/Mr. Leopoldo Casul
- b. Cashier - Ms. Mary Rose Oximoso
- c. Impounding Personnel - Mr. Noel Arcales

Who May Avail:

- a. Driver of the Towed Motor Vehicle
- b. Operator/Owner of the Towed Motor Vehicle (MV)

Requirements:

- a. Photocopy of the MV valid Certificate of Registration (CR)
- b. Photocopy of Official Receipt (current registration) (OR)
- c. Original or photocopy of the Driver's License
- d. Towing Notice

Steps:

1. Client submits all requirements to the Desk Officer
2. Desk officer reviews all the requirements and endorses client to the Cashier after review
3. The Cashier assesses for fees
4. Client pays the assessed amount
5. Cashier issues official receipt to the client
6. Client presents the official receipt to the Desk Officer together with other documents
7. Desk Officer processes the release order and endorses the same for signature of the Head of Office
8. Desk Officer gives the signed release order to the client
9. Client proceeds to the Impounding Area and present the release order to the Impounding Personnel for the release of the MV towed

Maximum Time: 1 hour

Fees:

Refer to Schedule of Fees available and displayed at Payment Area

4. Releasing of Apprehended Impounded Vehicles

Unit/Personnel:

- a. Desk Officer - Mr. Dante Dubluis/Mr. Leopoldo Casul
- b. Cashier - Ms. Mary Rose Oximoso
- c. Impounding Personnel - Mr. Noel Arcales

Who May Avail:

- a. Driver of the Impounded Motor Vehicle
- b. Operator/Owner of the Impounded Motor Vehicle

Requirements:

- a. Photocopy of the MV valid Certificate of Registration (CR)
- b. Photocopy of Official Receipt (current registration) (OR)
- c. Original or photocopy of the Driver's License
- d. Release Order from appropriate agency who made the apprehension (LLCPO, LLCPO TEU, CENRO)
- e. Court Order for impounded vehicles involved in criminal/civil cases

Steps:

1. Client submits all requirements to the Desk Officer
2. Desk officer reviews all the requirements and endorses client to the Cashier after review
3. The Cashier assesses for fees
4. Client pays the assessed amount

5. Cashier issues official receipt to the client
6. Client presents the official receipt to the Desk Officer together with other documents
7. Desk Officer processes the release order and endorses the same for signature of the Head of Office
8. Desk Officer gives the signed release order to the client
9. Client proceeds to the Impounding Area and present the release order to the Impounding Personnel for the release of the MV impounded

Maximum Time: 1 hour

Fees:

Refer to Schedule of Fees available and displayed at Payment Area

5. Affidavits and Undertakings relating to Office Functions and Services

Unit/Personnel:

- a. Legal Officer - Atty. Hans Daniel C. Sinugbuhan

Who May Avail:

- a. Traffic Violator
- b. Operator/Owner of Vehicle

Requirements:

- a. Photocopy of the MV valid Certificate of Registration (CR)
- b. Photocopy of Official Receipt (current registration) (OR)

- c. Original or photocopy of the Driver's License or Valid ID of owner, business owner and or operator of motor vehicle for verification purposes
- d. Original or photocopy of Police Report
- e. Duplicate Copy of Citation Ticket

Steps:

1. Client presents requirements to the Legal Officer for review
2. Legal Officer interviews client relating to request and makes the necessary document
3. Issuance of requested document

Maximum Time: 1 hour

Fees: None