



Republic of the Philippines
Polytechnic University of the Philippines
College of Computer and Information Sciences
Sta. Mesa, Manila



EMERGENCY 911

NATIONAL OFFICE

Members:

Bayas, Christine C.

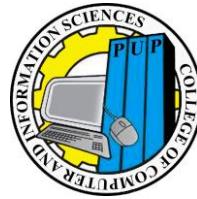
Coloma, Dan Xavier A.

Fabonan, Adrian Z.

Jacolbia, Jorel Aaron B.

Quinto, Wilhelm Paolo C.

Tagala, Agatha Gwen I.



1. What is your chosen website?

Emergency 911 National Office

www.e911.gov.ph

The Emergency 911 National Office or E911 is the primary implementing office of the Emergency 911 National Program. It was established as the PATROL “117” Development Office by virtue of Executive Order No. 226, s. 2003. It was later renamed as the Emergency 911 National Office by virtue of Section 6 of Executive Order No. 56, s. 2018. The number “911” replaced “177” as the Nationwide Emergency Hotline Number, also known as Emergency 911 Hotline.

The E911 National Office is a national emergency response system operated by the Department of the Interior and Local Government. It conducts readiness tests and monitoring to evaluate capabilities in national 911 programs as well as develops and implements training programs for emergency communications personnel and responders. It also establishes local partnerships with state and local E911 programs to have a clear command structure nationwide. The E911 Hotline provides response and emergency assistance to people in distress. The calls include police assistance, fires, emergency medical assistance, search-and-rescue, and even concerns about chemical, biological, radiological, nuclear, and explosive (CBRNE) materials. It can also be used to report incidents that cause trouble, such as drag racing, drinking in public places, harassment, illegal drug pushing, and riots, among others.

2. Website Features:

The Emergency 911 National Office website is the official website of the Philippine government's emergency response program. It provides citizens, employees of government and all stakeholders access to reliable information, relevant assistance, and channel access to emergency responders. It contains information on emergency medical assistance available to Filipino citizens, along with other important safety tips including advice on fire prevention, disaster management and crime prevention.



3. Screenshot of the Website

This is the [Figma prototype link](#) for manual observation.

Current:

The screenshot shows a survey form titled "LESSONS". The form asks for feedback on service quality and satisfaction. It includes a message in English and Tagalog. A "How's your call?" button is visible at the bottom. The background features a dark theme with the "JOURNEY" logo partially visible.

Dear Caller,

We, at the DILG-E911, endeavors to consistently provide effective and efficient services to meet our client's needs. In this regard, may we request you to help us improve our services by allowing us to hear your voice.

Kindly fill-up this survey form and reflect your impressions about our services and let us know your experience while transacting official business with us. Select the rating that corresponds to your satisfaction level and/or write your observations/comments.

Minamahal naming Panauhin,

Kami, sa DILG-E911, ay lubos na nagsisikap upang patuloy na magbigay ng epektibo at mataas na kalidad na serbisyo upang matugunan ang mga pangangailangan ng aming mga kliyente. Sa bagay na ito, aming hinihiling na kami ay iyong matulungan sa patuloy na pagpapabuti ng aming mga serbisyo sa pamamagitan ng pagpapaalaan sa amin ng inyong mga saloobin.

Kung maaari lamang pong pakipunan itong sarbeyp at ilahad ang inyong masasabi sa aming naibigay na serbisyo. Pilihin ang marka na tutugma sa lyong antas ng lugod/kasiyahan.

How's your call?

countrymen.

8. Ultimately, we must remember that this too shall pass. Just as we overcame the hardships we faced as a nation in the past, I am

The screenshot shows a survey form titled "LESSONS AND GUIDEPOSTS ON THE SECRETARY'S COVID-19 JOURNEY". The form includes the DILG logo and a circular stamp reading "DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT OFFICIAL RELEASED". The stamp also includes a signature, date (04-26-2021), time (4:00PM), and record section (RECORDS SECTION).

(CR:OSEC-2021-04-21-005) 2021-04-26-117

Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, West Triangle, Quezon City
http://www.dilg.gov.ph

APR 26 2021

The screenshot shows a survey form titled "LESSONS AND GUIDEPOSTS ON THE SECRETARY'S COVID-19 JOURNEY". The form includes the DILG logo and a circular stamp reading "DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT OFFICIAL RELEASED". The stamp also includes a signature, date (04-26-2021), time (4:00PM), and record section (RECORDS SECTION).

TO : ALL DILG CENTRAL, REGIONAL, AND FIELD OFFICE EMPLOYEES

APR 26 2021



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ADVISORY

COVID MEASURES TO FIGHT COVID-19 IN OUR HOMES, COMMUNITIES AND WORKPLACES

1 of 2

EMERGENCY 911 NATIONAL OFFICE

Republic of the Philippines
Emergency 911 Commission
Emergency 911 National Office

ADVISORY

TO : EMERGENCY 911 NATIONAL OFFICE AND NATIONAL CALL CENTER PERSONNEL

SUBJECT : COVID MEASURES TO FIGHT COVID-19 IN OUR HOMES, COMMUNITIES AND WORKPLACES

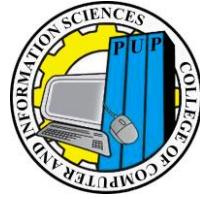
DATE : March 29, 2020

Emergency 911 National Office
and Command Center Groundbreaking and Blessing Ceremony





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LAGING HANDA

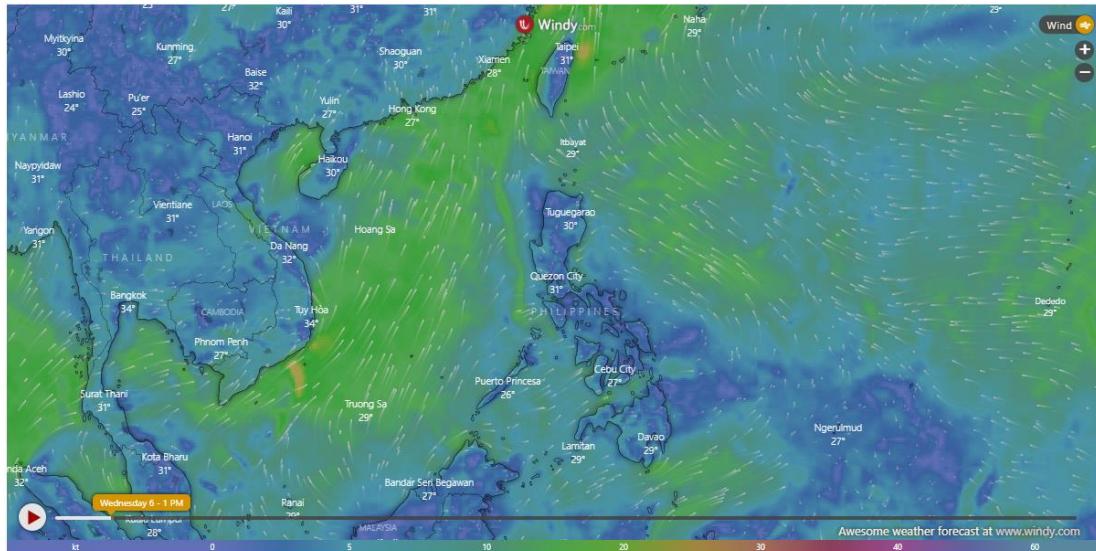
[COVID-19 Dashboard](#)

[Epidemiological Data](#)





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EMERGENCY 911 COMMISSION MEMBERS

OP POCO DILG DICT BFP PNP NTC DOJ DND DSWD DOH DOTR MMDA U LAP

PRIMARY SERVICE RESPONDERS

BFP PNP

MAJOR SUPPORT SERVICE RESPONDERS

DPWH DOH DOTR AFP NBI BI PCG PDEA MMDA

RELEVANT AGENCIES

Red Cross NDRRMC OCD



SUPPLEMENTAL/BID BULLETIN NO.2 FOR THE PROCUREMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) EQUIPMENT OF EMERGENCY 911 NATIONAL OFFICE AND NATIONAL CALL CENTER (PHASE 1) [SBAC (E911NO) IB NO. 001 (G) S. 2022]

E911 N.O. May 19, 2022



EXECUTIVE DIRECTOR'S PROFILE



VOL.18-NO.10 – MARCH 2022 MAKING HOMES SAFER FOR WOMEN

E911 N.O. May 11, 2022

VOL.18-NO.9 – MARCH 2022 DILG CELEBRATING WINS FOR ALL 'JUANAS'

E911 N.O. May 11, 2022

VOL.18-NO.8 – MARCH 2022 EXPRESSING THE ESSENCE OF A WOMAN IN #PURPLEYOURPROFILE2022 CONTEST

E911 N.O. May 11, 2022

VOL.18-NO.7 – MARCH 2022 GENDER AND TRANSPORTATION TOWARDS COVID-19 RECOVERY

VIOLENCE AGAINST WOMEN AND CHILDREN





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EXECUTIVE ORDER NO. 56
[VIEW PDF HERE](#)

TRANSITION TOWARDS COVID-19 RECOVERY

E911 N.O. May 11, 2022

IMPLEMENTING RULES AND
REGULATIONS OF
EXECUTIVE ORDER NO. 56

[VIEW PDF HERE](#)

POST NAVIGATION

[← Older posts](#)



DOH ADVISORIES



[COVID-19 Case Tracker](#)

[COVID-19 Situational Report](#)



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Emergency 911 National Office

Be here NOW!

Philippine Standard Time:
Wednesday, July 06, 2022, 1:05:18 PM

OUR VISION

An internationally recognized Emergency 911 organization that conforms with international standards in implementing, managing, and operating an emergency call-taking and emergency dispatch system having "a clear command structure for responsibility and accessibility of a seamless nationwide communication infrastructure for emergency services."

(Paragraph 6, WHEREAS clause of EO No. 56 s.2018)

OUR MISSION

The Mission of the Emergency 911 National Office is to implement the provisions of the Executive Order No. 56 s.2018 and its Implementing Rules and Regulations. It acts as the Secretariat of the Emergency 911 Commission and its implementer in carrying out the objectives of the Executive Order No. 56 s.2018



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Show 10 entries

Search:

Service Name: ESTABLISHMENT OF LOCAL CALL CENTER

Description of Service: This service particularly deals with request, queries and/or referrals on matters related to the establishment of Local Call Centers.

Office or Division Emergency 911 National Office

Classification Highly Technical

Type of Transaction G2G

Who may avail Local Government Units

Fees to be paid Free of Charge

Showing 1 to 6 of 6 entries

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DOCUMENTARY REQUIREMENTS	CLIENT ACTION (Detailed Steps)	AGENCY ACTION (Detailed Steps)	PERSON-IN-CHARGE	PROCESSING TIME
1. Letter of Intent (Original) for the Establishment of Local Call Center (LCC)	Submit pertinent documents to E911NO.	Receive/ Record/ Evaluate the Letter of Intent for the Establishment or Confirmation to the Establishment of Local Call Center (LCC) address to the Chairperson of the Emergency 911 Commission through the Executive Director of Emergency 911 National Office with the appropriate Sangguniang Resolution passed for that purpose	Administrative Personnel	1 wd
2. Proposed Legal, Administrative, Operational, and technical documents and system architecture	Submit pertinent documents to E911NO.	Receive/ Record/ Evaluate the Proposed Organizational Structure <ul style="list-style-type: none">• Legal Documents• Administrative Documents• Operational Documents• Technical Documents• System Architecture	Administrative Personnel	10 wd
3. Letter of Request for Training and Certification Course	Submit pertinent documents to E911NO.	Receive/ Record/ Evaluate the Letter of Request for Training and Certification Course addressed to the Chairperson of the Emergency 911 Commission through the Executive Director of Emergency 911 National Office. <ul style="list-style-type: none">• Basic Call Handling Training• Emergency Telecommunicator's Certification Course	Administrative Personnel	5 wd
4. Notice of Activation of LCC	Submit pertinent documents to E911NO.	Receive/ Record/ Evaluate the Notice of Activation or GO-LIVE of the Emergency 911 System addressed to the Chairperson of the Emergency 911 Commission through the Executive Director of Emergency 911 National Office.	Administrative Personnel	5 wd

- END OF TRANSACTION -



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Show 10 entries

Search:

Service Name:		◆ EMERGENCY CALL MANAGEMENT		
Description of Service:		This service particularly deals with request for emergency response.		
Office or Division		National Call Center		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		General Public		
Fees to be paid		Free of Charge		

Showing 1 to 6 of 6 entries

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Show 10 entries

Search:

DOCUMENTARY REQUIREMENT	CLIENT ACTION (Detailed Steps)	AGENCY ACTION (Detailed Steps)	PERSON-IN-CHARGE	PROCESSING TIME
1. Emergency Call to 911 Hotline	Call 911	Receive/ Validate / Record incoming calls	Emergency TeleCommunicator	2 m
		Relay/ handle / manage legitimate calls	Emergency TeleCommunicator	2-3 m
		Monitor the progress or response time	Emergency TeleCommunicator	10 m
		Prepare narrative report and close case	Emergency TeleCommunicator	5 m

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= END OF TRANSACTION =

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Show 10 entries

Search:

Service Name: EXECUTIVE DIRECTOR'S HELPLINE

Description of Service:	This service particularly deals with request, queries and/ or referrals through Short Message System (SMS).
Office or Division	Emergency 911 National Office
Classification	Complex
Type of Transaction	G2C
Who may avail	General Public
Fees to be paid	Free of Charge

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DOCUMENTARY REQUIREMENT	CLIENT ACTION (Detailed Steps)	AGENCY ACTION (Detailed Steps)	PERSON-IN-CHARGE	PROCESSING TIME
1. Short Message System (SMS)	Send Message through the Executive Director's HelpLine	Receive / record documents / phone calls / on-line	Administrative Personnel	1 m
		Send notice of receipt	Administrative Personnel	5 m
	SMART/TALK 'N TEXT/SUN: 09323180440	Evaluate documents / queries, Requests / complaints	Executive Director	15 m
	GLOBE/TOUCH MOBILE: 09665000299	Refer / endorse / queries / request / complaints to appropriate office or offices	Executive Director	30 m
		Follow-up / monitor status of complaints / requests or queries	Administrative Personnel	1 wd
		Provide official feedbacks to Client	Administrative Personnel	1 wd

-= END OF TRANSACTION =-

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LATEST NEWS & UPDATES

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DATE TITLE

9-5-2020 ePLDT Advisory: Primary Load Balancer Maintenance

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E911 N.O. September 5, 2020



Dear Valued Customer,

In relation to the Primary Load Balancer maintenance last July, please be informed that we will conduct a follow-up activity on **8th of September 2020 from 10:00 PM to 9th of September 2020 12:00 AM.** (2 hours).

This activity is service affecting and may cause intermittent to temporary connection loss to CCaaS service.

Please bear with us as we would like to provide you with a more reliable system. Should you have any concerns about this matter, please feel free to contact our ePLDT Service Desk and or by replying this email.

Thank you for your usual support and understanding.

ePLDT Customer Experience Management

Talk to us:



#ePLDT (#37538) - for PLDT landline subscribers anywhere in the Philippines
8 288 8999 - accessible to all network and may cost extra via mobile

Email us:



wecare@epldt.com - for product inquiries and billing concerns
techsupport@epldt.com - for technical related assistance

Chat and visit our website:



Chat with our friendly associates via www.epldt.com

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DILG Insider

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Search:

VOLUME	NUMBER	MONTH	SUBJECT
10	10	April 2022	HERO UPI BE SAFE AND STRONGER FOR SUMMER
10	9	April 2022	MONEY MANAGEMENT TIPS TO SPEND YOUR MIDYEAR BONUS WISELY
10	8	April 2022	#ELECTIONHUGOT EXERCISING OUR DUTY TO VOTE WISELY
10	7	April 2022	BREATHING LIFE INTO THE DILG CORE VALUES
10	6	April 2022	UP CLOSE AND PERSONAL WITH ASSISTANT SECRETARY VICTOR NERI
10	5	March 2022	CAN YOU DO THE CSW GEARING DILG WORKFORCE TOWARDS COMPLETED STAFF WORK
10	4	March 2022	KNOWING YOUR 'LEAVES' HOW TO GET THE MOST IN YOUR OVERTIME WORK
10	3	March 2022	BUILDING A CYBER SECURITY MINDSET AND CULTURE
10	2	January 2022	AFFECTED BY CALAMITIES TAKE SPECIAL EMERGENCY LEAVE
10	1	January 2022	YEAR OF HOPE AND NEW BEGINNINGS

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Emergency 911 National Office

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E911 N.O. May 11, 2022

The screenshot shows the front page of the "DILGinsider" digital publication. At the top left is the official seal of the Department of the Interior and Local Government (DILG). To its right, the title "DILGinsider" is displayed in large, stylized, colorful letters (blue, red, yellow). Above the title, it says "VOL.10 - NO.10 - April 2022". Below the title, a sub-headline reads "A publication of the Public Affairs and Communication Service on DILG LG Sector News". The main visual features a cartoon superhero character in a blue suit with a red cape, flying over a beach scene. The superhero is holding a shield with the DILG logo. The beach scene includes palm trees, a sun, and beach chairs. Large, bold text across the center of the page says "HERO UP! Be Safe and Stronger for Summer". At the bottom left, there is a caption "Summer is here!".



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DILG GAD Bulletin

Show 10 entries

Search:

VOLUME	NUMBER	MONTH	SUBJECT
18	10	March 2022	Making Homes Safer For Women
18	9	March 2022	DILG Celebrating Wins for All 'Juanas'
18	8	March 2022	Expressing the Essence of a Woman in #PurpleYourProfile2022 Contest
18	7	March 2022	Gender and Transportation Towards COVID-19 Recovery
18	6	March 2022	How We Made Change Work For Women
18	5	March 2022	Silent Heroes DILG CO Medical Frontliners VS COVID-19
18	4	March 2022	Feminine Perspectives on Working in the 'New Normal'
18	3	March 2022	DILG Sustaining Change for Woman
18	2	March 2022	DILG Female Personnel on Why Women's Vote Counts
18	1	March 2022	Protecting Women, Children thru Emergency 9-1-1

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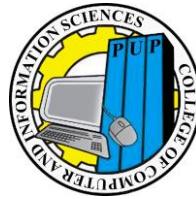
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E911 N.O. May 11, 2022

The screenshot shows the front page of the Emergency 911 National Office website. At the top, there is a navigation bar with links for GOVPH, Home, About, News, Activities, Bid Opportunities, Careers, FAQs, and Contact Us. A search bar is also present. Below the navigation, the Emergency 911 National Office logo is displayed, followed by the text "Be here NOW!". To the right, the Philippine Standard Time is shown as Wednesday, July 06, 2022, 1:15:29 PM. The main content area features a large banner for the "Gender and Development BULLETIN". The banner includes the DILG logo, three cartoon characters (two boys and one girl), and the text "MAKING HOMES SAFER FOR WOMEN". The banner also specifies "VOLUME 18 NO. 10 MARCH 2022" and "2022". Below the banner, there is a brief description: "The Official Publication of Public Affairs and Communication Service on Gender and Development (GAD)".



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EMERGENCY 911 ADVISORIES

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No.	Subject	Date
1	Emergency 911 Hotline Downtime	02-09-2022

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E911 N.O. February 9, 2022

E911 ADVISORY NO.: 020922-001

Emergency 911 Hotline Downtime Advisory

As of February 9, 2022 around 1:38 AM, the **Hotline 911** is experiencing a **downtime** caused by a broken fiber line at the Service Provider's end.

We are sorry for the inconvenience if you have difficulty in connecting to the hotline.

Rest assured that your 911 hotline is still operational manned by our remote agents outside the National Call Center.

Mabuhay!



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Content coming soon...



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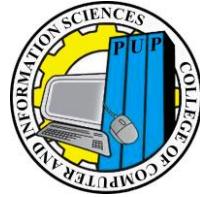
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e-PLDT BASE CAMP

E-911 at MALACAÑAN





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Emergency 911 National Office and Command Center Ground Breaking and Blessing Ceremony



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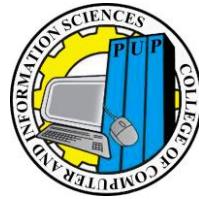
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01 RESCUE SUMMIT 2018 OPENING REV





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02 RESCUE SUMMIT 2018 LAGUNA REV



03 RESCUE SUMMIT 2018 BULACAN REV



04 RESCUE SUMMIT 2018 ISABELA REV



05 RESCUE SUMMIT 2018 NUEVA VIZCAYA REV





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06 RESCUE SUMMIT 2018 CAGAYAN REV



07 RESCUE SUMMIT 2018 BATAAN REV



08 RESCUE SUMMIT 2018 911 DILG SIMULATION REV



09 RESCUE SUMMIT 2018 AWARDING REV



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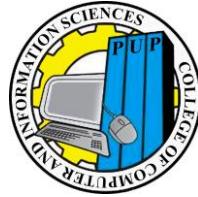
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DILG STRAT VIDEO



911 INTRODUCTORY CLIP



DUTERTE HOTLINE 911 & 8888





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POST No.	TITLE	POSTED DATE
41	SUPPLEMENT/BID BULLETIN NO.2 FOR THE PROCUREMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) EQUIPMENT OF EMERGENCY 911 NATIONAL OFFICE AND NATIONAL CALL CENTER (PHASE 1) [SBAC (E911NO) IB NO. 001 (G) s. 2022]	05-19-2022
40	SUPPLEMENT/BID BULLETIN NO.1 FOR THE PROCUREMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) EQUIPMENT OF EMERGENCY 911 NATIONAL OFFICE AND NATIONAL CALL CENTER (PHASE 1) [SBAC (E911NO) IB NO. 001 (G) s. 2022]	05-06-2022
39	BIDDING DOCUMENTS FOR THE PROCUREMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) EQUIPMENT OF EMERGENCY 911 NATIONAL OFFICE AND NATIONAL CALL CENTER (PHASE 1) [SBAC (E911NO) IB NO. 001 (G) s. 2022]	05-05-2022
38	INVITATION TO BID FOR THE PROCUREMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) EQUIPMENT OF EMERGENCY 911 NATIONAL OFFICE AND NATIONAL CALL CENTER (PHASE 1) [SBAC (E911NO) IB NO. 001 (G) s. 2022]	05-05-2022
37	SBAC (E911NO) IB NO. 002 (G) S. 2021 SUPPLEMENTAL BID BULLETIN No. 001 (REBID)	12-14-2021
36	BIDDING DOCUMENTS FOR THE PROCUREMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) EQUIPMENT AND OFFICE EQUIPMENT OF EMERGENCY 911 NATIONAL OFFICE AND NATIONAL CALL CENTER (PHASE 1) (REBID)	12-2-2021
35	INVITATION TO BID FOR THE PROCUREMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) EQUIPMENT AND OFFICE EQUIPMENT OF EMERGENCY 911 NATIONAL OFFICE AND NATIONAL CALL CENTER (PHASE 1) (REBID)	12-2-2021
34	SBAC (E911NO) IB NO 001 (G)s. 2021 SUPPLEMENTAL BID BULLETIN NO. 001	11-8-2021
33	BIDDING DOCUMENTS FOR THE PROCUREMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) EQUIPMENT AND OFFICE EQUIPMENT OF EMERGENCY 911 NATIONAL OFFICE AND NATIONAL CALL CENTER (PHASE 1)	11-6-2021
32	INVITATION TO BID PROCUREMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) EQUIPMENT AND OFFICE EQUIPMENT OF EMERGENCY 911 NATIONAL OFFICE AND NATIONAL CALL CENTER (PHASE 1)	11-6-2021

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CALL US

TEL No.: +63 (2) 8925-9111

TRUNK: +63 (2) 8876-3454 Loc. 6101

FAX No.: +63 (2) 8928-7281

SEND US AN EMAIL

Full Name

Address

e-mail

Contact Number

Communication Type

 INQUIRY dd Jul 2022

Message

Send

Attach Proof of Identity (png, jpeg)

Choose File | No file chosen

Additional Attachment (pdf, docx, png, jpeg)

Choose File | No file chosen

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E911 N.O. March 5, 2019

Kung may nais kayong imungkahi, mga katanungan, pag-aalinlangan, suhestiyon, sumborg, reklamo, at ano pa mang kritisismo o papuri, iText lamang sa **Executive Director's HELPLINE**.

SMART/TALK 'N TEXT/SUN: 09323180440

GLOBE/TOUCH MOBILE: 09665000299

Mga kailangang impormasyon:

1. Pangalan
2. Tirahan
3. Kasarian
4. Edad
5. Detalye ng inyong mensahe.

*Ang lahat ng impormasyon at detalyeng inyong ibibigay ay lalapatan ng lubos na pag-iingat at masidhing pagprotekta sa sinumang gagamit ng **Executive Director's HELPLINE**.



911 is a Public Service HOTLINE

Any complaints, reactions, observations (constructive or otherwise) are **welcome** to improve its service. Since May 25, 2018

We prefer to have a direct connection with the public thru the Executive Director's HELPLINE to better serve you. All information are treated with strict confidentiality and utmost privacy.

Thank you.

Diosdado T. Valeroso
Executive Director



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REGION	911 EMERGENCY CALL CENTERS	CONTACT NUMBER
R-VI	911 Bacolod City (LGU)	0912-345-4666 034-432-3879 (034) 432-3871 (034) 432-3873
CAR	911 Baguio City (LGU)	0977-240-1012 (074) 637-4800 (074) 442-1901 (074) 442-1902 (074) 442-1903 (074) 442-1904 (074) 442-1905
R-III	911 Bataan (LGU)	0928-5040-692 (047) 613-8888
R-III	911 Bulacan (LGU)	(044) 791-0566 0905-333-3319
CARAGA	911 Butuan City (DILG)	(085) 341-4718 0917-714-4767
R-XI	911 Davao City	(082) 811-1128 (082) 296-9626
R-I	911 Ilocos Norte (LGU)	(077) 7722-591 (077) 7722-597 (077) 7721-772 0917-997-5927 0908-810-8602 0917-109-9911
R-I	911 La Union (LGU)	(072) 770-3966 (072) 607-8723 (072) 607-9244 0917-728-0448 0998-961-1519



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KAPULISAN, BUMBERO, OPISYAL NG BILANGGUAN,
AT IBANG PANG EMPLOYEDO NG GOBVERNO,
I-REPORT SA ATING
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Emergency HOTLINE Numbers

AGENCY	HOTLINE	TRUNK & DIRECT LINE	AREA
Emergency 911 National Office	911	(02) 925-9111 (02) 928-7281 [telefax] +63966-5000-299 [Globe] +63932-318-0440 [Smart]	NCR NCR
Bureau of Fire Protection		(02) 426-0219 (02) 426-3812 (02) 426-0246	NCR NCR NCR
Philippine National Police		(2) 722-0650 +63917-847-5757	NCR NCR
Marikina Station Tactical Operations Center	161	(02) 646-1631 (02) 646-1633	NCR NCR

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NATIONAL 911 PROGRAM BANTAY SAKUNA 24/7 365

LAGING HANDA

COVID-19 HOTLINES:
DILG/DOH HOTLINE (02) 894-COVID (02) 894-26843 **EMERGENCY HOTLINE** 911
FOR PLDT, SMART, SUN, AND TNT SUBSCRIBERS 1555 **PRESIDENTIAL COMPLAINT CENTER** 8888



Announcements and Advisories

Deferment of the Procurement Process for All Projects, and Activities/Trainings/Workshops/Seminars to be Conducted by the DILG Central Office due to the Transition Period

June 30, 2022

Supplemental/Bid Bulletin No. 002 for the Procurement of Information and Communication Technology (ICT) Equipment of Emergency 911 National Office and National Call Center (Phase 1) [SBAC (E911NO) IB No. 001 (G) S. 2022]

May 19, 2022

Supplemental/Bid Bulletin No. 001 for the Procurement of Information and Communication Technology (ICT) Equipment of Emergency 911 National Office and National Call Center (Phase 1) [SBAC (E911NO) IB No. 001 (G) S. 2022]

May 6, 2022

Invitation to Bid for the Procurement of Information and Communication Technology (ICT) Equipment of Emergency 911 National Office and National Call Center (Phase 1) [2022]

May 5, 2022

Emergency 911 Hotline Downtime 02-09-2022

February 9, 2022

SBAC (E911NO) IB No. 002 (G) S. 2021 Supplemental Bid Bulletin No. 001 (Rebid)

December 14, 2021

Invitation to Bid for the Procurement of Information and Communication Technology (ICT) Equipment of Emergency 911 National Office and National Call Center (Phase 1) (Rebid)

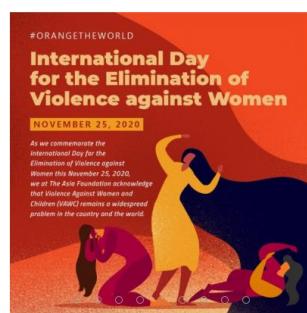
December 2, 2021

SBAC (E911NO) IB No. 001 (G) S. 2021 Supplemental Bid Bulletin No. 001

Latest News and Events



HERO UP! Be Safe and Stronger for Summer
Vol. 10, No. 10 – April 2022



Implementation of the Supreme Court Decision in the Mandanas Case

IMPLEMENTATION OF THE SUPREME COURT DECISION IN THE MANDANAS CASE



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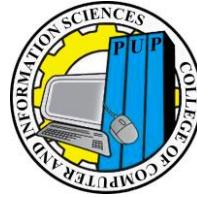
ABOUT THE 911 PROGRAM

9-1-1, commonly referred to as 911, is the national emergency telephone number of the Philippines. Calling 911 is free of charge when calling from PLDT, Smart, Talk N' Text, and Sun Cellular. Globe charges a service fee of ₱12.50/min to discourage prank calls.

BRIEF HISTORY

Prior to the inception of 117, emergency services were reached through a myriad of telephone numbers. In February 1998, the 117 hotline was implemented by PLDT. In 2016, at his first cabinet meeting after his inauguration, President Rodrigo Roa Duterte vowed to put up a complaint hotline, 8888, while Presidential Communications Secretary Martin Andanar said that the existing 117 hotline would be replaced by 911. On August 1, 2016, 911 was launched as the nationwide emergency hotline number by the Philippine National Police (PNP).





OUR MISSION

An internationally recognized Emergency 911 organization that conforms with international standards in implementing, managing, and operating an emergency call-taking and emergency dispatch system having "a clear command structure for responsibility and accessibility of a seamless nationwide communication infrastructure for emergency services."

(Paragraph 6, WHEREAS clause of EO No. 56 s.2018)

OUR VISION

The Mission of the Emergency 911 National Office is to implement the provisions of the Executive Order No. 56 s.2018 and its Implementing Rules and Regulations. It acts as the Secretariat of the Emergency 911 Commission and its implementer in carrying out the objectives of the Executive Order No. 56s .2018.



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National Budget Circular No. 542

National Budget Circular No. 542, issued by the Department of Budget and Management on August 29, 2012, reiterates compliance with Section 93 of the General Appropriations Act of FY 2012. Section 93 is the Transparency Seal provision, to wit:

Sec. 93. Transparency Seal. To enhance transparency and enforce accountability, all national government agencies shall maintain a transparency seal on their official websites. The transparency seal shall contain the following information: (i) the agency's mandates and functions, names of its officials with their position and designation, and contact information; (ii) annual reports, as required under National Budget Circular Nos. 507 and 507-A dated January 31, 2007 and June 12, 2007, respectively, for the last three (3) years; (iii) their respective approved budgets and corresponding targets immediately upon approval of this Act; (iv) major programs and projects categorized in accordance with the five key results areas under E.O. No. 43, s. 2011; (v) the program/projects beneficiaries as identified in the applicable special provisions; (vi) status of implementation and program/project evaluation and/or assessment reports; and (vii) annual procurement plan, contracts awarded and the name of contractors/suppliers/consultants. The respective heads of the agencies shall be responsible for ensuring compliance with this section.



A Transparency Seal, prominently displayed on the main page of the website of a particular government agency, is a certificate that it has complied with the requirements of Section 93. This Seal links to a page within the agency's website which contains an index of downloadable items of each of the above-mentioned documents.



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EXECUTIVE DIRECTOR'S PROFILE

Retired Police Brigadier General Diósodado Tolentino Valeroso was born in Manila in 1959. He served our country in both the Armed Forces of the Philippines and the Philippine National Police, from cadetship in 1978 until his compulsory retirement on July 12, 2015. His more than thirty-seven years of active service in both the military and police services afforded him vast experiences and exposure to real-life situations that honed his character as a person.

He was appointed by the President as the Executive Director of Emergency 911 National Office in September 11, 2018. He served as a technical consultant of the DENR's National Anti-Environmental Crimes Task Force from July 2016 to August 2017. He joined the Department of the Interior and Local Government in February 2018 and became a member of the TWG that crafted the Executive Order creating the Emergency 911 Commission. He managed the transition of Patrol 117 into what is now the Emergency 911 National Office. Prior to his stint as a consultant with the DENR, Executive Director Valeroso served in various third level positions in the Philippine National Police notably as the Provincial Director of Marinduque; Chief of Staff of the Information Technology Management Service; Chief of Staff of the Police Regional Office in Autonomous Region in Muslim Mindanao or ARMM; Police Attaché in Philippine Embassy-Beijing, China; Director of the Intelligence Training Group; Deputy Director of Police Security and Protection Group; and, Executive Officer of the Directorate for Information and Communications Technology Management. He retired as the Deputy Regional Director for Administration at the National Capital Region Police Office or NCRPO with a rank of Police Chief Superintendent.

His academic credentials include among others, the conferment of a Doctor of Humanities (Honoris Causa) in February 2017 by the Far East Advent School of Theology International for humanitarian services; a Master in Development Management degree from the Asian Institute of Management (AIM) in 1999; and, a Bachelor of Science degree from the Philippine Military Academy in 1982.

Together with some civic-spirited friends, he was able to form the Rotary Club of Camp Crame as its Charter President and actively promoted the Rotary motto of "Service Above Self". An energetic social organizer, he was elected to the Board of Trustees of the Center for Philippine Futuristics Studies and Management, Inc., a non-profit, non-stock entity that seeks to address pressing issues of national significance. These two organizational frontiers, Rotary International and Futuristics Studies have supplemented his ability and willingness to engage in multifarious frontline tasks.

With his modest training, education and qualifications, he is an example of a willing and able agent of positive change in the Duterte Administration fully discharging the functions of the office assigned to him by the appointing authority.

Executive Director Valeroso believes that "for every family that we strengthen is an added strength to the Filipino nation" and that "a healthy, disciplined and God-fearing citizenry is the foundation of a strong and happy nation." He emphasizes that it is one's duty and obligation to study diligently, work for the common good and serve the people even through difficulties. Executive Director Valeroso lives in Quezon City with his wife, Eleanor. They have three sons, three daughters, and three grandchildren.



PBGEN. DIOSDADO T. VALEROSO (Ret.)

Executive Director

September 11, 2018 – Present



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ESTABLISHMENT OF LOCAL CALL CENTER

- This service particularly deals with request, queries and/ or referrals on matters related to the establishment of Local Call Centers.
- Emergency 911 National Office/Division
- G2G transaction
- Can be availed by LGUs and is free of charge

DOCUMENTARY REQUIREMENTS	CLIENT ACTION	AGENCY ACTION	PERSON-IN-CHARGE	PROCESSING TIME
1. Letter of Intent (Original) for the Establishment of Local Call Center (LCC)	Submit pertinent documents to E911NO.	Receive/ Record/ Evaluate the Letter of Intent for the Establishment or Confirmation to the Establishment of Local Call Center (LCC) address to the Chairperson of the Emergency 911 Commission through the Executive Director of Emergency 911 National Office with the appropriate Sangguniang Resolution passed for that purpose	Administrative Personnel	1 wd
2. Proposed Legal, Administrative, Operational, and technical documents and system architecture	Submit pertinent documents to E911NO.	Receive/ Record/ Evaluate the Proposed Organizational Structure <ul style="list-style-type: none"> • Legal Documents • Administrative Documents • Operational Documents • Technical Documents • System Architecture 	Administrative Personnel	10 wd
3. Letter of Request for Training and Certification Course	Submit pertinent documents to E911NO.	Receive/ Record/ Evaluate the Letter of Request for Training and Certification Course addressed to the Chairperson of the Emergency 911 Commission through the Executive Director of Emergency 911 National Office. <ul style="list-style-type: none"> • Basic Call Handling Training • Emergency Telecommunicator's Certification Course 	Administrative Personnel	5 wd
4. Notice of Activation of LCC	Submit pertinent documents to E911NO.	Receive/ Record/ Evaluate the Notice of Activation or GO-LIVE of the Emergency 911 System addressed to the Chairperson of the Emergency 911 Commission through the Executive Director of Emergency 911 National Office.	Administrative Personnel	5 wd



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EMERGENCY CALL

- This service particularly deals with request for emergency response.
- National Call Center Office/Division
- G2C transaction
- Can be availed by general public and is free of charge

DOCUMENTARY REQUIREMENTS	CLIENT ACTION	AGENCY ACTION	PERSON-IN-CHARGE	PROCESSING TIME
1. Emergency Call to 911 Hotline	Call 911	Receive/ Validate / Record incoming calls	Emergency Telecommunicator	2 mins.
		Relay/ handle / manage legitimate calls	Emergency Telecommunicator	2-3 mins.
		Monitor the progress or response time	Emergency Telecommunicator	10 mins.
		Prepare narrative report and close case	Emergency Telecommunicator	5 mins.



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HELPLINE

- This service particularly deals with request, queries and/or referrals through Short Message System (SMS).
- Emergency 911 National Office/Division
- G2C transaction
- Can be availed by general public and is free of charge

DOCUMENTARY REQUIREMENTS	CLIENT ACTION	AGENCY ACTION	PERSON-IN-CHARGE	PROCESSING TIME
1. Short Message System	Send Message through the Executive Director's HelpLine	Receive / record documents / phone calls / on-line	Administrative Personnel	1 min.
		Send notice of receipt	Emergency Telecommunicator	5 mins.
	SMART/TALK 'N TEXT/ SUN: 09323180440	Evaluate documents / queries, Requests / complaints	Executive Director	15 mins.
	GLOBE/TOUCH MOBILE: 09665000299	Refer / endorse / queries / request / complaints to appropriate office or offices	Executive Director	30 mins.
		Follow-up / monitor status of complaints / requests or queries	Administrative Personnel	1 wd
		Provide official feedbacks to Client	Administrative Personnel	1 wd



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EMERGENCY 911 COMMISSION MEMBERS



MAJOR SUPPORT SERVICE RESPONDERS



PRIMARY SERVICE RESPONDERS



RELEVANT AGENCIES



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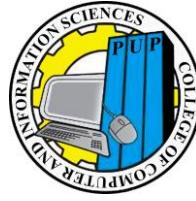
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DILG Insider



HERO UP! BE SAFE AND STRONGER FOR SUMMER

Vol. 10, No. 10 - April 2022

While the months of March, April and May are considered to be vacation time in the Philippines, it is also the season of heat-associated ailments and recreation-associated injuries.

[READ MORE](#)

Money Management Tips
to Spend Your Midyear Bonus Wisely



**MONEY MANAGEMENT TIPS TO SPEND YOUR MIDYEAR
BONUS WISELY**

Vol. 10, No. 9 - April 2022

The summer season is over yet so most of you are still enjoying your vacations, from joining family gatherings to diving into pristine beaches, before getting back to the hustle and bustle of the city and the office jungle.

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**#ElectionHugot:
Exercising Our Duty
to Vote Wisely**

#ELECTIONHUGOT EXERCISING OUR DUTY TO VOTE WISELY

Vol. 10, No. 8 - April 2022

In just a few weeks, we will have a new set of officials who will lead the Philippines after the results of the May 2022 National and Local Elections have come out.

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BREATHING LIFE INTO THE DILG CORE VALUES

Vol. 10, No. 7 - April 2022

The DILG developed a DILG Core Values Program to further strengthen and inculcate ICRT among its personnel. Specifically, the program aims to generate support for the continuous implementation of value-driven programs.

[READ MORE](#)

**Up Close and Personal with
Assistant Secretary Victor Neri**

**UP CLOSE AND PERSONAL WITH ASSISTANT SECRETARY
VICTOR NERI**

Vol. 10, No. 6 - April 2022

The summer season is over yet so most of you are still enjoying your vacations, from joining family gatherings to diving into pristine beaches, before getting back to the hustle and bustle of the city and the office jungle.

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**CAN YOU DO THE CSW GEARING DILG WORKFORCE TOWARDS
COMPLETED STAFF WORK**

Vol. 10, No. 5 - March 2022

Instilling the value of diligence and productivity among DILG employees was the core of the learning lesson titled 'Web Workshop on Completed Staff Work (CSW)' spearheaded by the Human Resource Management Division (HRMD).

[READ MORE](#)



**KNOWING YOUR 'LEAVES' HOW TO GET THE MOST IN YOUR
OVERTIME WORK**

Vol. 10, No. 4 - March 2022

Have you heard coworkers vent out the same sentiment on unpaid working hours, especially in the past two years when DILG employees were compelled to stay at home due to the COVID-19 pandemic?

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BUILDING A CYBER SECURITY MINDSET AND CULTURE

Vol. 10, No. 3 - March 2022

With the rapid shift to the digital space brought about by the pandemic, how do we keep up? And the more important question is: How do we keep ourselves protected in this new territory.

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**AFFECTED BY CALAMITIES?
Take Special Emergency Leave**

Vol. 10, No. 2 - January 2022

Typhoon Odette, Taal Volcano eruption, 7.2 Magnitude Earthquake. These are just some of the natural calamities in recent years that have affected millions of Filipinos in various parts of the country, including government employees.

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YEAR OF HOPE AND NEW BEGINNINGS

Vol. 10, No. 1 - January 2022

Hello, 2022! Wow, time seems to move so much faster than it did in the past. Family gatherings, workplace activities, national celebrations, and other holiday festivities appeared to have flown by quickly in 2021.

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DILG Gender and Development Bulletin



Making Homes Safer for Women
Vol. 18, No. 10 - March 2022

The homes are supposed to be the safest place at the height of the COVID-19 pandemic. But in many cases, this is the scariest place to be as women are stuck inside their homes with there abusers. This is what we call shadow pandemic.

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DILG Celebrating Wins for all 'Juanas'
Vol. 18, No. 9 - March 2022

Observing the National Women's Month Celebration (NWMC) has always been an annual event in the DILG, but this year is extra special as we culminate the six-year theme "WE Make CHANGE Work for Women."

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Expressing the Essence of a Woman in #PurpleYourProfile2022
Contest
Vol. 18, No. 8 - March 2022

What is the essence of being a woman? Miss Universe 1994 Sushmita Sen gave a philosophical response to one of the most difficult final questions in Miss Universe History.

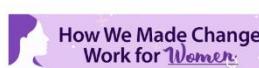
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Gender and Transportation Towards COVID-19 Recovery
Vol. 18, No. 7 - March 2022

Is transport gender-neutral? Traditionally, it may be unusual to merge the concepts of "gender" and "transportation" because we perceive transportation to benefit both men and women.

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How We Made Change Work for Women
Vol. 18, No. 6 - March 2022

Culminating the six-year theme of the National Women's Month Celebration (NWMC), "WE Make CHANGE Work for Women" this 2022, it is timely to ask: did we really make change work for women in the last six years?

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SILENT HEROES:
THE DILG CO
MEDICAL FRONTLINERS
VS COVID-19
Vol. 18, No. 5 - March 2022

While the majority of the DILG staff physically reported back to the office just recently, the DILG Central Office (CO) medical frontliners never had a day off as they incessantly provided physical, teleconsultation, and other assistance to the...

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Feminine Perspectives on Working in the 'New Normal'
Vol. 18, No. 4 - March 2022

After two years of getting accustomed to the work from home (WFH) setup, the working population is now adjusting to reporting back to the office amid the easing to the lowest Alert Level 1 in the majority of localities in the country.

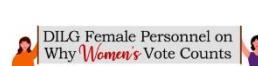
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DILG Sustaining Change for Women
Vol. 18, No. 3 - March 2022

Every March, the Philippines observes the National Women's Month Celebration (NWMC) to highlight achievement for women and girls, evaluate gender equality efforts, and determine steps that must be taken to promote sustainable development...

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DILG Female Personnel on Why Women's Vote Counts
Vol. 18, No. 2 - March 2022

The right to suffrage was granted to Filipino Women in 1937. Since then, Filipinas have come a long way and two of them have already been elected as president. This GAD Bulletin sounds out some of the Department's empowered female...

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Protecting Women, Children thru Emergency 9-1-1
Vol. 18, No. 1 - March 2022

Perpetrators of violence against women and children (VAWC) and gender-based violence (GBV) have gained another adversary as the DILG, Department of Social Welfare and Development (DSWD), and the Department of Justice (DOJ) recently...

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Bid Opportunities

PROJECT TITLE	BID DETAILS	BID DOCUMENTS
Procurement of Information and Communications Technology (ICT) Equipment and Office Equipment of Emergency 911 National Office and National Call Center (Phase 1)	REFERENCE NUMBER DATE POSTED STATUS APPROVED BUDGET PRE-BID CONFERENCE OPENING OF BID SUBMISSION OF BID SBAC (E91INO) IB NO. 001 (G) S. 2022 May 5, 2022 CLOSED Php 9,999,998.00 May 13, 2022 - 10:00 AM May 26, 2022 - 10:00 AM May 26, 2022 - 10:00 AM	Invitation to Bid Bidding Documents
Procurement of Information and Communications Technology (ICT) Equipment and Office Equipment of Emergency 911 National Office and National Call Center (Phase 1) (Rebid)	REFERENCE NUMBER DATE POSTED STATUS APPROVED BUDGET PRE-BID CONFERENCE OPENING OF BID SUBMISSION OF BID SBAC (E91INO) IB NO. 002 (G) S. 2021 December 2, 2021 CLOSED Php 9,000,000.00 December 10, 2021 - 10:00 AM December 22, 2021 - 10:00 AM December 22, 2021 - 10:00 AM	Invitation to Bid Bidding Documents
Procurement of Information and Communications Technology (ICT) Equipment and Office Equipment of Emergency 911 National Office and National Call Center (Phase 1)	REFERENCE NUMBER DATE POSTED STATUS APPROVED BUDGET PRE-BID CONFERENCE OPENING OF BID SUBMISSION OF BID SBAC (E91INO) IB NO. 001 (G) S. 2021 November 6, 2021 CLOSED Php 9,000,000.00 November 15, 2021 - 10:00 AM November 29, 2021 - 10:00 AM November 29, 2021 - 10:00 AM	Invitation to Bid Bidding Documents Pre-Bid Conference Minutes of the Meeting
Construction of Three Storey Emergency 911 National Office and Command Center Building with Lower Ground Parking and Roof Deck [2ND Negotiated Procurement]	REFERENCE NUMBER DATE POSTED STATUS APPROVED BUDGET PRE-BID CONFERENCE OPENING OF BID SUBMISSION OF BID E91INOCC-2019-001 December 15, 2020 AWARDED Php 200,000,000.00 December 18, 2020 - 1:00 PM December 22, 2020 - 10:30 AM December 29, 2020 - 10:30 AM	Invitation to Bid Bidding Documents Pre-Bid/Negotiation Conference Minutes of the Meeting
Construction of Three Storey Emergency 911 National Office and Command Center Building with Lower Ground Parking and Roof Deck [Negotiated Procurement]	REFERENCE NUMBER DATE POSTED STATUS APPROVED BUDGET PRE-BID CONFERENCE OPENING OF BID SUBMISSION OF BID E91INOCC-2019-001 October 9, 2020 CLOSED Php 200,000,000.00 October 16, 2020 - 1:00 PM October 29, 2020 - 10:30 AM October 29, 2020 - 10:30 AM	Invitation to Bid Bidding Documents Pre-Bid/Negotiation Conference Minutes of the Meeting
Construction of Three Storey Emergency 911 National Office and Command Center Building with Lower Ground Parking and Roof Deck (Progressive Type) [2020]	REFERENCE NUMBER DATE POSTED STATUS APPROVED BUDGET PRE-BID CONFERENCE OPENING OF BID SUBMISSION OF BID E91INOCC-2019-001 February 14, 2020 CLOSED Php 200,000,000.00 February 24, 2020 - 10:00 AM March 10, 2020 - 2:00 PM March 10, 2020 - 2:00 PM	Invitation to Bid Bidding Documents Pre-Bid Conference Minutes of the Meeting
Construction of Three Storey Emergency 911 National Office and Command Center Building with Lower Ground Parking and Roof Deck (Progressive Type)	REFERENCE NUMBER DATE POSTED STATUS APPROVED BUDGET PRE-BID CONFERENCE OPENING OF BID SUBMISSION OF BID E91INOCC-2019-001 October 31, 2019 CLOSED Php 200,000,000.00 November 18, 2019 - 2:00 PM December 9, 2019 - 10:00 AM December 9, 2019 - 10:00 AM	Invitation to Bid Bidding Documents Pre-Bid Conference Minutes of the Meeting



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E-PLDT BASE CAMP



E-911 AT MALACAÑAN



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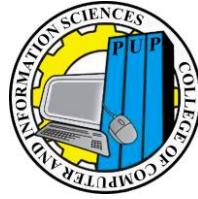
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E911 SUMMIT 2022




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GROUND BREAKING AND BLESSING CERemony



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FIRST EMERGENCY 911 COMMISION CONFERENCE



SECOND EMERGENCY 911 COMMISION CONFERENCE



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RESCUE SUMMIT 2018 CAGAYAN REV



RESCUE SUMMIT 2018 BATAAN REV



RESCUE SUMMIT 2018 DILG SIMULATION REV



RESCUE SUMMIT 2018 DILG AWARDING REV





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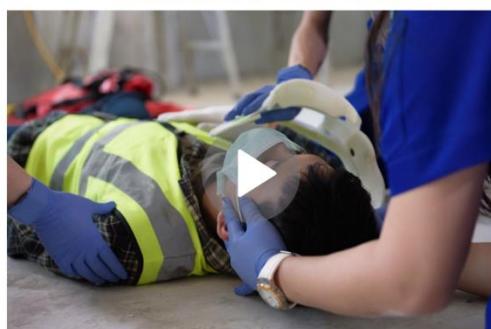
911 INTRODUCTORY CLIP



DUTERTE HOTLINE 911 & 8888



EMERGENCY FIRST AID TRAINING





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Local Call Centers

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REGION	911 EMERGENCY CALL CENTER	CONTACT NUMBER
CAR	911 Baguio City (LGU)	(0977-240-1012 (074) 637-4800 (074) 442-1901 (074) 442-1902 (074) 442-1903 (074) 442-1904 (074) 442-1905
CARAGA	911 Butuan City (DILG)	(085) 341-4718 0917-714-4757
NCR	911 NCR (DILG)	(02) 8925-9111
NCR	911 Paranaque City (LGU)	(02) 8820-7783 (02) 8826-7663 0961-096-6249
NCR	911 Valenzuela City (LGU)	(02) 8952-5000 0917-630-0255
Region 1	911 La Union (LGU)	(072) 770-3966 (072) 607-8723 (072) 607-9244 0917-728-0448 0998-961-1619
Region 3	911 Bataan (LGU)	(0920-5040-692 (047) 613-8888
Region 3	911 Bulacan (LGU)	(044) 791-0566 0905-333-3319
Region 3	911 Olongapo City (LGU)	0917-306-5966 0998-593-7446 (047) 611-1811 (047) 223-6676
Region 3	911 Tarlac (LGU)	(045) 628-0584 (045) 628-0586 0918-430-2727
Region 4A	911 Lucena City (LGU)	(042) 373-3747 0923-8762-479
Region 4B	911 Puerto Princesa City (LGU)	(048) 434-9786 0927-797-2009 0918-608-0022 0950-491-2599 0927-576-5477
Region 5	911 Sorsogon (LGU)	0998-853-9445 0919-080-5983 0918-661-0851 0929-559-9144
Region 6	911 Bacolod City (LGU)	0902-345-4666 034-432-3879 (034) 432-3871 (034) 432-3873
Region 6	911 Bacolod City (LGU)	0908-810-9243
Region 9	911 Zamboanga City (LGU)	0905-8087-380 (062) 992-3866 (062) 992-3867 (062) 992-3179
Region 10	911 Malaybalay City (LGU)	(088) 813-3407
Region 11	911 Davao City	(082) 811-1128 (082) 296-9626
Region 11	911 Mati City (LGU)	(087) 811-1128 0936-577-0492

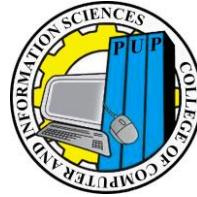


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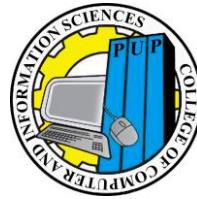
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Emergency 911 National Office	911	(02) 925-9111 (02) 926-7281 [telefax] +63966-9000-299 [globe] +63932-318-0440 [smart]	NCR NCR
Bureau of Fire Protection		(02) 426-0219 (02) 426-3812 (02) 426-0246	NCR NCR NCR
Philippine National Police		(2) 722-0650 +63917-847-5757	NCR NCR
Marikina Station Tactical Operations Center	161	(02) 646-1631 (02) 646-1633	NCR NCR
Red Cross Staff Manager Radio Room	143 134 132 133	(02) 527-0000 (02) 527-6385 (02) 527-6386 (02) 527-6387 (02) 527-6388 (02) 527-6389 (02) 527-6390 (02) 527-6391 (02) 527-6392 (02) 527-6393 (02) 527-6394 (02) 527-6395 (02) 527-6984 [telefax]	NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR
Philippine Institute of Volcanology and Seismology		(02) 428-1468 (02) 428-1469 (02) 428-1470 (02) 428-1471 (02) 428-1472 (02) 428-1473 (02) 428-1474 (02) 428-1475 (02) 428-1476 (02) 428-1477 (02) 428-1478 (02) 428-1479 Local (24) /25	NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR
Philippine Coast Guard		(02) 527-9481 (02) 527-9482 (02) 527-9483 (02) 527-9484 (02) 527-9485 (02) 527-9486 (02) 527-9487 (02) 527-9488 (02) 527-9489 (02) 527-9877 0917-724-3682 [globe] 0918-967-4697 [smart]	NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR NCR
PAGASA Public Info Unit Weather Forecasting Section Aeronautical Meteorology Service Section		(02) 4342696 (02) 9264258 (02) 9277541 (02) 8323023	NCR NCR NCR NCR
Metro Manila Development Authority	136	(02) 882-0925 (Flood Control) (02) 882-4150-77 Loc. 337 (rescue) Loc. 255 (Metrobase) Loc. 319 (Road Safety) Loc. 374 (Public Safety) Loc. 320 (Road Emergency)	NCR NCR

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Manila Traffic Hotline		(02) 527-3087 (02) 527-3088 (02) 527-3065	NCR NCR NCR
Las Piñas Traffic Hotline		(02) 874-5756 (02) 874-3927 (02) 874-3754	NCR NCR NCR
Pasig Traffic		(02) 641-1907 (02) 643-0000 (02) 643-1111	NCR NCR NCR
Mandaluyong Traffic Hotline		(02) 534-2993 (02) 533-2225 (02) 568-2200 (02) 568-2299	NCR NCR NCR NCR
Maritime Industry Authority		(02) 524-9126 +63917-SUMBONG (7882664)	NCR
Manila International Airport Authority		+63917-839-6242 Terminal 1, 2, and 4: (02) 877-1109 Local 2444 Terminal 3: (02) 877-7888 Local 8046	NCR NCR
Mactan-Cebu International Airport Authority		(032) 340-2486 local 1560	R VII
Land Transportation Office	Text LTOHELP to 2600 (All networks)	(02) 922-9061 (02) 922-9062 (02) 922-9063 (02) 922-9064 (02) 922-9065 (02) 922-9066	NCR NCR NCR NCR NCR NCR
Land Transportation Franchising and Regulatory Board	1342	+63917-550-1342 +63998-550-1342	
Office for Transportation Security	1342	(02) 853-5249 +63915-315-5377	NCR

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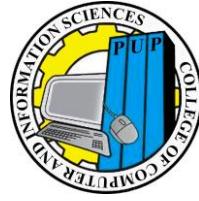
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EMERGENCY 911 NATIONAL OFFICE
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Emergency HOTLINE Numbers

Search:

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AGENCY	HOTLINE	TRUNK & DIRECT LINE	AREA
Department of Transportation	7890		
Department of Social Welfare and Development		+630918-912-2813 (02) 931-81-01 (02) 856-3665 (02) 852-8081	NCR
Department of Public Works and Highways	135-02	(02) 304-3000 (02) 304-3713 (02) 304-3904	NCR NCR NCR
Clark International Airport Corporation		(045) 499-1468	R III
Civil Aviation Authority of the Philippines		(02) 879-9112 (02) 879-9110	NCR NCR
Civil Aeronautics Board		(02) 542-5234	NCR
North Luzon Expressway		(02) 3-500 (02) 580-8900	NCR NCR
South Luzon Expressway		(02) 824-2282 (02) 7763909 (02) 584-4389 (049) 508-7539 (049) 502-8956 +63917-687-75390 Customer Assistance (02) 888-8787 +63915-625-6231 [Globe] +63939-500-6910 [Smart] +63923-597-0105 [Sun]	NCR NCR NCR R IV-A R IV-A NCR
Subic-Clark-Tarlac Expressway		(02) 362-2246 (02) 362-9997 0920-96-SCTEX [72839]	NCR NCR
CAVITEX		(02) 825-4004 +63942-822-8489	NCR
Skyway System		(02) 824-2282 (02) 776-7777 +63917-539-8762 [Globe] +63999-886-0893 [Smart] +63932-854-6980 [Sun]	NCR NCR
Southern Tagalog Arterial Road		(043) 756-7870 (043) 757-2277	R IV-B R IV-B
Philippine National Railways		(02) 319-0044	NCR
Light Rail Transit Authority		(2) 853-0041 to 60 (2) 647-3479 to 91	PASAY SANTOLAN
Metro Rail Transit (DOTR-MRT3)		(02) 920-6663 (02) 924-0054 (02) 929-5347	NCR NCR NCR
National Disaster Risk Reduction Management Council		(02) 911-5061 (02) 911-5062 (02) 911-5063 (02) 911-5064 (02) 911-5065 (02) 911-1406 (02) 911-1873 (02) 912-2665 (02) 912-5668	NCR NCR NCR NCR NCR NCR NCR NCR NCR

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4. Explain the changes you have made to the website

Color Scheme

The colors blue (#03045E), red (#A2090C), and yellow (#CF9C19) were chosen as the color scheme of the website, with the color blue as the dominant focal color.

Navigation Bar

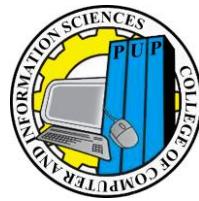
The E911 Office's full functional name, slogan, and logo have all been repositioned so that they are in line with the tabs of the navigation bar. *Careers* and *FAQs* sections were removed since the pages linking to them are empty. Aside from this, the *Bid Opportunities* section was moved under the *News* section. The *GOV.PH* section was also moved from the leftmost to the rightmost part.

Home

Several adjustments were made on the *Home* page of E911's government website, making it more concise and relevant to the visiting user. The PDF viewer on the front page was removed and replaced with a banner that bears the website's name and purpose, as well as a slideshow that shows E911's commitment to serve the people. *Announcements* and *Latest News and Events* were placed conveniently on the middle-bottom of the website, unlike in the original site, where everything is inside a PDF viewer. Overall, the homepage provides a quick introduction on what E911 is, since many Filipinos do not know we have a 911 hotline yet even though it has been years since its announcement.

About

The *Client Satisfaction Survey* was moved to the *Contact Us* section, while the *Executive Director's Profile*, *Transparency*, and *Related Agencies* pages from



the *Home* page were moved to *About* section. The tables inside the *Citizen's Charter* pages were also modified. Overall, the fonts and color were changed to match the theme of the website.

News

In the *News* section, pages *DILG Insider*, *DILG Gender and Development Bulletin*, and *Bid Opportunities* were changed. In the *DILG Insider* and *DILG Gender and Development Bulletin* pages, article preview pictures and a paragraph-long preview were added to make them look more interesting to read. A “Read More” button was also added to substitute for a hyperlink to make it easier for users to decide which article to read. Lastly, in the *Bid Opportunities* page, the bid projects were put in a table along with their bid details and bid documents to make it easier for bidders to find essential information about the projects.

Activities

The font style and font size of every text in the pages under the *Activities* section were changed. The interface of the photos and videos were updated, as well as the thumbnails of the videos. Finally, the format of the photos and videos were arranged into a much pleasing look.

Contact Us

The *Contact Us* and *Executive Director's Helpline* pages in the *Contact Us* section of the website were merged into one page. There are a lot of phone numbers to call which might confuse the site visitors on choosing which appropriate phone number to call. The new look of the main *Contact Us* is much easier to understand and appealing. The “Send us an email” part was modified in terms of its design. As for the *Public Assistance & Complaint Center* page, the original is plain, so it was redesigned using background images. Finally, as for the *Local Call Center*



and *Emergency Hotline Numbers* pages, unlike from the original which the table take too many spaces on the website, the tables were adjusted to make them presentable and easy to read.

Conclusion

In summary, not only the website's interface was improved but also the added functions will make the user's browsing experience convenient and user-friendly. The website was also modified to be as accessible as possible and visually pleasing.