**LTO Interview**

**PACD = Public Assistant and Complaint Desk**

Student Permit Application = **Yellow Card**

**Process** = PACD --- Portal --- Window 9 (Cashier) --- Window 1 (Biometric) then **Student Permit**

Renewal = **Blue Card**

**Process** = PACD --- Portal --- Window 9 (Cashier) --- Window 1 (Biometric) --- Window 2

Additional Code or Non-Pro with Examination = **Green Card**

**Process** = PACD --- Portal --- Window 9 (Cashier) --- Examination Room ( Room 10) with also Biometric

**Examination Result:**

If **Failed** = End of Process, and will be back tomorrow for **another examination**

If **Passed** = will go to Mr. Willy Wong for the Drive Test then Direct to Window 9 (Cashier) --- Window 2 --- Release of License

Miscellaneous – Orange (Change Status of License, Lost License, or any issue related to license)

**Process** = PACD --- Portal --- Window 9 (Cashier) --- Window 2

**Other details:**

* In **Yellow (Student Permit Application)** maximum time to be done is 30mins if no delay, however if there’s a delay it takes 2 days depends on the problem (Mostly internet connection problem takes 2days to fix)
* According to their Data ; Last month there’s no system maintenance, however in July they experienced atleast 3 to 5 Server Maintenance.
* No quota for Transaction, 8am to 5pm working hour, **No lunch break, Continues Service** but in a skeletal form (Swap Employee during their break)
* The Delay Problem Mostly Came from **Cashier**
* **7 Computers** only in Examination Room (Room 10)
* Examination Peak Hours During 10am to 11am, mostly around 20 people taking exam but since there’s only 7 computers, they will wait till the examinees done
* Permanent Employee is around **10**, and **12** are from LGU and the Total Employee for LTO is **22**
* Till now they haven’t yet experience a technical error when it comes to their computer

**Average people who avail license:**

Student Permit – 30 to 50 = 20%

Renewal – 80 to 100; = 40%

Examination – 50 to 70 = 28%

Miscellaneous – 20 to 30 = 12%

**LTO Suggestion:**

Observe each Manual Licensing Queueing