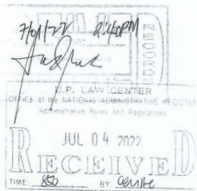




REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
LAND TRANSPORTATION OFFICE

East Avenue, Quezon City
E-mail Address: lto@mailbox@lto.gov.ph • Website: www.lto.gov.ph



MEMORANDUM CIRCULAR NO. 2022-2336

16 July 2021

SUBJECT: **ESTABLISHMENT AND OPERATIONAL GUIDELINES OF THE INTERIM LTO CENTRAL COMMAND CENTER**

Pursuant to the mandate of the Land Transportation Office (LTO) in the enforcement of land transportation, laws, rules, and regulations, and in furtherance of the implementation of R.A. No. 11235 or the "Motorcycle Crime Prevention Act" the LTO Central Command Center (LTO C3) is established and operationalized.

The aforesaid system and infrastructure shall enable the LTO to closely monitor, assess and respond to traffic incidents and violations "24 by 7" within the desired 15-minute response time, allow the interface between the LTO Central Office and all its regional sites, track via GPS all its equipment, manpower and motorized assets, and equip the agency with a 24-hour community complaint desk functionality where citizens can contact the agency and report stolen or lost motorcycle units and other motor vehicles, road crash incidents, criminal offenses involving motor vehicles, and other related concerns or complaints.

I. FUNCTIONS

The LTO C3 shall perform the following functions:

1. Receive and act on reports of apprehensions, and violation of land transportation laws, rules and regulations.
2. Receive and act on reports of lost and/or stolen motor vehicles and license plates.
3. Receive and act on reports of road crash incidents.
4. Receive and act on reports of crimes or offenses committed through the use of motor vehicles.
5. Receive reports of sale or disposition of previously registered motorcycles (Section 7 of the IRR of R.A. No. 11235.)
6. Receive reports of apprehensions (Section 8 par. 2 of the IRR of R.A. No. 11235) including seized/impounded motorcycles (Section 9 par. 1 and Section 11 par. 1 of the IRR of RA. No. 11235) and eventual release of units from the impounding area (Section 11 par. 2 of the IRR of R.A. No. 11235).
7. Receive reports of lost, damaged or stolen motorcycle plates (Section 12 of the IRR of R.A. No. 11235).
8. Immediately address concerns related to crimes or offenses committed through the use of motorcycles and answer inquiries related to the law.

9. Maintain and update a database related to the above items, and submit weekly and monthly reports to the Office of the Assistant Secretary through the Office of the Executive Director.
10. Real time furnishing to the PNP and the concerned LTO Office of all received reports.
11. Receive concerns and complaints on LTO processes and procedures
12. Perform other related tasks.

II. MANNING/ORGANIZATION AND FACILITY

The Head of the LTO C3 shall devise an appropriate reporting and recording system of incidents. The Head shall be under the direct supervision of the Office of the Executive Director and personnel assigned shall be from the Law Enforcement Service (LES), Management Information Division (MID) and the Operations Division.

The LTO C3 shall be operational twenty-four (24) hours a day, seven (7) days a week.

III. OPERATING HOURS AND STAFFING

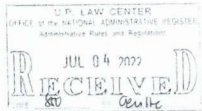
The LTO C3 shall operate in three (3) shifts as follows and shall be manned by Response and Dispatch Officers per shift:

- 1st Shift - 6:00 a.m. to 2:00 p.m.
- 2nd Shift - 2:00 p.m. to 10:00 p.m.
- 3rd Shift - 10:00 p.m. to 6:00 a.m.

III. REPORTING MECHANISMS

The reports shall be received through the following:

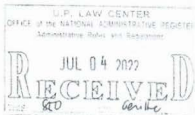
1. Online Applications
2. Social Media Accounts
3. Text Messaging
4. Phone Hotlines



IV. INCIDENTS AND RESPONSE MATRIX

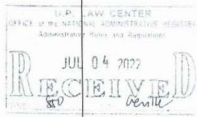
For purposes of classifying a report, incidents are either:

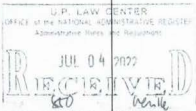
1. Emergent – that which requires urgent action
2. Non-emergent – that which requires attention and resolution but does not require urgent action



Type of Incident	Description	Classification	Responder
1 Hit and run	When a driver causes an MV road crash and who does not stop and render assistance to the victims, and flees the scene as not to be identified and be held responsible. <ul style="list-style-type: none"> • May involve a vehicle and other vehicles, vehicle and pedestrians or vehicle and cyclists 	Emergent	Nearest LTO Regional Office Nearest Police Station Nearest Local Government Unit (LGU) 117 Hotline
2 Road crashes			
a. Rear-end collision	When a vehicle crashes into the one in front of it.	Emergent	Nearest LTO Regional Office Nearest Police Station Nearest LGU
b. Single vehicle collision	When a single vehicle has a collision without involving any other vehicle	Emergent	Nearest LTO Regional Office Nearest Police Station Nearest LGU 117 Hotline
c. T-Bone or Cross Traffic collision	Type of road collision where the vehicle strikes at 90 degrees another vehicle or one vehicle smashes head-on into the side of the other vehicle.	Emergent	Nearest LTO Regional Office Nearest Police Station Nearest LGU 117 Hotline
d. Side-swipe or Clipping	Cutting and hitting another vehicle	Emergent	Nearest LTO Regional Office Nearest Police Station Nearest LGU 117 Hotline

e. Other road collisions	All other types of collisions not falling under the foregoing enumeration.	Emergent	Nearest LTO Regional Office Nearest Police Station Nearest LGU 117 Hotline
3. Carnapping	The taking with intent to gain a motor vehicle belonging to another without the latter's consent by means of violence against or intimidation of persons, or by using force upon things. (R.A. No. 10883, "Anti-Carnapping Act of 2016")	Emergent	Nearest LTO Regional Office Nearest PNP Highway Patrol Group
4. Traffic Violations			
a. Illegal Parking	No driver shall park a vehicle, or permit it to stand, whether attended or unattended, upon a highway. (R.A. No. 4136 Sec. 46)	Non-Emergent	Nearest LGU
b. No helmet while riding or operating a motorcycle	All motorcycle riders, including drivers and back riders, shall at all times wear standard protective motorcycle helmets while driving, whether long or short drives, in any type of road and highway. (R.A. No. 10054)	Non-Emergent	Nearest LTO Regional Office
c. Truck ban violation	From 6:00 a.m. - 10:00 a.m. and from 5:00 p.m. - 10:00 p.m. everyday except Sundays and Holidays, no cargo truck shall be allowed to travel (MMDA and LGUs)	Non-Emergent	Nearest LTO Regional Office
d. Smoke belching	Non-compliance with smoke-emission standards. (R.A. No. 8794 and related issuances)	Non-emergent	Nearest LTO Regional Office
e. Reckless driving	Operating a motor vehicle on any highway recklessly or without reasonable caution considering the width, traffic, grades, crossing, curvatures, visibility and other conditions of the highway and the conditions of the atmosphere and weather, so as to endanger the property or the safety or rights of any person or so as to cause excessive or unreasonable	Non-emergent	Nearest LTO Regional Office



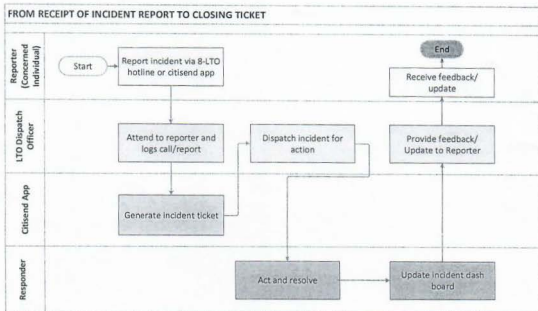
	damage to the highway. (Section 48 of R.A. No. 4136)		
f. Motor vehicle operating on the road without license plate	the non-attachment of the authorized motor vehicle license plates. (Section 18 of R.A. No. 4136)	Non-emergent	Nearest LTO Regional Office
g. Motor vehicle operating on the road using fake license plate	The unauthorized or fraudulent use of a number plate in the likeness of those issued by the LTO.	Non-emergent	Nearest LTO Regional Office
h. Motor vehicle operating on the road using tampered license plate	The malicious or fraudulent alteration of the number plate issued by the LTO.	Non-emergent	Nearest LTO Regional Office
5. Lost license plate	At all times, every motor vehicle shall display in conspicuous places, one in front and one in the rear thereof, the said number plates. (Section 18 of R.A. No. 4136)	Non-emergent	Nearest LTO Regional Office
6. R.A. No. 11235			
a. Reporting a seized motorcycle	The reporting of a motorcycle that has been apprehended by law enforcement officers.	Non-emergent	Nearest LTO Regional Office
b. Lost motorcycle	A motorcycle that is discovered missing at the place where it is last parked by its driver or owner.	Non-emergent	Nearest LTO Regional Office Nearest PNP HPG
c. Use of motorcycle in the commission of a crime	If a motorcycle is used in the commission of a crime constituting a grave felony under the Revised Penal Code, or in the escape from the scene of such crime, regardless of the stage of commission, whether attempted, frustrated or consummated, the owner, driver, back rider or passenger who participated in the same shall be punished by reclusion temporal to reclusion Perpetua	Emergent	Nearest LTO Regional Office Nearest PNP HPG
			

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	as provided under the Revised Penal Code.		
d. Reporting of lost license plate		Non-emergent	Nearest Land Transportation Office
e. Damaged license plate	Shall refer to a number plate in which any of the alphanumeric characters is no longer readable from a distance of at least fifteen (15 meters) due to fading, cracking, chipping, delamination, or as result of a road crash or vandalism. (Section 3 of IRR R.A. No. 11235)	Non-emergent	Nearest Land Transportation Office
f. Use of fake license plate in a commission of a crime	Erasing, Tampering Imitating Covering or concealing number plate or readable number plate and intentional use thereof (Section 13 of IRR of R.A. No. 11235)	Non-emergent	Nearest LTO Regional Office Nearest PNP HPG
g. Tampered license plate		Non-emergent	Nearest Land Transportation Office
7. Process Issue			
a. Poor services and regulations (i.e. poor queuing system)		Non-emergent	LTO Central Office
b. Irregularities in processes and/or services		Non-emergent	LTO Central Office
c. Poor queuing system		Non-emergent	LTO Central Office
d. Non-availability of license plate/OR/CR		Non-emergent	LTO Central Office
e. Motor registration complaint		Non-emergent	LTO Central Office
8. Administrative Issue			
a. Non-operations of LTO Field Offices		Non-emergent	LTO Central Office
b. Non-availability of information in Freedom of Information Portal		Non-emergent	LTO Central Office

V. ILLUSTRATION OF REPORTING, RECEIPT AND RESOLUTION OF INCIDENTS PROCESS FLOW



Procedure:

1. The Reporter (concerned individual) reports an incident/s as enumerated in the Incidents and Response Matrix through any of the allowed reporting mechanisms.
2. If reported via telephone hotlines, text messaging and social media accounts the assigned LTO Dispatch Officer obtains the details or specifics of the incident/ reported.
3. If reported via the Citisend App and other online applications an incident ticket is generated.
4. After which, the incident is assigned for action through the appropriate Responder.
5. The assigned Responder evaluates the incident and determines the best course of action in order to resolve the incident.
6. Upon appropriate action or resolution by the assigned Responder, the Responder updates the incident dashboard and/ or provide feedback or update to the Reporter.

All memoranda, circulars, orders and other issuances in conflict or inconsistent herewith are hereby superseded, amended and/or repealed accordingly.

For strict and immediate implementation.

Edgar C. Galvante
EDGAR C. GALVANTE
 Assistant Secretary

