



**OFFICE OF TRAFFIC MANAGEMENT AND
PUBLIC SAFETY
OLONGAPO CITY**

**CITIZEN'S CHARTER
2023 (3rd Edition)**



I. Mandate

As provided in Executive Order No. 8, Series of 2014, OTMPS is legally mandated, among others, are to:

- Manage, regulate, enforce, review existing laws, policies and programs, rules and regulations on Traffic and Security Management for the purpose of recommending to the City mayor and to the Chairpersons of Committees on Transportation, Traffic and Peace and Order, policies and measures aimed to enhance the delivery of services relative to Traffic Administration & Security Services within Olongapo City, and,
- Identify and resolve problems and issues arising from the Implementations of existing Laws, City Ordinance, Orders, Rules and Regulations affecting Traffic and Land Transportation & Security of City Government owned facilities and properties in the City.

II. Vision

We envisioned that OTMPS is a regular department of the city of Olongapo with professionalized personnel and sufficient logistical support soon to be through the passage of an Ordinance by the city councils.

III. Mission

OTMPS as the traffic enforcement arm of the City of Olongapo, commits to provide the best traffic management services to the general public thru information dissemination, maintenance of road users safety and orderliness, and proactive traffic control measures by:

1. Conducting continuous traffic education;
2. Upgrading the quality of enforcement with competent traffic personnel; and
3. Continuing the impartial enforcement of traffic laws, rules and regulations.
4. Maintaining an orderly and smooth flow of traffic that is safe for both pedestrian and motorists;
5. Prevent/minimize motor vehicle mishap and any untoward accidents that may result to property damage, injuries or death.



IV. Service Pledge

We, the officers and employees of the Office of Traffic Management & Public Safety (OTMPS) in pursuit of high quality standards of service, do hereby pledge to commit ourselves to: Maintain excellence and competence in performing our mandate to enforce All Traffic Laws, City Ordinances and Rules and Regulations on traffic and parking in the City of Olongapo; Take the lead and serve the public by putting God First and Duty above self. Provide productive, efficient and responsive service to the public. Be model Public Servants that will serve as an example for others to emulate.



LIST OF SERVICES

Office of Traffic Management and Public Safety

External Services

1. Defensive Driving Seminar for Public Utility Drivers
2. Traffic Adjudication
3. Release of Impounded Vehicles
4. Traffic Assistance / Motorcycle Escort Request
5. Central Impounding Area

Annex – Degree of Offense and Penalty

Feedback and Complaints Mechanism



Office of Traffic Management and Public Safety
External Services



1. Defensive Driving Seminar for Public Utility Drivers

Defensive Driving as “Driving to save lives, time, and money, in spite of the conditions around you and the actions of others. It is a form of training for motor vehicle drivers that goes beyond mastery of the rules of the road and the basic mechanics of [driving](#). Its aim is to reduce the [risk of driving](#) by anticipating dangerous situations, despite adverse conditions or the mistakes of others. This can be achieved through adherence to a variety of general rules, as well as the practice of specific driving techniques.

Office or Division:	Office of Traffic Management & Public Safety (OTMPS)			
Classification	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any citizen with possess of Professional Driver License (PDL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Professional Driver License (PDL)/or Old City Planning ID Card		Land Transportation Office, Olongapo City/City Planning & Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Professional Driver License / City Planning ID & Association Certificate	Accept and verify the presented Docs and scheduled for Defensive Driving Seminars (DDS)	None	5 minutes	OTMPS Staff/Lecturer
2. Attend the Defensive Driving Lecture	Elucidating the implementing rules and regulations relative to Traffic Administration. Discuss on RA 4136 Discussion of prevailing City Ordinance on Traffic Management	No Fee	4 hrs	OTMPS Lecturer



2. Traffic Adjudication

Act on All complaints/contest on apprehension/citation.

Office or Division:		Office of Traffic Management & Public Safety (OTMPS)		
Classification		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Motorist / Driver		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> OTMPS Complaint Form 		<ul style="list-style-type: none"> Office of Traffic Management & Public Safety (OTMPS), Olongapo City Hall Complex, Olongapo City 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill – up Complaint Form and attach Photocopy of Traffic Citation Ticket (TCT)	1. Schedule of Confrontation	None	Filling: 10-15 Minutes Schedule: after one (1) day	OTMPS Staff/ Desk Sgt.
2. Confrontation or mediation.	2. Adjudicate	None	10- 20 Minutes	OTMPS Traffic Investigator
3. Pay the penalty if applicable	3. Releasing	See attached at APENDIX Fines and Penalties	20-30 and	OTMPS Staff
TOTAL			1 HOUR & 15 minutes	



3. Release of Impounded Vehicles

OTMPS requires Law Enforcement Office to impound a motor vehicle when the driver is in violation of the following provisions:

- a) Driving Without License
- b) Driving Expired driver license
- c) Non-wearing of proper & Current Identification Card
- d) No Driver's ID Card
- e) No Current Permit Decal (Annual Vehicle Inspection)
- f) Non posting of current passenger fare
- g) Over charging of fare
- h) Operating Colorum Tricycle
- i) Operating Colorum Van & SUV
- j) Operating Out of Zone / Line
- k) Trip Cutting

Office or Division:		Office of Traffic Management & Public Safety (OTMPS)		
Classification		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Any Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Impounding Checklist, Official Receipt, OR/CR,		Office of Traffic Management & Public Safety (OTMPS)/Land Transportation Office, Olongapo		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Representative / Owner of Impounded Vehicle must present impounding Checklist, Official Receipt, OR/CR of the impounded Vehicle and the Driver's License	OTMPS/ Mayor's Office & Treasury Office	See attached at APENDIX Fines and Penalties	20 minutes	OTMPS Staff
2. CLAIM the vehicle at the OTMPS impounding area	OTMPS Impounding Area at Forestry, Old Cabalan	None	10mins	Impounding Officer



4. Traffic Assistance Request

The Office of Traffic Management & Public Safety (OTMPS) have created/instituted an investigation section whose task is to resolve complaints such as (1) Obstructing private driveway; (2) Passengers' or commuter's complaints against erring driver; (3.) Complaints against erring traffic officer, as well other complaints relative to traffic administration.

Office or Division:		Office of Traffic Management & Public Safety (OTMPS)		
Classification		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Desk Sgt./Receiving, OTMPS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the Letter request or fill-up an complain t from at the Front desk	1. Receive the request/complai nt 1.1 Endorse request/compla int received to Officer/Persons in charge 1.2 Submit report of action taken and feedback to requesting party.	None	10-15 minutes 1-2 days	OTMPS Staff Officer-in-charge/Tra ffic Investigator
TOTAL		None	2 days & 15 minutes	



5. Central Impounding Area

Custody of vehicles and accepts payment for the release of tire-clamped vehicles.

Office or Division:	Office of Traffic Management & Public Safety (OTMPS)			
Classification	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Motorist			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Notice of Clamped vehicles, Driver's License			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the notice of Clamped Vehicle Driver's License	1. Verify the vehicle from the Impounding Record Book	None	10-20 minutes	OTMPS Staff
1.1 Pay the corresponding Clamping Fee	1.1 Received payment & issue official receipt for releasing	See attached at APPENDIX Fines and Penalties		
1.2 Present official receipt at the Releasing	1.2 Process the Releasing of Clamp vehicles			OTMPS Clamping Officer
TOTAL			20 minutes	



Appendix – Degree of Offense & Penalty

VIOLATION	City Ordinance	1ST	2ND	3RD	4TH
		Offense	Offense	Offense	Offense
PUBLIC UTILITY VEHICLES					
Obstruction	CO#22, S-1990	100.00	100.00	250.00	100.00
Smoking	CO#20, S-2004	1,000.00	5,000.00	10,000.00	with Mandatory Intensive Driving Seminar
PRIVATELY OWNED VEHICLES					
No Safety Helmet	CO#36, S-1968	100.00	100.00	100.00	
Obstruction	CO#22, S-2016	1,000.00	1,000.00	1,000.00	
Operating Colorum Tricycle & Body Color / Confiscation/Destruction of Side Car	CO#02, S-2023 / CO#4, S83 / CO#69, S-05	5,000.00	5,000.00	5,000.00	& Community Service &
Colorum Van or SUV	CO#83, S-2000			5,000.00	5,000.00
Open Pipe Muffler	CO#36, S-2016	2,000.00	2,000.00	2,000.00	
Truck Ban	CO#29, S-2015	1,500.00	2,500.00	5,000.00	
IMPOUNDED VEHICLES					
Heavy vehicles (bus, 10-wheeler trucks, heavy equipment)				300.00/day	Medium
vehicles (van, delivery trucks except 10-wheeler)				250.00/day	Light vehicles
(car, jeep, tricycle, motorcycle, pedicab)				180.00/day	
CLAMPING FEE					1,500.00
TOWING FEE					
Truck having Gross Capacity Weight (GCW) of 4,000 kilos and above				4,000.00	
Motorcycle, Tricycles, Car, Jeeps and pick-up having Gross Capacity Weight (GCW) of less than 4,000 kilos below				3,000.00	
<p>ORIGINAL - Mayor's Office DUPLICATE - Violator TRIPLICATE - Apprehending Officer</p>					
<p>Note: Impounded Vehicle which remained unclaimed for one (1) year or more shall be disposed of through public auction in accordance with law. (City Ordinance No. 37, Series of 1998, sec. 4.)</p>					



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Office of Traffic Management & Public Safety (OTMPS) Cel No.: 0928-917-8420 Tel No.: (047) 611-4818, local: 102 Facebook Page :: OTMPSolongapo Email Address: otmpsolongapo@gmail.com
How feedbacks are processed	Evaluate and validate feedbacks Received then submit report of action Taken to office/person concerned
How to file a complaint	Submit letter of Complaint or fill-up the Complaint / Suggestion at front Desk/Duty Desk Sgt.
How complaints are processed	Collect and review info/data received, verify the complaint/requests by communicating with the complainant, act on complaint/request and submit report of action taken.
Contact Information of CCB, PCC, ARTA	PCC: 8888 CCB: 0908-881-6565 (SMS) ARTA : complaints@arta.gov.ph : 1-ARTA(2782)

Central / Head Office Office of Traffic Management & Public Safety (OTMPS)	MAJ CAMILO G. PABLO (Ret) Head, OTMPS Olongapo City Hall Complex, Left Wing, Rizal Avenue, West Bajac – Bajac, Olongapo City, Zambales Phlippines, 2200	Cel No.: 0928-917-8420 Tel No.: (047) 611-4818, local: 102 Facebook page: otmpsolongapo Email account: otmpsolongapo@gmail.com
Field Office	OTMPS Impounding Area Forestry, Old Cabalan, Olongapo City, Zambales, Philippines, 2200	Contact Person: TEO Emmanuel DECANO Impounding Officer Cel No.: 0918-620-7906