



LIBRENG SAKAY PROGRAM

Office or Division: City Transportation Development and Management Office
Classification: Simple
Type of Transaction: G2C - Government to Citizens
Who may avail: Commuting Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	CTDMO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm route service and schedule through announcements made on the official PasigTransport pages (Facebook, Twitter, Instagram)	1.1 Announce Libreng Sakay routes on official pages 1.2 Ensure vehicles are ready for operations 1.3 Assign drivers and conductresses along specific routes	None	1 day	Sarah Arrojado, Kevin Yulores Georgina R. Bagtas, Riza P. Delos Santos
2. Wait for Libreng Sakay bus at the nearest stop	2.1 Operate Libreng Sakay services in accordance with announced routes and schedule	None	15 to 20 mins	Kevin Yulores Georgina R. Bagtas, Riza P. Delos Santos
3. Board the appropriate Libreng Sakay bus	3.1 Pick up passengers along designated stops	None	N/A	Bus Drivers (11) and Conductresses (18)
4. Alight Libreng	4.1 Drop off passengers	None	20-30 mins	Bus Drivers (11)



Sakay bus at the designated stop nearest to one's destination	along designated stops		average travel time on bus	and Conductresses (18)
TOTAL			1 day for operational preparations	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback	Feedback can be sent either by filling out a feedback form onboard the bus or by sending a direct message to the official Pasig Transport Facebook page.			
How feedback is processed	Feedback is then collated and filed by CTDMO staff and is regularly referred to during planning sessions for Libreng Sakay improvements.			
How to file a complaint	Complaints can be filed either by filling out an incident report form available at the City Hall Terminal or by sending a direct message to the official Pasig Transport Facebook page.			
How complaints are processed	Incident reports are submitted to the office for investigation and validation. Involved staff are then asked to provide a written report explaining actions relative to the incident under investigation. Corresponding warnings and sanctions are then imposed once reports have been validated.			
Contact information	Pasig Transport can be reached through its official pages on Facebook, Twitter, and Instagram as well as via email at pasigtransport@pasigcity.gov.ph .			

PUBLIC BIKE RACK PROGRAM

Office or Division: City Transportation Development and Management Office



Classification: Simple
 Type of Transaction: G2G - Government to Government
 G2C - Government to Citizens
 Who may avail: Barangays, Schools, Hospitals, Health Centers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	CTDMO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Institutions that may avail of bike racks can request from CTDMO	1.1 Procure bike racks for distribution 1.2 Reach out to other institutions to inform them of the program, even prior requests. 1.3 Coordinate with institution regarding the number of bike racks to be installed and location	None	1 month for procurement 3 days for coordination	Reginald Ting, Karen Crisostomo
2. Confirm location and quantity of bike racks to be installed	2.1 Arrange and schedule installation with supplier in accordance to confirmed quantity and location of bike racks	None	1 week	Reginald Ting, Karen Crisostomo
3. Assist in the installation of bike racks	3.1 Facilitate the installation of bike racks along with personnel from the supplier	None	1 day	Bike Share Team (6)
4. Bikers can now make use of	4.1 Monitor the maintenance of installed	None	N/A	Bike Share Team (6)

bike racks available in said institutions	bike racks, in partnership with institutions			
TOTAL		1 month for procurement and 2 weeks for distribution/installation		



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback can be sent via email at pasigtransport@pasigcity.gov.ph .
How feedback is processed	Feedback is then collated and filed by CTDMO staff and is regularly referred to during planning sessions for the Public Bike Rack Program.
How to file a complaint	Complaints can be sent via email at pasigtransport@pasigcity.gov.ph .
How complaints are processed	Email complaints are filed and undergo investigation and validation. Necessary rectifications in deployed bike racks are acted upon immediately by the Pasig Bike Share Team.
Contact information	Pasig Transport can be reached through its official pages on Facebook, Twitter, and Instagram as well as via email at pasigtransport@pasigcity.gov.ph .