



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
OFFICE OF TRANSPORTATION COOPERATIVES

26 October 2022

MEMORANDUM CIRCULAR NO. 2022-10- 004

TO : CONCERNED OTC-ACCREDITED TRANSPORT SERVICE COOPERATIVES (TSCs) PROVIDING PUBLIC TRANSPORT SERVICES GOING TO AND FROM AIRPORTS, SEAPORTS AND PROVINCIAL BUS TERMINALS

SUBJECT : TSC's SUPPORT/INVOLVEMENT TO THE "OPLAN BIYAHENG AYOS: UNDAS 2022"

The Department of Transportation (DOTr) is one of the prime-movers and front-line partners in providing support public assistance-related activities during seasonal heavy influx of passengers during special national holidays/special occasions. To ensure the public that transport-related services are being appropriately extended, DOTr, in cooperation with its various line, sectoral and attached agencies, are implementing the "OPLAN BIYAHENG AYOS – UNDAS 2022" from 28 October 2022 to 04 November 2022.

In line with the same, your Transport Service Cooperative is enjoined to establish measures/actions to safeguard the noble objectives of this special public service undertaking, not limited to the following:

- Provision for availability of public transport service with roadworthy/safe vehicles;
- Prohibition on service contracting, choosing and/or refusing to convey passenger
- Provision for honest, courteous, well-groomed and service-oriented PUV drivers and allied workers;
- Accommodation of passenger complaints and other form of assistance that may be required;
- Monitor the general transport service operations of your Cooperative;
- Mobilization/Assignment of Special Committee/s and/or Focal Persons to manage the undertaking; and
- Establish a "Help Desk" in your terminal/s and prepare Malasakit Help Kits for your passengers especially the elderly, persons with disability (PWDs), and women particularly those with children.

To show the support of your transportation cooperative to the Oplan, post a "Oplan Biyaheng Ayos: Undas 2022" tarpaulin in all Help Desks that will be establish indicating the DOTr's and OTC's official logo together with your cooperative's logo and name for purposes of recognition.

Likewise, all related incidents/occurrences that have something to do with passenger health, safety, security, reliability and comfort during the cited period should be properly reported to this Office thru fastest means (text, call, e-mail, etc.) so that appropriate response/action on the matter may be immediately coordinated/instituted. The incident report items should include the date and time when it happened, location where the incident occurred, details/summary of the incident (e.g. passenger injuries, related damages, set-backs to transport service operations), reason/s for the incident and action/s taken/recommended. You may communicate reports/information to the OIC, Office of the Chairperson at contact details, (02)



Republic of the Philippines
DEPARTMENT OF TRANSPORTATION

**OPLAN BIYAHENG AYOS: IMPLEMENTATION OF HEIGHTENED
ALERT STATUS DURING THE UNDAS 2022**

ROAD SECTOR

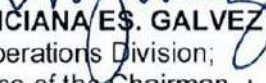
I. SUMMARY

SITUATION (TRB)	NUMBER OF TOLL BOOTHs	FREQUENCY OF TRIPS (Per Minute)	NUMBER OF INCIDENTS	REMARKS
NORMAL OPERATIONS				
OPLAN BIYAHENG AYOS				

SITUATION (LTERB)	NUMBER OF BUSES	FREQUENCY (Trips)	CAPACITY (Number of Passengers)	NUMBER OF INCIDENTS	REMARKS
NORMAL OPERATIONS					
OPLAN BIYAHENG AYOS					

8332-9311 and **8332-93-12** (Direct Line), **09215569820** and **09271545767** (Mobile),
official@otc.gov.ph (email address) and facebook.com/DOTR.OTC.

For information, guidance and compliance of all concerned.


CRESENCIANA E. GALVEZ
Chief, Operations Division;
OIC, Office of the Chairman



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RAILWAYS SECTOR

I. SUMMARY

SITUATION	TRANSPORT (Number of Trains)	FREQUENCY (Trips)	CAPACITY (Number of Passengers)	SPEED	NUMBER OF INCIDENTS	REMARKS
NORMAL OPERATIONS						
LRTA - LINE 1						
LRTA - LINE 2						
MRT3						
OPLAN BIYAHENG AYOS						
LRTA - LINE 1						
LRTA - LINE 2						
MRT3						

(Include brief narrative on the background and overall result of the Oplan)

II. ACTION TAKEN

- A. Before OPLAN
- B. During OPLAN
- C. After OPLAN