



MEMORANDUM CIRCULAR
NUMBER 2003-021

**Subject: CRITERIA IN ESTABLISHING A CENTRALIZED TAXI
DISPATCHING AND CONTROL CENTER (CTDCC)**

The Board issued Memorandum Circular No. 2003-007 providing for the requirement that all taxi operators must equip their units with mobile (not hand-held) radio facility. Said Circular is in keeping with the policy of the Board to modernize the operation of taxi services in Metro Manila and improve the quality of customer service, among others.

Pursuant thereto, the Board hereby establishes a Centralized Taxi Dispatching and Control Center (CTDCC) which will function as such for all operating taxi units in Metro Manila.

For the effective implementation of this Centralized Taxi Dispatching and Control Center, the following objectives and criteria are hereto prescribed:

OBJECTIVES

1. To provide convenient taxi dispatching to commuters, in need of taxi, through a Centralized Taxi Dispatching and Control Center (CTDCC) using a single access number.
2. To maximize efficiency in taxi operation and services by interconnecting all taxi units through a two-way radio communication system.
3. To make available for fleet and non-fleet taxi operators to avail the taxi dispatching service.
4. To provide protection and security assistance to taxi operators, drivers and passengers through interconnection and direct link of the CTDCC with law enforcement agencies.



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CRITERIA

1. The CTDCC must have one (1) access number, through which the riding-public may conveniently call any time of the day or night.
2. The CTDCC must be computer-aided to allow a well-organized processing of taxi service requests by commuters and to monitor efficient compliance by drivers with dispatch.
3. The CTDCC must have the capability to interconnect with multi-taxi companies with existing radio communications.
4. The CTDCC must have the capability to interconnect with law enforcement agencies, which can be used in times of emergency.

In the meantime, the Board is now accepting Project Proposals from service provider companies that can fully realize the establishment of the CTDCC consistent with the Objectives and Criteria set forth in the above.

This Memorandum Circular supersedes any and all issuances inconsistent herewith.

This Order shall take effect fifteen (15) days following its publication in the Official Gazette or in a newspaper of general circulation or the filing of three (3) copies hereof with the UP Law Center, pursuant to Memorandum Circular No. 11, dated 09 October 1992.

SO ORDERED. DATE OF EFFECTIVITY: AUGUST 23, 2003


Quezon City, Philippines.

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DANTE M. LANTIN
Chairman


FELIX S. BACADIO
Board Member

A TRUE COPY;

CECILE S. ABELLA
Executive Director


REMEDIOS G. BELLEZA
Board Member