

[LTFRB Memorandum Circular No. 2015-022, July 01, 2015]

IMPLEMENTING GUIDELINES OF DEPARTMENT ORDER NO. 2015-011 ON THE OPENING OF AIRPORT BUS SERVICE

*Adopted: 01 July 2015
Date Filed: 02 July 2015*

Pursuant to Section 5 of Executive Order No. 202 empowering the Board "to prescribe and regulate routes of service, economically viable capacities and zones or areas of operation of public land transportation services provided by motorized vehicles in accordance with the public land transportation development plans and programs approved by the Department of Transportation and Communications" and "to formulate, promulgate, administer, implement and enforce rules and regulations on land transportation public utilities, standards of measurements and/or design, and rules and regulations requiring operators of any public land transportation service to equip, install and provide in their utilities and in their stations such devices, equipment facilities and operating procedures and techniques as may promote safety, protection, comfort and convenience to persons and property in their charges as well as the safety of persons and property within their areas of operations," the following Implementing Guidelines of Department Order No. 2015-011 on the Opening of Airport Bus Service are hereby promulgated.

I. Airport Bus Service

In accordance with Department Order No. 2015-011, the Airport Bus Service is introduced with the following operation characteristics:

Bus Make	Body:	a) Ordinary coach; b) Euro IV or better emission standard or clean alternative fuel with equivalent or better emissions (e.g. electric or hybrid vehicles); c) Low floor entry (0.28-0.38m); d) With adequate luggage racks/compartments based on estimated number of air passengers and other riders; e) Must have emergency exits and tempered panoramic glass windows.
Ventilation	;	Airconditioned.
Routes	;	To be identified by DOTC. Fare : As authorized by LTFRB.
Operating Conditions	;	a) Service with scheduled trips and designated off-street stops for loading/unloading passengers; b) No loading/unloading of passengers outside of

- designated off-street stops;
- c) With on-board CCTV, 4 cameras, continuous recording of minimum past 72 hours of bus operations;
- d) With vehicle tracking via on-board GPS devices;
- e) With free Wi-fi for all passengers;
- f) With on-board automated bus arrival electronic display and announcement system;
- g) With automatic fare collection system as one of the options for payment;
- h) Drivers under salary, with no compensation linked to ridership, but with incentives for better customer service and reduction of accidents;
- i) With booking office, lay-over area/garage, and off-street loading/unloading areas.

In addition to the above, the following conditions are hereby attached for the category of "Premium Airport Bus:"

- a) Maximum twenty-four (24) seated passengers in a 12-meter bus per row with 2 + 1 configuration of reclining seats, except for the last row of seats; space for one passenger with wheel chair; foldable or retractable wheelchair ramp at entry; see annex A for possible bus seating configuration;
- b) Minimum operating time: 4:00 am-12:00 midnight (could expand to 24-hour service);
- c) Maximum headway: At start of operation, every 30 minutes; at start of second year, every 20 minutes (if travel speeds on the route improve, headways could be further reduced at discretion of the operator);
- d) Bus external color/branding to be specified by LTFRB;
- e) Common Booking/Ticketing Office at Airport;
- f) 24-hour customer service accessible via email/phone hotline/SMS, with obligation for substantial response within 12 hours;
- g) Facility for advance ticketing and seat booking via mobile phone application and internet;
- h) Facility for monitoring bus arrival/departure times at specific stops via mobile phone application and internet;

II. ROUTES

The following routes will be "bundled" and awarded as a single package to one successful (1) applicant.

1. NAIA - ROXAS BOULEVARD AND VICINITY (MALL OF ASIA, ENTERTAINMENT, ETC.)

Route Length	:	Approximately 24 kilometers (round trip)
Specific	:	Subject to the proposal of the applicant
Route/Stops		
Maximum	:	30 minutes at start of operations; 20 minutes after one
Headway		year
Authorized	:	24 units

Units
Fare : Three Hundred Pesos (Php 300.00)

2. NAIA - MAKATI CENTRAL BUSINESS DISTRICT

Route Length : Approximately 18 kilometers (round trip)
Specific : Subject to the proposal of the applicant
Route/Stops
Maximum : 30 minutes at start of operations; 20 minutes after one
Headway year
Authorized : 18 units
Units
Fare : Php 300.00

Fifty percent (50%) of the allocated units per route should be available within four (4) months from Notice of Selection and before grant of a Certificate of Public Convenience (CPC). Failure to strictly comply with this delivery schedule of the first 50% will disqualify the selected applicant from pursuing the Application for CPC. In which case, another round of public lottery will be conducted to select the next applicant from among the previously qualified applicants for further processing. The remaining 50% should be available within a year from grant of CPC; otherwise, CPC will be cancelled.

Each route will have two sub-routes - one serving NAIA Terminals 1 and 2 (T1/T2) and the other serving NAIA Terminal 3 (T3). Each route variant or sub- route should have no more than 5 stops, all within the "target zone" to ensure efficient travel times for passengers.

III. QUALIFICATION REQUIREMENTS

Applicants must submit all the Legal, Technical, and Financial Capability Qualification Documents (collectively referred to as "Qualification Documents") provided below.

1. Legal Qualification

- a) Filipino citizen who is at least eighteen (18) years old:
 - a.1) Original copy of Birth Certificate duly issued by the National Statistics Office.
- b) Filipino domestic juridical entity with a primary purpose to provide transportation services:
 - b.1) if corporation or partnership, Certified True Copies of Certificate of Registration, Articles and By-laws, and latest General Information Sheet duly issued/received by the Securities and Exchange Commission;
 - b.2) if cooperative, Certified True Copies of Certificate of Registration, Articles and By-laws, and latest Cooperative Annual Performance