

OUR VISION

Quality Service with Pride and Care

OUR MISSION

Enhancing the quality of life of our people by preserving the public peace, enforcing the law, focusing on service excellence and ensuring a safer environment.

OUR FOCUS

To serve, help and protect the community.

OUR VALUES

Professionalism: We strive to meet the needs and demands of our people.

Respect: We exhibit tolerance and sensitivity to the people we serve.

Integrity: We believe it is the basis for community trust.

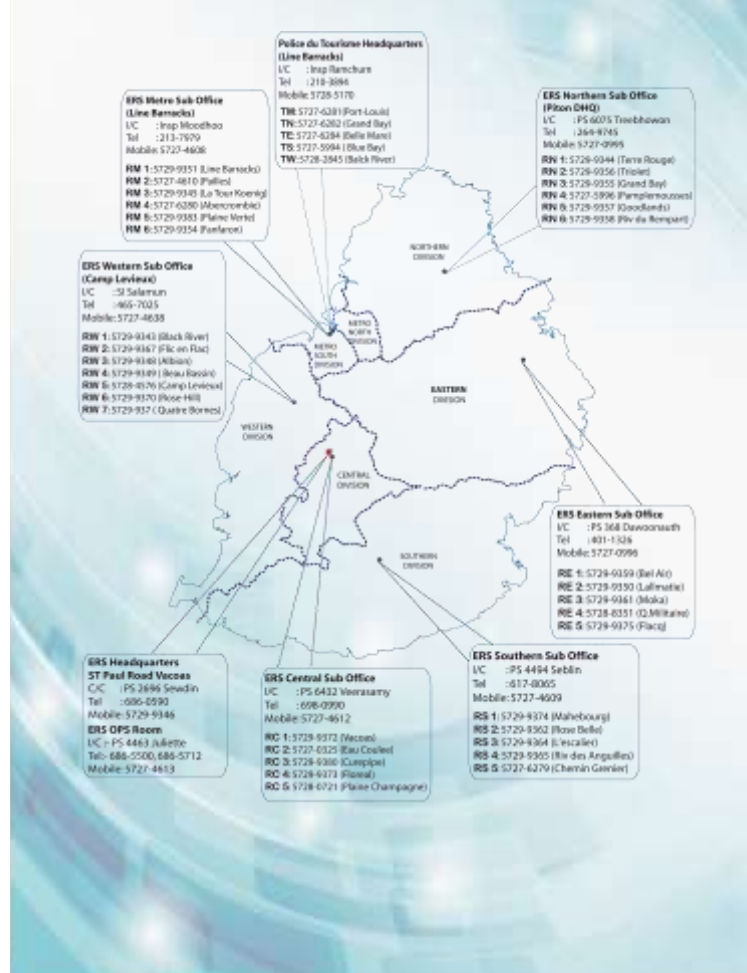
Dignity: We value human life and dignity as guaranteed by our Constitution.

Excellence: We are most effective when we can identify and solve community problems.

OUR STRATEGIC GAINS

- Increased Public Confidence in the Police
- Higher Willingness of Victims to report Crime
- Lower Complaint Rates
- Improved Service Delivery
- Effective Investigation and Prosecution of Crime

Contacting Emergency Response Service (ERS)



Action Plan 2015 - 2016



Quality Service with Pride and Care



Foreword

I am pleased to present the Action Plan 2015/2016 for the Emergency Response Service (ERS), which includes Police du Tourisme (PDT). With a fleet of 46 vehicles patrolling around the island, we provide a 24 hours first line emergency response to calls, requests or incidents of an urgent nature and we provide support to Police Stations and Divisional Units.

We are relentlessly focussing on providing a quality service, which is visible, responsive and accessible thus tangible by enforcing the law and ensuring community safety. We will intensify our efforts and work together with the community to create a safer environment where people will work, play and live peacefully and where tourists also enjoy a pleasant and harmonious stay.

Using new managerial techniques, we will judiciously use the limited resources available to meet the increasing demands of the community. We will maintain police presence in residential as well as commercial areas

We will explore all avenues to improve the quality of life of our people by progressively increasing the number of stop and check operations to render our society safer. We will also intensify alcoltests operations to reduce fatalities due to drunken driving, hence rendering our roads safer.

I am availing myself of this opportunity to express my sincere appreciation to our staff, other Units of the Force, members of the community and all other stakeholders for their invaluable contribution and support for achieving our mission.

Officer-in-Charge
Emergency Response Service

Our Action Plan

July 2015 - June 2016

Objective 1: Improving Quality of Life

Activities:

- * *Increase by 2% the number of Stop & Check of vehicles.*
- * *Increase by 2% the number of checks at tourist enterprises licenses including hotels, Guest Houses, pleasure crafts, etc....*
- * *Increase by 2% the number of Alcotest Operations.*



Objective 2: Enhancing Service Delivery

Activities:

- * *Increase by 2% the number of sensitisation sessions with stakeholders in hospitality sector and workers in hotels.*
- * *Answer to at least 90% of telephone calls within 15 secs.*



Objective 3: Increasing Speed of Intervention

Activities:

- * *Ensure that at least 90% of emergency public request are attended to within 15 minutes.*
- * *Ascertain that 80% of fleet of Police Vehicles are roadworthy at all times.*



Objective 4: Honing Investigation Techniques & Detection Skills

Activities:

- * *Ensure that at least 75% of contravention case files are referred to Divisions concerned within one week.*
- * *Increase by 2% the number of Intelligence Report Forms (5x5x5) submitted to Intelligence Units on crime related activities.*
- * *Ensure that at least 85% of reports on exhibits are collected within one week at FSL after receipt of FSL Memo.*



Objective 5: Combating Trafficking & Use of Illegal Drugs

Activities:

- * *Increase by 2% the number of vehicle checks in drug prone areas.*
- * *Increase by 2% the number of operations against drug activities.*

