SafeCity Project

The Police Main Command & Control Center (PMCC) was launched on Monday, 19th August, 2019 in the context of the Safe City Project, located at the 2nd floor of Shri Atal Bihari Vajpayee Tower, Ebene.

Since, the launching of the MCCE the role and responsibilities of PIOR/ MCCCE have broadened in different aspects, including the monitoring of the CCTV Cameras, viewing of footages, providing evidence for detected cases & ensuring an island-wide radio communication through the eLTE (EP 820 / EV750) Radio System.

The project is composed of the following components:

i. Intelligent Video System (IVS): keep track of HC’s, wanted persons, suspicious characters, illegal stayers, missing persons, etc...
ii. Intelligent Traffic System (ITS): to enable MFP to inter alia, detect traffic offences and built in Automatic Number Plate Recognition (ANPR) (To track vehicles involving in criminal offences/ road accident cases)
iii. Multimedia Radio Communications System: Enterprise Long Term Evolution (eLTE) EP820
iv. Main Command & Control Centre responsible for, inter alia, capture, transmission and sharing of recording of images captured by IVS, ITS; and
v. On 19 September 2019, a New Emergency Response Management System (ERMS) was implemented. This will enhance reactive capability in responding to at least 95 % of 999 calls within a target time of 15 secs. In the same breath, Hotline 148 has also been coupling with the ERMS. This new system is providing prompt services for citizen calling for help. It has a complete structured for monitoring, control and accountability features to be used at the MCCE as well as at the Sub-Command Centers (SCC).

The whole system is monitored solely by the Mauritius Police Force.

National Disaster Risk Reduction Management Center (NDRMC)

PIOR being a firm member of the National Emergency Operational Command (NEOC) works in close collaboration with National Disaster Risk Reduction Management Center (NDRMC).

During year 2019, NEC, Level II, was activated on fourteen occasions (Bad weather, Heavy/ torrential rain fall, cyclone, etc...), during which first responders (Police, SMP, SSU, NCG, Traffic, MFRS) including PIOR were represented.

Representative of PIOR attended the following workshop under the aegis of NDRMC:

1. Disaster Information Management System (DIMs)
2. Capacity for Disaster Reduction Initiative (CADRI)

PIOR is also a member of the NDRRM Council meeting and participated in preparing various contingency plans (Outer Island, Hospital, etc...)
Foreword

I am pleased to present the PIOR / MCCC Information & Operational Policing Plan for year 2021.

This policing plan lays down the objectives put forward to enable a better monitoring of the Force and Divisional priorities.

The PIOR/ MCCC has the responsibility for initiating, coordinating & monitoring Police responses and operations at Force, Division and Branch level with a view to ensure safety and security of citizen.

With the advent of the Safe City Project, monitoring of the Safe City Cameras is being undertaken for the safety of inhabitants and visitors alike.

We will strive our best to continue with our prime roles and responsibilities to render the PIOR/ MCCC more effective and efficient.

Police Information & Operations Room provides a centralized command for the Mauritius Police Force and functions round the clock, under the direct command of the Commissioner of Police. The PIOR/ MCCC is organized to gather, process, analyze, display, and disseminate planning and operational data and perform other related tasks in a timely manner.

Mr. V. DAWON
Superintendent of Police
Officer-in-Charge PIOR / MCCC

Achievements 2020

- View of CCTV Footage: 467
- Request thru: 999 7846
- Request thru Panic Button: 92
- Request thru Call: 1253
- Footage retrieved for enquiry: 140
- Cases detected through SafeCity: 74

OUR COMMITMENT

We are committed to achieve the Force Priorities through efficient and effective response with a high degree of commitment. In addition we also endeavour to achieve our objectives:

SUPPORT TO CRIME CONTROL AND PUBLIC SAFETY

The implementation of the Safe City Surveillance constitutes a great leap towards enhancing Safety & Security, whereby it is providing great support to divisions for crime control, crime prevention and public safety. In this endeavour, we would:

- Attend viewing of larceny reported cases and disseminate information to Station/ CID in less than 30 mins for onwards action.
- Increase detection rate in relation to crime offences by 5% by daily cyber monitoring of CCTV in Divisions.

SUPPORT TO CRIME CONTROL AND PUBLIC SAFETY

Apart from normal traffic monitoring, it is targeted to conduct:

- Increase the number of footages being viewed in cases under enquiry at Stations/ Units and providing them with footages for court requirement in less than 3 days.
- Enhancing support in the use of EP 820 by establishing daily communication and test call with stations and patrol personnel to create awareness in the use of this equipment.

SUPPORT TO POLICE INVESTIGATION

Enhancing partnership with community through the safe city support. We endeavour to:

- Through Safe City Surveillance, to ensure crime prevention and public safety.
- To provide leads over observed and reported roadside dealing cases to be dispatched to ADSU HQ promptly to ADSU/FIO/Station for intervention.

SUPPORT TO CRIME CONTROL AND PUBLIC SAFETY

Apart from normal traffic monitoring, it is targeted to conduct:

- Traffic Surveillance at specific sites along Motorway through the ITS cameras during peak hours daily (between 0700 hrs and 0900 hrs) in the morning and (1600 hrs to 1800 hrs) in the afternoon, to ensure prompt Police response to prevent traffic jam and maintain traffic fluidity.
- To provide leads over observed and reported Road Accident / Hit & Run cases reported within 30 mins for onward enquiry.

TRAFFIC SURVEILLANCE & ROAD SAFETY

(b) Enhancing support in the use of EP 820 by establishing daily communication and test call with stations and patrol personnel to create awareness in the use of this equipment.

COMBATTING DANGEROUS DRUGS AND ABUSIVE SUBSTANCES

(a) Through Safe City Surveillance, to ensure that objectives set are achieved.

(b) Ensuring to all requests and information received and located within 2 mins and dispatched to Stations/ ERS or patrolman within 3 mins.

(c) Moreover, to ensure Police response at requester’s place through the Location Based System within 15 minutes.

Implementation, Supervision, Monitoring & Evaluation

1st Level
Fortnightly Meeting at PIOR/ MCCC

2nd Level
Force Monthly Coordinating Meeting by Commissioner of Police