

SafeCity Project

The Police Main Command & Control Center (PMCCC) 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 MCCC the role and responsibilities of PIOR/ MCCC have broaden 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 MPF 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 MCCC 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 (NDRRMC)

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

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

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

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...)



Contact Nos.

Emergency No. : 999
Hotline : 148
Exchange : 208 1212

Police Information & Operations Room

Hotline : 468 0034/5 **Fax** : 468 4444
Email: opsmain.mpf@govmu.org

PIOR OFFICE

Hotline 468 6574
Fax 468 6576
Email: opsphq.mpf@govmu.org

DIVISIONAL OPERATIONS ROOM

| | Tel No. | Fax No. | Email Address |
|----------------------|----------------|----------------|--------------------------|
| Northern | 264-1319 | 264-8512 | opsnorth.mpf@govmu.org |
| Metropolitan (North) | 217-0941 | 217-4232 | opspln.mpf@govmu.org |
| Metropolitan (South) | 211-8849 | 212-4060 | opspls.mpf@govmu.org |
| Eastern | 413-0944 | 413-0907 | opseast.mpf@govmu.org |
| Western | 466-1764 | 467-4969 | opswest.mpf@govmu.org |
| Central | 676-5116 | 670-0186 | opscentral.mpf@govmu.org |
| Southern | 627-7216 | 627-7376 | opssouth.mpf@govmu.org |
| Rodrigues | 831-1536 | 831-2302 | opsrod.mpf@govmu.org |
| Agalega | 814-0112 | 5727-4645 | |

BRANCH OPERATIONS ROOM

| | Tel No. | Fax No. | Email Address |
|----------------------------|----------------|----------------|--------------------------|
| SMF | 601-1300 | 686-6309 | cosmf.mpf@govmu.org |
| SSU | 211-0628 | 212-3276 | opsssu.mpf@govmu.org |
| NCG | 208-3935 | 212-2757 | ccnccg.mpf@govmu.org |
| Police Helicopter Squadron | 637-3894 | 637-5020 | cchsqd.mpf@govmu.org |
| ADSU | 203-1242 | 211-0877 | adsuhq.mpf@govmu.org |
| ERS | 686-5500 | 686-7706 | ccers.mpf@govmu.org |
| CCID | 208-0868 | 208-9040 | opscid.mpf@govmu.org |
| Airport Police | 637-7320 | 637-3170 | airpolice.mpf@govmu.org |
| Port Police | 216-3113 | 216-3112 | portpolice.mpf@govmu.org |
| Traffic Branch | 211-8434 | 208-6077 | cctb.mpf@govmu.org |
| Police de L'Environnement | 210-5151 | 211-1928 | police-env@govmu.org |
| PIO | 210-9312 | 210-9322 | piomain@govmu.org |
| VIPSU | 686-1008 | 696-0119 | ccvipsu.mpf@govmu.org |
| CPU | 454-0766 | 465-8523 | cpu.mpf@govmu.org |
| PFPU | 210-2116 | 210-2113 | ocfpu.mpf@govmu.org |
| IT Unit | 211-6704 | 211-2587 | itunit.mpf@govmu.org |



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Police Information & Operations Room & Police Main Command & Control Centre ANNUAL INFORMATION & OPERATIONAL POLICING PLAN 2021



'Together, for a Safer Community'

Foreword

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



Joined the Force on 02.04.1979. Holds a Certificate in Leadership and Management at Strategic Level from University of Mauritius.

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

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:

- (a) attend viewing of larceny reported cases and disseminate information to Station/ CID in less than 30 mins for onwards action.
- (b) increase detection rate in relation to crime offences by 2% by daily cyber monitoring of CCTV in Divisions.

SERVICE DELIVERY/ PHQ'S/ ICT PROJECTS

- (a) Answer all calls received on Emergency line 999/112 & hotline 148 as well as on hotlines 468 0034 /35 within 15 secs.
- (b) Within 2- 4 mins (depending on cases) dispatch the Requests to the respective Div. Ops Room or Station after verification. The Response Unit of the Div. will attend to the request within 15 mins and submit an arrival feedback.
- (c) Ensure 75% of correspondences/ letters are responded to within 21 days.
- (d) Attending to all PHQ's request for divisional cases, Resume of Occurrences and Major Operations for information of PHQ daily before 0900 hrs.
- (e) Reply to PIAC correspondences within five (5) working days.

Administrative mechanisms in place at the level of PIOR/ MCCC play a vital role and has a direct impact on Policing and the quality of service delivery. Therefore, we will ensure that administrative support are optimised in ensuring that objectives set are achieved.

COMBATTING DANGEROUS DRUGS AND ABUSIVE SUBSTANCES

- (a) Through Safe City Surveillance, to ensure CCTV monitoring over specific drug prone areas daily for 2 hours and disseminating information promptly to ADSU/FIO/Station for intervention.
- (b) Ensuring to all requests and information received from 148/999 re- drug dealing cases to be dispatched to ADSU HQ for prompt action within 5 mins of receipt of call.

TRAFFIC SURVEILLANCE & ROAD SAFETY

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

- (a) 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.
- (b) To provide leads over observed and reported Road Accident /Hit & Run cases reported within 30 mins for onward enquiry.

SUPPORT TO POLICE INVESTIGATION

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

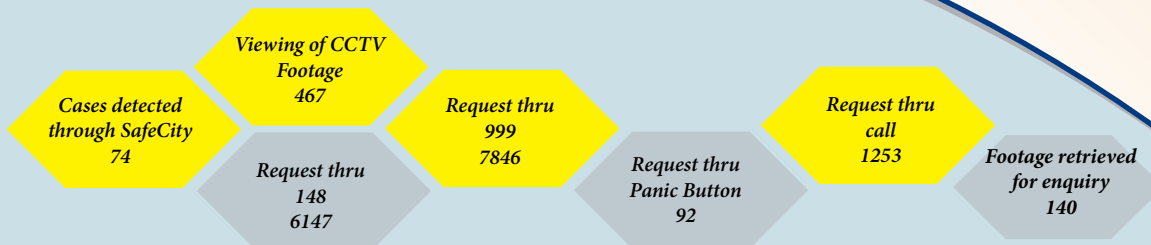
- (a) Increase the number of footages being viewed in cases under enquiry at Stations/ Units and providing then with footages for court requirement in less than 3 days.
- (b) Enhancing support in the use of EP 820 by establishing daily communication and test call with stations and patrol personnel to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

SUPPORT TO VULNERABLE GROUP: REDUCE GENDER-BASED VIOLENCE

- (a) Daily Monitoring, by conducting frequent e-patrol, through CCTV Cameras, at all schools crossing (between 0800 hrs and 0845 hrs) and ensuring Police presence thereat and protecting school children.
- (b) In the light of the GBV application, Panic button request 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

PIOR / MCCC Objectives 2021

Achievements 2020



Implementation, Supervision, Monitoring & Evaluation

Implementation, Supervision & Monitoring

Monitoring & Evaluation

1st Level
 Fortnightly Meeting at PIOR/ MCCC

2nd Level
 Force Monthly Coordinating Meeting by Commissioner of Police