

Automatic Number Plate Recognition ANPR

Vehicles are checked automatically without the need to stop them, using the ANPR system of reading and distinguishing vehicle plate numbers, where the system automatically reads the vehicle number plate and compares these readings with a database of wanted cars and people.



Emergency Number for Deaf (114)

Video calls are received through special devices in the Operations & Control Directorate where the call is received by trained call takers to communicate with deaf people in sign language to provide help for them by getting the whole information about the incident and report it on CAD system, then dispatch the requested help accordingly.

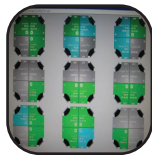


Safety System Code

Video calls are received through special devices in the Operations & Control Directorate where the call is received by trained call takers to communicate with deaf people in sign language to provide help for them by getting the whole information about the incident and report it on CAD system, then dispatch the requested help accordingly.

Quality Assurance

All 911 incoming emergency audio calls are recorded and reviewed, as well as a review of all actions taken by the field units on the events that require action in terms of implementation, speed of response and follow-up with the callers to ensure the quality of services



Annual training plan

- Using leadership and control technology in managing the operating rooms training course - (one week).
- Foundation course for workers in the joint operations room (one week)
- Computer Aided Dispatch system (CAD)- (2 weeks).
- Foundation Course for those working in operation rooms - (2 weeks)
- GIS training course - (one week).
- Sign language training course - (3 weeks).
- Portable systems on vehicles course (MDT + MDVR (and Automatic Number Plate Recognition – ANPR course (one week).
- Best usage of CCTV system outputs - (one week).
- Automatic vehicles location system course (AVL)- (one week)
- Dynamic (DRONES) (course one week).

Drones

After the process of merging the security services, the Drone Unit was created in the Directorate of Public Security / Directorate of Operations and Control in 2020 AD to unify and organize the work of drones in the Public Security Service in its three components (police, gendarmerie, and civil defense), and among the most important duties of drones

- Reconnaissance and security coverage
- Monitoring traffic movement to reduce congestion
- Photography and media coverage
- Monitoring forests, environmental and tourist areas
- Monitor festivals and sports events
- Search and rescue.



Public Security Directorate Operations And Control Directorate

With royal directives to create a comprehensive security system that keeps pace with developments in the field of communications and information technology, and in line with the requirements of modernizing the operations and control system operating in public security and developing response capabilities and response to new challenges, a joint operations and control system has been established between the Public Security Directorate and all state institutions (military, governmental) mainly concerned with dealing with daily accidents and emergency events in the Kingdom and strengthening field operations procedures



● Operations and Control Directorate

The Vision

Distinguished management in operating and developing a modern security operations and control system

The Mission

Develop the operation and control system to serve public security units, citizens and coordination with partners to activate oversight mechanisms to achieve effective security services.



● Awards



JCCC won king Abdullah II award for excellence in government performance and transparency 2015 2016 -.

Deaf emergency line won the first rank among (98) project in (ZERO PROJECT) competition at the united nations headquarters in Austria.

● Contact us

Emergency call 911 (from All GSM Operators)
Short messaging service SMS (from All GSM Operators): 911
Video call service for deaf (Zain Operators): 114
WhatsApp : 0797911911
E-Mail: CCC@PSD.GOV.JO
Web site : www.ccc.psd.gov.jo
Amen911 App (Android and IOS)
Phone: 1/5734960 06 Fax:5734894

Emergency Calls Service 911



(911) is the unified number for all emergency calls in the Hashemite Kingdom of Jordan which is meant to handle all emergency incidents integrated into a computerized system (CAD system) that helps operation rooms to deliver its' services in professional way such as crimes, traffic accidents, fires, rescue ...etc.

The (911) serves was adopted specifically because it is considered an international emergency number in all countries around the world. Therefore, this number was chosen to include all concerned emergency agencies , in coordination with other concerned governmental and private agencies (Amman municipality, Ministry of Public Works, Electricity Companies, Water authority,...etc).

While receiving the 911 call, the caller information appears directly on the systems' report. The nearest address is displayed on a digital map which saves time and effort for both the call taker and the caller, making it easier for operation rooms to dispatch the requested help based on the location of the incident as soon as possible. (911) calls are free and this number can be dialed from any place in Jordan using landline phones , Cellular Phones or roaming in Jordan (with limited caller information for roaming).

Body Worn Cameras

To enhance the principle of transparency between the citizen and the public security officer, cameras mounted on clothes have been distributed to the emergency services, the traffic department, and the high way patrols who deal with citizens directly, as they work on video and audio recording of all events during the work of the patrols in high quality for reference in time of need.



This system also provides a visual and audio recording of all events within the vehicle to ensure the greatest degree of oversight and transparency



Closed-Circuit Television Cameras CCTV

Cameras have been installed in the most important and sensitive areas, as well as most locations and intersections experiencing huge traffic movement in public streets. These cameras are connected with the operational rooms in the Operations & Control Directorate through the central communication network to directly transfer a high quality video transmission. Availability of such technologies for workers in operational rooms make it possible to transfer the live and direct image of reality of traffic movement, traffic jams or any security incident, which helps operation officers in taking decisions accordingly.



Short Message Service SMS and whatsapp

Free SMS service provides help to people who are in capable of making a voice call with emergency service (911).

Also What's app give callers a free service to send a photo or video via what's app application to (0797911911) from all the cellular networks operating in Jordan.