

## 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](mailto:CCC@PSD.GOV.JO)  
Web site : [www.ccc.psd.gov.jo](http://www.ccc.psd.gov.jo)  
Amen911 App (Android and IOS)  
Phone: 06 5734960/1 Fax: 5734894*

## Annual training plan

*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).*

*The number of participants in training courses reached (634) trainee in (2021) from all security*

## General Instructions for Using the Emergency Number 911

*When reporting any event, calm your nerves and stay away from confusion and anger, because the goal is to pass the information accurately and clearly.*

*You will be called back if the call is interrupted.*

*If you see any suspicious or suspicious situation, do not hesitate to call 911.*

*Your connection means that you really need help, so don't try to connect in vain.*

*Your call from a phone authenticated in your name helps in quickly reaching you and providing the required service.*

*don't leave the phone in the hands of your children.*

# Do not leave the phone in the hands



## 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).*



## 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 fires, rescue ...etc.

The (911) serves was adopted and considered an international emergency number around the world. Therefore, this number connects all concerned emergency agencies, including concerned governmental and private agencies (Amman Municipality, Ministry of Public Works, Electricity Companies, Water authority,...etc).



When a call is received, the call is directed to the nearest available call taker. The call taker is responsible for dispatching the requested help 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).

## 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 spaces. These cameras are connected with the operational room of the Traffic & Control Directorate through the central server. This allows them to directly transfer a high quality video feed to the control room. The use of such technologies for workers in the control room makes it possible to transfer the live and direct video feed 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 not capable of making a voice call with emergency service (911).

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

## Body Worn Cameras

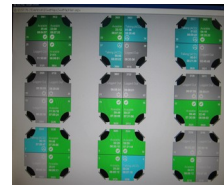
To enhance the principle of transparency between the citizen and the public security officer, cameras mounted on clothes have been distributed to the emergency services, the traffic department, and the high way patrols who deal with citizens directly, as they work on video and audio recording of all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



## Quality Assurance

Quality assurance is a process to ensure the quality of services.



## Automatic Number Plate Recognition ANPR

Vehicles are checked automatically without the need to stop them, using the ANPR system of distinguishing vehicle plate numbers, where the system automatically reads the vehicle number 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.

This service helps deaf people in handling their issues during their daily life as well.



## Safety System Code

The Operations & Control Directorates are entitled to follow up the implementation of security system regulations which is issued by the national building council that aims to enhance security for public buildings and their occupants by:

- Operating Closed Circuit Television Systems which includes Cameras and recording devices in buildings involved in security system code under specific conditions.
- Operating alarm systems in some buildings to report robbery or fire incidents and connect it with emergency number (911) after signing the agreement with PSD to avoid or reduce possible resulting damages.

