

Operations and Control Directorate

The Vision

- Excellence in police operations management and its development to reaching the concept of comprehensive security.

The Mission

- Developing the Operations and control system for managing the police work and serving the citizen and coordination with partners, to activating technical control mechanisms to reach 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 (18) countries in (ZERO PROJECT) competition at the united nations headquarters in Austria.

Contact us

- 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
- Phone: 5734960/1 Fax: 5734894

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 (2 weeks)
- Computer Aided Dispatch system (CAD) - (2 weeks).
- GIS training course - (one week).
- Sign language training course - (2 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).
- Workshop to introduce the work of the Operation And Control Directorate (one day).
- Automatic vehicles location system course (AVL)-(one week)
- Dynamic (DRONES) (course one week).

The number of participants in training courses reached (833) trainee in (2019) from all security agencies, military forces and brotherly countries.

Advice to take advantage of 911 emergency services

- Do not leave the phone with children's to avoid misuse.
- Your call means that you really need help so don't try to call for frivolity.
- When reporting any accident don't be nervous, stay away from confusion and anger because the goal is to pass the information clearly.
- You will be called again by our officers if your call is disconnected unexpectedly.
- If you see any suspicious or doubtful cases don't hesitate to call (911).
- Your call from a certified number in your name will help you in quick response to your request



Public Security Directorate Operations And Control Directorate

Through the Royal vision, the need of accelerating the development and modernization of hardware, equipment and work methods was crystallized in order to serve the country, where the Operation & Control Directorate was established which aims to:

- Establish a common leadership operational umbrella that works on dealing with different daily and urgent incidents.
- Support the decision making centers in the with the Public Security Directorate outputs of the Operations & Control Systems.
- Save costs on the Kingdom's general budget.
- Operate modern Operation and Control techniques which will achieve transparency in dealing with the citizen



Emergency Calls Service 911

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



911 serves not only PSD concerned departments with public safety but also it includes all directories that provide public safety services for citizens. 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 Company, 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 citizen, 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).



A digital map is shown, displaying a street layout with a red location marker indicating the incident site.



Traffic and Security situation monitoring

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).

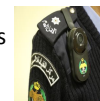
Also What's app give you a free service to send a photo or video via what's app application on (0797911911) from all the cellular networks operating in Jordan.

Mobile Video Recording Service

This system has the ability of video recording to all events inside and in front of patrols to ensure transparency between citizens and policemen.



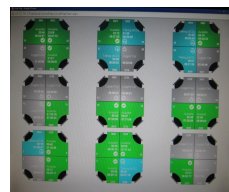
Recently body worn camera (BWC) carried by police officers were also operated during performing their duties.



Quality Assurance

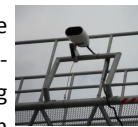
All incoming 911 calls, operation rooms and field procedures are recorded for quality control and to make sure that all emergency services are handled and delivered as requested.

A dedicated team goes over random incidents to assure that actions and procedures are taken as per the response plans and Standard Operation Procedures.



Automatic check for Wanted vehicles

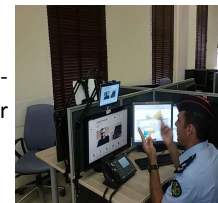
Automatic check on vehicles is done by using an automatic number plate recognition system. The system reads the plate automatically which enables it to identify wanted cars or cars belonging to a wanted person. The system also assists in the coordination of concerned departments to prevent crimes and follow up criminals through cameras in an automatic way without the need to stop the vehicles.



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 send the requested help accordingly.

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



Safety System Code

The Operations & Control Directorates 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 building 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.