

# BACK TO BASICS

TOWARDS A SAFER TOMORROW



**STATUS : FUNCTIONING OF 10111 CALL CENTRES**

**21 September 2016**

**#CrimeMustFall**

# CONTENTS



- Introduction
- Functions
- Linkage of Police stations to 10111 Call Centre
- Successes
- Challenges
- Way Forward



## **RESPONSIBILITIES OF 10111 CALL CENTRES:**

- Receiving and Dispatching complaints
- Serving as an early warning centre during major incidents or disasters by alerting and activating all the various role players and co-ordinating activities
- Complaints are prioritised as follows:
  - 1. Alpha – Complaint in progress and all serious crime requiring immediate police action;
  - 2. Bravo – Crime already occurred with no immediate threat to life or property;
  - 3. Charlie – Less serious crimes e.g. drunkenness and loitering



## FUNCTIONS OF 10111 CALL CENTRES:

- Render a 24 hour professional and immediate crime related emergency service by receiving and processing complaints.
- The 10111 call centres (Radio Control Rooms) are the point of entry and exit of all crime related complaints received.
- Dispatch complaints to the appropriate response vehicles via radio and render the necessary support to response vehicles.
- Record all complaints on the Global Emergency Management, Command and Control Centre (GEMC3) that has an inter-face with the Crime Administration System (CAS) utilised at Police Stations e.g. date and time reported, transmitted and attended as well as result of complaint and CAS number, if positive.
- Receive and process radio enquiries from response vehicles.
- Provide advice / assistance to the community on Police related matters.

# LINKAGES OF POLICE STATIONS TO 10111 CALL CENTRES



PROVINCE	CLASIFICATION OF LINKED STATIONS					STATIONS LINKED VS TOTAL STATIONS
	CENTRE	STATIONS GEMC3 LINKED	URBAN	MIX	RURAL	
Eastern Cape	Port Elizabeth	14	13	0	1	72 Linked /196
	East London	18	10	4	4	
	Mthatha	20	0	0	20	
	Queenstown	20	0	1	19	
	Uitenhage	4	4	0	0	
Free State	Bloemfontein	11	2	9	0	21 Linked /110
	Welkom	3	1	2	0	
	Phuthadjithaba	5	0	2	3	
	Seloshesha	2	0	0	2	

# LINKAGES OF POLICE STATIONS TO 10111 COMMAND CENTRES



PROVINCE	CLASIFICACION OF LINKED STATIONS					STATIONS LINKED VS TOTAL STATIONS
	CENTRE	STATIONS GEMC3 LINKED	URBAN	MIX	RURAL	
KwaZulu-Natal	Durban	39	27	7	5	57 Linked /184
	Hilton	8	2	5	1	
	Richards Bay	3	0	3	0	
	Port Shepstone	7	0	0	7	
Mpumalanga	White River	27	5	10	12	37 Linked /86
	Middelburg	10	7	3	0	
	Secunda	0	0	0	0	
North West	Mahikeng	7	0	2	5	7 Linked /82

# LINKAGES OF POLICE STATIONS TO 10111 COMMAND CENTRES



PROVINCE	CLASSIFICATION OF LINKED STATIONS					STATIONS LINKED VS TOTAL STATIONS
	CENTRE	STATIONS GEMC3 LINKED	URBAN	MIX	RURAL	
Gauteng	Midrand	142	109	30	3	142 Linked /142
Northern Cape	Kimberley	4	3	1	0	4 Linked /91
Western Cape	Maitland	70	52	14	4	70 Linked /150
Limpopo	Polokwane	8	0	2	6	10 Linked /99
	Mahwelereng	2	0	1	1	
<b>TOTAL</b>	<b>22</b>	<b>412</b>	<b>223</b>	<b>96</b>	<b>93</b>	<b>412/1140</b>

# SUCCESS



- During the 2015/2016 financial year a total number of 7 579 878 calls were answered of which 2 462 745 (32.5%) calls resulted in complaints being registered, attended and finalised. A total of 5 117 133 (67.5%) calls were enquiries or prank calls which were not police emergency related.



# CHALLENGES



- Majority of Police Stations are not linked to 10111 Call Centres due to inadequate radio towers (high-sites) and different radio systems utilised. (ANALOGUE VS TETRA)
- Eight provinces, with the exception of Gauteng, are utilising Analogue Radio Systems resulting in poor voice quality, poor reception in mountainous areas and inability to communicate with response vehicles not within range of the 10111 Call Centre.
- Different IT resources are utilised by 10111 Call Centres.
- High volume of calls received by 10111 Call Centres of which an average of 55% are not police related emergencies (nuisance & abusive, “prank” , hoax and/or enquiries calls.)
- Inaccessible informal settlements affecting response time of vehicles.

# WAY FORWARD



- Streamlining of Radio Communication Systems from Analogue to Terrestrial Trunked Radio (TETRA) country-wide as the TETRA System is able to link in all terrains.
- Linkage of all Police Stations to 10111 Call Centres
- Integration of Systems between 10111 Call Centres and Police Stations
- Implementation of Back to basics to all 10111 Centres
- Standardization of IT equipment with the 10111 Call Centres
- Benchmarking with other International Police Call Centres

**BACK TO BASICS**  
TOWARDS A SAFER TOMORROW



Thank you

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