

Abu Dhabi police field almost a million calls

Department releases first-quarter figures

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Abu Dhabi: Some 966,054 phone calls were received by the Abu Dhabi police operation room during the first quarter of this year, with 186,777 of the calls related to traffic issues and 104,883 related to crimes.

Colonel Mohammad Al Daheri, head of the operations department said that emergency calls are received on the 999 number, whereas all information coming through is registered after which the data is sent from the receiving pad to the comprehensive pads where police patrols, ambulances, investigation teams and civil defence teams are mobilised.

He also said the quick response rate depends on the emergency call itself, as there are very important, as well as ordinary calls where sending a patrol car is not necessary. The response time is between one and five minutes.

Colonel Al Daheri stressed that all those working in operation rooms are keen on offering the best quality services to the public, as they are always ready to receive calls and reports, and coordinate with the designated department to reach the accident location as soon as possible.

Lieutenant Colonel Nasser Sulaiman Al Maskari, Head of the Central Operation Department said the department utilises the method of command and control, the federal traffic system, and the criminal investigation system to inquire about wanted persons and also uses the security information centre.

He said the operation department is highly competent in dealing with emergency calls and reports and uses available modern technologies.