

Implementation of MERS 999 System in PDRM Perak

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ABSTRACT: *Before the existing MERS 999 emergency number, four operated by various agencies – 991, 994, 999 and 112. The concept of MERS 999 based on 9-1-1 National Emergency Number Association (NENA) and the European Emergency Number Association (EENA)(Anas, 2012).New concept of the Malaysian Emergency Response Services (MERS) 999 presented on the Chief Secretary on 15 June 2007.(Malaysia, 2012). Implementation of MERS 999 system involving all States in Malaysia and not miss for PDRM Perak.. The implementation of this system has provided a positive impact to the PDRM in improving the quality of its services.*

KEY WORD: *MERS 999, PDRM, System, Numbers*

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I. INTRODUCTION

With the death of Sultan Ali, the state of Perak was in a turmoil because of the stabbing of the throne, and the situation in Larut was increasingly creepy, with tensions also occurring there because of the instances triggered by the growing number of Chinese immigrants. To overcome this problem, he set up a police force comprising 40 Malays but this Police Force failed to control the chaos and secret societies triggered by the Chinese, Larut Minister then asked Captain Tristram Speedy to help him recruit and form a powerful police force for peace and order at Larut Speedy arrived late in late 1873 by bringing together 110 Punjab and Pathan police officers recruited in India with firearms 'Krupp Guns'.(Korporat), 2016)

Governor Sir Andrew Clarke has decided to intervene in Perak. He then entered the Pangkor Treaty to settle the confusion in Perak. The Pangkor Treaty was signed in January 1874. Speedy was subsequently appointed as Assistant Resident. The first Silver Resident is J. W. W. Birch. Police forces formed by Speedy are enlarged to 160 members. In addition to members recruited from India, some Malays and Chinese members were also taken. An Indian Inspector was assigned to help Speedy. Police forces are stationed in one area between Matang and Taiping. At that time there was no special uniform and barrack conditions were also imperfect. (Korporat), 2016)

The British intervention in Perak received a great deal of local indigenous opposition. First resident, J. W. W Birch was killed by a native of Perak on 2 Nov 1875. With a great opposition to the locals and the killing of J. W. W Birch has led the British to decide to intervene directly in Perak. The UK then strengthened its position by strengthening the police force.(Korporat), 2016)

In December 1876, the First Commissioner of the Perak Police Force was appointed. He is Paul Swinburns. Police officers recruited by Speedy were absorbed into the newly formed Police Force by Swinburne. Some of the Malay police officers from the Straits Settlements were also converted to Perak. Swinburne also built new barracks and balm-balms in TanjungPiandang, Kuala Larut and Durian Sebatang. New uniforms are also available from England. The police force is then known as the new Armed Police - the Perak Armed Police. The Police Force works, plays, disciplines and is administered in military.(Korporat), 2016)

On October 3, 1879 a riot erupted in Taiping. The police managed to control the situation. The police efficiency is due to the training and administration system developed by Swinburne. Swinburne was replaced by Captain Walker in 1882. Walker then formed a Mounted Battery (White Mounted Battery) led by Inspector James McKeon. Walker also compiled a systematic system of investigations when he led the Perak Police Force. The Perak Police Force expanded until then united with the other Police Force in the Federated Malay States Police Force.(Korporat), 2016)

November 2018, Perak's Contingent PDRM has a strength of 7,545 people where 786 are Senior Officers while 6,787 are low-ranking members. The number of District Police Headquarters is 15 districts led by a District Police Chief of Deputy Superintendent Police (DSP) to the rank of Assistant Commissioner Police (ACP). The total number of police stations was 106 units headed by a Balai Police Chief from Sergeant rank to Assistant Superintendent Police (ASP)(Saerah, 2018).

II. MERS 999

MERS 999 is an abbreviation for Malaysia Emergency Respond Services that is installed at the Police Control Center (Malaysian Control Center (MCC / Contingent Control Center (CCC) / District Control Center (DCC)). When it started operating in 2008, the system was only installed in the Police State of Selangor and Kuala Lumpur only. Since 1 October 2014, the MERS 999 workstation has been installed throughout the country including in the State of Perak. The MERS 999 system is a simultaneous and uniform centralized emergency relief system with 5 main departments within the Government Service, Royal Malaysian Police, Fire and Rescue Department, Malaysian Maritime Enforcement Agency, Public Defense Department and Hospital. The system comes with updated components including:(Anas, 2012)

- i. Computed Aided Dispatch (CAD)
- ii. Geographical Aided Dispatch (GIS)
- iii. Computer Telephone Interface (CTI)
- iv. Voice Recorder
- v. Paramedic

Prior to the creation of the MERS 999 call number adjustment, various emergency numbers existed that represented certain departments such as 991 for the Civil Defense department, 994 for the Fire and Rescue Department as well as 992 and 993. MERS 999 is set to replace the previous system that has no information communication for ambulance services and lack coordination between EMS provider(Samad, 2018).

III. MERS 999 OBJECTIVE

From (Perak, 2016), MERS 999 system introduced by the Government to PDRM has 5 main objectives that can be divided into:

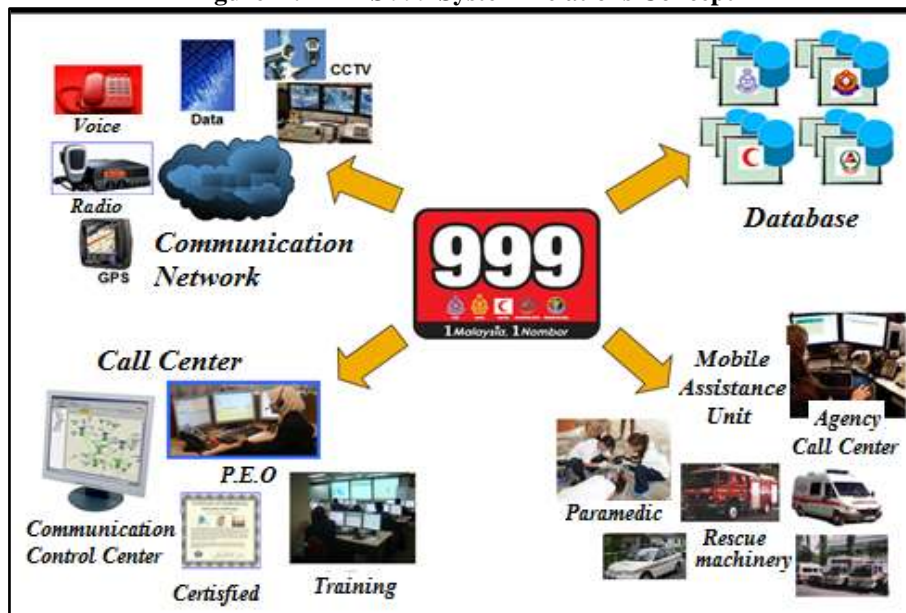
- i. Coordinate the assignment of Professional Emergency Dispatcher (PED) officers at the Police Control Center (MCC/CCC/DCC)
- ii. Strengthen effectiveness in handling every emergency call
- iii. Producing PEDs that are disciplined and able to assume responsibility
- iv. Establish a regular rule on the 999 emergency call handling procedure received from the Response Center of Telekom Malaysia and outline the necessary actions on an incident reported via an emergency 999
- v. Achieve the government's goal of providing effective service to the community

Figure 1 : MERS 999 Flow System



Source: PDRM Perak Briefing About MERS 999

Figure 2 : MERS 999 System Relations Concept



Source: PDRM Perak Briefing About MERS 999

IV. MERS 999 SYSTEMS BENEFITS

There are 7 advantages available in the use of the MERS 999 system by the public to know. (Perak, 2016). There are :

- i. Emergency data bank and Dash board management to provide data for criminal investigation as well as planning for emergency response
- ii. Increase response time in handling emergency calls with complete and accurate information
- iii. Emergency agencies can monitor the position of a rescue or ambulance engine
- iv. Integration with CCTV can help in coordinating call centers with on-site events
- v. Helps maintain the environment
- vi. Helps reduce mortality rates as a catalyst for achieving one of the six major Country Outcome areas ie preventing crime

V. ROLE AND EFFECTIVE MERS 999

The MERS 999 system is seen to play a major role in the event of an accident or a disaster. There are various roles that will be done by those who receive complaints to take action depending on their respective departmental expertise.(Perak, 2016). The role of the PDRM is on a regular basis:-

- i. First-PED Information receives voice calls and call cards transmitted from the Response Center and the PED will classify the types of events whether criminal cases, public order, road accidents, natural disasters or other events as first information.
- ii. Telephone Answering Period-Any call should be answered within 10 seconds of 3 times the ring. The prescribed time is not more than 3-5 minutes for additional information required such as caller details, name, address, type, victim, injury etc
- iii. Announcement of complete information should be disclosed to field personnel such as Patrol Cars, Traffic, Crime Prevention Officer
- iv. Tender-Alert Alert will also be made by the CCC / DCC to coordinate all integrated actions involving different contingencies / regions if necessary
- v. Response Time-The response time period to reach the scene is according to the prescribed SOP such as Town Area-8 to 15 minutes, Rural-20 to 30 minutes and Deep-1 to 2 hours. The response time period is taken from the call card sent to the source and directs the source to the location of the incident and reports back to the Control Center after the incident location.
- vi. Police Reports-Police Reports made by PED are made the first report according to the predefined format.
- vii. Call Card Management-An application that allows PED to get a simple statistic related to a call card.

VI. CONCLUSION

The MERS 999 system is a national-based emergency call system introduced on October 1, 2007 and has been fully operational in 2008. For the MERS 999 Perak Workstation PDRM was installed on October 1,

2008. Although the Perak state has 15 districts and 1 Headquarters but the MERS 999 These are only made in 5 specific areas that have been seen to have high rates of crime and population. The districts are Ipoh, Taiping, Mualim, Hilir Perak and Manjung. High installation and maintenance factors have limited MERS 999 installation to all areas in Perak. As an example of 155 police districts across the country, only 58 districts have installed a MERS 999 workstation representing 37.4%. The rest of the 10 districts that do not have a MERS 999 call card will then be operated by the CCC while the response by the district concerned.(PDRM, 2017)

Key Performance Index (KPI) of MERS 999 PDRM across the country has been set at 85%. It is said Police Contingents across the country are able to achieve this goal. For KPI Perak Police reached 97.3%. The unreachable 2.7% balance is due to several contributing factors that have been measured at the response time of the arrival of the Police to the scene within the specified timeframe covering the city, rural and remote locations(PDRM, 2017). In addition, failure of this achievement is also influenced by other factors such as: -

- i. Geographical distances / factors and traffic congestion become Police factors late arriving at the scene
- ii. Police sources have been directed to not go to the scene
- iii. There is a case that PED does not take action against CAD calls
- iv. PED has directed the Police to the scene but failed to activate the resource module within the CAD call
- v. PED enabled resources module in CAD call but forgot to reactivate at scene
- vi. Lack of PED capable in handling this MER 999 system. This MERS training can only be done at Telekom Malaysia Taman Desa Kuala Lumpur and Kuching, Sarawak with MERS simulator
- vii. In the event of any damage to the MERS 999 system only the MOSC Telekom Malaysia has the expertise to correct it

In handling this MERS 999 call it is undeniable that there is a false call by irresponsible individuals. But to make a confirmation of this fake call requires a little time, especially to arrive at the scene and confirm whether or not the event occurs. This is amongst the underlying causes that can not be solved in an effort to ensure that the MERS 999 KPI can be achieved 100%. The government is urged to take more action including claiming that the person making this false call under Section 233 of the Communications and Multimedia Act which carries a jail term of not more than 5 years.(PDRM, 2017).

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