

# 監警會向警方跟進專題審視報告的改善建議 視察999控制中心各項優化工作

## IPCC's follow-up with the Police on recommendations in its Thematic Study Report Examination of enhancements to the 999 Console



監警會主席王沛詩女士及一眾委員聽取警務處監管處處長林曉彤女士簡介999控制中心經優化後的各項措施。

*IPCC Chairman Ms Priscilla Wong Pui-sze and Council Members received a briefing from Ms Rebecca Lam Hiu-tong, Director of Management Services of Hong Kong Police Force, on the enhancements made to the 999 Console.*

監警會於2019年大型公眾活動的專題審視報告（報告）中，曾就加強999控制中心應對超負荷情況向警方作出了一系列改善建議，並一直密切跟進相關改善建議的落實進度。主席王沛詩女士於2021年6月17日與14名委員，包括副主席易志明議員、陳振英議員、吳永嘉議員、委員錢志庸先生、陳錦榮先生、歐楚筠女士、朱永耀先生、李曉華女士、王家揚先生、羅孔君女士、林定國資深

The IPCC put forward a series of recommendations in relation to the enhancement of 999 Console in coping with extreme stress to the Police in its Thematic Study Report on the large-scale public order events in 2019 (the Report), and has been closely following up on the implementation progress of these recommendations. On 17 June 2021, Council Chairman Ms Priscilla Wong Pui-sze led a delegation comprising 14 Council Members, including Vice-Chairmen Hon Frankie Yick Chi-ming, Hon Ronick Chan Chun-ying and Hon Jimmy Ng Wing-ka, Members Mr Barry Chin Chi-yung, Mr Clement Chan Kam-wing, Ms Ann Au Chor-kwan, Mr Alex Chu Wing-yiu, Miss Sylvia Lee Hiu-wah, Mr Roland Wong Ka-yeung, Ms Jane Curzon



港島總區指揮及控制中心代表向王沛詩主席和委員詳細講解999控制中心的一系列優化措施和現行的運作狀況。

*Representative from the Regional Command and Control Centre (Hong Kong Island Regional Headquarters) explained in detail a series of enhanced measures and the current operation of 999 Console to IPCC Chairman Ms Priscilla Wong Pui-sze and other Council Members.*

大律師、余黎青萍女士、陳美寶女士、余漢坤先生，以及署理秘書長梅達明先生和秘書處代表，在警務處監管處處長林曉彤女士、助理處長（服務質素）曾艷霜女士，以及投訴警察課代表的陪同下，參觀港島總區指揮及控制中心，並詳細了解999控制中心經優化後的各項措施和人手安排，如何全面加強應對各類緊急情況。投訴警察課亦安排保安局代表一同視察落實改善措施的情況。

監警會在審核與2019年7月21日元朗事件相關的投訴個案時，發現75%的指控與警方當晚處理999緊急求助電話或致電警署報案室有關，例如在大量來電湧至時未能及時接聽電話，因此在報告中就警方應對超負荷情況時可改善服務質素的措施作出改善建議。會方在是次活動中，實地了解相關的優化工作，包括：1) 預錄全新電話訊息，予等候接通電話的報案人提供即時額外資訊；2) 增設應對超負荷機制，在超負荷情況下將來電轉駁到其他總區和警區；3) 於分區電台設立額外999接收站，及4) 成立總區指揮及控制中心控制台骨幹隊伍，由曾駐守電台但正於分區工作的人員組成，在有行動需要時動員協助。

Lo, Mr Paul Lam Ting-kwok, SC, Mrs Helen Yu Lai Ching-ping, Miss Mabel Chan Mei-bo, Mr Randy Yu Hon-kwan, Acting Secretary-General Mr Daniel Mui and Secretariat representatives to visit the Regional Command and Control Centre (Hong Kong Island Regional Headquarters). Accompanied by Ms Rebecca Lam Hiu-tong, Director of Management Services of Hong Kong Police Force, Ms Anna Tsang Yim-sheung, Assistant Commissioner of Police (Service Quality) and representatives of the Complaints Against Police Office (CAPO), the IPCC delegation examined various enhancements made to the 999 Console as well as manpower deployment and studied how such improvements can fully prepare the Force to handle emergency situations. CAPO also invited representatives of the Security Bureau to review the implementation of improvement measures.

In the course of examining the complaint cases in connection with the Yuen Long incident occurred on 21 July 2019, the IPCC observed that 75% of the allegations were related to the Police's handling of 999 emergency calls or calls to Report Rooms at various police stations, such as failure to answer calls in time during system overflow. Therefore, the Report put forward recommendations to address deficiencies in coping with extreme stress. The visit allowed the Council to understand the enhancements made, which included (1) installation of new pre-recorded telephone messages to apprise callers in the waiting queue of instant information, (2) implementation of an Overflow Mechanism which allows the overflow calls to be taken by other Districts or Regions, (3) installation of additional 999 receiving stations at Divisional Consoles, and (4) formulation of a Regional Command and Control Centre Cadre comprising divisional officers who have Console duty experience to provide support when necessary.



監警會委員實地了解999控制中心的優化工作和人手安排，如何全面加強應對各類緊急情況。

*The on-site visit allowed IPCC Members to understand the enhancements made to the 999 Console and how such improvements can fully prepare the Force to handle emergency situations.*



監警會主席王沛詩女士在參觀後表示：「在是次活動中，警方向監警會詳細講解999控制中心的一系列優化措施和現行的運作狀況，相信這些系統化的改善會有效協助警隊應付相關工作帶來的挑戰，以及避免同類相關的投訴。會方非常重視審視投訴個案以及研究投訴趨勢，並適時向警隊提出改善建議。長遠來說，這些建議有助提升警隊服務質素，從而進一步鞏固警方與市民的互信。」

IPCC Chairman Ms Priscilla Wong said after the visit, "During this visit, the Police explained in detail a series of enhanced measures and the current operation of 999 Console. It is believed that these systemic enhancements will effectively facilitate the Police in meeting challenges arising from their work and preventing recurrence of similar complaints. The IPCC attaches great importance to the examination of complaint cases and the study of complaint trends with a view to offering improvement recommendations to the Police in a timely manner. In the long run, these recommendations will be conducive to enhancing Police service quality, which will in turn further strengthen trust between the Force and the general public."