



WHAT IS PATROL 117?

- People's Action Team Responding On-Line (PATROL)
- 117 is the national and official emergency hotline number of the Philippines.
- A centrally managed and secured telephone central monitoring station provided by Telephone Company and operated by qualified well-trained personnel from the Philippine National Police (PNP), Bureau of Fire (BFP), Bureau of Jail Management and Penology (BJMP)

OBJECTIVES

- To establish an easy recall number that can be accessed by anyone, anytime, anywhere in the Philippines in cases of emergencies, as well as to monitor the efficiency of its responders' network.
- Reduction in the number of lives that may be lost due to crimes, disasters, calamities and other emergency cases;
- Reduction in the number and/or extent of injuries to persons that may be sustained during incidences of crimes, disasters, calamities and other emergency cases;
- Reduction in the number and/or extent of damages to properties and/or livelihood as a consequences of the commission of crimes, fire incidences and disasters
- Inflow of fresh investments due to increased investors' confidence; and
- Influx of more tourists to the country.



PATROL 117 CARAGA OPERATIONS FOR C.Y. 2013

With the signing of Executive Order No. 226 on July 14, 2003, the DILG conceptualized the Emergency Network Philippines (ENP) Project to institutionalize the existing Patrol 117 Program. The ENP Project is a nationwide emergency communication system that uses innovative command and control systems procedure that will ensure fast, immediate and efficient emergency response and rescue assistance.

Since then, Patrol 117 have been active and as such has been catering to calls for assistance in emergency and rescue situations. Here are the statistics for the Patrol 117 for Caraga Region in 2013:

Total Calls Received	Abandoned/Dropped Calls		Answered Calls		No. of Responded Calls	Average Response Time
	Frequency	%	Frequency	%		
11,779	1,834	15.57	9,945	84.43	6,855	7-15 Mins

Abandoned Calls	769
Dropped Calls	1065
TOTAL	1834

LEGITIMATE (Answered Calls)				ILLGITIMATE (Answered Calls)	
Life Threatening	%	Non-Life Threatening	%	Prank Calls	%
398	3.38	6,457	54.82	3,090	26.23

Emergency	398
Non-Emergency	697
Tel. Number Inquiry	1,884
Feedback Calls	575
Follow-up Calls	1,751
Conversation Cut-Off	237
Test Calls	138
Jail Monitoring	1,175
TOTAL	6,855

Calls Received, Answered and Responded for 2013

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WHEN TO CALL

- During emergencies and life threatening situations that require immediate response (ex: crime incidents, fire incidents, medical assistance, rescue operations), public safety concerns, to report abusive officials and law enforcers, illegal activities, and
- Crimes that do not require immediate assistance

INCIDENTS TO BE REPORTED

Crime Concerns—

- Common Crimes
- Heinous Crimes
- Child Abuse
- Domestic Violence
- Wife Battering
- Illegal Possessions of Firearms
- Illegal Gambling
- Smut Pornography
- Gang Wars
- Drug Pushing/Drug Possession
- Neighborhood Quarrels
- Akyat-bahay
- Public Disturbance
- Others relating to security

Public Safety Concerns—

- Fire Incident
- Electrical Wiring
- Open Manhole
- Busted Transformers
- Sparking Wire
- Flood
- Jumpers
- Traffic
- Garbage
- Others relating to public safety

Emergency Concerns—

- Medical Assistance
- Rescue Assistance
- Vehicular Accident
- Others, relating to emergency

2013 INCIDENTS REPORTED



68%

Disturbance	297
Violence Against Women	89
Police Assistance	75
Theft	72
Illegal Gambling	59
Suspicious Persons or Vehicles	31
Other Disturbance Cases	27
Cases involving minors	20
Physical Injury	20
Gun-Related	18
Threat/Harassment	10
Murder/Homicide	10
Domestic Problems	6
Other Life Endangerment Cases	6
Financial Crimes	4
Cyber Crimes	1
Trespassing	1

Crime Concerns

22%

Traffic Related Accidents	229
Rescue Assistance	12

Emergency Concerns

10%

Fire Related	89
Electrical Problems	16
Water Problems	1

Public Safety Concerns