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PUBLIC ORDER



Public Order

Macao is a peaceful, safe city with a much lower crime rate than many other cities around the world. Its citizens are well housed and adequately paid for their work. Taking into account the social situation and crime trends, the Government's security authorities adjust, deploy and execute relevant measures to effectively combat and prevent crime, safeguard the security of residents and their property, and maintain social stability and peace in accordance with the policy guidelines.

Unitary Police Service

The Unitary Police Service was formed as part of Macao's internal security system following the establishment of the MSAR Government. It began operating in October 2001, commanding and leading the operations of the Public Security Police and Judiciary Police. The service leads and coordinates the two bodies' operations by commanding them in the performance of their duties, coordinating all their criminal investigations, overseeing their operations, and evaluating the results of their actions. When considered necessary, the Unitary Police Service may intervene in police operations and directly coordinate and participate in joint actions. By strengthening its operational capability, the Unitary Police Service enhances its ability to combat crime, reduce crime rates, maintain public order, and ensure the safety of people and property.

The Unitary Police Service plans and advises on operations. It consists of six subsidiary units: the Office of the Commissioner General, the Intelligence Analysis Centre, the Operations Planning Centre, the Administration and Finance Department, the Computer and Information Technology Unit and the Information and Public Relations Office.

Public Security Police

The Public Security Police is responsible for maintaining public order and social stability; preventing, investigating and combating crime; protecting public and private property; controlling illegal immigration; handling immigration; as well as controlling and monitoring vehicular and pedestrian traffic.

Affiliated units of the Public Security Police include a Directorate and Interdepartmental Board, Resource Management Department, Information Department, Operations Department, Immigration Department, Traffic Department, Macao City Police Department, Taipa and Coloane Islands Police Department, Tactical Police Unit and Logistic Support and Services Division, as well as the Police School and Police Band.

At the end of 2012, the Public Security Police comprised 5,120 staff, with 4,248 personnel in service, 872 vacancies and 393 clerical staff.

Operations Control Centre

The Operations Control Centre comes under the Operations Department of the Public Security Police. All 999 emergency calls from residents are routed to the centre, which classifies them

and arranges for police officers to visit the scene and take action. The Operations Control Centre received 422,285 emergency calls during 2012.

The centre also supervises traffic-monitoring systems. Video cameras installed on all sea bridges transmit images of traffic that enable its officers to observe and control traffic flows. The Operations Control Centre is equipped with a computer-controlled video alarm system that can transfer video footage from crime scenes direct to the centre. This enables officials to learn about a situation quickly, and respond to it.

Police Tactical Unit

The Police Tactical Unit was established in 1979, and currently has 628 team members. Under the Police Tactical Unit, there are six special units – the anti-riot team, VIP and important facility protection unit, bomb-disposal team, police dog team, inspection and security team, and special operations team. They are responsible for the safety of important facilities, combating criminals – especially those using firearms, and taking action when there is serious violence, including instances of sniper attacks and hostage-taking.

Judiciary Police

The Judiciary Police is a criminal investigation police department under the supervision of the Secretary for Security, and it specialises in crime prevention and investigation. It also assists the judiciary and other Government departments in investigating criminal activities.

At present, the subsidiary units of the Judiciary Police are the Criminal Investigation Department; the Department for the Investigation of Gaming-related and Economic Crimes; the Intelligence and Support Department; the Forensic Science Department; the IT and Telecommunications Management Department; the Management and Planning Department; the Judiciary Police Training School; and the Interpol Macau, China (Sub-bureau of the Chinese National Central Bureau of ICPO – Interpol). At the end of 2012, the total number of permanent staff positions in the Judiciary Police was 1,356, and there were 1,045 serving staff.

In 2012, the Judiciary Police received 9,283 criminal cases, of which 4,556 were designated as investigations, 1,886 were preliminary investigations, 2,540 were investigations that had been requested and the other 301 were indictments. The investigations completed involved: three homicides, 23 illegal confinements, 32 extortion cases, 23 arson cases, 141 robberies, 1,800 thefts, 93 cases of drug trafficking, 142 cases of drug taking, 18 human trafficking cases, 17 cases of prostitution exploitation, six triad cases, 16 cases of criminal groups, 150 profiteering and loan-sharking cases, 2,070 gambling-related cases, 249 cases of passing counterfeit currency (including using counterfeit credit cards), 210 fraud cases, 175 cases of computer or internet fraud, and two cases of phone fraud.

Judiciary Police School

The functions of the Judiciary Police School are to select and train personnel for special duties

in the Judiciary Police, supervise trainees, publish promotional materials and organise publicity programmes.

Its training programmes include induction, in-service training and promotional training for inspectors and assistant inspectors, detectives and assistant criminologists handling criminal cases. In 2012, the school provided 88 courses totalling 2,672 teaching hours for 2,251 staff on induction training, in-service training, promotion-related training and joint programmes co-hosted with other institutions.

Macao Sub-Bureau, INTERPOL National Central Bureau, China

The Interpol Macao, China (Sub-bureau of the Chinese National Central Bureau of ICPO – Interpol) carries out or assists in operations in Macao at the request of overseas Interpol offices. It issues international arrest warrants from Macao to Interpol's headquarters in France, releases relevant crime information, submits executable temporary detention requests in accordance with extradition procedures in other countries, and detains or helps to detain extraditable fugitives subject to Interpol international arrest warrants. Among its other functions are the detention of criminals or suspects repatriated to Macao, and the provision of advice on crime prevention and reduction. In addition, the sub-bureau exchanges materials concerning international crime, releases documents on police matters, and establishes cooperative relations with overseas public security authorities. At the same time, it receives, classifies, handles, issues and files documents concerning international criminals.

Crisis Negotiation Unit

Under the management and command of the Deputy Director responsible for criminal investigation and operations, the Crisis Negotiation Unit is designed to alleviate crises and disputes and minimise casualties and property losses by conducting negotiations. Members of the unit were drawn from various investigation departments and all participate on a voluntary, part-time basis. They become formal members of the unit after strict selection and training procedures. They also need to participate in regular drills and training. The members are called upon to serve as negotiators in emergency situations, such as advising on instances of suicide attempts and hostage taking.

In 2012, the Crisis Negotiation Unit handled 18 cases of suicide attempts and self-confinement, all of which were satisfactorily resolved. The unit also handled 15 cases from other administrative authorities, to assist in clearing illegal squatter houses or unlawful occupation of Government land.

Macao Public Security Forces

The Macao Public Security Forces (FSM) consists of the Public Security Forces Affairs Bureau, Public Security Police Force, Fire Service and Academy of Public Security Forces. The FSM had a total of 6,348 members at the end of 2012, which includes 5,449 disciplined services staff and 899 clerical staff. It cooperates with the Unitary Police Service, Macao Customs Service, Judiciary Police and Macao Prison to form Macao's internal security system.

Public Security Forces Affairs Bureau (DSFSM)

The DSFSM is primarily responsible for ensuring administrative and financial resources management and providing technical support for every public security force and authority in Macao. Its subsidiary units include the Administrative Management Department, the Technical Support Department, and the Public Relations and Historical Archive Office.

Recruitment

Recruitment of police officers and fire service officers comes under the central control of the DSFSM. The minimum academic entry requirement for police officers and Fire Service officers is senior high school level. Applicants must pass a full medical examination, a physical fitness test, a general knowledge test and a psychological test.

The following table shows details of the 2012 recruitment:

Training Programmes for FSM Police Cadets	Number of Applicants	Number of Students after Selection		
		Male	Female	Total
17th	1,076	131	19	150
18th	1,064	137	25	162

After passing the training programme examinations, an eligible candidate can choose to become a police officer or a fire service officer. Also, clerical staff are recruited by the Public Security Forces Affairs Bureau (DSFSM). After examinations and assessments, successful applicants are allocated to various divisions of the Macao Public Security Forces (FSM).

Enquiries and Complaints

In 2012, the DSFSM received 116 cases, including 16 complaints, five suggestions and opinions, 83 enquiries and three crime reports. A further nine cases were found to be unrelated to the FSM. Of the 16 complaints, nine concerned officers and staff, three concerned traffic issues, two concerned service procedures, one concerned the environment and one concerned equipment and facilities.

Disciplinary Cases

The FSM requires rigorous disciplinary compliance from all its officers. According to information provided by the FSM, during 2012 it handled 331 disciplinary cases involving 378 people, 285 of whom were in the Public Security Police, 40 in the Fire Service, two in the DSFSM and four in the Academy of Macao Public Security Forces. Most disciplinary actions were for minor offences. However, 12 Public Security Police officers and one Fire Service officer were disciplined for criminal offences.

Fire Service

The core functions of the Fire Service are to assist in cases of fire, flooding, building collapses, and other situations threatening life and property. It takes measures to prevent fires and provides assistance in emergency cases involving illness or danger. The Fire Service also participates in civil protection and emergency management. Its organisation currently consists of a Command Office, Discipline Committee, Legal Advisors' Division, Command Support Office, Resources Management Department, Personnel and Logistics Division, Technical Support Division, Macao Operations and Ambulance Division affiliated to the Macao Operations Department, Islands' Operations and Ambulance Division affiliated to the Islands' Operations Department, Fire Service School, Services Division and Airport Division.

At the end of 2012, the Fire Service had a staffing level of 1,173 posts, with 1,021 serving personnel and 144 vacancies. It has seven fire stations on the Macao peninsula, Taipa and Coloane islands: the Fire Service Headquarters and Sai Van Lake Station, Central Station, Areia Preta Station, Taipa Island Station, and Coloane Island Station, plus two stations at Macau International Airport.

The Fire Service responded to 38,524 incidents during 2012.

Appliances and Equipment

The Fire Service currently has 156 fire vehicles, including 16 large water pumps, five 18-metre aerial ladder pumps, nine ladder platforms, six rescue units, two tenders equipped for high rescues, six rescue cushion tenders, two foam tenders, one hose foam carrier, 14 fire/ambulance motorcycles, 31 ambulances and six ambulance motorcycles.

Fire Fighting

In 2012, the Fire Service handled 25 medium-sized fires, 718 small fires, and 362 miscellaneous fires. Classified by cause, 613 fire incidents were due to the careless disposal of embers, 94 were the result of electrical short circuits, 132 were accidental false alarms, two were deliberate false alarms, 17 were due to suspected arson and 247 were due to other causes. 161 people were injured in fires during the year.

Other Emergency and Special Services

The Fire Service provides other accident, emergency and special services, such as handling gas leaks, emergency opening of doors and the rescue of people trapped in malfunctioning lifts, and suicide attempts. It assists the injured in industrial and traffic accidents, removes fallen objects, cleans roads, and deals with collapsed buildings or fallen trees, landslides and flooding. When needed, it also provides emergency and special services to Macau International Airport. In 2012, the Fire Service responded to 5,669 emergency calls concerning such incidents.

Ambulance Service

The Fire Service is also responsible for all emergency assistance work in Macao. Its emergency

ambulance team comprises 796 paramedics. In 2012, the Fire Service responded to 31,750 emergency requests for ambulances, and dispatched ambulances on 35,592 occasions.

Fire Prevention

Under the Rules and Regulations on Fire Prevention and Safety, the Fire Service is responsible for monitoring the design of all new buildings and fire-prevention equipment. It also inspects older buildings and advises on improvements to fire-prevention facilities. In addition, it examines and monitors fire-prevention measures in shopping malls, factories, catering establishments, and various recreational and entertainment venues. In 2012, the Fire Service examined 2,043 construction plans, conducted 1,934 site inspections, performed 1,187 fire-fighting-equipment tests and undertook 2,118 fire-prevention and safety patrols. It handled 400 complaints about fire safety and awarded 30 quality certificates for fire-prevention and fire-fighting equipment.

Academy of Macao Public Security Forces

The Academy of Macao Public Security Forces is a bureau-level unit under the Secretary for Security, and it is the tertiary educational institution responsible for training Macao's senior police officers.

The academy's core function is to train officers serving in different units of the FSM. Since its establishment, the academy has produced a large number of senior local police officers and firefighters equipped with professional knowledge, skills and capabilities for the Macao Public Security Forces.

From 1995 to 2012, the academy trained 244 officers in its Police/Fire Service Officers' Training Programme. These graduates have now taken up leadership and directorate positions in different units of the FSM. At present, 73 people (including one exchange trainee from mainland China) are attending its 11th, 12th and 13th training programmes.

From 1991 to 2012, a total of 5,700 officers attended the Training Programme for Police Cadets provided by the academy's Joint Training Centre.

Traffic Accidents

According to statistics provided by the Public Security Police, 14,688 traffic accidents occurred in Macao during 2012, resulting in 5,250 injuries and 18 fatalities.

Macao Customs Service

The Macao Customs Service (Macao Customs) was officially inaugurated on 1 November 2001. A ceremony was held on 6 November 2001 to celebrate its establishment, and the formal inauguration of the Macao Customs Service Building. The Establishment Day of the Macao Customs Service has been commemorated on 6 November of every year since then.

Founded in accordance with the Basic Law, Macao Customs is an independently administered

public authority. It is responsible for leading, implementing and monitoring measures related to customs policies, as well as policing duties related to customs affairs.

The duties of Macao Customs include preventing, tackling and eliminating customs fraud. It is also committed to curbing and stamping out unlawful trafficking. It helps to monitor external trade activities and contributes to protecting and enhancing Macao's international reputation. Macao Customs also safeguards intellectual property rights, as prescribed by law. It is dedicated to fulfilling Macao's international obligations relating to customs matters and looking after the safety of people and property, as set out in the security policies of Macao. It also participates in civil protection preparedness, and special emergency operations.

Macao Customs has a Director-General, Deputy Director-General, Assistant Director-General, Operation Management Department, Checkpoint Enforcement Department, Intellectual Property Rights Department, Marine Enforcement Department, Information and Communication Technology Department, Internal Affairs Office, and Finance and Administration Department.

In 2012, Macao Customs seized large quantities of illegal and smuggled contraband imports including 27.97 kilograms of ivory, 1.48 kilograms of turtles, 3.48 kilograms of deer antlers, 183,359.42 kilograms of meat and vegetables, 524.44 litres of alcoholic beverages, 810,368 cigarettes, 383 items of leather products related to protection of intellectual and industrial property rights, and 4,007 items of electronic and communications equipment and accessories.

Moreover, 15.49 grams of drugs were seized at border checkpoints, including psychoactive substances totalling 167,306.52 grams of powder, 592 pills and tablets and 1.44 litres of liquid.

Marine Supervision

The Macao Customs Fleet is responsible for patrolling Macao's coastal waters. With the cooperation of the Frontier Defence Office of the Guangdong Provincial Public Security Department and other mainland China customs departments, it has strengthened its role in tackling organised illegal immigration and smuggling activities. In 2012, the Macao Customs Fleet and customs-related units in mainland China (such as the Frontier Defence Brigade of the Zhuhai Public Security Bureau) conducted 40 joint operations along the coast of Macao, to ensure order and safety at sea. The Macao Customs Fleet also conducted 43 joint sea patrols with the Macao Maritime Administration in the Inner Harbour and Outer Harbour to strengthen order and safety along the two harbour channels.

The Macao Customs Fleet currently has nine patrol vessels and 22 high-speed boats.

International Cooperation

Macao Customs is a member of the World Customs Organization (WCO). The service has participated in various operations with the World Customs Organization's Regional Intelligence Liaison Office for Asia and the Pacific as well as activities to prevent and combat crime related to terrorism, measures against human trafficking and activities to prevent and combat money laundering.

Handling Enquiries and Complaints

The Internal Affairs Office, which is directly under the Director-General of Macao Customs, is responsible for handling reports, complaints and enquiries. During 2012, the office received 370 reports from the public. The topics included intellectual property infringements, violation of external trade policies, violation of marine safety regulations, illegal immigration, illegal labour, and drug-related activities. In all, there were 72 complaints, concerning the conduct of customs officers, service procedures, equipment and facilities, environment and noise pollution. It also handled 2,721 enquiries.

Civil Protection

Civil protection aims to prevent major loss of life and damage to property in the event of serious accidents, natural disasters and crises. It is jointly conducted by Government departments and public institutions, with the involvement of residents. Civil protection procedures can reduce casualties and save lives in dangerous situations.

The Action Coordination Centre makes suggestions and deploys manpower and material resources to coordinate and supervise a programme of measures to limit or prevent the effects of any serious accident, disaster or other catastrophe that occurs. It takes all necessary precautions to maintain basic services and normal living conditions for residents in the event of tropical storms or other abnormal situations.

Should a disaster occur, civil protection action will be carried out in phases, according to the nature of the disaster and the needs it creates in terms of rescue and other requirements. If necessary, Macao can be divided into two districts, the Macao peninsula and the islands area. Separate district action centres can be set up to carry out or coordinate activities under the overall command of the Action Coordination Centre headquarters.

The Public Security Forces, other Government departments, non-governmental organisations and private-sector companies jointly participate in civil protection. They include the Civil Protection Action Centre; Islands Area Action Centre; Fire Service; Public Security Police; Public Security Forces Affairs Bureau; Academy of Macao Public Security Forces; Public Security Coordination Office; Judiciary Police; Macao Customs; Civil Aviation Authority; Maritime Administration; Conde S. Januario Hospital; Education and Youth Affairs Bureau; Lands, Public Works and Transport Bureau; Government Tourist Office; Meteorological and Geophysical Bureau; Government Information Bureau; Social Welfare Bureau; Housing Bureau; Civic and Municipal Affairs Bureau; Health Bureau; Transport Bureau; Companhia de Electricidade de Macau (CEM); Companhia de Telecomunicacoes de Macau (CTM); Kiang Wu Hospital; Macao Water Supply Company (SAAM); and Teledifusao de Macau (TDM).

Macao Prison

Located on Coloane island, the Macao Prison, formerly called Coloane Prison, was completed and became operational in 1990. After a few years, to meet special public security needs, construction

of a Special Detention Centre located next to the Academy of Macao Public Security Forces on Coloane island and managed by the prison began in 1998. It was put into service in 1999, to house inmates requiring special supervision or custody. The nearby facility, formerly called the Coloane Youth Prison, is now a section for female inmates. The Coloane Prison was officially renamed the Macao Prison when the Macao SAR was established on 20 December 1999.

Functions of the Prison

The prison is authorised to implement confinement and custodial sentences. The prison consists of nine buildings, six of which accommodate inmates. One of the buildings, situated next to the Academy of Macao Public Security Forces, is used to house inmates who are under special supervision or isolation in a special detention zone.

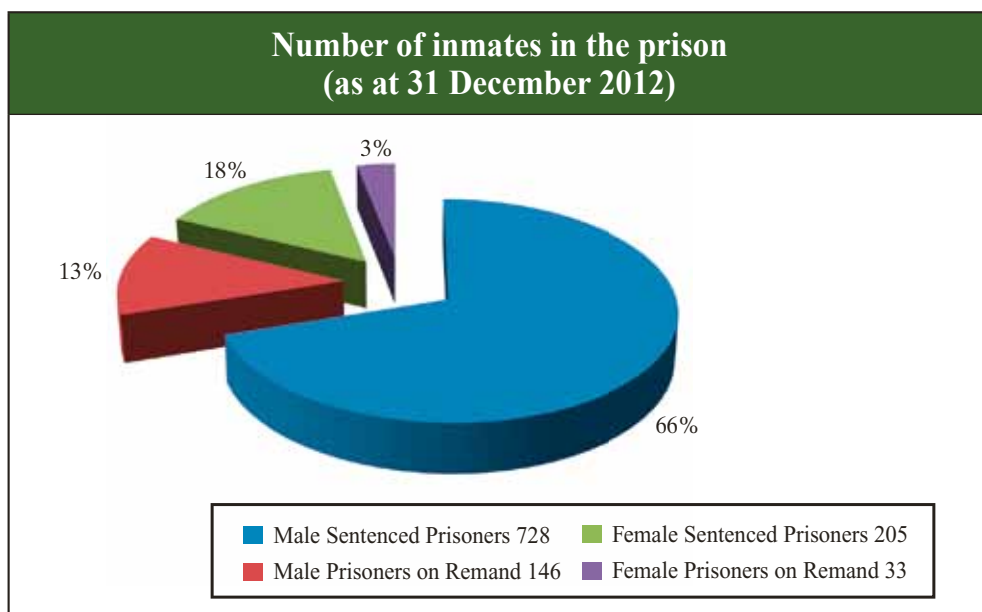
The prison has separate male and female sections. Each has its own sub-sections for inmates on remand and convicted inmates.

The prison can also set up special detention zones in other locations, for inmates who must be held under absolute or limited isolation regulations and special isolation security regulations.

With the approval of authorised Government officials and in exceptional situations, the prison can provide protective custody for certain inmates.

Prison Population

The prison can accommodate a maximum of 1,341 inmates. As at 31 December 2012, it held 1,112 inmates: 238 were on remand and 874 were convicted.



Returning to Society

To implement its plan to assist inmates in returning to society, the prison provides education and occupational training. Inmates can apply to study according to their educational level, interests and needs.

Social Rehabilitation

The Social Rehabilitation Department under the Legal Affairs Bureau has three primary responsibilities: to provide rehabilitation services to adult inmates and to provide correctional services to rectify the behaviour of juvenile delinquents. It attempts to help clients reintegrate themselves into society and start new lives, and to help them get back on the right track.

As at 31 December 2012, the Social Rehabilitation Department had followed up on 1,161 cases, of which 811 concerned adults and 350 concerned minors.

Cases Handled by the Social Rehabilitation Department in 2012

Adult cases				Juvenile cases			
Categories of cases	Cases received	Cases concluded	Cases in progress	Categories of cases	Cases received	Cases concluded	Cases in progress
Pre-sentencing reports	135	152	169	Pre-sentencing reports	87	86	90
Probation	77	84	170	Reconciliation	15	17	18
Suspended sentences	151	135	359	Imposition of rules on conduct	29	24	47
Community service orders	2	7	9	Community service orders	3	6	7
Requests for not registering convictions in criminal records	4	4	4	Probation orders	39	70	138
Judicial reinstatements	62	64	64	Temporary residence	22	24	41

(Cont.)

Cases Handled by the Social Rehabilitation Department in 2012							
Adult cases				Juvenile cases			
Categories of cases	Cases received	Cases concluded	Cases in progress	Categories of cases	Cases received	Cases concluded	Cases in progress
Others	23	23	26	Observation	---	---	---
---	---	---	---	Others	8	9	9
Total	454	469	811	Total	203	236	350
Total cases in progress				1,161			

Reformatory for Juvenile Delinquents

Operating under the Legal Affairs Bureau, the Reformatory for Juvenile Delinquents takes in young people who have violated the law and who have been referred by the courts.

The reformatory is divided into separate areas for boys and girls, with counsellors working around-the-clock in each. There are also social workers, psychologists, occupational training tutors and teachers, providing academic and vocational training, personal and family counselling, as well as implementing social service schemes.

Inmates

The reformatory generally only accepts young people aged 12 to 16, but may extend its services to them until they reach 21. There were 17 boys and three girls in the reformatory at the end of 2012.

Police Dog Team

Established in October 1995, the Police Dog Team is under the Police Tactical Unit of the Public Security Police, and is responsible for patrolling, drug and explosive detection and rescue actions. Besides taking part in police actions to combat crime, police dogs also engage in public events, playing a unique role in enhancing police-community relations.



