Contemporary Research in Urban Planning



Mariana Mohamed Osman Alias Abdullah Azila Ahmad Sarkawi Rustam Khairi Zahari



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ASSESSING THE LEVEL OF SERVICE OF POLICE STATIONS IN URBAN AREAS USING CATCHMENT AREA ANALYISIS: A CASE STUDY OF WANGSA MAJU, KUALA LUMPUR

Samsuddin Jaafar and Zul Aiman Md. Salleh

INTRODUCTION

Police stations are among the public facilities that the government needs to provide to ensure public safety and security. The rapid development of urban areas leads to the increased in population. Consequently, the demand for police stations will also increase especially in high density population areas due to the increase in crime activities. Thus, the right location of police stations is very crucial in order to ensure efficient services. However, to locate a police station at the right location is a difficult task especially in urban areas due to the scarcity of land.

GIS as a science of analysis of spatial and attribute data, is an efficient tool to find optimum place for safety facilities. This paper will assess the suitability of using GIS's catchment area analysis in assessing the suitability of existing police station locations in urban areas. This paper also discusses the current level of police services including the catchment area of existing stations, deficiency areas of service and overlapped service area. The results of overlaying various maps analysis provide better graphical and visual interpretation for decision making. This is very crucial in urban areas where various types of land uses exist.

Aim and Scope

The aim of this paper is to assess the level of service of police stations in an urban area in urban areas using GIS catchment area analysis technique. The study area is Wangsa Maju, Kuala Lumpur. The parameters used in the catchment area analysis are based on the requirements of the Royal Malaysia Police (RMP) and the Planning Guidelines for Public Facilities published by the Federal Department of Town and Country Planning Peninsular Malaysia (FDTCP).

Level of Service for Police Stations

In assessing the level of service for police facilities, response time is the main aspect considered by most police departments. Response time can be defined as the total amount of time starting from the receipt of the initial call in the dispatch centre and units arrive at the scenc. Response time can be divided into three time periods which are reporting time, dispatch time and travel time (Sherman, 2002). For police service in Malaysia, the standard response time is determined according to the hierarchy of the station.