



1 1 2 Single National Emergency Calls System



112 Roundtable – Bucharest, Friday, 1th of July 2011

European Legislation

The requirements regarding this service have been defined by:

- ***Decision 91/369EEC*** from 29 July 1991, concerning the implementation of a single European emergency number;
- ***Directive 98/10/EC*** of the European Parliament that establishes :
 - 112 number will be free of charge and implemented by all operators;
 - will be introduced along with the already existing national numbers;
 - the access to 112 number will be possible from any operational phone.

Universal Service Directive no. 2002/22/CE – art. 26

- 112 is available as additional to the other national emergency numbers, to all the end users of the Public Switched Telephone Networks including those using public pay phones;
- 112 calls will be appropriately handled by the emergency system using the existing network technologies;
- For all the 112 calls, the operators of the public telephony network will make the caller's location information available to the authorities whereas technically feasible;
- The citizens will be appropriately informed on the 112 number existence;

Romanian Legal Framework

- **Law no. 304/2003** of the universal service
- **E.O. no. 34/2008** – on Single National Emergency Call System organization and operation;
- **Law no. 160/2008** – for the approval of E.O. no. 34/2008;

2003



961



955



981

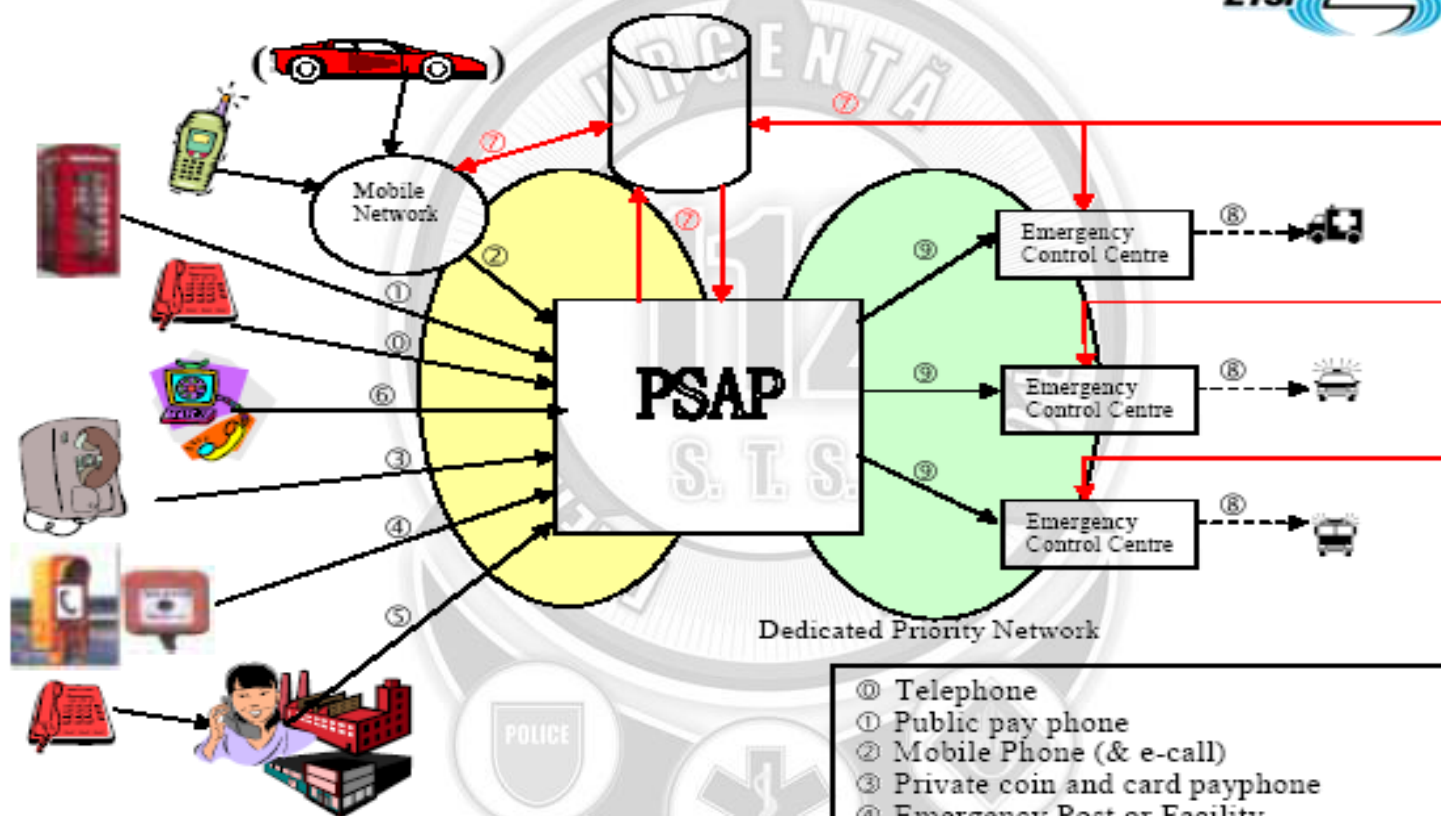


- Each agency had its own emergency number;
- Reduced support for cooperation among agencies;
- No ANI/ALI (automatic number and address identification);
- No possibility to view the resources;
- No mutual procedures

2004



Separate Control Centres



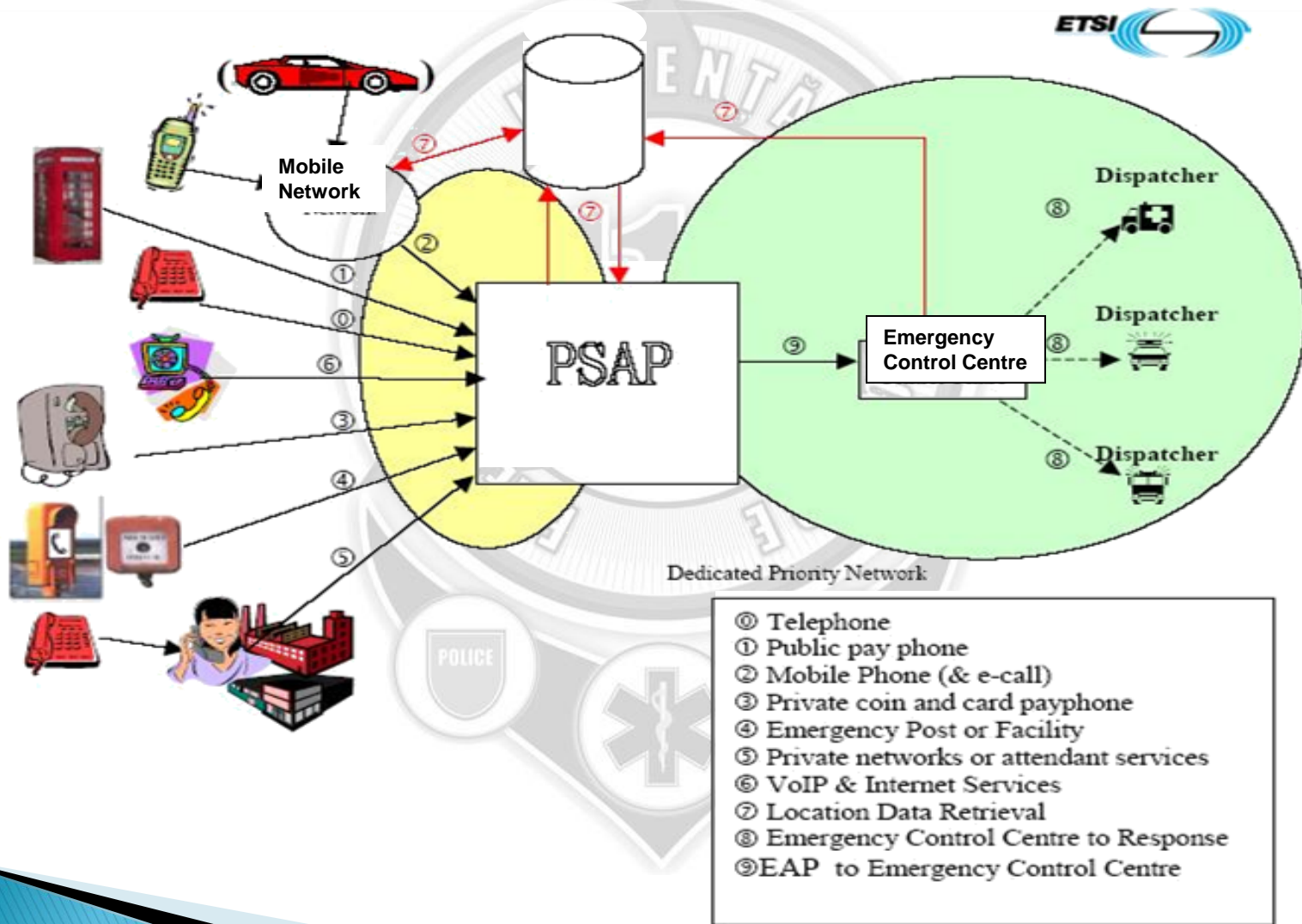
ETSI SR 002 180 V1.1.1 (2003-12)

ETSI Standard Architecture (I)

Requirements for communication of citizens
with authorities/organizations in case of distress
(emergency call handling)

- ① Telephone
- ② Public pay phone
- ③ Mobile Phone (& e-call)
- ④ Private coin and card payphone
- ⑤ Emergency Post or Facility
- ⑥ Private networks or attendant services
- ⑦ VoIP & Internet Services
- ⑧ Location Data Retrieval
- ⑨ Emergency Control Centre to Response
- ⑩ EAP to Emergency Control Centre

Integrated Control Centres

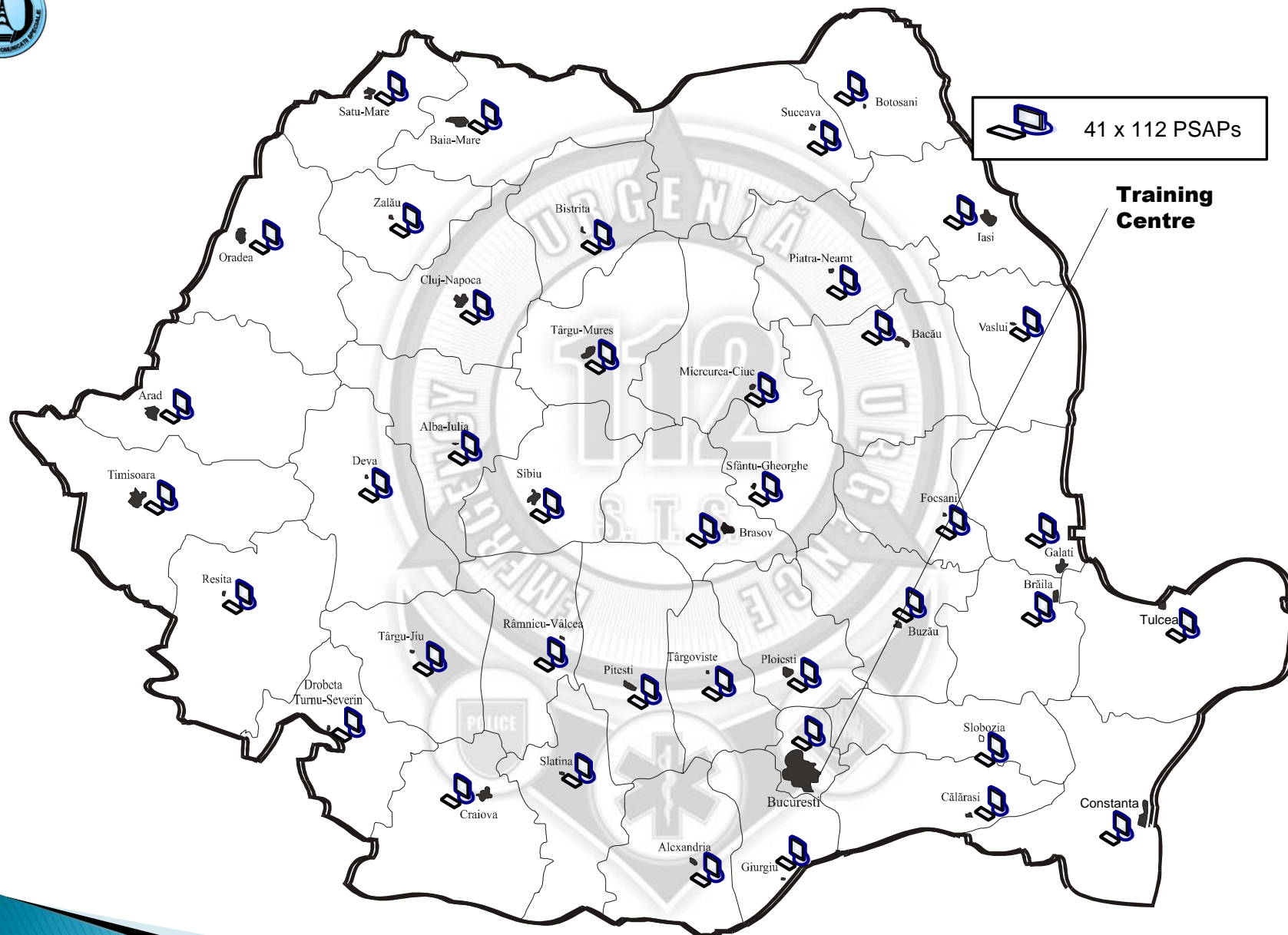


Implementation at national level

► JUNE 2004 – MARCH 2005

Functional stages

- Voice and data communications;
- Populating the databases with specific data to each agency and the competence areas;
- Activities dispatching and control;
- Post processing data.



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URGE

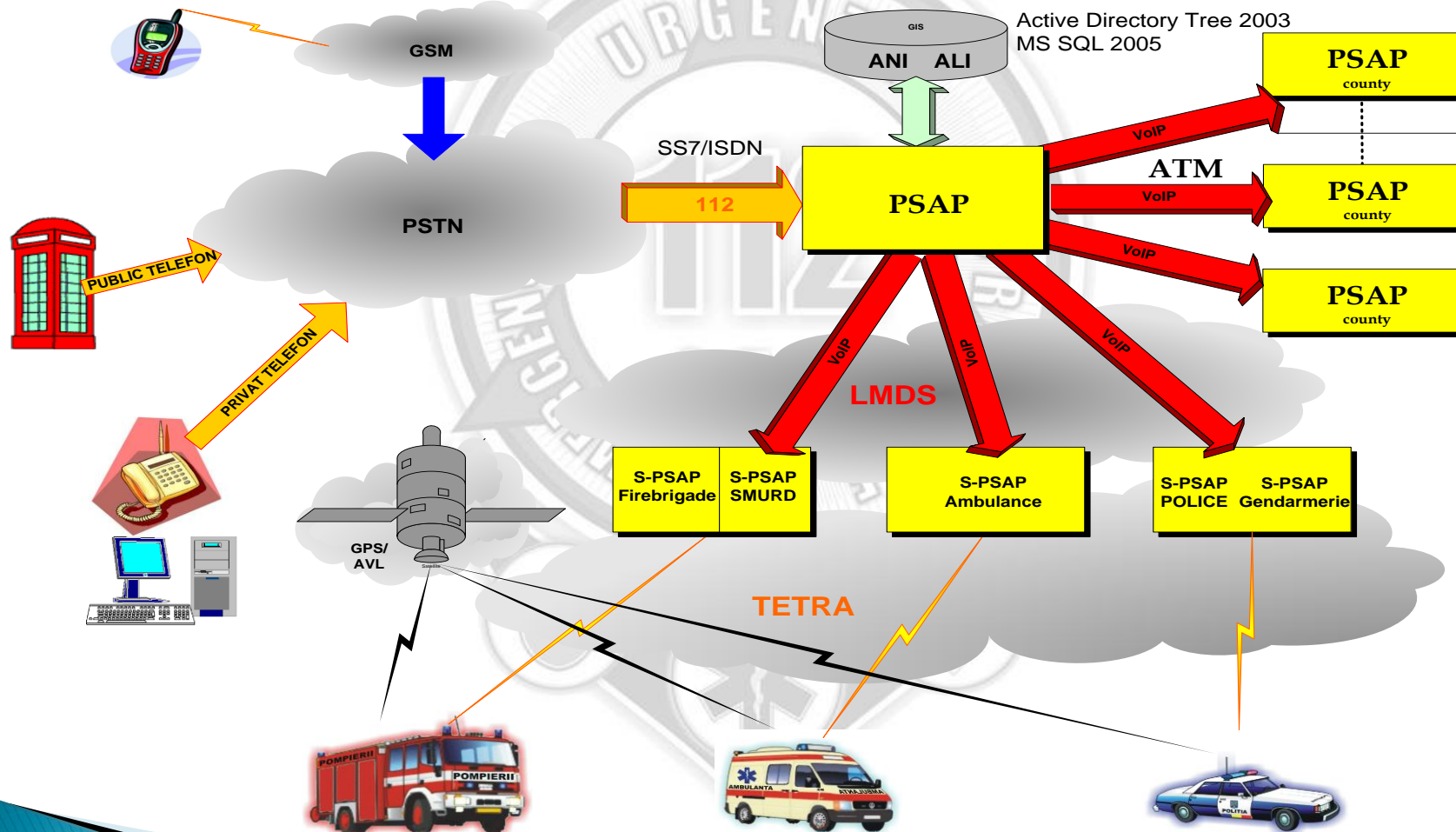


Description

The Single National Emergency Call System 112 (SNECS) consists of:

- ▶ One Single Center for emergency calls in each of the 40 counties and two others (main and backup) in Bucharest;
- ▶ One emergency dispatch center for each of the 4 emergency agencies (Police, Ambulance, Fire Brigade and Gendarmerie) in each of the 40 counties;
- ▶ A single centralized database for Automatic Number Identification, Automatic Location Identification and a GIS application, working offline and updating through replicating with every PSAP;
- ▶ Remote Workstations;
- ▶ ATM-base WAN data network interconnecting the emergency call centers;
- ▶ MAN Local Network in each county interconnecting the 112 Center with the dispatch centers of each emergency agency;
- ▶ TETRA digital radio network for the emergency agencies;
- ▶ Emergency agencies' VHF/UHF radio conventional networks.

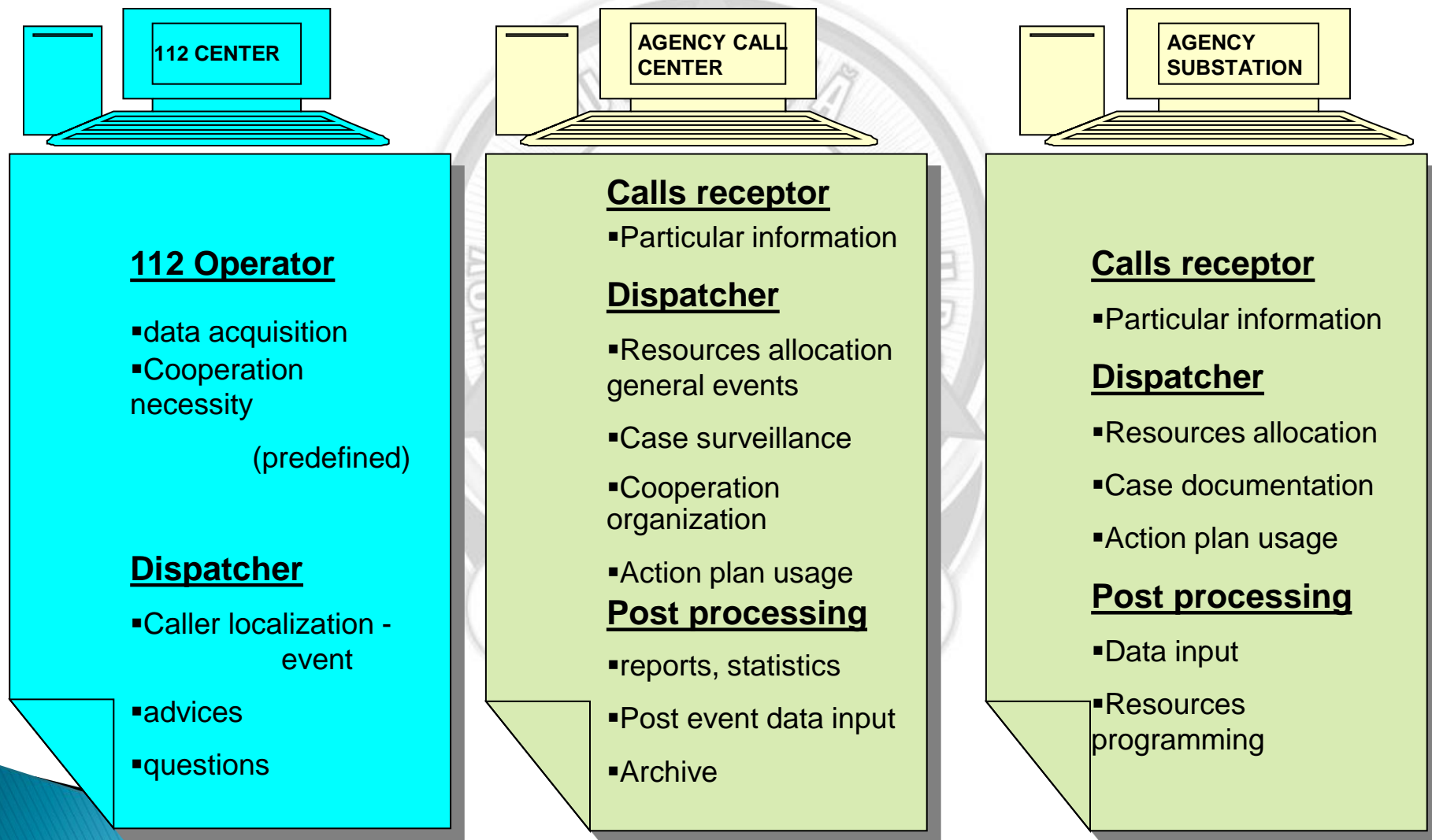
System Architecture and Technologies



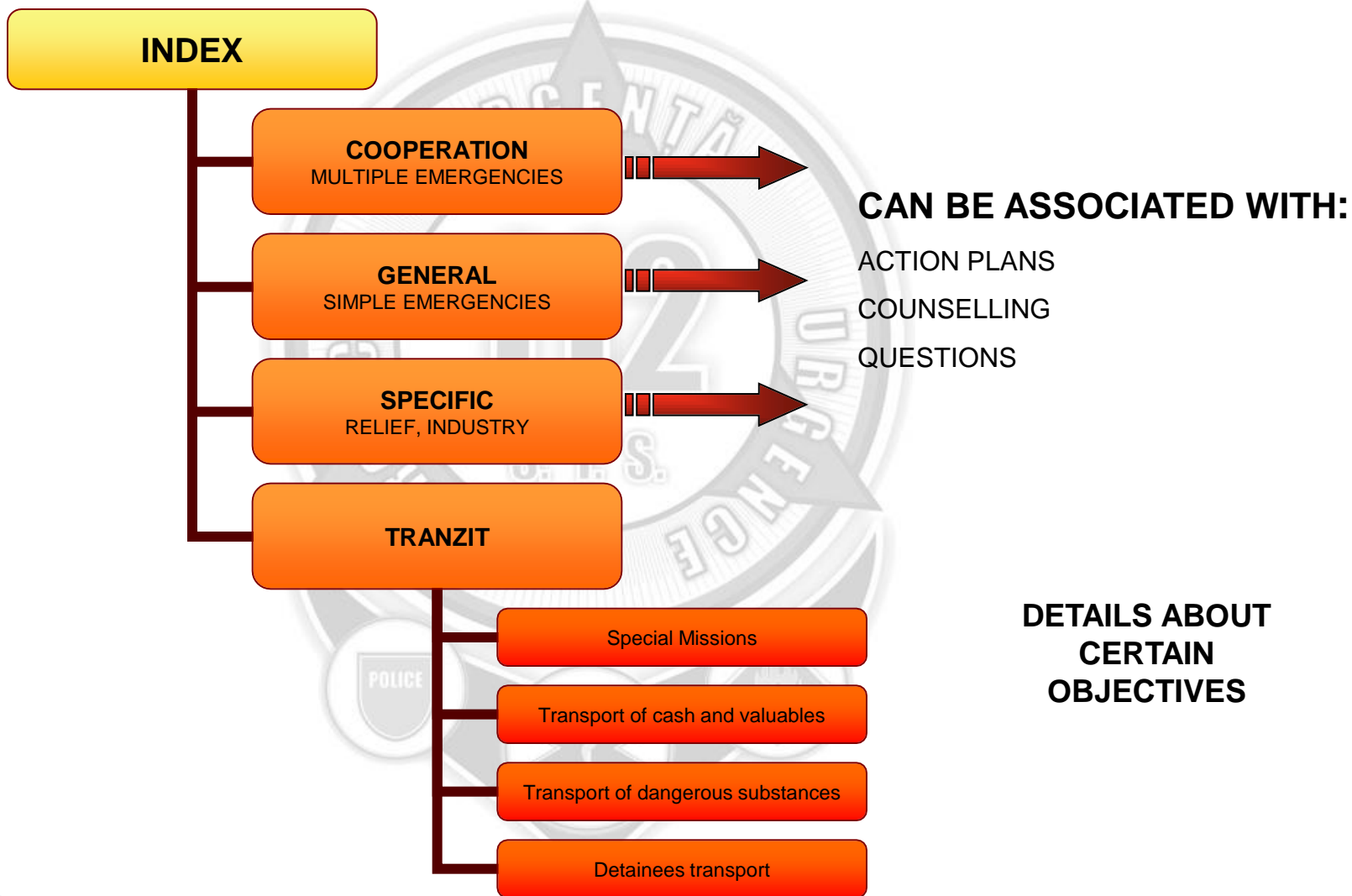
Advantages

- **Interoperability at databases level**
 - Index
 - Digital map
 - Competence areas
 - Resources
- **Specific references**
 - XML Interface open for different types of dedicated applications
 - Reporting instruments and statistics
 - Action plans
- **Multilinguistic Service**

Functions of 112 system



Index – List of incidents



Case view

112

Emergency Intervention Agency

Nedefinit ACCIDENT DE METROU Prio: 1

Nedefinit ACCIDENT DE METROU Prio: 1

Persoana-H: Loc: P-Str. Tineretului 46 A44 1 11

Eveniment | Victima | Apelant

Introducere text

Introducere text

Minuta: ☐ Anonim

Moldoveanu

0727746113

Victima

Minuta

Moldoveanu

Unitati Sex

Varsta

☐ Urgent

17:20 miercuri 22 august

ACCIDENT DE METROU CU VICTIME

Persoana-H | Comentarii-A | Fișiere atasate-G

Loc: P-Str. Tineretului 46 A44 1 11

Cautare număr-T | Obiective găsite-O: 0

Actiuni-L | Informati caz-Q

Index-1

Cautare in index

ex Cooperare

112: Nedefinit

112: Amenințare cu BOMBA

112: Interes de serviciu AMB

112: Interes de serviciu FB

112: Interes de serviciu POL

112: Interes de serviciu POL ILO

112: ACCIDENT DE AVIAȚIE

112: ACCIDENT RUTIER

112: ACCIDENT DE METROU

112: ACCIDENT NAVAL

112: ACCIDENTE DIVERSE

112: ACCIDENT N.B.C.R.

112: ACCIDENTE MONTANE

112: INUNDATII

112: ALTE CAZURI

CU VICTIME

BLOCARE IN TUNEL

INCENDIU

ATENTAT

EMISIE DE FUM ȘI/SAU SUBSTANȚE PERICULOASE

AMENINȚARE CU SUBSTANȚE PERICULOASE/EXPLOZIE

DIVERSE NEINDICATE

PERSONE BLOCATE

IN TUNELE/PASAJE

INCĂLCĂȚURI PERICULOASE ȘI/SAU EXPLOZIBILE

AUTOVEHICULE LOVITE PE CALEA FERATĂ

Apelază Ambulanță

Apelază Pompieri

Apelază Poliția

Apelază Smurd

Interbați-F

Organizație

Descriere

sts Serviciul de Teleco...

Creare

22.08.2007 17:20:29

Mihai m

Personal 22.08.2007 17:20:29

Politie Accident de metrou Prio: 1

Politie Accident de metrou Prio: 1

Persoana-H: Loc: P-Str. Tineretului 46 A44 1 11

Eveniment | Victima | Apelant

Introducere text

Introducere text

Minuta: ☐ Anonim

Moldoveanu

0727746113

Victima

Minuta

Moldoveanu

Unitati Sex

Varsta

☐ Urgent

17:23 miercuri 22 august

Accident de metrou Cu morti

Persoana-H | Comentarii-A | Fișiere atasate-G

Loc: P-Str. Tineretului 46 A44 1 11

Obiective găsite-O: 0

Cheie-Y | Coordonate-X

Parasire locatie-P | Informati caz-Q

Plan-A: Q1

Plan index: Nivel Index 1

Activare lista contact: Politie toate

Activare lista contact: polordine pu

Transmiterea evenimentului subun competenta

Informarea conducerii politiei capitale

Informarea MAI si IGPR dispecera

Informare Prefectura

Transmisie telex cand este cazul

====Plan sector politie====

Trimitere actiuni la fata locului

Temp indicat

22.08.2007 17:23:37

Aplicare

Plan-A: Q1 | Actiuni-L | Fișiere atasate-G

Resurse asociate-U

Resursa

Stare

Temp








Categorie

Terminare

Public 22.08.2007 17:20:29

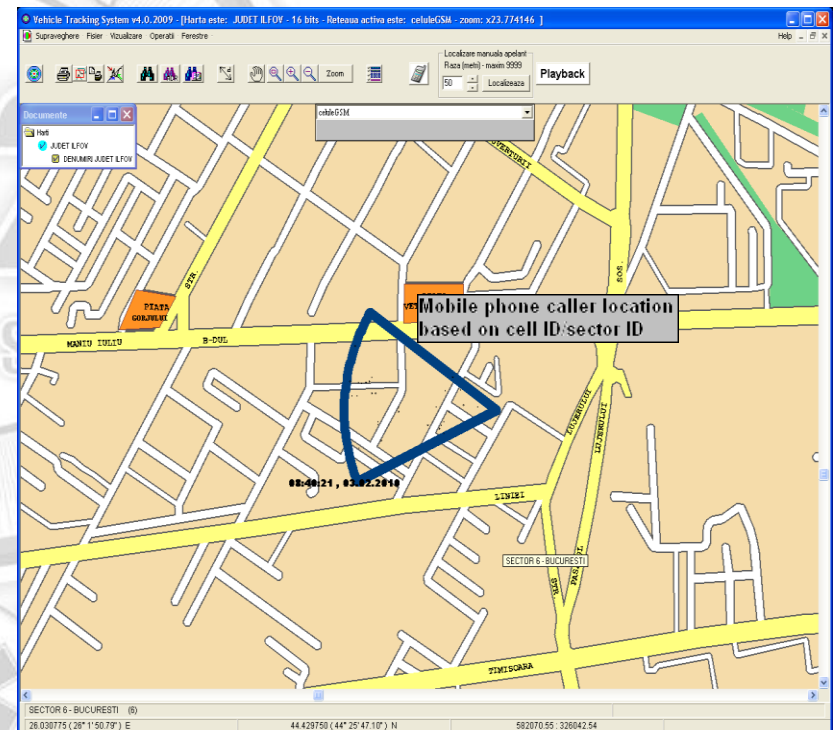
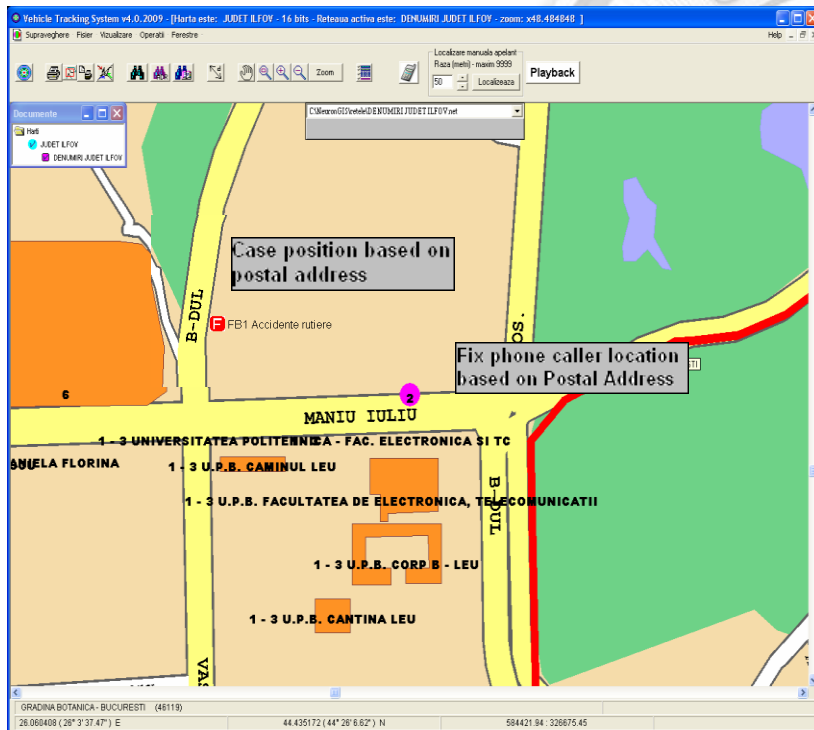
Action Plan

Index Plan: traffic accident

- ☐  Call Police Ward no. 19
- ☐  Contact list activation: police public order hall Y
- ☐  Event transmission to BPR and when is needed to police ward, too
- ☐  Send the information to the police leadership
- ☐  Contact list: All police wards
- ☐  -----
===== Sector plan Police =====
- ☐  Send the crew on the scene

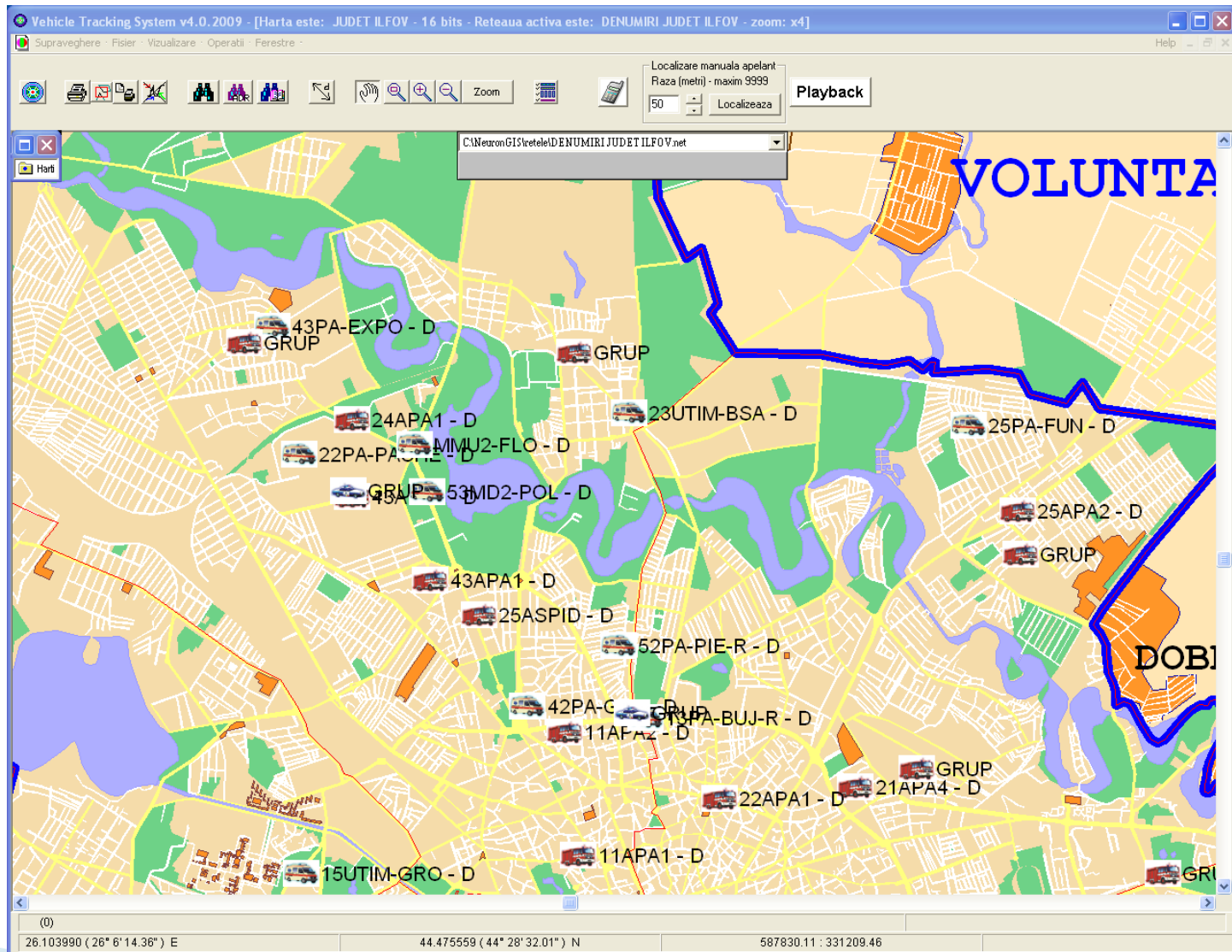
GIS

Case location and caller position

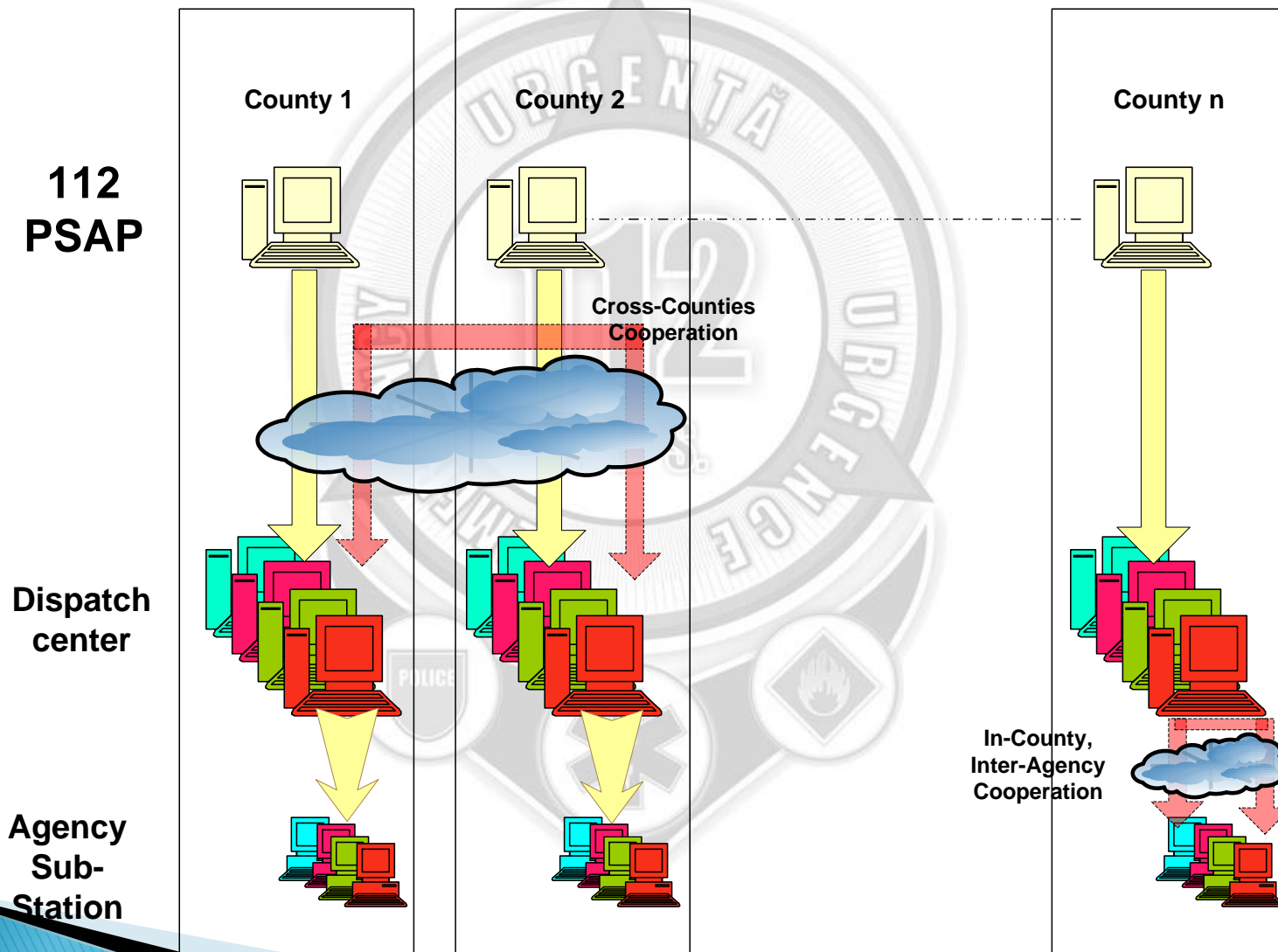


GIS and AVLS

RESOURCES



Cross-Counties – Cooperation



eCall perspective

European Consortium for the eCall Implementation Pilot Project

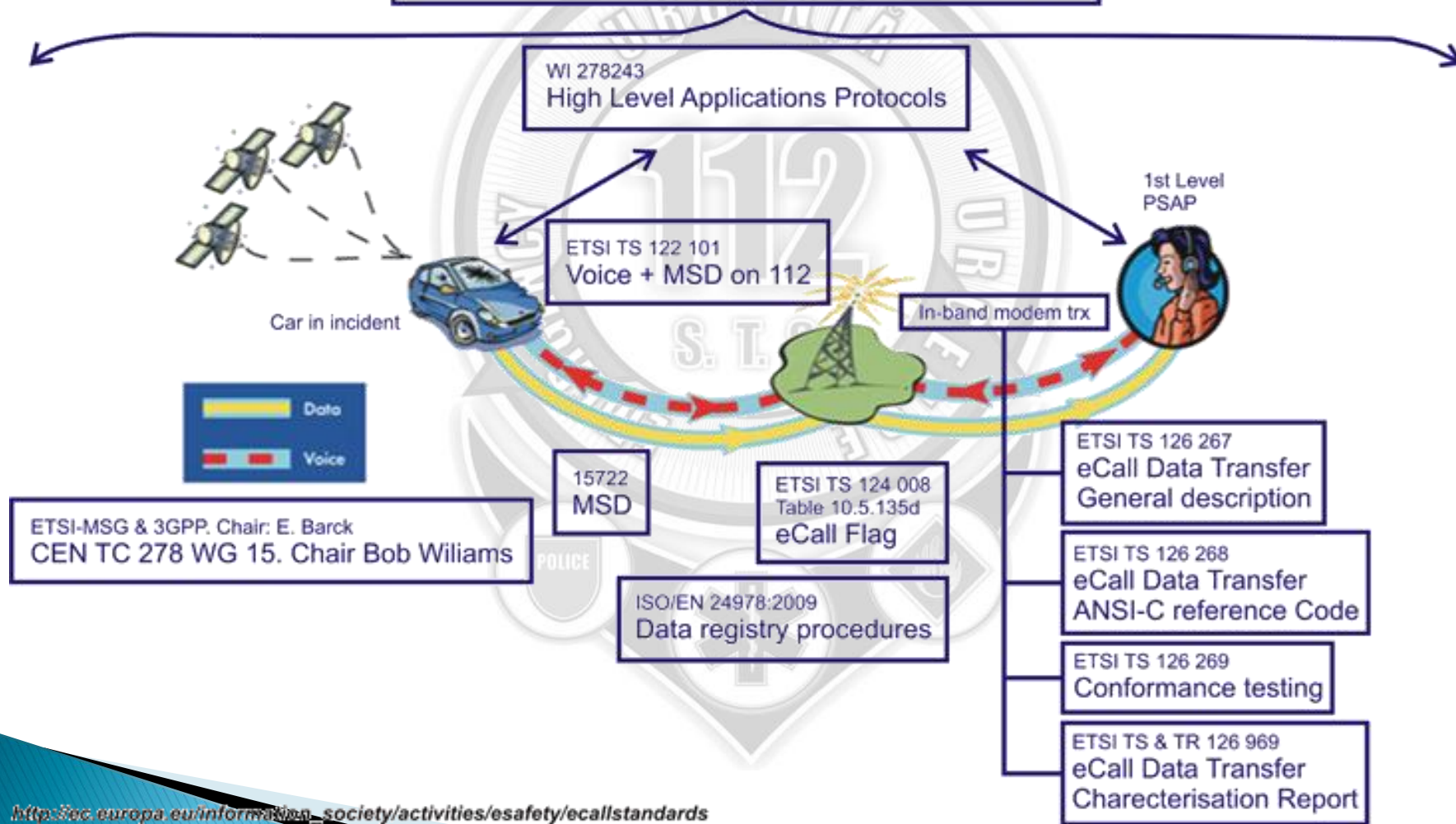
- ▶ Use of common European standards
 - http://ec.europa.eu/information_society/activities/esafety/ecallstandards
- ▶ Built on the work of the "European eCall Implementation Platform"

Funding instruments

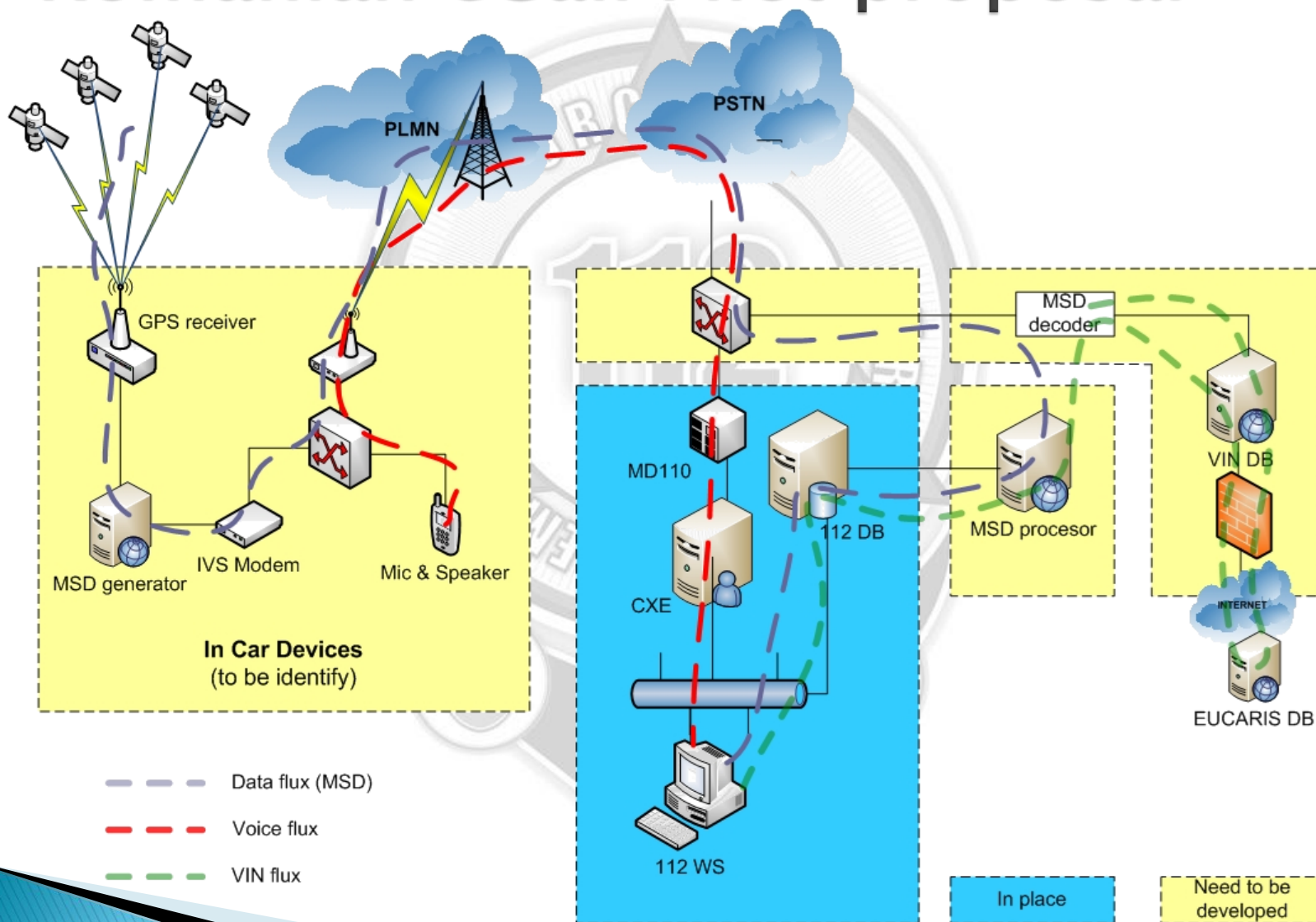
- Pilot of Type A
- 5 M€ of EU contribution
- Accelerating the deployment of the pan-European eCall service

eCall standardization status

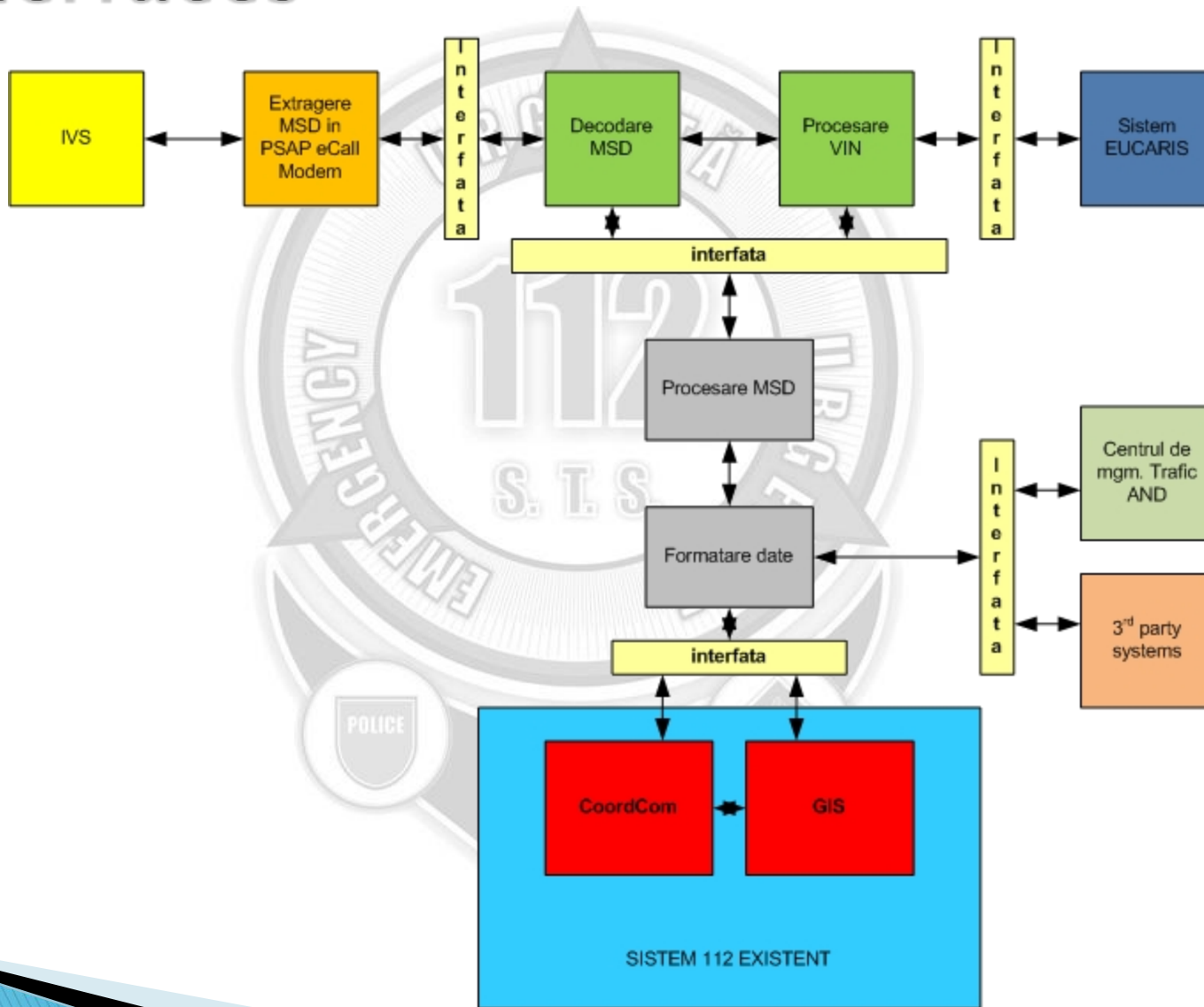
Draft En 090316
Pan-European ecall Operating requirements (112-only)



Romanian eCall Pilot proposal



Interfaces



Thank You for Your Attention !

