



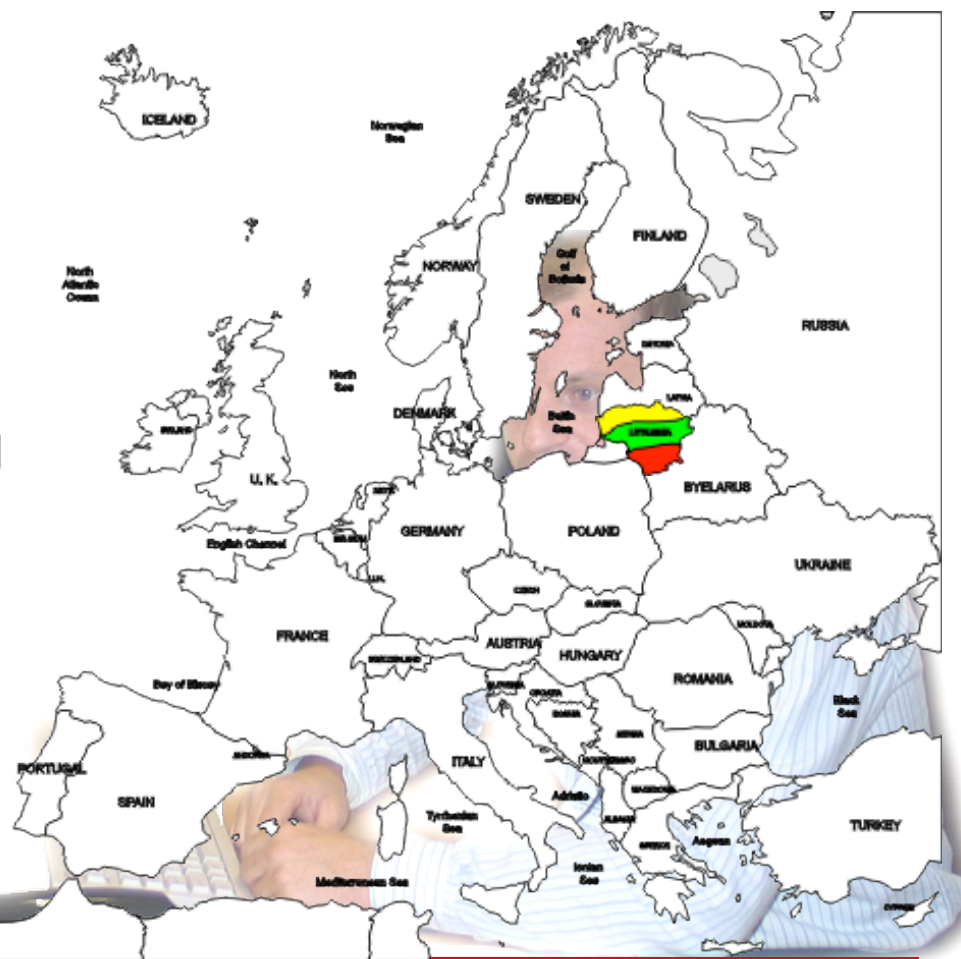
EMERGENCY RESPONSE CENTRE

# 112 in Lithuania

3 June, 2008, Brussels

# Country facts

- » Population – 3,5 m
- » Area – 65,200 sq. km.
- » Languages – LT (82%), RU (8%), PL (6%)
- » Borders – BY, LV, PL, RU
- » Coastline – 99 km.
- » **Emergency numbers**  
– **112**, 01, 02, 03,  
101, 102, 103, 011,  
022, 033



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# ERC facts

- » Lithuanian Emergency Response Centre established in 2003 as subordinate to MoI;
- » Law on ERC came in force in September 2004;
- » Mission – to consolidate and improve emergency call handling (response) through the use of ICT and the operations of professional staff
- » Subordinate to FRD (from 1st of July 2006)
- » Area of operations – Vilnius City, 553K of population (16 % of LT), 391 sq. km. (0,5 % of LT)
- » All staff – 69, Operators – 54 (8-12 in one shift)
- » IT – use 10+9 consoles, common IT platform with Emergency Services (ES)



# Traditional (old) PSAPs model

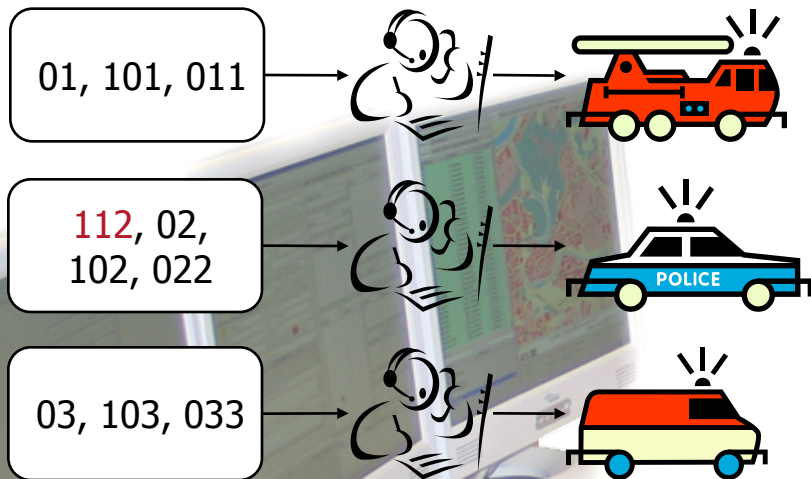


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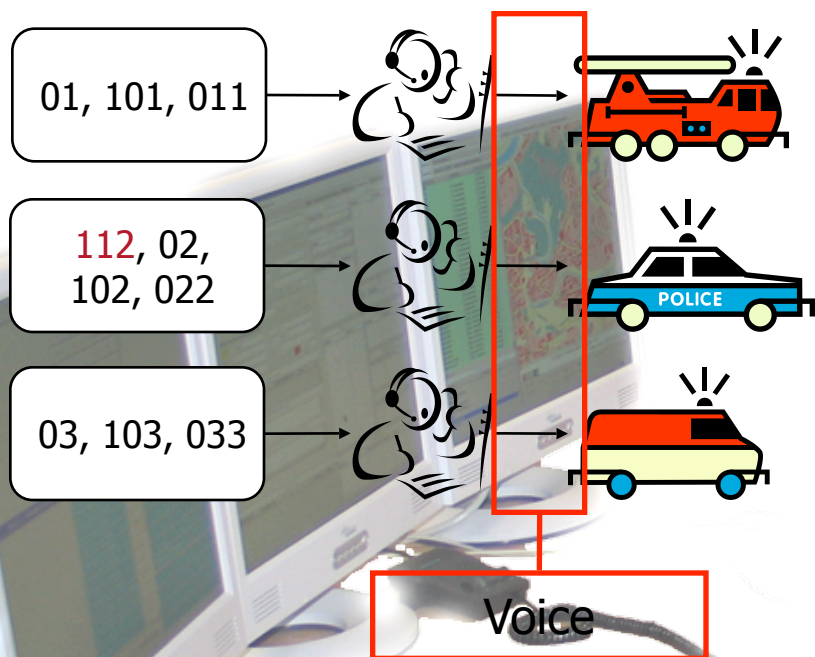
# Traditional (old) PSAPs model



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# Traditional (old) PSAPs model



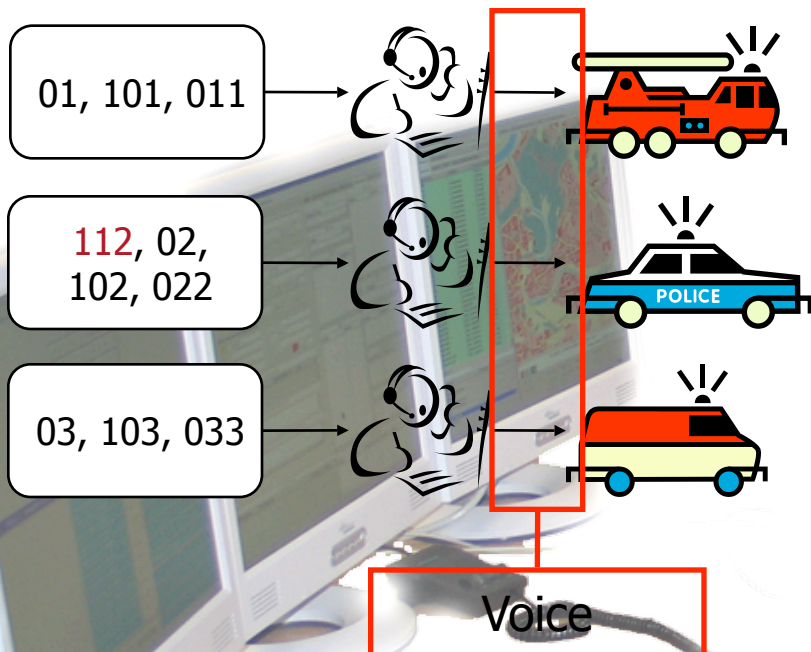
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# Traditional (old) PSAPs model

## » Advantages

- One contact point to caller (**if you know the right number**)
- Prompt response in minor incidents
- Direct dispatch of several field resources



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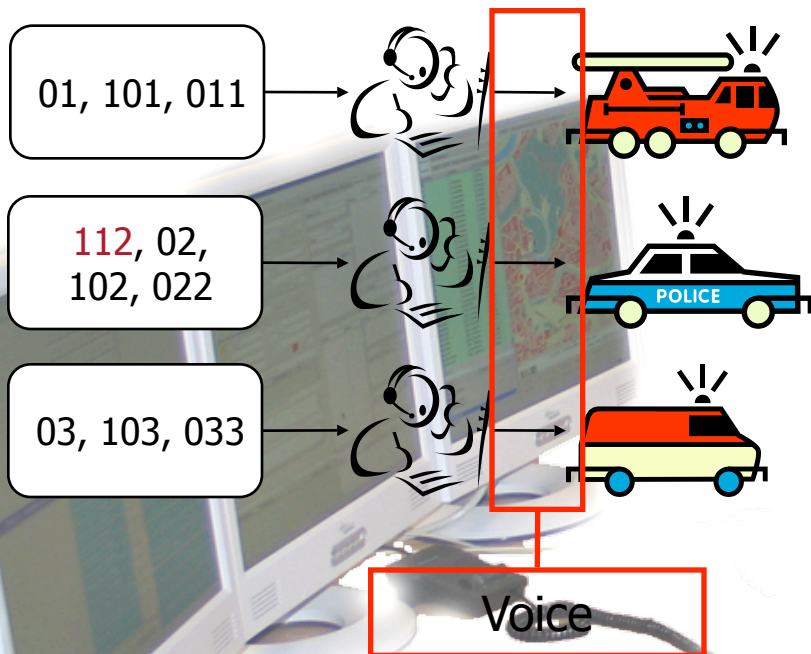
# Traditional (old) PSAPs model

## » Advantages

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## » Disadvantages

- Too many emergency numbers
- 112 call redirection (fire, amb.)
- 1 mun. – 3 PSAPs,  $60 \times 3 = \mathbf{180}$  PSAPs in total
- Poor coordination during complex accidents
- Poor use of IT





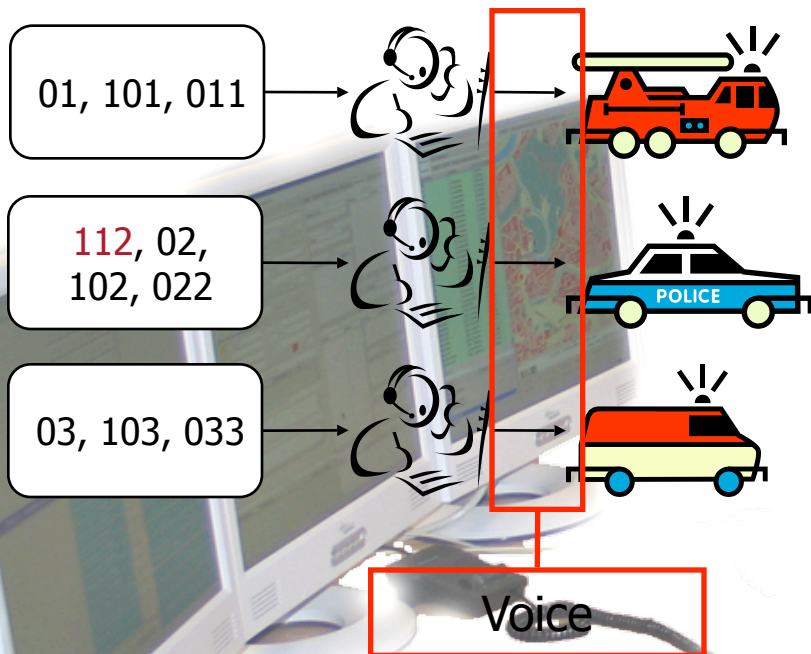
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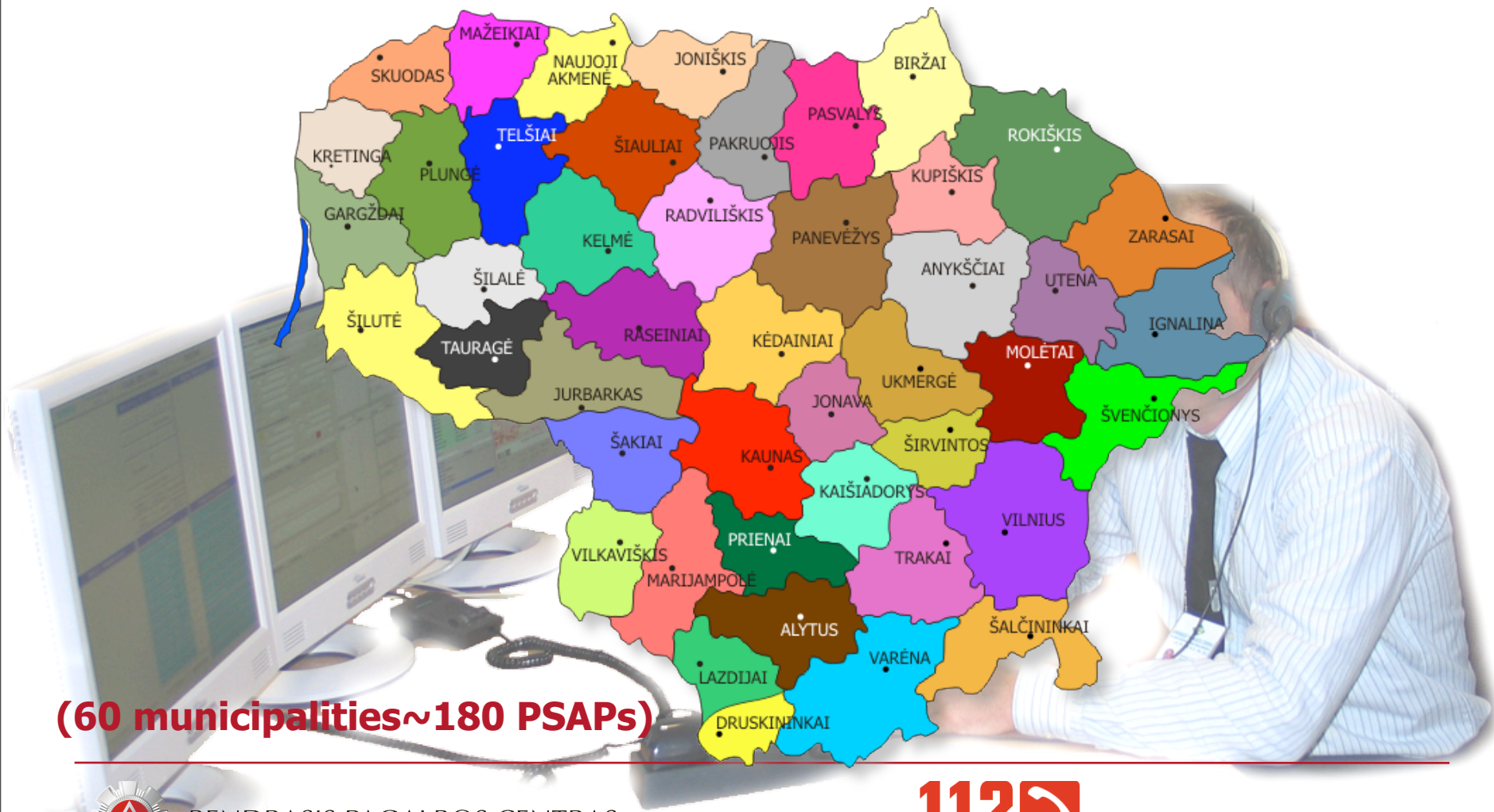
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- Cost-inefficient



# Regional PSAPs



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# Transitional ERC Model

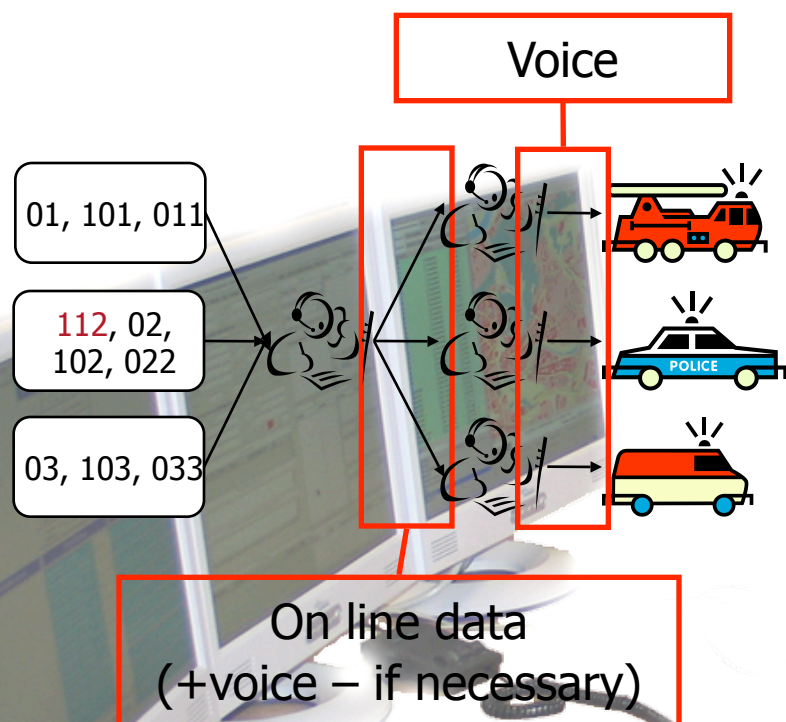


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# Transitional ERC Model



## » Advantages

- Consolidated call taking for all emergencies
- One contact point to caller
- Uniform format of emergency reports to appropriate emergency services
- Use of state-of-the-art IT systems (**common IT platform**)
- Step towards single number 112

## » Disadvantages

- Indirect dispatch (possible loss of information)
- Unavailed advantages of IT (absence of digital emergency radio, only voice to field units)





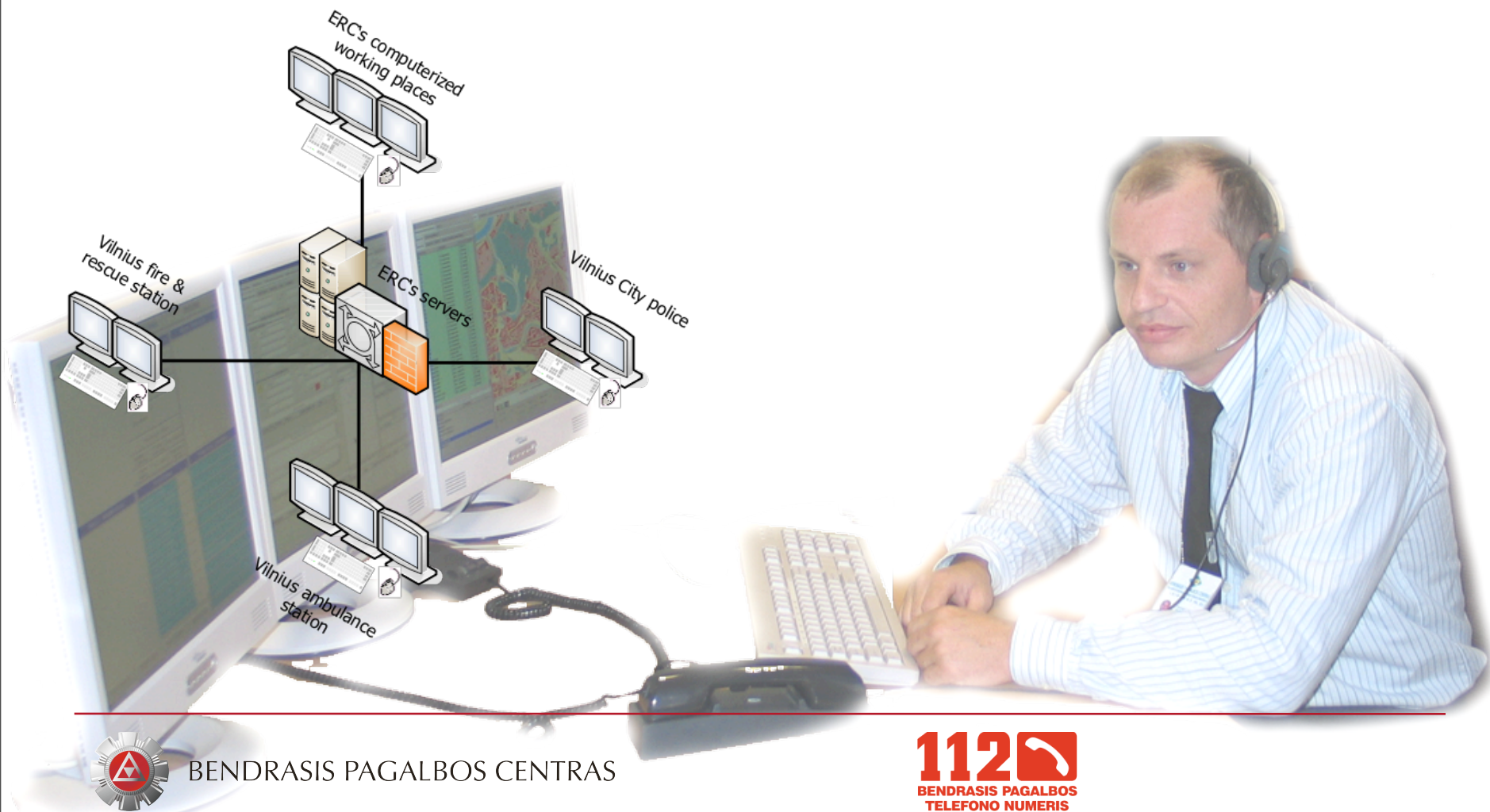
# ERC Information System



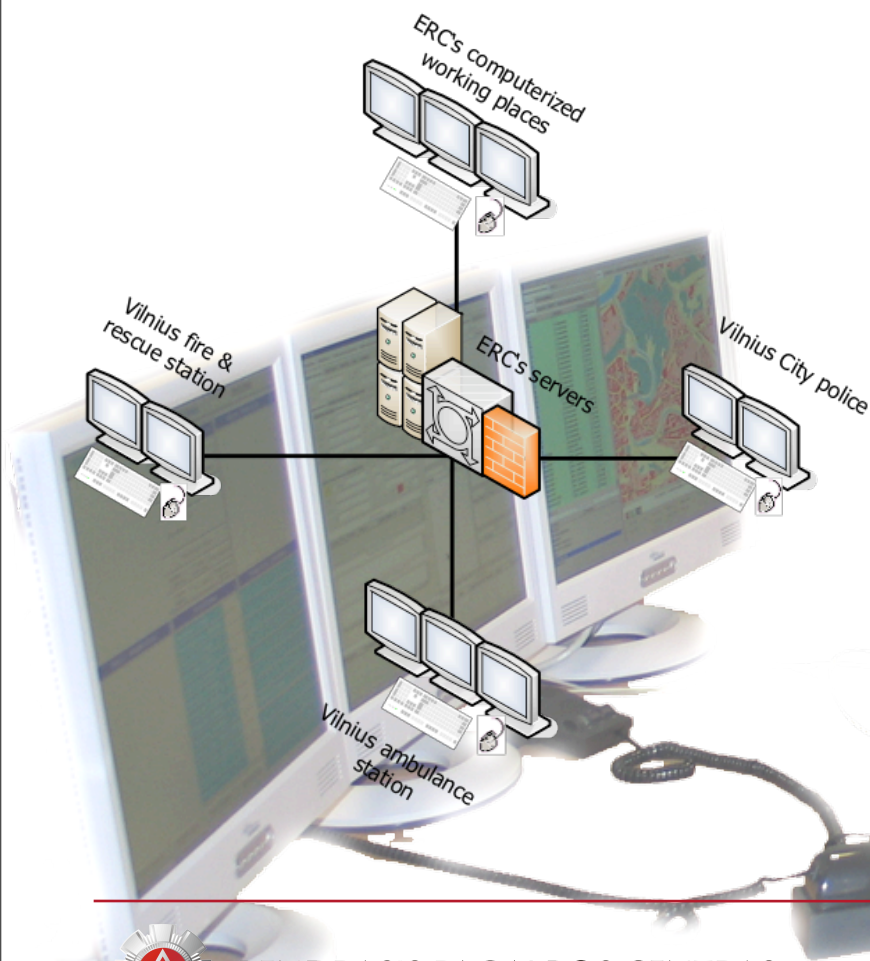
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# ERC Information System



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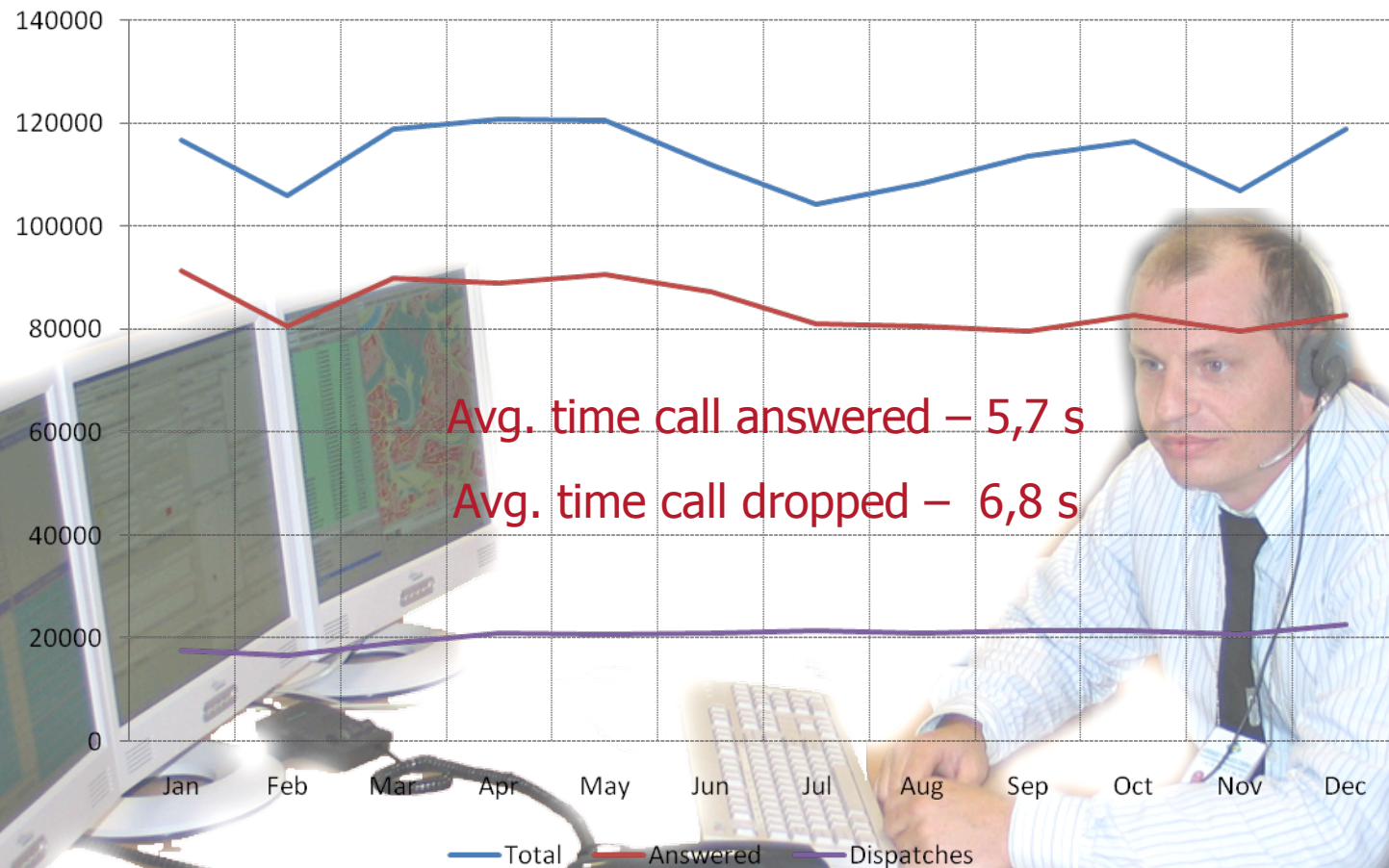
## ERC IS terminals in both ERC & emergency services

- » ELS/Geofis v 3.5 for:
  - call handling
  - resource management
  - GIS information
- » NICE for voice recording
- » SIEMENS VAS-B for communications
- » AVL for vehicle location
- » ELS/Mobile for field units



# Distribution by months

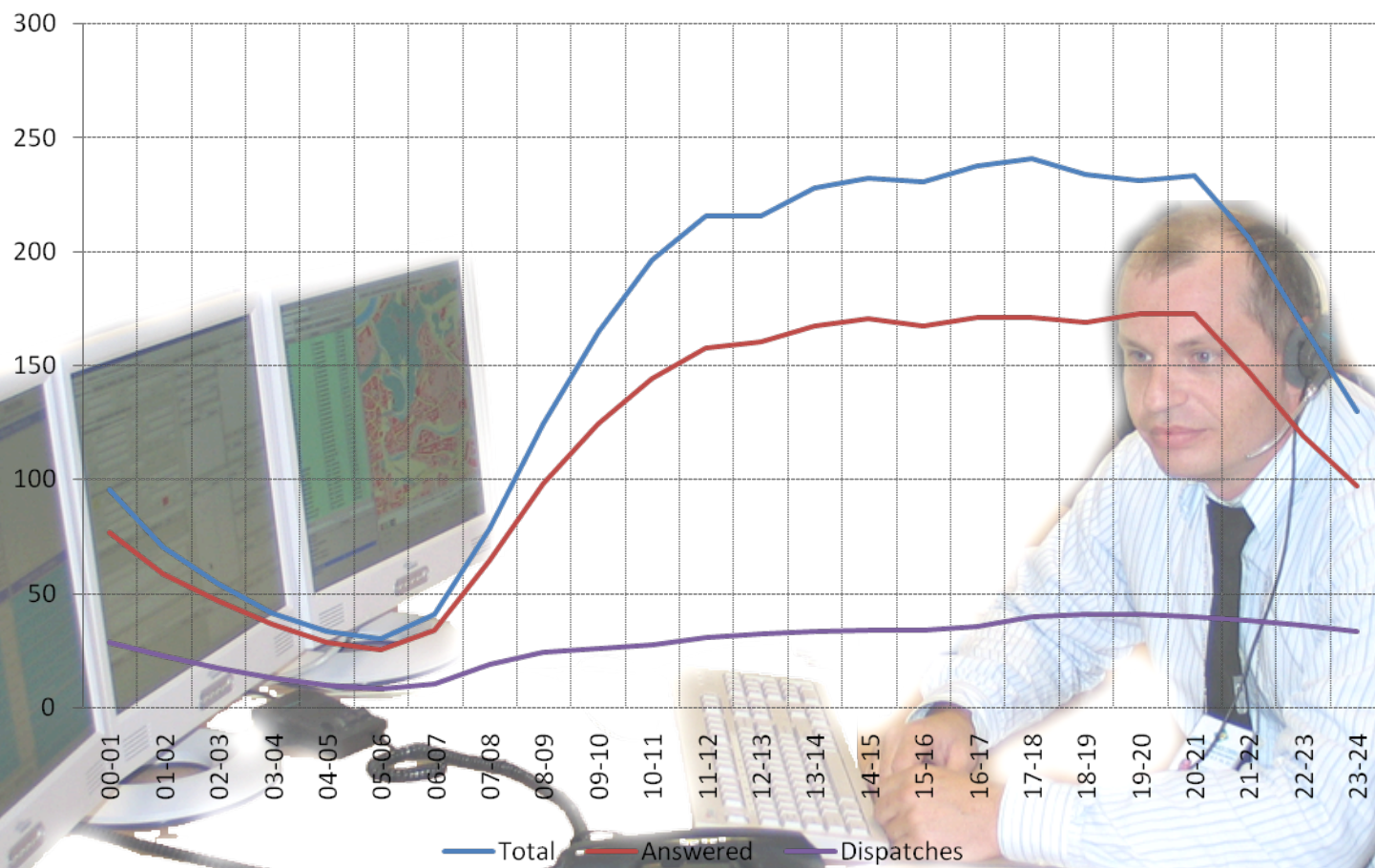
(ERC receive ~ 1.3 m. calls per year)





# Distribution in 24 hours

(ERC receive ~ 4000 calls per day)

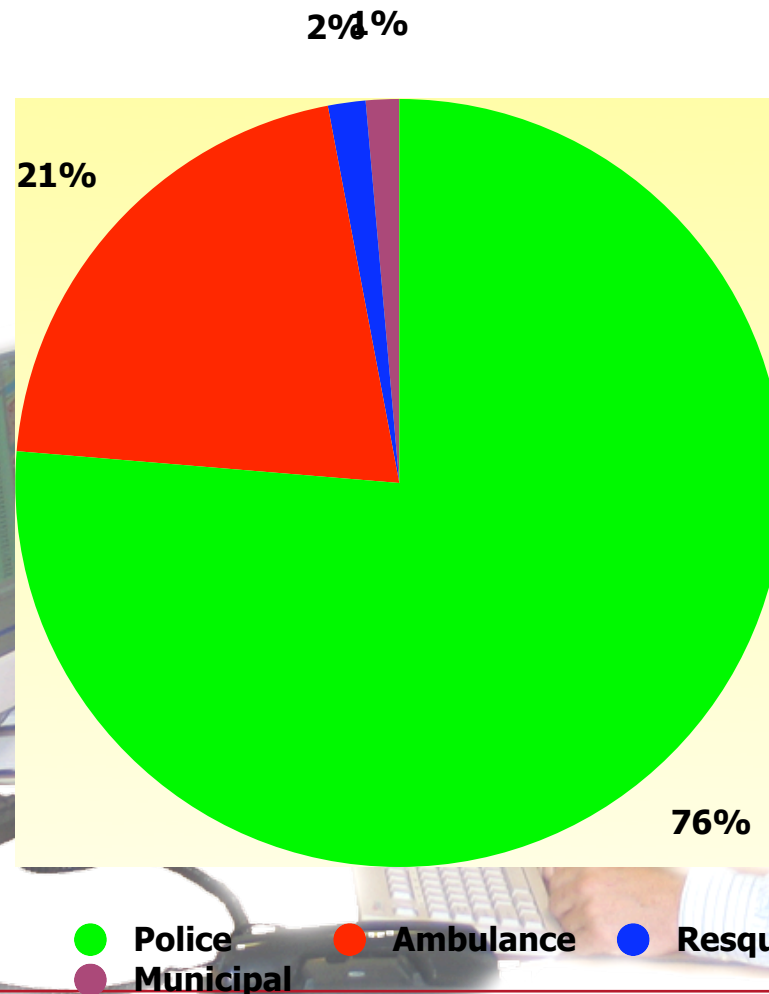


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# Distribution by Emergency services

(ERC send to ES ~ 800 emergency reports per day)



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# Prospective ERC model



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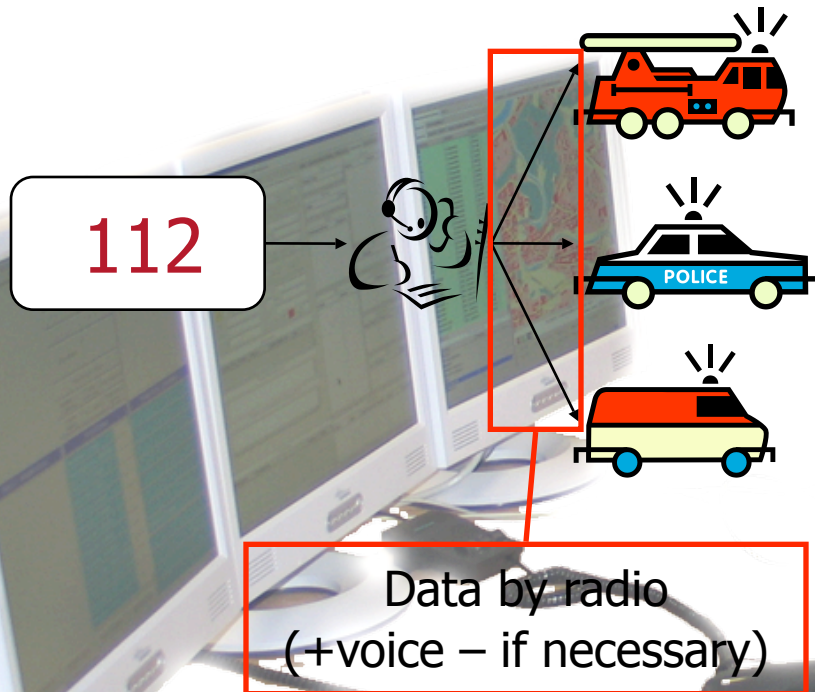
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# Prospective ERC model

## » Advantages

- One number – better public awareness, less confusion
- One contact point to the caller
- Professional ERC operators - call taker & dispatcher “in one”
- Use of IT
- Better coordination during complex emergencies
- Cost-effective
- **Prerequisites for success**
- More comprehensive (universal) training of personnel is critical
- Precise pre-defined questionnaires are essential
- Common fully-operational mobile digital radio system is necessary





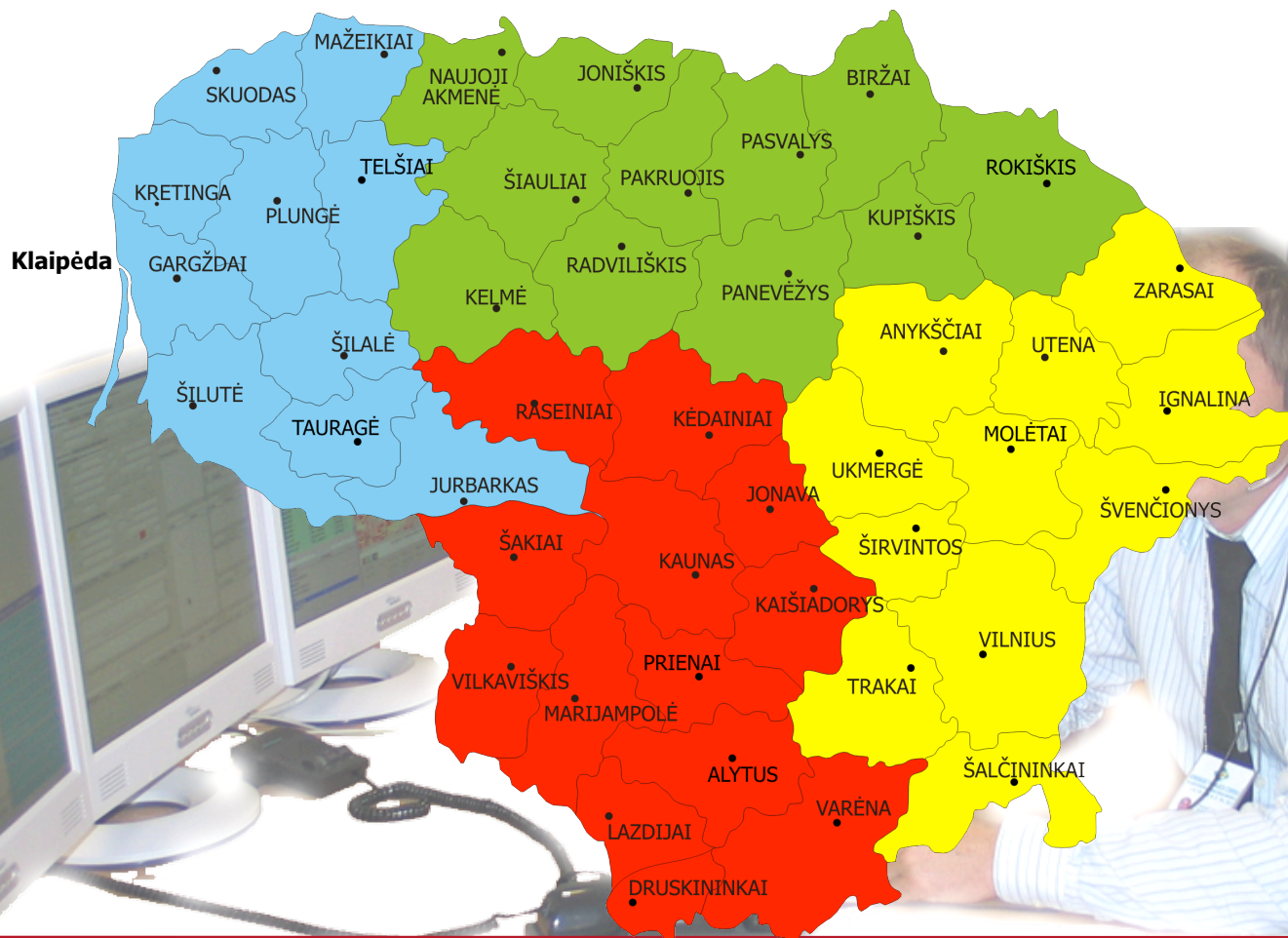
# Regional PSAPs & ERCs



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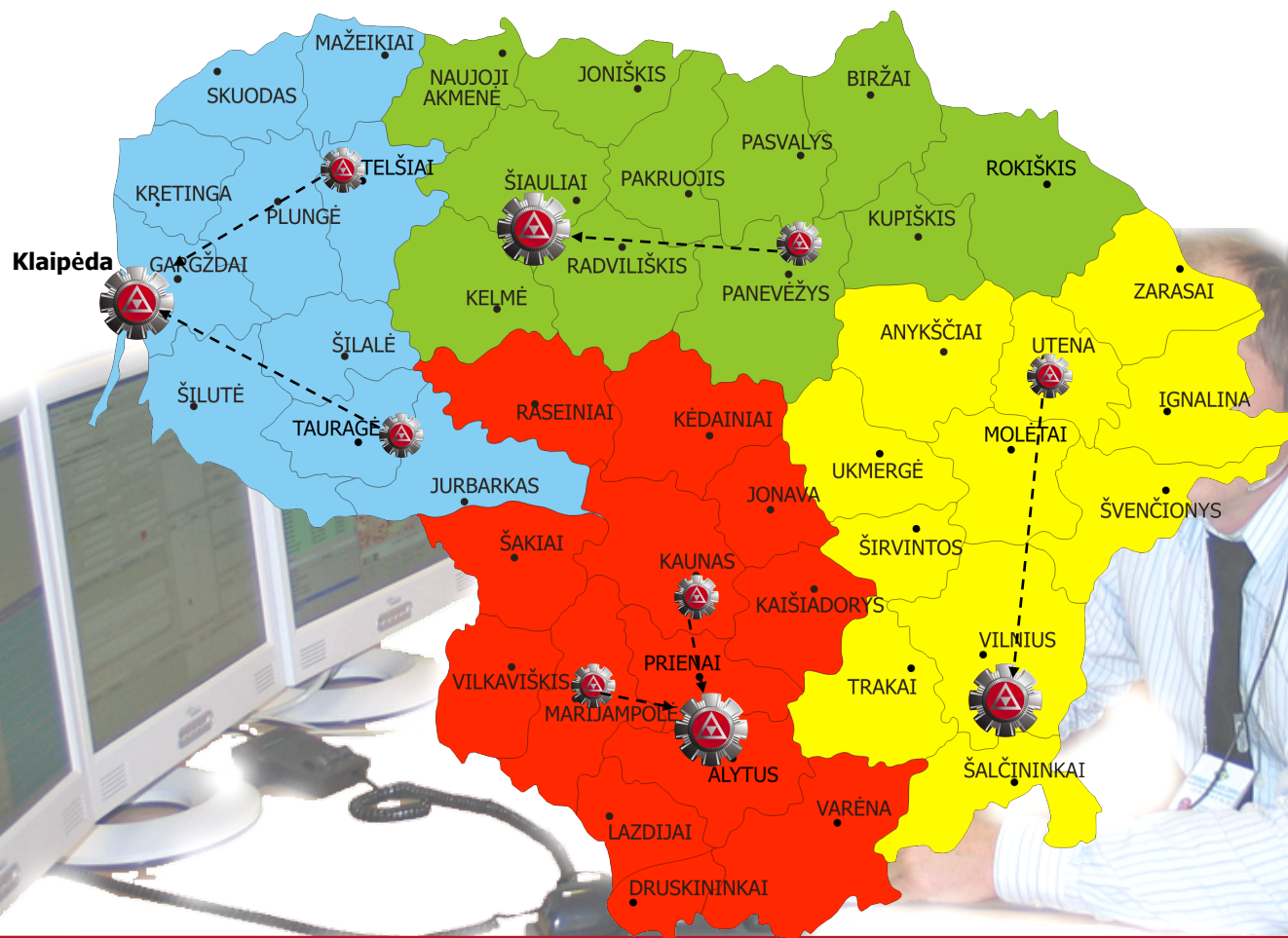
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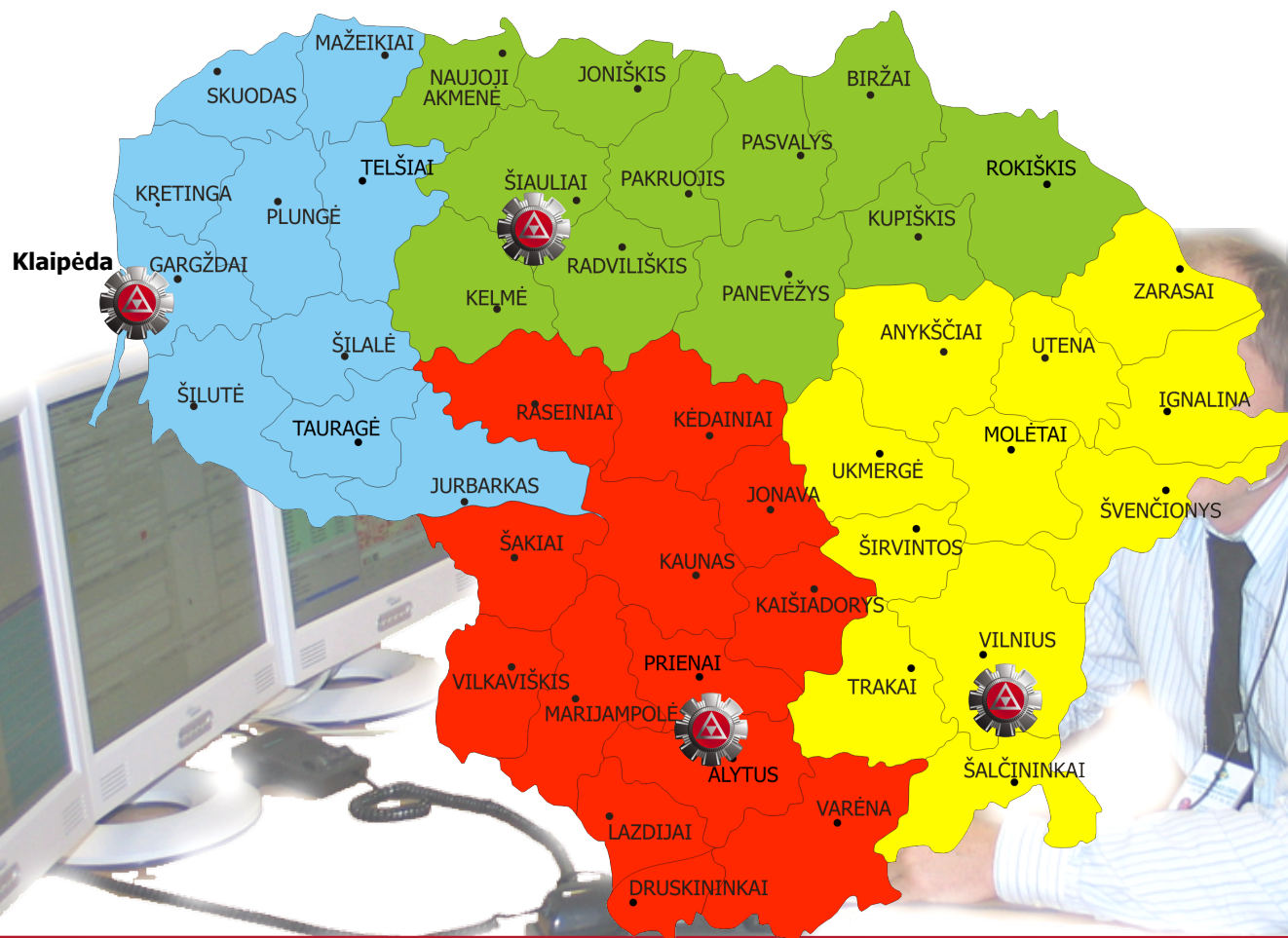


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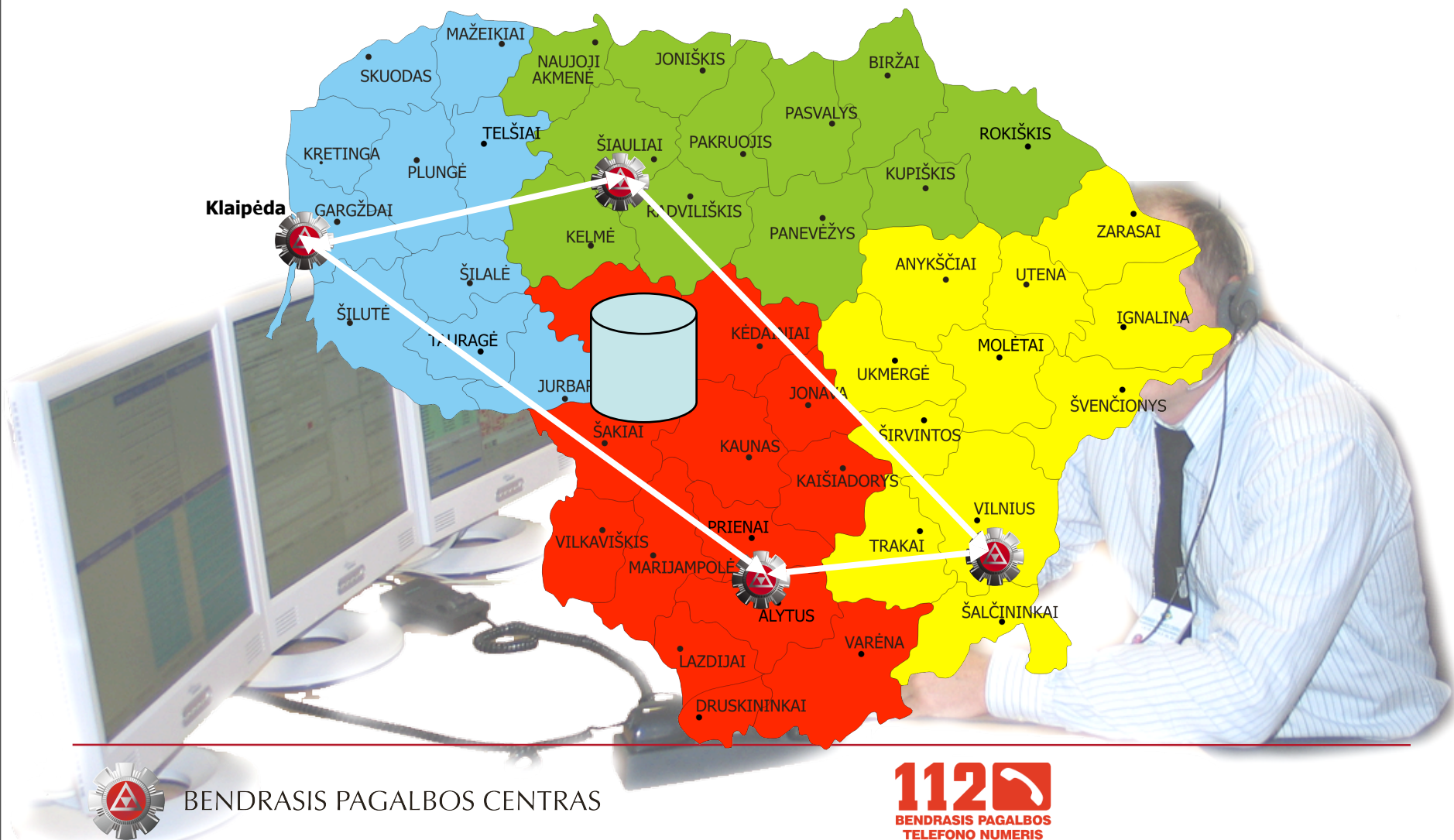
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# Regional PSAPs & ERCs



# E112 & eCall

## E112 in GSM/UMTS networks –

- » Parliament approved amendment to the Law on Electronic communications (1. location data provided free of charge 2. additional E112 equipment shall be compensated by the State);
- » Government – approved procedures of compensations from the state budget operators expences for CLI equipment instaliation;
- » ERC provided GSM/UMTS network operators with technical requirements of E112 level of service (E-CellID accuracy, both Push & Pull, future upgrade compatible).
- » 2008 May – E112 equipment contracts signed with MNOs “Bitė Lietuva” & “Omnitel”. Final implementation – 2008 June-July.

## eCall –

- » Lithuania signed MoI;
- » No responsible body appointed;
- » No tests carried;
- » Common technical standart for eCall is urgent in order upgrade ERC system and mobile networks.



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# 112



## BENDRASIS PAGALBOS TELEFONO NUMERIS



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Head of Emergency response centre

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