112 in the Republic of Albania
Emergency Numbers

126  Policia Rrugore  ➔ Road Police
127  Ambulance
128  Fire Department
129  Policia e Rendit  ➔ Law Enforcement
Size of Operation

• ~ 60,000 Police Incidents Per Year For all of Albania (est. 4Mio.)
• No national statistics available for others Organizations
• No Universal Service Provider in Place
• What we do have:
  • ASP Data VPN
    Microwave Network
    2MBit/s to 52 Endpoints
    36MBit/s in Backbone
  • MoI vodafone VPN
    own GSM VPN, incl. Voice usage, ~ 10,000 end users
Size of Operation

- **112** is assigned to the General Directorate of Civil Emergency as part of the Ministry of Interior by the Government.
- It is also *owned by the GDCE*.
- At the moment there is still a financing plan in development for 112.
Human Resources

12 Regions with own call handling
  – Each agency with 1 Call Taker /Dispatcher on duty

Tirana Region
  – For Police 6 Districts each 1 person on duty
  – For Ambulance and Fire each 1 person on duty
Knowledge on 112

112 is in an early development stage, there has been no PR campaign started...

...but, since 2006 all Ambulances have 112 as emergency number published.
112 Model

Local PSAPs

- 126/129
- 128
- 127

112 Model

Sherbimi Qytetar

112

126 127 128 129

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Level of emergency service integration

• Now Each emergency service Organization is providing the call-taking and dispatching on their own

• It is planned that the GDCE will provide the operational 112 service for all and also provide the technical platform
112 Access

- The only way to place an emergency call is via land line or mobile telephone (*unbundled service*) - CLI will be displayed
- The overall access to emergency services has some improvement to undertake
- The response after placing an emergency call is also under reconstruction right now
Call-handling aspects

• Call takers are part of the individual agency, the future plan foresees own 112 call-taker by the GDCE
• They are all trained in their field of service but no specific call-handling courses at the moment
Multilingual calls

• Albanians catch up easy on foreign languages
• Italian is spoken widely
• English is often in use
• In the south Greek is common

But no organized handling of multilingual calls
Transfer of calls and data sharing between organizations

- Responsibilities of the individual agencies are defined
- Calls will be forwarded to the specific agency
- Not data sharing platform used
Interfaces

- Accessibility for people with disabilities: *not covered*
- Caller Location: *not in place*
- E-call: *not in place – not covered*
- Public Warning: in reconstruction, based on available finances

**Available**

Tirana CCTV system
Police Case Management
International collaboration with emergency services

- National Platform for Disaster Risk Reduction
- SEE-Disaster Risk Mitigation Program (Fire)
- EU and US Missions for Police work
Challenge, Projects & Reforms

• *Feasibility Study* has been done under a World Bank program
• Decision for an **Integrated Model**
• Search for financing (*est. 18 Mio EUR*)
• Collaboration between Agencies continue...
Future 112 Model
Interconnected PSAPs
Center Configuration
MINISTRY OF INTERIOR
General Directorate of Civil Emergencies
Dir. Alfred Olli

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