Emergency Calls in Lombardy Region and in Italy

Stefano Del Missier – Lombardy Region
Administrative organisation

Area: 301.338 km²
Population: 60,4 M (2010)

- 20 Regions
- 110 Provinces
- 15 Metropolitan areas
- 8,094 Municipalities
Emergency numbers in Italy

For historical reasons, in Italy each Emergency Service manages a specific direct emergency number, with control rooms deployed with different jurisdictions (typically at Provincial level):

- **112** – Carabinieri
- **113** – Police
- **115** – Firemen
- **118** – Health Services

Other Emergency numbers exist (e.g. 117 for anti-fraud services, 1515 for Forest Fires, 1530 for emergencies at sea)
Responsibilities for Emergency numbers

Each Emergency Number is managed (and paid) by different subjects:

- **112** – Carabinieri (Ministry of Defense)
- 113 – Police (Ministry of Interiors)
- 115 – Firemen (Ministry of Interiors – FB Dept.)
- 118 – Health Services (Ministry of Public Health)

This implies different set-ups, level of services. Moreover, this is one of the reasons for the slow (and still incomplete) take-up of EU-112
Resources employed

Some statistics about resources and received calls:

- **112** – Carabinieri: 115,000 permanent staff
  Total calls received in 2009: 6,170,000
- **113** – Police: 105,000 permanent staff
  No data publicly available on received calls
- **115** – Firemen: 27,000 permanent staff
  Total interventions in 2009: 780,000
- **118** – Health Services: >10,000 for EMS
  Total calls received in 2005: 13,000,000
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**Use of 112 (one’s own country)**

Source: Eurobarometer n.339
Knowledge of 112 as EU-wide emergency number
Source: Eurobarometer n.339
Knowledge of 112

Source: Eurobarometer n.339
Organisation of the call-taking process

The typical structure is based on PSAPs at Provincial level, where both call-taking and dispatching is managed. Each Emergency Organisation runs a different PSAP.
Integration of control rooms

For the time being, coordination between PSAPs takes place via voice communication between operators. PSAPs hardware and software are provided by different vendors and only a few attempts to create a data sharing mechanism has been implemented (e.g. EMS at regional level)
This also implies the need for duplicated infrastructures and ancillary services (e.g. for location and multilingualism)

A remarkable pilot implementation has been launched and is currently operating in Varese (Lombardy Region).
Access to 112 (and other Emergency Numbers) is possible via any fixed or mobile phone (allowing also roaming).

- There is no guaranteed service for VOIP calls

- Calls are always served by human operators, with a pre-recorded message in case of calls overflow (no re-routing to other PSAPs normally possible)
Call takers (roles and training)

Call takers are specifically trained by each emergency Services. The depth and duration of the training varies according to the complexity of the service. In most cases, call takers are also dispatchers.

The caller-ID is available (except for 115) and a call-back procedure is foreseen. In all cases, a pre-defined procedure is followed to serve the call, and it is different from Service to Service.

No intervention time is specified in the legislation. SLA is defined for EMS. They are legally liable for the actions and decisions taken.
Caller Location

- Caller location is available, through a centralised service (CED Interforze). It is based on a pull request by the PSAP.

- Availability is granted in maximum 30 sec and accuracy varies a lot (apparently, location of mobile phones is currently more accurate than that one of fixed lines!).

- The Caller ID and Location are made available only to 112 and 113 services. On-request forwarding to 118 and 115 will be possible.

- The Varese pilot allows Caller ID and location to be available also to 115 and 118.

- Currently a national project is aimed to integrate in a single VPN (voice and data) all the Agencies; that will have access to a National Data Center to identify and locate the caller.
• Multilingual calls:
  ✓ No data available
  ✓ Multilingual services should be in place, but its actual availability varies from place and organisation
  ✓ In Varese, a third-party call is established
• Call Transfer is generally not possible:
  ✓ The call is answered by the involved PSAP and then the relevant information are forwarded to the other services via voice communication
• Data Transfer is not available, with exception of the caller location, provided by a central service (CED Interforze) linked to 112 and 113.
- Fall back mechanism between PSAPs is not implemented
- Public warning can be activated only by the prefect (at Provincial Level) or by Civil Protection (outside of the Emergency Management mechanism)
- Accessibility for people with disabilities is possible only in very few cases. Somewhere, an dedicated SMS service for deaf people is available
International cooperation is not foreseen at PSAP level. The Civil Protection mechanism can of course be activated, but not by Emergency Calls.

- Special agreement are in place in the Alpine Region for Mountain Rescue Service.

- Feedbacks from citizens generally not possible.
Plans for the future

- A framework plan (announced by the Government) aims at unifying the calltaking process at the current 112 and 113 PSAPs (Carabinieri) on a 50% split basis, then they will be able to forward the calls (together with CLI) to the other services.

- In Varese, a 2-level PSAP scheme is running since June 2010. Now plans are going to extend such experiment in the Region Lombardy; then, aiming at progressively covering the entire Country according to the framework plan.

- In the future, there will be questions about the financial resources to be allocated (the service is currently paid by Lombardy Region and Ministry of the Interior).
The Varese NUE pilot

- **Single PSAP for all Agencies**
- **Free of charge from Fixed and Mobile phones (w or w/out SIM)**
- **Access for users with special needs**
- **Multilingual**
- **Caller location**

Directive 2002/22/EC of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services
The Varese NUE pilot

Unique answering point in Varese (run by AREU – EMS organisation for Lombardy Region)

112, 113, 115, 118
The Varese NUE pilot

Coordinator:
- AREU

Technology providers:
- Beta 80 Group
- Telecom Italia

118 Varese site hosting EU-112 call center (PSAP 1)

Specific Operating Centers (PSAP 2)

Call Taking is managed by technical operators helped by custom software

Emergency Call
Some statistics

There are not an overall statistic combining all Emergency Numbers. The number of calls vary a lot between services, with the most calls addressed to 112 and 118.

Direct observations from the pilot in Varese are shown in the following slides (data collected from June 2010).

Average # of incoming, "qualified", transferred to PSAP2 calls

Nearly 2/3 of the calls to the 112 number are hoax calls, mainly no-SIM calls.
Some statistics

A periodic report is published with the main statistics. For example:

- % of Location (total, mobile, fixed)
- Type of call (mobile, fixed, foreign, unknown)
The next step

12 Provincial PSAPs in one integrated network (VPN with VoIP technology) for the whole Lombardy Region.

Three 112 PSAP-1 for three macro areas of about 3.3 million inhabitants.

AREU is a member of the HeERO consortium, running pre-deployment e-call pilots at European level, taking into account the common European standards. Varese will be the Italian pilot.
INFORMING CAMPAIGN in VARESE

The aim of the informing campaign is to make citizens of Varese aware about the correct use of 112 in case of emergency.
Actions to promote 112

MESSAGES of the INFORMING CAMPAIGN

- you need just one call for every kind of emergency

- 112 emergency number is the same anywhere in Europe
Actions to promote 112

What have we done until now?

- Power point presentation, posters, video spot, press releases have been distributed in public places such as pharmacies, hospitals, schools, health agencies
- A letter has been sent to all Varese families in order to inform about the beginning of the project
- A video spot has been broadcasted on plasma screen located in hospitals in the whole area of Varese
- An informative report has been set in the day surgery department dismissal letter
- Newspapers, local radios and tv stations, press agencies have received all the above mentioned materials
- In order to have a good cooperation with media, journalists are allowed to visit the 112 operations center in Varese, and to see a live performance of the call-takers
Thank you for your attention
Questions are welcome

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