TURKISH
112 SINGLE EMERGENCY CALL NUMBER PROJECT
and
THE PILOT IMPLEMENTATION
ANTALYA
Area: 770.760 km² - Population: 73.722.988
7 Regions - 81 Provinces - 2950 Municipalities

Map of Turkey showing regions and provinces.
In Turkey “112” has been known only as Ambulance Service Number since 1993
112 Single Emergency Call Number Project was started in Turkey as MATRA Project in 2005 by The Turkish Ministry of Interior. The aim of the Project is to collect all of the emergency services under “112”
Turkish Ministry of the Interior is politically responsible for the 112 provision nation wide.
This responsibility includes all legislation, regulations, staff and financing.
CURRENT APPLICATION

- The 112 Emergency Call Centers will be founded in all provinces.
- 81 provinces = 81 PSAP
- In 2009 Antalya and Isparta 112 Emergency Call Centers became operational.
- In the other 79 provinces “112” is still being used for only Ambulance Service.
- 112 for Ambulance Service,
- 155 for Police,
- 110 for Fire Brigade,
- 156 for Gendarmerie,
- 158 for Coast Guard,
- 177 for Forest Fire.
IMPLEMENTATION OF PROJECT

In each year, “10” 112 Emergency Call Centers will become operational and the Project will end by 2018.

There’s a unit established under the Ministry of Interior for the implementation of Project all over Turkey.

The legal arrangements will be finished by the end of 2011.
THE FIRST EMERGENCY CALL CENTER IN TURKEY
Population: 1,978,333 - Coastline: 640 km - Area: 20,815 km²
19 Districts - 94 Municipalities
IN ANTALYA

All Emergency Services (Ambulance Service, Police Department, Gendarmerie, Fire Brigade, Forest Fire, Coast Guard, Civil Defense) came together and started to respond to emergency calls from 112 Emergency Call Center by October 2009.

But together with the “112” old emergency numbers for departments are still active:
- 155 Police Department
- 156 Gendarmerie
- 110 Fire Brigade
- 177 Forest Fires
- 158 Coast Guard
✓ 7 /24 Public Service

✓ Free of Charge

✓ Financed by Ministry of Interior

✓ The coordination of the each unit of the 112 Emergency Call Center is under the control of subgovernor of Antalya

✓ 112 Emergency Call Center Manager is responsible for the operation of the 112 Emergency Call Center.
HUMAN RESOURCES

- 24 Call-takers
- 5 Multilingual call-takers (English, German, Russian)
- 42 Ambulans service dispatchers (13 doctors and 29 paramedics)
- 9 Fire brigade dispatchers
- 8 Police dispatchers
- 4 Gendarmerie dispatchers
- 5 Disaster control coordinators
- 5 Coast guard dispatchers
- 1 Subgovernor
- 1 PSAP Director
- 2 Engineers
- 2 PSAP Supervisors
- 11 Technical staff
- 25 Administrative staff

TOTAL: 144 staff
CITIZIEN KNOWLEDGE

In Turkey, “112” has been known only as ambulance service number about more than 15 years.

Plans to promote 112 as only Emergency Number in Antalya
To celebrate 112 day and organise advertising campaign on many locations through the city every year.
To improve knowledge of 112 especially among children, disabled and elderly people.
To make a promotion campaign with;

- Promotional dvd consists of cartoon 112 song and puppet show
- Website,
- To give promotional materials like magnets, key ring
- To create groups in social sharing websites.
- To visit schools and nursing homes.
- Activities at the airport for tourists.
112 Day Celebration
LEVEL OF INTEGRATION

112 Emergency Call Center is the common Call Center for call-takers and The Ambulance Service, Fire Brigade, Police, Gendarmerie, Forest Fire, Coast Guards and Civil Defence dispatchers.

The Crisis Center and The City Surveillance Management Center also take place in 112 Emergency Call Center Building.

All units use the same software, database and public safety radio communication system

Ambulance Service, Fire Brigades, Police, Gendarmerie, Forest Fire, Coast Guards and Civil Defence outdoor units are being coordinated by the dispatchers in 112 PSAP
112 ACCESS

✓ Access to 112 and other emergency numbers is possible via mobile and fixed phones.
✓ Mobile calls are routed to a 112 PSAP via Türk Telekom network
✓ National mobile roaming occurs if mobile phone doesn’t find it’s own Operator network when a 112 call is initiated
✓ VOIP calls to 112 are not possible at the moment
✓ Possibility to send SMS to PSAP (waiting for the defined sms number)
✓ Intelligent interactive voice response system.
<table>
<thead>
<tr>
<th>EMERGENCY CALL STATİCS (2010)</th>
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<tbody>
<tr>
<td>Calls per year</td>
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<tr>
<td>Calls per month</td>
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<td>Calls per day</td>
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<td>In touristic season : from March to November</td>
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<tr>
<td>In regular season : from November to March</td>
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<tr>
<td>Peak month : July 2010</td>
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<tr>
<td>Peak week : 02 - 08 August 2010</td>
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<tr>
<td>Peak day : 06 July 2010</td>
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<td>Peak hours : 16:00 – 18:00</td>
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*Nearly %91 of the calls to the 112 are hoax / false calls.*
CALLS PER MONTH

- January: 161792
- February: 149776
- March: 157692
- April: 151601
- May: 163941
- July: 372403
- August: 275711
- September: 199485
- October: 171948
- November: 85620
- December: 138856
STATISTICS FOR 2010
%91 of the calls are hoax / false calls.
FALSE CALLS

Hoax calls are mainly from mobile phones without Sim-cards
Hoax calls:
- Do not need intervention
- Children’s activities
- Calling for the same accident
- Testing of mobile phones

SOLUTIONS

- Blacklisting
- Calls from mobile phones without sim-cards directed automatically to VRS (Voice Response System).
- Legal punishment (is not in use yet)
CALL HANDLING FIGURES

Average response time :  7 sec
Average call duration for call-takers :  11 sec
Average call transferring time :  4 sec
Average unit alarm time for dispatchers :  1 min.

In daily shift;
6 call-takers (include 1 multilingual)
2 doctors
5-6 paramedics
2-3 fire fighters
2 police officers
1 gendarmerie officer
1 civil defence dispatcher.
1 coast guard dispatcher.
CALL HANDLING ASPECTS

- Call-takers can see the number and location
- The call-takers ask specific questions about the emergency situation and direct the call to the related dispatcher(s)
- The dispatcher to dispatcher and call-taker to dispatcher conference calls are supported by the system,
- The dispatchers evaluate the call and alarm the units
- The dispatchers follow up all the emergency operation and units via vehicle tracking system and city surveillance management system.
- All of the forms are stored into a central database and conversations are recorded by the system.
- All units use the same digital radio system (Apco25) established for 112.
The call-takers were educated and highly trained for two years about:

- Personal development,
- Interpersonal relations,
- Foreign languages,
- Effective communication,
- Basic Computer,
- Diction,
- Human psychology,
- Practical training in Emergency Call Centers
ACCESIBILITY FOR DISABLED PEOPLE

The infrastructure for the voicemail and SMS for disabled people has been completed, but the system has not been activated yet.

PUBLIC WARNING

Siren system, which is controlled by Civil Defence.

Emergency situations and disasters can be announced by local radios and TV channels
CALLER LOCATION

• For fixed phones; the system shows number and location
• For mobile phones; number and coordinates of location.

In first 3 years: 1000 m for %95 calls & 250 m for %67 of calls
LIST OF TECHNOLOGY PROVIDERS

- ASELSAN
- NETAŞ
- TÜRK TELEKOM
Thanks...