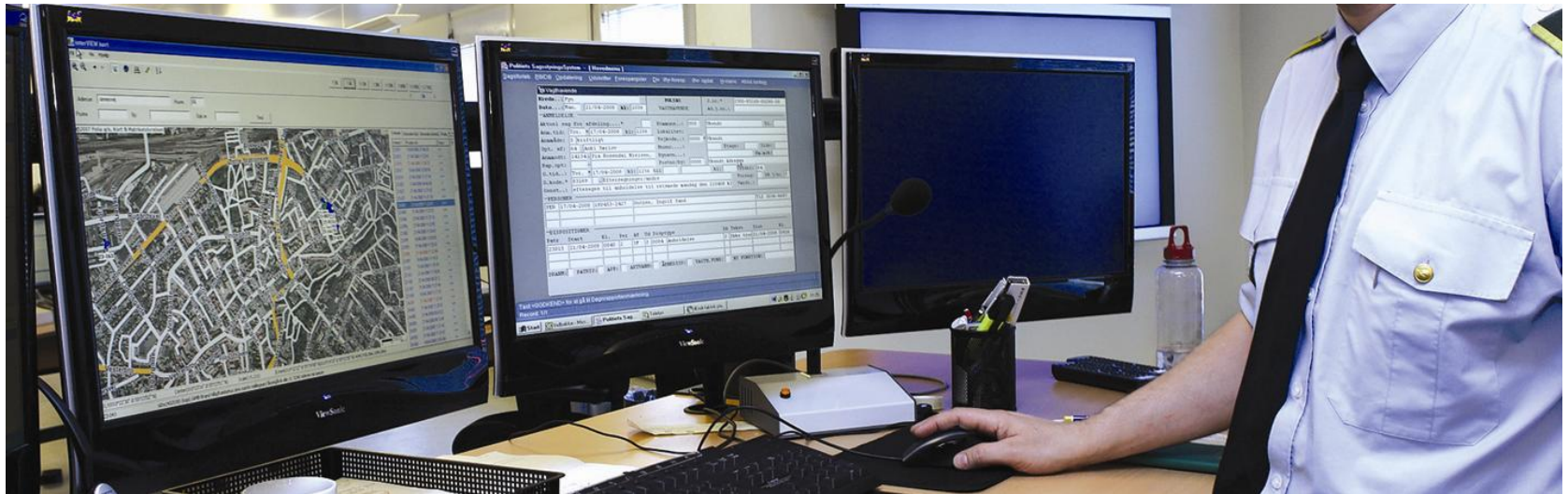
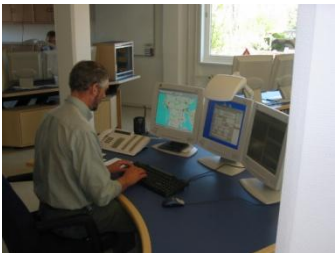


# 112 in Denmark

- a short overview of the Danish model



# Organisation and responsibility (1)



- ❑ 112 is handled by the Danish National Police
- ❑ Their mission is to answer the calls and decide whether to pass the call out notification to the responsible emergency service
- ❑ 3 types of emergency services:
  - ambulance services (regional)
  - fire brigades (local municipalities)
  - police (national)



# Organisation and responsibility (2)



- Number of 112 alarm receiving centres: 8
- Number of ambulance dispatch centres: 5
- Number of fire dispatch centres: approx. 50
- Number of police dispatch centres: 12



Total population: 5.3 mill  
Number of 112-calls per year: approx. 1.000.000  
Number of call outs per year: approx. 250.000



# Dispatch centres

- Call out information and instructions are passed to the emergency services as **electronic messages**
- The responsible emergency service is automatically determined by the system on basis of alarm type and location
- All emergency services have dispatch centres for reception of the alarm messages



# Electronic alarm infrastructure

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- Standardized protocol for alarm messages
- The presence of equipment for sending and receiving alarm messages at the emergency services
- Presence of a secure network for the transportation of the electronic call out message
- Definition of action and emergency plans for different alarm situations

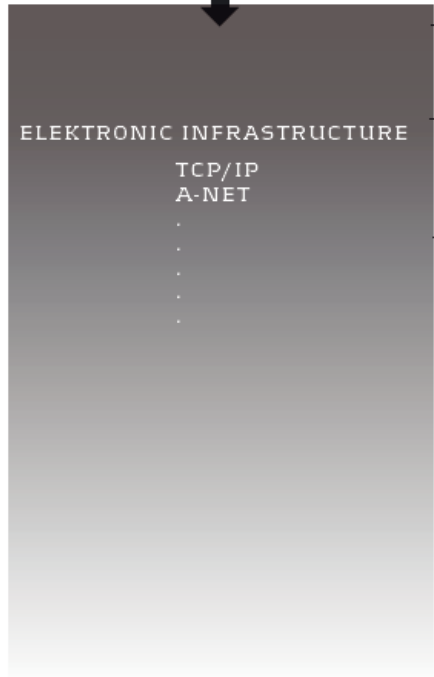




CALL



112



AMBULANCE

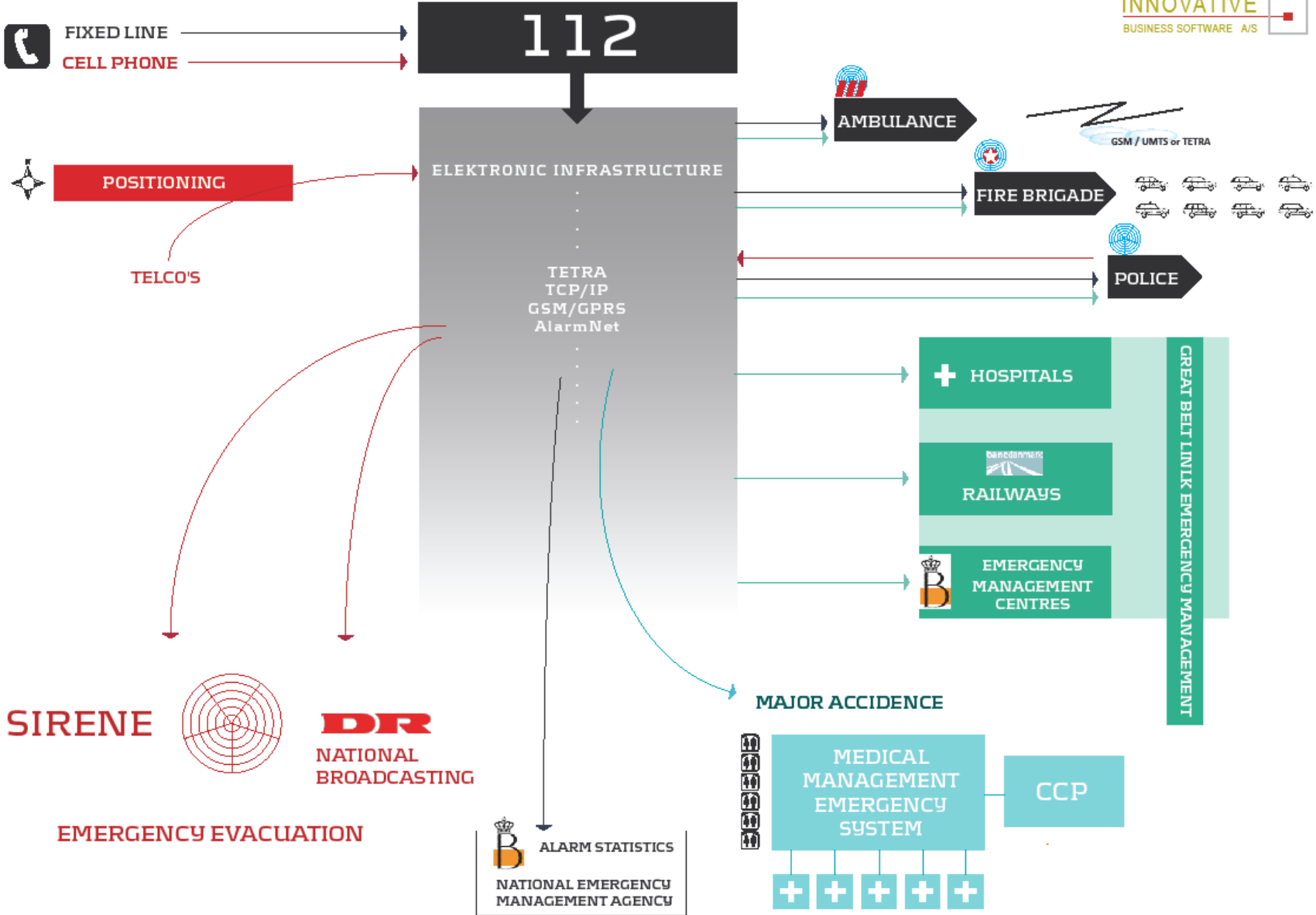


FIRE BRIGADE



POLICE





# Alarm data in electronic form

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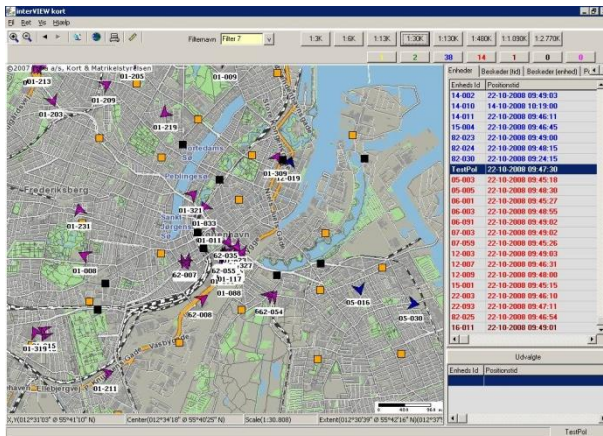


- All alarms are present on electronic form as a consequence of the registrations made by the alarm operator
- All alarm data can easily be distributed to other authorities
- All alarm data can easily be transferred to the emergency vehicle

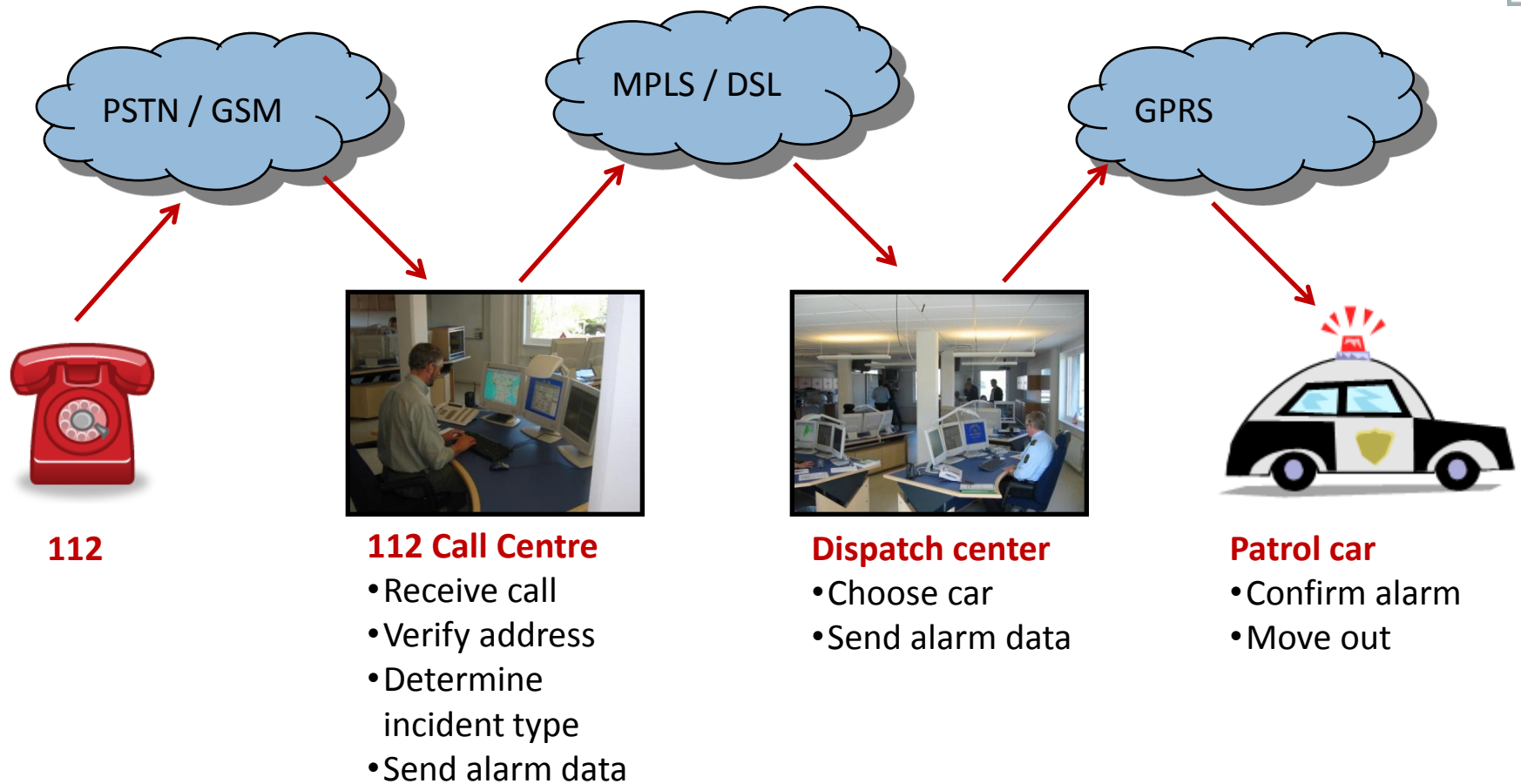


# Cost efficient fleet management

- ❑ To install mobile devices for alarm reception and tracking in all emergency vehicles is very costly
- ❑ To reduce costs a system integrating standard car navigators into the fleet management system has successfully been introduced in more than 1200 emergency vehicles in Denmark
- ❑ The efficient fleet management has significantly reduced response times



# From alarm call to assistance





# Thank you for your attention

## Further information:

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