112 in Denmark
- a short overview of the Danish model
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

- 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
Standardized protocol for alarm messages

The presence of equipment for sending and receiving alarm messages at the emergency authorities

Presence of a network for the transportation of alarm messages

Definition of action and emergency plans for different alarm situations

CALL

112

ELETRONIC INFRASTRUCTURE
TCP/IP
A-NET

AMBULANCE

FIRE BRIGADE

POLICE

112 Roundtable in Bulgaria – 6th of March 2009
Standardized protocol for alarm messages

The presence of equipment for sending and receiving alarm messages at the emergency authorities

Presence of a network for the transportation of emergency services

Definition of action and emergency plans for different alarm situations
Alarm data in electronic form

- 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

112

PSTN / GSM

MPLS / DSL

GPRS

112 Call Centre
• Receive call
• Verify address
• Determine incident type
• Send alarm data

Dispatch center
• Choose car
• Send alarm data

Patrol car
• Confirm alarm
• Move out

112 Roundtable in Bulgaria – 6th of March 2009
Thank you for your attention

Further information:
Jens Middelbo Outzen, CEO
jm@innovative.dk
www.innovative.dk