

Neyðarlínan ohf.

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112





112 in Iceland

2008 statistics

- 257.597 112 calls processed
- 0,5% SMS

- 191.410 emergency incidents (74%)
 - Police 67%
 - Ambulance services 16%
 - Assistance from Fire Brigades 3%

- 628 to Commisins for Child Protection

- Average time to answer 3,8 sec.
- 95% answered within 8 sec.
- 80% of F1 dispatching processed in 90 sec. or less time





112 SMS “calls”

- SMS has been used to dispatch response units for 10 years
- The 112 SMS service was developed in cooperation with representatives from the deaf and hearing impaired association
- The requirement analysis and PTT work began in May 2005
- The service was opened on April 6th 2006
- No charge for 112 SMS in the networks





112 SMS technical solution

- The 112 system communicates directly with the mobile operators SMS service
- The 112 dispatcher can select which mobile service provider to send through
- We receive delivery confirmation from the network 2-5 seconds after sending the SMS



112 SMS - how it works



- When a SMS is received a sound and an alert message is displayed on the dispatchers workstation
- The incoming SMS is registered in the 112 system just like a phone call
- When the dispatcher opens the SMS message the system displays on the screen all the same database information as for a phone call
- Location is however unknown

112 SMS - how it works



- The dispatcher responds to the SMS message and receives a delivery confirmation when it is received by the cell phone
- If the location is not communicated by the caller it can be determined by a call from a landline phone or by a call from the cell phone.
- The dispatcher has all the same possibilities to help the caller as in a telephone call.



112 SMS

To speed up the text communication the dispatcher can select from a number of predefined responses to send to the caller.

Such as:

- What is your emergency?
- Where are you?
- Are you at home?
- This is 112, do you need assistance?





112 SMS



People who may need to rely on 112 SMS in case of emergency is encouraged to save draft messages in their cell phones with information that may be important when emergency occurs.

Such as:

- Information about medical condition.
- Contact information about a friend or a relative that is to be contacted in case of emergency.
- Exact addresses where the person may be at.
- Nature of possible emergencies.



Thank you

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