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Emergency numbers

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Baltic Roundtable on 112, Vilnius, September 2010



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Key facts

- Many emergency numbers in EU: 15-17-18-999-100-101-113-115-118-997-998... + 112 of course
- Strong national symbol e.g. 999 in the UK - the UK was the first country in the world to implement a single emergency number in 1937 (first implementation in London area).
- 2 main cultures:
 - ✓ differentiation between emergency and non-emergency, hence single numbers such as 112, 911, 999
 - ✓ one number per service (Fire, EMS, Police, Gendarmerie...)



Questions

- What are the emergency numbers in use in your countries and what is the reason/history/philosophy for this emergency numbering model?
- What are the advantages/disadvantages of your emergency numbering model? How is it perceived by citizens?
- What changes would you recommend to your emergency numbering model (if any)?



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112 Models in Europe

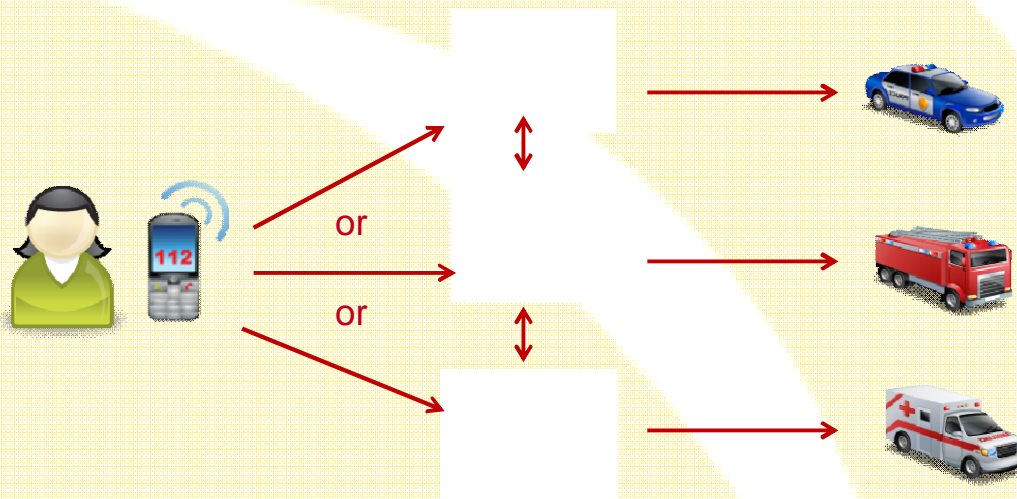
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The « local PSAPs » Model (1)

Main characteristic: calls to 112 routed to a local emergency service.
The call-taker belongs to one discipline (fire, police or EMS)

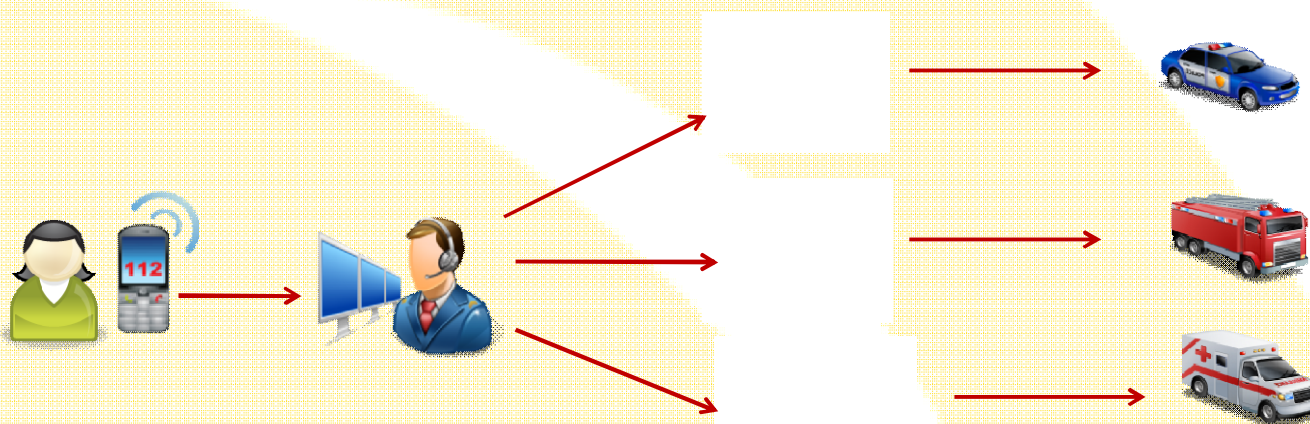


Example of countries: Austria, Germany, France, Italy



« Stage 1 & 2 PSAP(s) » Model (2)

Main characteristic: call filtered through PSAP stage 1 and transferred to regional emergency service

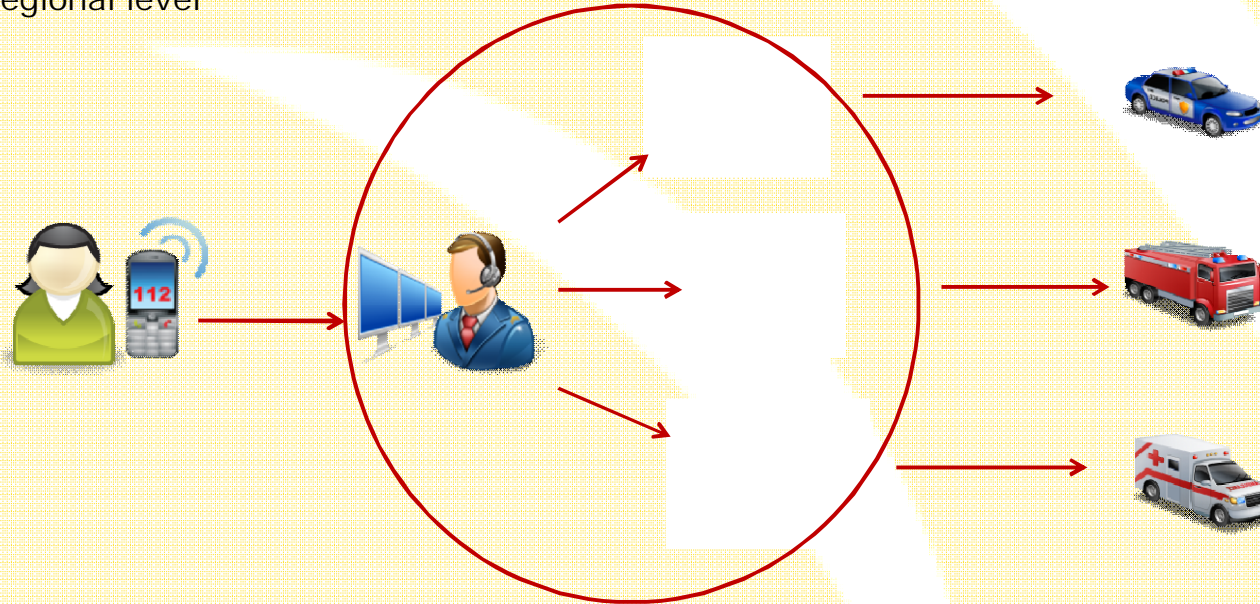


Example of countries: the United Kingdom, Ireland, the Netherlands



« Integrated Control Room » Model (3)

Main characteristic: gathering of all disciplines in a single location at regional level



Example of countries: Spain regions, Ostrava, Belgium provinces (soon)



« 112 agency » Model (4)

Main characteristic: A 112 agency with highly trained civilian call-takers who handle both 112 calls and dispatch

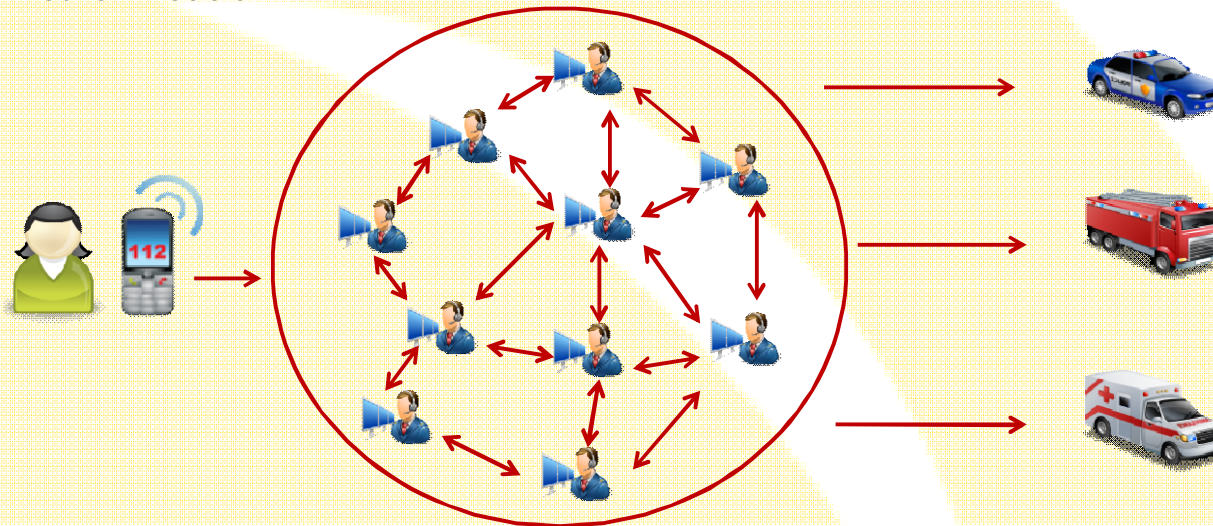


Example of countries: Finland, Sweden








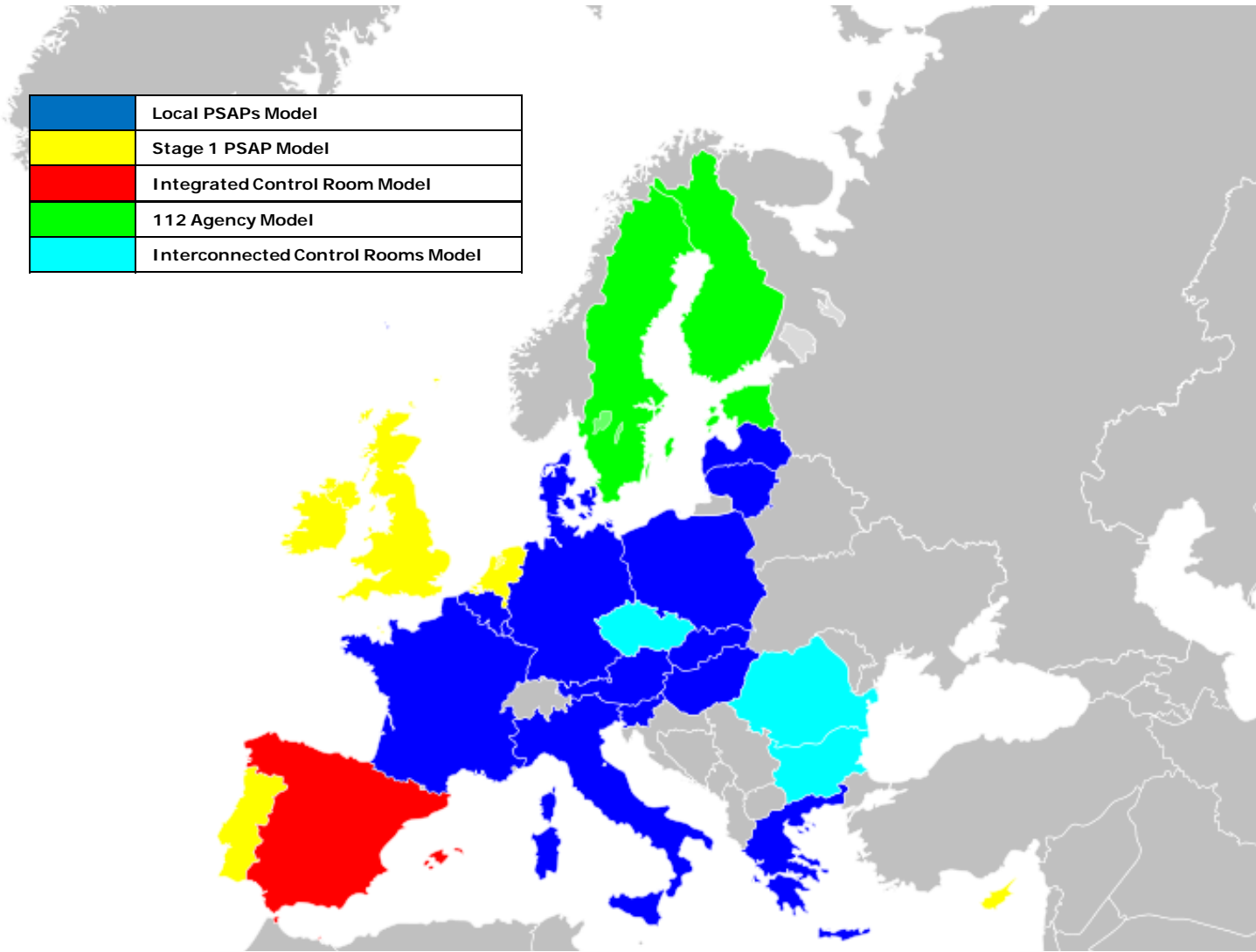
« Interconnected PSAPs » Model (5)

Main characteristic: All 112 PSAPs interconnected in a single network. Call in province X can be responded and handled in province Y. Combined with other models.



Example of countries: Bulgaria, Czech Republic

	Local PSAPs Model
	Stage 1 PSAP Model
	Integrated Control Room Model
	112 Agency Model
	Interconnected Control Rooms Model





Questions

- What is the model your countries and what is the reason/history/philosophy for this model?
- What are the advantage/disadvantages of this model ? (considering different aspects such as proximity, technology, culture, collaboration btw emergency services forces, etc...)
- What changes would you recommend to your model?