



The Estonian Emergency Response Centre

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Population 1 342 000, Area 45 227 km

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Emergency Numbers



- ❖ **112** fire and EMS (managed by the ERC)
- ❖ **110** police

Knowledge of 112 as the national emergency number: 85%
(elderly people 65%)

- Education programs on 112 in elementary schools as a part of different subjects
- Several articles in press to improve knowledge of 112 among elderly people

Size of operations and resources

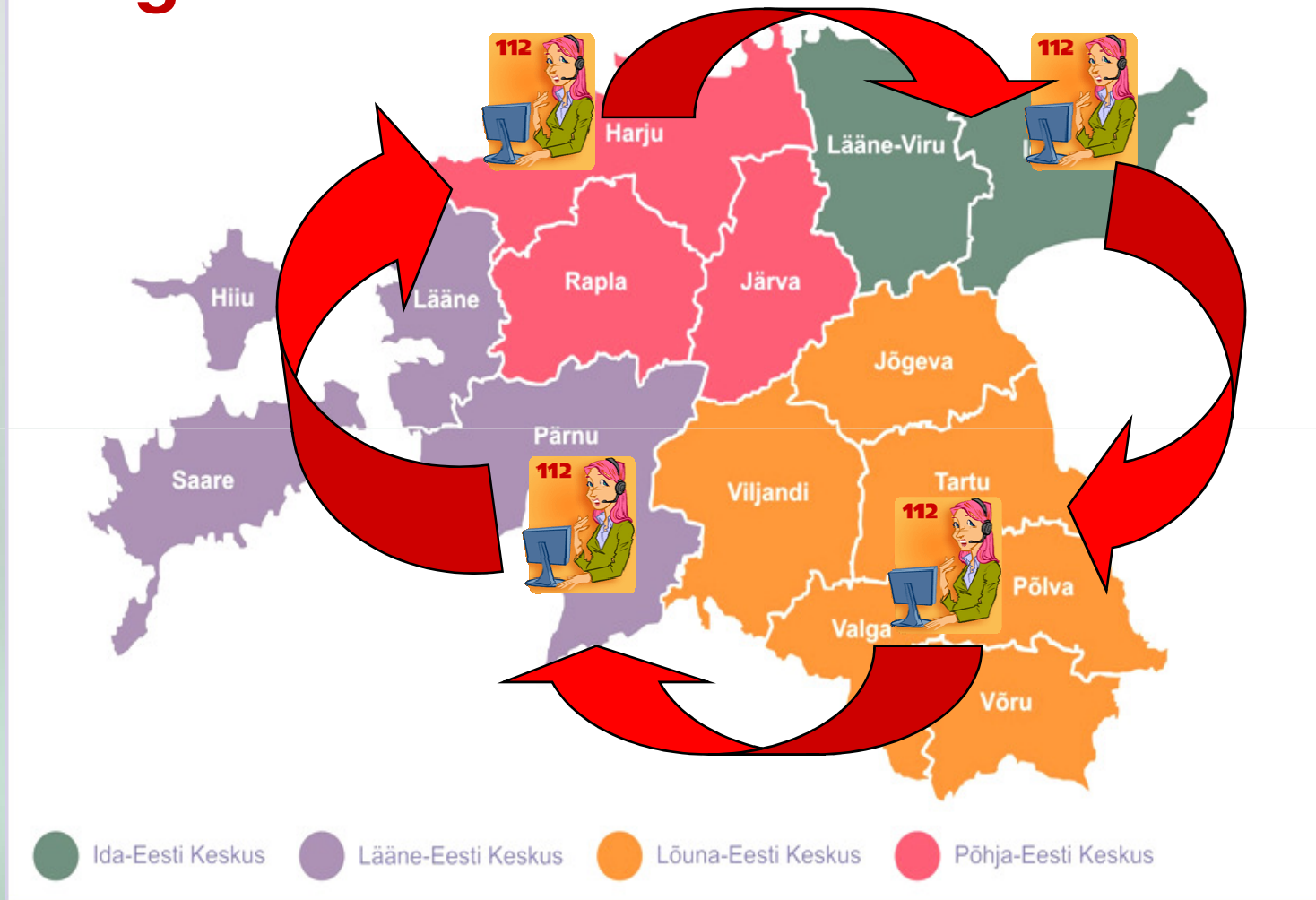


- ERC is a government institution, steered by Rescue Board in the jurisdiction of Ministry of the Interior
- Financed from the state budget
- Rescue Board is in charge of financing decisions

- **Resources:**
- 176 persons work in the ERC
- Budget 3,19 million EUR



Regional Centres and overflow



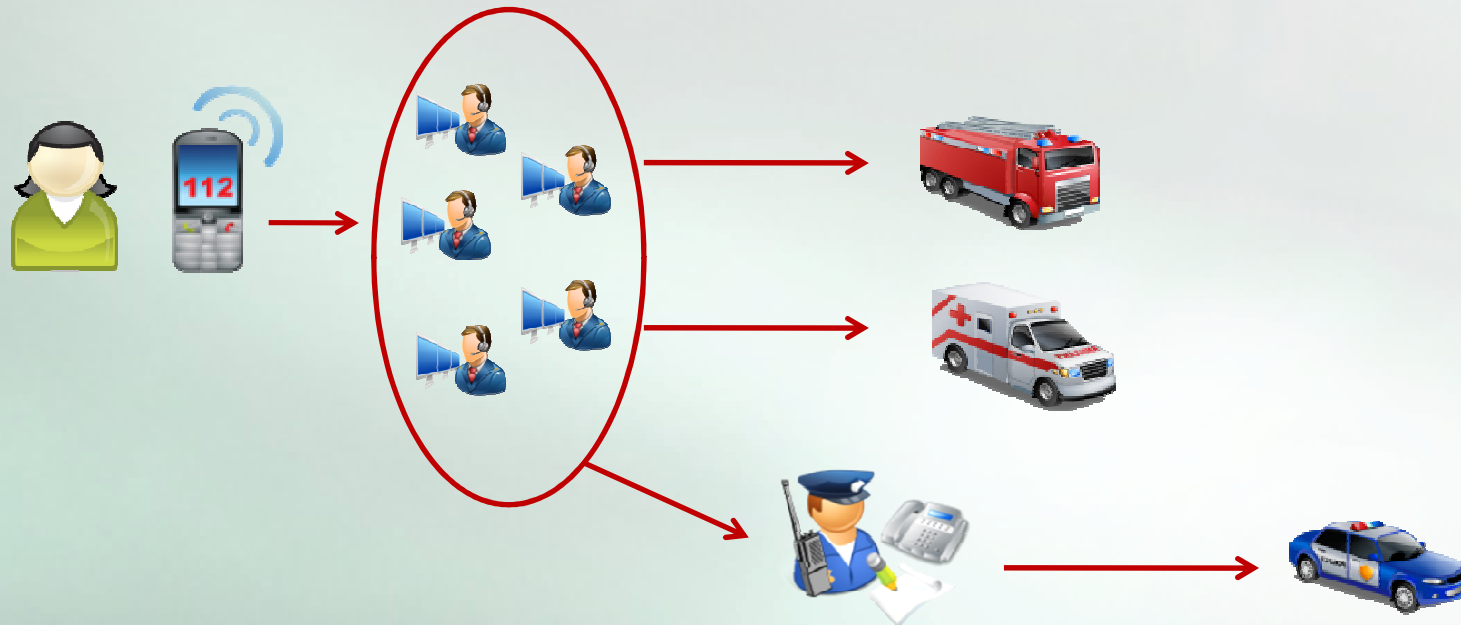
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112 model in Estonia



Main characteristic: 4 regional coordination centres.
Fire and Ambulance integration in the coordination centres, police in its own local PSAPs (4 regional centres).



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Call statistics



- 1,5 million emergency calls per year;
- 260 – 265 000 cases per year;
- 2,2 million radio communication contacts per year;
- 15 000 overflow calls
- Response time: 15 seconds
- Strategic goal for response time 10 seconds
- Call handling duration 1 minute

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Call handling aspects



Call-taking protocols

- Medical questionnaires to evaluate the priority of call (A, B, C, D)
- Rescue questionnaires developed in 2010
- Police questionnaires developed in 2011

Psychological support

- Psychological support needs further development.

Liability

- Call takers are legally liable under same conditions (liability law) like all public servants in Estonia.

Call handling aspects



- **Mission**

Estonian ERC call-takers have to secure all calls to 112 are responded, solve all medical and rescue cases in best possible ways by receiving, processing and documenting emergency calls, dispatching rescue or/and EMS teams and servicing field units during operations.

- **Radio communication**

- Common TETRA radio network between 112 and different services.

- **Training**

- Call-takers and dispatchers trained in the Väike-Maarja Rescue College for 1 year.
- Studies include medical and rescue training, call handling skills and practice in the ERC.

Multilingual calls



- The language use depends from the region.
- Many calls in Russian language
- Also English and Finnish language calls

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Assistance for disable people



- No special-trained call-takers for disabled people
- This topic is included in the college training.
- Emergency assistance via fax for disabled people. Special forms distributed through disability organisations.
- SMS 112 project in process. Current deadline 2011
- Obligation to provide SMS-112 service for disabled people free of charge (Electronical Communication Law)

Caller location



- Caller location pull-based
- System is currently updated and will change when GIS-112 project (Swiss Contribution co-operation programme) is implemented.
- Landline phones not positioned.
- Max time 20 seconds. Accuracy depends on the network (100m-1,5 km) Free for ERC. GIS map, but out of date. Roaming callers included.
- Caller location service is free for ERC. Costs beared by mobile operators.

Ongoing projects



- SMS service for hearing and speech disabled people
- To improve handling of rescue cases –development of rescue index (already Medical index for risk evaluation);
- GIS-112 project started in 2010 (includes updating of the caller location system) in co-operation with Switzerland
- Integration of common database and TETRA radio communication network (status messages, SMS-s, alerting)

Challenges



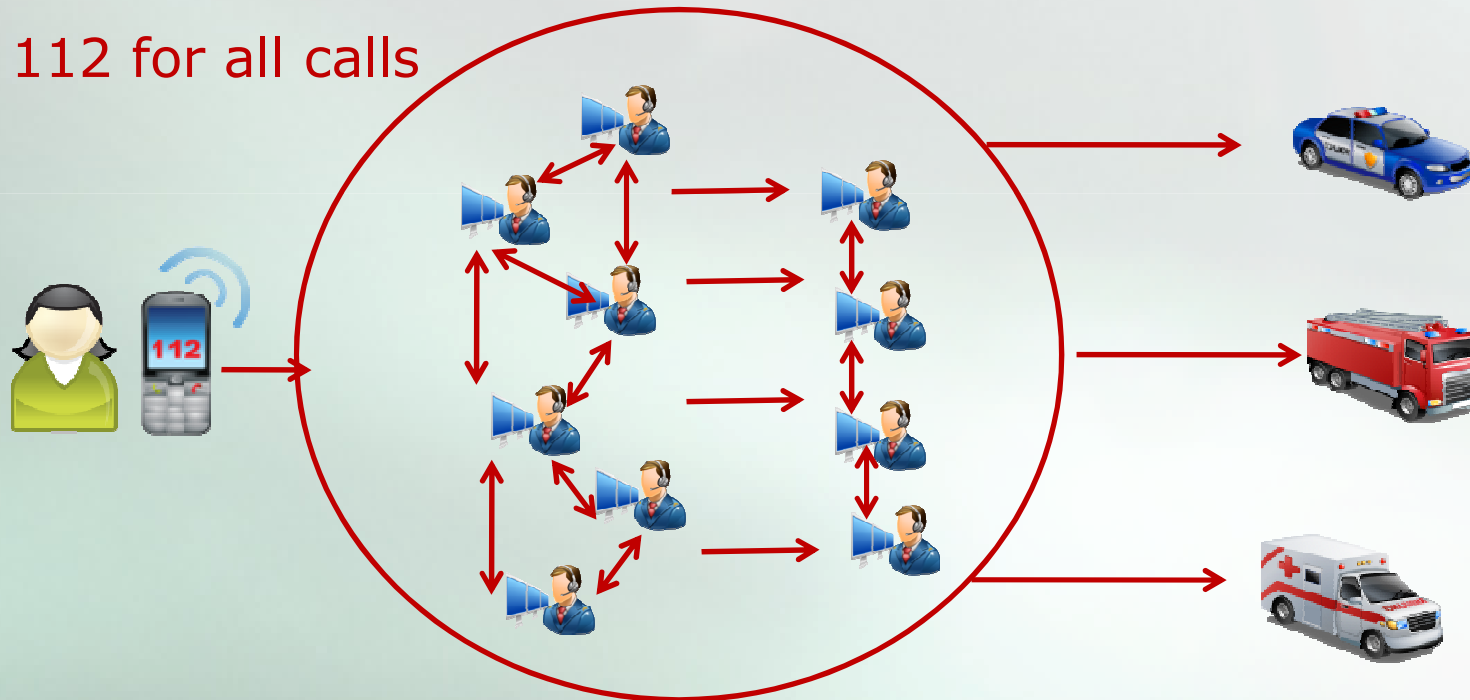
- How to organise effective two-way communication between public service and society in crisis situations
- MASSCRISCOM project in co-operation with Sweden, Aland and Estonia

Upgrade and Reform



By 2014 we will integrate police control centre to ERC centres.
We want to use a single and integrated technology and only one emergency number for people.

112 for all calls



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Thank you for your attention!

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