



BENDRĀSIS PAGALBOS CENTRAS

## COLLABORATION BETWEEN BALTIC COUNTRIES: WHAT DO WE NEED?

**Baltic Roundtable on 112**

2010-09-10

Vilnius, Lithuania

# Neighbours



- Languages:
  - Estonian;
  - Latvian;
  - Lithuanian;
  - *Russian*;
  - *English*.
- Travellers:
  - Tourists;
  - Business people.



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# Situations

1. 112 caller in Estonia calls to report emergency in Estonia. Due to bordering mobile networks his/her device catches Latvian mobile network and routes the calls to Latvian PSAP.
2. Lithuanian 112 caller calls 112 in Latvia calls to report emergency in Latvia, but cannot speak Latvian, Russian or English.
3. Estonian 112 caller calls 112 in Estonia to report emergency in Lithuania (e.g. mother, residing in Lithuania, calls privately her son that resides in Estonia and tells she's having chest pain.).



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# Most important

- To understand caller;
- To realize the nature of emergency;
- To locate caller;
- To understand emergency response organization in neighbouring countries;
- To know appropriate PSAP(s) in another country.



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# What do we need?

- Be able to speak EE, LV, LT or to have access to translation services;
- To harmonize questionnaires in order to ask most relevant questions;
- To update localization solutions;
- To learn emergency organization of neighbouring countries (co-training);
- To have up-to-date PSAPs contact list.



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European emergency number association



?

- » Ačiū, klausimai?
- » Paldies, jautājumi?
- » Aitäh, küsimused?
- » Thanks, questions?
- » Спасибо, вопросы?

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