



understanding and supporting people in emergencies

112 the Slovak way :)

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Why 112?

- **EU liabilities and requirements**

legislative (91/396/EEC), other - integration, interoperability, benchmarking (sector standards), accessibility, localisation, multilingual services

- **Perspectives and new dimensions**

platform for new services and projects (eCall, REACH), research, network of excellence, crossborder cooperation

- **The ultimate imperative**

responsibility for the provision of services to people in emergencies



Optimalisation of services as a necessity.



Moral

ethics of responsibility

humanitarian imperative

availability & accessibility of services

Financial

optimisation of costs

business continuity planning

sustainable development

a better value for money

Strategic

infrastructure for effective &

coordinated emergency management

emergency capacity building



How we understand 112

- as an emergency number – a basic service to the citizens and institutions – protecting and leading people in emergencies (only)
- as a possible gateway and an integral part of the system of emergency care provision (by rescue, medical, police, social and other services)



How we change?

- **Analyses**

based on experience and reflecting on evidence-based practise in emergency management

- **New solutions**

centered on systematic support to emergency management



Tools of change

- **Political mandate**
- **Analyses**

Followed by:

- **Participatory strategic planning**
(owners, stakeholders)
- **Systematic institutional development**
- **Optimalisation of emergency management system**



Essential components of change

- Optimisation of system management & performance
- Benchmarking & quality management
- Staff capacity development
- Optimisation of data flow
- Joint communication interface
- Precise localisation and GIS



Goals

- **Using the 112 potential in favor of the system,**
 - as a Gateway
 - enabling Command and Control
- **A new level and quality of coordinated emergency management.**



Product

- A client oriented system/service
- An integral and effective component of the national (EU) security system





understanding and supporting people in emergencies. *together*

Further information available at the
Office of the Plenipotentiary of the Slovak
government for the Integrated rescue system
Ministry of Interior of the Slovak republic

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