

112 Emergency System in Republic of Bulgaria

WHY DO WE NEED TO MEASURE QUALITY OF SERVICE ?

- 112 is a social service - we have to know whether citizens are satisfied from it;
- Quality of service responds to the performance of employees operating the service;
- Quality of service is a function of 112 system strengths and weaknesses.



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QUALITY OF SERVICE COMPONENTS

- Quality of call taking;
- The time from taking the call to informing the first responders;
- The time from informing the first responders to the moment they appear on the place of incident;
- Quality of help, provided on the place of the incident.



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INDICATORS OF CALL TAKING QUALITY OF SERVICE

There are two groups of indicators :

1. Conducting dialogue with the citizens and using the software applications.
2. Timing characteristics.



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FIRST GROUP OF INDICATORS CONDUCTING DIALOGUE WITH THE CITIZENS AND USING THE SOFTWARE APPLICATIONS

- Indicator 1 – Politeness.
Weight - 5%
- Indicator 2 – Predisposing calling citizen to provide maximum information, leading the conversation, identifying the needs and efficiency.
Weight – 12,5%
- Indicator 3 – Making decisions.
Weight – 12,5%
- Indicator 4 – Using the software applications – filling electronic form and using GIS.
Weight - 20%
- Complex evaluation for this group of indicators –
(5% from Indicator 1) + (12,5% from Indicator 2) + (12,5% from Indicator 3) + (20% from Indicator 4)

Each indicator is evaluated with 0, 25, 50, 75 or 100 points.

Method of gathering data – listening 5 randomly selected calls/incidents.

Objects of evaluation – call takers, 112 centers, entire 112 system.

Period of evaluation – monthly.



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SECOND GROUP OF INDICATORS TIMING CHARACTERISTICS

- Indicator 1 – Effective work time.
Weight - 15%
- Indicator 2 – Average time for accepting calls.
Weight – 7,5%
- Indicator 3 – Percent of calls accepted after the 10th second.
Weight – 7,5%
- Indicator 4 – Average time for serving the incidents.
Weight - 10%
- Indicator 5 – Average time for serving high priority incidents.
Weight - 10%
- Complex evaluation for this group of indicators –
(15% from Indicator 1)+(7,5% from Indicator 2)+ (7,5% from Indicator 3)+(10% from Indicator 4) + (10% from Indicator 5)

Method of gathering data – data is generated in real time in the database.

Objects of evaluation – call takers, 112 centers, entire 112 system.

Period of evaluation – monthly.



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THRESHOLDS FOR THE SECOND GROUP OF INDICATORS TIMING CHARACTERISTICS

- Indicator 1 – Effective work time.
above 81% - 100 points, between 79% and 81% - 75 points, between 77% and 79% - 50 points, between 76% and 77% - 25 points, under 75% - 0 points.
- Indicator 2 – Average time for accepting calls.
under 5s – 100 points, between 5s and 10s – 50 points, above 10s – 0 points.
- Indicator 3 – Percent of calls accepted after the 10th second.
under 2% – 100 points, between 2% and 5% - 50 points, above 5% - 0 points.
- Indicator 4 – Average time for serving the incidents.
under 3min – 100 points, between 3min and 5min – 50 points, above 5min – 0 points.
- Indicator 5 – Average time for serving high priority incidents.
under 1,5min – 100 points, between 1,5min and 2min – 50 points, above 2min – 0 points.



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RESULTS FOR FIRST GROUP OF INDICATORS – OCTOBER/2009

№	Regional Centre 112	FIRST GROUP OF INDICATORS CONDUCTING DIALOGUE WITH THE CITIZENS AND USING THE SOFTWARE APPLICATIONS				
		Skills for conducting dialogue			Using software applications 40%	Estimation for first group of indicators
		Politeness 10%	Predisposing calling citizen to provide maximum information, leading the conversation, identifying the needs and efficiency 25%	Making decisions 25%		
		0, 25, 50, 75, 100 points				
1	2	3	4	5	6	7
1	Sofia	94	78	87	87	85%
2	Ruse	94	81	89	89	88%
3	Kardzali	98	90	93	90	92%
4	Burgas	93	90	96	90	92%
5	Montana	85	95	87	90	90%
6	Varna	96	82	94	97	92%
	National System	93	86	91	91	90%



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RESULTS FOR SECOND GROUP OF INDICATORS – OCTOBER/2009

№	Regional Centre 112	SECOND GROUP OF INDICATORS TIMING CHARACTERISTICS																
		Effective worktime						Average time for accepting calls		Calls accepted after the 10th second				Average time for serving the incidents		Average time for accepting high priority incidents		Estimation for second group of indicators
		scheduled worktime	logged on	effective worktime	other tasks	effective worktime	Estimation	Average time	Estimation	Total number of calls	Calls after 10th second	Estimation	Estimation	Average time	Estimation	Average time	Estimation	
		mh	mh	mh	mh	%	points	seconds	points	number	number	%	points	minutes	points	minutes	points	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1	Sofia	7736	7224	5799	306	79%	75	3	100	69205	626	0,90%	100	3,26	50	N/A	100	83%
2	Ruse	3419	3225,79	2919,22	0	85%	100	4	100	24414	519	2,13%	50	3,8	50	N/A	100	83%
3	Kardzali	6261	6262	5369,7	51	87%	100	2	100	47574	204	0,43%	100	2,97	100	N/A	100	100%
4	Burgas	2416	2409	2084	10	87%	100	3	100	33091	914	2,76%	50	0,72	100	N/A	100	93%
5	Montana	3368	3354	2929	0	87%	100	4	100	30570	869	2,84%	50	3,38	50	N/A	100	83%
6	Varna	4088	4050	3443	116	87%	100	4	100	27794	744	2,68%	50	1,52	100	N/A	100	93%
	National System	27288	26524	22544	483	84%	96	3	100	232648	3876	1,67%	67	3	75	N/A	100	89%



THANKS FOR YOUR ATTENTION

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at

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<http://www.mes.government.bg>