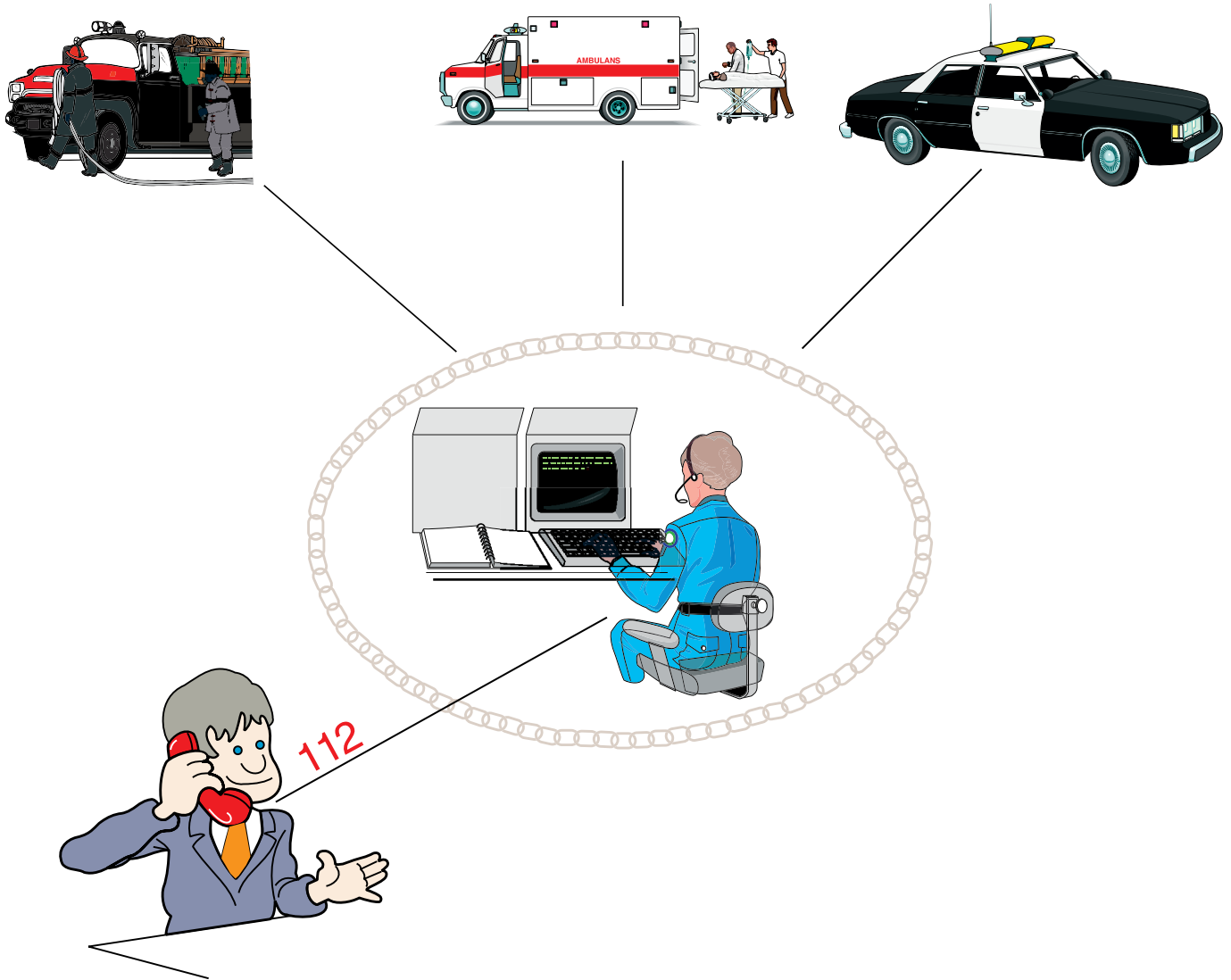


# Report from workshop on Effective Handling of Emergency Calls

8-9 March 2002 Rosersberg, Sweden



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# Content

<b>1. Summary</b> .....	<b>4</b>
<b>2. Opening Speech</b> .....	<b>6</b>
Presentation of the Community 112 Emergency Call Number.....	7
<b>3. Organisation/man and technique/needs for interface</b> .....	<b>10</b>
Emergency Response Centre of Finland .....	10
New technology, challenges and possibilities for 112.....	11
Common control rooms and real time address information in the Netherlands .....	15
Group-works Day 1. Questions and discussions.....	16
<b>4. Training and handling emergency calls/from alarm to command of operation</b> .....	<b>20</b>
Demonstration of the Training Centre of Command and Control .....	20
How to save lives with e-learning.....	21
Training and handling .....	22
From Alarm to Command .....	23
European emergency number 112 in France.....	24
Group-works Day 2. Questions and discussions.....	25
<b>6.Conclusions, recommendations</b> .....	<b>31</b>
Demonstration of the Centre for Control and Command at the SOS Alarm Centre in Stockholm.....	32
<b>5. List of participants</b> .....	<b>33</b>
<b>6. Programme</b> .....	<b>35</b>

# 1. Summary

The focus of the European Union workshop in Luxemburg held two years ago was to study the problems inherent in the implementation of the single European emergency call number 112. Several problems were identified, for example the problem with multilingualism (handling calls in other languages) and the location of emergency calls. The result of this was that the citizen and his/her right to information now had gained increased attention – the citizen is now in focus.

At this workshop we took further steps for development and improvement of the implementation of the single European emergency call number 112, and the work that was initiated in Luxemburg was continued. This workshop had its focus on 112 operators and how organizational solutions could cover better the need for interface between man and technique.

Lars Hedström, Deputy Director General of the Swedish Rescue Services Agency, stated in his opening speech “our aim with this workshop is to contribute, with the help of your active participation, to the development of the skills and the efficiency of 112-operators. Furthermore, special attention will be given to standardized methods for posing questions, methods and techniques used in handling calls in different languages”.

Among the participants there was agreement on the importance of putting the citizen in focus and a strong commitment when it comes to realizing this. There was also an agreement on the goal – to develop the skills and the efficiency in handling 112 calls.

- We need to build bridges between the person receiving the call and the dispatcher, the Chairman, Ulf Bjurman from the Swedish Rescue Services Agency concluded. We are now in a new phase and I can see a strong development. The presentations and the discussions in the workshop indicate clearly that we are all on the same road.

The Chairman summarised that we have the 112 number in the whole of the European Union and it works technically, but the implementation has to be improved. There are now, in a new directive, requirements that the Member States improve that implementation by really conducting information to the public about the number. This will be checked in the future and it means that we will see 112 play a more central role in the alarm system in all the Member States and of course in the Candidate Countries, when they, quite soon, will become members of the European Union. The Candidate Countries will probably be in the front line, just as the newest Member States, Austria, Finland and Sweden, have proved to be.

The Chairman concluded the workshop sessions by thanking the participants and the Commission for making the workshop a success and in particular Panagiotis Alevantis from the Commission, who unfortunately due to

illness could not participate but had assisted in the preparations and made such valuable personal contributions to the development of the single European emergency number 112.

## 2. Opening Speech

Deputy Director General Lars Hedström, Swedish Rescue Services Agency, welcomed the participants to the workshop focusing on 112-operators.

- I am glad to see so many of you here – delegates from Member States, Candidate Countries and our neighbour Russia. You are all very welcome to this workshop.

- Our history concerning the alarm services started already in 1951 – 50 years ago. I am not going to tell you the whole history until now, but in 1996 we implemented the emergency number 112 in accordance with the European Union directive.

To talk a little bit about history anyway; I have to mention the responsible company for this service in Sweden - SOS Alarm. It is owned together by the Swedish government, the county councils and the municipalities. In accordance with an agreement between the government and the company SOS Alarm is responsible for running alarm centres in the whole country, to hold radio communication in the country and of course to handle emergency calls 112 and also offering alerting services agreements to municipalities, county councils and national rescue authorities and keep organization equipment available for an efficient emergency call service.

- The Swedish Rescue Services Agency is the authority responsible for supervision of the agreement between the government and SOS Alarm. In Sweden today there are 20 alarm centres handling the 112 emergency calls. And to that we have a number of command and co-ordination centres in different authorities as for example the police, coast guard, the fire brigades etc. An interesting part here is the co-operation between SOS Alarm centres and the different command centres and especially the technique in between them. You can also see a little bit of that, I suppose, in Stockholm tomorrow during the visit there.

- The focus of the European Union workshop in Luxemburg held two years ago was to study the problems inherent in the implementation of the single European emergency call number. Several problems were identified, for example the problem with multilingualism (handling calls in other languages) and the location of emergency calls. At this workshop we will take further steps for development and improvement and continue with the work that was initiated in Luxemburg. This workshop has its focus on 112 operators and how organizational solutions could cover the need for interface between man and technique. Our aim with this workshop, based of course on your great participation, is to contribute to the development of the skills and the efficiency of 112-operators. Furthermore we will give special attention to standardized methods for posing questions, methods and techniques used in handling calls in different languages.



- For the result of this workshop it is most important that all of you participate with your knowledge and your experience in discussions both in this plenary form and, of course, especially in the working groups. As Ulf said, I am very anxious to see results for the future from this workshop. I am glad that so many of you are here and I will encourage you to participate in the discussion - it will be exiting to see the results of it.  
Good luck!

## Presentation of the Community 112 Emergency Call Number

Ulf Bjurman, chairman of the workshop, Swedish Rescue Services Agency

- The legal basis for all actions in the European Union is the Council Decision 91/396/EEC of 29 July 1991 on the single European emergency call number and the Directive 98/10/EC of 26 February 1998 – application of open network provision (ONP) to voice telephony and universal service for telecommunications, the chairman of the workshop, Ulf Bjurman from the Swedish Rescue Services Agency, said.

- There is to be free access by all, be it fixed or mobile telephones, that doesn't matter, Ulf Bjurman pointed out, when changing over to legal requirements. The requirement was to introduce the common number in parallel with existing number. You do not have to pay if you call from a public telephone – the call is free of charge. There should be arrangements before disconnection and then of course, quite naturally, the requirement to have the calls appropriately answered and appropriately handled. It is not exactly specified how to do it, but the requirement that it has to function is there.

- The centre of attention is the citizen in need, the person who is in an emergency and who needs help, he continued. He has the 112 number to call and, as you heard before, that has to be handled in an efficient and appropriate way. The call goes to an authority. This authority has a network so the call ends up in the right place. The citizen in need gets to the police or the fire and rescue services or the ambulance – that is how it has to work. There is of course also a need in many situations to have another contact with the public – warning the public and you do that in different ways, depending on the situation, through sirens or by using the radio and TV, when needed. This is the circle where the citizen is in the centre; the individual in need has to be able to get help.

- The basic needs that we are addressing now is a European Union without borders where people are moving around to a great extent. The reasons for travelling are of course holidays, but also business and other purposes. If we turn on to some sort of total estimation you get to around 100 million people travelling to other countries in Europe. They may face an accident and they will then need help and they have to be able to get that help, that is the requirement, which has been stipulated.

- Many people feel, to a certain degree, unsafe when travelling to another country. These figures I am showing you are not sort of taken out of the air. They come from the Eurobarometer and other investigations that have been made. There is a clear necessity to see to it that people can get help and feel safe when they come to another country in the European Union, in the Candidate Countries, already now, but it will be an obligation when you become members, and we are very happy to understand that the Russian Federation is also interested in taking part in this idea of having a single call number.

- A big problem is that few Europeans know about the 112. The level of knowledge is much too low and the introduction has been much too slow in a number of countries. In this part of the world, as you can see, we are getting close to the situation where the 112 is fully functioning. In Denmark it is already the only number, if I remember correctly, and Sweden and Finland are well under way. As for the state of implementation in the European Union a report was elaborated based on a number of surveys and questionnaires. The findings in the report are that 112 is technically implemented in the whole of European Union. In some Member States it is the only number. It is only one Member State actually, I think, but in practice some others are quite close by.

- Information campaigns are conducted in a number of Member States. I know Belgium had quite an extensive information campaign during their Presidency on the 112-number. So it is spreading more and more.

- Calls are answered in several languages, not only in Belgium, but also in other countries. But of course it has to be more or less a hundred per cent, you have to be able to be understood when you call the 112 in any European country. It is a difficult problem to solve, but you will during this workshop discuss how we can take further steps.

- And then last of all, what we have seen already, is that the Eurobarometer shows that only about 20 % of the Europeans on an average know about the 112 number. Only 1 in 5, or about 20 %, would use the 112 in an emergency abroad in the European Union. The rest either do not know, or will call another (incorrect) number. Obviously this is not satisfactory.

### **Some future perspectives:**

- You can see the needs quite clearly indicated here, Ulf Bjurman said, pointing to the power point presentation at his side. Progress is needed for Soft disconnection, Knowledge of 112 by the public, Answering and handling calls and Evaluation of implementation by an independent organization. Most of them are basic needs, as you all understand, being in the business. The evaluation of implementation will, I think, in the future be carried out even more efficiently from Brussels. As you know, the general

European Union policy now is to see to it that the directives and the binding decisions that have been made are really implemented. That came in with the Prodi Commission. You should be well aware of the fact that in the future there will be a much more rigorous evaluation of the implementation of the decisions and that of course includes also the 112 number.

- Let's pass on to the future and the new legislation, Ulf Bjurman continued. There is a consolidation of the acquis, which already exists (acquis means some binding regulations in the European Union). There has now also been introduced a localization requirement and there is a co-ordination group working on this called (CGALIES (Co-ordination Group for Access to Location information by Emergency Services) working with that. I guess some of you are involved in this work already.

- And then the most important fact. There is now, it will be enforced next year, an obligation, a real binding obligation for Member States to ensure that the citizens are informed. The 20 % knowledge is completely unacceptable. - This will be checked, as I said before, through Eurobarometers or other evaluations and it means, that we in the future will see 112 play a more central role in the alarm system in all the Member States and of course in the Candidate Countries, when they will become members of the European Union, which is quite soon.

-In summary, we have the 112 number in the whole of the European Union. It works technically. The implementation has to be improved and there are now requirements that the Member States will improve that implementation by really conducting information about the number. That will be checked in the future and, of course, if you don't follow the directive you will end up in the European court, which is embarrassing. This is happening more and more in different European policies. It is embarrassing, but it will also cost fines and so on. So it is becoming more and more seriously underlined that this has to be implemented. And of course, as you saw from the presentation here, it is because it is so beneficial for the individual citizen.

-And then, last of all, there is the new requirement that you have to be able to localize the calls and you will talk more about that during the workshop.

With that we end this background presentation.

(For more information on Different Requirements in the Future regarding Localization of Calls contact the commission directly – Directorate-General Environment, Civil Protection and Environmental Accident, Unit ENV/B/4, Fax:+32-2-29.90314, e-mail: [civil-protection@cec.eu.int](mailto:civil-protection@cec.eu.int) or visit the homepage <http://europa.eu.int/comm/environment/civil/>)

*Power point presentation is available on CD-room. Please contact the Swedish Rescue Services Agency.*

### 3. Organisation/man and technique/needs for interface

Aim of session: Contribute to the development and standardisation of the skills and the efficiency in handling 112-calls and identification of basic requirements by exchanging experiences and discussing successful concepts/methods used in different Member States, EEA-countries and Candidate Countries, taking into account organizational as well as technical aspects.

#### Emergency Response Centre of Finland

**Jukka Aaltonen, Emergency Response Centre Administration, Finland.**

Jukka Aaltonen, Head of Development, informed about the project aiming at reforming the emergency response centre system in Finland. The main issue is to integrate police emergency centres and fire and emergency centres together, to put these functionalities together. After that project we will only have one kind of emergency centres.

- The reform work started in 1991, with a pre-research where citizens and different authorities were asked How must the alarm centrals work in the future, in 2010? The responses given indicated that the people interviewed wanted centres that could handle all calls. - When the citizen call 112 he can have every service he want.

- Then we started the project. During 1994-96 four pilot centres were built. We must first test the system. How does it work, does it work? The pilot centres worked till last year. In 2000 a new legislation was adopted and the decision taken on the creation of state-owned emergency rescue centres (ERC) integrated for different authorities handling emergency calls. The same system would be used in normal conditions and in a war. - One problem-issue will be – how can we handle the Helsinki-area? The politicians in Helsinki want to keep the emergency centres separated, Jukka Aaltonen said.

- The centres are within the competence of the Emergency Response Centre Agency and directed by the Ministry of the Interior and the Ministry of Social Affairs and Health. The new administration started working in the beginning of 2001. With the costs of the existing system it is possible to build and to maintain the new system. All costs will be covered by the state's budget.

- The first new centres will start working in April this year. 2006 the project will be finished. The number of centres is by then planned to have been reduced to 13 covering the whole nation.

- Today the centres handle two numbers – the common emergency number 112 and the one number for the police 1022. All operators take calls on both numbers, handle the whole event chain in the centre and can dispatch resources from rescues services, medical services (ambulances) as well as police. We want to remove this number (the one number for the police) of course. When we are going to integrate these centres the citizen can call 112 and he can have any kind of service he wants.

- The ERC handle its own education and training of operators/dispatchers and Jukka Aaltonen estimates that the number of operators/dispatchers with a police training in 10 - 15 years from now will have been markedly reduced.

- In the future the ERC-areas will be larger than today, activities and functions of different authorities will be integrated and the centres will be outfitted with harmonised IT-systems. – I hope to have a decision on choice of system in April-May. Technical equipment is important. Now that we are just buying a new IT-system we want to be able to locate where an incident is and to look for the nearest and best unit to send to that incident. We are also going to build up a new TETRA-based radio net work.

*Power point presentation is available on CD-room. Please contact the Swedish Rescue Services Agency.*

## New technology, challenges and possibilities for 112

### **Per Palm, SOS Alarm, Sweden**

- The problems concerning the 112 that we need to face are much closer to us than we think. To illustrate this, he gave as an example his futile efforts some weeks ago in cleaning the windshield of his car to improve the sight, when in reality it was his glasses that needed a wash. – Often it is like that, he said. My presentation here will show that we have some problems around that we need to face and they are much closer to us than we think.

He described the deregulation of telecom experienced in Sweden.

- We had an easy task when we started to build the call centres. We had one telecom monopoly in Sweden of which we (SOS Alarm) were a part. We had full control of all telecom lines, and we could build a 112 function with tracing and address availability and all these functions that we today try to build. We could build that very easy in the beginning because there was one telecom monopoly that we could control.

- Today we have at least 50 in Sweden and we need to address at least 50 interfaces to different telecom companies. We also have a lot of mobile phones. When we had fixed phones, we had one database we could look in – where is this fixed phone located – and we could get that address information very easy. But today more than 50 % of all the calls are coming from mobile phones and we cannot address where they are.

- Another thing that we see is that the telecom and the IT world is merging. You see that the telephone system has a lot of IT-functionality in them and they can do things and will be able to do things tomorrow we could not imagine today. We start to go over from the traditional switching technology to computerized networks, where we send calls. In this area we see problem also for the 112 – how can we locate where the calls are coming from? He exemplified with a call to 112 regarding a warehouse in the north of Sweden. As the company calls were handled in a computerized network and all external calls did exit in Stockholm, the fire brigade was sent to the company's warehouse in Stockholm, of course.

- We also see that IT-systems today automatically can send alarms. We will see a lot of that in the future. The future will allow us to use much more than just a simple phone call to get a 112 call. We also see this trend that we call IP-telephony. That means that, to be able to get simpler and cheaper calls, companies and private persons are starting using the internet for sending calls. When they do this, calls will be sent all over the world. If there is an emergency call in an internet network, how will the call know which PSAP or call centre it should end up in? There are no rules for this today.

- We also have the area of telematics, a common word for intelligent alarm systems, placed in cars, meaning that the car itself can send an alarm if a crash sensor has detected that the car has stopped within a number of meters in a certain time, there is an accident. It can also report if an air bag has been used. This information is sent to some kind of service centre. If they are sitting on this information, why don't they pass it on to the emergency centre? How will this be done?

- We also have a new generation of telephones coming out. Within a year we will see the third generation of system coming out in Europe where you have a telephone with the capacity of sending moving pictures. If you are at the accident scene, why should not the call centre see a picture of what is happening? It is only a year away. How do we prepare for this in the area of 112?

- If we look at the fixed lines we also see another line of problem and that is that you should be able to move your phone number from one telephone company to another. If you start doing this within your country, we have a problem. But if you start to look into the future the companies are cross-Europe. Very soon you can move your phone number across Europe. When

you move your local number in Sweden to a location in France, how do we get the right call centre for a 112 call? We need to be ahead of the development. To learn how to handle these calls and how to route calls in the future.

- There has been a lot of talk about positioning of mobile calls. It is important to understand what this is and what it can give to us and to understand that it is a very tricky thing to do. It takes a lot of effort from the phone companies, from the authorities to do this in a proper way. Above all, it costs a lot of money ! Within the commission a group, CGALIES, have tried to identify the problems, possibilities and ways to approach this area. As I see it, it will involve so much cost that we must develop this function in a step-by-step approach. We will not put down rules on how this should be done, CGALIS say, we will let the industry develop their own services for this, they say. By the time we will use them for the 112. But that puts a lot of responsibilities on us. We need to lead the work in each country to make sure that what the telecom market is doing here in Sweden will not be in conflict with the ideas of CGALIS and the European Commission. Therefore we need to start working with this in Sweden, as well as you need to do in your countries, to be sure that these questions are addressed in a proper way, so that we wont have a special solution here in Sweden , a second in Denmark, a third in UK and so on... in five years time.

- To have the highest quality you will need to change every phone, to have a GPS in it. The positioning of a GSM can be done in a certain way and it will be very beneficial to us, but we also need to understand and learn about the quality over time, how it can improve and what kind of services we can get from the telecom operators.

- Shall we wait to send the 112 call to the call centre until we have an exact position? What the CGALIS work is saying is that we don't need to do that. We send the call with what we call a cell ID -an identification of the local telephone station that we are connecting with. We send that to the call centre. The call centre can start to dispatch the units. After a while he will get a more accurate information on the localization of the person in need and then he can send that out. If each call should be positioned we would overheat the telecom network.

- We will see a lot of applications of telematics in cars over time. There is an initiative – e-merge – that has started to address how we will use this for handling information to alarm centres. This third generation of systems that are around the corner give us a lot of possibilities. If we look at people with different kind of handicap we can give them services with the help of these devices.

- Another trend that we see is that in today's dispatching environment we do this by talking. SOS Alarm is very skilful in talking to different agencies around them in Sweden. Many other agencies are developing their own IT-system, we have a sophisticated IT-system and need to be able to pass this

information on to the other agencies. How do we co-operate in exchanging data between emergency agencies? This is something that we need to address as well.

- It was mentioned earlier the work with TETRA in Finland. There is also a lot of work involving TETRA in different countries. There is a need for co-operation among emergency authorities across the European Union. We need a common radio system, to be able to dispatch across the European Union and to co-operate in emergencies in boarder areas.

- How do we proceed where we do not have standards? We cannot sit and wait. EU standards are on the way, but standardization takes time. Still we need to work with this on a local basis. In Sweden we have tried to identify, together with other agencies, how we can make the action, when an emergency has happened, more efficient, how can we co-operate across organizations in doing this? When we started this work some years ago we came up with an idea called "external parallel listening" – if you call me, a dispatcher or a call taker, you will talk only to me. When I realize that you need an ambulance I open a conference with a dispatcher of ambulances. I might also realize that you need the fire service. Then I also call a dispatcher of fire services. These two dispatchers can talk to me, can ask me to ask you something, but you as a caller will not hear what they are saying to me. That gives us a very efficient way of handling the staff on the road from different units. We have also started to use this system involving external persons, for example people at the scene of the accident, with a cellular phone to join in. By doing this we can help the staff at sight.

- In this work we also discovered deficiencies in the alarm process. The fire stations had some old technology, it took longer time to make a technical alert to a fire station in Stockholm than it took over Internet to fetch a picture on a data base in the States. We identified that we should go over to use more IT-technology and dispatch with new technique.

- But the technical alert is just a small part of the alarm chain. If we shortened the technical alert we also would need to look at other parts of the process and shorten them as well. That was a joint project between SOS Alarm and the Swedish Rescue Services Agency. They identified weaknesses in the interviews, in the alert, in the technology. They did time studies, made a lot of interviews and looked into the technology and came up with a programme to correct and make this more efficient. We came up with a new protocol based on the Internet XML protocol for alerting. The trial started a few months ago.

- Another result of this was that we started to use what we call pre alarms. As soon as we know that something has happened and we know roughly where it is, we send a pre alarm so the services can prepare. We got an acceptance on this, because now they can see how much time we can gain in the whole process.

*Power point presentation is available on CD-room. Please contact the Swedish Rescue Services Agency.*



# Common control rooms and real time address information in the Netherlands

## **Tjerk Terpstra, Department of International Affairs, Netherlands**

- In 1996 the Ministry of the Interior and Kingdom Relations decided that the control rooms of police, fire-brigade and ambulance had to join together to one common control room, Tjerk Terpstra said, by way of introduction. To take this decision was easy, to fulfil this more difficult. The starting point in 1996 was about 100 control rooms owned by three totally different organizations split up in regions with differing borders.

- The tragic events in Enschede and Vollandam resulted in a political pressure on common control rooms in order to have a better communication between emergency organisations. At the same time the borders of police, medical service and rescue service would be made common. 25 control rooms were to be constructed.

- Combined control rooms with one information system – yes – but each organisation would continue to handle its own activities. You could say that there are three independent islands. Only specialists of the police group handle police activities.

- 14 control rooms are installed. This year the last 11 will be installed. By the end of this year the project will finish and the whole situation will go over to the regular control organization. But it will still be on a voluntary basis, because it is the only way it works. – At this moment only one region has not decided fully to go to the combined control rooms - it has not formally signed.

- The advantages with the new system are better communication between the three organizations. The boundaries of the areas are now the areas of the 112 areas and we have faster actions when something happens. As for problems, of course this is a big project, but we have not experienced more technical problems than can be expected in the situation. Most of the problems are organizational. You have different kinds of organizations and all have their own wishes. Not every combined control room is really the same. You always have to follow wishes because it is on a voluntary basis. Most of the problems we have are cultures and “little kingdoms”.

- The next step is to integrate of 1-1-2 in the control room so that we can follow the call until its end, so that we know exactly when the call was made, when it was accepted, the time between when it was accepted and was sent over to the control room, and the time the control room needs to

finish the questioning. We need it because if there are complaints about the handling of a call we need the time.

- For line based we are now in a pilot phase, working on having the address information coming directly when the call is accepted. Right now we have no address information in the control rooms, only in the PSAPs.

For mobile calls we are very active in CGALIS for position information. As for GIS-systems we want to have them in the control rooms.

- What does voluntary basis mean, one of the participants asked, do volunteers go out there?

- If an organization don't want to join we cannot force them to do so, Tjerk Terpstra responded. But there are other ways to make them volunteer ... If you want something new and you don't follow the standardization, we say "you have to pay it by your own".

- You have illustrated how complicated the process is in getting everything together and just the voluntary part of it. If you don't get ownership, you won't get real involvement and commitment to the system. It is very important to sell your ideas. We heard that from Jukka as well, earlier today. You have to work successively and improve it at a pace which will bring everybody on board, otherwise you will not get a system that works, the chairman said.

- You have to have the acceptance of the organization, otherwise it will not work, Tjerk Terpstra added.

*Power point presentation is available on CD-room. Please contact the Swedish Rescue Services Agency.*

## Group-works Day 1. Questions and discussions

No1. How could we nationally and together within the Community contribute to facilitate the handling of calls in different languages?

Give concrete examples and suggestions.

Janis Ivanovskis, Latvia, rapporteur of group 1 opened by stating that according to the group we must be able to handle calls in other languages. A problem exist to such an extent today that there is a need to take corrective actions.

- A certain language ability is expected from the start among the operators. Many can handle calls in English plus one or more other different languages, apart from the native language. In most countries English seems to be the second language. As a rule for all European countries, of all 112

dispatchers, at least one dispatcher on each shift must be able to handle calls in English.

- The questions to discuss are technical tools available or technical tools that need to be made available to handle the task, he added.

In the discussion that followed group 2 argued that what we need is to create a European network, which would have a contact point in the emergency services, say control room in every country, into which any control room in another country the European Union would have a direct link. If you know what language the person speaks you would then be able to put that native speaker on to the line straight away. We saw that you could in fact do this quite easily through the mobile system. It is programmed for the language of the person using it. It must be possible to make the information on the language spoken by the caller come up on the screen, “this is an English speaking person”. Then the operator in the control room would know that it might be necessary to link up with an English-speaking operator.

- The Commission might make it a legal requirement for the mobile manufacturers to put into the mobile phones such information that enables the control room to know instantly what the preferred language is.

- You have to realize the size of your problem and then balance the resources you use to solve the problem, group 4 interposed. In the field of on-line translations our French colleague seem to have found a balance of resources. Here a co-operation with a non-governmental organization “association de traducteur d’urgence” has been opened. For each language that the organization can provide help, the call centres have been given a special number. The regions decide if they want to utilise this help or not.

No 2. What type of measures should/could be taken in order to reduce the number of erroneous calls? Do we ought to create special numbers – so called service numbers, to meet other demands than those directly affecting rescue services, ambulance and police? How should so called silent calls be handled?

The answers to these questions identified by group 2 was presented by Martin Hill, UK

- Identifying callers (malicious intent). Here mobile phones constitute a special problem. Make the fear of identification greater by utilising better location information (in the years to come) and call back.

- Inform the public. Public relations, campaigns, education (schools), SMS-bombing as a punishment (used in the Netherlands to send text messages every minute).

- So called silent calls – calls with no request – is a European wide problem  
- partly due to design problems. The keys are just getting depressed and the 112-number is activated. The number of silent calls in the UK during one single day is 35 000. 50 % of these are taken out of the system immediately, thus saving the police - in charge of the call centres in the UK – 800 000 pounds/year.

- The creation of service numbers assists in making the handling of emergency calls efficient. Following a major accident, extra numbers for friends and relatives reporting missing persons and looking for information enables the call centres to keep the lines open for emergency calls. - Many problems in everyday life that we do not define as an emergency represent an emergency to the person dialling 112. By opening up special numbers you meet their demands.

- But we must pay attention and not open up too many alternative numbers. It creates confusion, Erik Johansen, Denmark, of group 4 said in a remark that was generally seconded. - How about creating a common number in Europe for non-emergency calls? one participant in another work group suggested.

No 3. How can technique and the development of IT contribute to a more efficient handling of emergency calls nationally and in a Community perspective ?

- More information will be provided automatically on screen and help the call taker – it will be easier to locate the caller, Ejnar Rigelsen, rapporteur of group 3, said. GIS could provide them with maps and the operator could be helped by decision support during the interview.

- With all these new tools it is important that they will have an intuitive/user-friendly interface in order to minimize the risk for information overload in the operator's room, Ejnar Rigelsen added.

It was emphasized that in a Community perspective an international co-operation in the development and implementation of standards is important - secure and open standards are a prerequisite for communication and exchange of data.

No 4. How can the advantages with a single European emergency call number from a citizen perspective be made use of in the best possible way?

Erik Johansen, Denmark, rapporteur of group 4, opened by saying: The overall aim is to create an atmosphere of safety. How can we do that? By having one emergency number only: 112. Why one number only ? It is easy to remember, which creates safety.

- But we have organizational problems as different actors do not want to give up/give away powers. Maybe a referral to neutral grounds (like SOS Alarm in Sweden) could be a solution?

- We must be able to handle cross-border information to citizens as well as organisations. Technique should be seen as an assistance.

- The way ahead is a reduced number of call centres, which will contribute to better quality. If such a solution meets resistance, try the Dutch model (economical pressure).

- Initiate a wide process throughout Europe on the decision on 112 for the benefit of the citizens.

In the discussion that followed after the presentations Christos Kyrikades, Cyprus, emphasized that you must try to solve most problems nationally. - We can't depend on a European Centre to solve all problems connected with handling calls in other languages. You must have at least one centre where the operators speak more languages.

The Chairman concluded an interesting day filled with a continuous exchange of experiences by saying that: There are different national solutions, but we are all moving towards a deepened integration between authorities and organizations working within this area. It takes time. If you try to force it – it will not work. But it is obvious that we are all on the same road.

- New technique and the development of IT offer a lot of benefits - performance support, and user friendliness. Technical standardization can offer the fastest possible solution to reasonable costs, the Chairman concluded.

He then asked the participants to consider how such a standardization - that certainly would contribute to reducing our costs – can be realized at the same time as we are anxious to maintain the subsidiarity and our right to decide over our emergency services system nationally.

## 4. Training and handling emergency calls/from alarm to command of operation

Aim of session: Contribute to the development and identification of basic requirements for training of call operators and response commanders in respect to the handling of 112 emergency calls in the Community, in order to meet the needs of the individual citizen involved in an emergency, by exchange of practical experiences and information based on different national solutions. Special attention will be given to the following issues:

- Identifying obstacles in the alarm chain
- Standardised methods for posing questions
- Education and training
- Forwarding of information

### Demonstration of the Training Centre of Command and Control

Thomas Sjödin and Lennart Christensen, from the Swedish Rescue Services Agency, presented highlights of the training of fire officers at the Rescue Services College, Rosersberg, aiming at strengthening the cooperation with the alarm centres.

- What information does the fire officer need at the accident scene to do a good job? What information does the operator in the alarm center need to do a good job? What information do they expect?
- In order to increase and enhance the co-operation we train the operators as well as the fire officers, Thomas Sjödin emphasized. We train the fire officers to seek information. He/she should always think: What information do I need in this situation before arriving at the scene of accident in order to save time? To formulate questions to ask the operator on the way to the scene of accident.
- We train the fire officers to handle mental stress – on victims as well as on rescue personnel.
- We train them to evaluate the situation at the accident scene and make tactical decisions and prognoses – when will this mission be completed? This information is valuable for the operator at the alarm centre and enables him/her to do a good job.

# How to save lives with e-learning

Pernille Renström and Mats Mickelsson, SOS Alarm, Sweden, informed about how the training of operators in Sweden is handled focusing on e-learning.

To be qualified to work as an SOS-operator you must fulfil the following qualifications:

## General needs:

Minimum age: 23 years old

Swedish citizen

Upper secondary school exam

Experience as fireman, paramedic, nurse, policeman ...

Approved test for SOS-operators

## Educational needs:

Interview and advice

Rescue organizations in Sweden

Handling of 112 calls – identifying, prioritising, activating and analysing

Specific medical education, use of medical index

Handling of radiosystems, automatic alarms and service calls

Positioning on different geographical systems

## Education and training:

The introduction and basic training of operators covers a period of 8-12 weeks, mainly self studies/self training. Earlier, before the introduction of e-learning, the future operators spent 25 days in Stockholm at the SOS Alarm. Now 6 days are sufficient. With e-learning the future operators learn faster and better and become active seekers of information. E-learning also builds confidence.

The basic training is followed up by a 10 week on-the-job-training together with experienced operators followed by tests and certification. A lot of emphasis is put on interview of and advice to the caller – to identify, prioritise and analyse, special medical training and use of medical index. Mats Mickelsson explained why the implementation of the platform was a success. – It was a board decision and the management is in charge. It was not optional. Traditional learning was recycled to e-learning and we have total technical control. And then we follow up, follow up, follow up – the system must be expandable.

*Power point presentation is available on CD-room. Please contact the Swedish Rescue Services Agency.*

# Training and handling

Petteri Haverinen, Emergency Response Centre Administration, Finland

Petteri Haverinen in his presentation gave a picture of the training of Finnish 112-personnel to meet the new demands of ERC (Emergency Response Centres):

- Call taking and dispatching in the same centre
- Same person handles the whole event chain in the centre
- Multiskilled personnel – police, rescue services, ambulance

Ten years ago the training did comprise 4 weeks. Today it comprises 57 weeks. To work as a supervisor you need to add another 10 weeks of training. Soon training will comprise 2 years, Petteri Haverinen said. The results of the new training are very good. The new dispatchers are quite ready to start working.

To be accepted as a dispatcher trainee you must meet the following demands:

18 years

Secondary level education

Good health (mental and physical)

Driving license

The 57 weeks of training is divided in three parts:

1. General part, emergency room part, medical prioritising part
2. Emergency College of Finland
3. Police Academy

- 40 dispatchers are educated each year and a new course begins every 6 months. -When the new system of Emergency Response Centres is complete we will need 650 people to man the centres, Petteri Haverinen said. To maintain the skills and enhance it I think it would be a good idea to use the same type of programme (e-learning) that SOS alarm are using and demonstrated yesterday, he concluded.

*Power point presentation is available on CD-room. Please contact the Swedish Rescue Services Agency.*



# From Alarm to Command

## **Barry Clark, Metropolitan Police, London, UK**

Barry Clark told the story of a call from the public. All calls on 112/999 are the responsibility of the two PTOs (Public Telecommunication Operators) British Telecom and Cable & Wireless. The PTO will ask the caller which of the emergency authorities they require – police, fire or ambulance. They will then connect the call directly to the appropriate emergency authority for the area that the call was made from.

- Silent calls are transferred to a special line (silent solution) and an Auto Attendant Telephone Switch (computer) where the caller is asked to press 5 twice if they require any emergency service. If 55 is detected, the call gets the highest priority and is switched on to the Information Room. If 55 is not detected the automatic line says: Please release the line. All calls of this type are answered at the New Scotland Yard. Since October 2001 1.800.000 silent calls have been answered. By introducing the “Silent solution” and thus reducing the number of calls it has been possible to save 7.500.000 pounds in costs for the police and a considerable amount for PTO as well as the time “wait to answer” have been reduced.

- At the Central Communication Complex of New Scotland Yard there are three divisions – Information Room, Special Operations Room and Central Casualty Bureau.

- At the Information Room, where today 50 % of the call takers are police officers and 50 % civil staff (the intention is to increase the civil staff as they do a better job and are more dedicated), all calls are prioritised and graded. Only a supervisor can change the grading.

- Immediate (I) – police at the scene within 12 minutes. Call the nearest police car and mail the nearest police station

- Soon (S) – police at the scene within 1 hour. Mail local police station

- Telephone (T) – not an emergency call, do not send a police, call

- Referred (R) – to another agency

- Automatic alarms have a special grading. First two alarms in a year – (I). Third-fourth alarm in a year – (S) , fifth false alarm in 12 months – the police do not come at all.

## Special Operations Office

- In case of major incidents causing large numbers of casualties liaison officers from all affected emergency services are invited to the special operations room, as we do not have a joint control centre, Barry Clerk informed. LESLP (London Emergency Services Liaison Panel) is responsible for making all emergency services cooperate, to know who is responsible for what and to use the same terminology.

Central Casualty Bureau

- In case of major incidents causing large numbers of casualties a special number is released – “ if you think you have a relative among the victims call this number”. At the Incident Enquiry Unit 20 lines are open for family and friends.

- At the Casualty Information Unit the Missing Persons Record is matched with information from hospitals and mortuaries and a Casualty Record is created. As people today often study or work in another country than their home country and travel a lot a major incident in one country affects many countries. The Casualty Information Unit thus has created a homepage – [www.casualty.bureau.com](http://www.casualty.bureau.com) where you can find the available information. In English, French and Spanish as of yet. Other languages to follow.

*Power point presentation is available on CD-room. Please contact the Swedish Rescue Services Agency.*

## European emergency number 112 in France

### **Georges Ringotte, Ministry of the Interior, France**

Georges Ringotte started by giving the picture of the evolution of emergency numbers in France.

- Initially there were three numbers – 15 to medical services, 17 to the police and the gendarmerie and 18 to rescue services. In the 1960's a large number of answering points were used and often the gendarmerie received the calls on 18. In the 1980's the number of answering points decreased and each organization used to get its own emergency calls. In dec-96 112 was implemented. 112-calls are answered by a single answering point in each department – 75 % of the calls are responded by the rescue services, 25 % by the medical services. The numbers 15,17 and 18 are used in parallel.

Georges Ringotte illustrated the situation by giving as an example the department of Vaucluse (Département de Vaucluse) where you had 50 call takers divided on 42 PSAP (answering points) handling 100 000 calls a year.

- In 2000 a decision to build a new headquarter for the fire brigade was made and discussions with SAMU (Service for urgent medical help) about sharing the same control room and computer aided dispatch system were opened. A political decision on the opening of a Public Answering Point (PSAP) for the emergency numbers 15, 18 and 112 was taken. The construction of the new building started. Now operators handling 15, 18 and 112 are sharing control rooms in the new building. Operators handling 17 (police) are foreseen to be added within time.

- We hope that 15 and 18 can disappear over time and that the operators could all be placed in one single control room, Georges Ringotte said. Recent texts about the 112 have generated the interest of the government and it seems to be clear to everyone that in a number of years 112 will be the only emergency number.

- A working group between Fire, Police, Gendarmerie and Medical Urgencies has been created to elaborate a common platform. The goal of the working group is to study operational procedures and the way to share control rooms, computer aided dispatch systems and radio networks. In case of large disasters this could secure a more efficient handling.  
*Power point presentation is available on CD-room. Please contact the Swedish Rescue Services Agency.*

## Group-works Day 2. Questions and discussions

During the second day of group work questions related to the theme of the day, training/handling from alarm to command, were intensely handled.

No 1. Shortcomings in the chain of alarm (from alarm to command) reducing the rapidity and the quality when it comes to handling the alarm? How could these shortcomings be corrected ?

- First of all I would like to say “Thanks for the eager discussions and comments in our group”. We wrote down some interesting suggestions regarding question number one. The first one is the 112 single number education – it is so very important. Other reasons for shortcomings are misuse of 112 by the public and emergency staff and lack of acceptance in the public in questioning for priority, Janis Ivanovskis, Latvia, rapporteur of group 1, said. These shortcomings could be corrected by sharing good practices between European Union countries, on protocols and grading calls, on good record keeping of results and on experts in the control rooms.

- As an example of shortcomings, loss of information from call receipt to dispatch was mentioned. - Remember that the public has far more information than the person, who takes the call from the public, actually writes down in the message, Barry Clark, group 1, pointed out. If you have

a separate call receipt person and a call dispatcher there will be an amount of information that gets lost. This can be helped by a voice recording system like in the UK. It can be used by the dispatcher for additional information and also for educational purposes. But of course, you will lose time.

- Loss of time, on the other hand, can be helped by parallel listening, as tested in Sweden. There is one call taker that takes the call. The minute that call taker knows that this is an ambulance case he will press a button in the system and immediately he will have a second call taker, or rather the dispatcher, listening in, Pernille Renström said. But they will both be watching the same screen, or the same information on the screen, so they can both fill in information, feed the system with information. By doing that, they are both seeing what the other one is doing. And usually the dispatcher will be quiet as far as the caller is concerned. The dispatcher and the call taker, usually sitting in the same room and very often next to each other, will have a silent communication that the caller can't hear. Sometimes there is even a third person involved and sometimes the ambulances or rescue services are connected. - But we still record everything.

-You mean, it is something like a conference, Janis Ivanovskis asked. Yes, you could say something like that, Pernille Renström responded.

New routines could also help in handling present shortcomings.

-The process should be continuously under review, Barry Clark said. New routines will be established as appropriate response is continuously under review. Like for instance the pre-alarm techniques established in Sweden that we saw yesterday. If you are stuck with a policy and procedure for many, many years without reviewing it, you are not taking advantage of new advances in technology, policies and procedures that other emergency services are implementing.

- An important thing is to have compatible systems for radio communication.

- Speed is not the only aspect of importance. Quality is at least as important, Erik Johansen, rapporteur of group 4, emphasized.

No 2. Tools that the operator ought to be provided with, for instance indexes, standardised methods for questioning (non technical), other tools?

-There is no common standard for implementation in the Union, Martin Hills, rapporteur of group 2 said. Therefore one has completely different expectations on the part of the control room staff. Some of them are just answering the call and saying: What service do you require? as happens in the United Kingdom and then it just goes off to the specialist services, who deal with it according to their established protocol. These separate routines make it very difficult to look across Europe and say "this is how a call

should be handled". However there is an important quality aspect to this. What does the citizen expect? At the moment the citizens has no real expectations of the 112 system. What the authorities need to be doing is checking each stage in that process. Can we cut the time, can we improve the quality of service? That then dictates what tools the operator requires. If you increase the expectations, you have to be giving them the tools to deliver the job. So you will be giving them the medical indexes, fire indexes, information that will prompt them to ask the right questions. If certain answers are given, it prompts them on to whatever dispatch is required or which other specialists to bring in on the line.

- This question comes back to What do you expect of the 112 services? If you look across the community, there is a vast range of differences. We have seen one end in Finland where we saw training of 12-15 months. You are looking there at a highly professional person , somebody who has a wide range of knowledge. And they are not going to just sit there and ask: What emergency services do you want? They want to be involved in the process. So, training becomes important, but the training has to be related to the job you expect.

-The common ground for identification of the caller is address data and GIS, Ejnar Rigelsen, rapporteur of group 3, added.

- To handle calls in foreign languages the group had come up with a solution – a combination of using national centres where you could direct your calls to get help (a conference at least) and an index (a list of languages) with the help of which the call taker can identify the language spoken. The call can then be transferred to a contact number (call centre) in a Member State, where the call can be handled.

- General databases and access to public data bases for addresses is most important for our group, group 1 added.

- In Denmark medical indexes are standardized in the computer as an aid to the call taker, Erik Johansen, rapporteur of group 4, said. It is both a questioning and guiding system. It is sort of standardised, you will get the same questions from the call taker no matter which call centre in Denmark you call. Erik Johansen gave a short demonstration of the index.

- Do you take a log of what the caller actually asks or what kind of advice he actually gives to the caller, Pernille Renström asked. Not only on tape, but also in the computer? Yes, questions and answers/advices are recorded both on tape and in the computer, Erik Johansen said. It's a way of securing the quality.

- In UK, very similar to that, we have a graded response manual. Every classification of a call has got a number, Barry Clark said. The operator will then be led through the minimum they must do. They can do more, but they must never do less. The quality is checked on a regular basis. The number a

request gets according to the grading must be known by heart - it is part of the training. But they have also got little charts stuck to the screen next to them, he added.

No 3. Operator training requirements for instance – how should in respect to the single European call number the new role of the operator be developed?

- We had to start by defining what operators we are talking about now and in the future? It is difficult to look over Europe and give an answer on how a call ought to be handled, Ejnar Rigelsen, rapporteur of group 3 said. In UK PTO answers and transmits it. In Slovenia the 112 services do it all – take the call, the interview, the dispatch and the follow up. The rest of us are somewhere in between. Look at your own organization and pick the trends you consider would be most valuable for you to adopt.

- For a public phone operator who transfers the calls, the task is to obtain information on the incident, category and location. Trends in training could be language training, interview techniques, IT-skills (use of decision support system).

- For call takers the tasks are interview, location, and category (what service needed), priority setting. To give advice to the caller (according to index) they forward missions to relevant services. Trends in training could be practical training in giving first aid, fire extinguishing, communication and co-operation with help providers (rescue services, ambulance, police), geographical knowledge and radio transmission.

- For dispatchers the tasks are decisions on resources, logistics, radio communication, follow up (information resource management), geographical knowledge. Trends in training could be incident/location site visits, resource knowledge (what do we have ?).

No 4. Future perspectives:

What general development will there be nationally within the next 10 years?

In which way should European cooperation on the 112-emergency call number be developed in the next 10 years?

How could we together contribute to the development of the skills and the efficiency of 112 operators in the coming years?  
Special projects?

- 112 will be the single and common emergency number within the time frame of ten years, Erik Johansen, rapporteur of group 4 said.

- The creation of a common organization for European 112 interest European Emergency Number Agency (EENA) would be very beneficial for the Commission to consider. It could hopefully be the coordinating party for which there is a demand.

- A compatible standard for communication needs to be adopted as well as a common protocol for IT- communication (XML) nationally and across boarders, involving different agencies nationally. Access to databases across boarders, of course with due respect to individuality – need to be made possible.

- Last of all How could we together contribute to the development of the skills and the efficiency of 112 operators in the coming years? Special projects?

- We would like to stress that the meeting platform that we mentioned before should also be on the operational level. It would secure a very good cooperative atmosphere at least in the transboarder areas. Should this come through e-learning then e-learning should have a double meaning – e-learning can also mean European learning, group 4 said.

- We would like to keep focus on the personnel actually handling the 112-calls, it is a very tough job, beware not to wear them out.

On the request for additional comments group 3 said: - We have been looking at that work group as well and believe it should be established. We got some tasks for it. First of all, we believe we could make some information portal on Internet. An informational page to the citizens on 112 and a work page, where data and experiences could be exchanged on the operational level could also be useful.

- We also think this work group should work with the establishment of national call points and with the language index cards. With national call points you could get conference help from one alarm centre in handling calls in other languages and do the interview. It is a fast way and pretty cheap, but it has to be organized.

Group 2 welcomed a European web site, where key statistics (across Europe) could be found.

Group 1 gave other examples of possible future development and exchange – twinning of dispatch centres and the implementation of a standard curriculum for training of operators based on proven experience. Here the Chairman gave a slight warning against the use of standards. - We need to be careful, especially in areas of national competence and perhaps instead elaborate basic requirements together, he said.

The Chairman concluded the session by adding : We are now in a new phase and I can see a strong development under way. We heard it yesterday

and the picture has been reinforced by the presentations today – we are moving towards integration. We are all aware that it takes time, but we are moving in the right direction.

- We need to build bridges between the person receiving the call and the dispatcher, he said. We have recognized the need for education and sharing of practices, an interest in making this service more efficient. There is a need for working together without building too big empires, because I do not think that is all that realistic. I think there is a need for a national platform for the exchange of experience and knowledge. The ideas of creating working groups will provide the opportunity of sharing practices.

- We also see a need for compatible technical standards for communication and a need for rules that makes it possible to act more easily across borders.

- We recognized the different standards and the relation to expectations as important, and there is really a need for an evaluation of how it works and comparison to see if you can improve your systems. You should have support with different technical systems.

- You heard this new idea of language check lists and safety material sheets and address lists. We got examples of different handbooks, which are also part of the computerized system for guiding the recipient and the dispatcher when they are managing the business.

- The quality check again was indicated as very important.

- We then ended up with the IT-evolution and new technical alarm systems, which can improve the system as well. But fundamentally it is a matter of getting the system as such working. The assisting tools will of course improve it even more, but they have to be used in a system that is fully in operation.



## 6. Conclusions, recommendations

- This has been a useful workshop presenting us a picture of an area in development and of high ambitions, the Chairman concluded. We can thank each other for taking an active and constructive part in reaching these results. We have met and created a network and feel that we have the support from one another.

- I would like to thank in particular our keynote speakers for setting the tone.

The Chairman also expressed his gratitude to the Commission for making the workshop a success and in particular Panagiotis Alevantis from the Commission, who unfortunately due to illness could not participate, but had assisted in the preparations and made such valuable personal contributions in recent years to the development of the single European emergency number 112.

- There is a growing use of 112 and an interest in making this service more efficient. The implementation needs to be improved further, but we are fortunate in having a lot of people, who feel a commitment, in our countries.

- There is a wish to create common groups to increase co-operation, discuss standards and facilitate co-operation across borders. You want to share practices, through experiences based on the improvement of your record keeping. We have much in common and we want to continue this work.

- We have the 112 number in the whole of the European Union. It works technically, but the implementation has to be improved.

- We need to build bridges between the person receiving the call and the dispatcher.

- There is an obligation to ensure that the citizens are informed, which necessitates coordination between services. This will be checked in the future and it means that we will see 112 play a more central role in the alarm system in all the Member States and of course in the Candidate Countries, when they, quite soon, will become members of the European Union.

- The Candidate Countries will probably be in the front line, just as the newest Member States, Austria, Finland and Sweden, have proved to be. You feel you have to introduce everything, have to introduce and implement so many things so fast when you join the European Union, that you just do it!

- We are in agreement on the goals – to develop the skills and the efficiency in handling 112 calls. The exchange of experiences and discussion of

successful methods are valuable tools in fulfilling these ambitions. Just as this workshop took the findings of the workshop in Luxemburg as a starting point, a new workshop next year, taking up the points identified here as essential for a successful implementation, would be valuable for continued development.

-In order to start building up a close and everyday cooperation a meeting platform ought to be created, where we make it possible for the operational level to participate and to exchange experiences.

-The basic needs that we are addressing now is that we have a European Union without borders where people are moving around to a great extent - around a 100 million people every year. There is a clear necessity to see to it that the people can get help and feel safe when they come to another country in the European Union. By creating a network of national call points, an entry point in each country where you could get assistance bilaterally, we might be able to handle calls in other languages better than today. Other ideas conveyed at this meeting aiming at improving the handling of calls in other languages ought to be analysed further.

-Standardization is valuable when it comes to certain technical solutions by helping us avoiding duplication of work and enabling us to exchange information and leading to lower costs, but apart from that each country must be in a position to choose organizational solutions which best suit the structure and culture of the country in question. Regarding technical solution aiming at improving the handling of 112 calls our chances to influence the market naturally will be enhanced if we act in common – as one block and speaking with one voice - rather than to try to influence the producer as a single country.

## Demonstration of the Centre for Control and Command at the SOS Alarm Centre in Stockholm

The workshop was concluded with a visit of the Centre for Control and Command at the SOS Alarm Centre in Stockholm where the Swedish system for handling 112 calls was demonstrated.

The Director General of the Swedish Rescue Services Agency Christina Salomonson closed the workshop and congratulated the participants on the important substantial results achieved during the workshops thanks to a good spirit of cooperation demonstrated by all.

## 5. List of participants

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## 6. Programme

### 8 March

09.00 *Opening session*

Welcome address

by Deputy Director General Lars Hedström, Swedish Rescue Services Agency, SRSA

Presentation of the Community 112 Emergency Call Number by the Chairman of the Workshop Ulf Bjurman, SRSA

09.40 *Session on **ORGANISATION/MAN AND TECHNIQUE/NEEDS FOR INTERFACE***

Contribute to the development of the skills and the efficiency in handling 112-calls and identification of basic requirements by exchanging experiences and discussing successful concepts/methods used in the different Member States, EEA-countries and Candidate Countries taking into account organizational as well as technical aspects. Special attention will be given to the following issues:

-Methods/techniques used in handling calls in different languages

-Wrong use of the 112-number

-Technical development

-Introduction of service numbers to avoid unnecessary use of the 112-number?

9.45 Emergency Response System in Finland  
by Jukka Aaltonen, Emergency Response Centre Administration, Finland

10.10 New technology, challenges and possibilities for 112

Communication in the Alarm Chain  
by Per Palm, SOS Alarm, Sweden

- 11.10 Common control rooms and real time address information in the Netherlands,  
by Tjerk Terpstra, Department of International Affairs, Netherlands
- 11.30 Introduction to Group work  
Group work in four groups
- 12.30 Lunch
- 13.30 Group work continues
- 15.00 Presentation of the results of the working groups  
Discussion
- 16.15 Transport to the Training Centre
- 16.30-18.00 Demonstration of the Training Centre of Command and Control  
by Thomas Sjödin and Lennart Christensen, SRSA  
  
How to save lives with e-learning  
by Pernille Renström and Mats Mickelsson, SOS Alarm, Sweden

## 9 March

08.30 *Session on **TRAINING AND HANDLING EMERGENCY CALLS/ FROM ALARM TO COMMAND OF OPERATION***

Contribute to the development and identification of basic requirements for training of call operators and response commanders in respect to the handling of 112 emergency calls in the Community, in order to meet the needs of the individual citizen involved in an emergency, by exchange of practical experiences and information based on different national solutions. Special attention will be given to the following issues:

- Identifying obstacles in the alarm chain
- Standardised methods for posing questions
- Education and training
- Forwarding of information

08.40 Training and handling, by Petteri Haverinen,  
Emergency Response Centre Administration, Finland

09.10 From Alarm to Command, by Barry Clark  
Metropolitan Police, London, UK

10.00 European emergency number 112 in France,  
by Georges Ringotte, Ministry of the Interior, France

10.30 Introduction to group work  
Group work in four groups

12.30 Lunch

13.30 Group work continues

- 15.00 Presentation of the results of the working groups  
***DISCUSSION, CONCLUSIONS, RECOMMENDATIONS***
- 16.30 End of workshop
- 17.15 Departure for  
Demonstration of the Centre for Control and Command at the  
SOS Alarm Centre in Stockholm
- Visit at the Wasa-museum, dinner and transport back to  
Rosersberg



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