

Emergency Communication in European Public safety Services

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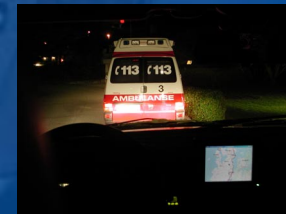
Director, KoKom

Member of the Board, TETRA
MoU



Public Safety organisations

- Fire
- Police
- Health (ambulance)



Communications with:

- Members of public in distress
- Population at large
- Other public safety organisations
- Other services

Communications with



- Members of public in distress
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Communication centre

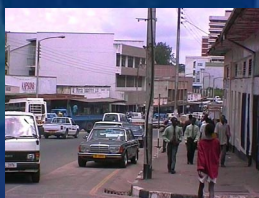


- Link between services and the public
- Link between the services
- May be joint or separate

Lines of communication (Simplified)



Left out here



- Communication with public at large
- Communication with other services

Members of public in distress

- EU Directive:

COUNCIL DECISION

of 29 July 1991

**on the introduction of a single European emergency call
number**

(91/396/EEC)

Published in the Official Journal. Only the published text is authentic:

Official Journal No. L 217, 06/08/1991 p. 0031 - 0032

(Finnish special edition.: Chapter 13; Volume 20 p. 232; Swedish special edition: Chapter 13; Volume 20 p. 232)



Members of public in distress

- EU Directive

Article 1

1. Member States shall ensure that the number 112 is introduced in public telephone networks as well as in future integrated services digital networks and public mobile services, as the single European emergency call number



Members of public in distress

- EU Directive

Article 4

Member States shall take the necessary measures to ensure that calls to the single European emergency call number are appropriately answered and handled, in a manner best suited to the national organization of emergency systems and within the technological possibilities of the networks.



Communication members of public and services

- Public networks
 - Fixed lines
 - Mobile (GSM)
- Needs:
 - Mainly voice, sometimes data
 - Geographic location



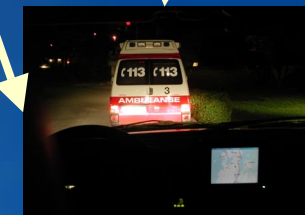
Characteristics Public Safety Services

- Specialised services
- High professional skills
- High demands
- High expectations
- Need for collaboration
- Need for coordination



Emergency Communication Needs

- Simple
- Quick
- Safe
 - Always there
 - Appropriate levels of security
- Needed functionalities:
 - Individual calls
 - Group calls
 - Direct calls



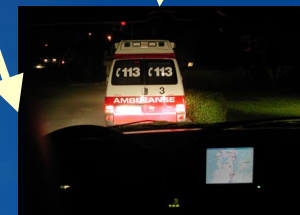
Simple

- As close to self-explanatory as possible
- Menue – lead
- Same as in daily use!!



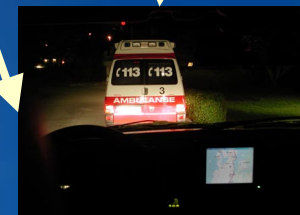
Quick

- Short call-setup-time!



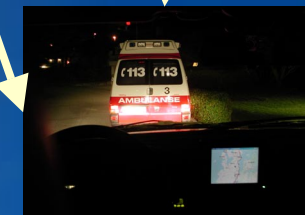
Safe

- Always there
 - Public networks break down in emergencies
 - Prioritisation in private network may be needed
 - Capacity will always be a challenge



Safe

- Appropriate levels of security
 - Needs may differ between services
 - Needs may differ between incidents



Lesson learnt at Disco-fire in Gothenburg!!

Factors in favour of joint system

- Operational
 - Coordination between services
 - Collaboration between personnel
 - Broadcast common information
 - Same equipment in all cases
- Financial
 - Economies of Scale
 - Savings on infrastructure etc.
 - Common applications

Challenges in joint system

- Different needs
 - Paging for fire
 - Extreme user friendliness for un-interested users
 - Advanced systems for advanced users
 - Range of applications
- Needs for virtually separate systems
 - Needs for confidentiality
 - Needs for perceived confidentiality

Challenges (cont)

- **Capacity**
 - Differences in radio use between services (long calls in health)
 - Continuously running data-applications (ECG in ambulances over time and distance)
- **Cultural differences between services**

Conclusion in services in Norway



- The benefits are greater than the challenges:

We will go for it!!

Conclusion in services in Norway



Public Protection and Disaster Relief, Sep 2002

