Public Safety Answering Points

Global Edition

December 2017

Understanding PSAPs around the world
has never been easier

Abstract

Welcome message

Since 2011, EENA's annual publication "Public Safety Answering Points (PSAPs) in Europe" became one of the most anticipated documents in the emergency services field. In order to provide readers with an even more comprehensive guide, the document evolved to a global overview and, for the first time ever, in 2016 EENA published the "**PSAPs around the Globe**".

The time for the second global edition is finally here! Find details about PSAPs' functioning, understand the complexity of different national structures and get a clear view of the context in which PSAPs operate – **in 55 countries worldwide**!

Every year, the report adds new questions and topics to make sure the latest information on new technologies and developments is available to you. That is why the 2017 edition adds everything covered by previous editions, as well as information on the use of social media in emergencies.

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Enjoy your reading!

The EENA team

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For more information, please contact Jerome Paris at jp@eena.org.

Report information

Last updated on 13 December 2017.

Use of symbols

- "-" and "*No information provided*" are used when no answer was provided in a questionnaire response
- "*Not available*" is used when a questionnaire response indicates that the data is not available
- "*n/a*" is used when a question is not applicable

Description of models

- Detailed description of the simplified models of emergency calls handling systems
- Detailed description of the eCall models

List of acronyms

A definition of all acronyms related to 112 can be found in the 112 Terminology EENA Operations Document. It is updated with the terminology used in the EENA Operations and Next Generation 112 documents.

> **❝ Did you know that EENA published more than 70 documents in 2017?**
>
> View the documents on EENA's website::
>
> - Operations Committee publications
> - Technical Committee publications
> - Case Study documents

Questions or comments? Please contact Jerome Paris at jp@eena.org.

Contents

Slovenia

2.1 million	20,273 km²	22	969 K	2016
Population	Area	PSAPs	Calls	year of reference

🏛 Organisation handling 112 calls

Ministry of Defence, Administration for Civil Protection and Disaster Relief.

🔨 National legislative / regulatory acts on 112 references:

- Electronic communication act - English, Slovene (Official Gazette RS, no 109/12, 110/13, 40/14 - ZIN-B, 54/14 - Odl. US and 81/15) www.akos-rs.si/acts
- Rules on the quality of service for the single European emergency call number 112 (Official Gazette RS no 53/09) www.akos-rs.si/statutes
- General Act on transparency and the publication of information (Official Gazette RS, no 96/04, 59/08, 55/10 in 7/12) www.akos-rs.si/statutes

☑ Other available emergency numbers:

113: Police

112 Model

Regional Emergency Notification Centres respond to the 112 Emergency Call Number. Call filtered through the PSAPs and in case of medical help needed, the call is transferred to the regional emergency service. PSAPs are interconnected.
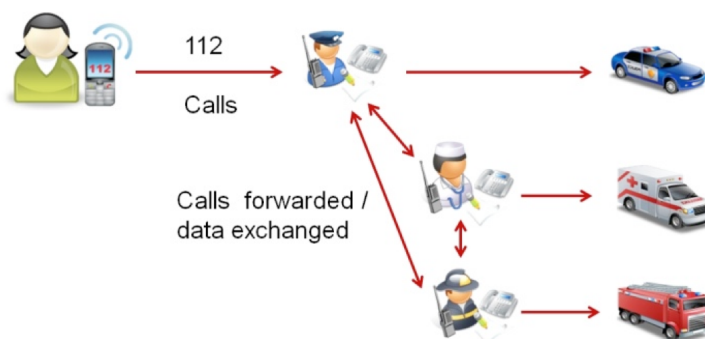
eCall implementation

eCalls handling is done by 112 PSAPs. eCalls routed as 112 calls. The most appropriate PSAP receives 112 calls and eCalls. Since the summer 2015, eCalls are handled by 112 PSAPs (voice and data). eCall flag has been implemented by the national operator only.
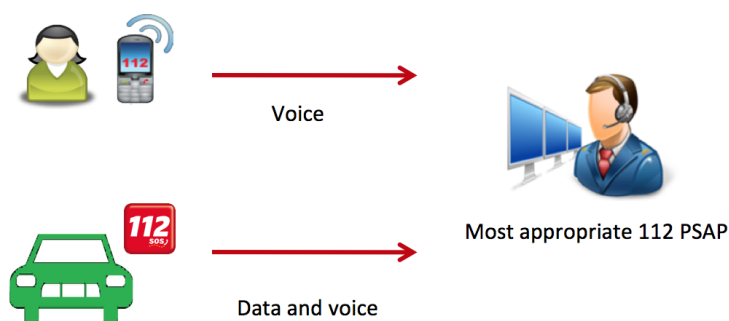
PSAPs and dispatch centres

22

PSAPs in total

13 PSAPs for 112 calls

13 PSAPs for FRS

13 PSAPs for EMS

8 PSAPs for Police

1 PSAPs (other)

13 PSAPs gathering several forces

Direct numbers per emergency service

	FRS	EMS	Police	Other	Several Forces
Do they receive 112 calls?	Yes	Yes	Yes	No	Yes
Direct emergency number different from 112	No	No	113	No	No

Comments

- Numbers of PSAPs for FRS, EMS and PSAPs gathering several forces refer to the same PSAPs gathering FRS and EMS
- Other PSAP: National Notification Centre

Emergency calls in 2016

969 K

968,621

emergency calls in 2016

481 K 481,230 calls to 112	**19 K** 19,019 calls to FRS

108 K
107,700

calls to EMS

520 K
520,258

calls to Police

0
0

other calls

Emergency calls per type

📱 **Mobile Telephone Networks**

334,259

📞 **Fixed telephone networks (landlines)**

143,661

🏢 **Campus/private company networks**

-

🖧 **IP networks**

3,844

Comments

- Calls to the number dedicated to FRS: In some regions phone calls are not used to activate Fire units (paging, sirens)
- Calls to the number dedicated to Police: 487,391 direct calls and 32,867 calls transferred from 112 to 113

⚙ Technology and equipment used in the 112 PSAPs

→ **Do all 112 PSAPs use the same technology in your country?**
Yes.

→ **How are the 112 PSAPs interconnected?**
Voice and data interconnection for all PSAPs.

→ **In case of data interconnection, are these data exchanged thanks to a common network?**
Yes.

→ **Do the interconnected 112 PSAPs use common databases?**
Yes.

Technologies available in the 112 PSAPs

GIS	Available in all PSAPs
CTI	Available in all PSAPs
CAD	Available in all PSAPs
WFMS	Not available
BIS	Available in all PSAPs

⦿ Caller Location in support of emergency services

→ **Method of providing mobile and landline caller location (pull / automatic-pull / push):**

Push (pull as back-up).

→ **Time needed to provide it on request:**

Approximately 90% in 3 seconds.

→ **Type of caller location information (Cell-ID, base station Sector-ID, GPS, Wi-Fi...):**

- eCall – radius 15m
- AML – radius 15m
- Mobile phone - Cell coverage area
- Fix phone – 1m

→ **Are common accuracy and reliability criteria defined for all 112 PSAPs?**

No.

→ **Is the implementation of Advanced Mobile Location (AML) considered in your country? If it is, what is the foreseen timeframe?**

AML is already implemented. It works depending on the Mobile Network Operator, user telephone or phone operating system Approx. 20sec after the call is received, sometimes after call ends.

Apps

Administration of the Republic of Slovenia for Civil Protection and Disaster Relief (ACPDR) integrated a threedimensional geographic information system (3D-GIS) into 13 PSAPs about 7 years ago. So, all data layers and the exact location of a person, who was calling to 112 from a land-line phone, was shown on a three dimensional map of Slovenia. On same platform, calls from a mobile phone (+AML) and eCall are displayed. The main difference is accuracy. Slovenia still uses Smart Locator to get better location from those who haven't got AML.

How Smart Locator works?

1. A person is calling from a smart phone to the emergency number 112
2. The PSAP operator sends an SMS (to the caller) with a web link for Smart Locator and instructions about turning on location services and internet connection. Both functions are required to be turned on.
3. The caller opens the link with a web browser which supports HTML5. The smart phone automatically searches for the best location information from GPS, Wi-Fi or Cell antennas, completely independent from mobile network providers. HTML5 web browser is required.
4. When the smart phone finds the location, it sends it to the PSAP via internet or SMS. A smart phone is searching for a better location further, for next 30 seconds and sending better locations to the PSAP. So, the operator in the PSAP sees the exact location of a caller and sends the appropriate rescue unit.

Accessibility for people with disabilities

A solution called WAP112 is available for people with hearing disabilities – text emergency to 112. There is also SMS service in support of 112 calls. No prior registration is needed. It is available to all citizens.

SMS service

SMS service to 112 is available to all citizens without registration.

112 available from handsets without SIM cards?

No.

Use of social media

Facebook is mostly used for sharing information about incidents, publishing warnings and instructions. No considerations to set up a VOST. Most followed Twitter account related to public safety: Administration for civil protection and disaster relief.

Public warning

(Alert to citizens)

The alarming system functions as a uniform system that can be deployed at national, regional or local level. It can be used for forecasting an imminent threat of a natural or other type of disaster. Immediately after activating the signal, the Emergency Notification Centre or the competent regional emergency notification centre informs the population of an area at risk through radio, television or in other prescribed ways about the hazard. Instructions for action or for personal and mutual protection are given, in accordance with emergency management plans and with the decisions of the national Government, the mayor, the competent Civil Protection commanders or their deputies, the Administration of the Republic of Slovenia for Civil Protection and Disaster Relief or its branch offices, or municipal services responsible with protection against natural and other disasters. The Administration of the Republic of Slovenia for Civil Protection and Disaster Relief has set up a web and a wap portal for informing the public on natural and other types of disasters or hazards, which include warnings and instructions for action. Both portals are available through the public internet network and through the mobile phone network.

Use of RPAS

(Remotely Piloted Aircraft Systems) or UAVs (Unmanned Aerial Vehicles) in emergencies

No drones used by Emergency Services Organisations yet.

Quality of service

Calls are stored for 6 months and the call handling service is evaluated daily with a statistic tool. statklic.sos112.si/reports/response-times-2/ No quality certification available.

Projects, reforms, upgrades

- Introducing video support to 112 calls
- Public warning via Cell Broadcast or SMS
- Next generation eCall, 5G, AML, ESINET

Technology providers

PSAP software:

- IPKOM d.o.o.
- XLAB d.o.o.
- LOGOS.SI d.o.o.

Hardware:

- KRON Telekom d.o.o. (Ericsson)

Critical network:

- HKOM (Governmental Network)

Annex Table 1: Number of PSAPs per service

Country	Stage 1	FRS	EMS	Police	Other	Several forces	TOTAL
Slovenia	13	13	13	8	1	13	**22**

Annex Table 2: Direct emergency numbers to PSAPs

Country	Do PSAPs receive emergency calls?					Direct emergency number				
	FRS	EMS	Police	Other	Several	FRS	EMS	Police	Other	Several
Slovenia	✓	✓	✓	✕	✓	No	No	113	No	No

Annex Table 3: Number of calls per service

Country	Stage 1	FRS	EMS	Police	Other	TOTAL
Slovenia	481,230	19,019	107,700	520,258	0	**968,621**

Annex Table 4: Number of calls per network type

Country	Mobile	Fixed	Private	IP
Slovenia	334,259	143,661	-	3,844

Annex Table 5: Technologies available in the PSAPs

Country	GIS	CTI	CAD	WFMS	BIS
Slovenia	334,259	Available in all PSAPs	Available in all PSAPs	Not available	Available in all PSAPs

Annex Table 6: Apps, Accessibility & SMS facilities

Country	Apps	Accessibility	SMS service
Slovenia	Administration of the Republic of Slovenia for Civil Protection and Disaster Relief (ACPDR) integrated a threedimensiona...	A solution called WAP112 is available for people with hearing disabilities – text emergency to 112. There is also SMS se...	SMS service to 112 is available to all citizens without registration.