



112 Emergency Call System

Ministry of the Interior
Republic of Hungary

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The past

„104” emergency

„105” fire brigade

„107” police

The Present

„104” emergency

„105” fire brigade

„107” police

„112” general emergency call ringing at the
Police

The new „112” system in Hungary

Only „112” for all emergency calls

The weaknesses of the present system

- Missing legal regulations
- The infrastructure and the services of the telecommunication system are to be developed
- Locating the caller is not possible at the moment
- The command control system and call taking is not separated
- There is not IT support (GIS, data voice integration, application, general data collection, needed databases)
- The level of operators' training
- Public communication about the system

Developing directions

- EU directives and standards
- Integrated „112“
- E-call
- Turn the weaknesses into the opposite
- Governmental Digital Radio System
- SEVESO
- Multilanguage adaptation
- Strong nation-wide GIS integrated

Planned call taking centres (not yet decided)



Success together



Thank you for your attention