



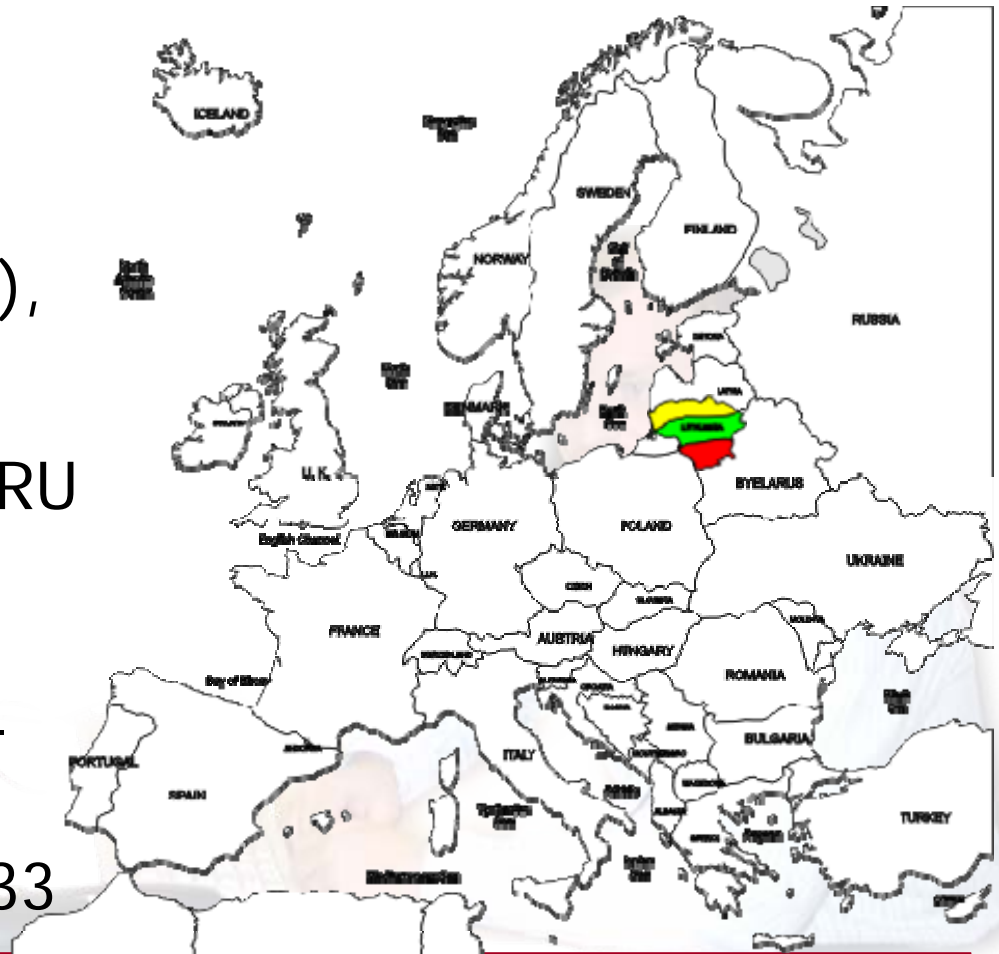
EMERGENCY RESPONSE CENTRE  
AT THE MINISTRY OF THE INTERIOR OF THE REPUBLIC OF LITHUANIA

# Towards eCall **Lithuania's situation**

2005-12-02, Olten

# Facts

- » Population – 3,5 m
- » Area – 65,200 sq. km.
- » Languages – LT (82%), RU (8%), PL (6%)
- » Borders – BY, LV, PL, RU
- » Coastline – 99 km.
- » Emergency numbers –  
**112**, 01, 02, 03, 101,  
102, 103, 011, 022, 033

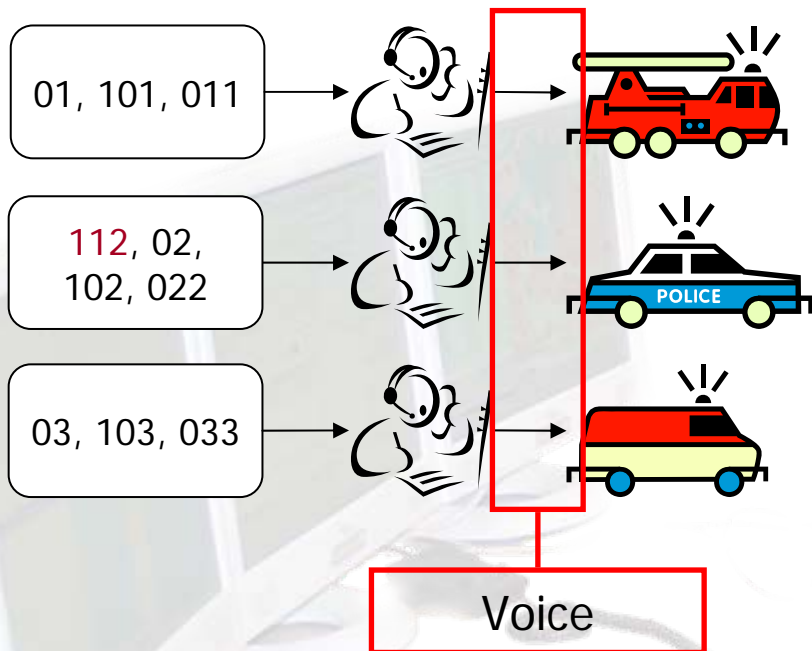


# Emergency Call Management

- » Old Emergency Call Management System
- » Transitional Emergency Response Centre (ERC) Model – **Operable in Vilnius City**
- » Prospective ERC model



# Old System (if one ES needed)



## » Advantages

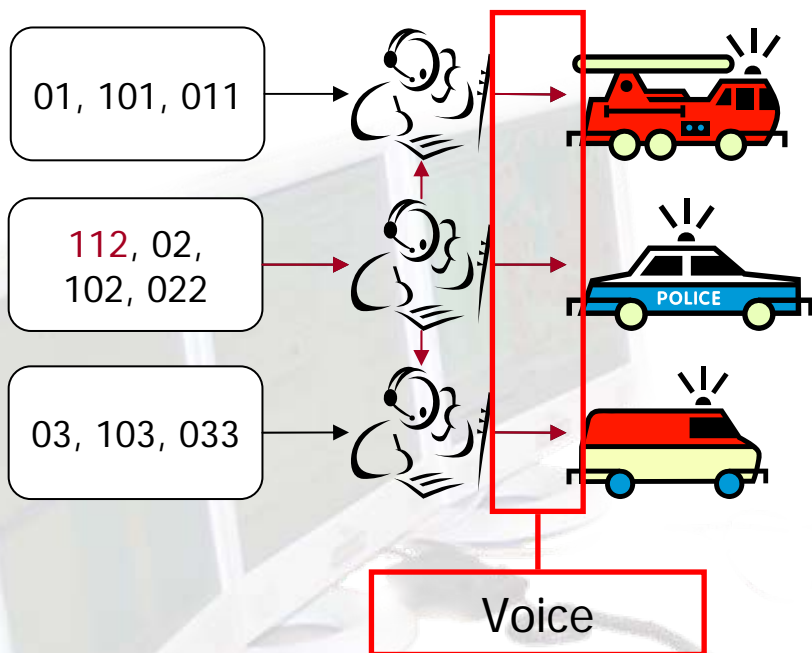
- One contact point to caller (**if you know the right number**)
- Prompt response in minor incidents
- Direct dispatch of several field resources

## » Disadvantages

- Too many emergency numbers
- 112 call redirection (fire, amb.)
- 1 mun. – 3 PSAPs,  $60 \times 3 = \mathbf{180}$  PSAPs in total
- Poor coordination during complex accidents
- Poor use of IT
- Cost-inefficient



# Old System (case of 112 call)



## » Advantages

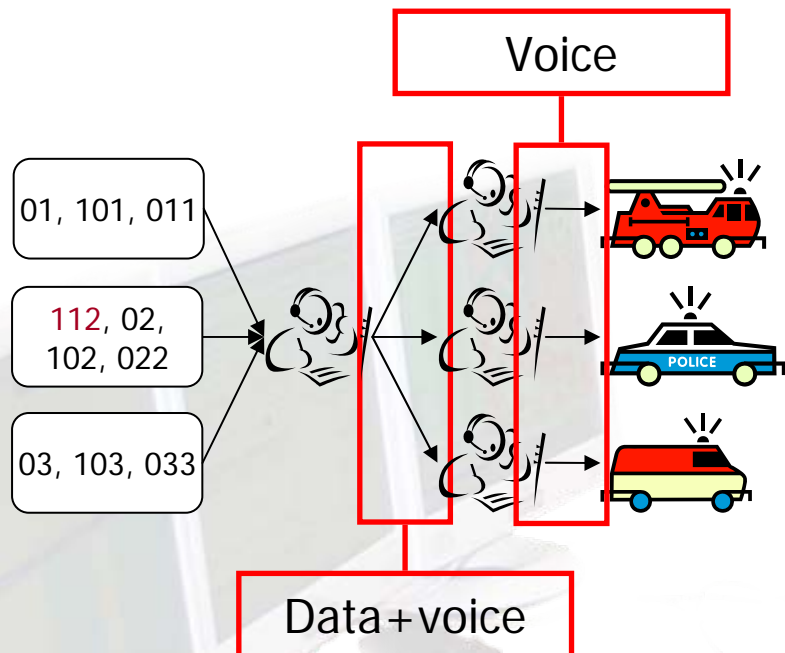
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# Transitional ERC Model



## » Advantages

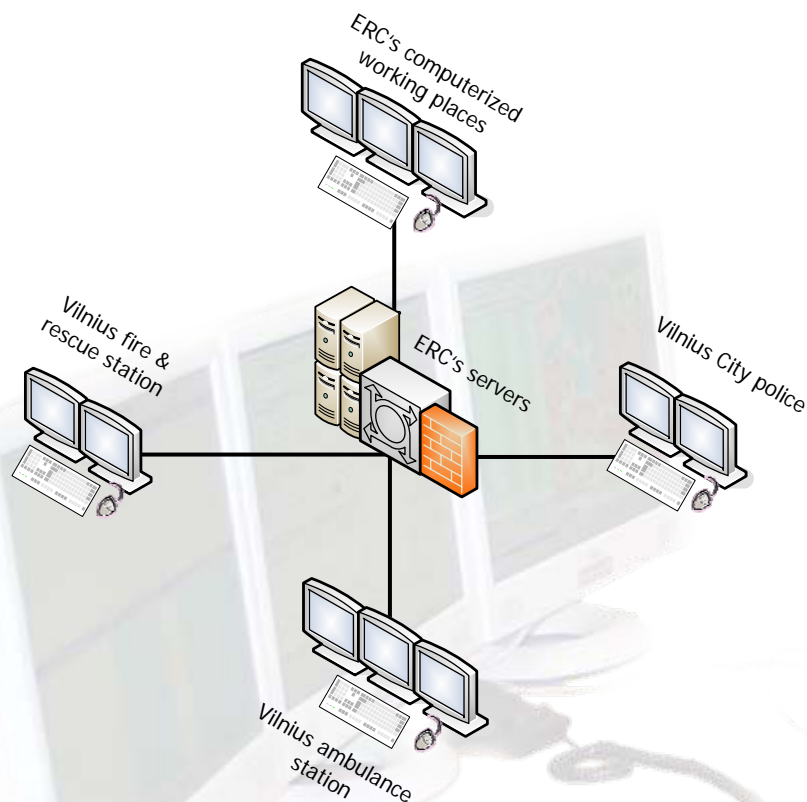
- Consolidated call taking for all emergencies
- One contact point to caller
- Uniform format of emergency reports to appropriate emergency services
- Use of state-of-the-art IT systems (**common IT platform**)
- Step towards single number 112

## » Disadvantages

- Indirect dispatch (possible loss of information)
- Unavailed advantages of IT (absence of digital emergency radio, only voice to field units)



# Transitional ERC Model - IS



## ERC IS terminals in both ERC & emergency services

- » ELS/Geofis v 3.5 for:
  - call handling
  - resource management
  - GIS information
- » NICE for voice recording
- » SIEMENS VAS-B for communications
- » AVL for vehicle location
- » ELS/Mobile for field units



# Transitional ERC Model – Findings

In 1 year:

» 1 085 436 calls

- 823 300 answered calls, av – 4,95 s, 90% - in 10 s
- 262 136 dropped calls, av - 4,53 s, 78% dropped in up to 3 s
- ~300 000 **real emergency** calls
- 192 174 emergency reports to ES
- ~260 000 from SIM-less devices (249 **real** emergency calls, 0,1%)
- Emergency report Av time **2 min. 40 s (from call taking till transfer to ES)**



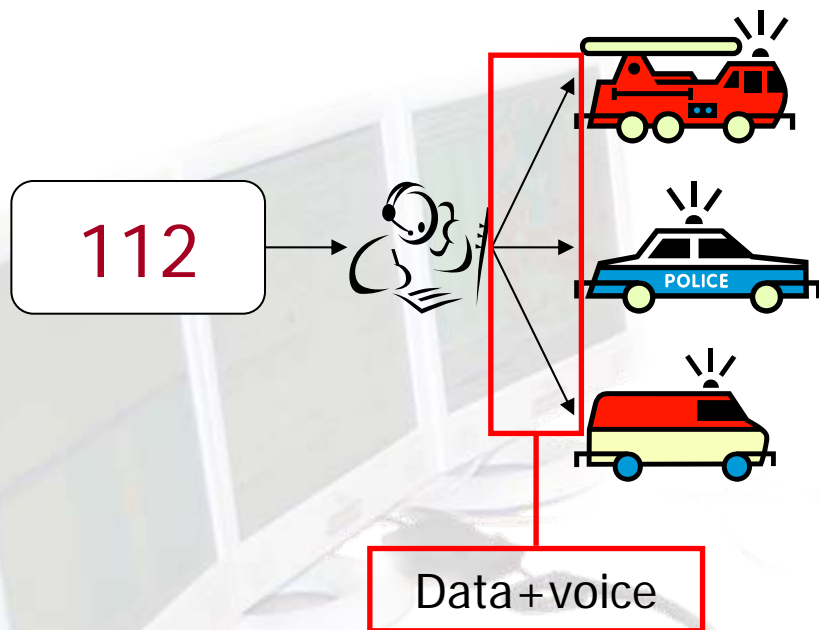
# Prospective ERC model

## » Advantages

- One number – better public awareness
- One contact point to the caller
- Call taker & dispatcher “in one”
- Use of IT
- Better coordination during complex emergencies
- Cost-effective

## » Necessary qualifications

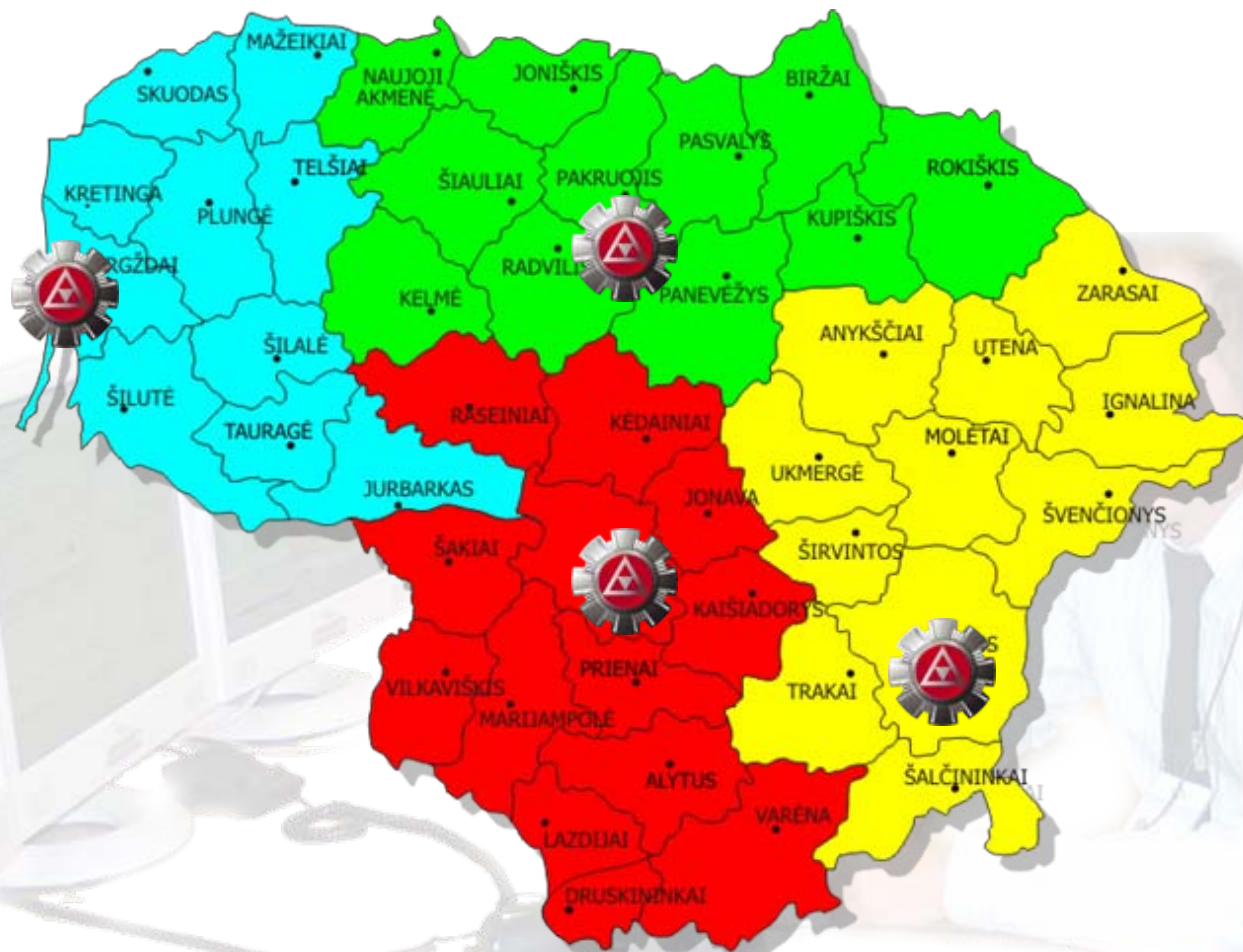
- More comprehensive training of personnel is critical
- Precise pre-defined questionnaires are essential
- Common fully-operational digital radio system is necessary



# Regional PSAPs (~180)



# Regional ERCs (1st & 2nd PSAPs)



BENDRASIS PAGALBOS CENTRAS  
PRIE LIETUVOS RESPUBLIKOS VIDAUS REIKALŲ MINISTERIJOS



112  
BENDRASIS PAGALBOS  
TELEFONO NUMERIS

# Towards eCall – Activities

- » Signing of eCall MoU on October 18, 2005
- » MoI – leading institution in eCall matters
- » Setting-up of inter-institutional working group (MoI, MoH, MoF, MoTC, CRA, PD, FRD)
- » Assignment to WG to draft National eCall Implementation Plan
- » Submission of the Plan to Government for adoption
- » Active participation in eCall int. meetings



# Towards eCall – Issues

PSAP's point of view:

- » Intensive increase of public awareness on eCall benefits
- » Private-Public partnership is critical
- » Clear technical standards needed to harmonize eCall implementation with ERC development
- » Necessary legal and organizational changes for “how to deal with silent calls”



# 112



## BENDRASIS PAGALBOS TELEFONO NUMERIS



BENDRASIS PAGALBOS CENTRAS  
PRIE LIETUVOS RESPUBLIKOS VIDAUS REIKALŲ MINISTERIJOS

**112**  
BENDRASIS PAGALBOS  
TELEFONO NUMERIS

Thank You!



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