1. General Information
2. How 112 works in Bulgaria?
3. Quality Control of the National System 112
4. Reforms and Projects
5. Reforms in the context of the European legislation
6. Q&A time
General information

• 6 951 482 residents

• 110 994 km² area covered

• Act on the National Emergency Call System Employing the Single European Number "112"

• National System 112 Directorate of the Ministry of Interior
National System 112
How 112 works in Bulgaria?

NG112 like features for 112 PSAPs:

- Interconnected within a dedicated network
- Multi level Redundancy and load balancing
- Same 112 software
- Use single GIS
- Use single database
- Dedicated numbering plan
- ACD
- Share common voice recording solution
- Emergency data sharing between top level EROs
How 112 works in Bulgaria?

- There is only one general emergency number - 112. The previous emergency numbers are still dialable but they are rerouted to 112.
- Highly trained civilian call-takers handle the emergency calls.
- EROs’ dispatchers are available for conference calls with the citizens.
- Civilian call-takers classify the emergency call data and send the information about the emergency situation to all responsible EROs simultaneously.
PSAPs average daily load

Statistic for 2020

- 12 000 emergency calls
- 86% responded within 10 seconds
- 59% dispatched to EROs
- 41% false calls
Dispatched incidents to the EROs for 2020

- Police: 45%
- Emergency Medical Aid: 42%
- Others: 9%
- Fire Safety and Civil Protection: 4%
Main Targets:
1. Call handling skills and work with the software applications of the system:
   - Call handling skills, politeness, tone
   - Identifying the needs of the caller and collecting the case information
   - Taking a decision
   - Work with the software applications of the system
   - Efficiency
2. Metrics:
   - Operating work hours
   - Average time for receiving a call
   - Percentage answered calls after 10th second
   - Average handle time for all calls
   - Average time for handling incidents with high "priority"
   - Average time for handling unauthorized calls
Concept for development of National System 112 and creation of a new system for acceptance of emergency communications and resource management at the emergency response organizations, based on a single platform, in order to improve the service – Single European Number 112 on the territory of the Republic of Bulgaria
Reforms & Projects - Concept

• Purpose
• Scope and basic parameters of the unified platform

<table>
<thead>
<tr>
<th>Workstations / Users</th>
<th>Stationary</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>1012</td>
<td>3069</td>
</tr>
</tbody>
</table>

All PSAPs and EROs’ dispatchers and units - emergency medical care, police, fire brigade, mountain rescue service, maritime administration and others.
Model of the unified information and communication platform

- General Directorate „National Police”
- Regional Directorates of the MoI
- Regional Departments of the MoI
- Emergency Mobile Teams

- General Directorate „FSGP”
- Regional Directorates „FSGP”
- Regional Offices „FSGP”
- Emergency fire brigades

- National Medical Coordination Center
- Emergency Medical Center
- Branch of Emergency Medical Center
- Emergency medical teams

- Mountain rescue service - Bulgarian Red Cross

- Executive agency “Maritime administration”

- Other structures and EROs

- Hospitals
- Emergency centers

Sources of information:
- Voice
- Chat
- E-Call
- Video

Other system or sensors:
- Video, photos, real-time text
Reforms & Projects - Concept

- Structural reforms
- Organizational reforms and improvements
  - Optimization of services
  - Service innovation
  - Quality management
  - Optimization of resources for handling a call
- Technological reforms
  - NG 112
  - Open software platform
  - Voice, Video and Real Time Text communications
  - Unified Platform for all PSAPs and EROs
  - Common CAD system for all EROs
  - Internet of Things
Reforms in the context of the EU legislation

• Transnational emergency calls
• eCall
• Advanced Mobile Location
• Accessibility for end-users with disabilities
• Promotion of the 112 number
Transnational emergency calls

- Member of CEPT
- Signed the participation agreement to the ECO
- PSAP-Directory - PSAPs contact points:
  - PSAP Sofia
  - PSAP Ruse

Transnational emergency calls
07.01.2021 - 26.03.2021

- Total: 86
  - Outgoing calls: 40
  - Incoming calls: 46
eCall

- eCall has been implemented since 1st April 2018
- Member of EUCARIS
- eCall model
- eCall calls

- TPS

<table>
<thead>
<tr>
<th>Year</th>
<th>All calls</th>
<th>Real calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>328</td>
<td>15</td>
</tr>
<tr>
<td>2020</td>
<td>110</td>
<td>33</td>
</tr>
</tbody>
</table>
Accessibility for end-users with disabilities

- The service is implemented since January 2019
Promotion of the 112 number

• What?
  • 112
  • eCall
  • Access of end-users with disabilities to 112

• How?
  • Information materials - Sofia Airport, Sofia Underground, Train and Bus Stations and etc.
  • Public events
  • Television, Radio, Newspapers and online media
Results of the promotion of the 112 number

Source: https://www.europarl.europa.eu/at-your-service/en/be-heard/eurobarometer

% Bulgarian citizens would call 112 in the event of an emergency

- 2009: 45%
- 2010: 52%
- 2011: 80%
- 2012: 83%
- 2013: 88%

% Bulgarian citizens called 112 in 2020

- 112: 97.48%
- 150: 1.31%
- 160: 0.47%
- 166: 0.74%

Source: https://www.europarl.europa.eu/at-your-service/en/be-heard/eurobarometer
Thank you for joining the webinar today!

We really appreciate that you took time to be here and listen about the Emergency communications reforms in Bulgaria!

Zeki Malunski  
E-mail: ZMalunski@mvr.bg  
Tel.: + 359 2 960 10 122

Stiliyan Velchev  
E-mail: SGVelchev@mvr.bg  
Tel.: + 359 82 211202