Emergency Communications reforms in Slovenia

Grigoriy KRUPENKO - Senior Application Development Consultant
Content of the presentation

• Basic information about 112 in Slovenia
• Call handling
• Quality of service
• Developing web application (webPLK, SPIN, GIS)
• Near future reforms
• Questions
Basic information about 112 in Slovenia (2020)
Quality of service - statklic.sos112.si

Klici na 112

Število klicev na številko 112

454.789

4.79% več glede na primerno obdobje

Odgovoren klic

Število odgovorenih klicev

452.502

4.38% več glede na primerno obdobje

Evropski odgovorjenih klicov

87.92%

Procent odgovorenih klicov

4.0 s

Vse regije

Visi dohodni klici

Število vseh dohodnih klicev

514.653

9.34% več glede na primerno obdobje

Klici na kišobržje

310.573

3.16% več glede na primerno obdobje

Klici po urah

Grafen prikaz razporeitve dohodnih klicev po uredih

Geotest verjetnosti odzivnih časov

Grafen verjetnosti odzivnih časov

Pričakovani maksimalni odzivni čas v 90% za leto 2020
Main applications in ACPDR Branch 112

3D - GIS  
webPLK  
SPIN

Phone - DISPATCH
Radio - DISPATCH
Overview of applications 112 - year 2010

- Receiving 112 voice calls, WAP112
- Using webPLK, GIS, SPIN, PodZiR
- Activating phone, radio, paging

- PI - Intervention report
- KP - Final report
- 24-hour overview, RSS, accidents statistics

- Central database - PodZiR
- Synchronized data RPE, PRS
- VULKAN

- CallTaking-Dispatching Core
- Processing the regularity of incoming data from mobile operators
- Care for the correctness and synchronized data
- Data validation and processing (webPLK, PodZiR, 3D-GIS, PLK)

- Voluntary - UNITS (1600x)
- Maintenance services

- Quality of 112 service
- 112 call's - analysis and reports

- MEDIC - DCZ (2x)
- Profesional Firefighters (12x)
- POLICE 113 - OKC (8x)
Overview of applications 112 - year 2021

**GIS server functions**
- GEO spatial analysis
- Advanced attribute search and data filtering
- Geographic shape and data overview
- AD-HOC Creating shapes module (3D)
- Module SPN - 2D
- Calculation module for units accessibility of ad-hoc locations in Slovenia
- "PLK - Platform" upgrade ready

**3D-GIS stand-alone application**
- Display the caller's location (AML, wi-fi, base)
- Data for activation & notification
- Basic spatial analysis
- Smart Locator
- Road information, cameras, sensors
- Preview of accidents
- Search engine module "MONOLIT"
- Overview of unit locations (real-time, back review) with mutual information and data sharing

**Search engine - MONOLIT**
- Indexed data set for searching
- RPE - addresses, settlements, city quarters
- RE2 - ances, mountains, local naming
- POI - point of interests (GAS, schools, roads, mountain trails)
- Road sections, road distance markers
- Overview of radiation sources and risk facilities
- Restrictions for heavy vehicles

**PLK server functions**
- Call's data (status, location AML, event, ...)
- After call listening
- SMS112
- PAGING activation
- eCall
- SMS
- PEEMA ready (Chat, video, talk conversation)

**WEB application webPLK - ReCO**
- Activation and notification algorithms
- Data exchange
- Unit activation
- Interview module
- Information exchange module
- "PLK - Platform" upgrade ready

**Administration for Civil Protection and Disaster Relief - Branch**
- Receiving 112 voice calls, SMS112, eCall, videoNG112
- Using webPLK, GIS, SPN, PodZIR
- Activating phones, paging, SMS, radio

**WEB application - SPIN**
- PI - Intervention report
- KP - Final report
- 24-hour overview, RSS, accidents statistics
- Facebook

**Central database - PodZIR**
- Synchronized data CRP, RPE, REN, GIJ, PRS
- VLJKAN
- Ulsjaks
- INFO-GRZS
- Municipalities

**CallTaking-Dispatching Core**
- Processing the regularity of incoming data from mobile operators
- Processing the reception and routing of data (AML, SMS112, e-Call, ...)
- Care for the correctness and synchronized data
- Data validation and processing (Bazen-URSZR, SPIN, webPLK (13), e-Call, PodZIR, 3D-GIS, PLK)

**Volunteer - UNITS (1600x)**

**Maintenance services**

**Call statistics - StatKlic**
- Quality of 112 service
- 112 calls - analyzes and reports
- eCall - analyzes and reports
- AML - analyzes and reports
- SMS 112 - analyzes and reports
- Paging (radio) communication - analyzes and reports

**112 QUARK**

**MC笑 - DCZ (2x)**

**Profesional Firefighters (12x)**

**POLICE 113 - OKC (8x)**
Near future reforms

The year 2023 - Estimated deadline for the introduction of the SIP protocol (voice calls, video conferencing, messaging, media distribution, ...)

Planned upgrade in 2022: Implementation of "Public warning platform ACPDR"

- GIS: real-time notifying and exchange data
- PEMEA: Slovenian connecting point
- PodZiR: ACPDR - cloud
- NG112: SIP - Dispatch
- web PLK
- eSPIN: real-time checking and adding data
- PEMEA: NG112 APP (video, chat, survey, ...)
- PLK: exchange data with police
- PLK: public warning integration
Some facts for the end

Smartphones are now 1000x more powerful than the best computers 15 years ago.
  − Did we take advantage of that?

The advertising industry knows your location down to 10m.
  − Do we have the same data?

There are many 112 applications in online stores.
  Do we know which APP is right for us?
  Do we know which APP is trustworthy for us?

We have apps installed on smartphones that we never need.
  Shall we know how to use 112 APP then?
  Shall my 112 APP work abroad?

In APP you can enter personal data.
  Do we know the minimum set of useful data?
  Can medic abroad access my personal data?

The phone's operating system can delete long-unused applications.
  Can be 112 APP treated differently?
If you have any question, please do not hesitate to contact us.

**Boštjan Tavčar**

Ask Boštjan about the development and adoption of information and communications systems in Slovenia

bostjan.tavcar@urszr.si

---

**Grigorij Krupenko**

Ask Grigorij about 112 apps, PSAP’s (and ask Grigorij if you do not know who to ask)

grigorij.krupenko@urszr.si