

Baltic Roundtable on 112

Emergency numbers in the Republic of Latvia

Ilze Vicinska,
Inspector on duty
Communication Centre of SFRS
September 10., 2010. Vilnius

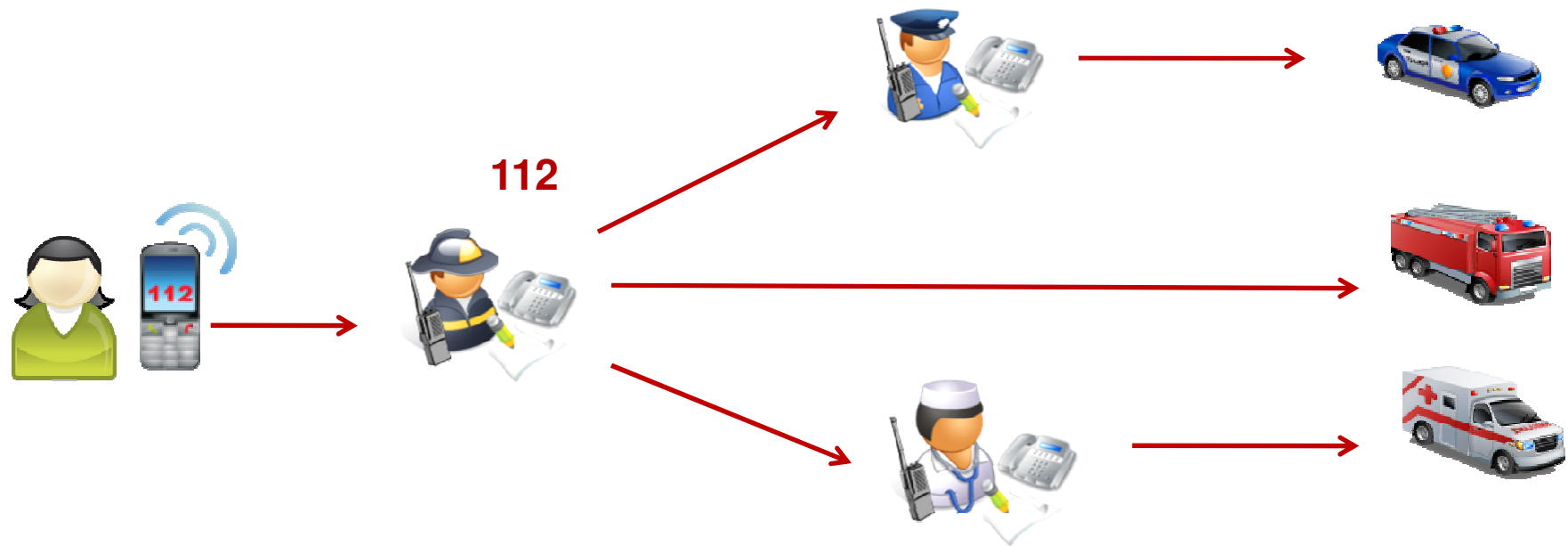


Emergency numbers in Latvia

- **112, 01** - State Fire and Rescue Service
- **110, 02** - State Police
- **113, 03** - Emergency Medical Service



112 model



The location of PSAPs in Latvia



Emergency numbers (project)



- 112, 01 - State Fire and Rescue Service
- 110, 02 - State Police
- 113, 03 - Emergency Medical Service



Level of emergency service integration within control rooms

- calls can be transferred
- “busy” regional calls are transferred to Communication Centre of Riga
- no unified software platform
- different geographical locations



112 access

- Emergency calls per year - **1 120 000**
- Emergency calls per month (august, 2010) - **86 521**
- Largest amount of calls - **6pm-11pm**
- Hoax calls (technical problems, errors, does not expect replay, abusing callers) - **~50%**

(Communication Centre of Riga)



Call-handling figures

- Call answering time (average) 4 sec.
- Talk time (average) 38 sec.

Personal (total)

- 32 dispatchers
- 4 officers on duty

4 shifts

24/7

(Communication Centre of Riga)



Call-handling aspects

Functions of dispatchers:

1. to find out the region caller located;
2. to determine the service caller need;
3. to connect caller with necessary service ;
4. to take on an announcement following the algorithm (fire, accidents service competence);
5. to give information other services;
6. if necessary, to communicate with caller

Training:

- training in PSAP (trainee)
- College of Fire and Civil Protection (480 hours)
- courses of English



Multilingual calls

- 50% of calls in Russian per month
- 0,4% of calls in English per month
- 0,01% of calls in German per month

(Communication Centre of Riga)

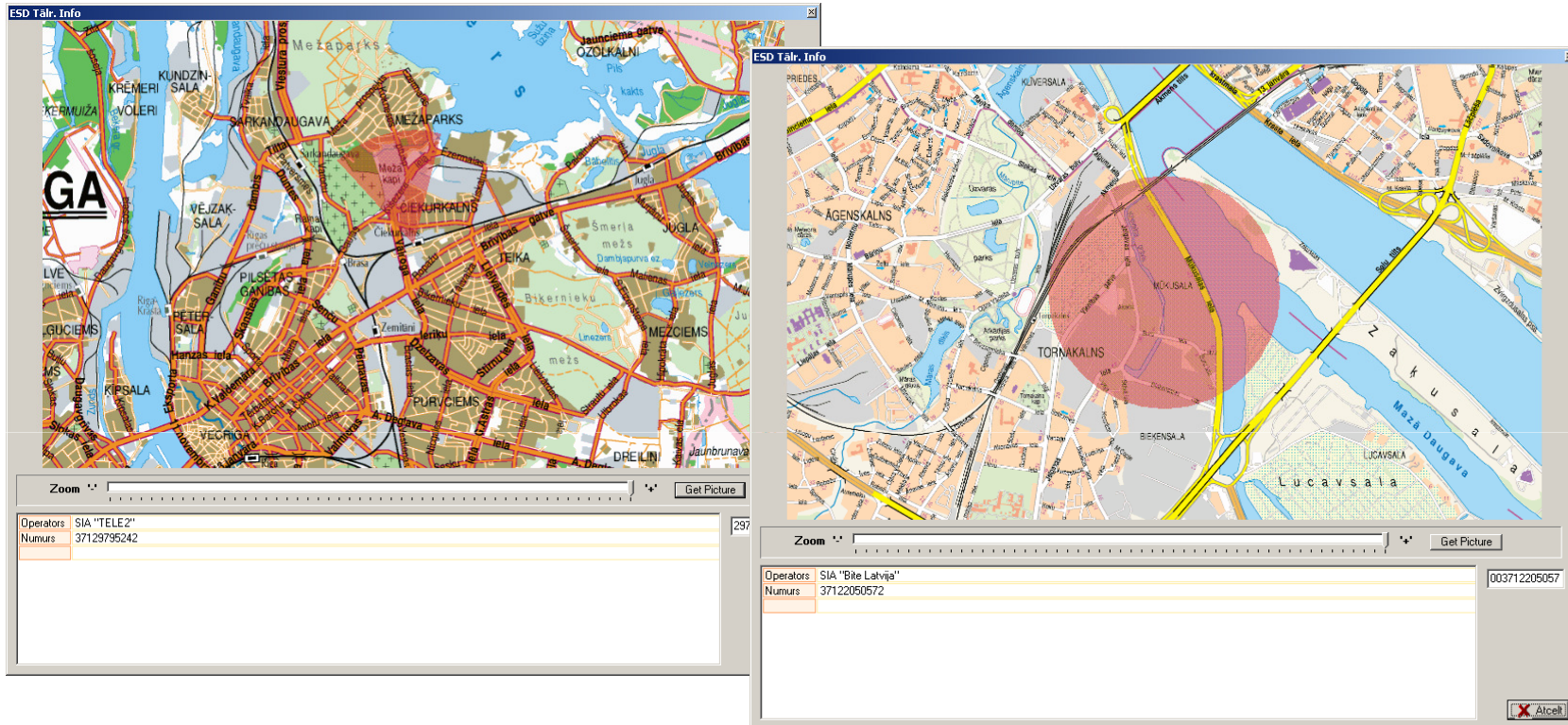


Accessibility for people with disabilities (project)

- Special phone number given for persons with disabilities for sending SMS
- Operator handles SMS to the appropriate emergency service
- Feedback enabled



Caller-location



- External information system for caller-location
- Accuracy difference among operators
- GIS enabled



Challenge, projects and/or reforms

1. Regional 112 communication centers are forming (minimal financing)
2. Specialists in communications (joint post)
3. Coordination of statements among emergency services about call-handling
4. To upgrade the caller-location system
5. Realization of project for people with disabilities
6. Professional training of dispatchers (psychological)
7. Development of technological platform of 112



Thank you!

Ilze Vicinska,
Inspector on duty
Communication Centre of SFRS
ilze.vicinska@vugd.gov.lv
+371-27896491

