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Ulf Bjurman

Note: Planning Meeting 15 February 2010 at the Emergency Response Centre, Tallinn  
Participants: Janek Laev, Stig Ekberg and Ulf Bjurman

### Tetra system

The Tetra system (EADS, earlier NOKIA) was introduced in Estonia for emergency management communication in 2009. The system has been received very favourably by the individual users and the transition to this system has been completed. Work is under way in respect to improved mapping/positioning, and this will include further studies of the system implemented in Iceland.

### Integration of Police

After a study last year, a decision has been made to integrate the Police alarm functions with the 112 Emergency Call System. Construction of a new common "blue light" building and centre has been started in the East Estonian Alarm and Rescue Centre Region at Kohtla-Järve. This will lead to a joint and fully integrated centre for fire, rescue, emergency medicine and ambulance and police emergency call receiving and dispatching.

The police will be working in the centre just as there are already two doctors always on duty in the Tallinn 112 Centre. The information service calls on number 1345 etc. are handled by a separate small unit in the centre. There will be a common information mapping/situation awareness systems on one wall in the centre.

Experiences from this new centre in Kohtla-Järve will be made use of in the establishment of similar centres in the other three regions. The last centre to be introduced will be the one in Tallinn, which will be the largest and most costly. The program for the introduction of these new integrated centres has been slightly delayed due to the present economic situation.

### Qualitative study and gathering experiences

At the Forsmark Steering Group Meeting it was decided to involve Estonia in the gathering of experiences and needs identified by a selection of relevant authorities at local, regional and central level on the basis of a questionnaire. For different practical reasons, it had proved difficult to realize this initiative.

The proposal now from Janek Laev, which was supported by Stig Ekberg and Ulf Bjurman, is to elaborate in collaboration between the Emergency Response Centre and the Ministry of Interior, the PM:s Office and other stake holders, such as the Rescue Board, Police and Medical Authority, a strategic overview. From the Estonian side comments will also be provided on the results of the Swedish qualitative studies of expectations and requirements of the public in respect to crisis communication and experiences and needs identified by a selection of authorities. For this purpose material should be submitted to the Emergency Response Centre as soon as possible.

### The Seminar in Tallinn

The Seminar is planned to be held on 19 – 20 October 2010, possibly at Public Service Academy which includes the Rescue College, and the main topics were identified as:

- requirements
- crisis communication development (improved existing media and new media)



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- separate public information number
- planning of the demonstration

The Seminar will be followed by a Steering Group Meeting on the 21 October 2010.

The Estonian experiences of the separate information number are very good. Important is that this service is well known and used daily which is the case in Estonia. This has led to a successively increasing amount of information calls and a decreasing pressure on the 112 function with fewer calls. This provides better conditions for and facilitates the transferring of calls from one centre to another when a too heavy burden or overload of emergency calls necessitates this.

The integration of traffic/road administration and perhaps also police information calls with the other information calls could be a possibility in the future, once the integrated centres have been established. A single common information number is also a possibility which should facilitate using this service for the caller and the handling of the calls. In Estonia a solution for sharing the costs in relation to the use of the information number has been found.

Having the handling of the information number service in the 112 Centre facilitates collaboration between the two services, for instance if there is a need for cleaning a road after an accident or spill then this task can easily be transferred by the information number service directly to the road authority so that it does not burden the 112 call and the emergency services. For managing crisis situations it is beneficial to have the well established cross-sector collaboration and larger capacity at hand in the centres.

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