

Single point of contact for all emergency's Planning 112 reform in Ukraine (DNIPRO)

2018-2019



Goals of the meeting



- The aim is
 - To make interim conclusions and
 - To facilitate the movement towards shared understanding on where we stand and where we want to go

Agenda



1. How to organize the whole reform:
 - a. Key success factors when reforming the 112 service?
 - b. What are the areas / key aspects of planning the reform?
2. Overview of different operational models:
 - a) What are their pros and cons?
3. Discussion:
 - a) What is the best operational model for Ukraine?
 - b) Where should we put our emphasis? (on what area or activities of reform)?

Success factors launching reform of 112



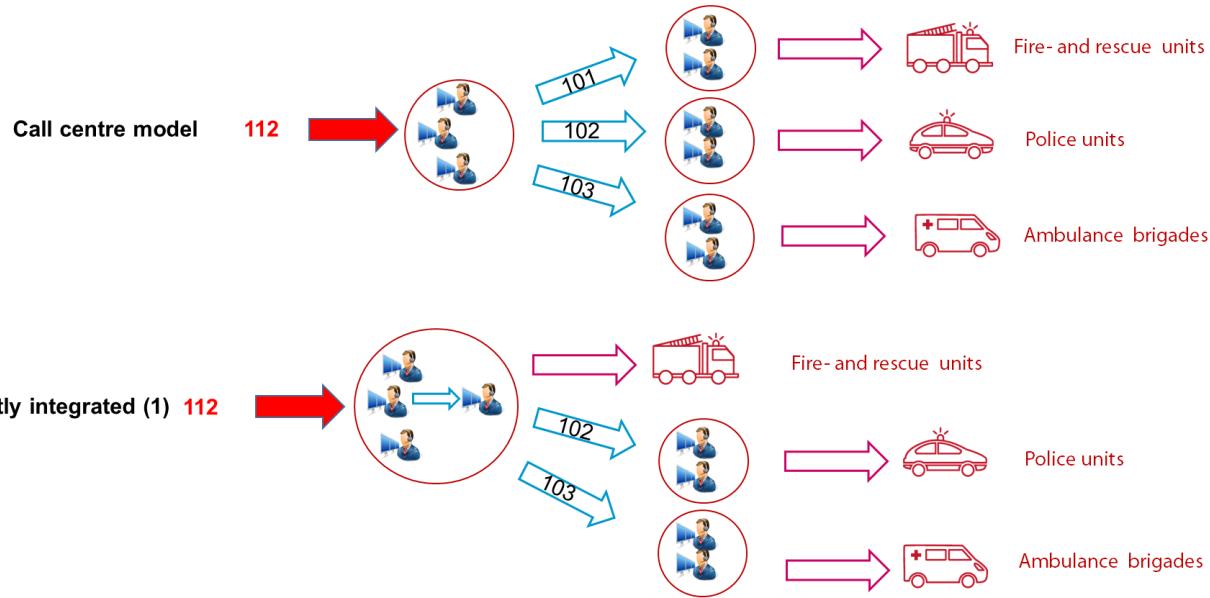
1. Common planning process between authorities;
2. Clear and active leadership;
3. Decision makers involvement;
4. Clear and specific action plan for field managers (what, when and who doing);
 1. Long term goals.
 2. Short term plan.
5. Involvement of employees.

Key aspects planning reform of 112



1. Operation model of 112 service;
2. Common working processes (call handling and dispatching process);
3. Common working tools (ICT and communication systems);
4. Operator and dispatcher training;
5. Common working environment (control rooms);
6. Financial planning;
7. Legal environment;
8. Status of 112 organisation.

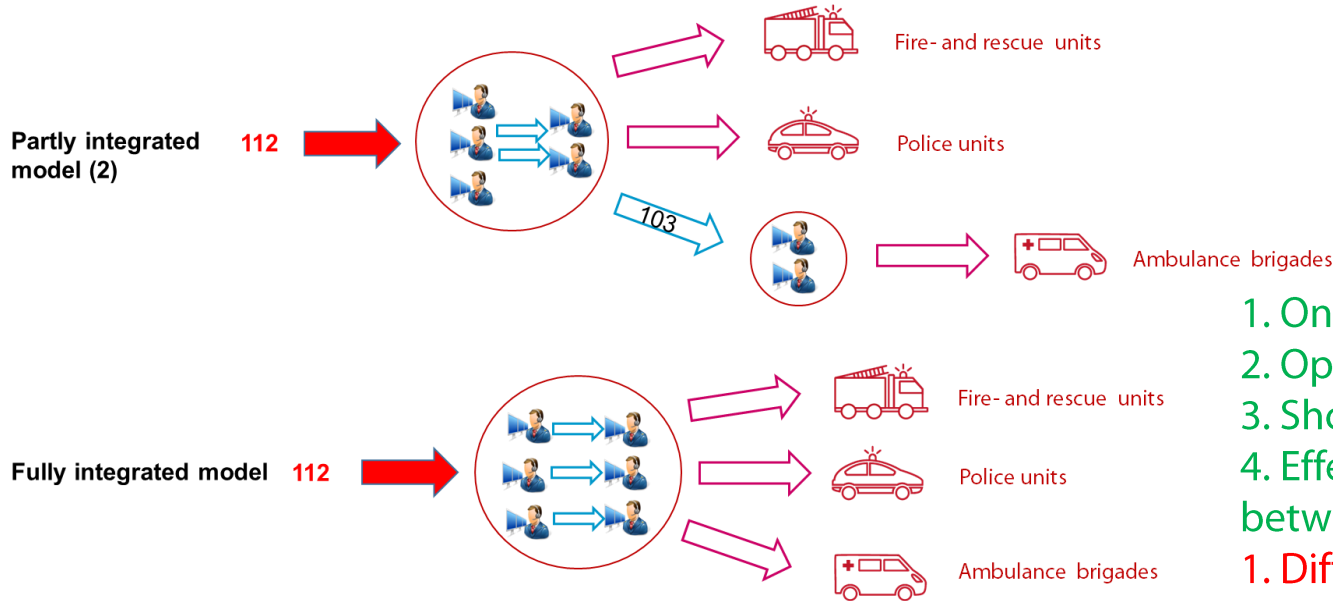
Different operational models – long term goal



- 1. One access 112 for all
- 2. Easy establish

- 1. Higher cost for state
- 2. Long help chain – lost of time
- 3. Complicated communication between services

Different operational models – long term goal



1. One access 112 for all
2. Optimal cost for state
3. Shortest help chain – Quick help
4. Effective communication between services

1. Difficult establish – takes time
2. Operational risks

What we get?



More numbers, more problems!
Cooperation between services is complicated
More calls for services – what number to dial?
Higher cost for state
Model is simplest



Less is more!
Cooperation between services is faster
Less calls for services
Optimal costs for state budget
Operational risks!

We can provide our expertise in Dnipro to the end of 2019



1. What type of model could be suitable for Ukraine?
2. What kind of assistance is most needed from Ukrainian point of view?
 1. Overall and detailed planning process?
 2. Designing call handling process?
 3. Planning ICT tools (soft wear)?
 4. Legal issues?
 5. Any practical activities?

Thank you!

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