



Emergency Response Centre Agency FINLAND 2023

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Director of Operations Department



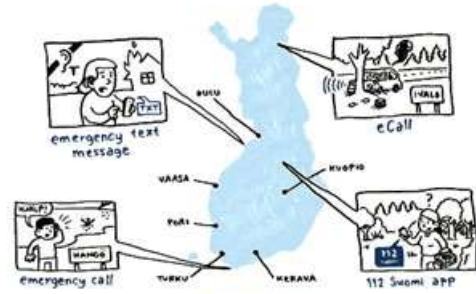
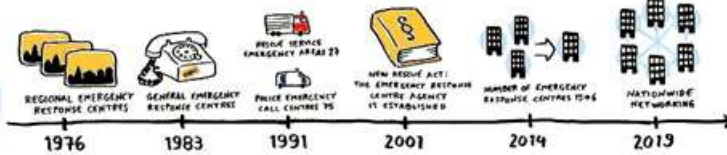
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History

EMERGENCY RESPONSE CENTRE AGENCY -close by in case of emergency



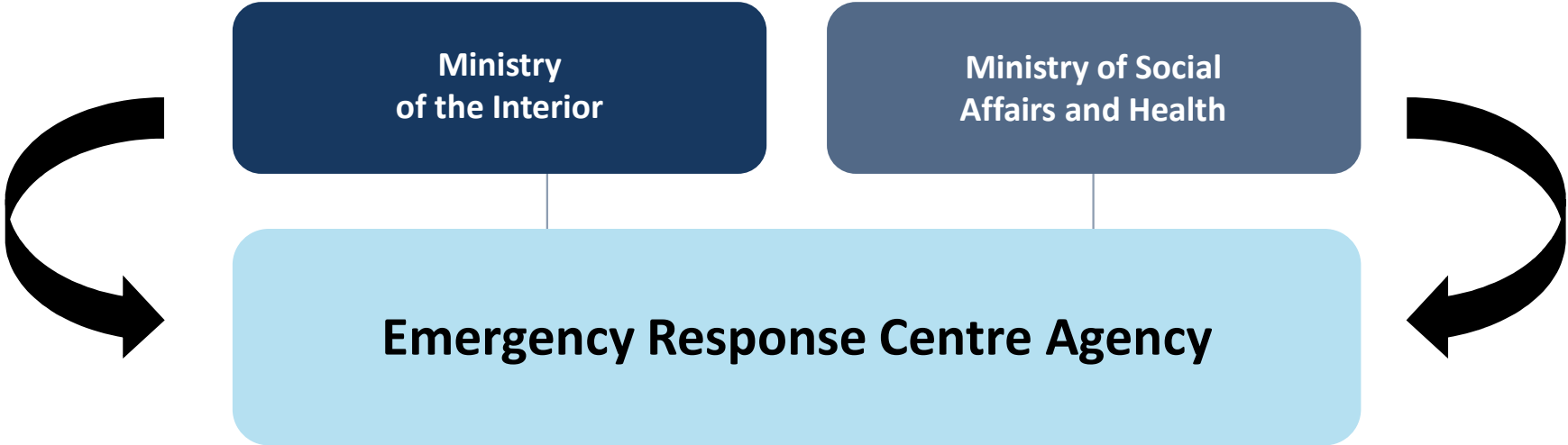
QUALITY SERVICE

EQUALITY

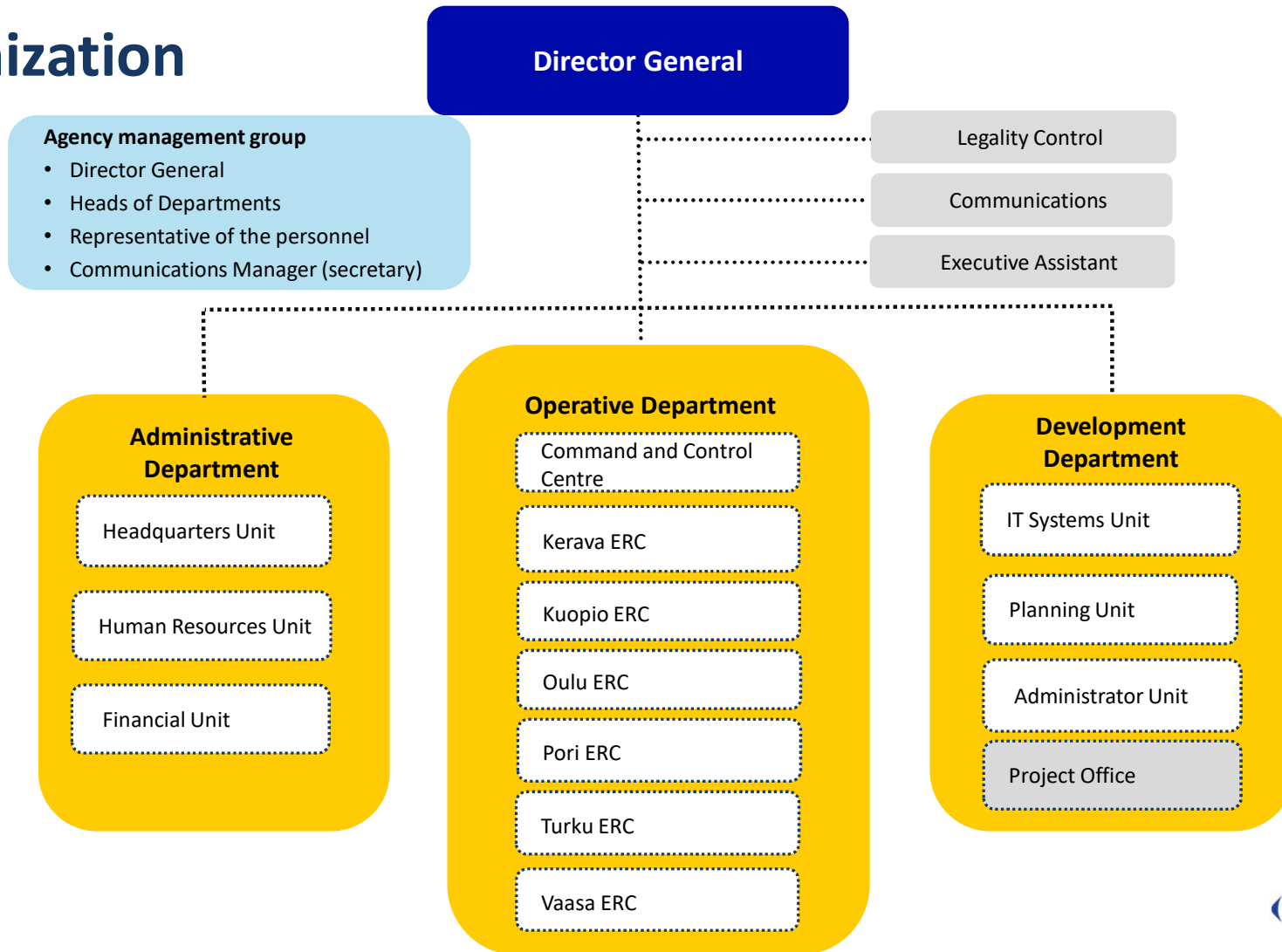
NETWORK COOPERATION

STAFF WELLBEING
SUPPORTING CO-WORKERS
HIGH PROFESSIONAL SKILLS
RELIABLE PROFESSIONALS
SUPPORTIVE TECHNOLOGY
Help is on its way. Do not hang up.
DIPLOMA
CAR HISTORY
65° 58.33'N / 19° 10.82' E
112
I NEED A TAXI!
Night 6:00-9:00

Performance management

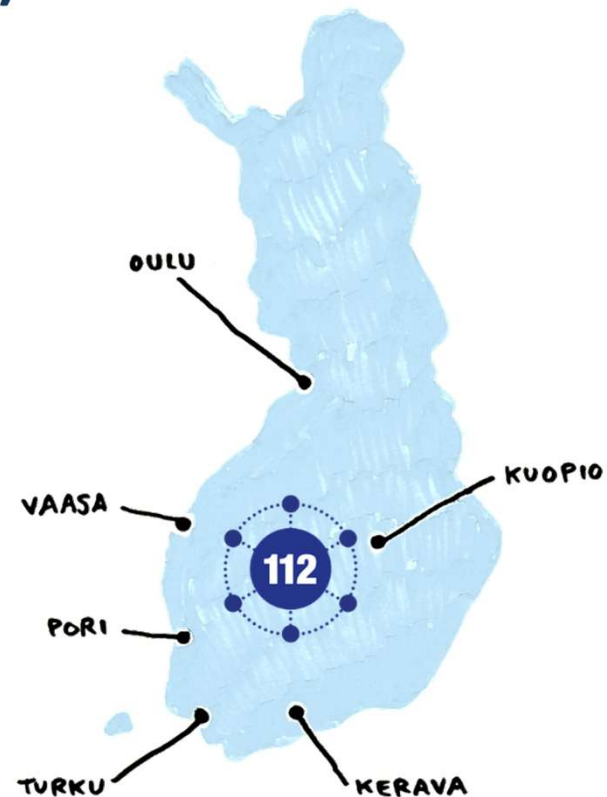


Organization



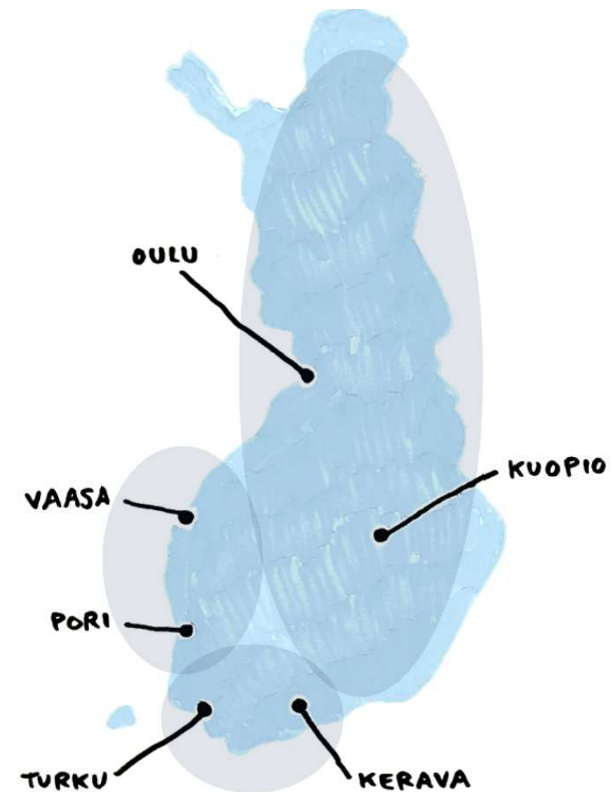
Six emergency response centres (ERC) in Finland

- **Kerava ERC** (*Primary area of operations Uusimaa*)
- **Turku ERC** (*Primary area of operations Southwest Finland and Häme*)
- **Pori ERC** (*Primary area of operations Pirkanmaa and Satakunta*)
- **Oulu ERC** (*Primary area of operations Northern Finland and the region of Lapland*)
- **Vaasa ERC** (*Primary area of operations Ostrobothnia and Central Finland*)
- **Kuopio ERC** (*Primary area of operations: Eastern and South-Eastern Finland*)



Networked model - call overflow in two phases

- ◆ Improves the handling of situational awareness and overall management of tasks
- ◆ First phase: ERC pairs
 - After 8 seconds in the queue
- ◆ Second phase: all ERCs
 - After 20 seconds in the queue
- ◆ Special overflow time (45 seconds) in certain days
 - New Year
 - 1st of May
 - End of school
 - Midsummer

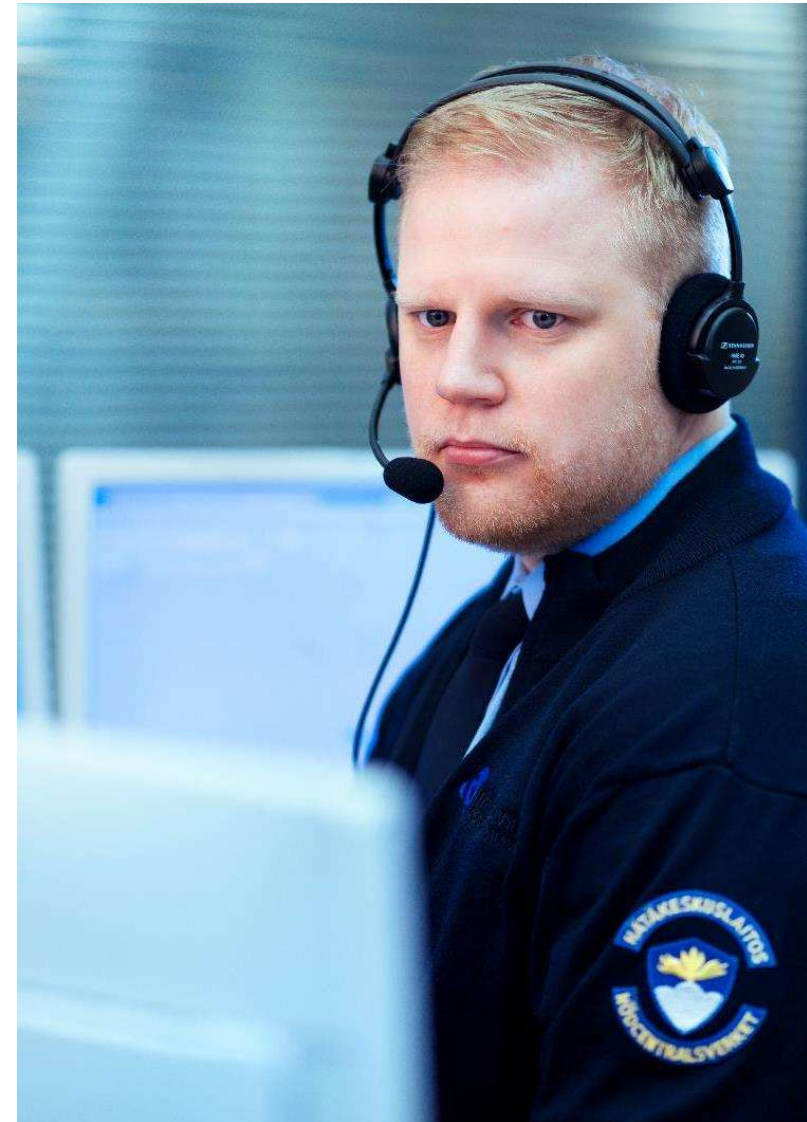


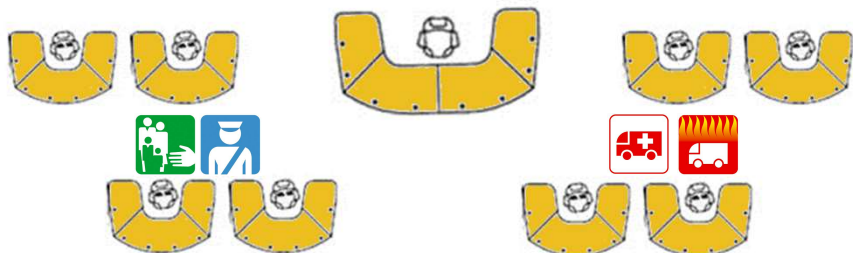
ALSO: Possibility to work as another center's operator remotely when needed.

Support is coordinated by Command and Control Center daily at 8 and at 19 for the next 12 hours.

Command and Control Centre

- monitors the national situational picture of the Emergency Response Centres with regard to the amount of calls and missions as well as the personnel situation via ERICA
- maintains a situational picture of all the systems related to emergency response centre operations
- monitors the situational picture (amount of resources, missions and readiness for action) of the missions related to emergency response centre operations and under processing in the Emergency Response Centre Agency
- cooperates with the different authorities and other operators, such as the Finnish Meteorological Institute and the situational, command and preparedness centres of the National Cyber Security Centre
- follows the situational picture of society
- implements the communication procedures related to warning the population, and supports operative information services.





Work roles when a large control room is fully staffed

- One shift supervisor
- 8 dispatchers
 - Head-dispatcher for police
 - Head-dispatcher for EMS/rescue
 - Assistant dispatchers for radio communication and supportive tasks
- About 28 call-takers
- 2 call-takers for testing of automatic alarm devices

Layout details

- Call-takers and shift supervisor/dispatchers face each others
- Information on the wall is minimal (112 queue situation and supervisor´s briefings)
- Own talk group in TETRA radio for internal communication
- 2 screens for ERICA CAD system
- 1 screen for TETRA RCS system

Underground facilities



Operational capability during state of emergency – things to consider when planning facilities

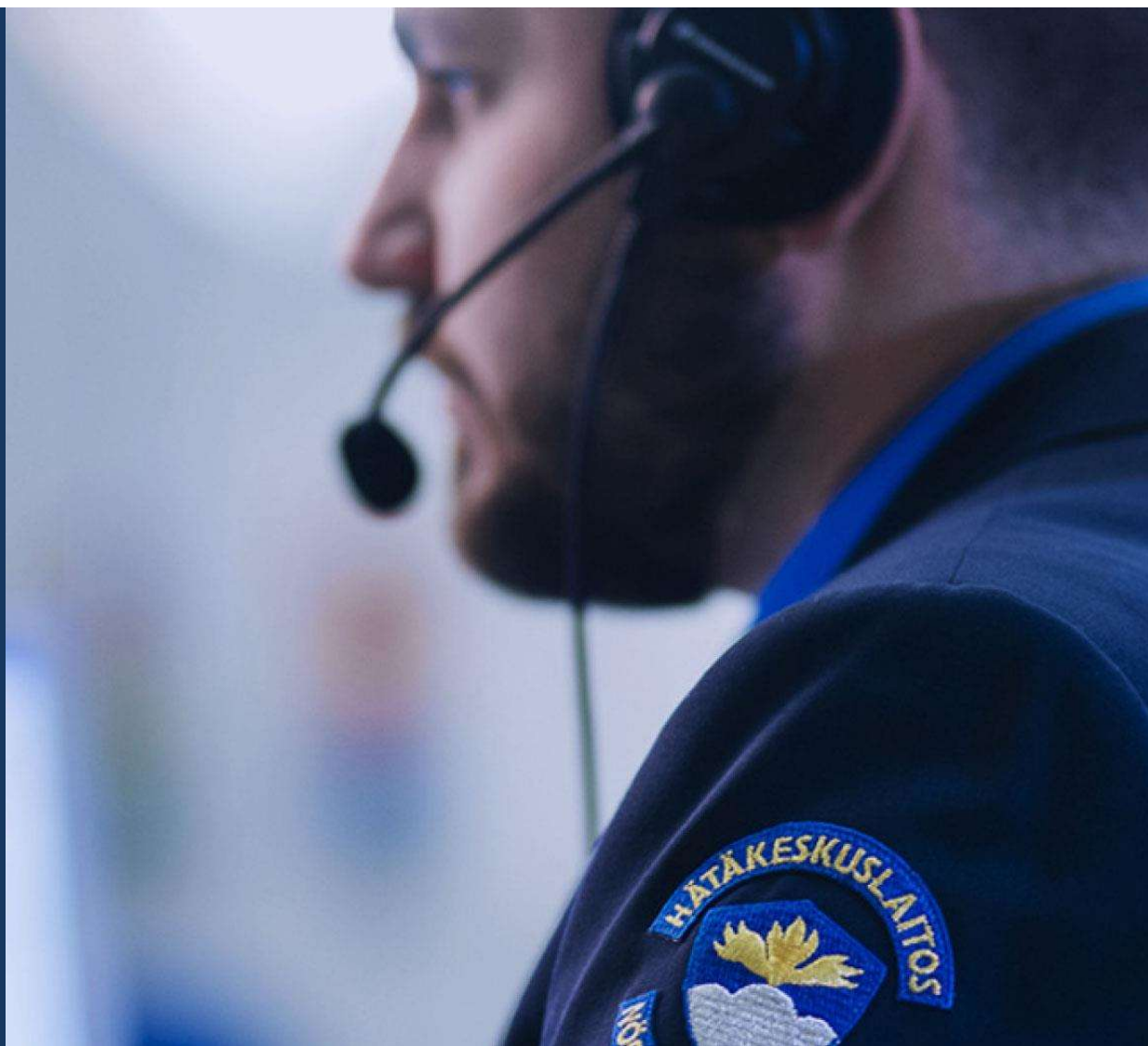
- Leadership and communication
- Personnel reserved for 112 duties (exempted from military service)
- Extra power and systems (UPS, stand-by generator)
- Air conditioning, heating
- Supply of daily consumer goods
- Co-operation with other agencies and authorities



- ERC ICT system back-up
- Protection and security of facilities
- Shelter and civil defence equipment
- Wastewater disposal and treatment
- Water supply
- Medical service
- Spiritual care



Services



Act and decree on emergency response centre operations

- The ERC Agency provides ERC services throughout Finland, excluding the Province of Åland.
- The task of the ERC Agency is to receive emergency calls from all over the country that fall within the scope of the rescue, police, social and health services, as well as other information relating to the safety of people, property, and the environment, and to forward their content to the appropriate authorities or partners.
- The operations of ERC's are provided for in the act on emergency response centre operations (692/2010) and the related decree (877/2010).





Emergency number in Finland

- There is only one emergency number in Finland: 112.
- Emergency response centres (ERCs) deal with all emergency notifications regardless of the service required.
- ERCs are able to reach all emergency response authorities via a shared radio network.
- All the necessary authorities can be dispatched simultaneously

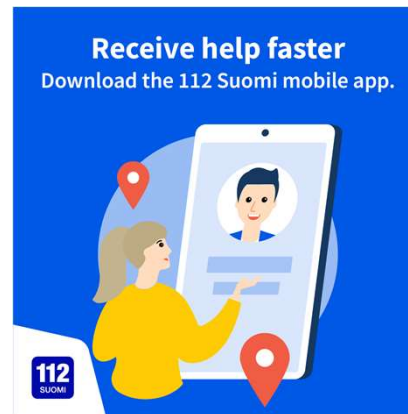
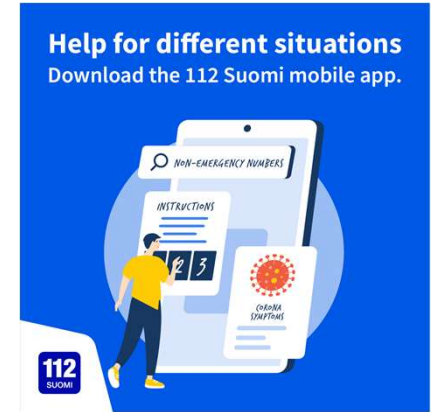
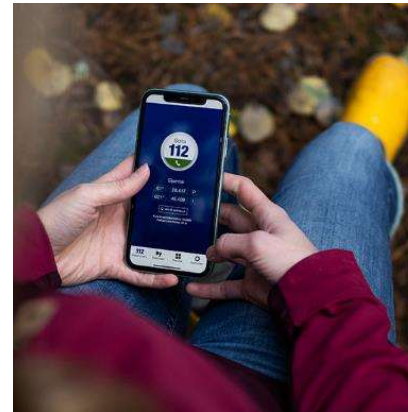


Also

- **Consular services +358 9 1605 5555**
 - The on-call consular services of the Ministry for Foreign Affairs were transferred to be handled by the Emergency Response Centre Agency's Control Centre on 1 August 2018.
 - The Emergency Response Centre Agency assists in the provision of consular service in situations where a Finnish citizen or a foreign national with a permanent residence in Finland is in distress abroad.
 - The service is implemented in the form of guidance and advice.
 - Approximately 7,000 to 8,000 requests are received each year regarding various problem situations abroad.
- **Cooperation with the Safety Investigation Authority**
 - As of 1 March 2021, the Control Centre also answers calls made to the Safety Investigation Authority's emergency number. The goal of the operations is to receive accident notifications and to inform safety investigators quickly and efficiently.
- **International service number for citizens**
 - When emergency is in Finland and person is abroad
- **24/7 service 116 117 (operated by health services)**
 - A national guidance and advice service is being built for the on-call services for social affairs and health.
 - The target of the service is to improve the services provided for the citizens and to decrease the number of on-call appointments and the number of missions of the emergency medical services.
 - The target is also to direct non-ERC calls to the correct location.
 - Close co-operation with ERC Agency

112 SUOMI app for your safety

- 112 Suomi is a mobile application developed by the Emergency Response Centre Agency
 - the national emergency number
 - transmitting location information
 - public warnings and notices
 - non-emergency telephone numbers
 - instructions in case of an emergency or a problem
 - location of the nearest defibrillator.
- The app already has over 2 million active users.



ERICA ICT system



ERC ICT system ERICA

- The ERICA system is a nationwide networked ERC ICT information system that is used for providing the 112 services throughout the country.
- The networked information system enables optimal use of the resources of the emergency response centres and enables obtaining real-time situational picture of the internal security in the whole country in a centralized manner.
- The ERICA system is used by the Emergency Response Centre Agency, police, fire and rescue, health and social services, as well as border guard to update the information of their units and risk analysis as well as for command and control center purposes.
- There are altogether 50 different sites using the system within the user rights of different authorities.



New features for call-taking

ERICA contains new things for call-taking and dispatching:

- 112 calls from anywhere in Finland
- Automatic geopositioning of caller
- Automatic answer
- Integrated risk analysis
- Integrated communication tool (phone, TETRA radio, emergency SMSs).
- Real-time response time of units / drive time calculation
- Dispatch calculation / response proposal



New approach to Dispatching

- With ERICA, the call-taker can dispatch the units with a single mouse click. Synthesized speech (TTS) takes care of the radio announcement.
- All the units are in the same database throughout Finland and have a unique code in the ICT system.
- Dispatch instructions are updated by every organization itself.
- ERC Agency coordinates the development and update of risk analysis (Q&A).





Statistics

Number of emergency
telephone calls

2 920 020

Detector alarms

20 750

112 SMS

4 550

eCall alarms

3 320

Number of personnel

592

90 %

emergency calls
were answered in
less than **10**
seconds

99 %

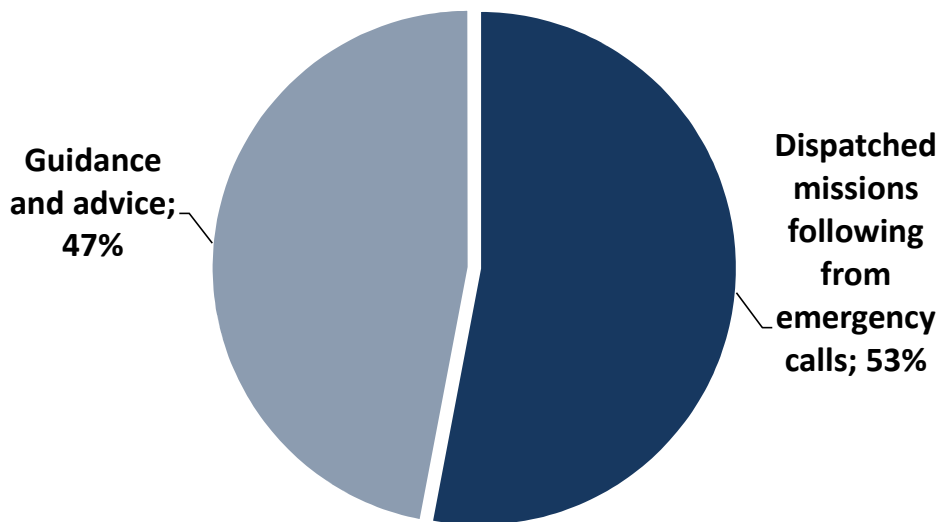
Of all emergency calls
were responded in less
than
30 seconds

**Average response
time 3 sec**

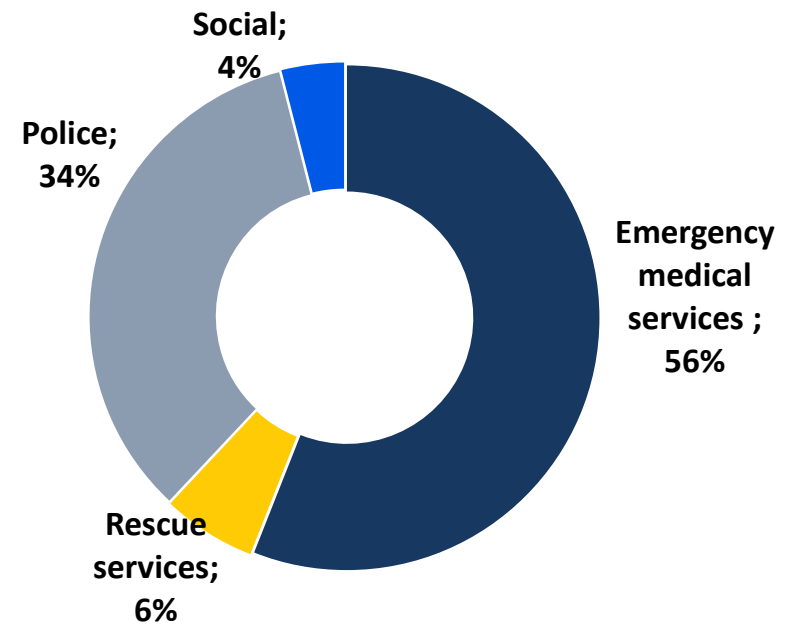


Dispatched missions to the authorities

Almost half of the emergency calls are handled by guidance and advice



Distribution of tasks dispatched to different authorities





Personnel

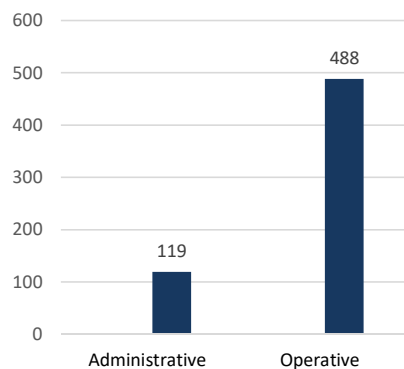
Personnel

Number of personnel

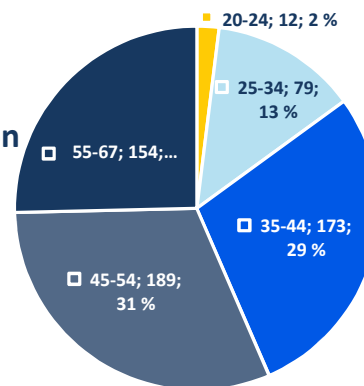
607

Average age

46,0



Age distribution



Job satisfaction

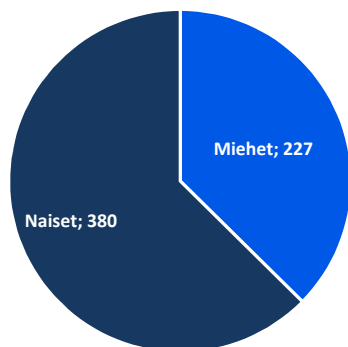
3,26

Scale 1-5. Source: VMBaro 2021

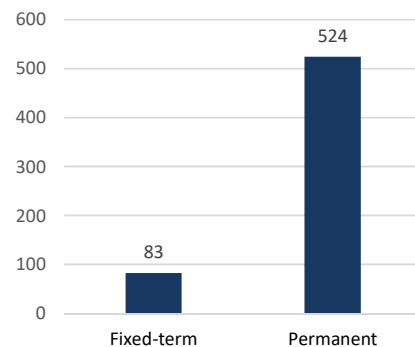
Absences due to illness

18,2 working days / person-year

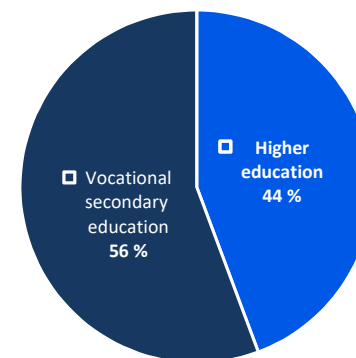
Sex ratio



Nature of employment



Education level



ERC Operator's degree

- Finland has the world's most extensive ERC operator's degree programme.
- The training, leading to an ERC operator's degree, is a comprehensive programme designed by the Emergency Services College (Kuopio), the Police University College (Tampere), and the Emergency Response Centre Agency.
- The studies comprise a total of 90 credits and the studies can be completed in 1.5 years.
- Each year, two training courses start the programme (2 x 16-24).
- All ERC operators graduating from the Emergency Services College can be hired directly by the Emergency Response Centre Agency.
- Also a bachelor's degree in police services qualifies for working as an ERC operator.



Photo: Emergency Services College





Thank you!

More information:



www.112.fi/en

