

112 Extremadura improves public safety coordination with a multi-agency PSAP

The 112 service of the Extremadura regional government in Spain strives to answer emergency calls, whatever their origin, in the fastest, most efficient and coordinated way possible. At the core of this goal is decision-making, which the 112 service has worked to streamline over the years. Today, the Extremadura 112 model is unique and pioneering in Spain, following the direct management criteria given by the regional government. Its highly skilled and coordinated team is organized to respond together to emergency situations in the 112 center.



“Extremadura’s 112 model is based on the standards of direct management by the administration. It includes specialists and professionals from all sectors of emergency and urgent response in Extremadura.”

Juan Carlos Gonzales
Director, 112 Extremadura

Key figures:

Regional 112 public safety answering point (PSAP) for 2 provinces with 1.1 million inhabitants

- 660,485 calls received (440,023 emergency calls) and 96,958 incidents handled in 2017
- 30 main and 15 back-up PSAP workstations, mobile command
- Agencies include EMS (SES and Red Cross), local and national police, fire & rescue (regional and INFOEX)

Coordination challenges

Public safety services can face many roadblocks that, if ignored, may jeopardize coordinated decision making. If different agencies are kept in silos, information sharing and collaboration are difficult. Separate teams can't easily share situational awareness that originates either from first responders on the ground or from other agencies. Ease of use is another success factor, as system complexity shouldn't make it hard to focus on the emergency at hand. Last, communication with the public is essential to the success of emergency missions.

These four core principles have driven the evolution of 112 Extremadura for years, converging in a public safety system that is the first of its kind in Spain.

“Atos has supported this management model by implementing GEMMA, our solution for emergency management. This is a robust and modern multi-agency design solution that adapts perfectly to these types of integrated platforms. GEMMA is undoubtedly the choice that drives the performance and quality of this public service.”

Orlando Rodriguez
Atos

Ensuring coordination from the ground up

In the ‘Centro de Atención de Urgencias y Emergencias’ (emergency response center) in Mérida, the public safety answering point (PSAP) is staffed by call takers and staff from most public safety agencies in Extremadura. Specialized emergency medical services (EMS), doctors and nurses, firefighters for urban fires and wildfire, Guardia Civil, national and local police are set up in concentric circles to visually maximize collaboration. The PSAP supervisors and management provide additional operation coordination. The center’s unique design is designed to maximize:



Collaboration

A single, multi-agency dispatching system makes it possible to share information as required by the mission. It is based on the GEMMA platform by Atos, which has provided implementation, maintenance and evolution since 2000.



Situation awareness

From their interface, call takers and dispatchers can access integrated caller location, eCall, geographical information system (GIS), and IP telephony.



Ease of use

The application includes all call taking, dispatching, supervision, administration and dashboard modules, as well as specific functionality for EMS.



Communication

Multi-channel call taking with accessibility for deaf/hard-of-hearing based on SMS/chat. Call takers and dispatchers can also access voice logging and public warning functionality.

Benefits of coordination

By integrating all the agencies involved in emergency service into the same operational control room, 112 Extremadura produced optimal coordination, with high efficiency. The benefits include:



Increased agility, efficiency and service quality thanks to critical service improvements for citizens in a region with a relatively low population density, a transit hub between Spain, Portugal



A smooth, secure and real-time transfer of information, and resource optimization



High level of integration between all components of an emergency response



Significant savings in infrastructure and platform maintenance

For more information visit: <https://atos.net/en/ip/coordination-in-public-safety>

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