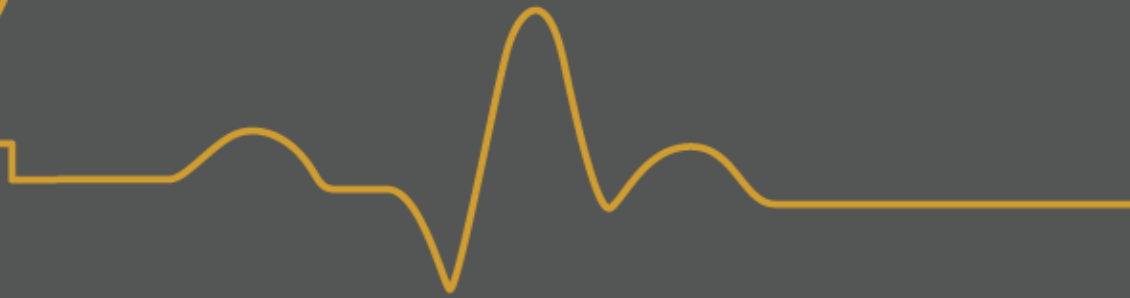


Neyðarlínan - 112 Iceland

The logo for the Icelandic emergency number 112. The numbers '112' are rendered in a large, bold, yellow-outlined font. The '2' is stylized with a thick, curved top. A horizontal yellow line extends from the left edge of the '1's across the bottom of the '112' and continues to the right edge of the slide.

Magnús Hauksson - Operations

www.112.is

The Icelandic Rescue center



Landhelgisgæsla Íslands



112 for increased safety and well being in Iceland

Neyðarlínan – 112 Iceland

- First day of operations 1. janúar 1996
- Required by law passed on 9. mars 1995
- Single European Emergency number 112
- PSAP currently only operated in Reykjavik
- 146 emergency numbers at that time routed to 112

Primary tasks:

- Receive emergency notifications
- Evaluate the need for assistance
- Dispatch the **appropriate** response parties
- Provide the response parties and the caller with service and information
- Prepare a report about the incident



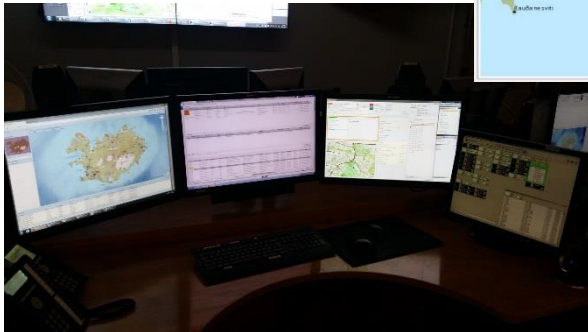
112

EINN EINN TVEIR

The 112 PSAP

Where,
What,
how many
...?

The screenshot displays the 112 Call Taker software interface. At the top, there are fields for 'Mál' (Case), 'Simanúmer' (Phone number: 5702000), 'Flytja' (Transfer), and 'Símifundur' (Call transfer). Below this, the 'Vettvangur' (Location) is set to 'Borgarnes, 310 Borgarnes' with coordinates 64° 32,276' N, 21° 55,232' V. The 'Sími' (Call number) is 112, and the 'Nafn' (Name) is Jón Jónsson. A 'Vörðunarsveitir' (Dispatch area) dropdown is set to 'Björgunarsveitir'. A 'Væðing' (Priority) dropdown is set to 'Lögregla'. A 'Skilabo' (Message) field contains 'F.X - Borgarnes, 310 Borgarnes, Austanmegin við Borgarbraut, Björgir - Snjóflóð'. The main interface is divided into several panels: a 'Hvað varð fyrir flóðinu?' (What was the cause of the flood?) panel with options A) Fólk, B) Búfánaður, C) Íbúðarhúsnæði, D) Heilbrigðisstofnun, E) Skóli/Leikskóli, F) Atvinnuhúsnæði, and G) Annað; a map of Borgarnes showing the location of the incident; and a 'Vettvangur' (Location) panel with a list of emergency services including '31 Akranes - 31-AKR-01', '32 Borgarnes - 32-BOR-01', '32 Borgarnes - 32-BOR-02', 'HVE Borgarnes - Vaktlæknir', '04-BJF-AKR - Heildarútkall', '04-BRAK-BOR - Heildarútkall', '04-HEÐAR-VARMALAND - Heildarútkall', '04-OK-REYKHOLT - Heildarútkall', and '04-SVSTJ - Heildarútkall'. The interface also includes a 'Verkefni' (Task) panel and a 'Boða' (Message) panel.



112 for increased safety and well being in Iceland

Statistics

- Around 150 000 cases pr year (200 000 calls)
 - Over 50% for the Police
 - 13% for various health related inquiries (non emergencies)
 - Around 30% medical transport
 - Just about 3% fire
 - 4% Other,
 - SAR, Civil protection, Flight incidents etc,
- Telephone calls from foreign mobile phones
 - 6.9% of total calls (ca. 10.500 of all cases)
 - In line with number of tourist each time
 - Need for translate usually less than one per month
 - As operators are fluent in English
 - Icelandic guides usually present for non-English speaking tourists





Translation services

If Emergency Operator (EO) fails to understand caller:

- Examines origins of phone number
- Attempts to confirm language
- Contacts translation services
- Translator either conferenced in or arrives on site
- Conference usually on within two minutes



112 for increased safety and well being in Iceland



Service for foreign tourists

Examples:

Tourist bus stuck in lake

Car stuck in river

Injured sailor on sea

Assist foreign airplane passengers

Sick tourist in remote areas (help far away)

Support dispatch crews:

Instructions - guidance

Assisting Icelanders abroad



Applied language technology

The need for machine translations

Current status:

- No applied language technology in use
- Google voice translation is under review

Progress in social media will require machine translation

- Messenger, Whatsapp, Lync, Skype etc.

Machine translation:

- We prefer human interaction if possible
- SMS from tourists translated by external services



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