



STATE POLICE



REPUBLIKA E SHQIPËRIË  
MINISTRIA E BRENDSHME

MINISTRY OF INTERIOR



FIRE PROTECTION &  
RESCUE SERVICE

# 112 SERVICE

## ALBANIA

GENERAL DIRECTORATE OF FIRE PROTECTION & RESCUE SERVICE

Ms. Holta Komino  
GENERAL DIRECTOR

# INTRODUCTION<sub>1</sub>

The service and the system of 112 was established for the first time in Albania in 2016. The pilot project was started in Tirana and was scheduled to be extended in the whole country. The Operating Room of the 112 system is currently in the State Police Building, regional branch of Tirana.



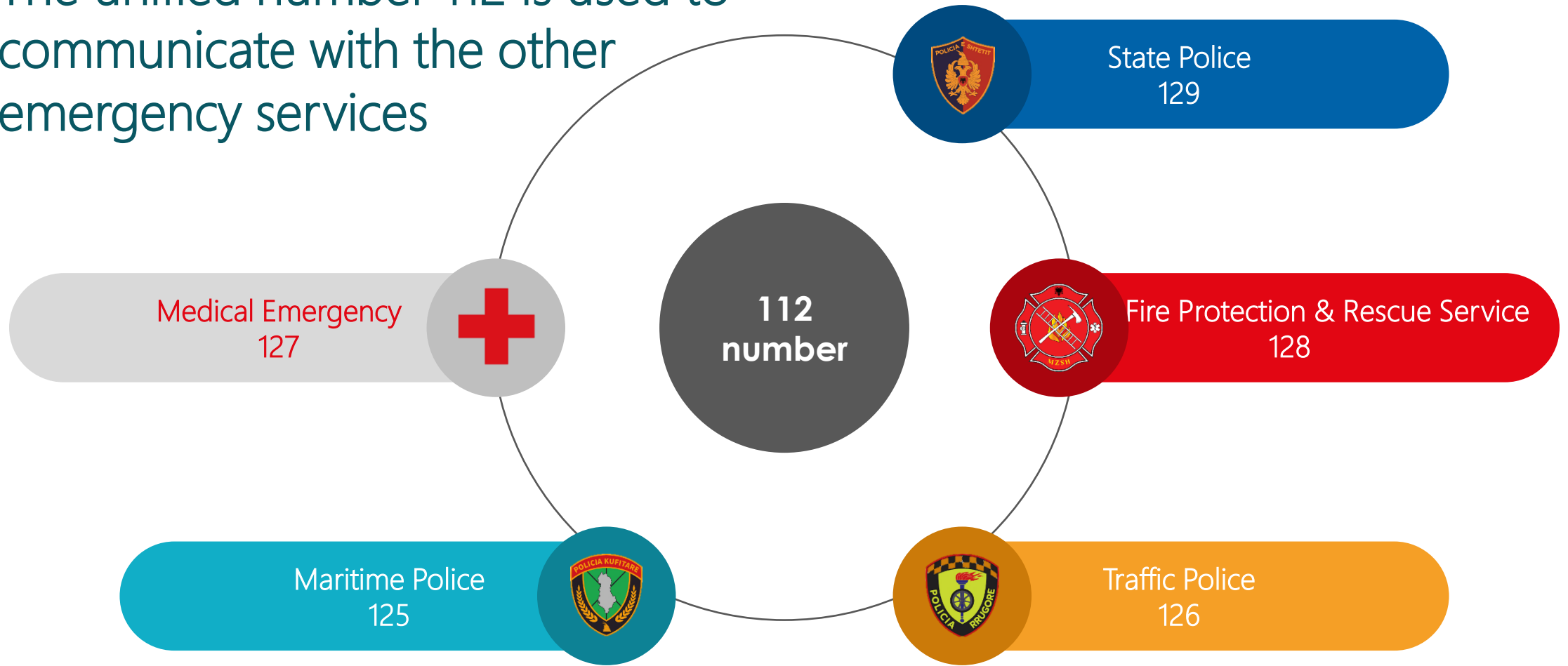
## INTRODUCTION<sub>2</sub>

It is a means for citizens to use only one reference number in order to deal with day to day accidents and problems, not only accidents related to transport of dangerous goods. Moreover, as Albania is actively pursuing the ideal of developing its tourism, implementation of 112 is a flagship project for all the institutions involved.



# CONNECTIVITY

The unified number 112 is used to communicate with the other emergency services



## LEGAL BASIS<sub>1</sub>

Since 18.07.2019, the 112 service has been transferred and is regulated by the law on Civil Emergencies No. 45/2019 "For Civil Protection", article 47 "Unified number of emergency calls 112".

The actual 112 service in Albania is operated and regulated under the State Police Standard Procedure No. 340/1 date 19.05.2016 "For receiving and managing calls of the emergency number 112"

These procedures aim to achieve the highest standards defined in the state police policy for the quick resolution of problems presented by the community as well as guaranteeing quality service to citizens and a dignified public image.



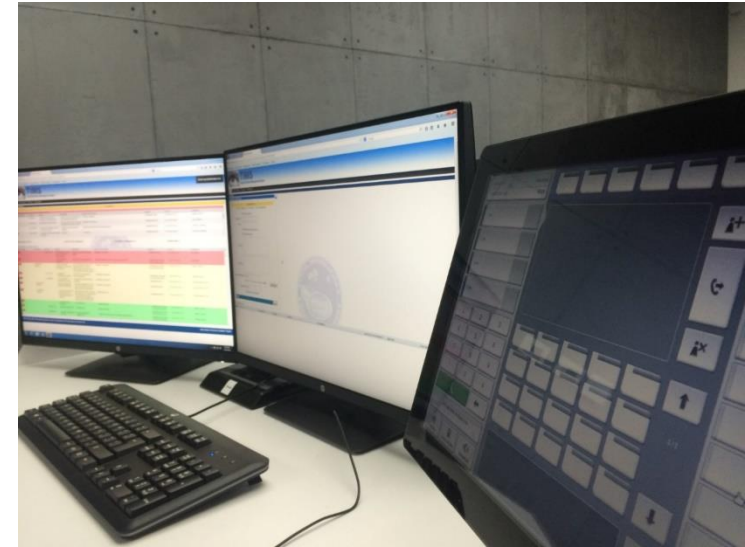
## LEGAL BASIS<sub>2</sub>

In cases of calls that are for services outside the State Police, such as the Medical Emergencies or the Fire Protection & Rescue Services, the 112 system and platform will serve as a call transfer to the numbers 127 and 128, and as a register which will be able to record all calls thus revealing the percentage of missed emergency calls.

Although the unique number 112 became functional in 2016, all the existing numbers 125,126,127,128 and 129 are still functioning simultaneously.



# BEFORE - AFTER



# ADVANTAGES

The advantages of implementing this system are:

The implementation of the 112 system enables call history, eliminating missed calls.

Operators in the system are independent in receiving calls directly, making the number 112 always accessible.

Fast transfer of calls to other emergency structures (Medical Emergency, Fire Protection & Rescue Service and Maritime Police)

Administration and tracking of all calls until the complete solution of the cycle of a call / problem, saving information for each intervention segment from all emergency structures until the closure of the problem.

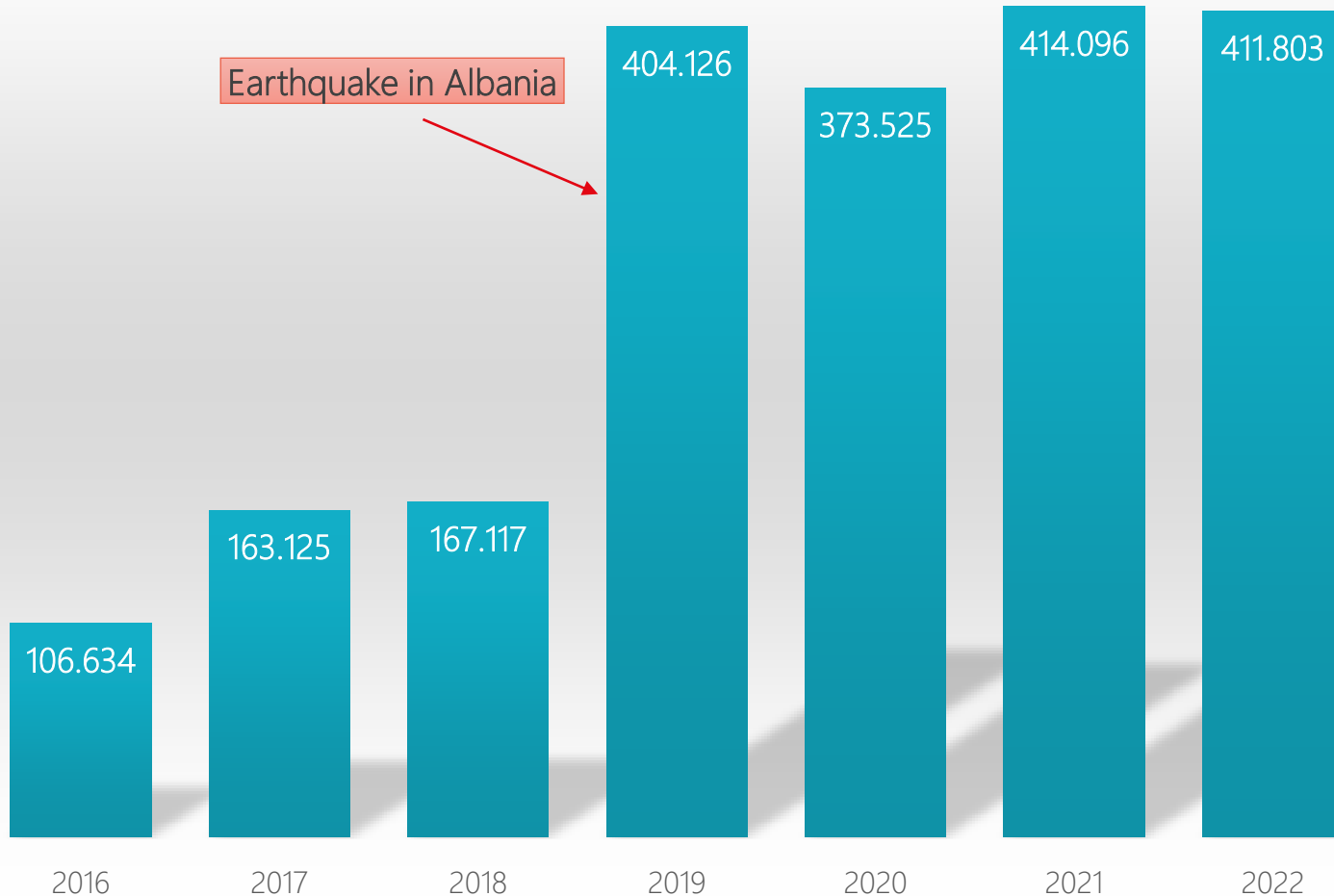
Localization of the calls by displaying the approximate coordinates of the location of the call (not functional)

Multilingual phone secretary (Albanian – English – Italian) with the aim of helping all tourists within the territory of the Republic of Albania (not functional)

Access to conference calls for all stakeholders that have direct involvement with the events (not functional)

# STATISTICAL DATA

112 calls for the District of Tirana



About 1200 - 1500 phone calls per day are administered by the 112 service, including informational calls.

The service is operational 24/7/365

6 people / shift

85 people staff in total



## FUNCTIONALITY<sub>1</sub>

The current 112 system works only in the city of Tirana, including 2 small municipalities in the vicinity, which are Kamëz and Vorë.

In other cities, the 112 service works as a unique SIM card phone number. So the number 112 can be accessed by one caller at a time. So if one person is on the line with the number 112, the line is busy for other callers trying to call at the same time.

Based in the SOP mentioned in the State Police Standard Procedure No. 340/1 date 19.05.2016 "For receiving and managing calls of the emergency number 112", the operators have to follow this procedure:

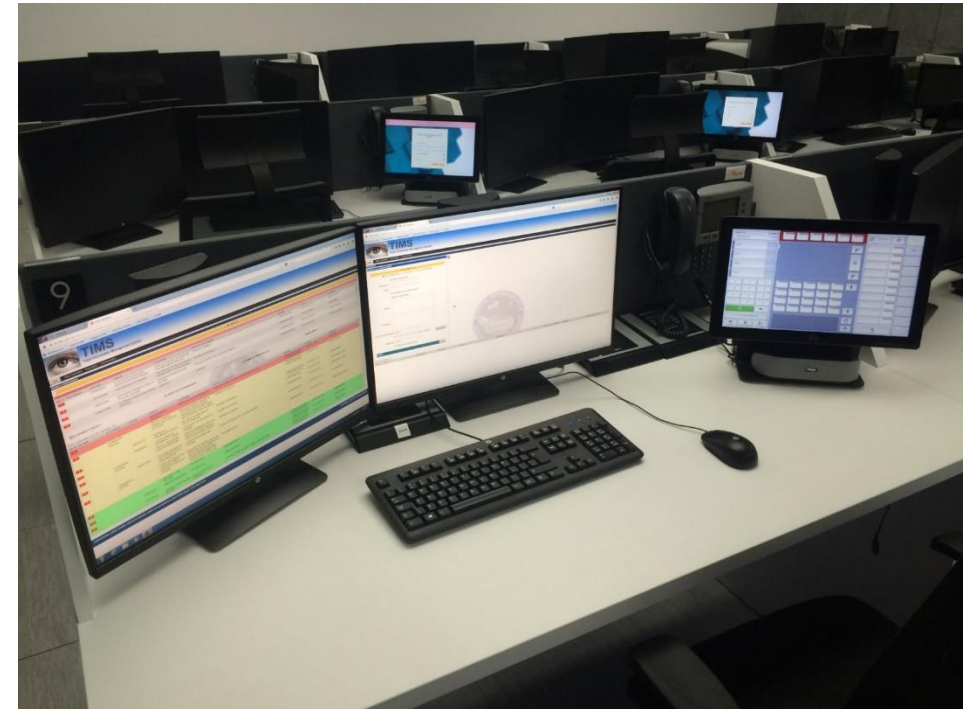
Every call made to the number 112 is also recorded in audio format in addition to recording information in the system.



## FUNCTIONALITY<sub>2</sub>

1. Upon receiving the phone call to the number 112, the operator performs the following actions:

- Double checks the data of the information received, through the use of all elements of the service, coordinating with other structures.
- It documents in the system all communications it makes with service personnel and other persons who provide data or request the intervention of police services.
- Addresses the call to the requested service and tries to resolve the problem.
- Determines the location of the caller.
- Sends the police service as soon as possible if the information refers to an activity that must be resolved by the State Police.
- Transfers the call or the information received to the other services such as Medical Emergencies, Fire Protection & Rescue Service and Maritime Police.
- Prepares preliminary information for superiors if the event has serious consequences for life, property, or cohabitation.



## FUNCTIONALITY<sub>3</sub>

2. After addressing the call and preparing the summary information for the received information, the operator continues the work to clarify whether the requested problem has been solved and the solution method.
3. For calls received from citizens, the operator has the duty to immediately record in the system the information he receives according to the fields of the module, related to the control room such as: Data about the caller, identification or not of the caller, phone number, address, reason of the call.
4. The operator writes the full text of the call and the exact description of the event in the system. The operator listens attentively, asks specific clarifying questions and enters into the system any important information provided by the citizen.
5. In cases where the operator has more than one call for the same event, in the table of dropped calls, he adds and completes from scratch the data of the new caller, who has just brought back the same event. All calls are recorded in the system, even though they may belong to the same event.

## • FUNCTIONALITY<sub>4</sub> •

6. In cases where while handling a call and receives a second call that cannot be answered without ending the first call, the second call is forwarded as soon as possible to the shift specialist for follow-up and registration in the system.
7. In case the operator receives calls informing about events outside the jurisdiction of the structure where he serves, the operator performs all the procedures as for normal calls and immediately passes it on to the shift specialist for notification of the competent structure.
8. If the operator receives a call and on the other hand no one answers or the line drops, the operator, if possible, identifies the calling number, also making data records in the system and calls the calling number to get information on the reason for the call.
9. In cases where calls are received, which do not need verification, they should be passed to the administrator for evaluation.

In recent years, a new electronic system (web Interface) of the unified number 112 has been installed, which has replaced the old system (Touch Panel) for the management and administration of telephone calls.

## • THE FUTURE OF 112<sub>1</sub> •

Since 18.07.2019, the 112 service has been transferred and is regulated by the law on Civil Emergencies No. 45/2019 "For Civil Protection", article 47 "Unified number of emergency calls 112".

The General Directorate of Fire Protection & Rescue Service in the Ministry of Interior is a key stakeholder in the 112 service :

1. The General Directorate of Fire Protection & Rescue Service as part of the Ministry of Interior is part of the proposal for the decision of the Council of Ministers for the 112 service, as mentioned in the point 3, article 47 for "112 unified emergency call number" in the law No.45/2019 "ON CIVIL PROTECTION"

3. *The creation and functioning of the unified 112 emergency call number system shall be approved by a decision of the Council of Ministers, upon the joint proposal of the Minister responsible for civil emergencies and the Minister responsible for internal affairs.*



## • THE FUTURE OF 112<sub>2</sub> •

2. The General Directorate of Fire Protection & Rescue Service is one of the Emergency Services alongside the other ones (State Police, Traffic Police, Medical Emergency and Maritime Police) which makes the core of the 112 service in Albania.

The General Directorate of Fire Protection & Rescue Service in the Ministry of Interior is working closely with the National Agency of Civil Protection to prepare the ground for the transfer of the 112 service and for the most efficient operation in the future.

The National Agency of Civil Protection is in the process of composing the draft for the decision of Council of Ministers regarding the 112 Service.



# Trainings throughout the year



Training of the employees of the operational center.



Participation in a Tabletop Exercise with representatives of the operational structures: firefighting services, civil protection services, police, military, etc.



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# Thank You

GENERAL DIRECTORATE OF FIRE PROTECTION & RESCUE SERVICE

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