



DIRECTION 112 – OCC112

**Operational communicational centre 112
– RCC Montenegro**

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DIRECTION 112 – OCC 112 ORGANISATIONAL STRUCTURE



DIRECTION 112 – OCC 112

DEPARTMENT OPERATIONAL
COMMUNICATIONAL CENTER 112
OCC 112 – RCC MONTENEGRO

DEPARTMENT FOR
TELECOMMUNICATIONS AND
INFORMATION SYSTEMS 112

EMERGENCY SERVICE
112

STATE COORDINATION CENTER
FOR CROSS BORDER
COLLABORATION ACTIVITIES
AND HELP

COORDCOM CALL
TAKING EMERGENCY
SYSTEM

112 MNE APP

STATE SPOC FOR CIVIL
PROTECTION
MECHANISM WITH
EMERGENCY RESPONSE
CENTER OF EU – ERCC

STATE SPOC FOR
EUROATLANTIC RESPONSE
COORDINATION CENTER -
EADRCC OF NATO

NICS DISASTER
MANAGEMENT SYSTEM

RESCUE
COORDINATION
CENTER - RCC FOR SAR
(CIVIL AVIATION,
MOUNTAIN RESCUE)

SPOC FOR COSPAS
SARSAT SYSTEM.

JRODOS SYSTEM



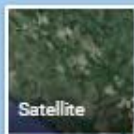
OPERATIONAL COMMUNICATION CENTER 112



OCC₁₁₂
Bijelo
Polje

OCC₁₁₂
Podgorica
ARCC

OCC₁₁₂
Bar



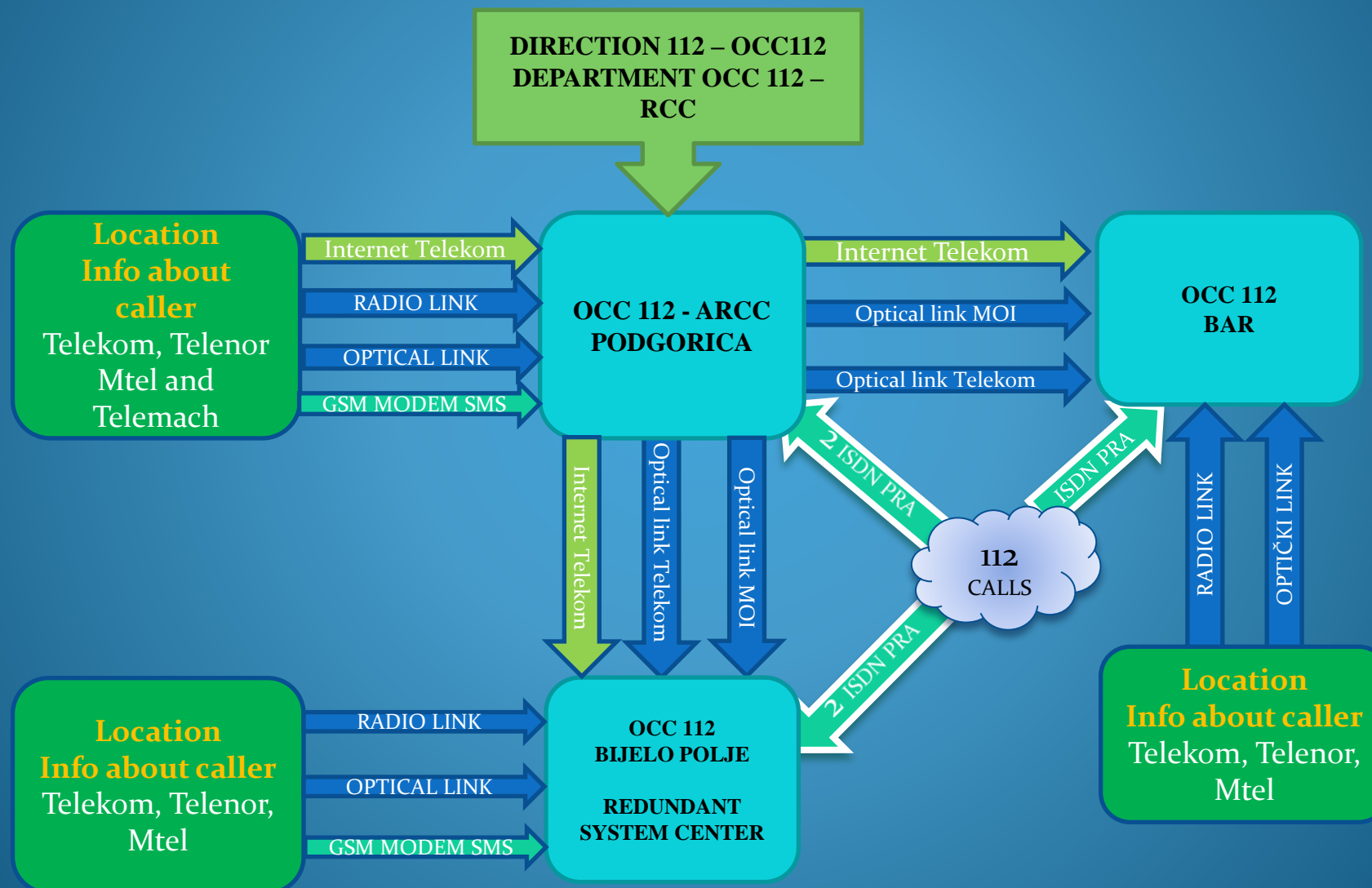
Google



OPERATIONAL COMMUNICATION CENTER 112

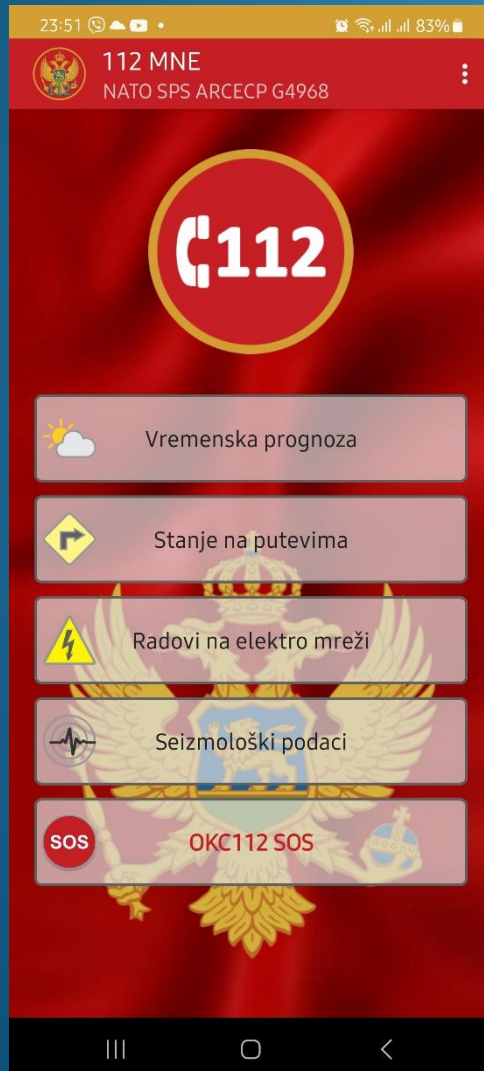


- ACTING AS A UNIQUE COMMUNICATION CENTER FOR ALL TYPES OF EMERGENCIES IN MONTENEGRO (1ST CALLS FILTER TO ALL EMERGENCY SERVICES;
- ANALYTICS, COLLECTING AND PROCESSING OF DATA, INFORMATION AND NOTIFICATION, CREATION OF DAILY AND EMERGENCY SITUATIONAL REPORTS ;
- ALARMING THE CITIZENS DURING EMERGENCY SITUATIONS VIA SMS INFORMATION AND CABLE TELEVISION OPERATORS
- ISSUING OFFICIAL STATEMENTS ON THREATS OF AN EMERGENCY SITUATION, ITS SCOPE, ACTIVITIES AND MEASURES FOR PROTECT AND RESCUE TO BE UNDERTAKEN;
- IN A CASE OF EMERGENCY SITUATIONS OF LARGE SCALE, BESIDE LOCAL ADMINISTRATION BODIES, OCC INFORMS OTHER STATE AUTHORITIES AND COMPANIES OF PUBLIC IMPORTANCE, PREPARES AND SUBMITS REQUESTS FOR INTERNATIONAL ASSISTANCE;
- OCC 112 IS ACTING ON INTERNATIONAL, STATE AND LOCAL LEVEL
- SPOC AND STATE CENTER FOR: CIVIL PROTECTION MECHANISM WITH EMERGENCY RESPONSE CENTER OF EU-ERCC, EUROATLANTIC RESPONSE COORDINATION CENTER- EADRCC OF NATO AND COORDINATION CENTER FOR CROSS BORDER ACTIVITIES AND HELP FOR COUNTRIES WITH WITCH A BILATERAL AGREEMENT HAS BEN SIGNED;
- RESCUE COORDINATION CENTER FOR SAR IN CIVIL AVIATION (ARCC), SPOC FOR COSPAS SARSAT SYSTEM.



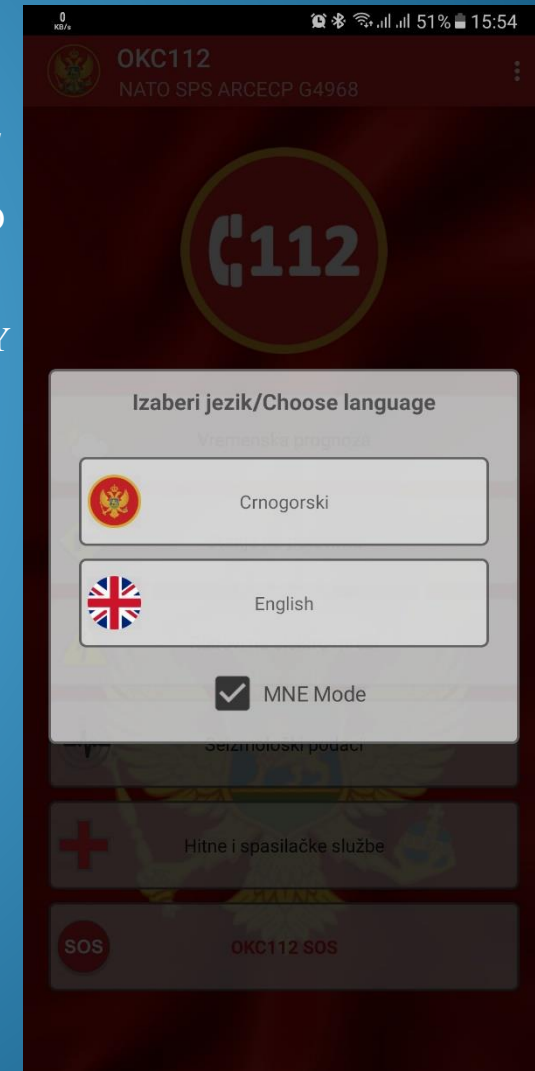


112 MNE app



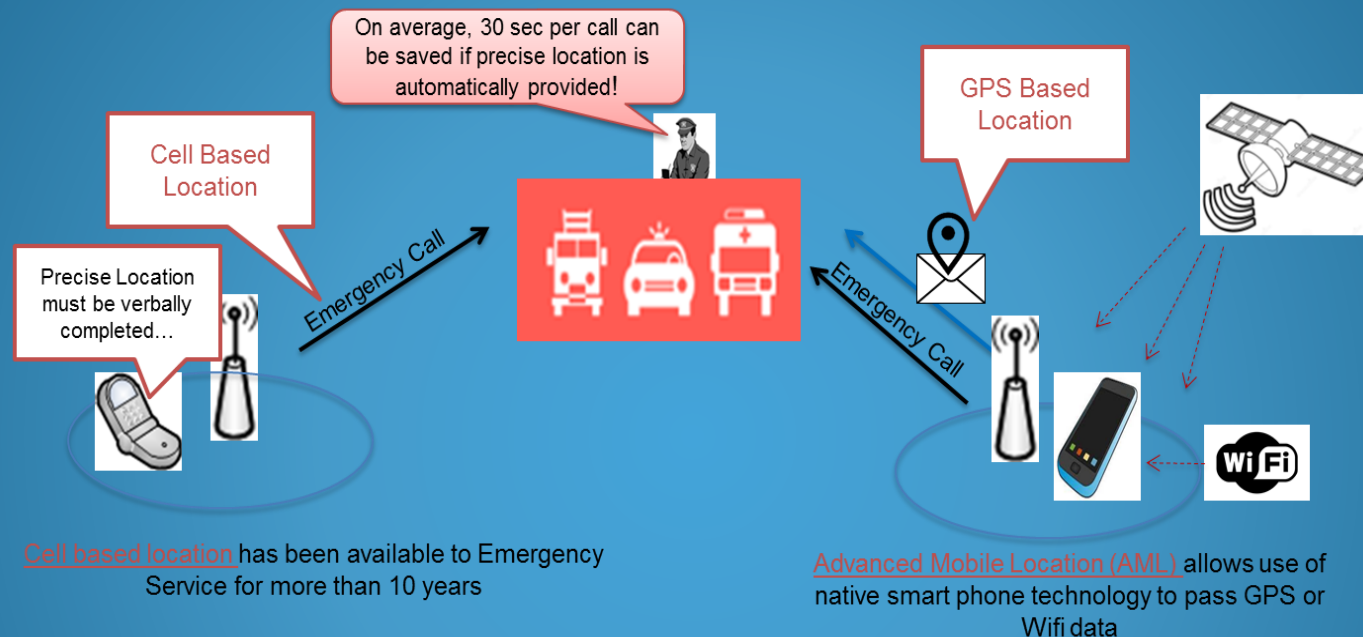
- ACCESSIBLE ON MONTENEGRIN AND ENGLISH LANGUAGE
- BUILD FOR ANDROID OS
- PRIMARY ROLE IS PROVIDING QUICK HELP ASSISTANCE TO CALLER AND SAVING LIVES WITH PRECISE GPS LOCATION OF THE CALLERS
- POSSIBILITY OF SILENT MODE, REPORT OF EMERGENCY BY SMS
- SECONDARY ROLE PROVIDING RELEVANT-POSSIBLY NEEDED INFORMATIONS TO USERS (WEATHER FORECAST, ROAD CONDITION AND TOWING SERVICE, PLANED WORKS ON POWER GRID, SEISMOLOGICAL INFORMATION)
- MORE THAN 12000 USERS IN MONTENEGRO

[Animation for 112 MNE mobile application](#)





ADVANCED MOBILE LOCATION - AML



- Significantly more precise locating with a radius of 2m to 100 m
- Automatic switching on and off of locating services on the phone
- No application for downloading
- SMS messages about the location is sent to the emergency service



E-CALL SERVICE



- Automatic and manual activation of calls and data links towards OCC112
- European satellite system Galileo reports location to OCC112
- Exact location of the vehicle, time of accident and direction of movement of the vehicle



OCC112 IN 2022.



In period 01.01. - 31.12.2022.

HANDLED 220220 CALLS / 14997 CASES/

- 7728 cases for Police
- 5496 cases for Health Emergencies
- 1608 cases for Protection and Rescue Service (Firefighters)
- 165 cases of Directorate for rescue and protection jurisdiction (SAR missions-
engagement of AHU, GSS, Dron unit, ,
UXO, etc.)

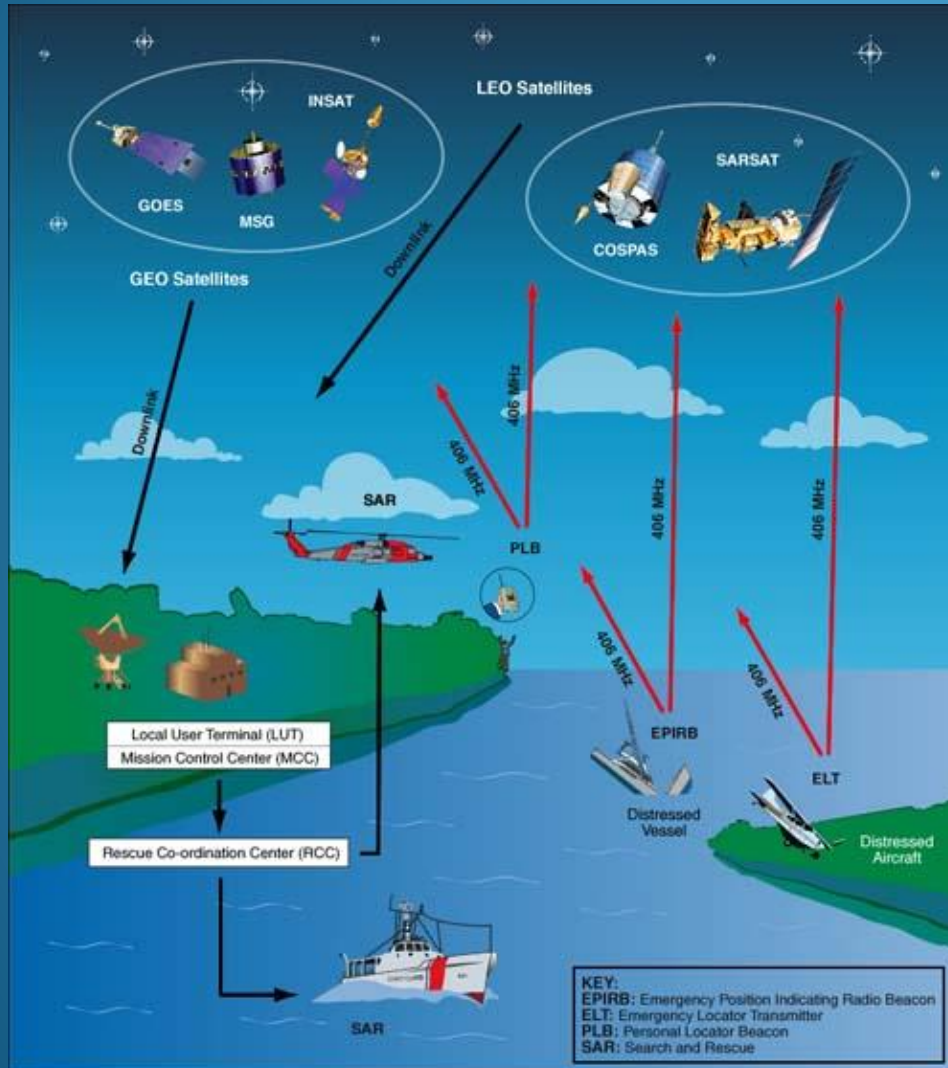
55 ACTIONS WERE COORDINATED IN A
CASE OF MOUNTING RESCUE ACTIONS:

- Where 91 persons were rescued (79 tourists,
12 montenegrin citizens)





OKC 112 - RCC



Operational communication center 112, or the Aeronautical Rescue Coordination Center (ARCC) has been recognized as a SPOC, for alert signal reception in the event of crashes, coordination and engagement SAR units and communication with Mission Control Center (MCC) located in Bari - Italy which is part of the system COSPAS-SARSAT. This satellite system is designed to determine the position of the emitted alarm signals. Communication with the MCC, in the case of alarm signals detected in Montenegro, has to go through the ARCC. In case of detection at sea ARCC contact the Maritime Safety Administration (MRCC)





DRONE SAR UNIT



Mavic 2 enterprise dual



112
SOS

Matrice 300 RTK



Mini roV observer



DGI Phantom 4





LEGISLATIVE FRAMEWORK OF OCC112 ACTIVITIES



- LOW OF PROTECTION AND RESCUE,
- LAW ON ELECTRONIC COMMUNICATIONS
- LAW ON CIVIL AVIATION
- CHICAGO CONVENTION

- RULEBOOK ON THE UNIQUE EUROPEAN NUMBER 112
- RULEBOOK ON STANDARD OPERATING PROCEDURES
- REGULATION ON REPORTING AND NOTIFICATION
- REGULATION ON SEARCH AND RESCUE SAR PROCEDURE LEGISLATION IN ACCORDANCE WITH ICAO STANDARDS (IAMSAR MANUAL I, II AND III)



TRANSPORTATION OF DANGEROUS GOODS

- OCC₁₁₂ doesn't have direct SOP for transportation of dangerous goods
- SOPs which are referring activities for transportation of dangerous goods:
- SOP for traffic incident (road, rail and air traffic)
- SOP for cross border activities
- SOP for CBRN



OCC 112 SOPs EXAMPLE and EXPLANATION



THANK YOU FOR ATTENTION

