DIRECTION 112 – OCC112

Operational communicational centre 112 – RCC Montenegro

Đordje Vujović

Head of department OCC112 – RCC Montenegro
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 which a bilateral agreement has been signed;
- Rescue Coordination Center for SAR in Civil Aviation (ARCC), SPOC for COSPAS SARSAT system.
OPERATIONAL COMMUNICATION CENTER 112

DIRECTION 112 – OCC112
DEPARTMENT OCC 112 – RCC

Location Info about caller
Telekom, Telenor, Mtel and Telemach

Location Info about caller
Telekom, Telenor, Mtel

OCC 112 - ARCC PODGORICA

Internet Telekom
RADIO LINK
OPTICAL LINK
GSM MODEM SMS

Internet Telekom
Optical link MOI
Optical link Telekom

OCC 112 BAR

OCC 112 BIJELO POLJE
REDUNDANT SYSTEM CENTER

Location Info about caller
Telekom, Telenor, Mtel

112 CALLS

GSM MODEM SMS

RADIO LINK
ISDN PRI
OPTICKI LINK
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
- 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
- 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
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)
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)
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