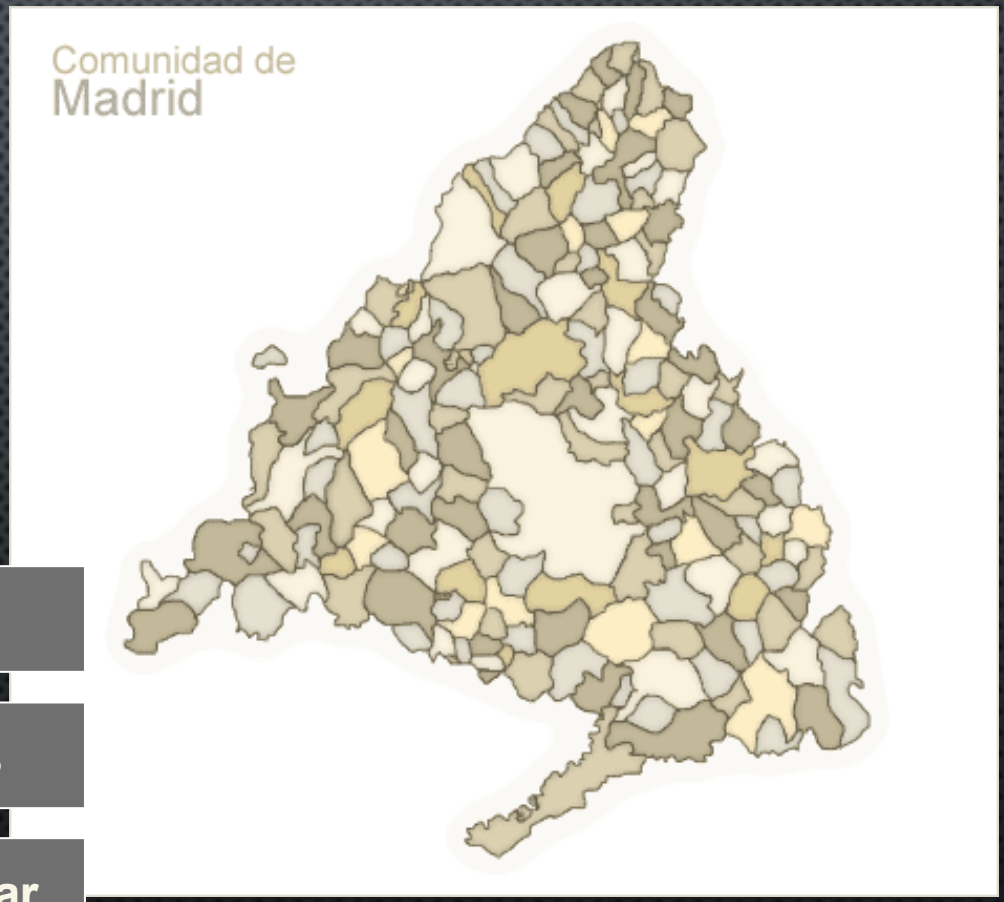
"HOW TO MANAGE INFORMATION OVERLOAD IN EMERGENCY CENTRES: THE PERSPECTIVE OF MADRID 112"

PSCEurope
Public Safety Communication Europe

112 emergencias
COMUNIDAD DE MADRID

Community of Madrid

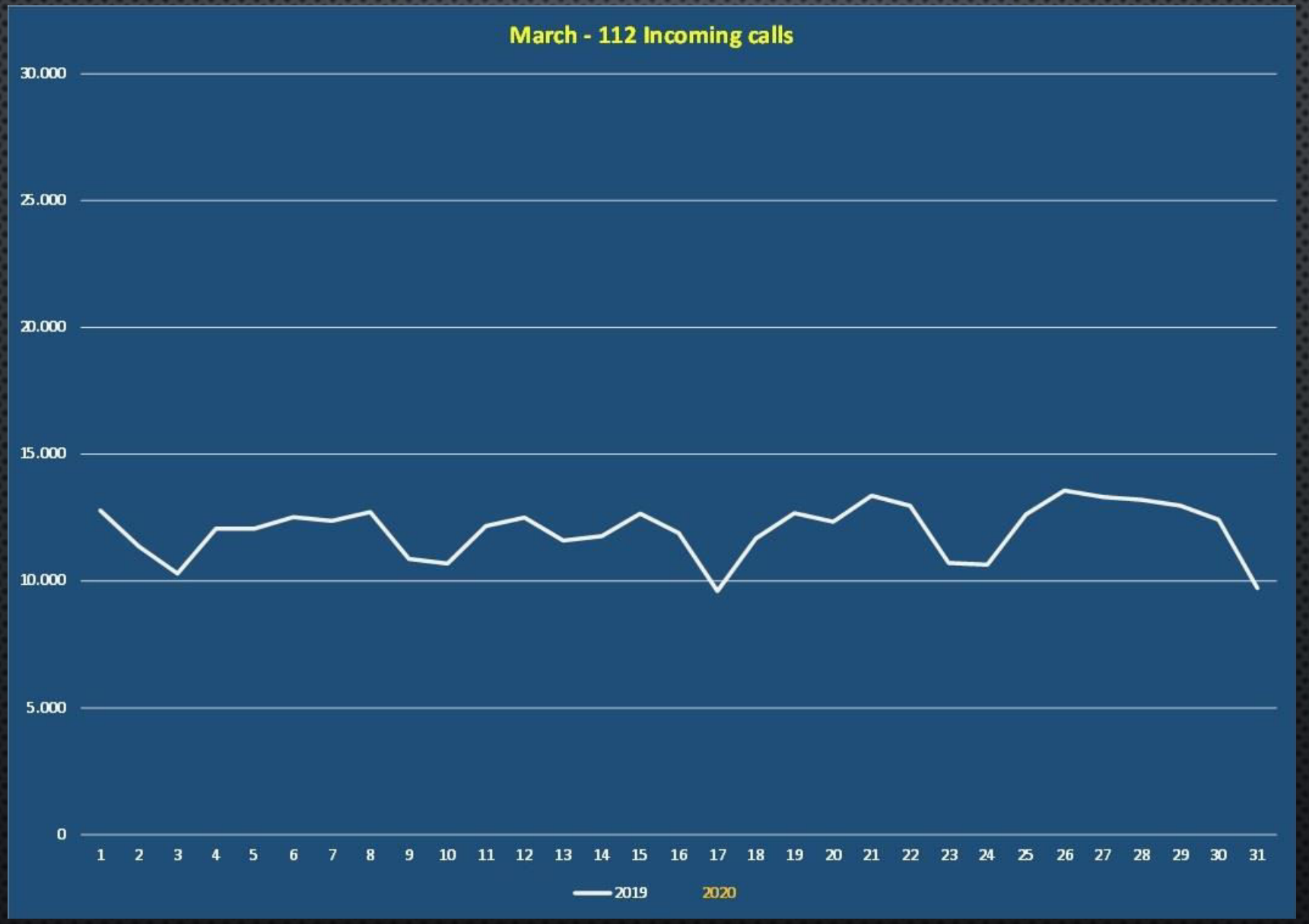


179 municipalities

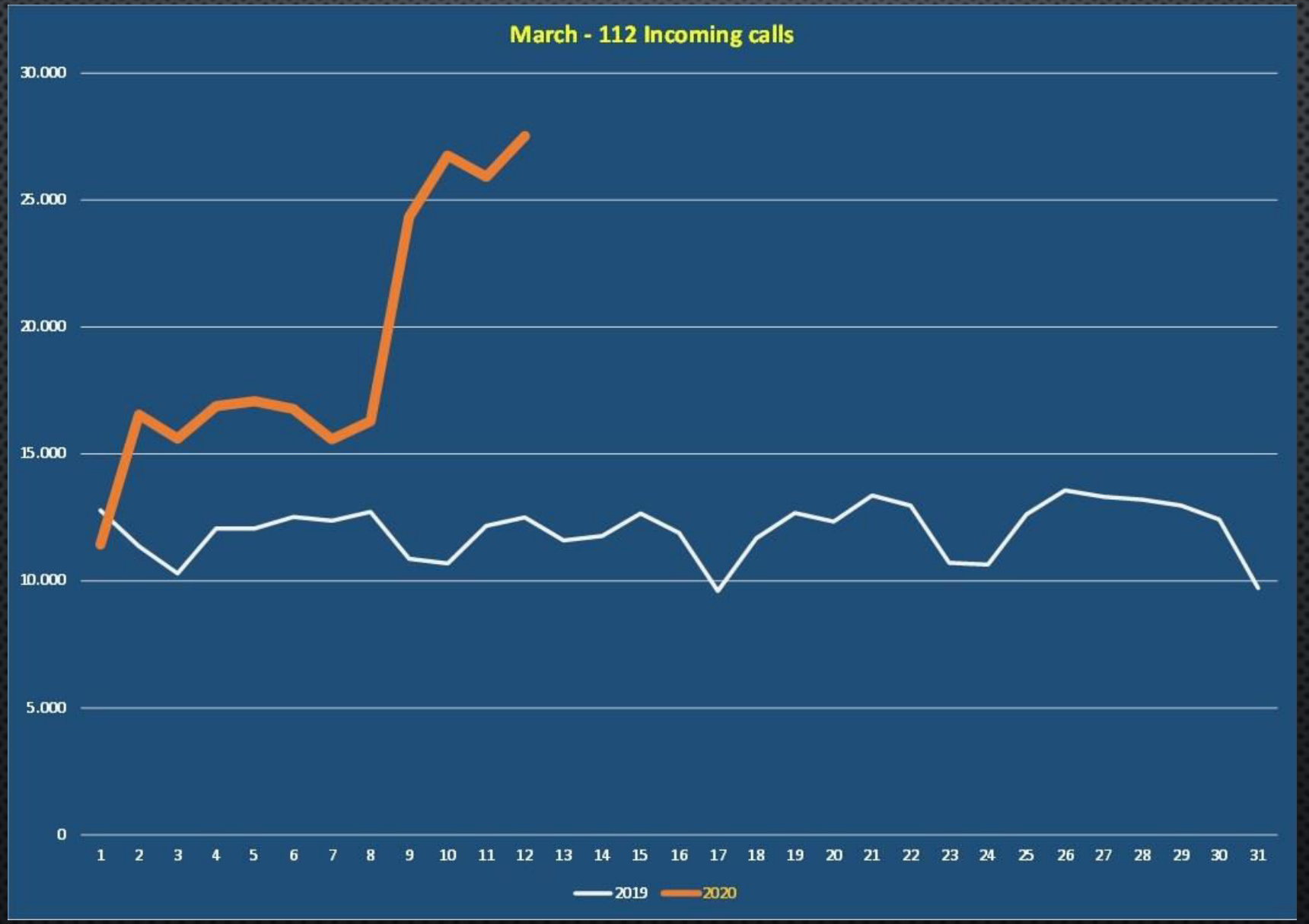
6,4 millions of inhabitants

9 millions of visitors per year

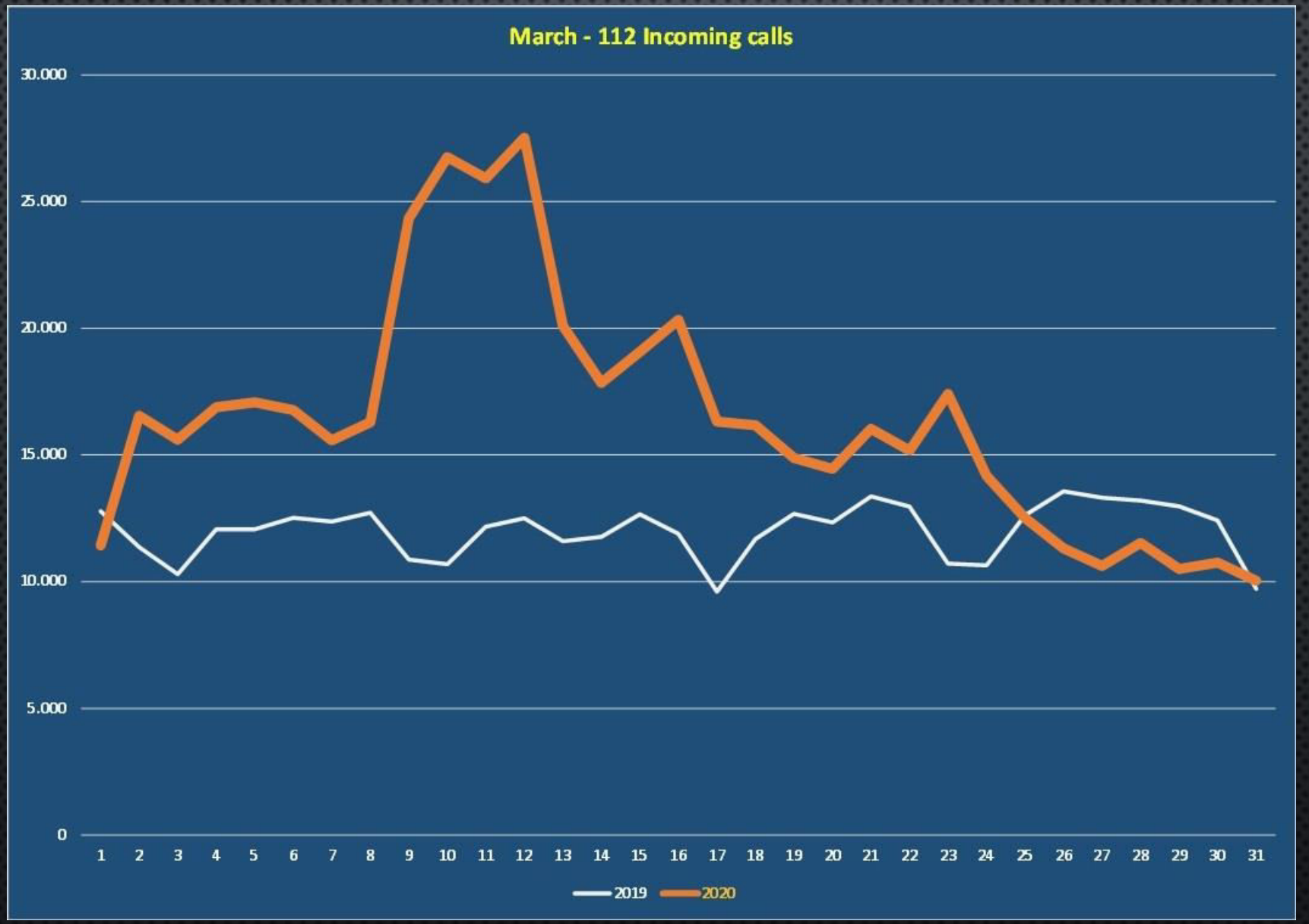
Emergency Calls



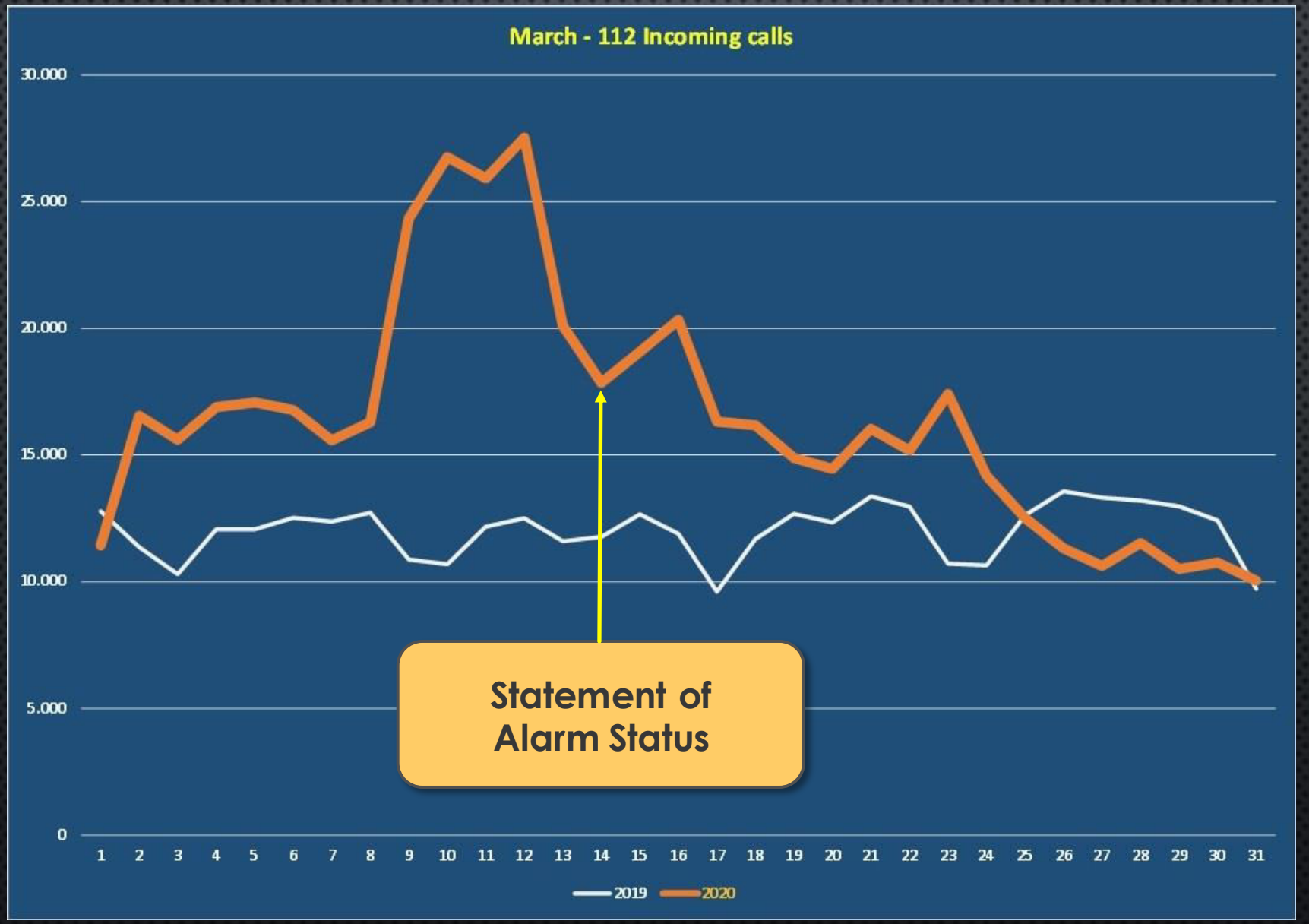
Emergency Calls



Emergency Calls

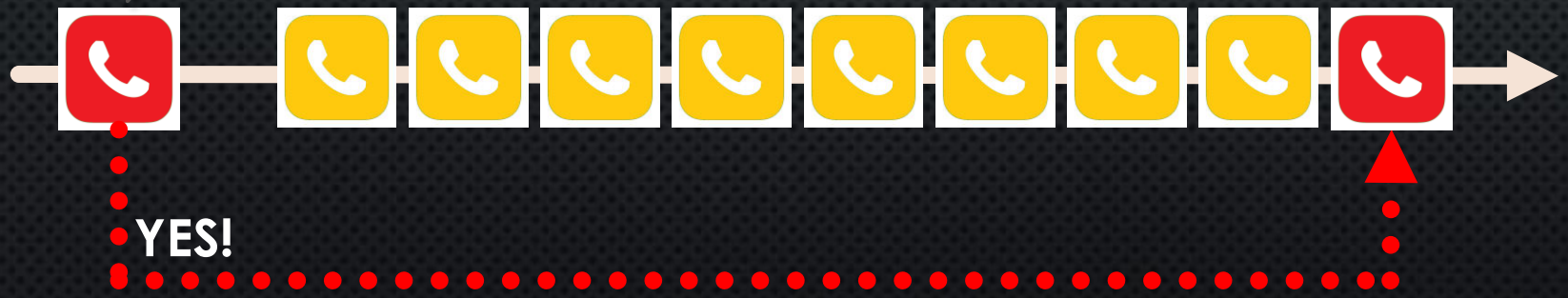


Emergency Calls

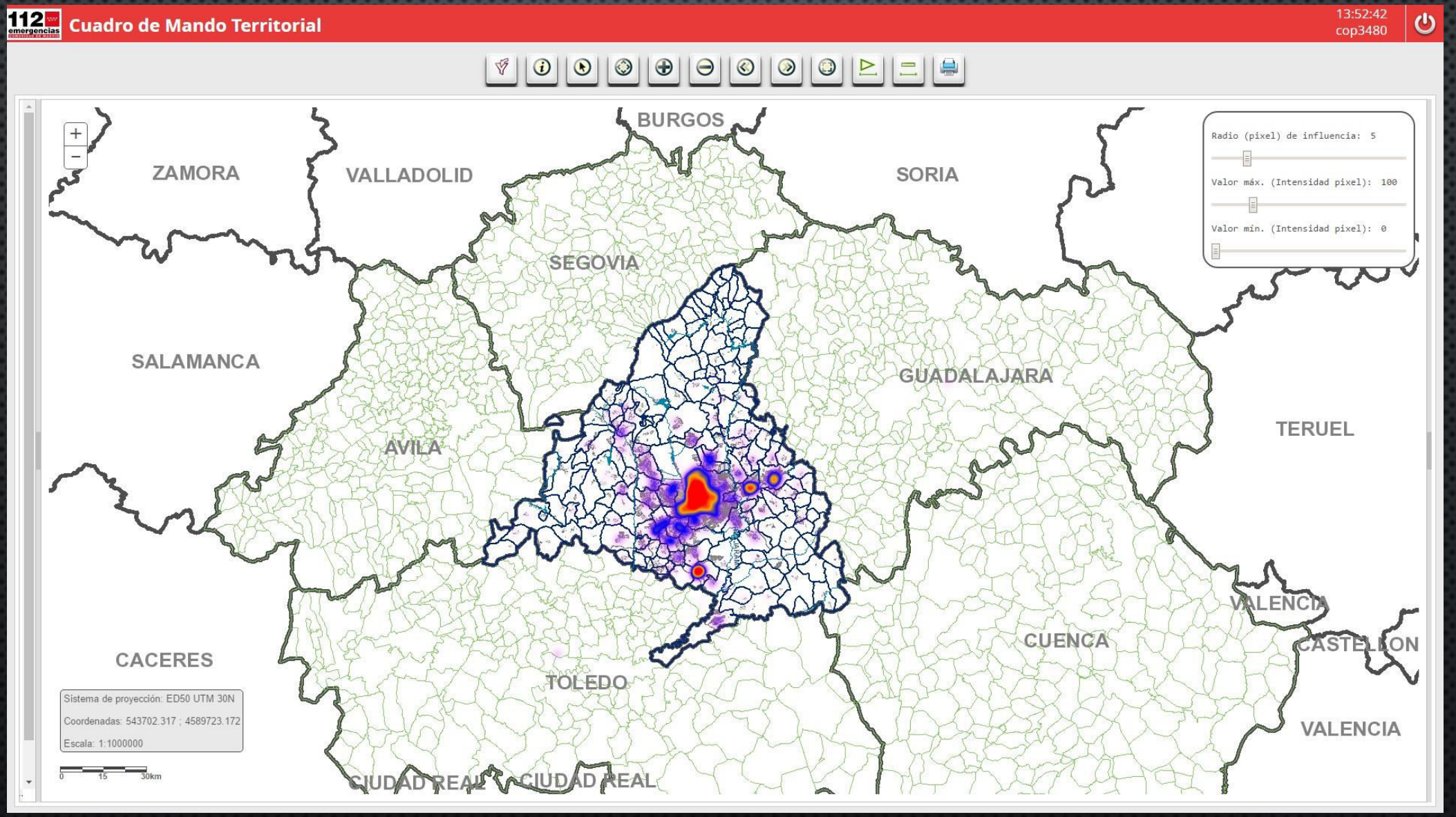


The interactive vocal response system

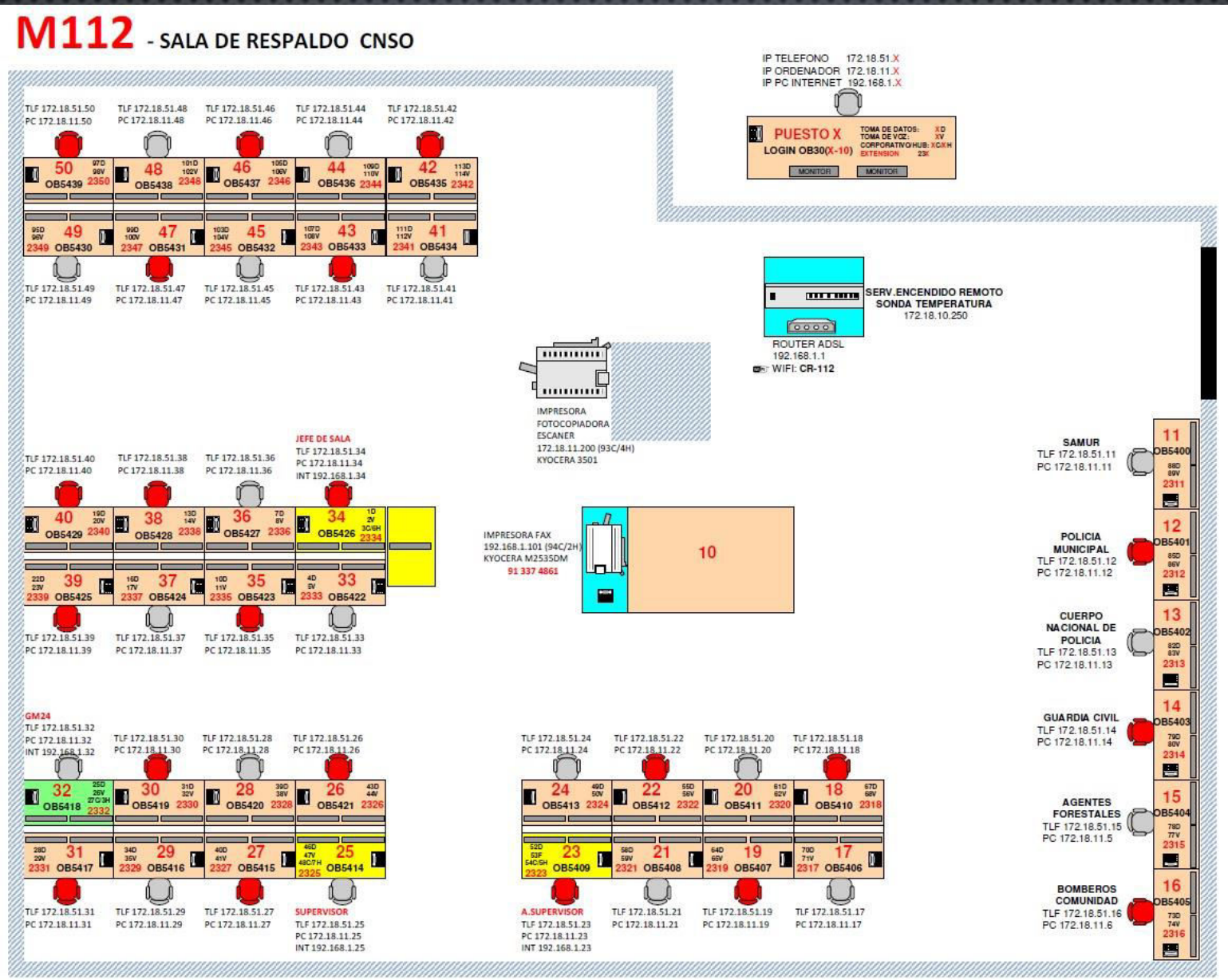
IVR: Is your emergency life threatening?



Big Data


112 emergencias
Cuadro de Mando Territorial
13:52:42
cop3480
BURGOS
ZAMORA
VALLADOLID
SORIA
SEGOVIA
SALAMANCA
GUADALAJARA
AVILA
TERUEL
VALENCIA
CUENCA
CASTELLON
CACERES
TOLEDO
VALENCIA
CIUDAD REAL
CIUDAD REAL
Radio (pixel) de influencia: 5
Valor máx. (Intensidad pixel): 100
Valor min. (Intensidad pixel): 0
Sistema de proyección: ED50 UTM 30N
Coordenadas: 543702.317 ; 4589723.172
Escala: 1:1000000
0
15
30km

The Operating Room in the Backup Center



The Operating Room in the Main Center

Strategic Communications

The Crisis Room

The Crisis Area

The Virtual Working

In summary:

- Answer time as low as possible
- Capability of response with resources enough.
- Information flow with the health authority
- The best conditions to government members virtual meeting
- Virtual working of organization’s core