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Collaborative session on the future role of the Public Safety Answering Point

Geir Myhre

National Police Computing and material service



- Will the expectations to the Public safety answering point change? There are a lot of expectations from different sources today.
 - What will happen in the future. The trend seen today is centralization of PSAP in larger centrals. Will this change the way of working?
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- How will the public prefer to contact PSAP, and what data will they expect to deliver to the public. How will the “multimedia society” change the expectations to a PSAP?
 - How will the public contact a PSAP in an emergency and in a normal incident, will the next generation write instead of talk? They do between each other today?
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- Will contacts via apps be a normal way to contact PSAP, where additional data will be delivered from the app? E.g. will it be normal for apps to send heart-rate, body temperature, blood values from very smart phones or other devices via phones to PSAP when contacting health care?





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- In Norway we did set up a test solution with SMS/MMS to the police administrative number without advertising this service. We received a lot of SMS and MMS, so the public was expecting this to be a service from the police.
- SMS to 112 is to be implemented in Norway during 2015.

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- What are the expectations of the operators in a PSAP?

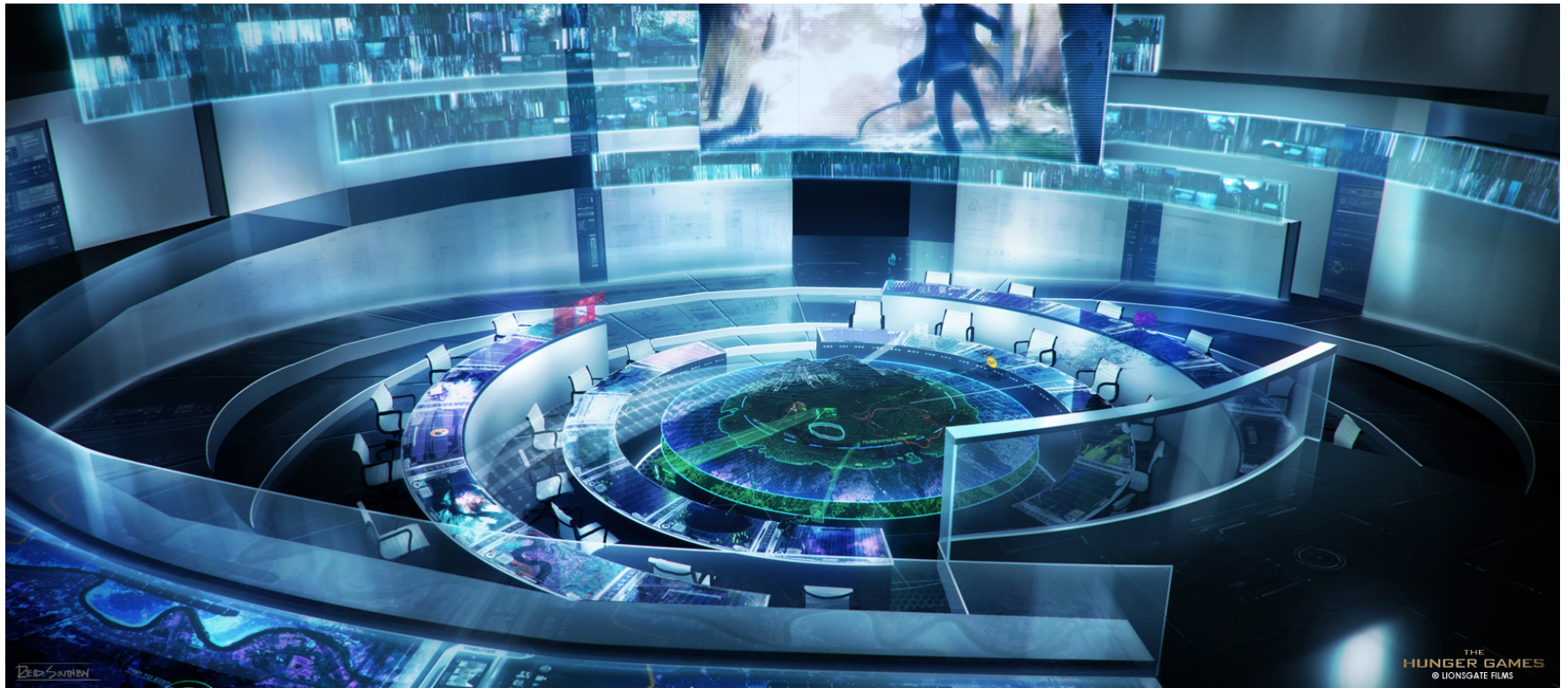




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- Or ?





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- What tools will they expect to meet for helping public in an emergency situation?
- Will PSAP be more pro-active and analyze trends in social media to prepare for incidents in the beginning of the incident?





- Who will filter information to the operators? Too much information can be a burden.

E. g. detailed video from an operation can turn operators from planners to detail controllers. There has been situations where PSAP has been paralyzed because of too much close up information.



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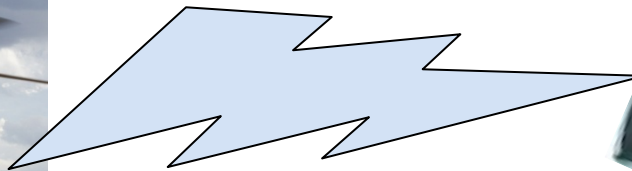
- Own resources expectations of the PSAP.
 - What kind of data will the agencies own resources expect to receive in an emergency and in normal incident handling? GPS coordinates, video calls, maps, plan drawings of houses, live video?
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- How will the data be distributed to the resources, today group voice communication is the main channel.
- Will live video from e.g. airborne surveillance be distributed directly to the incident leader on hand held device?





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- How can our groups from researchers, industries and user organisations meet the changing expectations to the PSAP in the future?





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- More ideas.....?



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- Interopability:

PSAP



Videocall



Dispatch

PSN

