



2022-2025 Development Strategy

Of

the Legal entity under public law of the Ministry of Internal Affairs of Georgia –

Public Safety Command Center “112”

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Definition of Terms

Emergency assistance - mainly includes medical, fire, rescue and police operations, during which "112" provides the involvement of relevant resources.

Time to receive emergency care - refers to the period from the receipt of the notification of emergency care - including the arrival of the police, doctor, rescuer, firefighter and / or other authorized entity, after which a direct response is initiated to eliminate the emergency situation.

Operator / Recipient - a person who receives a notification received by the Public Safety Command Center "112".

Dispatcher - an employee of the shift management department of "112", whose duties and responsibilities are directly related to the transfer of information about the case registered in the relevant software of "112" to the authorized service.

Non-targeted call - an incoming call about a non-emergency.

SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis - a method of strategic planning, through which it is possible to assess the strengths and weaknesses of the organization.

COVID-19 - Coronavirus.

iOS - a mobile operating system developed by Apple for the iPhone, iPod touch and iPad.

Android - an operating system that runs on smartphones, TVs, watches, cars and tablets.

ERC - Unified Program for Emergency Records.

EENA (European Emergency Number Association) - The European Emergency Number Association.

ProQA - Emergency Assistance Type and Case Priority Program.

ISO (International Organization for Standardization) - International Organization for Standardization

Introduction

Legal entity under public law of the Ministry of Internal Affairs of Georgia – Public Safety Command Center “112” (hereby mentioned as Public Safety Command Center “112”, “112”) provides telephone services for the efficient management of emergencies, as well as 24/7 non-interrupted video surveillance throughout the country. Video surveillance serves as an efficient instrument to administer crime, crime attempts, and offenses and strengthens road safety.

Areas of Competence of the Public Safety Command Center “112”

- Receiving and managing emergency assistance notifications;
- Advance the fight against the crime;
- Efficient management of road safety;
- Fight against domestic violence;
- Creation of the Public Safety integrated system;
- Crisis prevention/management;
- Data processing/analysis;
- Control of private security services.

Currently, there are several significant challenges facing 112. The present strategy defines the tasks that the organization should achieve to overcome these challenges. The implementation of the measures outlined in the strategy will contribute to the sustainable development of 112 and the gradual transformation of existing challenges into opportunities.

Long-term vision of the strategy

This document sets out the priority areas for the development of the organization, the goals and the relevant tasks, for which the necessary measures to be taken and to meet the existing challenges are essential for the optimal use of the existing resources of "112" and effective, transparent and accountable management. Due to the specifics of the organization, "112" is an entity of special importance for the country, the continuous and smooth functioning of which is crucial for maintaining security and public order in the country.

The main goal of the "112" strategy is to create an organization development policy, for which it is necessary to operate in accordance with international standards, introduce the latest technologies, get acquainted with and share the best international practices.

The long-term goals of the development strategy of the Public Safety Command Center "112" are:

- Increase the efficiency and accountability of 112 through the development of existing programs and the strengthening services, as well as the introduction of new programs;
- Diversification and simplification of communication channels;
- Increase the availability and efficiency of 112 services through the establishment and implementation of a quality control system;
- Human resource management development;
- Effective management of crisis and non-standard cases.

In order to achieve the goals and objectives of the strategy, an action plan will be created annually, which will describe the relevant activities to be implemented by all units of the organization within a specific timeframe.

The strategy is based on a SWOT analysis, which assesses the situation in "112", reveals its strengths and weaknesses, as well as the opportunities and threats that "112" faces or may face.

Situation analysis

Work of Public Safety Command Center "112" during the pandemic

2020-2021 was a year of global difficulties and challenges, which put the Public Safety Command Center "112" in a radically different reality.

"112" has been actively involved in the management of the pandemic since the beginning. Due to the increased number of calls, the emergency number 112 was divided into three channels:

- 112 - Emergency medical care;
- 112 - 1 - Police and Fire / Rescue Service;
- 112 - 2 - COVID-19 related cases.

In addition, a single government hotline - 144 - was set up and put into operation on the existing 112 infrastructure. The purpose of all this was to be able to smoothly connect with "112."

Due to the fact that Covid-19 is still relevant today, "112" remains one of the leading entities in the process of pandemic management.

Objective: Effective management of the pandemic and high level performance of related functions and duties; Increase of the efficiency, transparency and accountability of the Center.

Tasks:

- Improving existing infrastructure;
- Raising citizens' awareness;
- Raising the qualification of employees;
- Improving coordinated work with agencies involved in fighting the pandemic.

Communication channels with 112

Public Safety Command Center "112" is the first link between individuals in emergency situations and entities authorized to respond. Therefore, access to the emergency number 112 is especially important for any person.

Citizens can be connected to the emergency number through several channels, namely:

- Landline and mobile phone;
- SMS and video calling;

- Mobile application - 112Georgia, functions of which are: Silent Alarm-SOS; Chat with 112 call-taker; Call to 112.

In case of emergency, notifications are received from all over Georgia 24 hours a day in Tbilisi and Rustavi call centers. Both centers simultaneously receive messages.

The message is sent to the 112 operator, who determines the type of emergency and fills out the registration form in the ERC program. The registered case is at the same time passed to the relevant (patrol, emergency medical and / or fire / rescue) dispatcher, who provides information to the emergency brigade / crew.

Relevant units are constantly working on identifying challenges, initiating responsive measures and implementing them.

Among the implemented projects, incident type and case priority determining software – ProQA Paramount should be highlighted, which operates on the basis of protocols compliant to the international standards.

Objective: To manage the incoming notifications in "112" in accordance with international standards and to issue first aid instructions before the relevant emergency services arrive at the scene.

Tasks:

- Improving existing programs / projects;
- Introducing new programs and projects.

Services

"112" provides a variety of services, including:

- Control of private security services - This refers to 112 determining / ensuring compliance of private security organizations and their activities with the legislation of Georgia.
- Inspection of Licensed Institutions¹ - This refers to 112 determining the compliance of video surveillance system of the licensed institutions with the requirements prescribed by Georgian legislation and issuing a video surveillance installation act.
- Breakdown service - this includes:
 - In cases of administrative offences and cases envisaged under criminal law, to transport and park vehicles in an impound lot;
 - Breakdown services for individuals and legal entities.

Objective: To improve the quality of 112 services.

¹ Licensed institutions are as follows: Gambling institutions; Microfinance institutions; Banking institutions; Currency exchange points; Authorized pharmacy stores; Gas stations.

Tasks:

- Improving control of private security services;
- Increasing the number of institutions subject to regulation and improving the control of the video surveillance system;
- Improving breakdown service.

Ensuring public safety

"112" ensures public safety through several means, including:

- Video-surveillance system

"112" conducts 24-hour video surveillance throughout Georgia to prevent crime and ensure road safety.

As of December 2021, there are 5414 video cameras installed in the unified network of the Ministry of Internal Affairs in total, out of which 3575 are general vision cameras and 1839 - License Plate Recognition (LPR) cameras. Moreover, for the average speed control and traffic administration, 347 average speed control sections have been launched on the roads of international and domestic importance, on the basis of which 1412 km long road is controlled.

- Electronic monitoring of domestic violence

Fighting against domestic violence is one of the priorities of the Ministry of Internal Affairs of Georgia.

Based on the amendments to the law of Georgia on „Prevention of Violence against Women and/or Domestic Violence, Protection and Assistance to Victims of Violence”, starting from 1 September 2020 an electronic surveillance program has been launched, which is technically implemented by the Public Safety Command Center "112".

According to the law, in addition to issuing a restraining order, it is possible to impose electronic surveillance on the abuser, which involves attaching an electronic bracelet to the abuser's body enabling to control the approach of the perpetrator to the victim in real time.

- Face-recognition system

A face recognition system was introduced on the database of the Ministry of Internal Affairs in 2018, with the aim of identifying the wanted person and comparing him/her with the information in the database.

The system includes both software and server infrastructure.

- License plate recognition mobile system

The main purpose of this analytical system is for the patrol police crew to identify the state license plates of the vehicles and to automatically check them in the wanted persons' database. The system is fully automated.

The system has access to constantly updated information not only on the required state number plates, but also on the state number plates of vehicles owned by unauthorized and fined persons for driving under influence.

Objective: To improve public safety

Tasks:

- Improving/developing existing systems of 112;
- Finding, initiating and introducing new systems.

Raising qualification of the employees

Due to the specifics of the activities of the Public Safety Command Center "112", it is necessary to constantly improve the qualifications of operators. For this purpose, the training center of "112" has been operating since 2015, which provides services to partner entities as well as various organizations.

It should be noted that the training center has the authority to issue a certificate of vocational education recognized by the state.

In addition, a general training program for call center operators is planned to be developed and implemented during the period defined by the strategy. The program developed by "112" will allow citizens to undergo training at the training center and develop necessary skills for the profession of operator.

Professional development of the employees is one of the vital directions for the center. Hence, "112" aims to introduce relevant training courses taking into account the interests of employees.

The Public Safety Command Center "112" has a program of mentor operators, which involves the selection of employees from the staff who will participate in the process of practical training (call management) of new employees of the call center. This, on the one hand, provides readiness for the effective call management process of newly appointed employees and, on the other hand, gives existing employees the motivation to engage in a mentoring program.

In addition to training / retraining of qualified staff, it is important to increase employee motivation. This is ensured by well-planned internal communication activities, which will play a significant role in the process of identifying problems and finding effective ways to solve them. This, in turn, ensures the stable development of the organization, increasing the quality of service and providing services to public in accordance with modern standards.

Objective: Continuous improvement of employees' qualifications and maintaining / raising their motivation; Introduction of professional training programs.

Tasks:

- Improving the training modules implemented in the training center;
- Development / introduction of new training modules;
- Studying employee motivation and taking responsive measures.

Introduction of ISO standards

For the effective management of the business process, it is important to continuously develop the management system of "112" in accordance with international standards. For this purpose, ISO standards are being introduced in the organization in two directions:

The introduction of "ISO 9001: 2015" ensures the increase of the quality of work of the "112" Operative Response Division, which is reflected in orienting on customer interests, the establishment of process transparency and effective monitoring system.

The introduction of "ISO 21001: 2018" ensures the improvement of the quality of trainings conducted by the Training Center (Division) of the Human Resources Management and Development Division, the introduction of new approaches in the training process and the competitiveness of the training center. This will have a positive impact on the recruitment and training / retraining process of future 112 operators, which will be reflected in the quality of service provided by the call center.

Objective: Effective operation of the center in accordance with international standards.

Tasks:

- Introduction of ISO 9001;
- Introduction of ISO 21001.

Public relations

Public relations is one of the priority directions for "112" and, hence, communication with the target segments through various channels has been actively carried out since the day of its establishment.

The center regularly provides information about the implemented news to the citizens through various information channels, including: [website](#), [social network](#), [youtube channel](#).

In order to improve and offer a better service to the population, "112" constantly conducts a social survey through the official website and mobile application, where anyone can participate and express their opinion about the "112" service. Furthermore, a telephone survey of those who have already used the services of the center is conducted regularly.

In addition, 112 actively implements awareness-raising activities, including Doors Open days, meetings with adults, students, etc. This, as well, serves to reduce abusive and non-targeted calls to 112, which is one of the challenges for the Center.

The annual event "112 Day", which is celebrated all over the world, including Georgia, on February 11, serves to increase the awareness of the emergency number and inform the citizens in this regard.

Objective: To raise public awareness

Tasks:

- Constant awareness of the public through various communication channels;
- Implementation of information and PR campaigns.

International cooperation

It is crucial for the Public Safety Command Center "112" to introduce a working process in accordance with modern and European standards. Hence, one of the priorities for "112" is to strengthen international cooperation.

For this purpose, "112" annually participates in donor coordination meetings held by the International Relations Department of the Ministry of Internal Affairs, as well as in international conferences and constantly gets acquainted with the trends in the work of public safety centers around the world.

It is noteworthy that since 2013, Georgia "112" is a member of the European Emergency Number Association (EENA). During the annual award ceremony organized and conducted by EENA regarding the contribution to saving human lives, 112 Georgia, out of 82 countries worldwide, was nominated three times and was awarded – in 2015 for category “Outstanding Citizen” and in 2016 for “The Best Innovation – SMS and Video Call Service”.

"112" works closely with similar services of different EU countries, as well as with 911 operating in the United States.

Objective: to strengthen international cooperation; to share best practices / experiences.

Tasks:

- Participating in local as well as international events related to 112;
- Deepening cooperation with similar services of different countries;
- Membership in thematically related international organizations.

Strategy implementation, monitoring and evaluation

Public Safety Command Center "112" Development Strategy for 2022-2025 is approved by the order of the Director of the Public Safety Command Center "112".

In order to achieve the goals and objectives of the strategy, an action plan will be created annually, which will define specific activities for the relevant units.

In order to evaluate the implementation of the goals and objectives defined by this strategy, monitoring will be carried out, for which the Public Safety Command Center "112" will be responsible.