



Mobile Applications for
Emergency Response and
Support



Co-financed by the EU

HCRD (Helsinki Central Rescue Station) – MINUTES

HELSINKI, 15.5.2014

Attending:

- ✓ Simone Frigerio - CNR, project coordinator
- ✓ Chiara Bianchizza - ISIG
- ✓ Timo Hellenberg - Hellenberg Oy
- ✓ Pekka Visuri - Hellenberg Oy
- ✓ Simo Wecksten - HCRD
- ✓ Ville Estlander - HCRD

HCRD introduction

CORE FUNCTIONS:

- ✓ Accident prevention, guidance, inspections is a growing trend. More than building capacity for responding to crisis, in last 6 years reduced 50% fire damage economic costs
- ✓ Response to accident (fire, rescue, hazmat, etc) – only in criminal cases the police intervenes (but still rescue team works, protected by police)
- ✓ Emergency medical service
- ✓ Civil defense and preparedness (also from people coming from outside is included) - civil defense shelters

680 persons employed but for major accidents organization grows to 2000 employees

In state of emergency 6000 employees

15 brigades of volunteers within Helsinki area

Response time in average is 6 minutes

ACTIVITIES

- ✓ Research, risk and impact analysis (since 2005) for social and economic costs (continuously monitored) *FIRST DEPARTMENT DOING THIS IN NORTHERN EUROPE*

- ✓ Surveys on citizens (how they perceive, and evaluate the service provided)
- ✓ Auditing of citizens preparedness¹
- ✓ Research is autonomously managed by HCRD – there is a national guideline but HCRD is challenging it because it is too broad and does not help to concretely manage and reduce crisis in crowded areas, high risks components, etc.

ORGANISATION

- ✓ 4 regions within Helsinki, coordinated by head department (now-how and professionalism)
- ✓ Fire and rescue training and education
- ✓ Citizens trained in preparedness (according to national law standards)
- ✓ Training on 24 hours basis shifts (12h on rescue, 12h on medical service) guarantees highest level of performance (safety and emergency medical care on the emergency spot)
- ✓ Training from safety educators²
- ✓ Funded by municipality, there is a special tax that citizens pays that funds the system (51 million last year)
- ✓ Reduction of emergency since 2005 due to prevention

PREVENTION

- ✓ Fire and safety inspection (fire damages are the biggest damages in Helsinki)
- ✓ Citizens preparedness training
- ✓ Emergency Medical Services (EMS) alerts increased since 2005 (the filter at call centers has been 'lowered' so it seems there are more 'false alerts')
- ✓ Interaction with public and private entities³
- ✓ Inspectors works at management levels of the departments
- ✓ Security audit systems have been updated so to be more 'personalised' in a rather advisory manner. More than penalizing way, this new way is more efficient and implies more monitoring
- ✓ In Helsinki housing departments they have to do their own safety plan – everyone is aware of the situation for their housing block and have to know what do in case of emergency

¹ Direct link with MAppERS

² Direct link with MAppERS (TRAINING MODULE)

³ Direct link with MAppERS (CAPACITY BUILDING FOR PRIVATE COMPANIES, CITIZENS, ETC.)

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- ✓ Pekka Visuri - Hellenberg Oy
- ✓ Ole Arrhenius – Airbus
- ✓ Risto Ojanpera – ELISA

Minutes:

1. MAppERS overview
2. H2020: identification of 4/5 calls that are potentially interesting. 2 or 3 should be tried out (e.g. standardization of procedures). HCRD has a research manager that could be the ideal interlocutor on this topic.
3. AIRBUS Defence and Space presentation
 - 3.1 No branch In Italy (*Selex* offers the same service)
 - 3.2 Critical communication solutions
 - 3.3 Mission critical & business critical communication (sell *TETRA* to public safety and private companies)
 - 3.4 Nationwide systems
 - 3.5 Good relations with Estonian authorities. Maybe useful for our extended network for project
 - 3.6 Possibility to connect through smartphone to *TETRA* network
 - 3.7 Notification solutions – maybe to be inserted as service based incentive for pilot group members? (citizens)
4. ELISA presentation
 - 4.1 Telecommunication provider
 - 4.2 Management department – users point of view
 - 4.3 United nations operations
 - 4.4 Liberia – post disaster situation (recovery phase)
 - 4.5 Need to verify interoperability (like *Aether* project)