

SUMMARY

This study is one of the ten area studies within the ACTIF project. It was carried out between October 2000 and February 2001. The document structure reflects the three following phases: assessment of the current situation, consequences for the ACTIF architecture and recommendations.

The scope of the study focuses on the improvement of emergency call management in the road transport domain and on a better organisation of the data flows exchanged between the numerous actors involved. The overlapping areas in which these actors intervene, a sometimes local definition of emergency management policy and the lack of detailed information when receiving an emergency call, result in problems related to the location of calls, incident assessment and identification, etc...

A study of the current situation based on interviews and analyses of related literature, enabled a wide diversity of existing specificities and data to be reviewed (actors, data flows, system structures, etc.), in addition to the needs of the actors involved and the constraints of the existing system.

In light of these elements, a modelling of the emergency call management process helps highlight the functions involved and the way in which they are handled by the various actors. Though the issue of data exchange has been clearly identified, a list of information required for each entry point in these functions was set up.

The modelling as defined in the first part of this document enabled propositions to be made in the second part regarding a "basic working tool", i.e. ACTIF logical architecture (version 0.69), with a view to integrating the modifications and improvements necessary for the future system.

The third and last part of the study includes a list of actions proposed during interviews with actors or resulting from our analysis of available documents.

Lastly, the study proposes recommendations based on an analysis of the first two parts. These recommendations aim to draw conclusions from the dysfunctions identified, namely:

- for data exchange (lack of exchange standardisation and automation), notably regarding a single entry point (112 emergency number) in the process,
- operating of emergency call centres (drafting of emergency procedures listing the actors to be contacted, generalization of intervention plans and their management by Computer-aided Dispatch Systems).

The study also refers to other, more general needs relating to the implementation of location means or to public information, audited during the interviews.