CENTRAL COMMUNICATIONS
AND EMERGENCY RESPONSE CENTER

CENTRAL 911
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VISION

As Davao City’s Emergency Response Resource, Central Communications and Emergency Response Center – Central 911 will continue to lead in professionalizing emergency management system in the country and to be at par with international standards.

MISSION

Central 911 develops its state-of-the-art communication capability and capacity in providing excellent emergency responses to the residents in Davao. It excels in linkages with its first responders in addressing emergency needs at site. It promotes equal and fair utilization of government resources and advocates public preparedness. It provides all residents of Davao City quality assistance in Medical, Rescue, Fire, Police and K-9 Services.
HISTORY OF CENTRAL 911

In 1997, the City Government of Davao in collaboration with the Davao Light and Power Company (DLPC) initiated a street lighting project which aims to improve and augment the existing lighting equipment and facilities of the city. The said project primarily aims to minimize crime incidents in the city.

Back in 1992, Davao Light and Power Company (DLPC) developed the Power One project which was designed through the aid of Geographic Information System and has the capacity to locate the street light poles accurately.
Series of discussions and collaborative talks incurred between the City Government of Davao and DLPC to utilize the said GIS system for the main purpose of addressing the increasing crime rates, in line with the government’s efforts and campaign for a more stable peace and order.

After the discussions, the City Government of Davao took initial steps in gathering necessary and relevant resources (e.g. equipment). DLPC was then tasked to tailor the existing Power One system and to design customized software that would complement the needs of the city. This customized system aims to track the locations of both callers (with emergencies/concerns) and responders accurately. The system was then called “Emergency Computer-Aided Dispatch” or ECAD.
HISTORY OF CENTRAL 911

On September 27, 2002, the Central Communications and Emergency Response Center was formally launched in Davao City. This facility features a Public Safety Answering Point (PSAP) unit, which serves as the Communication Center and is composed of both Call-Taking and Dispatching Centers. It mainly functions to link the residents needing assistance to the nearest emergency responders which offers the following services: police intervention, firefighting, medical and rescue services.

Over the years, the project eventually evolved into what is now considered as Davao City’s state-of-the-art Central Communications and Emergency Response Center or the Central 911 – which currently provides law enforcement assistance, pre-hospital care, search and rescue service, fire suppression, and K9 services. This initiative has boosted Davao City’s reputation as exemplifying good governance and quality public service for its constituents.
CENTRAL 911 TODAY
DAVAO CITY LEVELS OF EMERGENCY

- LEVEL 1 – Day to day emergencies
- LEVEL 2 – Disaster emergencies
Currently, Davao City’s Central 911 has five (5) units specifically tasked for a certain emergency response. It maintains strong linkage and coordination with relevant law enforcement units or agencies like the Davao City Police Office (DCPO), Bureau of Fire Protection (BFP), City Transport and Traffic Management Office (CTTMO), Public Safety and Security Command Center (PSSCC), Task Force Davao, Philippine Coast Guard, and other rescue groups.

The awareness campaign of Central 911 heightened the involvement of citizens and visitors alike to call 911 for emergencies whether safety or security-related incidents. This led to numerous lives and properties saved.
DIRECT DISPATCHING – is a dispatching system that is directly handled by 911 Dispatch.

AGENCY DISPATCHING – is a dispatching system wherein resources deployed is being handled by concerned agency.

DUAL DISPATCHING – is a dispatching method that is being handled by both 911 and agency ops cen or dispatch.
PUBLIC SAFETY ANSWERING POINT (PSAP)

- receives calls, locates the site of emergency, solicits incident information, and the location of the caller;
- monitors the disposition and location of emergency responders – police, fire, medical, and rescue;
- dispatches appropriate emergency resources nearest to the location of emergency.

The Call-Taker will ask:
- The **nature** of emergency?
- The **location** of emergency?
- The **calling party**?

Call Taker will get more information about the emergency and provides initial pre-arrival instructions to caller.
911 EMERGENCY MEDICAL SERVICES

- provides pre-hospital emergency medical care;
- transports patients to medical facilities for definitive medical care;
- provides training services (internal and external)
911 URBAN SEARCH AND RESCUE

- performs:
  - road accident rescue (RAR);
  - water search and rescue (WASAR);
  - mountain search and rescue (MOSAR);
  - collapse structure search and rescue (CSSR)
  - technical rescue (high-angle; confined space;
    animal control; etc.)

- provides search and rescue services for all-hazards emergencies;
- provides training services on search and rescue.
911 FIRE AUXILIARY SERVICES

- provides fire fighting resources during fire incidents;
- assists and coordinates with the Bureau of Fire Protection and other non-government fire volunteers.
911 K9

- provides K9 (bomb and narcotic sniffing dogs) services and resources for preventive and counter terrorist support service.
- operates on a daily basis at the Davao International Airport and augmentation to other port of entries;
OTHER SUPPORT DISPATCHING UNITS

- **911 Dispatch Unit** directly facilitates the prompt dispatch of **Police Mobile Patrol Unit** services in support to DCPO crime prevention and police emergency response.

- **911 Dispatch Unit** through PCG Davao Opcen INDIRECTLY dispatches **Philippine Coast Guard Responders** to address maritime search and rescue and law enforcement emergencies.

- **911 Dispatch Unit** through TFD Opcen INDIRECTLY dispatches **Task Force Davao Responders** to address terrorist and border security emergency issues.
OTHER SUPPORT DISPATCHING UNITS

- 911 Dispatch Unit through BFP Opcen INDIRECTLY dispatches BFP Fire Responders and Resources to provide overall management during fire incidents.

- 911 Dispatch Unit through CDRRMO Opcen INDIRECTLY dispatches Barangay and Volunteer Groups Responders and Resources to provide overall management during disaster incidents.
SOME OF CENTRAL 911 INTERNAL RESOURCES
CENTRAL 911 SYSTEM
TYPES OF 911 SYSTEMS

- **Basic**
  - Call Center (Analog/Legacy System)
  - 2 to 3 Call Takers
  - 1 Dispatcher
  - Analog Radio Communication System
  - Responders

- **E911 (Enhanced)**
  - Support Wireless Phone
  - Support minimal location information

- **New Generation (NG911)**
  - Allows voice, photos, videos, text messages
  - Seamless flow to the 911 Network
  - Data transfer to all Response Operation Centers (Coast Guards, Emergency Medical Dispatch, others)
PUBLIC SAFETY ANSWERING POINT

COMMUNICATION SIDE

Wireline Calls
- PSTN (Public Switched Telephone Network)
- Exchange
- ANI (Automatic Number Information)
- ALI (Automatic Location Information)
- Telephone Company
- Selective Router
- ALI Database
- MSAG (Master Street Address Guide)
- Location Database
- Cellular Network
- Handset Based Data (Phase II)
- Radiolocation data
- GPS / a-GPS data
- Network Based Data (Phase I) Cell Tower Location Data

RESPONSE SIDE

PSAP (Public Safety Answering Point)
- 911 Emergency Service
- EMS
- FIRE
- USAR
- MOBILE
- K9

DAVAO CITY CENTRAL 911 SYSTEM

2018 Public Sector HR Symposium
ACHIEVING BREAKTHROUGH RESULTS THROUGH STRATEGIC HR
C.A.R.E.D © is a computer software specifically designed for a Public Safety Answering Point operation;
C.A.R.E.D © was designed to automate the call taking and dispatching tasks in an emergency call center;
C.A.R.E.D © incorporates operational protocols to make it easier & faster for call takers and dispatchers to perform their tasks;
C.A.R.E.D © automatically creates a database of all call logs and dispatches done for easy reporting;
C.A.R.E.D © provides decision makers with real-time data and information during critical situations.
COMPUTER AIDED RESPONSE EMERGENCY DISPATCH
DAVAO CITY 911 APP

- **ALERTS AND NOTIFICATIONS**
- **NEWS**
  - RSS News
  - Weather Advisories
  - Fire Alerts
  - Public Advisories
- **DIRECTORY**
  Directions to:
  - Police Precincts
  - Fire Stations
  - Nearest Evacuation Centers relative to your location
- **EMERGENCIES**
  - Calls for Emergency Services
  - Automatic Location Information
  - Attach picture of the situation
  - Optional caller medical history
- **FAMILY LINK**
  - Track family members location – useful during emergencies
DAVAO CITY 911 APP PROCESS FLOW

1. 911 MOBILE APP
2. CALL TAKER
3. DISPATCH

RESPONDER

REVERSE 911

DRRMO DOC ALERTS
STRATEGICALLY ADVANCED RESOURCE ASSIGNMENTS

- Shorten response time
- Strategically prepositioned to ensure five minutes response time in Urban Davao
DAVAO CITY INTEROPERABILITY COMMUNICATION NETWORK
PRESENT ISSUES AND CONCERNS

- Call spillovers (going to either Cebu or Manila 911)
- Some mobile phones require local area code (e.g. 082 – Davao City) to access local 911
- No location information for both Land and Mobile based phones (from Telcos)
- Cannot access without load on mobile phones (requires minimum regular load)
PRESENT ISSUES AND CONCERNS

- Interconnection/redundancy problem among Telcos
- No region PSAP
- No established hotlines among PSAPs
- Unable to access call center (continuous ringing only)
- Prank Calls and non emergency calls
PERSONNEL ISSUES AND CONCERNS

- High rate of personnel turnover
- Need to upgrade capacities of the Emergency Medical Service
- Need to provide higher salary rate for longer retention of personnel
LEARNINGS AND RECOMMENDATIONS

- Establish a policy-recommending body to support effective 911 communication system
- Establish Regional PSAPs
- Telcos to provide 911 PSAPs Automatic Location Information for both Land and Mobile based users
- All 911 Calls should go through Local PSAP/ Emergency Call Center first
- Continuous 911 Education and awareness campaign
AWARDS

National Awardee of the Civil Service Commission’s Pag-Asa Awards

EMS ASIA 2018 EMS Competition Champion

EMS ASIA 2018 Institution Award
GAWAD KALASAG 1st Place at the National Level as Best DCDRRMC at the Highly Urbanized City Category
THANK YOU!