

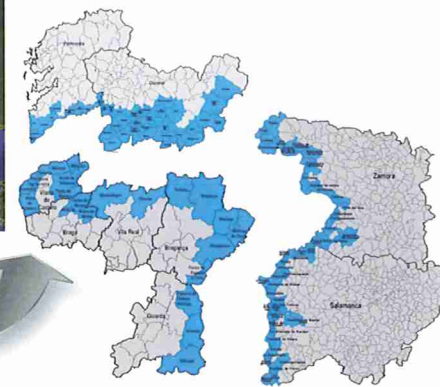
The ARIEM-112 Project has managed to raise the pillars of a common space for emergency management and the establishment of a mechanism for collaboration between the management and mobilization of emergency resources in the border area. The challenge now is to consolidate the Project in the coming years, continuing the legal and educational framework developed at this point.

Proposed steps for consolidation of ARIEM-112

Consolidate Training and Joint Practice program.	Promote a Training Program together with Joint Drills in order to increase mutual knowledge and exchange experiences. The joint action of these training activities will enable the pooling of efforts, experience and knowledge, and also support the formal and informal communications, strengthening unity and cooperation between the PSAPs and emergency services.
Common channel of communications for emergency management.	Set among the three partners a common communications channel for cross-border emergency management by taking advantage of TETRA technology. The relief of the region poses some difficulties that could be remedied by providing the emergency vehicles with a communication system that facilitates coordination. This would also adjust expenses among the emergency services.
Standardization of Materials and Equipment.	Needs to standardize materials and equipment to facilitate the joint work of the different emergency services on both sides of the border. The EU (CEN 1789 of 29/06/2007) shows that harmonization of emergency services is vital for the protection of citizens (problems associated with the different types emergency lights, different models of clamps for hoses, etc...)
Dissemination campaign for the 112 Emergency Number.	Studies show certain ignorance about the 112 Emergency Number and a lack of awareness of the mission of emergency services (the percentage of calls received during the night is quite low and there is a high number of inappropriate calls, etc). Therefore, it is necessary to sensitize citizens in the knowledge and use of the 112 Emergency Number all over Europe, free and permanently available in the entire EU territory.
Promote the use of ICTs in emergencies.	The Ariem-112 is a clear example of how ICTs facilitate the work of the emergency teams helping them improve their effectiveness and efficiency. The next step is to incorporate new technology-based elements: aerial drones for surveillance and risk prevention, applications for locating people in areas of difficult access and mass mail alerts for prevention.
International dissemination of the project.	The Ariem-112 has been presented at the Committee of Regions as a successful example of best practice. It is now essential to show the Project at European level as a good reference for cross-border collaboration in emergencies.



ARIEM 112



EMERGENCY PSAPs ARIEM-112 AREA

PSAP	LOCATION
Axega	Santiago de Compostela
112 Castilla y León	Valladolid
SOS 112	Viana do Castelo Braga Vila Real Bragança Guarda

More information about the ARIEM-112 Project at: www.ariem112.eu

SUMMARY TABLE OF THE BORDER AREA

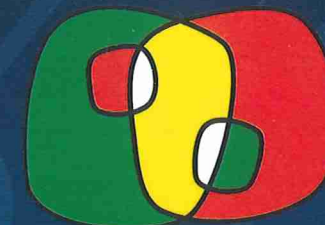
	ARIEM-112 AREA
MUNICIPALITIES	109
EXTENSION (km ²)	16.637,4
Total population served (Inhabitants)	571.688
Number of emergency calls received	271.025
Number of emergencies managed	64.482



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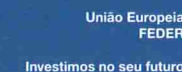
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PROGRAMA
COOPERACIÓN TRANSFRONTERIZA
ESPAÑA ~ PORTUGAL
COOPERAÇÃO TRANSFRONTEIRIÇA
2007 - 2013

ARIEM 112

OBJECTIVES, METHODOLOGY, RESULTS & FUTURE PERFORMANCE AREAS



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OBJECTIVE OF THE PROJECT:

The main objective of the ARIEM-112 Project is the **establishment of a mechanism for collaboration between the emergency management and mobilization of the resources** from the areas of Galicia, Castilla y León and the North of Portugal.

The ARIEM-112 Project works on how to consolidate and institutionalize the mechanisms for collaboration and communication among the involved zones, **creating a framework for fast and efficient cross-border cooperation** to ensure mutual assistance, thus:

- * Rationalize the use of the existing resources
- * Lessen the response times
- * Increase efficiency in the management of the emergency and in the quality of the service

In short, ARIEM-112 aims to create a **common space for the management of emergencies where everyone helps everyone**, contributing to the promotion of a culture of solidarity and interregional cooperation.

PARTNERS

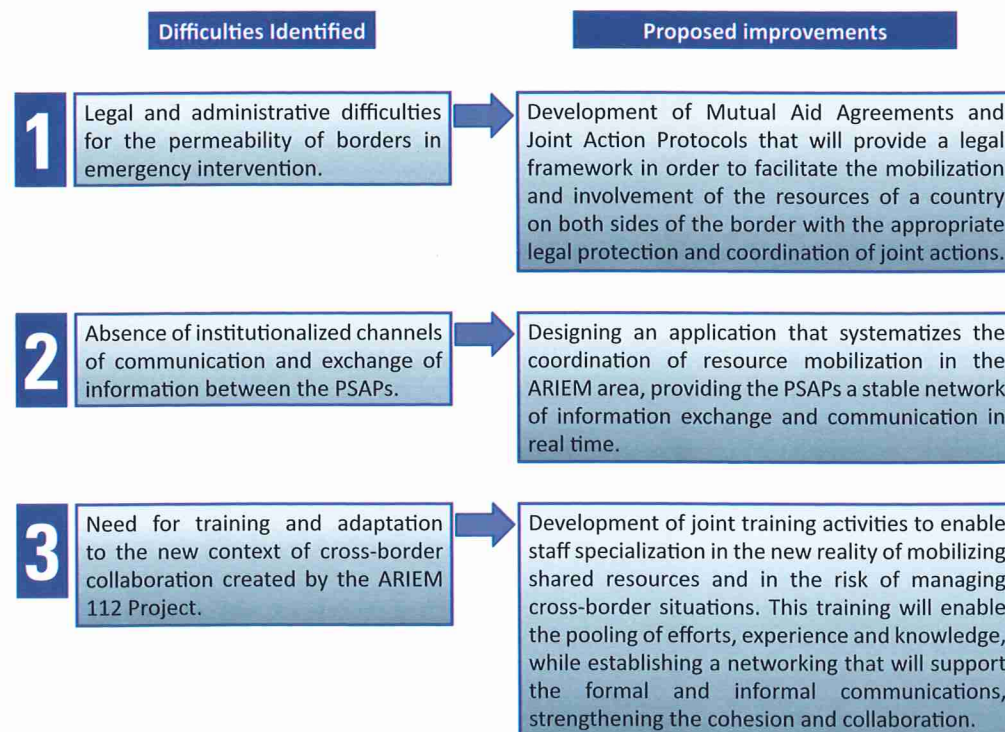
Xunta de Galicia - (Axencia Galega de Emerxencias)
Junta de Castilla y León - (Agencia de Protección Civil)
CCDRN - Comissão de Coordenação e Desenvolvimento Regional do Norte

Contextualization in the Program

Axis / Priority 2: Cooperation and Joint Management in Environment, Heritage and Risk Management
Area of Cooperation: Multiregional

NEEDS IDENTIFIED AND PROPOSED IMPROVEMENTS. Summary table:

The first step in the project was to conduct a diagnostic study that identified a number of challenges and opportunities for improvement.



The Ariem-112 project has been presented at the Committee of Regions in Brussels as a successful example of best practice. Among the different activities carried out we can highlight as a reference for similar European cases the following:

1. Mutual Aid Agreements and Joint Action Protocols

Signed in Oporto - October 25, 2013 - They set the Legal Framework for Cooperation and Mutual Assistance and determine the Activation Mode of Cooperation and Mutual Assistance to be used together with communication mechanisms (a specific computer application and head phone numbers).

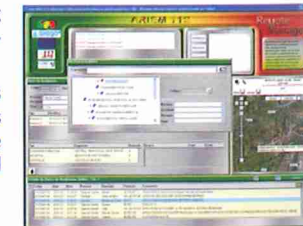
These agreements draw out a Common Typology for Joint Interventions. They establish Protocols for mobilization of resources and Joint Action Procedures (considering aspects such as the Directorate of Operations, procedures for Communication and Information, cover expenses for taking part in the emergencies).



2. Remote Terminal Manager System Ariem-112 to request and offer help

ARIEM-112 Remote Manager is a computer application for handling emergency information. It allows to check all the useful data, providing real-time information to all agents participating in the emergency.

It has a catalog of means of intervention for emergencies and resources (CMR) that can be mobilized at any point in the ARIEM-112 area. The CMR has integrated a GIS module that contains all the basic mapping coverage of the emergency area and allows emergency georeferenced resources to be located and available at the emergency scene.



3. Training Program and Joint Drills

9 courses, 3 days of training and also 3 international drills have been carried out. All these activities aimed for favoring adaptation and specialization of the staff involved in PSAPs and emergency services in the new ARIEM-112 border reality.

The combination of these three types of training activities gives the possibility of sharing efforts, experiences and knowledges, while favoring the establishment of formal and informal communication networks and also strengthening cohesion and cooperation among the PSAPs and emergency services.

