The Emergency Communication Centre of the Future—FROM REACTIVE TO PROACTIVE

**What Is Our Vision?**
To become a proactive emergency communication centre

**What Will This Look Like?**
Seven traits of a proactive organisation

- **CUSTOMER-CENTRICITY**
  Callers are provided with a customised service based on their specific needs.

- **INITIATIVE**
  Accredited citizens are empowered to be the first contact point for the EFFC in the territory; to better understand the situation and promptly dispatch necessary resources.

- **DATA**
  The ECCF in real time, is able to pool a large array of data and convert this insight that expands situational awareness, at a specific time, even before an event occurs.

- **TRANSPARENCY**
  Citizens know that the ECCF is the first contact point with the ESPSOs and what the ECCF can do for them.

- **TRUSTWORTHINESS**
  The ECCF not only make clear their process for handing and using data but goes beyond the regulatory requirements about transparency and privacy and customises such requirements to citizens’ needs.

- **AGILITY**
  The workforce is composed of a highly diversified range of profiles and operators can literally work from anywhere, at any time.

- **ENVIRONMENT**
  Strategic partnerships of the ECCF activate and enable the deployment of additional resources, dedicated to specific issues.

**What Are The Benefits?**
Benefits are summarised for key stakeholder groups.

- **ESPOs**
  - Smoother management
  - Improved quality
  - Improved reputation
  - Improved workforce satisfaction

- **VENDORS & SUPPLIERS**
  - Agility
  - Better Risk Management
  - Enhanced communication with ESPSOs

- **GOVERNMENT**
  - Cost reduction
  - Agility
  - Smoother decisions
  - Improved reputation

- **CITIZENS**
  - Improved public safety
  - Reliable service
  - New engagement options
  - Loyalty

**How Will We Get There?**
Consider the five strategic priorities...

- **COMMUNICATION CENTRE MODEL ATTRIBUTES**
  - Be agile
  - Connect
  - Co-create services
  - Co-design solutions

- **COMMUNITY EXPECTATIONS**
  - Sense the future
  - Communicate
  - Be customer-driven

- **GOVERNMENT POLICY, LEGISLATION & REGULATION**
  - Drive policy-making

- **TECHNOLOGY**
  - Master big data
  - Locate signals

- **MANAGEMENT RESPONSIBILITIES & PROCESSES**
  - Share skills
  - Share your information
  - Build capabilities
  - Be digitally intelligent

**Let’s build our roadmap together!**