

Status Update for 51 Recommendations of Genting Crash

Organisation	Telekom Malaysia
Agency/Department	
Recommendation Number	4.4.2 (Page 27)
Recommendation Title And Details	<p>National Rollout of Computer Aided Dispatch 999 (CAD 999) Systems</p> <p>All emergency calls shall be made through the 999 systems as quick response can be activated for immediate and more coordinated actions. CAD 999 shall be used with specific code which will ease the CAD user in determining the type of incident, relevant emergency team and automatically record the activation time for each agency. This system shall be extended to all states and standard operating procedures (SOP) shall be developed. Furthermore, group SMS system is needed to support communication for red and yellow alert declaration of any incidents.</p>
Implementation Plan (Status/Update)	<p>Implementation Plan Details</p> <p>The following areas of improvement has been done by Telekom Malaysia :</p> <ol style="list-style-type: none"> 1. Standard Operating Procedure <ol style="list-style-type: none"> a. Specific code for Search and Rescue (SAR1) was created.. When SAR1 code is activated all emergency agencies (Bomba, Police, Hospital, Civil Defense) will be notified for them to take further action b. Implementation of Fire Protocol which is an International best practices structured call taking for handling not only fire related incidents, but also for major and critical incidents. By using Fire Protocol, the emergency agencies will get more incident information to facilitate them in planning the

	<p>required resources.</p> <p>2. System</p> <p>a. SaveME 999 Police, Blind and Deaf, which are new applications and communication channels for public in reporting emergency incident, were developed for smartphone users. The SaveME applications have many capabilities such as the location and incident information that will be transmitted to the 999 Response Center. Users are also able to choose types of emergency, preset location, take photos and record audio before sending it to 999 Response Center.</p> <p>b. An automatic Location Information (ALI) capability was enhanced to get more accurate location of the caller. Enhanced Cell ID (ECID) technology deployed covered nationwide and whilst Wireless Location Signature (WLS) technology for selected area such as Putrajaya, Kuala Lumpur and Kelantan.</p>
	<p>Desired Outcome (s)</p> <p>Faster response time</p> <p>Rationale</p> <p>Coordinated, integrated information sharing between emergency agencies</p>

Status of implementation, including - outcomes achieved.	<ol style="list-style-type: none"> 1. Specific code SAR1: implemented in 2014 2. SaveME Deaf, Police and Blind Application/Communication channels were implemented in 2013 and 2014 respectively. 3. ALI Enhancement: implemented in 2015
Next action/Justification	-
Issued by Director General/Chairman	
Progress Report Date	