



**Know – how's merge, cooperation in development
of rescue supporting technologies**

TOPR

Paga Solutions

Neosoft SAR



 **PAGA SOLUTIONS**





— Agenda

Agenda

1. The Rescue app
2. TOPR mountain rescue service – how the app changed the work of the rescuers
3. Neosoft SAR – new options in search operations
4. TOPR – summary



— Where it all came from

An accident in the mountains

What is the rescuer's perspective?

What is the biggest difficulty in providing efficient help?

What takes a lot of time, human resources, and equipment?

Rescuers say that 30%–40% of rescue actions start with a search operation.

How could the process of providing help be supported efficiently?



— Where it all came from

An accident/getting lost in the mountains

What is the perspective of the person in distress?

What is the biggest difficulty in getting efficient help?

The person in distress often does not know where he or she is or provides the wrong location.

He or she not always knows who to call and does not know the emergency number.

How could the process of providing help be supported efficiently?



- Do you know where you are?
- Do you know who to call?
- Do you know the emergency number?



— The RESCUE application

The solution: the Rescue app

The Rescue app was created in close cooperation with the TOPR and GOPR mountain rescue services.

Development and testing took place in 2013, TOPR and GOPR started to use it in 2014, with the MOPR and WOPR water rescue services following suit in 2015. The sponsor is the Plus mobile operator that provides an emergency number in the mountains.

The application is a notification system for rescue services that **indicates the location** of the person calling for help in an emergency situation (a threat to life or health).

The method of communication with the service has not changed (the innovation does not require for the existing habits to be changed): **it is a phone call with the rescuer on duty.**

This is the first system of this kind in Poland and an innovative technological solutions.

aplikacja



RATUNEK



— Rescuer's panel

How the Rescue app helps the rescue team:



map showing the location of the injured person



phone status, such as battery level



possibility of calling the injured person



on request: information about the health condition of the injured person (retrieved from the medical book)



sending to the injured person text messages or a link to download the app



— A view of the rescuer's panel

On 10:51:08, 6.10.2019
Zobacz szczegóły
Ukryj

Leaflet | © OpenStreetMap contributors

Raporty

Aktualnie prowadzone rozmowy:

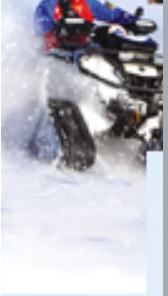
Brak

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8.10.2019, 15:01:00	[REDACTED]	
8.10.2019, 11:57:19	[REDACTED]	[...]
7.10.2019, 12:05:24	[REDACTED]	
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6.10.2019, 10:51:08	[REDACTED]	

Szczegóły

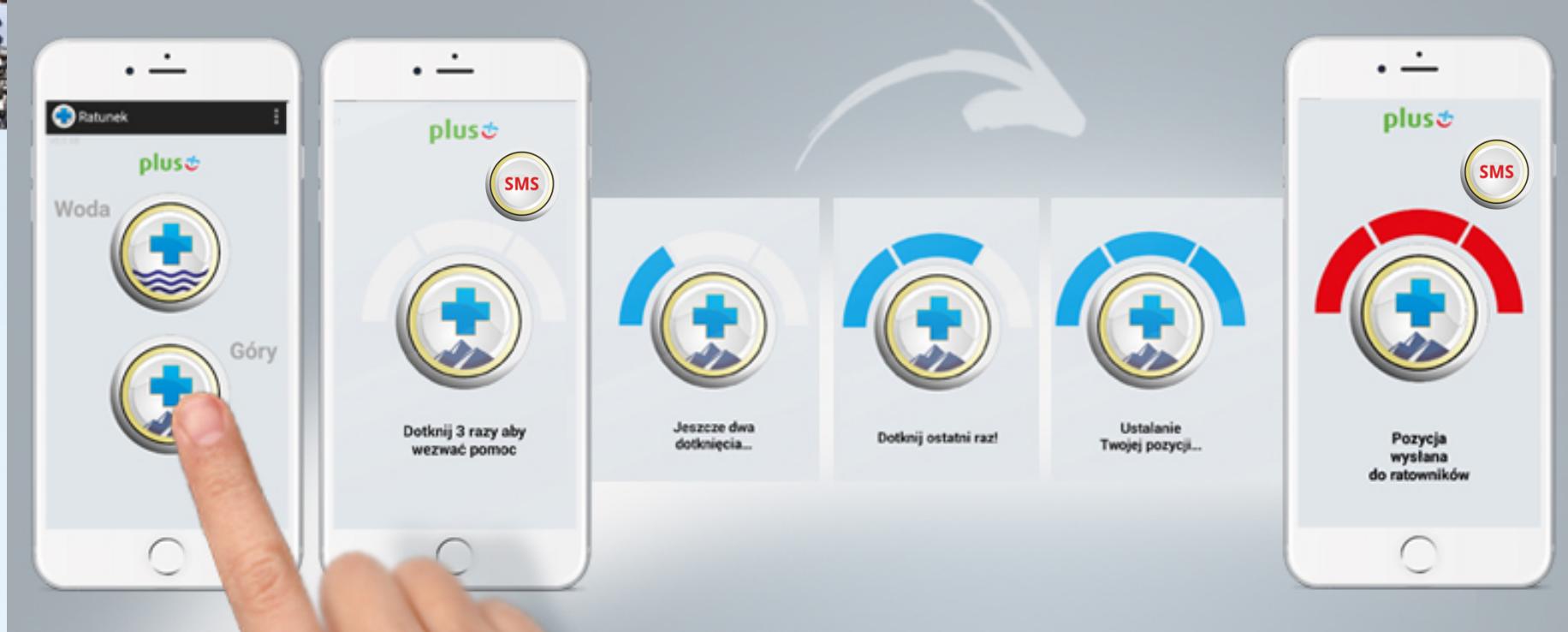
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Szerokość:	49.74902°
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Akcje ▾



— The Rescue app

User panel



aplikacja



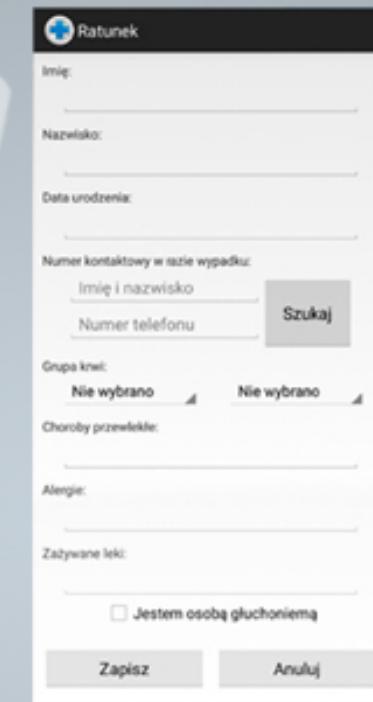
RATUNEK

- **Very easy and intuitive:** simply run the app and tap the button three times to call for help.
- Calling for help consists in a phone call to the rescuer on duty and a text message with the location of the caller being sent simultaneously (during the call).



— The Rescue app

User panel – Medical Book



Ratunek

Imię: _____

Nazwisko: _____

Data urodzenia: _____

Numer kontaktowy w razie wypadku:

Imię i nazwisko: _____
Numer telefonu: _____

Szukaj

Grupa krwi:
Nie wybrano | Nie wybrano

Choroby przewlekłe: _____

Alergie: _____

Zażywane leki: _____

Jestem osobą głuchoniemną

Zapisz Anuluj

This screenshot shows the "Medical Book" section of the "Ratunek" user panel. It includes fields for first name, last name, date of birth, emergency contact information, blood group selection, chronic diseases, allergies, and medications. There is also a checkbox for being deaf. At the bottom are "Zapisz" (Save) and "Anuluj" (Cancel) buttons.



— Development and challenges

The Rescue app is being constantly developed (updates and new functions). Current technological challenges:

1. Locating the phone on demand – initially, some phone manufacturers block this function. After an update, the function was blocked by Android.
2. Developing the app for iOS, termination of Windows Phone support.
3. Google: there is no option to automatically dial a number, which forces changes to the app. A request and enquiry have been sent to Google (rescue services, media, the Plus mobile operator); no response so far.



— TOPR

The Rescue app – 5 years of experience





— Neosoft SAR



NeoSoft
Mobile Technologies



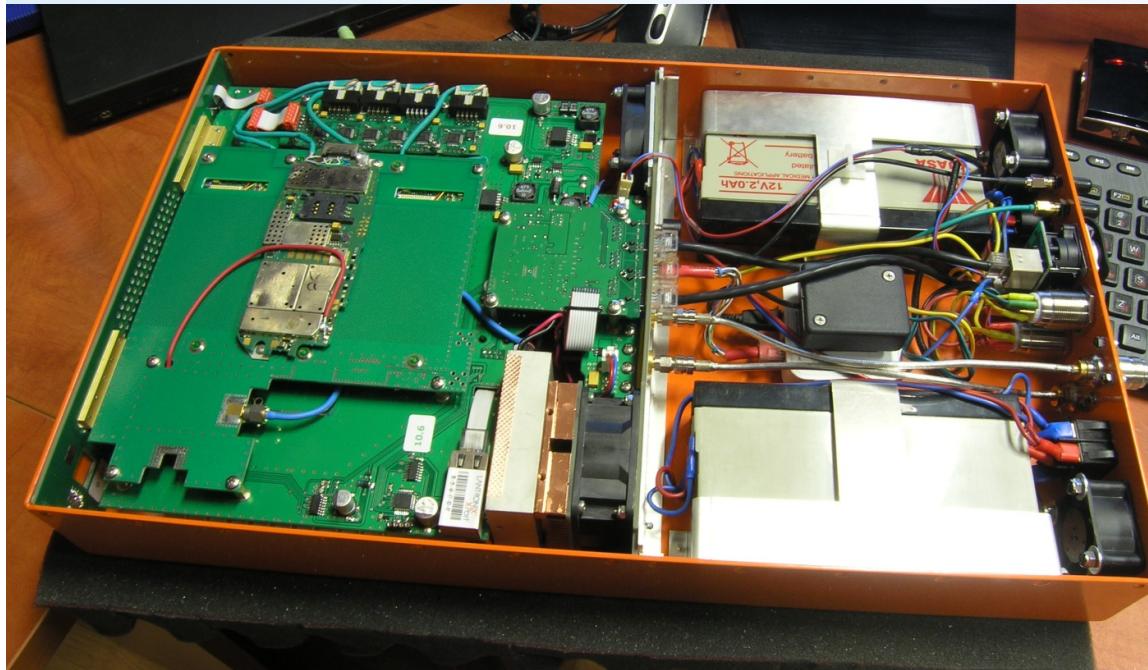


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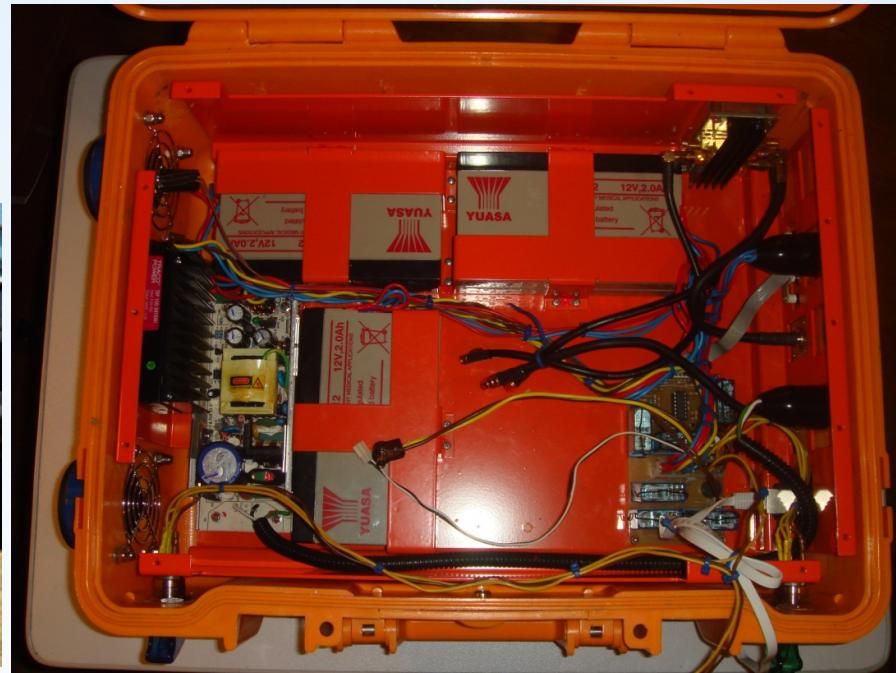


— Neosoft SAR





— Neosoft SAR



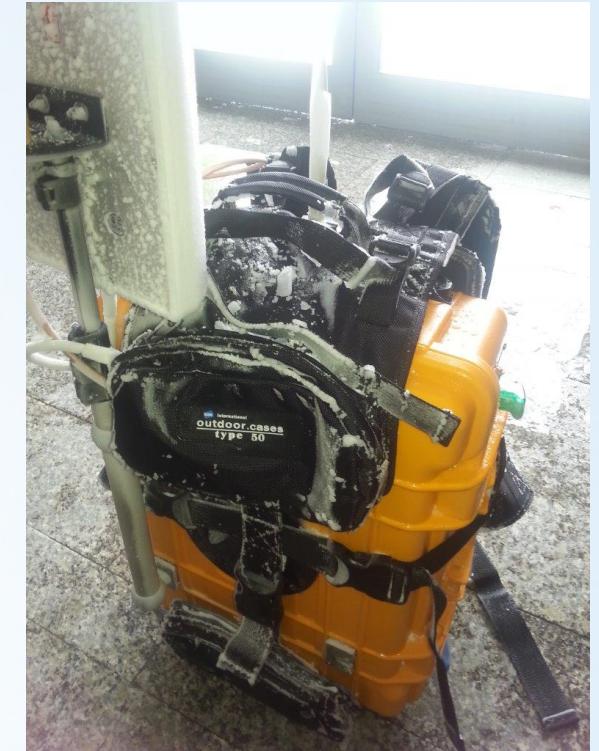


— Neosoft SAR



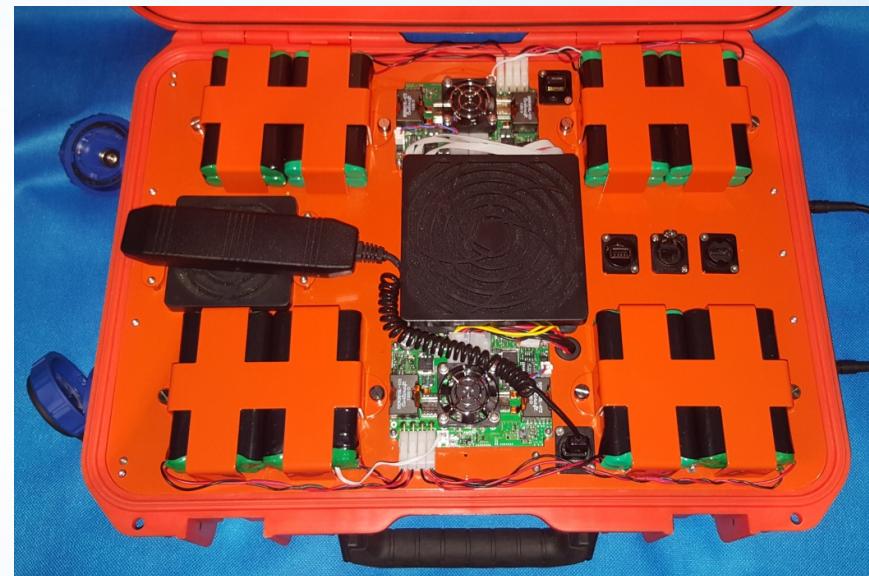
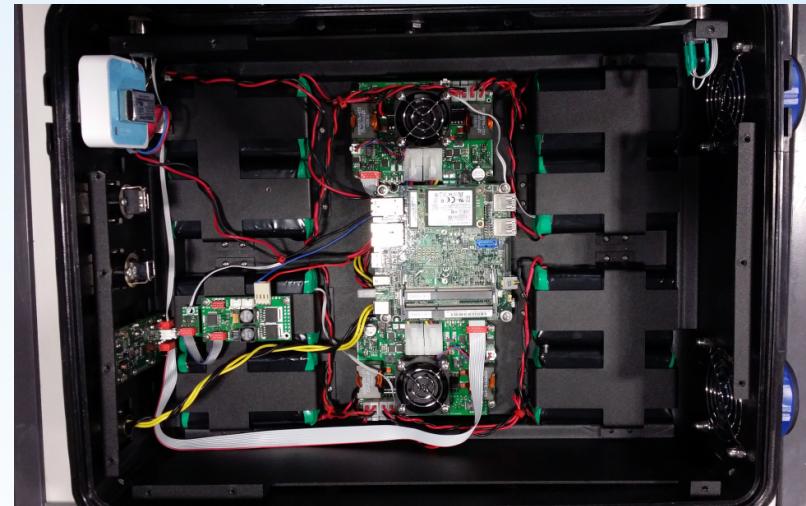
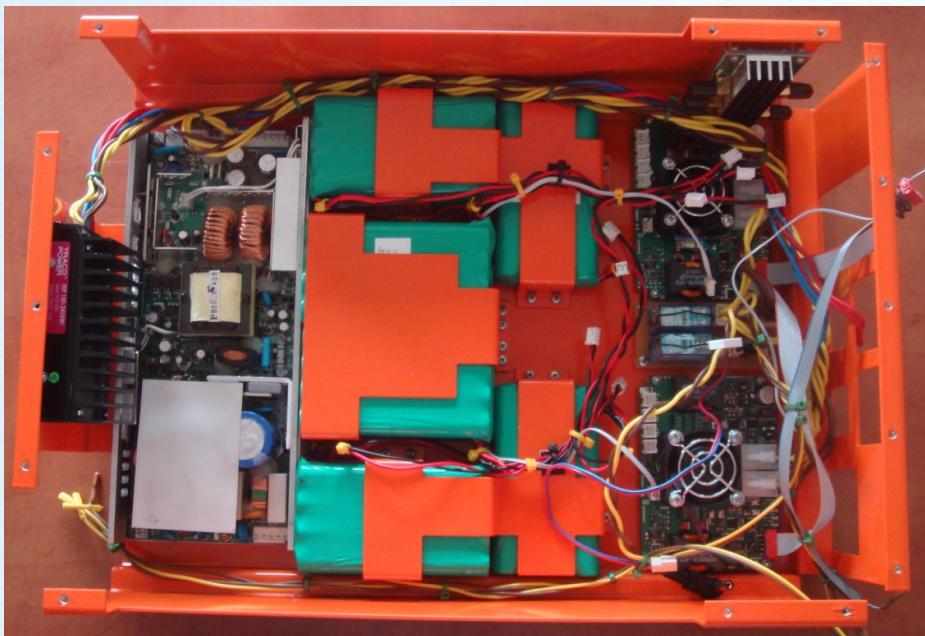


— Neosoft SAR





— Neosoft SAR





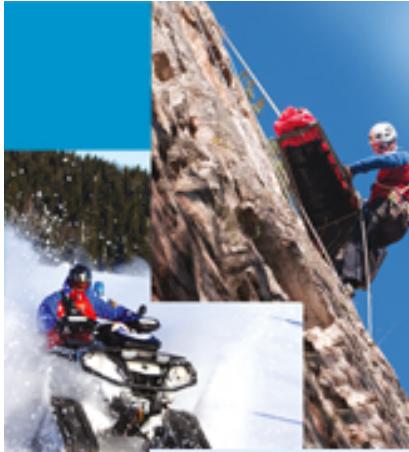
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— Neosoft SAR





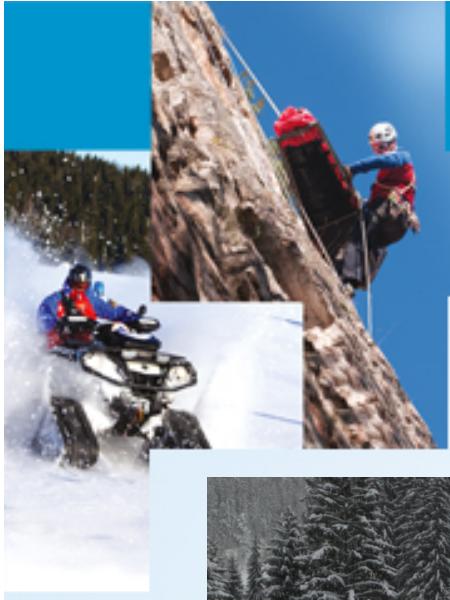
— Neosoft SAR





— Neosoft SAR





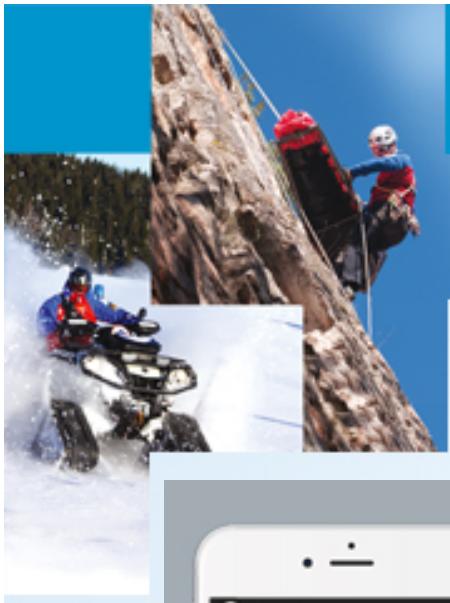
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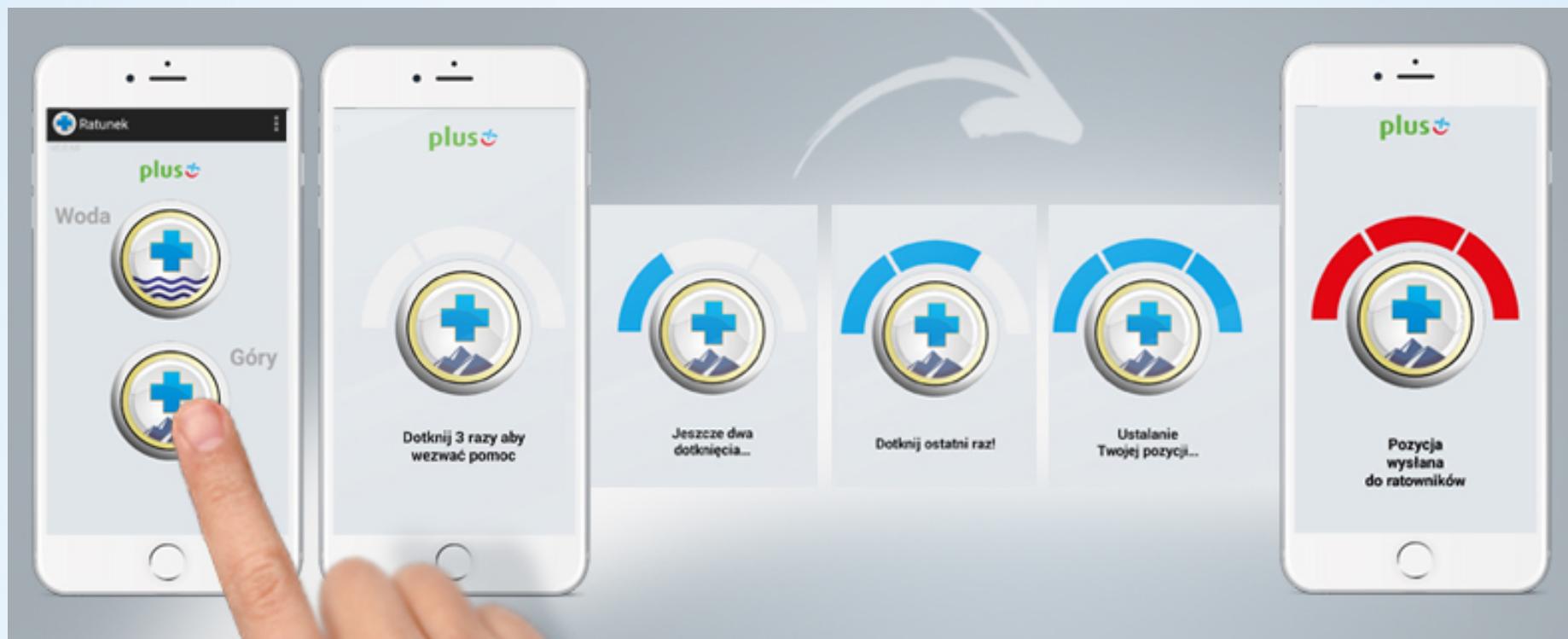


— SAR





— Neosoft SAR and the Rescue app

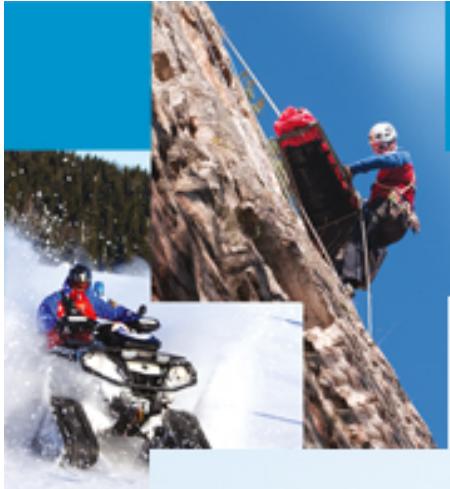


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— Neosoft SAR

**If we can save even a single person,
then it's worth it.**



— TOPR

SUMMARY





— Thank you for your attention!



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