



A Letter from Brussels

The European Emergency Number Association shares news from abroad.

CEN 44—CEN Workshop 44—Emergency Services Management (ESM)

EENA is now coordinating a taskforce on the European emergency number 1-1-2 within the European Standardisation Committee—CEN Workshop 44 on Emergency Services Management (ESM). This group intends to develop a CWA (CEN Workshop Agreement) to assist emergency services managers in improving *organizations, procedures, communications, equipment, PPE and training*. EENA Advisory Board has proposed a position paper that was discussed during the kick-off meeting and that provided clear directions to develop an agenda in line with the objectives of its 1-1-2 Excellence Centre Committee. The deliverables are expected to be ready in December 2009.

The 1-1-2 Foundation

The 1-1-2 Foundation was officially launched during the 1-1-2 Awards Ceremony and the European 1-1-2 Day—two events held on February 10 and 11 in Brussels. The Foundation was proposed and established by EENA—the European Emergency Number Association—in cooperation with its Advisory Board. It was created to promote the knowledge and appropriate use of the European emergency number 1-1-2. A common graphic line for 1-1-2 in the EU has been developed and will be publicized in order to inform the 78 percent of Europeans still unaware of the 1-1-2. For more information, e-mail info@1-1-2foundation.eu or visit www.my1-1-2.eu.

NG1-1-2

EENA Advisory Board has launched a new NG1-1-2 & 1-1-2 Excellence Centre Committee. The activities of this committee will start in April 2009, with the following objectives:

- Provide an overview on how 1-1-2 is handled in the EU, providing the status in every Member State and highlighting major organization types
- Develop a soft concept of NG-1-1-2 considering the different types of organization in the EU (based on preliminary work and on standardization work already done)
- Provide policy documents that can be presented to EU officials and national authorities with hints on how to implement IP-based emergency services and advantages (collaboration with Legal Committee)
- Make sure that the work of the Committee is promoted in the EU emergency community
- Follow EU Funding opportunities for NG-1-1-2 and 1-1-2 Excellence Centres via a dedicated EU Project Manager in the context of the EENA Advisory Board

REACH1-1-2 starts in March

The REACH 1-1-2 project (responding to all citizens needing help) which was officially selected by the European Commission in October 2008, started in March 2009. The project intends to improve the accessibility of the EU emergency services for people with disabilities as well as person-to-person communication. REACH 1-1-2 is a project proposed by the EENA Advisory Board, launched as part of the *1-1-2 Excellence Centre* concept that intends to support the upgrading of 1-1-2 emergency services and highlight them as best practices in Europe. France, Spain, Sweden, the Netherlands and the United Kingdom have been the five pilot countries selected for this 9 million Euros project.

Roaming Regulation

The EENA Advisory Board Legal Committee has proposed an amendment to the European Parliament concerning the EU Roaming Regulation. While an SMS detailing voice call and SMS charges is sent to every citizen travelling from one EU country to another, the proposed amendment requests the addition of information on the possibility to access emergency services by dialling 1-1-2 everywhere in the EU.

Intergroup EP

EENA started advocating the creation of a 1-1-2 and Emergency Services Intergroup in the European Parliament. The objective is to have the Intergroup established just after the European Elections in June 2009. The proposed objectives of the 1-1-2 and Emergency Services Intergroup are the following:

- To promote the 1-1-2—the European emergency number—until 100 percent of Europeans know the number to call in an emergency situation
- To advocate the establishment of guidelines and standards, stressing the importance of output for emergency interventions and accessibility
- To advocate the development and establishment of a pan European Early Warning System for citizens

A list of Members of the European Parliament supporting the creation of this Intergroup is available on www.eena.org.

For more information about EENA, the European Emergency Number Association, or any of these news items, contact Gary Machado at gm@eena.org or visit www.eena.org.