



EENA Advisory Board 2010

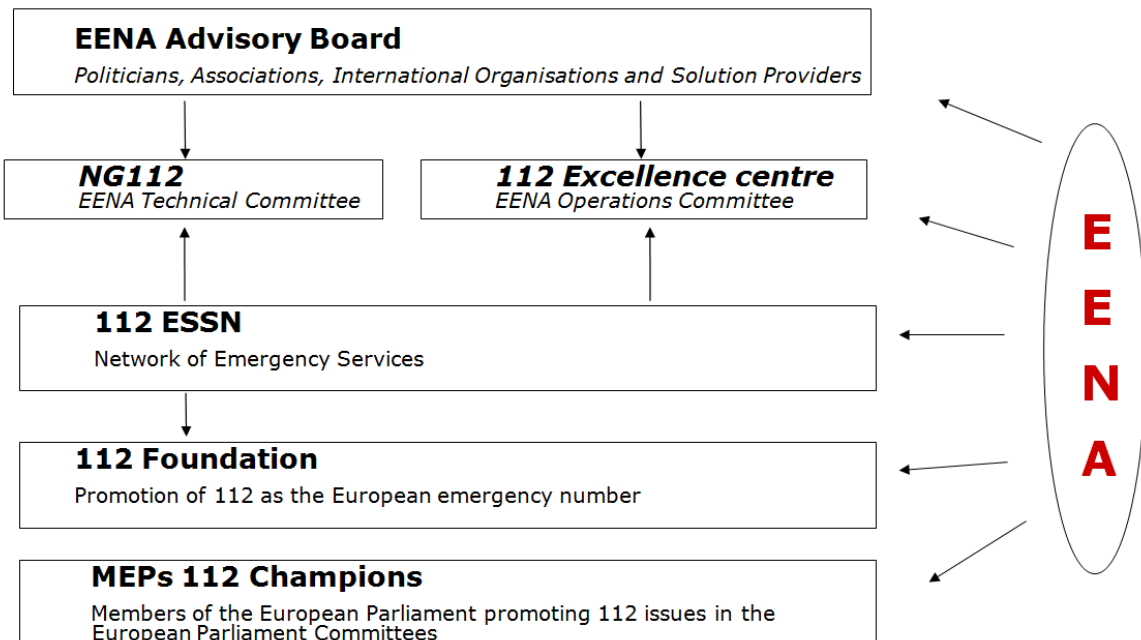
I. 112 – the European emergency number

You can reach the **European emergency number 112** in all Member States of the European Union, the European Economic Area (among other): Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (including Monaco), Germany, Greece, Hungary, Iceland, Ireland, Italy (including the Vatican), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom.

II. EENA - the European Emergency Number Association

EENA, the European Emergency Number Association, was set up in 1999 as a non-profit association registered in Belgium to serve as a neutral discussion platform for emergency services, industry and informed citizens with the aim of getting efficient, interoperable and harmonised emergency telecommunications in accordance with citizens' requirements. EENA has been advocating to authorities the issues related to 112 as there are more and more EU citizens travelling for business or leisure. EENA is also promoting the establishment of a general, pan-European, multilingual, simplified and efficient system for alerting citizens about imminent or developing emergencies. The EENA achievements are available in appendix 1. Following major political successes such as the endorsement by a very large majority of the European Parliament of the Written Declaration on the European Emergency Number 112 and the Written Declaration on Early Warning Systems, EENA has set up an Advisory Board in order to gather the main emergency telecommunications stakeholders which include politicians, professional users associations, international organisations and associations as well as solution providers.

EENA has created several networks summarised in the following chart:



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III. EENA Advisory Board 2008 & 2009 Achievements

Communication/PSAP Outreach Committee

The *Communication/PSAP Outreach Committee* proposed the **creation of the 112 Foundation**, a wide education action to increase the level of knowledge of 112 in the EU (24%). This *112 Foundation* is now set up and its activities were officially launched at the European Parliament during the European 112 Day on 11 February 2009 (11/2). Following a proposal of the Committee, the **European 112 Day is now an official EU Day** and will be celebrated on 11 February every year (11/2).

The Committee also launched the **112 ESSN – Emergency Services Staff Network** – that serves as a platform of communication between the emergency services leaders in Europe. That is the first time that such a network is available in Europe. It gathers 190 members who share experience every day in a dedicated forum.

Legal Committee

The *Legal Committee* prepared the amendments on the emergency communications issue and that **were adopted by the European Parliament** after they were presented during a public hearing by Dr. Pyrros, Chairman of EENA Advisory Board. They will lead to more efforts on information and education on the existence and use of 112, better implementation of caller-location including the mention of **“accuracy and reliability”** and to a more accessible 112 for people with disabilities

The EU budget was also amended in 2008 and 2009 by the Committee and the European Parliament confirmed this **amendment that requires funding for a pilot project involving all stakeholders** (industry, emergency services and associations) in order to deploy interoperable IP-based emergency services emergency services. This funding should be available in 2010.

The legal committee proposed an **amendment on the Roaming** “information on the possibility to access emergency services by dialling the European emergency number 112 free-of-charge”. This was accepted and effective since July 1st, 2009. Every citizen travelling between EU countries now receive a message on the 112.

112 Excellence Centre & NG112 Committee

The Committee formed a consortium named REACH-112 involving 5 emergency services, large telecommunication companies and associations with the aim of improving answer to 112 calls made by people with disabilities. This project was selected by the European Commission and the 20 partners will get a share of EU Funding (**9 million EUR project**).

The NG112 Committee reviewed the work on emergency services IP access. 2 conferences calls were organised every month and the Committee defined the emergency service requirements.

Events/Workshops/Roundtables

The Advisory Board Members participated to:

- The *Roundtables on 112* in Romania, Bulgaria, Poland and Slovakia
- The *112 Awards Ceremony* organised on 3 June 2008 and 10 February 2009
- *Workshop on 112* in June 2009, partly attended by 50 high-level emergency services representatives from 25 European countries.

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IV. EENA Advisory Board 2010: Committees Activities

EENA Operations committee - "112 Excellence Centre" (NEW)

1 conference call/month. Attendance not compulsory. Possibility to access the documents and minutes of the meetings in a Google Group. Google Group mailing list.

- Review all 112 systems in Europe (during the first 6 months) – PSAP representatives will provide a presentations about their national 112 system
- Define sub-groups that will define operations requirements for EU emergency services
- Develop 112 Excellence Centre Requirements and performance indicators for emergency services
- Follow EU Funding opportunities for emergency services

EENA Technical Committee - NG112

2 conference calls/month. Attendance not compulsory. Possibility to access the documents and minutes of the meetings in a Google Group. Google Group mailing list.

- Develop a soft concept of NG-112 considering the different types of organisation in the EU (based on preliminary work and on standardisation work already done)
- Define NG112 Requirements in collaboration with NENA NG911
- Provide policy documents that can be presented to the EU officials and national authorities with hints on how to implement IP based emergency services and advantages (collaboration with Legal Committee)

EENA Legal Committee

Email exchanges

- Follow relevant EU legislation (Telecom Package, Cross-Border Health-Care Directives)
- Propose amendments in view of obtaining EU Funding for emergency services and pilot projects
- Collaborate with NG112 & 112 Excellence Centre Committee in the preparation of policy documents
- Follow major updates in the national legislations
- Advocate for high-accuracy location for 112 calls
- Support the activities of the Own-Initiative Report at the European Parliament (if confirmed)

EENA Communication/PSAP Outreach Committee

2 to 3 conference calls/year. Attendance not compulsory. Possibility to access the documents and minutes of the meetings by email.

- Support the development of the activities of the *112 Foundation*
- Support the development of the 112 ESSN - Emergency Services Staff Network –
- Promote the 112, the EENA Advisory Board and its Members in the relevant media
- Look for additional possibilities to organise 112 Roundtables
- Promote the European 112 Day among the 112 community and the institutions

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V. EENA Advisory Board 2010: Events and Roundtables

European 112 Day (11 February 2010 – European Parliament, Brussels)

11 February 2010 marks the second edition of **the European 112 Day (11/2)** with the aim of making sure that Europeans are informed on the European emergency number 112. At this occasion, the EENA coordinates the promotion of 112 in several countries by making emergency services share experience. The EENA will make sure that a press conference is organised on 11/2 in the European Parliament to report on the national initiatives to promote 112.

EU-112 event (25-26 March 2010)

The **EU-112 event** will be organised in Murcia in order to stimulate sharing of experience and networking between members of the 112 ESSN – Emergency Services Staff Network – and EENA Advisory Board Members and to draft some recommendations to the European Union. Emergency services representatives from almost all EU countries are expected to attend the event. The expected attendance is of 400 participants.

EENA Advisory Board Members will receive free invitations to attend this event.

112 Awards Ceremony (8 November 2010 - Brussels)

The *4th 112 Awards Ceremony* will be held on **26 or 27 October 2010**. The 112 Awards Ceremony intends to recognise and congratulate individuals and organisations which have shown evidence of extraordinary behaviour and/or results and/or achievements in the topics detailed below. This event is held in a prestigious location and welcomes the participation of high-level politicians (EU Commissioners, Members of the European Parliament, Ministers), industry and emergency service representatives.

EENA Advisory Board Members receive an exclusive invitation to attend and sponsor at a discounted rate (number of places is limited).

Roundtables on 112 in European Countries

During 2010, several Roundtables on 112 will be organised by EENA in cooperation with MEPs and responsible ministries. These intend to stimulate sharing of experience and networking between a national 112 community (emergency services, responsible ministries) and EENA Advisory Board international experts. One roundtable will be organised in Lithuania during the second half of 2010.

EENA Advisory Board Members receive free invitations to attend these events.

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VI. To join EENA Advisory Board

Please contact Gary Machado at gm@eena.org or by phone +3225349789

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APPENDIX 1: EENA's Achievements

EVENTS

- Organisation of a *Workshop on 112* in June 2009 under the patronage of the Czech EU Presidency, gathering 90 participants and 45 representatives from emergency services from 25 European countries. The recommendations prepared during the workshop were then sent to the European Commission.
- Organisation of 3 successful *Roundtables on 112* in the Romania, Poland and Bulgaria to help national authorities define a roadmap for the 112 with the participation of international experts. The next roundtable will be held in Slovakia in November 2009.
- Organisation of two *112 Awards Ceremonies* to recognise best practices in the field of 112 and honour organisations and citizens.
- Organisation of 3 Conferences in Brussels gathering all the main stakeholders involved.
- Press Conferences at the European Parliament along with a large press coverage to raise awareness on the 112 and highlight issues with its functioning.

LEGAL ACTIONS AND CAMPAIGNS

- Successful collaboration with the European Parliament on the revision of the Universal Service Directive providing for a better knowledge and functioning of 112.
- Amendment on the Roaming "information on the possibility to access emergency services by dialling the European emergency number 112 free-of-charge". Effective since July 1st, 2009.
- Amendment of EU Budget 2004, 2009 and 2010 providing for the launch of information campaign on 112 and increased budget for emergency services to test innovative solutions.
- Advocacy leading to the creation of the European 112 Day (11/2) by EU Institutions on 11/2/2009.
- The success of the Written Declaration on the European Emergency Number 112 endorsed by the greatest majority (530 MEPs) and the success of the Written Declaration on Early Warning systems endorsed by the European Parliament.
- The support of 120 Members of the European parliament from all the democratic political groups for the electronic citizens' initiative launched in February 2007.

EU PROJECTS

- Creation of the REACH112 project co-funded by the European Commission in order to improve the access to 112 for people with disabilities (2009-2012).
- Participation to the CHORIST project co-funded by the European Commission to develop efficient early warning systems for citizens in case of disaster (2006-2009).

BRINGING PEOPLE AND ORGANISATIONS TOGETHER

- Creation in 2008 of the EENA Advisory Board to gather companies, associations of professional users, international organisations and politicians involved with emergency communications. It now gathers 30 full members.
- Creation of the MEP's 112 Champions Network gathering 15 MEPs willing to promote the 112 in the EU and in their country.
- Creation of the 112 ESSN, the largest European network gathering emergency services. It now gathers 190 emergency services representatives.
- Creation of the NG112 – a leading technical committee looking at new challenges for emergency communications such as the internet technologies and VOIP.
- Creation of the 112 Foundation to help emergency services and national authorities educate on the 112 while 76% of Europeans are unaware of it.
- Participation to standardisation activities (ETSI, CEN).

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APPENDIX 2: EENA ADVISORY BOARD MEMBERS 2009

Politicians

Diana Wallis, Vice President of the European Parliament
Alain Lamassoure, Member of the European Parliament
Jacek Saryusz-Wolski, Member of the European Parliament
Marc Tarabella, Member of the European Parliament

Professional Users & Associations

Björn Steiger Foundation
e911 Institute
F.E.U - Federation of the European Union Fire Officer Associations -
IAEM - International Association of Emergency Managers -
NENA - National Emergency Number Association -
NINSS - Nordic International Network for Safety and Security -
United Nations Platform for the Promotion of Early Warning
WADEM - World Association for Disaster and Emergency Medicine -
WHO - World Health Organisation - European Regional Office -

Solution Providers

Alcatel-Lucent
Amper Homeland Security
Andrew Corp.
ATX
BLOM
Brivas
Cisco
Datatronics
EADS
Ericsson
Falck
Innovative
Nortel
Omnitor
Openwave
Positron Public Safety
Siemens
TCS - TeleCommunication Systems
True Position
WebInterpret

Observers

CEASA - The Cellular Emergency Alert Systems Association
CEN - European Committee for Standardisation
EDF - European Disability Forum
EUD - European Union of the Deaf
Rvarium
Skype

EENA Advisory Board EU Project Manager

M. Uberto Delprato from IES Solutions

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