



europaen emergency number association

EENA

Cristina Lumbreras
EENA



european emergency number association

Agenda

- Legislation
- What is the EENA?
- EENA Structure
- 112 Service Chain
- 112 Models
- Statistics
- Challenges
- NG112



european emergency number association

Legislation

- 112 European number
- Free of charge
- Caller location
- No discrimination: accessibility
- Raising awareness
- National competence



european emergency number association

What is the EENA?

European Emergency Number Association

- Brussels-based NGO set up in 1999
- Dedicated to promoting:
 - high-quality emergency services reached by the number 112 throughout the EU
 - discussion platform for emergency services, public authorities, decision makers, associations and solution providers in view of improving emergency response in accordance with citizens' requirements



european emergency number association

EENA Structure

EENA Advisory Board

Policitians, Associations, International Org. and Solution Providers

**Legal
Committee**

**112 Operations
Committee**

**NG112
Committee**

112 ESSN

Network of Emergency Services (about 450 Members in December 2010)

MEPs 112 Champions

Members of the European Parliament promoting 112 issues in the European Parliament Committees



european emergency number association

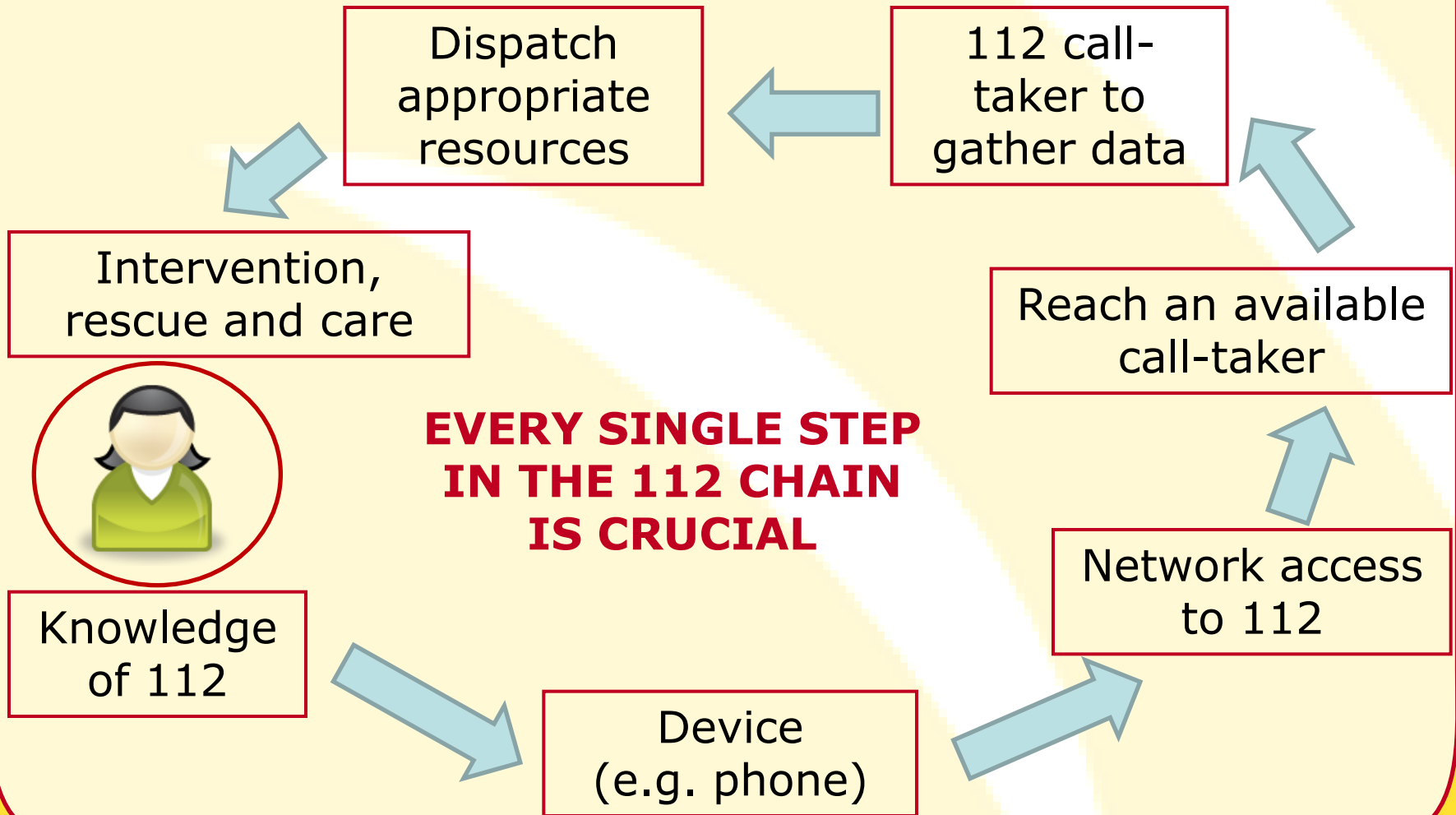
What can you get from EENA and how can you contribute

- Full view of emergency services organisation
- Share knowledge and experience
- Technology developments
- Information about EU Projects open for funding
- EU Regulations (comment on legislative proposals)
- Conferences and workshops organised in Europe
- International emergency numbers database



european emergency number association

112 service chain





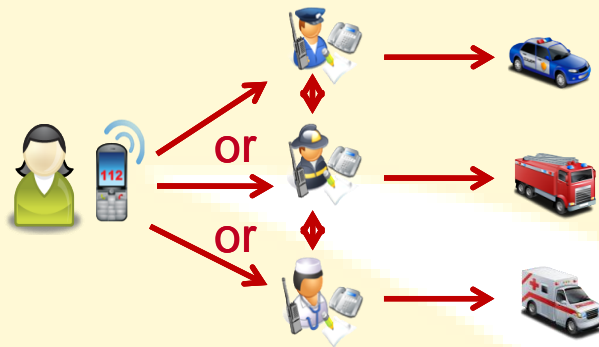
European emergency number association

112 Models (i)

(1) The « local PSAPs » Model

calls to 112 routed to a local emergency service.

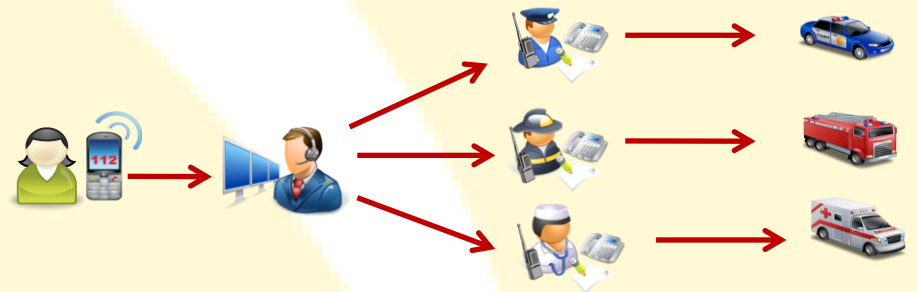
The call-taker belongs to one discipline (fire, police or EMS)



Austria, Germany, France, Italy

(2) « Stage 1 & 2 PSAP(s) » Model

call filtered through PSAP stage 1 and transferred to regional emergency service



UK, Ireland, the Netherlands



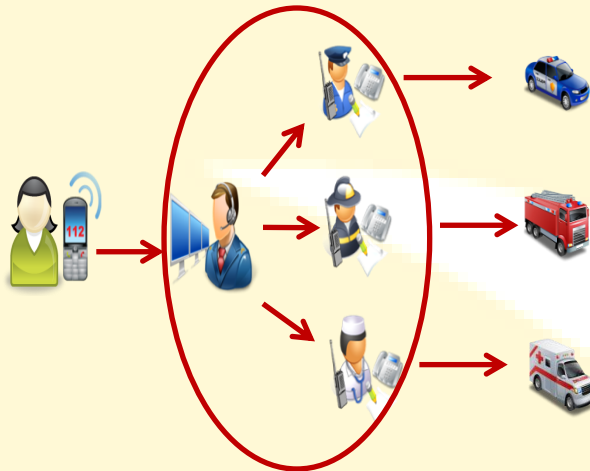
European emergency number association

112 Models (ii)

(3) Integrated Control Room

gathering of all disciplines in a single location at the regional level

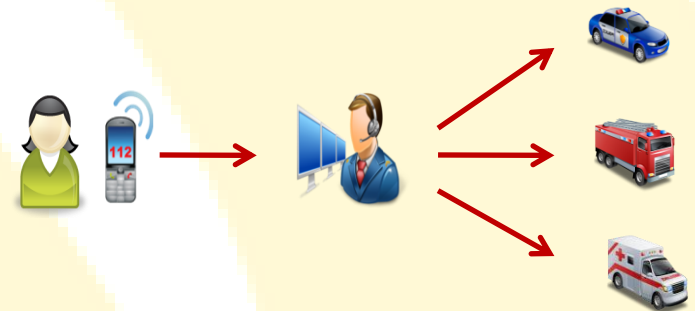
Madrid, Ostrava, Belgium provinces



(4) 112 Agency

highly trained civilian call-takers who handle both 112 calls and dispatch

Finland, Sweden

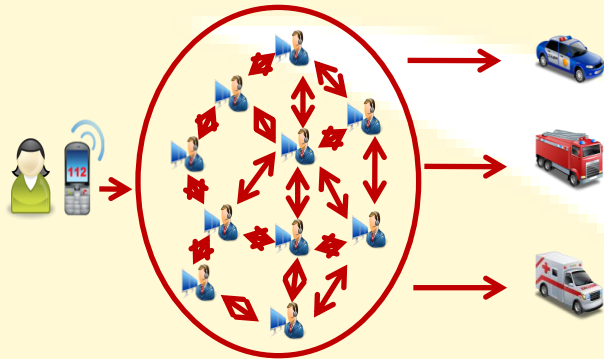




european emergency number association

112 Models (iii)

(5) Interconnected PSAPs



- using the same technology
- interconnected in a single network
- call in province X can be handled in province Y
- functions with other models.

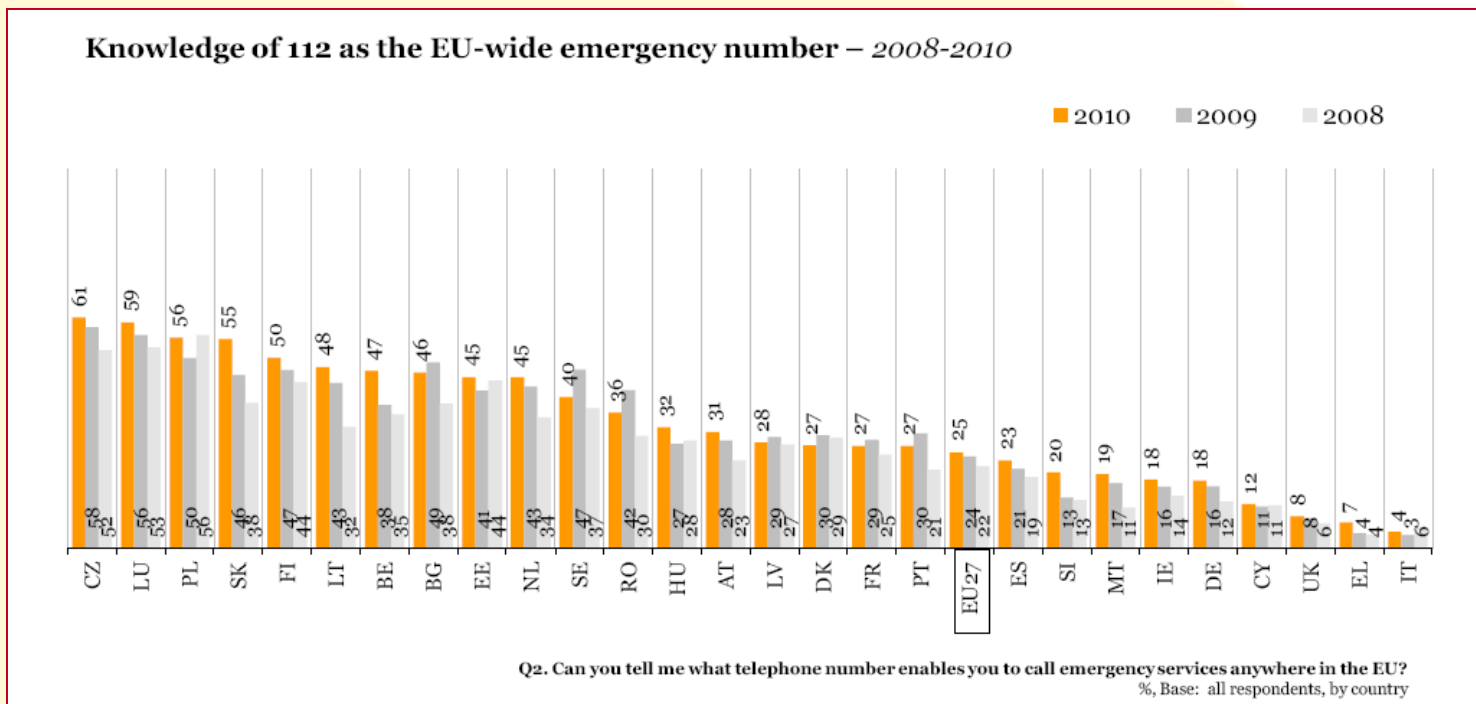
Bulgaria
Czech Republic



European emergency number association

Statistics

➤ Average: 1 call to emergency services per citizen per year



➤ Increasing knowledge of the 112 number (“The European Emergency Number 112” Eurobarometer 2010)



european emergency number association

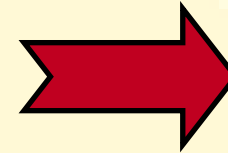
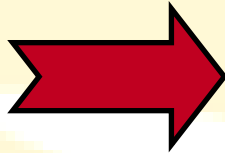
Challenges

- Legal aspects: each European country has its own legislation
- Telecommunication regulation: EU + national competence
- Emergency services organisation: national competence
- Roaming: EU competence
- Languages: E.S. and citizens have to be able to communicate
- Interoperability: not fulfilled
- Technological infrastructure: from very basic to very advanced



european emergency number association

Challenge: NG112



- Access to emergency services has to evolve
 - Text messaging and instant messaging
 - Pictures and videos
 - Telematics systems



european emergency number association

Any question?

Thank you!

More information:

Cristina Lumbreras - cl@eena.org