



Abstract

EENA Operations Document

112 service chain description

A call to the emergency services through the 112 number by citizens in distress and the arrival of help at the location of the incident corresponds to a complex series of events which is analysed in the present document. To get help, the citizen in distress should first know which number to call and should have at his/her disposal a functioning telecommunication device. To get in contact with the 112 call taker the citizen should also have access to a network. After initialising the 112 call the caller should reach as soon as possible an available call taker, who will collect data about the nature of the incident, its location and, in some countries, the identity of the caller. Following that, the decision is taken to dispatch the appropriate resources as necessary.

The present document describes the models which apply to the organisation of the 112 emergency calls' handling. Although this organisation varies from country to country, in general, it covers specific tasks i.e. the reception of the call, the data collection (i.e. caller location, detailed data about the emergency situation and, if possible, call history data), the classification of the call and finally the dispatch of appropriate intervention resources. These tasks may be executed in several steps and by different organisations. The main differences correspond to the number of organisations involved in the emergency calls handling chain, the types of organisations in charge of first reception of 112 emergency calls and the tasks they fulfil and, finally, the division of the tasks in several steps. The different models of organisation are presented schematically and explained in detail.

An informative annex contains descriptions of the organisations dealing with calls to the 112 emergency number (not of organisations dealing with other national emergency numbers) on the basis of contributions submitted by EENA's members. As the corresponding organisations in several countries are in the process of being restructured this document should be considered as valid for the date of its publication.