

<b>1 General framework</b>		
High level E.S. Organisation		
1.1	112 service chain definition and 112 models and organisation / models emergency numbers in use	Define the standard 112 service chain, identify the key elements and define them and analyse the different 112 models, pros and cons.
1.1.1	Benchmarking systems and quality improvement	Evaluate the possibilities to create benchmarking systems towards total quality management that can used all over Europe.
1.1.2	Costs of providing emergency services	Define the elements on the national 112 service chain, 112 models, provide indicators for the emergency systems costs.
1.1.3	Terminology	Provide a consistent definition for all definitions and acronyms identified with EENA Operations Subcommittees.
1.1.4	<b>1.2 Education</b>	
1.2	Education to emergency numbers	Review the education to emergency numbers and propose guidelines to educate citizens
1.2.1	<b>1.3 Privacy and Feedback</b>	
1.3	Call recording, call detail recording, data storage and their analysis	Review legal and operations requirements for recording of voice, data and their analysis; define the points on the call details record to help the analysis; provide requirement to improve call taking quality. Make a distinction between recording for legal requirements and for quality evaluation
1.3.1	Publicly available feedback service for citizens	Review existing citizens' feedback services, define feedbacks template guidelines and promotion of the feedbacks possibility.
1.3.2	Feedback service for collaborating organisations	Review means to enable collaborating organisations to give their opinion about the 112 service
1.3.3	<b>1.4 Legal Framework</b>	
1.4	Overview of EU legislation and national legislations on 112.	Analyse existing requirements and legislation on 112 service.
1.4.1		

<b>Access to emergency services</b>		
<b>2.1 Means to call ES</b>		
	Means to call ES: available devices, SIM-less calls, sensors, campus networks, mobile satellite access	Review the possibilities to access 112 - existing and upcoming - and provide requirements.
2.1.1		
2.1.2	SMS	Review the possibilities to access 112 using SMS - existing and upcoming - and provide requirements.
<b>2.2 Technological Access</b>		
	Network priority and coverage, national roaming and information about non-covered areas.	Provide guidelines to improve access 112 on the whole territory of inform about non-covered territory
2.2.1		
2.2.2	Caller location on support of ES	Analyse existing situation and provide guidelines and requirements (landline, mobile, VOIP) for caller location, caller ID and routing to appropriate PSAP
<b>3 PSAP</b>		
<b>3.1 Call Taking</b>		
3.1.1	Call taking procedure and data to be gathered	Analyse call taking procedures and data gathered according to the 112 models; provide basic set of requirements.
3.1.2	False emergency calls	Define false calls and categorise them, provide whole set of guidelines to register and handle them
3.1.3	Silent, hang-up and abandoned calls	Define silent calls, provide a procedure to handle silent calls
3.1.4	Multilingual calls	Analyse existing models and figures, provide guidelines
3.1.5	eCall	Analyse existing work, possible models (direct access, third party) and provide guidelines for implementing at PSAPs.
3.1.6	112 ccessibility for people with disabilities	Provide recommendations and case studies.

<b>3.2 Special measures</b>	
3.2.1	Overload of calls Analyse management of calls overload and come up with an approach to handle them, define measures for special events.
3.2.2	Contingency plan Evaluate risks, possible failure causes, define alternatives to assure the access to PSAP(s)
3.2.3	Public warning Analyse public warning, the role of 112 centres in public warning, the existing solutions and the potential solutions and requirements
<b>3.3 Call-takers management</b>	
3.3.1	Organisation Analyse call-takers roles, shifts, etc.
3.3.2	Psychological support Psychological support, ergonomony, well-being, etc.
3.3.3	Training Training of professional call-takers.
<b>3.4 Technological equipment</b>	
3.4.1	112 systems services Identify the list of services provided by each 112 system (e.g. IVR, GIS, AVLS, caller location, SMS, eCall, FAX, print, radio etc.)
3.4.2	GIS Analyse the data that is gathered and used and provide a common model on the use of GIS objects
3.4.2.1	Oblique Imagery Analyse the use of oblique imagery in support of ES.
3.4.5	Interactive Response Systems Analyse existing and used interactive response systems, define requirements on their nature and use.
<b>3.5 Interoperability</b>	
3.5.1	Interoperability and data sharing between PSAPs (including stage 1 and 2) Analyse sharing of data between PSAPs, define the minimum set of data to be exchanged and provide ways to share data in an interoperable manner, analyse possible restrictions, analyse procedure of handling calls routed to the wrong PSAP.
3.5.2	Data sharing between PSAP and intervening resources Analyse existing situation and provide guidelines for interoperable data sharing as well as procedures. Analyse existing common dictionaries between PSAPs, discuss multilingualism.
3.5.3	Data sharing between intervening resources Analyse existing situation and provide guidelines for interoperable data sharing as well as procedures between resources, nationally and cross-border (e.g. EMS, fire and police) in accordance with national cultures

3.5.4.1	Trans-national 112 calls	When 112 calls report an incident in another country: analyse the existing situation, the need for interconnection and provide guidelines.
3.5.4.2	Border collaboration between PSAPs	Provide requirements for cross-border collaboration between PSAP to
3.5.5	PSAP collaboration with other organisations related to emergency	Provide an overview of the organisations PSAPs can be working with (suicide prevention, missing children, etc.), the (emergency) numbers, analyse the models of cooperation, the impact on cost, and requirement if appropriate.
3.6	Communication	
3.6.1	Media communication	Provide some best practices and requirements on the communication with the media, ways of informing journalists about interventions, etc.
3.7	Quality management	
3.7.1	Key performance indicators	Based on an analysis of the 112 service chain, provide key performance indicators, guidelines to measure them. (e.g. pick-up time, answering time, time of transfer btw PSAPs, time of conversation with citizens)
3.7.2	Evaluation of intervention times and quality of intervention	Define intervention time and its parameters (according to the 112 model) and quality of intervention, provide common evaluation procedure. Identify general statistics to be applied on all the emergency systems and to be compared across Europe.
3.8	Equipment of intervening resources	
3.8.1	Equipment of emergency vehicles	Analyse existing situations and provide guidelines for efficient emergency vehicles equipment, in accordance with the national emergency organisations, missions, models and cultures