



Abstract EENA Operations Document

Transnational Emergency Calls

Although 112 is the European emergency number available in all the EU Member States, EU PSAPs are unable to interoperate and to contact each other besides few cross-border initiatives. This lack of interoperability is problematic considering that an estimated 150 million citizens travel between EU countries every year.

In 2009, the EENA was contacted by several emergency services representatives requesting a database with long-numbers of emergency services so that to enable them to communicate with each other. Today, the database exists but is still incomplete. Moreover, some areas of improvements have been discussed with emergency services by email or during EENA conferences.

The first aim of this document is to provide the framework for:

- the content of the database
- its consolidation
- the secured access to the database

This document also intends to:

- define a basic set of protocols for the PSAPs using the database
- define the validation and verification methods

This document does not intend to serve as a guidance to handle cross-border emergency calls, usually due to routing issues and for which there are bilateral agreements between authorities and bordering PSAPs. However, it can be used when such bilateral agreements do not exist. The issue of cross-border emergency calls will be discussed in EENA Operations Document 3.5.4.2.