



As seen in



A Letter from Brussels

The European Emergency Number Association shares news from the European Union.

Successful Workshop on 1-1-2 Organized by EENA

The EENA organized a Workshop on 1-1-2 from June 22 – 23 in Diegem, Belgium, under the patronage of the Czech EU Presidency. The aim of the workshop was to share best practices and to propose a



Workshop on 1-1-2.

Photo courtesy of EENA.

roadmap to the EU institutions. A panel session was dedicated to this special topic. Among 90 participants, about 45 representatives from emergency services, public authorities, telecom regulators or mandated private companies from 25 European countries, attended the event. The recommendations prepared during the workshop were then sent to the European Commission in order to contribute to the improvement of the knowledge and functioning of 1-1-2.

The recommendations, the pictures and the presentations are available at www.eena.org.

Roaming

Following an EENA proposal, the regulation on roaming on public mobile telephone networks has been amended. It now provides for information to be sent on mobile phones (within the roaming messages) when citizens travel between EU countries “on the possibility of accessing emergency services by dialing the European emergency number 1-1-2 free-of-charge.” This should very much contribute to increase the knowledge of 1-1-2. The final text was adopted by the European Council in June 2009 and was effective on July 1, 2009.

For more information, contact Gary Machado at gm@eena.org.

1-1-2 Roundtable in Slovakia on November 19, 2009

The next roundtable on 1-1-2 will be co-organized by the EENA in Slovakia in collaboration with the Slovak Republic’s responsible ministries. The objectives are:

- To provide national emergency authorities with a roadmap on how to best tackle the problems and challenges related to the implementation and functioning of the European emergency number 1-1-2 in their country
- To share experience and best practices with European and international experts
- To enable national stakeholders to meet and speak up their position

The debate allows national stakeholders to discuss some issues while benefiting from best practices from European and international experience. Updates on the regulatory framework and existing technological solutions will be presented. The participation of politicians will also enable collaboration for future initiatives. We believe that the roundtable will pave the way to further actions promoting the 1-1-2 and the tools for its efficient use and functioning.

For more information, please contact Gary Machado at gm@eena.org.

The 1-1-2 Foundation's Achievements and Next Steps

Since its creation in February 2009, the 1-1-2 Foundation has been actively working to promote 1-1-2. A European 1-1-2 logo and a common graphic line were created as a first step to develop information material on 1-1-2. The 1-1-2 Foundation is also developing a network of partners supporting the 1-1-2 Foundation as well as a network of 1-1-2 ambassadors who will contribute to the promotion of 1-1-2 in their countries.

100,000 units of 1-1-2 sticker cards were disseminated by a Polish Member of the European Parliament in his country during the European elections. Several European companies organized internal campaigns. Thanks to information materials (1-1-2 article, sticker cards, posters) provided by the 1-1-2 Foundation, several large companies informed their employees of 1-1-2. Many other company internal campaigns will follow before and during summer holidays. European youth hostels will also participate in 1-1-2 education during summer. In December 2009, an information campaign will be organized in Brussels international train station under the patronage of Louis Michel, former European Commissioner, and with collaboration of Philippe Geluck, famous Belgian cartoonist.

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