



Update on 112 and EU Regulatory Issues

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What is EENA?

- EENA was set up in 1999 as a non-profit association
 - to serve as a neutral discussion platform for emergency services, industry and informed citizens with the aim of getting efficient, interoperable and harmonised emergency telecommunications in accordance with citizens' requirements.
- EENA has been advocating the 112 to authorities
 - more and more EU citizens travel for business or leisure
 - emergency services are facing new challenges (multilingualism, caller location, interoperability).
- EENA also promotes the establishment of a general, pan-European, multilingual, simplified and efficient system for alerting citizens about imminent or developing emergencies.



112 history

- **1991**
 - Council Decision 91/396/CEE

Common market, free movement of people, therefore access to emergency services through a single number 112 all over the EU.
- **1999**
 - Creation of EENA - European Emergency Number Association - to promote knowledge and efficient use of the 112 by gathering all the stakeholders involved (representatives from emergency services, civil society and industry)
- **2002**
 - Directive 22/2002 on Universal Service (article 26)

Consolidation, caller location and information of the population on the existence and use of the 112
- **2007**
 - Written Declaration on the European Emergency Number 112 signed by 530 MEP's (record)
 - Information and education on 112
 - European evaluation of 112 services & improvement of response to 112 calls



Status of implementation of 112 (1)

Availability of 112

- In all EU Member States. Doubts on the availability of 112 on the whole territory of each Member State

Information and education

- Only 22% of Europeans know about 112 as the European Emergency Number for all emergencies in Europe
(source: Eurobarometer 2008)

Caller Location

- Available in 20 EU Member States according to the EC. However, large disparities about time delivery of the information, reliability and accuracy.



Status of implementation of 112 (2)

Multilingual Calls

- Calls to 112 answered in 170 languages in some regions, only in regional language in some other

Response & Intervention time

- Standards in some countries, no standards in some other

Accessibility of 112 for people with disabilities

- *"Only seven countries have accessible "112"*
- *Emergency services accessible by text telephone in only 7 Member States*
- *Text relay services available in only half of the Member States*



2008: Creation of EENA Advisory Board

- EENA's major political successes in the European Parliament
 - Written Declaration on the 112 (530 votes – new record)
 - Written Declaration on Early Warning Systems (430 votes)
- EENA set up an Advisory Board to gather emergency telecommunications stakeholders
 - Politicians
 - professional users associations
 - international organisations and associations
 - solution providers.

**For the first year, more than 30 organisations
joined EENA Advisory Board**



Advocacy: Telecom Package (1)

EU Reform: *Telecom Package*

- Advisory Board Legal Committee prepared a position paper on the emergency communications issue
- Advisory Board chairman presented it during a Public Hearing in the EP



Advocacy: Telecom Package (2)

Report of the European Parliament on the Telecom Package accepted EENA's views

- More efforts on information and education on the existence and use of 112
- Accessibility of the 112 from the entire EU territory
- Member States to ensure implementation of caller-location
- Access to the 112 may be blocked in case of repeated misuse
- The 112 should be more accessible to people with disabilities



Advocacy: Telecom Package (3)

Pending issues in the Telecom Package

- Early Warning of the citizens in case of disaster
- VOIP – need more expertise on the types of VOIP services and the technical feasibility

Next steps

- Amended Commission proposal
- Second reading by the European Parliament
- Common position by the Council



Advocacy: Cross-Border Healthcare

Ongoing review of Directive on the application of patients' rights in cross-border healthcare:

- No consideration of emergency medical services in the proposal, although the provision of cross-border healthcare is also related to daily accidents occurring in another Member State.
- Citizens travelling in the EU for business or leisure should be entitled to a high-level emergency medical service.
- Disaster medicine also relies on specialised networks of emergency medical services and should be included in the directive



Advocacy: EU Budget

European Parliament adopted EENA Amendent on the EU Budget

*"Part of ICT PSP appropriations in the CIP may be used to **ensure the deployment across the EU of interoperable emergency services and 112** for all citizens, enabling quicker, more efficient reactions and life saving, inter alia through a remodelling of the traditional emergency calling technical architecture and a lowering of its cost and complexity, **with the ultimate aim to provide an optimal answer to 112 calls** made by all citizens, including users with disabilities."*



EENA ongoing initiatives

- Creation of the **112 Foundation** to inform and educate on the 112
- Creation of the **112 ESN – Emergency Services Staff Network**
 - platform of discussion open exclusively to European emergency services staff
- Organisation of events
 - 112 Awards Ceremony (10/2/2009)
 - European 112 Day (11/2/2009)
 - Roundtables on 112 in the Members States (next: Poland, 3/11/2008)
- Awareness raising among EU Presidencies
- Following the European Elections in June 2009 proposal for the creation of an EP Intergroup (Emergency Services and 112)



YOUR INVOLVEMENT

- EENA Advisory Board wants to create a **bridge between standardisation organisations and EU & National authorities**

- EENA Advisory Board to launch new NG-112 Committee:
 - Provide an overview on how 112 is handled in the EU, with a status in every Member State and a highlight of the major organisation types
 - Develop a soft concept of NG-112 considering the different types of organisation in the EU (based on preliminary work and on standardisation work already done)
 - Provide policy documents that can be presented to the EU officials and national authorities with hints on how to implement IP based emergency services and advantages (collaboration with Legal Committee)
 - Also follow EU Funding opportunities for NG-112 and 112 Excellence Centres



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