



Sofia Antipolis, 24th February 2005.

**Public Safety User Requirements and Technology Solutions Workshop  
23rd & 24th February 2005, Sophia Antipolis, France**

**EENA Position Paper**

EENA wishes to complement the interesting final conclusions of the Workshop with several concerns over the scope of the projected User Forum. In fact the proposed User Forum does not seem to take into account the fact that Emergency Telecommunications concern first and above all final users who are better known as the victims.

1. Citizens to Authorities. Here is a list of issues with which a citizen is faced in case of a personal emergency:
  - i. Knowledge of which emergency number to call. Issue clearly outside the scope of ETSI.
  - ii. Have network coverage. Issue clearly outside the scope of ETSI.
  - iii. Possibility to call only ONE number. Issue clearly outside the scope of ETSI.
  - iv. Obligation and possibility to receive an answer to his call. This issue is only partially within the scope of ETSI.
  - v. Obligation and possibility that his call will be handled appropriately. This issue is only partially within the scope of ETSI. More particularly the issues of multilingualism and caller localisation are partially within the scope of ETSI while the issues of the protocol of interaction with user and the expedition of help are clearly outside the scope of ETSI. Furthermore the issues of minimal response time of emergency services and the profile of helpers and means available i.e. the issue of quality of the service provided by the emergency services is also outside the scope of ETSI.
  - vi. Obligation for the implementation of quality standards of the overall 112 chain as well as obligation for a periodic evaluation of whole 112 service chain. These issues are clearly outside the scope of ETSI.

Any Public Forum which fails to address all the above issues will once more create false expectations amongst citizens and will lead in a certain way in an increase of the level of risk citizens are exposed to in case of accidents. If a call is made to the 112 help must arrive as soon as possible at the site of the accident. The citizens believe this – if the emergency services do not arrive this puts the life and property of EU citizens at additional risk.

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2. Authorities to authorities. Here is a list of issues citizens expect have been addressed in case of a major accident or disaster implying the coordinated intervention of several emergency services:
  - i. The efficient and effective coordination of emergency services on the basis of interoperable telecommunications systems. This is clearly within the scope of ETSI.
  - ii. The use of common protocols and conventions for the communication between authorities. Issue clearly outside the scope of ETSI.
  - iii. Implementation of quality criteria for the services provided. Issue clearly outside the scope of ETSI.
  - iv. Obligation for evaluation Issue clearly outside the scope of ETSI.
3. Authorities to citizens. Here is a list of issues citizens expect have been addressed in case of an imminent disaster:
  - i. Legal obligation and technical possibility to be alerted by any available way (radio, TV, GSM, siren, etc.). Issue partly within the scope of ETSI
  - ii. Legal obligation, technical possibility and organisational provision to get information in own language. Issue partly within the scope of ETSI.
  - iii. Legal obligation to get instructions about expected behaviour in all possible cases of major disasters (nuclear, chemical, natural, terrorist, ...). Issue outside the scope of ETSI.
  - iv. Legal obligation and administrative arrangements in order to get (simple and comprehensive) training well before the disaster. Issue outside the scope of ETSI.
  - v. Implementation of quality criteria for the service provided. Issue outside the scope of ETSI.
4. Citizens to citizens. Finally in case of personal emergency and/or major incident/disaster, citizens expect above all to be offered the possibility to get reliable information about their relatives and ... to be able to communicate that they are well. This issue is only partly within the scope of ETSI as it depends on the availability of
  - i. Network capacity and infrastructure for fixed and mobile telephone networks.
  - ii. Possibility to access centrally constituted files with names of victims and/or survivors.

Conclusion. On the basis of the above it is evident that ETSI/EMTEL is a strong link in a wider chain with many other weak links. Given the fact that a chain is as strong as its weakest link, EENA considers that important political and administrative decisions have to be taken at European Level in order to ensure better and reliable emergency telecommunications in the European Union as well as at wider levels. Furthermore, any future official Public Safety Users Forum should, be NEUTRAL and INDEPENDENT, and take into account (in addition to technological aspects) the **human aspects** of emergency telecommunications. Consequently, emergency services and responsible companies can raise this issue to their respective national authorities, to the European Institutions (Parliament, Commission, Economic and Social Committee, Committee of the Regions) and EENA is already working in this direction.

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Additional Information. To respond to the **Citizen's requirements (What does a Citizen expect from an efficient 112 ?)** EENA created 2 Advisory Committees during the previous European 112 Conference and Exhibition last December in order to establish best practices guides on Emergency Telecommunications from the Citizens to the Authorities. Today, 22 Emergency Services Representatives from 15 countries are on board of the Scientific Advisory and Organizing Committee. I do believe the results they will provide shortly will be useful for the future official Public Safety Users Forum.

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