

Document	Summary
112 Accessibility for people with disabilities	Description of main issues, outline of best practices and recommendations.
112 and the EU legislative framework	Requirements and legislation on 112 service, requirements for recording of voice & data.
112 Apps Strategy	The following strategic objectives have been identified: 1.Deliver the architecture; 2.Deliver a set of requirements and deployment guidelines; 3.Develop a certification and authentication program.
112 PSAPs technology	Identification of the list of services provided by each 112 system.
112 Service Chain Description	Definition, identification of key elements, & analysis of the different 112 models.
112 Smartphone Apps	Description of functional requirements and establishment of a technical architecture and a minimum set of data to be sent by 112 smartphones apps to the most appropriate PSAP.
112 Terminology	Provide a consistent definition for all definitions and acronyms identified with EENA Operations Subcommittees.
Assessing meaningful response times	General overview of why response times are needed and why the quality of those interventions from the citizen's perspective need to be robustly and transparently measured.
Call taking procedures and data to be gathered	Analysis of call taking procedures and data gathered according to the 112 models; Providing a basic set of requirements.
Caller location in support of emergency services	Analysis of existing situation and providing guidelines and requirements (landline, mobile, VOIP) for caller location, caller ID and routing to appropriate PSAP.
Capturing feedback from stakeholders	Review of existing citizens' feedback services; definition of feedbacks template guidelines and promotion of the feedbacks possibility.

Contingency plans	Evaluation of risks, possible failure causes, definition of alternatives to assure the access to PSAP(s).
Costs of providing emergency calls answering services	Define the elements on the national 112 service chain, 112 models; provide indicators for the emergency systems costs.
eCall	Analysis of existing work, possible models (direct access, third party) and guidelines for implementing at PSAPs.
eCall TPSP and Emergency Services Authorities Agreement template	EENA's template agreement which would be signed by a TPSP and its TPS eCalls to public emergency services in the defined and agreed geographic area(s).
Emergency Silent, Hang-up and Abandoned emergency calls	Definition of silent calls, and a procedure to handle silent calls.
False emergency calls	Definition of false calls and categorisation of them, as well as a set of guidelines to register and handle them.
Key Performance Indicators for Evaluation of a PSAP Operation	Based on a 112 service chain analysis, it provides key performance indicators, & guidelines to measure them.
Managing Change	Exploration of managing change in the Public Sector environment with suggestions and considerations for reform of 112 as a unique emergency number, as well as for way 112 is implemented.
Managing Human Resources in a PSAP	Offer of guidance on the management of the HR functions in a PSAP and support of the Line Managers and Supervisors who may have HR responsibilities.
Managing the tendering process	Reference source with relevant, clear and objective information for public authorities, emergency service organisations, PSAP management, the vendor/supplier community and any such involved stakeholder.
Means to access 112	Review of possibilities to access 112 -existing and upcoming- & requirements (available devices, SIM-less calls, sensors, campus networks, mobile satellite access).
Media in Authority-to-Citizen (A2C) Communications	This document discusses media characteristics from the A2C perspective, informs about communication channels and media characteristics with their strengths and weaknesses and provides examples of communication plans from selected EROs.

Multilingual 112 calls	Analysis of existing models and figures, as well as guidelines.
Oblique Imagery in Support of Emergency Services	Analysis of the use of oblique imagery in support of emergency services.
Overload of calls	Analysis of management of calls overload and an approach to handle them, as well as definition of measures for special events.
Promotion of Emergency Numbers	Review of the education to emergency numbers and proposal of guidelines to educate citizens.
Psychological support of 112 call takers	Psychological support, ergonomic, well-being, and so on.
Public Warning	Analysis of public warning, the role of 112 centres in public warning, the existing and potential solutions, and requirements.
SMS Access to 112	Review of the possibilities to access 112 using SMS - existing and upcoming- as well as requirements.
Training of 112 call takers	Training of professional call-takers.
Transnational Emergency Calls	When 112 calls report an incident in another country: analysis of the existing situation, the need for interconnection, as well as guidelines.
Using and optimising GIS in an emergency response	Ways in which GIS systems and data can be used as a tool for analysis and support for decision making of PSAPs within their coverage area.
Workforce Management	There is scope for greater focus on workforce management within PSAPs and emergency control rooms, which does not need to compromise the required high service standards. However, increased efficiency may demand a cultural shift towards greater flexibility in the hours staff are needed to work and in how an operation is able to respond to changes in its workload.