

To: Smartphone manufacturers and operating system providers' representatives

Brussels, September 2015

Subject: Advanced Mobile Location (AML)

A new, **simple, and cost effective technology** is now available that will help save lives all over Europe. This innovative system, called Advanced Mobile Location (AML)¹, considerably improves the location of emergency callers, using existing technologies.

In the UK, BT (Stage 1 PSAP), the mobile networks EE, O2 and Three, together with HTC and Sony handsets, have **already successfully implemented AML**, which is up to 4,000 times more accurate than the current system used, saving lives, time, and money. Emergency services, mobile networks and handset manufacturers should work together to extend the system to other mobile devices.

When an emergency call is made with a smartphone where AML is enabled, the phone automatically activates its location service to establish its position and sends this information via a text message to the 112 and 999 service in the UK, with a radius of 30 meters or less for most calls. For that, the service uses GPS or Wifi – whichever is best at the given instance.

We congratulate all the involved parties for this great achievement and think it should serve as an example to be generalised. Indeed, caller location in case of an emergency is a fundamental element for the protection of citizens in distress. But when calls to 112 are made from mobile phones, caller location is currently only approximate, often only to within a few kilometres.

AML will definitely **improve the functioning of emergency services** by providing adequate caller location information, which has been an obstacle for emergency services all over Europe for many years. Therefore, we, Emergency services representatives, hereby encourage all smartphone manufacturers and operating system providers to deploy AML. **No important capital investment is needed, but the impact will be significant.**

We hope to count on your support, since your implication will save lives, in helping to find emergency callers more quickly.

¹ http://www.eena.org/download.asp?item_id=95

This letter is signed by the following:

Emergency Services and related public authorities				
Country	Organisation	Surname	First name	Position
Australia	Public Safety Business Agency	Anderson	Craig	Director
Austria	Notruf Niederosterreich Public Safety Answering Point	Chwojka	Christof Constantin	Director
Belgium	Ministry of Internal Affairs - DG Civil Security	Biebauw	Thomas	Assistant - 112 Project Communications
Belgium	Astrid	Verachttert	Kurt	CAD Program Manager
Bulgaria	Ministry of Interior	Gramatikov	Stoyan	Head of Directorate "National 112 system"
Croatia	National Protection and Rescue Directorate	Erjavec	Milan	Head of 112 Service
Czech Republic	Fire and Rescue Service - Moravian and Silesian Region	Vlcek	Vladimir	Deputy CFO
Denmark	Danish National Police	Larsen	Jannik	Emergency Management Officer
Ecuador	Integrated Security Service - ECU 911	Rivera González	Santiago	Project Manager
Egypt	Egyptian Ambulance Organisation	Shehata	Wael	Director - Communications and Data Networks
Estonia	Emergency Response Centre	Tamm	Kaili	Chief Specialist of Training Section
Georgia	Ministry of Internal Affairs	Kiviladze	Akaki	Communications Development Engineer - Programmer
Germany	Berlin Fire Brigade	Baumann	André Michael	Deputy Chief Officer

Germany	Directorate of Emergency Services - US Army Garrison - Rheinland-Pfalz	Brown	George	Director
Greece	RSF Hellas - Voluntary Communications and Rescue Team	Samaltanos	Andreas	National Coordinator
Greece	The Smile of the Child	Yannopoulos	Costas	President of Board of Directors
International Association	IAEM - International Association of Emergency Managers	Lane	David	Board Representative
Ireland	Munster Regional Communications Centre	O'Driscoll	Gerard	General Manager
Ireland	Dublin Fire Brigade	O'Dwyer	Greg	Third Officer ERCC
Ireland	Coast Guard	Reynolds	Chris	Director
Italy	Emergency Medical Operations Centre - Brescia	Torriani	Marco	Nurse
Lithuania	Lithuanian Emergency Response Centre	Maroscikas	Tadas	Deputy Director
Poland	Emergency Medical Service - Sandomierz	Marzec	Leszek	Medical Rescuer
Portugal	Portuguese Volunteer Firefighter Association	Calinas	António José	Vice President
Slovakia	SVK Emergency Response Coordination Centre / SVK-ERCC	Baricic	Pavol	Duty Officer/Senior Advisor
Slovakia	Regulatory Authority for Electronic Communications and Postal Services	Mikulasek	Kamil	Director of the Technical Regulation Department
Slovakia	Ministry of Interior	Regec	Adam	Officer, Section of Crisis Management
Slovenia	Administration for Civil Protection and Disaster Relief	Babic	Danica	Senior Civil Protection Advisor

Spain	Civil Guard	Fdez de Tejada Saralegui	Tomas	Innovation Technological Department
Spain	Municipal Service of Civil Protection and Emergencies - Alicante	Flores Diaz	Salustiano	Advisor
Spain	Agency for Civil and Consumer Protection - Castilla y Leon 112	Marcos Sanchez	Carlos	Coordinator
Spain	112 Catalonia Emergency Call Center	Molins	Josep	Call Manager
Spain	Association of Digital Volunteers for Emergencies at Euskadi	Zubieta	Jokin	Emergency Medical Technician
Sweden	SOS Alarm	Bergstrom	Gunnar	Service Manager 112
Sweden	Karolinska Institute - Department of Clinical Science and Education	Bohm	Katarina	Associate professor/Deputy Head
Sweden	Swedish Civil Contingencies Agency	Edstrom	Bo	Senior Fire Officer
Sweden	SOS Alarm	Skoglund	Björn	Manager - Crisis Management
Switzerland	Emergencies-Health Foundation	Dami	Fabrice	Medical Director - Dispatch centre
The Netherlands	Dutch Police co-operation facility (vtsPN)	Demoed	Bart	Technical/Tactical 112 Manager
The Netherlands	Amsterdam Fire Department	Miedema	Ben	Account Manager Emergency Room
Turkey	Association of Emergency Ambulance Doctors	Sofuoglu	Zeynep	Project Coordinator
United Kingdom	London Ambulance Service NHS Trust	Beale	Clinton	Quality Assurance Manager
United Kingdom	East Midlands Ambulance Service, NHS Trust	Garcia	Joe	Distribution Director

United Kingdom	London Ambulance Service NHS Trust	Heward	Andy	Watch Manager
United Kingdom	London Ambulance Service NHS Trust	Hines	Stephen	Clinical Support Manager
United Kingdom	Fire and Rescue Service - Tynre and Wear	Orr	Jamie	Station Manager