

POSITION PAPER

'Meet your MEP'

21 October 2015
EENA

The position paper has been approved by the "EENA Members Workshop" participants.

ABOUT 112

In its public consultation on the review of the telecoms Framework, the **Commission writes** that:

*"Continuous technological change and market developments, in particular regarding voice over Internet Protocol (VoIP) based on digital service platforms associated with a broadening range of connected devices, are raising an **increasing number of technical and regulatory challenges** on the possibility for EU citizens to access the 112 emergency number in the future. The annual reports on the implementation of 112 provisions have constantly shown a **dissatisfactory state of play**, such as **low awareness of the 112 number, caller location accuracy levels that reach the emergency services well below the current technological possibilities offered by next generation access and Global Navigation Satellite Systems and access for disabled end-users heavily relying on 112 SMS.**"*

Key facts:

- ❖ Only 27% of Europeans are aware of 112 as the European emergency number¹
- ❖ Caller location accuracy is of about 2km on average
- ❖ 112 is relying on old technologies; lack of use of Next Generation technologies ("NG112")

CALLER LOCATION

About 70% of calls originate from mobile phones, with an accuracy of 2km in average using the Cell-ID (i.e. the Mobile Network's Cell used for the emergency call). **Advanced Mobile Location (AML)** is used in the UK and provides accuracy based on **GNSS and WiFi below 50 metres**. Other countries are looking into reproducing this, but there is no support from the Commission to achieve that.

- ➔ We invite MEPs to write to the Commission to organise as soon as possible an event in Brussels on Advanced Mobile Location with all stakeholders i.e. 112 services, Mobile Network Operators (MNOs), smartphone manufacturers, operating systems' providers and national telecoms regulatory authorities. We would hope the Commission could show some public support to AML.
- ➔ We invite MEPs to write to MNOs from their country and ask them to support AML; MNOs should engage with smartphone manufacturers and transport AML messages free of charge.

NEXT GENERATION 112 & ACCESSIBLE EMERGENCY SERVICES

The Commission notes that access for disabled end-users is heavily relying on 112 SMS. The Parliament adopted in 2011 a written declaration in which it called on "the Commission to promote the development of fully accessible and reliable Next Generation 112 services"². NG112 will enable access from VoIP services and mainstream text,

¹ Flash Eurobarometer 368, 2013, available here : http://www.eena.org/uploads/gallery/files/pdf/Eurobarometer_368_summary.pdf

² Written declaration on the need for accessible 112 emergency services (2011), available here:

<http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//NONSGML+WDECL+P7-DCL-2011-0035+0+DOC+PDF+V0//EN&language=EN>

video and calling applications. To function, the roles of each and every stakeholder in the chain needs to be clearly defined i.e. what application providers, network operators and national emergency services need to do. NG112 will function only if every stakeholder is mandated to do its bit. When deployed, NG112 will improve access to emergency services for all, with voice and additional media, including for the deaf and hard of hearing.

- ➔ We invite MEPs to call on the Commission to set a clear timeframe for implementing NG112 in the Member States. The Commission should propose the necessary rules in the upcoming telecoms framework review. These rules should be clear and provide guidance to each stakeholder in the chain.

CONCRETE SUPPORT FROM THE EU NEEDED

We want to express our dissatisfaction with the lack of support and vision at EU level. The Commission's Expert Group on Emergency Access (EGEA) has not met for two and a half years. The priority and funding has been disproportionately provided to the eCall project (vehicles connected to 112) with 23.5 million EUR public funding since year 2011 – although eCalls will represent no more than 1.7% of emergency calls, and much less for all other projects on 112.

- ➔ We invite MEPs to write to the Commission to request a more balanced funding of projects related to 112. Proportionally more funding should be allocated for projects on caller location, accessibility and NG112.
- ➔ We invite MEPs to write to the Commission to request a drastic improvement of coordination at EU level and the organisation of at least 2 meetings per year with the stakeholders involved (as it is done for eCall representing 1.7% of emergency calls).

AWARENESS OF 112

Only 27% of Europeans are aware of 112. The Commission rightly indicates that the Member States have the responsibility for informing citizens of the existence of 112. However, much more could be done; and the Commission would be supported and commended for promoting 112.

- ➔ We invite MEPs to help us by contacting stakeholders to promote 112 e.g. airports, travel companies, hotels, tourist info points, schools...etc
- ➔ We invite MEPs to request the Commission to support the European Parliament in doing so (point 1)

For more information and the next steps, please contact directly the European Emergency Number Association (Gary Machado: advocacy@eena.org).

ABOUT EENA:

EENA, the European Emergency Number Association, is a Brussels-based NGO set up in 1999 dedicated to promoting high-quality emergency services reached by the number 112 throughout the EU. EENA serves as a discussion platform for emergency services, public authorities, decision makers, researchers, associations and solution providers with a view to improving the emergency response in accordance with citizens' requirements. EENA is also promoting the establishment of an efficient system for alerting citizens about imminent or developing emergencies.

EENA is a registered organisation in the official EU transparency register³ and we deeply believe that the transparency register should be mandatory rather than optional.

³ <http://ec.europa.eu/transparencyregister/public/consultation/displaylobbyist.do?id=68057486299-01&locale=en>