



Monitoring the true implementation of 112

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112 history

- **1991**
 - Council Decision 91/396/CEECommon 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
- **2008**
 - Revision of the Telecom Package & the Universal Service Directive (to be adopted in 2009)



european emergency number association

EU Studies

CGALIES, 80-100 million Emergency calls

40 million from gsm
3,5 million bad caller location
information
⇒ *loss of time*
2,5 without caller location
information
⇒ *no help sent*



DECO en 2003...in Portugal

1000 calls to the 112 evaluated

- 15% Spanish and Portuguese
 - 20% French
 - 29% English
- Never get help at all

5 000 more lives
and
5 000 000 000€
could be saved every year in
EU



**Between 15% et 30% of emergency calls are
not handled appropriately or not at all**
**What about 3/4 of Europeans who
do not even know that 112 is available???**



Recent facts

The European Commission published a press release on 15 December 2008:

« *European emergency number 112 now **works** in all EU Member States* »

What does “works” mean?



What does "works" mean?

Availability of 112

Official information: In all EU Member States.

EENA's view: Doubts on the availability of 112 on the whole territory of each Member State

Citizens' expectations: to be able to reach the 112 in cities but also in rural and mountainous areas, whatever is their affiliation with a mobile operator

Experiment in France shows that sometimes not possible to contact 112 + roaming issue



What does "works" mean?

Information and education

- Only 24% of Europeans know about 112 as the European Emergency Number for all emergencies in Europe (*Eurobarometer 2009*)

Citizens' expectations: "Over nine out of 10 EU citizens (94%) totally agreed, or tended to agree, about the usefulness of having an emergency number available anywhere in the EU." (*Eurobarometer 2009*)

Still remains to inform 76% of Europeans before we can tell that 112 works



What does "works" mean?

Caller Location

Official Information: Available in 20 EU Member States according to the EC.

EENA's view: large disparities about time delivery of the information, reliability and accuracy.

Citizens' expectations: To be located accurately in urban and rural areas, in particular if he/she can not communicate with the operator (e.g. stroke, mute, foreigner)

e.g. **Bulgaria** has indicated that location accuracy is 500 m to 8 km in urban areas and up to 40 km in rural areas

Hungary: Infringement proceedings stopped in 2007... In 2008, Hungary stated that mobile caller location is only possible in the context of criminal investigation.

Germany: up to 1 hour to get the location information



What does "works" mean?

Training of operators

80 weeks training in Finland vs some days in most countries

Operators are sometimes not provided with important information, for instance the availability of an interpretation service



What does "works" mean?

Multilingual Calls

Official information: 19 Member States able to answer in English

EENA's view: Only 1/3 of Europeans speak English. Calls to 112 answered in 170 languages in some Member States, only in regional language in some other

Citizens' expectations: to be understood in case of emergency in another country

e.g. In Italy, several cases show that 112 is not answered in other language than Italian

In Belgium, it is sometimes impossible to be answered in French in Flanders and in Flemish in Walloon Region



What does "works" mean?

Response & Intervention time

Response time

Some seconds in several countries, while some countries do not provide the data. In practice, several testimonies show that 112 calls are sometimes not responded or responded in after several minutes. Other info show that caller is asked to call other emergency number

Intervention time

Standards in some countries while no standard in some other.



What does "works" mean?

112 for people with disabilities

- "Only seven countries have accessible "112"*
- Emergency services accessible by text telephone in only 7 Member States*

In practice

112 is almost not accessible in the EU. Deaf users are requested to send fax in several countries.



Towards an efficient 112

1. Need for an evaluation made by consumers association based on the methodology developed in Portugal
2. Need to understand the human and financial consequences of the quality of implementation of 112
e.g. Caller location lacks accuracy in Bulgaria: How much does it cost to send the ambulance at a wrong address vs investing in more accurate location technology?
3. Need to open a publicly available feedback service available online on the national or regional 112 website.



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