



Presentation of EENA & EENA Advocacy Efforts

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EENA



What is EENA?

EENA, the European Emergency Number Association, was set up in 1999 as a non-profit association registered in Belgium to serve as a neutral discussion platform for emergency services, industry and informed citizens with the aim of getting efficient, interoperable and harmonised emergency telecommunications in accordance with citizens' requirements.

EENA has been advocating to authorities the issues related to 112 as there are more and more EU citizens travelling for business or leisure and emergency services are facing new challenges.

EENA is also promoting the establishment of a general, pan-European, multilingual, simplified and efficient system for alerting citizens about imminent or developing emergencies.



EENA in dates

- **1991**
 - Council Decision 91/396/CEE creating 112
- **1999**
 - Creation of EENA - European Emergency Number Association - to promote knowledge and efficient use of 112 by gathering all the stakeholders involved (representatives from emergency services, civil society and industry)
- **2007**
 - European Parliament Written Declaration on the European Emergency Number 112 signed by 530 MEP's (record)
- **2008**
 - Creation of EENA Advisory Board and the 112 ESSN
 - Successful Advocacy: Telecom Package, EU Budget
- **2009**
 - Creation of the 112 Foundation & NG112 Committee
 - Creation of the *European 112 Day*
 - Successful Advocacy: Telecom Package, Roaming



What the EENA does:

EENA advocates

EENA brings individuals and organisations together:

- *EENA Advisory Board*
- *112 ESSN*
- *MEPs 112 Champions*

EENA organises events:

- *European 112 Day*
- *112 Awards Ceremony*
- *Roundtables on 112*
- *Workshop on 112*

EENA works on technical issues:

- *112 Excellence Centre*
- *NG112*

EENA participates to EU funded projects:

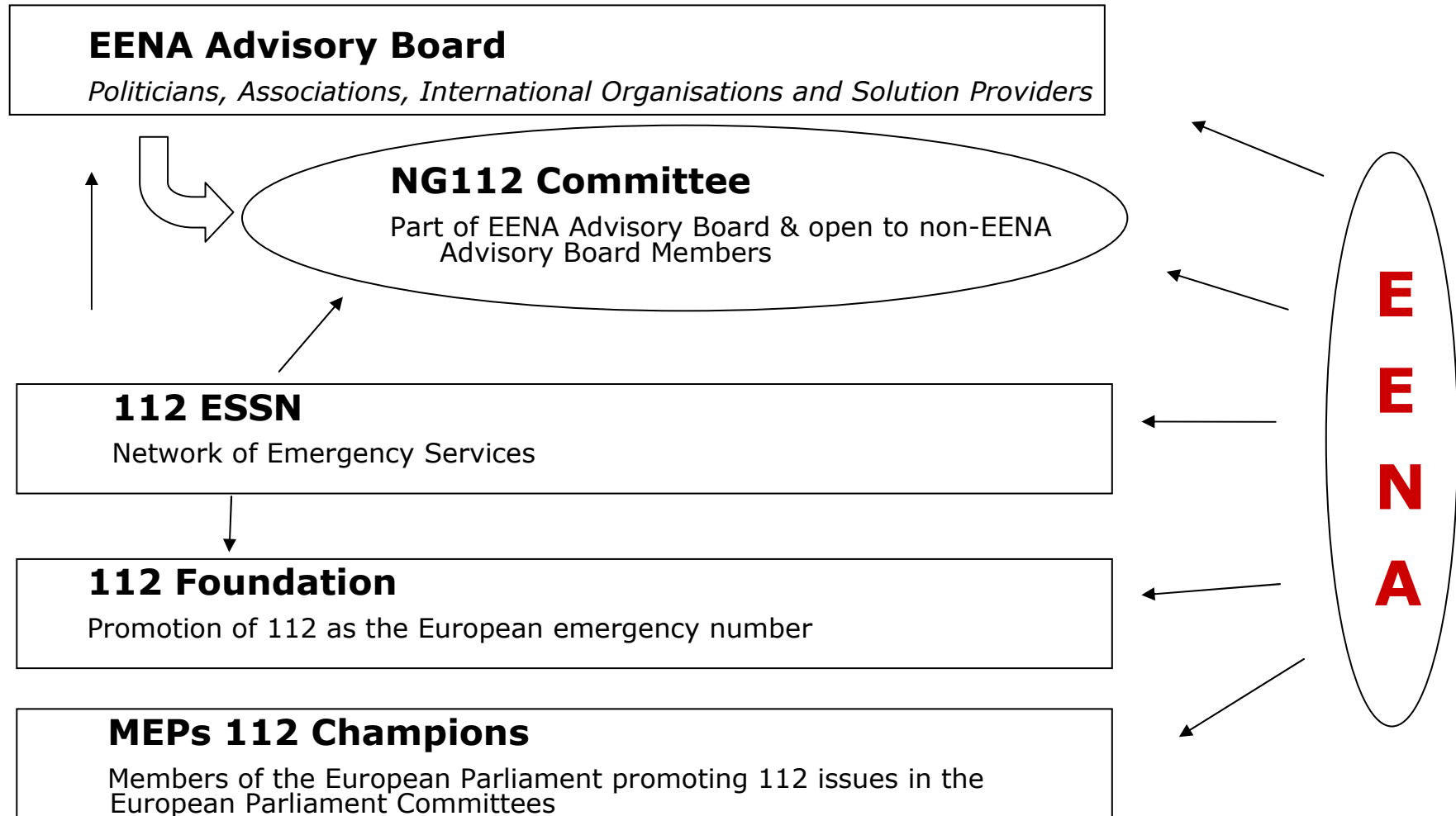
- *CHORIST*
- *REACH112*

EENA raises awareness on 112:

- *The 112 Foundation*



EENA Structure





EENA Advisory Board

Members: Politicians, associations of professional users and international organisations, companies

Committees:

Communication/PSAP Outreach Committee

- Develop public education to 112 – the *112 Foundation* -
- Develop the *Emergency Services Staff Network* in Europe

Legal Committee

- Review new regulations in the field of emergency telecommunications, in particular at the EU level
- Increase European budget for emergency services

112 Excellence Centre Committee

- Set up criteria and requirements of *112 Excellence Centres* (what could ideally be a 112 centre of excellence).
- Participate to EU funded projects related to emergency communications



NG112 technical Committee

- Chaired by Hannes Tschofenig (Chair of IETF-ECRIT) and Vice-Chaired by Roger Hixson (NENA Technical issues director)
- Open to everyone interested
- *Conference calls with WebEx and mailing list with NG112 Google Group*



112 ESN – Emergency Services Staff Network –

- Emergency services or authorities staff involved directly or indirectly with 112 (first responders, managers, call takers, operators, paramedics, ambulance staff, fire-fighters, police officers, coastguards, search and rescue organisations, etc.)
- Sharing of experience between ES, information and consultation about EU legislation, information on EU funding...
- About 125 members in June 2009



112 Foundation

- To promote the knowledge and appropriate use of the European emergency number 112
- Materials in all EU languages are downloadable online for free and opened to customization by any “multiplier” organisation and individual willing to inform citizens on 112, in particular children and mobile Europeans - students, workers and tourists.



MEPs 112 Champions

Mission:

Promote 112 issues among EU institutions & in their country





EENA Advocacy Efforts

Background:

- When EENA was created, 112 was implemented but no organisation existed to verify the quality of implementation
- The voice of emergency services was not heard in Brussels
- Emergency services = national matter
vs
Telecommunications = EU matter
- At the advocacy level, EENA is therefore more active on telecommunications issue, but also follows closely "*national matters*"



EENA Advocacy Efforts

Objectives:

- 112 should be known by everyone
- 112 should function appropriately

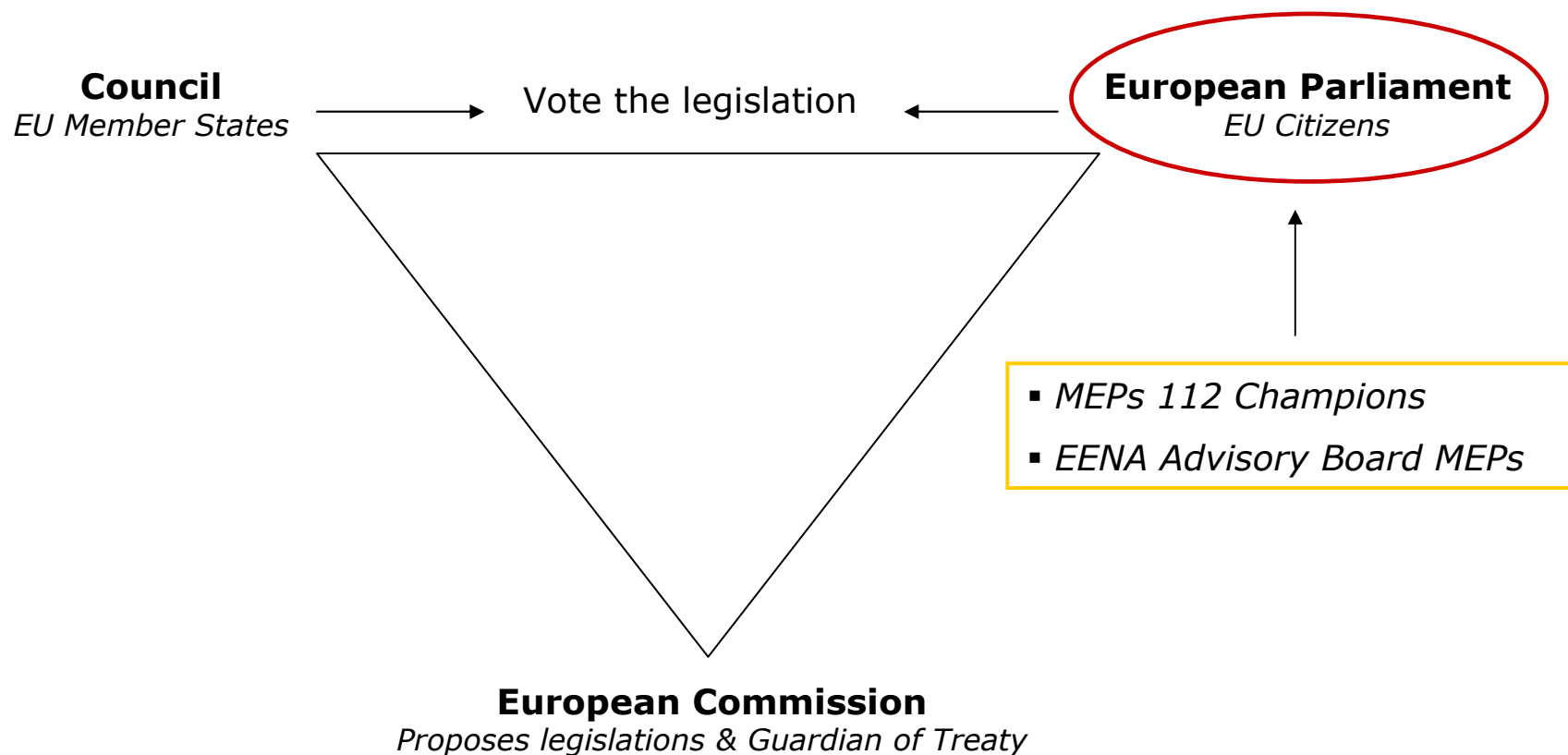
Resources:

- EENA Advisory Board Members
- 112 ESSN Members
- NG112 Members
- MEPs 112 Champions



EENA Advocacy Efforts

EENA advocacy among EU Institutions:





EENA Advocacy Efforts

Achievements:

- Written Declaration on 112 signed by 530 MEPS (record)
- Written Declaration on EWS
- Creation of the European 112 Day
- Amendment on Roaming
- Contribution to the Universal Service Directive
- Amendments in the EU Budget



EENA Advocacy Efforts

EU 2009 Budget:

*"Part of ICT PSP appropriations in the CIP may be used to **ensure the deployment across the EU of interoperable emergency services and 112** for all citizens, enabling quicker, more efficient reactions and life saving, inter alia through a remodeling of the traditional emergency calling technical architecture and a lowering of its cost and complexity, **with the ultimate aim to provide an optimal answer to 112 calls** made by all citizens, including users with disabilities."*



EENA Advocacy Efforts

Roaming:

Article 6

Transparency of retail charges for regulated roaming calls and SMS messages

*It shall also include the free-of-charge number referred to in paragraph 2 for obtaining more detailed information **and information on the possibility of accessing emergency services by dialling the European emergency number 112 free-of-charge.***



EENA Advocacy Efforts

Universal Service Directive:

Article 26.5

*Member States shall ensure that undertakings concerned make caller location information available **free of charge** to the authority handling emergency calls **as soon as the call reaches that authority**. This shall apply to all calls to the single European emergency call number "112". Member States may extend this obligation to cover calls to national emergency numbers. **Competent regulatory authorities shall lay down criteria for the accuracy and reliability of the location information provided.***



EENA Advocacy Efforts

Strategy:

- EENA is willing to work closely with the relevant stakeholders, in particular emergency services, to improve the legislation
- Emergency services should be kept informed about the legislation proposals and they should be able to propose new legislation
- The requests of EU emergency services will be translated to legislation proposal/amendment and supported by EENA MEPs network.



What can we ask from the EC?

EENA proposals:

- The EC should inform and educate on 112
- The EC should provide the most important figures *i.e. intervention times*
- The EC can do more on the telecommunication aspects for people with disabilities
- The EC should define accuracy requirements for caller-location in order to reduce intervention times
- The EC should fund NG112 pilot project
- The EC should stimulate sharing of experience between emergency services
- **Public warning**



What can we ask from the EC?

Next steps:

- EENA to send the recommendations of the Workshop to the EC
- EENA to work with the new European Parliament to promote 112 and its functioning (European 112 Day, Own-initiative report)



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