



Workshop on the 112

22-23 June 2009, Diegem, Belgium

Recommendations

In order to improve the quality of the 112 service and reduce intervention times in the EU, the participants of the Workshop on 112:

- Invite the European Commission to launch information and education actions on the European emergency number 112 in view of reaching 100%¹ knowledge and therefore reduce intervention times in the EU as well as the number of false and hoax 112 calls.
- Invite the European Commission to provide an overview of the intervention times² in the EU and the targets set in the Member States and to extend the impact study prepared in the framework of eCall to the human and financial consequences of the functioning of 112.
- Invite the European Commission to evaluate by independent bodies the real state of implementation of the 112 throughout the EU, using the methodology developed in Portugal in 2003³
- Invite the European Commission to provide a detailed status of the accessibility of 112 for people with different types of disability.
- Invite the European Commission to mandate a group of experts to update the CGALIES⁴ recommendations on caller location to ensure emergency services and citizens across the EU benefit from improvements in the availability of more precise locations. The Group's objectives would be to define how closely and quickly the widely available 112 access technologies can define a caller's location. The main benefit would be a quicker intervention time for 112 calls with clear guidance for legislative action and enforcement.
- Invite the European Commission to fund a pilot project contributing to the implementation of the Next-Generation 112 (NG112) system in the EU. Such a pilot project would provide recommendations to national authorities and emergency services on how to migrate from e112 to NG112.
- Invite the European Commission to take the appropriate actions to implement an efficient early warning system for citizens in case of imminent or developing major emergencies throughout the EU, using the work done within the CHORIST project⁵
- Invite the European Commission to stimulate sharing of experiences and the exchange of best practice between EU emergency services managers and public authorities by funding a network of experts. The network of experts would focus on regular exchange of information best practices, visits of emergency call centres and joint education programmes.

¹ As announced by Commissioner Viviane Reding during the 112 Awards Ceremony in June 2008

² "Time needed for the emergency services to arrive at the exact scene of incident with the appropriate resources since the call reaches the Public Safety Answering Point"

³ http://ec.europa.eu/environment/civil/prote/pdfdocs/deco_report_final.pdf

⁴ http://www.esafetysupport.org/download/working_groups/cgaliesfinalreportv1_0.pdf

⁵ www.chorist.eu