

## EENA Operations Committee

### National 112 Systems' Presentations Guidelines

#### Procedure:

- Use your own PPT template or the one provided by EENA on the Google group
- Try to provide an answer to every question as much as you can
- Send this presentation 2 weeks before the conference call
- The presentation should not last more than 25 minutes and will be followed by Q&A

#### Guidelines for the PowerPoint Presentation

- **Emergency numbers in place in your country (1 slide)** – what are the emergency numbers in use in your country and who answers them (agency and responsibility)?
- **Size of operations (area and citizens served), who assigns 112, who owns 112, who finances 112? (2 slides)** – if several organisations involved, please explain how the coordination is done and who supervises. Who is in charge of financing services? Who takes the decisions on financing?
- **Human resources (1 slide)** – number of call-takers, number of overall EMS, Police and Fire-fighters staff in the country (professional or volunteers)
- **Citizens knowledge of 112 (as national and as EU emergency number) and actions to promote 112 (1 slide)** – please use the Eurobarometer 2009 available at <http://www.eena.org/view/en/About112/112functioning.html>. Please explain how you promote 112.
- **112 model (1 slide)** - please check also the slides from Gary in Google groups (112models Gary Machado.ppt) and pick the service type that comes closest to yours and adapt it to you
- **Level of emergency service integration within control rooms (1 slide)** – please explain the level of integration of the different services – do they use the same software? Do they share data? Do they share the same room or the same building?
- **112 access (1 or 2 slides)** – Are there issues with mobile routing to the appropriate PSAP? Is national mobile roaming possible for 112 calls? Is 112 accessible with VOIP (fixed, nomadic)? Are there any special features when citizens access 112 (Interactive voice response system, recorded message and so on...). Is it possible to call 112 directly from campus phone network that have access to PSTN? Is there any mechanism available for managing alerts raised by automatic systems (e.g. sensors, flood forecasting systems)?
- **Emergency call statistics (1 or 2 slide)** – number of emergency calls per year and per month. What time of the day do you receive the largest amount of calls? % of hoax calls (please give your definition of hoax call)? How do you fight hoax calls?
- **Call-handling figures (slide 1)** - call answering time, duration of conversation between citizens and 112 call-taker, average intervention time. Is intervention time specified in legislation? Or anywhere else such as in the organisation guidelines? How many call takers in average are available at a given time?
- **Call-handling aspects (1 slide)** - What is the mission of the 112 call-taker? How are call-takers trained and how long? How are they recruited? Do call takers use call-taking protocols (Priority dispatch, Laerdal, or own protocol)? Do they give pre arrival instructions, and stay on the line with the caller for further

assistance? Is there a psychological support? Please specify if the call takers are legally liable. Are the call-takers acting as dispatcher too? If not, how call-takers hand over the received information to dispatchers? Do the call-takers get the caller telephone number? Is it possible/foreseen to make a call-back from the call-taker to the caller for updates?

- **Multilingual calls (1 slide)** - please show % of languages made in foreign language and specify the languages used. Present how you handle multilingual calls (e.g. multilingual call-taker, external solutions...)
- **Transfer of calls and data sharing between organisations (1 slide)** – are you able to transfer calls to any other emergency service organisation or PSAPs? Is yes, how long does it take for the call to be routed and responded by the other organisation? Do you share emergency call and caller data with other organisation? How does it work? How the data sharing between different PSAPs of the same organisation are managed? How do you manage calls relevant to different PSAPs of the same organisation (e.g. a forest fire in two neighbour regions)? Is it possible to have a PSAP from a different region to answer an emergency call if all telephone lines of the proper PSAPs are busy? If yes, how the information are then returned to the PSAP responsible for dispatching resources? Is the fall-back PSAP aware of the calls managed from the proper PSAP?
- **Accessibility for people with disabilities (1slide)** – handling of silent calls – what solutions have you implemented? What are your projects and deadlines? Are 112 SMS possible? Have you specifically-trained call-takers available?
- **Caller-location (landline and mobile) (1 slide)** - Push or pull? Time to get the info? Accuracy? Free of charge? Appears on a GIS map? How is it retrieved? Does it work for roaming callers? For landline, is a resolution between CLI (ANI) and some kind of address /name available and on which basis? For mobile, who is providing the LBS? How is the interconnection to the mobile phone carriers? Is the service free for PSAPs? Please specify the costs for PSAPs and who bears the costs otherwise (state, mobile operators?) Is it possible to automatically forward the caller-location to other PSAPs if needed? Is EU roaming location functioning (citizens calling with a mobile phone using a foreign subscription)?
- **Public warning for citizens (1 slide)** – please explain how citizens are warned in case of disasters. Are you able to send messages on citizens phones in case of large emergencies? What is the role of 112 organisation with regards to public warning? Is it possible to send warning message to stakeholders (e.g. industries)?
- **International collaboration with emergency services? (1 or 2 slide)** – do you collaborate with foreign emergency service organisation and border countries? How? If you get a citizen calling in your territory but reporting an emergency in another European country, how do you proceed to contact the responsible emergency service? Does the system have interfaces for data/voice transfer?
- **Citizens feedbacks, citizens satisfaction and evaluation (1 or 2 slide)** – can citizens send feedbacks and complaints to the 112 organisations? How are complaints handled? How long are the calls recorded and stored? Is the service evaluated? How often? Are citizens satisfied with the 112 service? Are you using some kind of Quality improvement Systems/ protocol?
- **Challenge, projects and/or reforms (1 or 2 slide)** – please highlight the challenges you face, the ongoing and future projects, reforms and upgrades and give a timeframe. Please also add any additional information that could not be provided by answering to the above question (collaboration with other organisation, use of social networks, change in the number of PSAPs, reorganisation, communication to the media)
- **List of technology providers (1 slide)** – please list the main technology providers for 112 in your country (PSAP software, hardware, critical network, etc...)
- **Provide you contact details to the audience (1 slide)**