

Numbering	Topic	Description
1	Access to emergency services	this section reviews all aspects pertaining to the access to 112 - emergency numbers, devices, networks, reaching call-takers.
1.1	112 service chain	define the standard 112 service chain and identify the key elements
1.2	112 models	analysis of the different 112 models, pros and cons
1.3	emergency numbers in use	analyse existing emergency numbers, including temporary ones, their purpose, their knowledge, the organisation in charge, the philosophy behind, the future plans, advantages and disadvantages
1.4	education to emergency numbers	review the education to emergency numbers and propose guidelines to educate citizens
1.5	available devices/means to call ES/SIM-less calls/sensors/campus networks	review the possibilities to access 112 - existing and upcoming - and provide requirement
1.6	network coverage/national roaming/information about non-covered areas	provide guidelines to improve access 112 on the whole territory of inform about non-

		covered territory
1.7	routing to appropriate PSAP	provide recommendations and case studies (success stories) about possible models of routing and a procedure to handle calls routed to the wrong PSAP
1.8	caller ID and caller location	analyse existing situation and provide guidelines and requirements (landline, mobile, VOIP)
1.9	Accessibility of 112 (including 112 SMS)	analyse existing situation of accessibility of 112 for people with disabilities, provide guidelines and requirements
1.10	overload of calls	analyse management of calls overload and come up with an approach to handle them, define measures for special events
1.11	pick-up time (stage 1 and 2)	define pick-up time, analyse current figures, provide standard ways of logging, analysing and measuring and requirement

1.12	Data protection, ethics and privacy	analyse existing requirements and legislation pertaining to data protection, ethics and privacy. Provide requirements on how to protect data and the callers' privacy
1.13	Contingency plan	evaluate risks, possible failure causes, define alternatives to assure the access to PSAP(s)
2	PSAP	This section looks at all aspects pertaining to the PSAP missions and call management
2.1	112 systems services	Identify the list of services provided by each national 112 system and provide a list with mandatory ones and with "good to have" ones. (for all type of services – basic and support – telephony, IVR, GIS, AVLS, caller location, SMS, eCall, FAX, print, radio etc.)
2.2	answering time (stage 1 and 2 - time of transfer btw PSAP - time of conversation with citizens)	define answering time, analyse current models and figures (pre-arrival instructions? Stage 1 and 2?), provide standard measures and requirement

2.3	call taking procedure and data to be gathered	analyse call taking procedures and data gathered according to the 112 models; provide basic set of requirement, procedure for managing calls from people with disabilities
2.4	hoax calls	define hoax and false calls and categorise them, provide whole set of guidelines to register and handle them
2.5	silent calls	define silent calls, provide a procedure to handle silent calls
2.6	eCall	analyse existing work, possible models (direct access, third party) and provide guidelines for implementing at PSAPs, discuss legal provisions and responsibilities
2.7	multilingual calls	analyse existing models and figures, provide guidelines
2.8	Call-takers management (training, ergonomoy, psychological support, shifts...)	analyse call-takers roles, training, ergonomoy, well-being, psychological supportn shifts, professional call centres studies, and provide guidelines

2.9	GIS	analyse the data that is gathered and used and provide a common model on the use of GIS objects
2.10	data sharing between PSAPs (all PSAPs including stage 1 and 2)	analyse sharing of data between PSAPs, define the minimum set of data to be exchanged and provide ways to share data in an interoperable manner, analyse possible restrictions
2.11	Interactive Response Systems (IVR included)	analyse existing and used IVRs, define requirements on their nature and use, explore multimedia use of IVRs
2.12	Trans-national 112 calls and cross-border collaboration between PSAPs	when 112 calls report a incident in another country: analyse the existing situation, the need for interconnection and provide guidelines - provide requirements for cross-border collaboration between PSAP to
2.13	Public warning from 112 centres ("reverse 112")	analyse the role of 112 centres in public warning, the existing solutions and the potential solutions and requirements

2.14	PSAP collaboration with special organisations	provide an overview of the organisations PSAP can be working with (suicide prevention, missing children, etc...) and requirement if appropriate
3	Intervening resources	This section looks at the interaction between PSAPs and first responders (intervening resources) as well as emergency vehicles
3.1	data sharing between PSAP and intervening resources	analyse existing situation and provide guidelines for interoperable data sharing as well as procedures
3.2	data sharing between intervening resources	analyse existing situation and provide guidelines for interoperable data sharing as well as procedures between resources, nationally and cross-border (e.g. EMS, fire and police) in accordance with national cultures
3.3	equipment of emergency vehicles	analyse existing situations and provide guidelines for efficient emergency vehicles equipment, in accordance with the national emergency organisations, missions, models and

		cultures
3.4	Analysis of common terminology dictionaries for describing resources and equipment	Analyse existing thesauri or common dictionaries between PSAPs, discuss multilingualism
4	Feedbacks, evaluation and quality management	
4.1	Key performance indicators	based on an analysis of the 112 service chain, provide key performance indicators, guidelines to measure them.
4.2	call recording, call detail record, data storage and their analysis	Review legal and operations requirements for recording of voice, data and their analysis; define the points on the call details record to help the analysis; provide requirement to improve call taking quality

4.3	publicly available feedback service for citizens	review existing citizens' feedback services, define feedbacks template guidelines and promotion of the feedbacks possibility (internet, phone). Make a distinction between recording for legal requirements and for quality evaluation
4.4	feedback service for collaborating organisations	review means to enable collaborating organisations to give their opinion about the 112 service
4.5	evaluation of intervention times/quality of intervention	define intervention time and its parameters (according to the 112 model) and quality of intervention, provide common evaluation procedure. Identify general statistics to be applied on all the emergency systems and to be compared across Europe.
4.6	benchmarking systems and quality improvement	evaluate the possibilities to create benchmarking systems towards total quality management that can used all over Europe

4.7	Costs of providing emergency services	Provide indicators for the emergency systems costs (per citizen? Per call?)
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