



Total Conversation & 112 for all

## Vilnius, September 10th 112 accessibility Netherlands

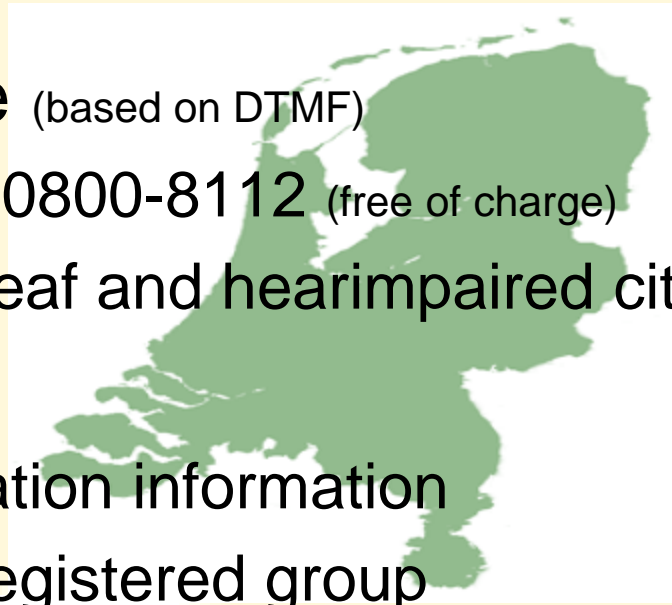
- 41.258 km<sup>2</sup>
- 16,5 mln inhabitants
- 112 single emergency number
- 112 PSAP's
  - 24 regional for fixed lines
  - 1 national centre for mobile and non-routed calls
  - Emergencycalls for disabled people
- Annual figures:
  - 4,5 million mobile calls, 75 % hoaxcalls (SIMless: 99,2 %)
  - 1,5 million fixed line calls 55 % hoaxcalls
- 25 regional emergencycenters (co-located)
  - 1,4 million emergencycalls
- 1 national emergencycenter



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## Vilnius September 10th 112 accessibility for disabled citizens

- 2010:
  - Textphone (based on DTMF)
    - Landline 0800-8112 (free of charge)
    - Users: Deaf and hearimpaired citizens
  - My SOS
    - GPS location information
    - Unique registered group
    - Afasia patients, (30.0000)
    - Comunicative disabled



# My-SOS Concept



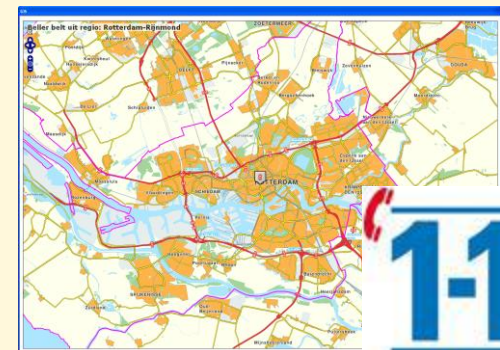
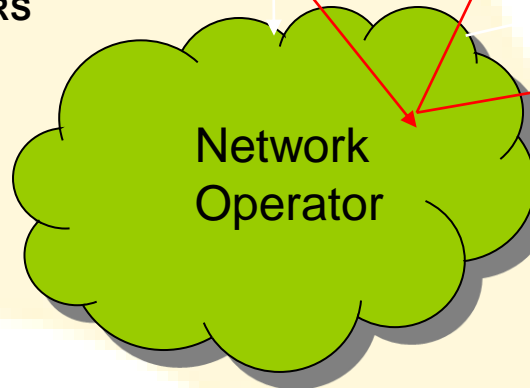
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TPS Monitoring Centre



GSM  
Voice / SMS / DTMF  
GPRS



● + ● Emergency

● Help

● Service

+ Search and Find/  
Non Movement/  
Logistic





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0800-8112



# Dutch Pilot Reach 112 Current situation



112





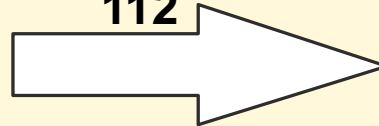
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# Dutch Pilot Reach 112 Solution and choices

Internet  
RTT phone



112



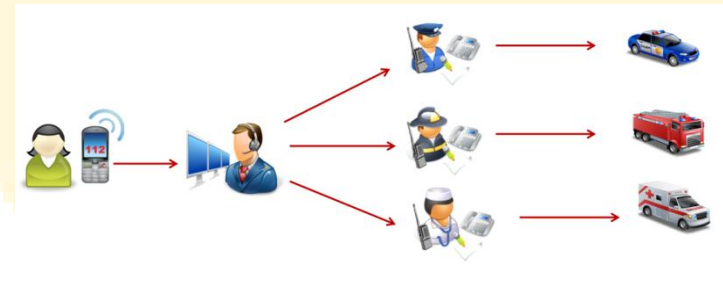
Analog  
RTT phone



Mobile  
RTT phone



relaying or forwarding RTT call





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# Dutch Pilot Reach 112 End user Technology

ANNIES WEB-RTT - Mozilla Firefox  
Bestand Bewerken Beeld Geschiedenis Bladvijzers Extra Help  
https://www.rtpphone.net/paid/webclient.html  
ANNIES WEB-RTT PAID About Us Support FAQ  
October 28, 2009 alexander.bousema@annies.nl My Settings Logout  
Start new call  
Who would you like to call?  
alexander.bousema  
Call Hang Up  
Directory Look-Up  
Search Invite  
Event Log  
[12:32:03] Starting call to alexander.bousema  
[12:32:03] Server contacted...  
[12:32:06] Ringing...  
[12:32:13] Connected  
Call Info  
Client Type: BlackBerry  
Call Duration: 0:00:54  
Call Status: Connected  
alexander.bousema  
prima, dank je.  
Me  
hallo, hoe gaat het?  
www.nu.nl  
Voorwaardelijke steun voor redding  
SPANBROEK - Het CDA en GroenLinks in Noord-Holland zijn onder voorwaarden bereid mee te werken aan het reddingsplan dat PvdA-fractieleider Tjeerd Talsma woensdag heeft gepresenteerd voor het Scherl...  
Lek in waterleiding Zuid-Holland  
AMSTERDAM - Door een groot lek in een waterleiding hadden huishoudens in een aantal g...  
Enque  
De Euro  
telefo...  
doven...  
Vijf ke  
Zwerme  
Raalte h  
meeged  
Figure  
Van onz  
kregen v  
een film





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# Dutch Pilot Reach 112 Challenges

- **Location information**
- **IP location information (NAWP)**
- **Preventing misuse**
- **Cross border emergency calls**
- **Extent to other user groups**
- **Routing calls to local emergency services**



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**Vilnius September 10th**

**112 developments Netherlands expected**

- 2010-2012: Standardisation 112PSAP's
  - by integrating in National 112 Avaya platform
- 2010-2011 Improving caller location
- 2010-2012 Pilot Real time text service
  - REACH112
- 2011-2014: Standardisation
  - 112 PSAP's and emergencycenters
  - Reducing number of emergencycenters and organisations
- 2014: Implementation E-call on 112 PSAP and emergency services



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# Questions ?

