



## Awardees

*The EENA Advisory Board & 112 ESSN Members  
are delighted to announce the selected Awardees:*

**Outstanding Citizen and Emergency Rescue**  
Peter Adamkovic & the Slovak Ministry of Interior

**Outstanding Education on 112**  
112 Canary Islands, Spain

**Outstanding Emergency Call Centre**  
London Ambulance Service NHS Trust, United-Kingdom

**Outstanding Emergency Service Integration**  
112 Madrid, Spain

**Outstanding National 112 System**  
112.pt – Ministry of Internal Affairs, Portugal

**Outstanding Political Initiative**  
MEP Adina-Ioana Valean

**Outstanding PSAP Initiative**  
SIAMU Brussels, Belgium

**Outstanding REACH112 Award**  
Gunnar Hellstrom, Sweden



## Outstanding Citizen and Emergency Rescue

**Peter Adamkovic & the Slovak Ministry of Interior**

In August 2009, Peter Adamkovič, a 25-year old young man from the village of Banka and a former water-polo player, saved the life of a boy who was drowning in the river Váh, the longest river in Slovakia, in the city of Piešťany.

Immediately after the accident was reported on the emergency line 112, he correctly assessed the situation given the speed of the current, carrying away the boy and jumped without hesitation into the river to get to the motionless body of the 15-year old out of danger. By then, the disabled boy, whose name is Miroslav and who lives in a children's home, was already unconscious. Peter got hold of his body and swam to the bank, where he was assisted in performing CPR on Miroslav by another passer-by, until the rescuers from the Fire and Rescue Brigade and the Air Rescue Corps arrived to take over.

Peter Adamkovič demonstrated a remarkable combination of personal dedication and the proper use of the phone line 112 and, in addition, by his personal involvement he was able to make a major contribution to saving a vulnerable human life.



## Outstanding Education on 112

### 112 Canary Islands, Spain

112 Canary Islands considered European 112 Day an opportunity to fulfil one of its principal missions: to promote awareness and good use of 112. Months of preparation went into the celebration of the European 112 Day. All 7 islands participated in activities. It included outreach to airports: in the Gran Canaria and Tenerife airports (the biggest airports in the archipelago), hundreds of visitors were greeted and educated about the 112 emergency number they may dial in case of emergency. Public schools and high schools of the Archipelago were invited to participate in the events of the European 112 Day and received personal visits from 112 Canary Islands staff prior to the event. On the islands of Gran Canaria, Tenerife and La Palma, 112 Canary Islands has been working with different deaf associations and foundations, including FASICAN (the Federation including all deaf associations) to develop easy to use texting that can be used in a 112 call.

During the final celebration, the press conference, the street fair and the air/sea rescue show were attended by more than 2000 people and received significant press coverage. The conference was attended by the President of the Canary Government, the President of the BOD of the 112 Foundation, the Executive Director of the EENA, Members of the European Parliament (video speeches), the President of E9-1-1 Institute, the Health Counsellor of the Canary Government, the Counsellor of Presidency, Justice and Security, the Counsellor of Presidency and Public Administration of Murcia. Exhibition of Emergency Resources (especially designed for that day) was organised with helicopters, police cars, rescue dogs, sanitary resources, ambulances... There was also a joint Sea Rescue Demonstration. Mirror eyes and Non-crewed Helicopter solutions were also presented. Finally, a gala dinner and fireworks concluded the celebration.



## Outstanding Emergency Call Centre

### London Ambulance Service NHS Trust, United-Kingdom

The London Ambulance service control is the busiest ambulance control room in the UK, handling an average of over 4,000 emergency calls daily. The calls are taken and dispatched by a civilian workforce, following rigid protocols. Many of these are from callers who do not speak English. For this group, LAS uses an online translation service that can translate over 100 languages to English. Some of these calls are for patients that are not in the UK. For these a system of passing calls to other country's emergency control rooms has been developed.

Use of protocols has been clearly demonstrated to improve identification of life threatening conditions. This allows for both the prompt dispatch of appropriate resources as well as good evidence based pre-arrival instructions. Approximately one third of all patients are deemed to be at immediate risk. For these LAS achieves a 75% response with 8 minutes from the point at which the call is connected to the call centre. To do this LAS use a variety of technologies, including caller location services and dispatch to address only. Protocols cannot cover every eventuality, so a small core of experienced paramedics staff a clinical coordination desk in the room. They are able to provide support and advice to call handlers and operational staff. If needed, help is also available from a pool of expert clinicians who work on an on-call basis. They have developed a bank of patient specific information, where medical details of around 3,000 patients are held. These allow some clinical decisions to be influenced by the patient themselves.

The team handles up to 100 calls per day, ranging from very simple yes / no answers to complex issues that need expert input and may take some time to resolve. The combination of a timely response, alongside protocols backed by a team of clinical experts has helped to drive up standards with a visible effect on patient mortality, yet allows LAS to provide comfort and dignity in death where appropriate.



## Outstanding Emergency Service Integration

### 112 Madrid, Spain

The Region of Madrid has some of the most advanced emergency services of Spain, since they guarantee the assistance to the whole population in just a few seconds. Their exemplary integration model based on the data transmission instead of the voice, gives them a great reliability and minimisation of errors when controlling any incident.

112 Madrid has always thought integrating technology (e.g. sharing information in real time about the incidents and their resolution) was the best way to ameliorate the co-ordination between emergency services. This is the reason for signing agreements between 112 Madrid and each of the organisations whereas data communication platforms between the 112 Madrid and the agencies systems have been set up and developed. 112 Madrid and each of the integrated emergency services organisations have worked together to have a standardised solution which is compatible with all technologies used by the emergency services.

The purpose of the emergency centre of Madrid is also to integrate the aid, rescue, safety and emergency medical services in the same operations room. The main emergency services are working in the same centre.



## Outstanding National 112 System

### 112.pt – Ministry of Internal Affairs, Portugal

112.pt introduces a complete and strategic change to the operative of the previous 112 service (exclusively call taking and forwarding), that goes through improvement of call taking and service provided to the citizens at all stages of the process.

Call taking: two Operational Centers (instead of 18 PSAPs) operate in active redundancy, each one covering about half the population living in the area; A specialised team characterises the emergency; Information is sent for dispatching through the 112.pt system in accordance with established protocols. These protocols are agreed between the Emergency Center and all entities are involved in the emergency response, and define, according to the characteristics of the emergency, the Action Plan. This Action Plan allows to have a uniform management of events regardless of the PSAP and the operator; It also guarantee that all the forces at any time know their responsibility in the operational process and the responsibilities (and activities) of the other forces involved (improving coordination between forces).

Liaison and coordination: officers from each agency of the emergency services are physically present in the 112.pt Operational Centers to ensure the (if necessary) specialised call taking to citizens and coordination with their respective entities.

Dispatching and operations: dispatching authorities, with proper centralisation level, receive emergency information and dispatch through their systems; The field resources report their status in each event; Information can be shared with other non-emergency entities.

Currently the 112.pt technology integrates progressive functionalities: Both landline and mobile location available to the operator simultaneously to the call answering through push method; Landline (number and address) and mobile phone (CLI or IMEI identification and cell) location; Unified GIS implementation; Interactive Voice Response (IVR); Completely redundant technology and backup; Self-sustaining IP phone connection and language support.



## **Outstanding Political Initiative**

**MEP Adina-Ioana Valean, Romania**

Ms. Adina-Ioana Valean, Vice-Chair of the Group of the Alliance of Liberals and Democrats for Europe (ALDE) at the European Parliament, actively supports the 112 number for long years. She questioned several times the European Commission on 112 issues such as caller location or early warning systems for citizens and supported most of initiatives related to 112.

In 2009, following a suggestion made by the EENA, she proposed an amendment on the Roaming regulation. It aimed at making mandatory that mobile phones operators provide "information on the possibility to access emergency services by dialling the European emergency number 112 free-of-charge" to every citizen crossing internal borders of the European Union.

This was accepted and effective since July 1st, 2009. Every citizen travelling between EU countries now receives a message about 112.



## **Outstanding PSAP Initiative**

**SIAMU Brussels, Belgium**

The SIAMU, the organisation in charge of handling 112 in Brussels, in Belgium, uses geo referenced oblique aerial images as new key integrated component in the daily workflow within the fire brigade. The imagery is used in all the services of the SIAMU: call center and intervention teams for a better coordination during the incident, prevention unit to prepare visits on the field and prediction department in order to prepare the intervention plan on risky areas (e.g. schools, industrial areas). This is the main advantage of the system which will help save time, resources, and, most importantly, lives.

The system, based on oblique aerial images, allows the user to see in relevant properties from up to 12 different views before physically arriving on the scene. Oblique images allow to see every object in an image, such as fire hydrant, manhole, power line, intersection, door, and window, in stunning clarity. The system provides the user with the ability to measure the length of a hosepipe between the fire hydrant and the building, fix the size of a ladder to reach a specific floor plan, and orientate the images, to a degree not previously possible with traditional aerial photography. By combining the oblique aerial imagery with existing traditional maps (vector datasets), users can leverage their geographic information even further. The technology is easy-to-use, whether for preplanning scenarios in major buildings or locations, searching alternative water sources en route, or other tasks where detailed visual information can help improve response time and efficiency for fire brigades. Users can easily obtain vital information such as roof type, or structural composition of properties and buildings.



## **Outstanding REACH112 Award**

**Gunnar Hellstrom, Sweden**

Gunnar Hellström specialises in Telecommunications and Information Technology accessible to people with disabilities. He is also the founder of Omnitor, Sweden, devoted to product development and service provision in this area. Through a series of engagements, Gunnar has provided international leadership and been instrumental for the creation of numerous international standards for accessible telecommunication services, including real-time text conversation in multimedia, the Total Conversation concept, text telephony, wireless multimedia and video communications for sign language and lip-reading. Gunnar served as Rapporteur for Accessibility to Multimedia within ITU-T Study Group 16 during 1997-2004, and has performed many projects for development and policy creation in accessible communication. Emergency service access for people with disabilities being an essential function, has always been a priority in Gunnar's standardisation and development work, as for example in adding the accessibility aspects for people with disabilities in the emergency service standards work in IETF-ECRIT and NG112. He has also led the development of "Allan eC," a multimedia communication product that optimizes personal communication, among others for deaf users, making benefit of some of the standards he has been working with. Currently, Gunnar serves as Technical Coordinator in the REACH112 European project for improving personal communication and access to emergency services for people with disabilities. Gunnar's dedication has led to the proposal of the REACH112 project and has inspired many professionals in providing accessible communications and 112 service. The standards he proposed and worked are now used by many others and provide the guidelines for the deployment of an accessible 112 service in Europe.