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112

Challenges in the context of the EURO 2012

Gary Machado
EENA



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Agenda

- Presentation of the EENA
- What is 112?
- 112 Models in Europe
- Legislation
- Challenges (also in the context of the EURO2012)
 - Caller-Location
 - eCall
 - Accessibility
 - NG112
 - International interoperability
 - Multilingual response
 - Promotion of 112



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EENA and 112



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What is EENA?

EENA, the European Emergency Number Association, is a Brussels-based NGO set up in 1999 dedicated to promoting **high-quality emergency services** reached by the number 112 throughout the EU. EENA serves as a discussion platform for emergency services, public authorities, decision makers, associations and solution providers in view of improving emergency response in accordance with **citizens' requirements**. EENA is also promoting the establishment of an efficient system for alerting citizens about imminent or developing emergencies.

The EENA memberships include 450 emergency services representatives from 39 European countries, 25 solution providers, 9 international associations/organisations as well as 20 Members of the European Parliament.



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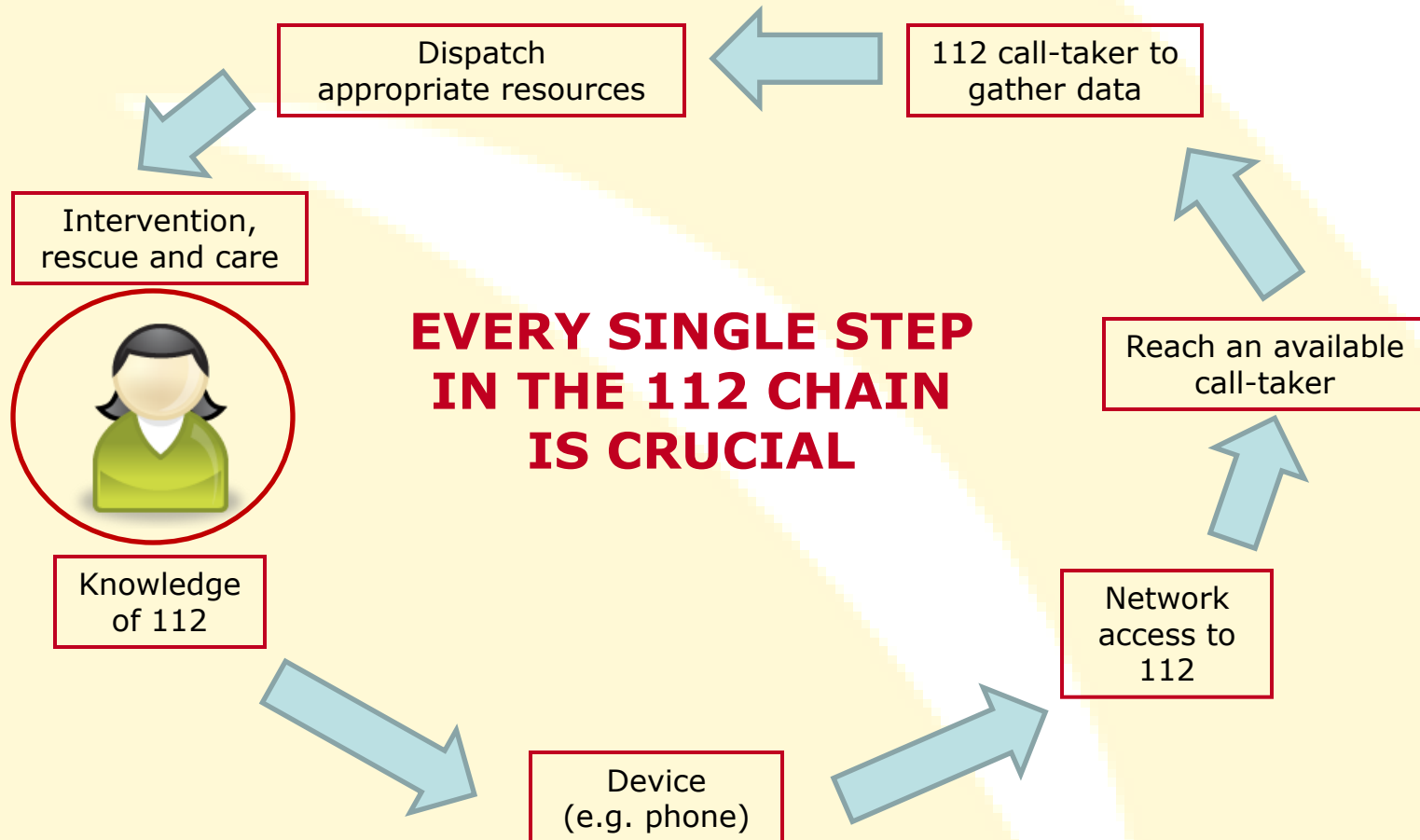
About 112

- EU common emergency number since 1991 (not unique)
- Available in all EU Member States (and EEA)
- Access to Fire, Police and EMS
- Free of charge
- Functions 24/7



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112 service chain





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112 Models in Europe & 112 Reform in Poland



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Introduction

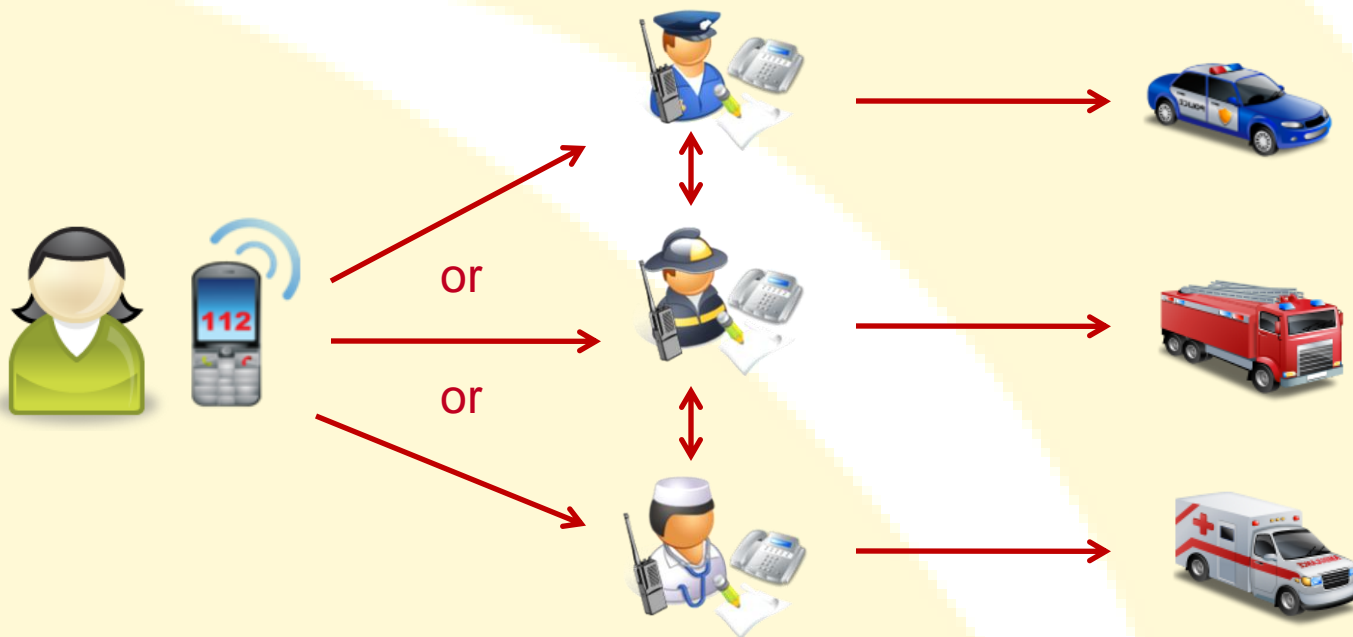
- This presentation does not introduce all the 112 models in Europe but the major concepts
- The descriptions have been voluntarily simplified.
- This has been prepared by EENA and is continuously amended
- The slides do not cover the entire call handling model but rather try to highlight the major characteristics of some selected models
- Many countries' 112 models are a mix of the following models



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The « local PSAPs » Model (1)

Main characteristic: calls to 112 routed to a local emergency service.
The call-taker belongs to one discipline (fire, police or EMS)



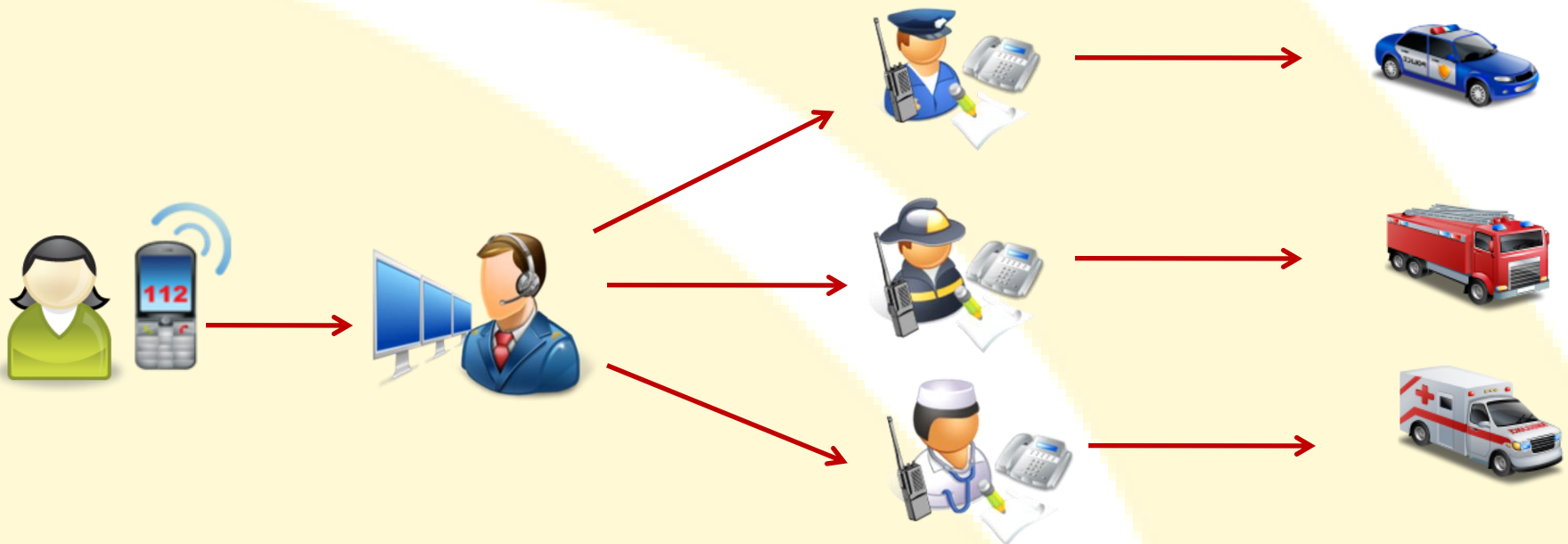
Example of countries: Austria, Germany, France, Italy



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« Stage 1 & 2 PSAP(s) » Model (2)

Main characteristic: call filtered through national PSAP stage 1 and transferred to regional emergency service



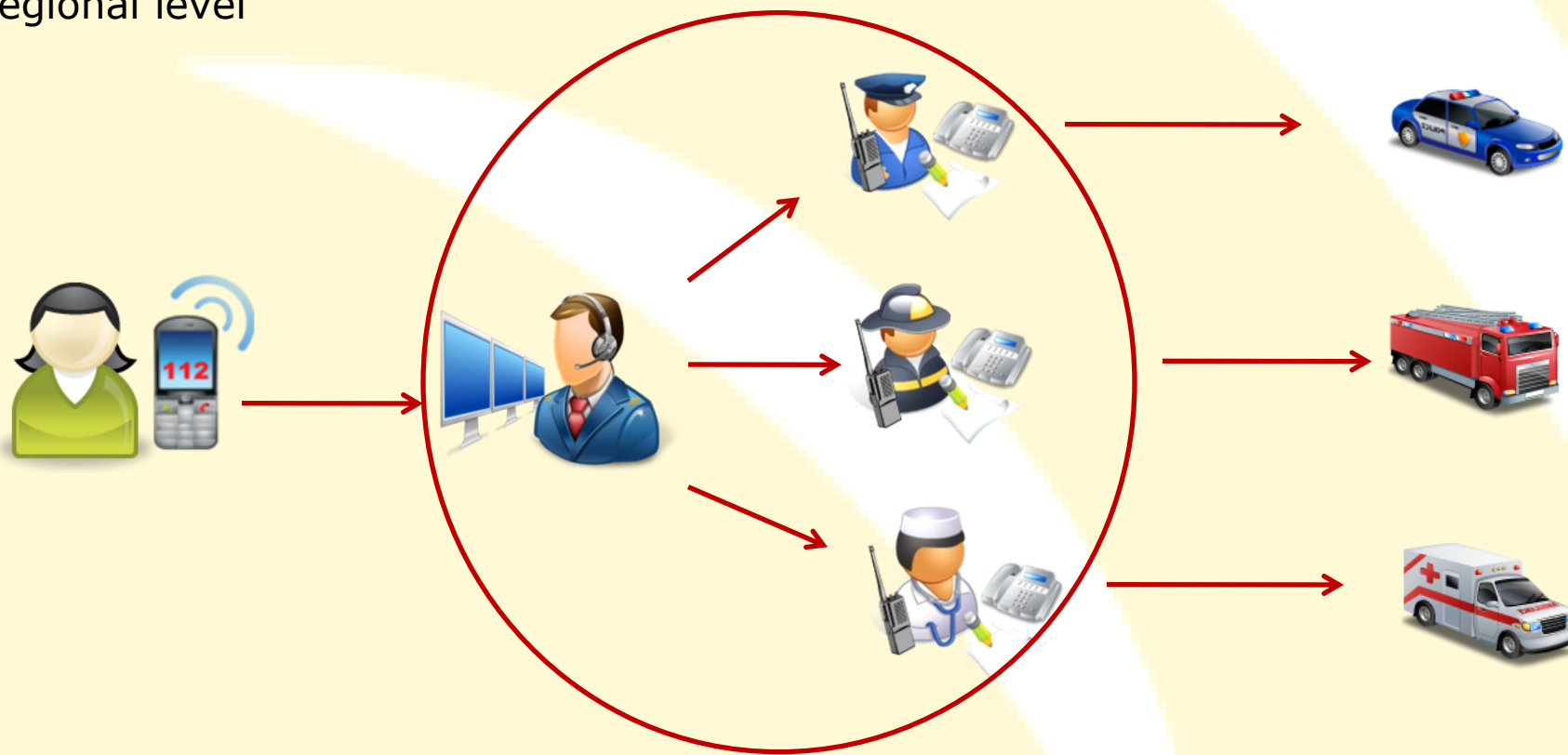
Example of countries: the United Kingdom, Ireland, the Netherlands



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« Integrated Control Room » Model (3)

Main characteristic: gathering of all disciplines in a single location at regional level



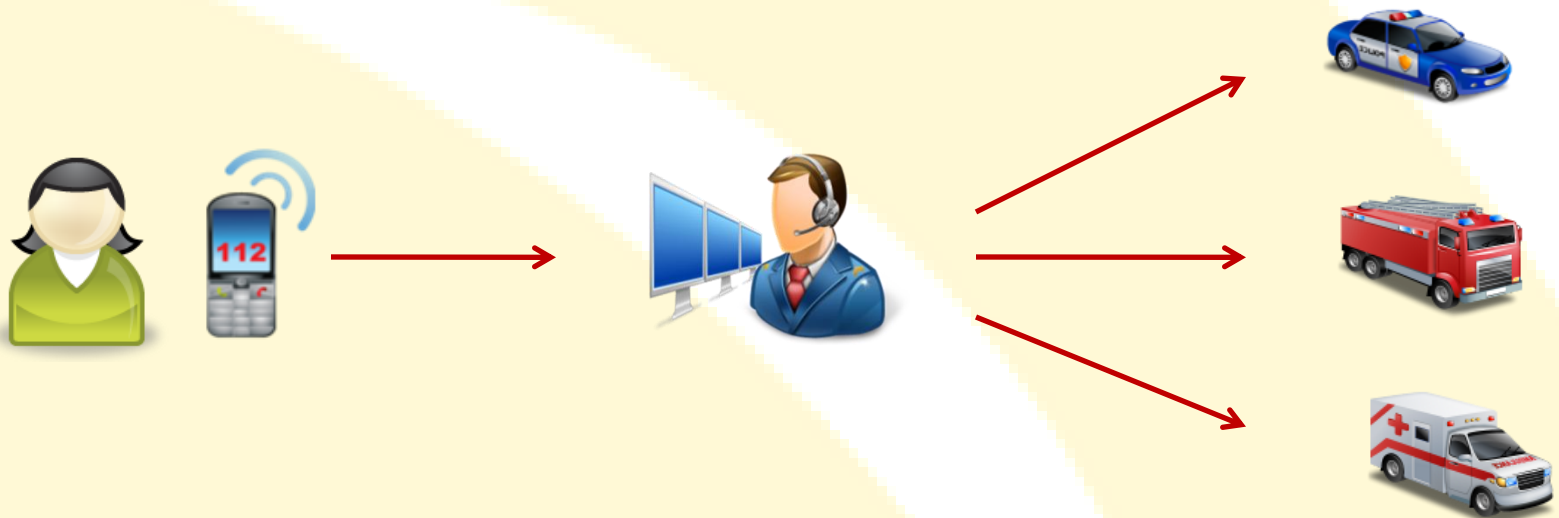
Example of countries: Madrid, Ostrava, Belgium provinces (in near future)



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112 Agency Model (4)

Main characteristic: highly trained civilian call-takers who handle both 112 calls and dispatch



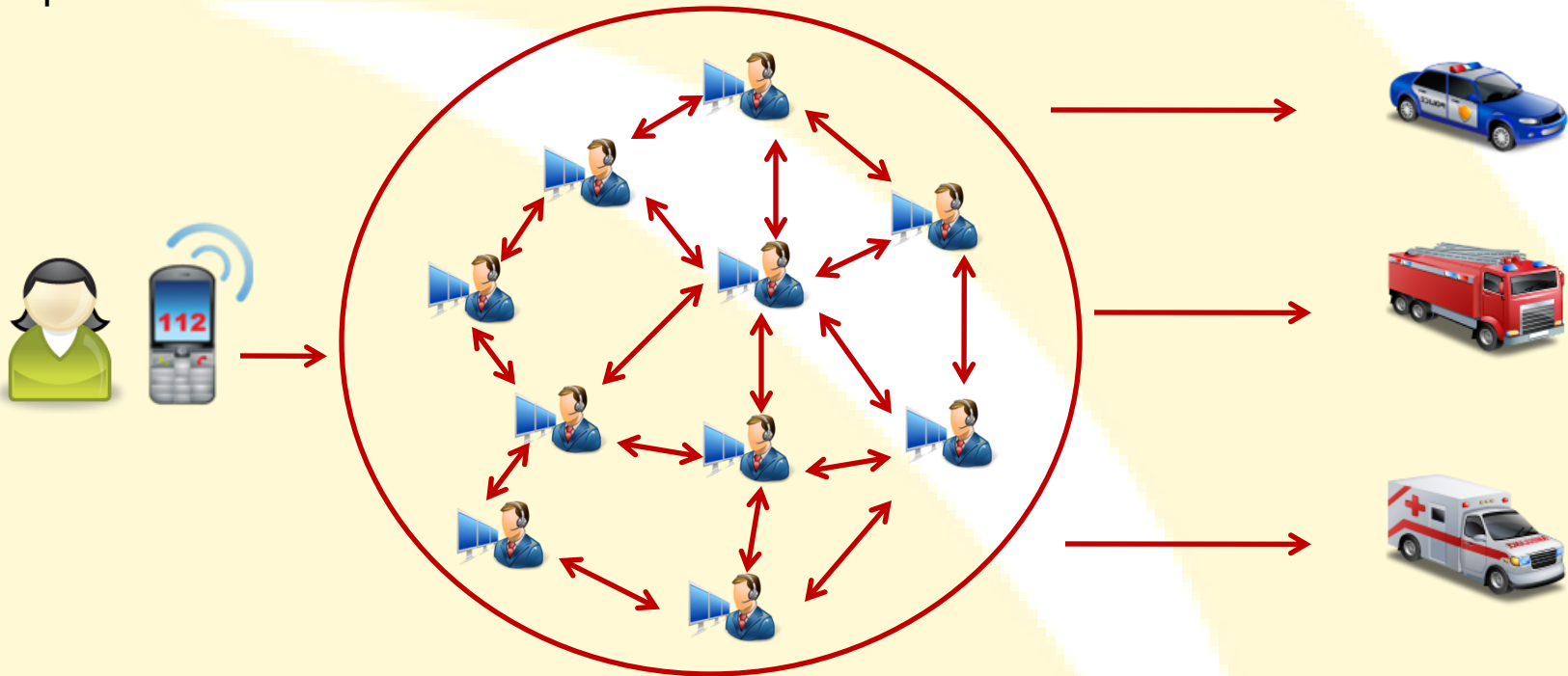
Example of countries: Finland, Sweden



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« Interconnected PSAPs » Model (5)

Main characteristic: 112 PSAPs using the same technology interconnected in a single network. Call in province X can be responded and handled in province Y.



Example of countries: Bulgaria, Czech Republic



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Major trends in Europe

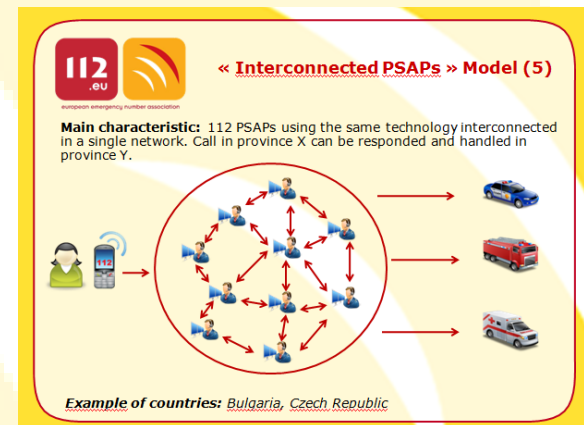
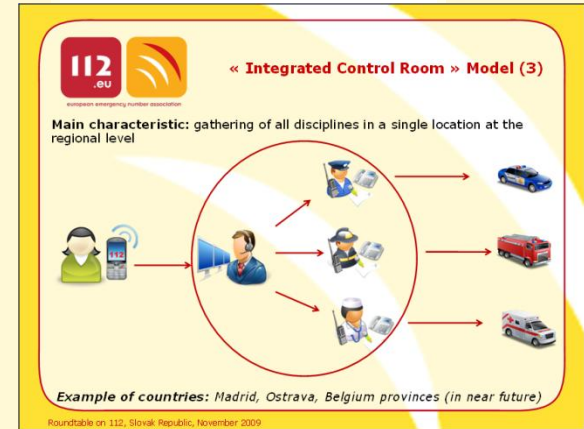
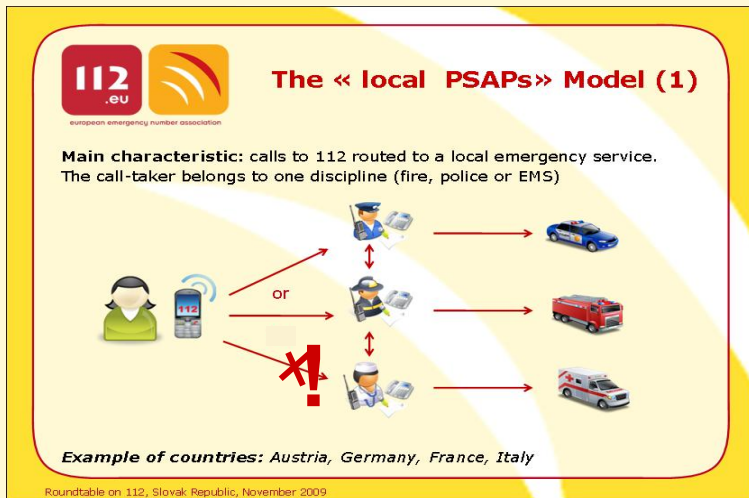
What do we observe in Europe?

- Interconnection of 112 centres (stage 1 and/or 2) (5)
- Control room integration (3)
- Extended role of 112 call-taker (call-taking and/or dispatch) (4)
- Some stage 1 & 2 Model (at national or regional level) (2)
- Less countries with « Local PSAPs model » only (1)



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About Poland's 112 system Reform



Number of PSAPs: at least one in each Voivodship (16), 1 PSAP per 1 million inhabitants, one call-taker per 250000 inhabitants.



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Pros and cons

Pros

- It can improve coordination, integration of processes and parallel dispatching
- Easier and cheaper to face technical challenges (eCall, NG112) with interconnected centres using the same technologies
- Easier to train fewer 112 call-takers
- In case of large emergencies, more 112 call-takers based in a different region can respond to citizens' call (also more multilingual call-takers)

Cons

- Cultural – will it work? Resistance of the services?
- Being in the same room does not always mean better coordination and integration
- Stage 1 – what will be the mission? Time loss?
- Stage 2 – will they also get the data? How will stage 1 and 2 cooperate?



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Legislation

Universal service directive 2009



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Agenda

- Introduction
- Caller-location
- Accessibility
- Education of citizens
- VOIP



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Universal Service Directive

- 112 is free of charge
- From landline, mobile and VOIP
- In all EU countries (and EEA)
- Access to all services (fire, police, EMS)



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Universal Service Directive: caller-location

2002

Article 26.3

*Member States shall ensure that undertakings which operate public telephone networks make caller location information available to authorities handling emergencies, **to the extent technically feasible**, for all calls to the single European emergency call number 112*

2009

Article 26.5

*Member States shall ensure that undertakings concerned make caller location information available **free of charge** to the authority handling emergency calls **as soon as the call reaches that authority**. This shall apply to all calls to the single European emergency call number "112". Member States may extend this obligation to cover calls to national emergency numbers. **Competent regulatory authorities shall lay down criteria for the accuracy and reliability of the location information provided.***



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Universal Service Directive: Accessibility

2002

No provisions

2009

Article 26.4

*Member States shall ensure that **access for disabled end-users to emergency services is equivalent to that enjoyed by other end-users**. Measures taken to ensure that disabled end-users are able to access emergency services whilst travelling in other Member States shall be based to the greatest extent possible on **European standards** or specifications published in accordance with the provisions of Article 17 of Directive 2002/21/EC (Framework Directive), and they shall not prevent Member States from adopting additional requirements in order to pursue the objectives set out in this Article.*



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Universal Service Directive: Information on 112

2002

Article 26.4

Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number 112

2009

Article 26.6

*Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number "112", **in particular through initiatives specifically targeting persons travelling between Member States.***



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Some challenges



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Routing and location e112

- High use of mobile phones
- Need of location information to dispatch the resources

*Member States shall ensure that undertakings concerned make caller location information available **free of charge** to the authority handling emergency calls **as soon as the call reaches that authority**. This shall apply to all calls to the single European emergency call number "112". Member States may extend this obligation to cover calls to national emergency numbers. **Competent regulatory authorities shall lay down criteria for the accuracy and reliability of the location information provided.***



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eCall

- EU Member States have to provide eCall access by 2014
- e112+MSD (Minimum Set of Data)
- eCall flag and routing to selected PSAP
- eCall deployment project starts on 18 January (HeERO)

http://ec.europa.eu/information_society/activities/esafety/ecall/index_en.htm

More information at the European Commission:

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NG112

IP-based emergency services and emergency access that will replace legacy PSAPs

Opportunities:

- Better quality of service
- New media to the PSAP (video, picture, text, data)
- Interconnection of centres
- Lower functioning costs (internet)

More information: www.ng112.eu



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Accessibility for people with disabilities

	Speed	Reliability	Mobility	Spreadability	Cost
Fax	--	-	--	-	+
LBS	++	+	+	--	--
Chat	+	+	-	--	+
112 SMS	--	--	++	++	++
REACH112	++	+	++	++	++



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International emergency calls

e.g. Citizen calling 112 in Warsaw reporting a problem in Brussels or citizen calling 112 in Berlin reporting a problem in Warsaw. How to pass the info?

- Easy solution: phone numbers (future: data sharing)
- EENA maintains a database of long numbers on behalf of its members with almost all EU countries
- Join EENA to get access to this database



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Multilingual Answering & The experience of Brussels' 112 Centre

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A photograph of an airport terminal with a large glass window. In the foreground, the silhouettes of several people are visible, looking out at a large white commercial airplane. The airplane's cockpit and part of its wing are clearly visible through the glass. The scene is lit from behind, creating a strong silhouette effect. A semi-transparent grey box is overlaid at the bottom of the image, containing white text.

150 million people travelling in
the EU each year



23 official languages



28% of callers have language problems when calling 112 abroad



Only 1/3 of Europeans know English



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Main issues for emergency services

Response speed



- Excellent
- Good
- Average
- Poor

Efficiency



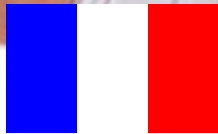
Cost



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SOLUTION 1

Call forwarding



Initial call



Call forwarded



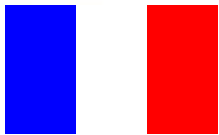
Information transfer



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SOLUTION 2

Multilingual call-takers



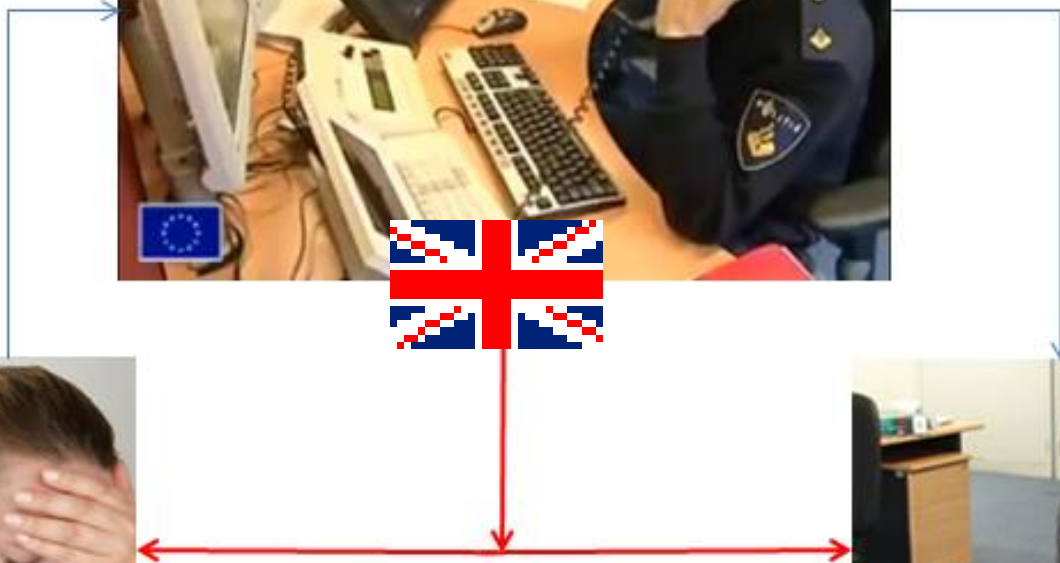
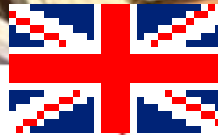


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SOLUTION 3

Third-party services

Use of interpreters (associations, private companies)





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SOLUTION 3

Example of a Third-party service

Brussels' Multilingual 112 Pilot Project



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Example

Brussels 112 Centre's Pilot Project

- A local project in Brussels Region to improve multilingual answering, gathering:
 - ✓ Brussels 112 Centre
 - ✓ EENA
 - ✓ Volunteer interpreters from the EU institutions
- Project started early 2010 and ended in June, including 3 months with real 112 calls and interpretation
- 11 Languages: German, English, Spanish, Portuguese, Polish, Romanian, Czech, Slovak, Italian, Greek, etc...



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Example Brussels 112 Centre's Pilot Project

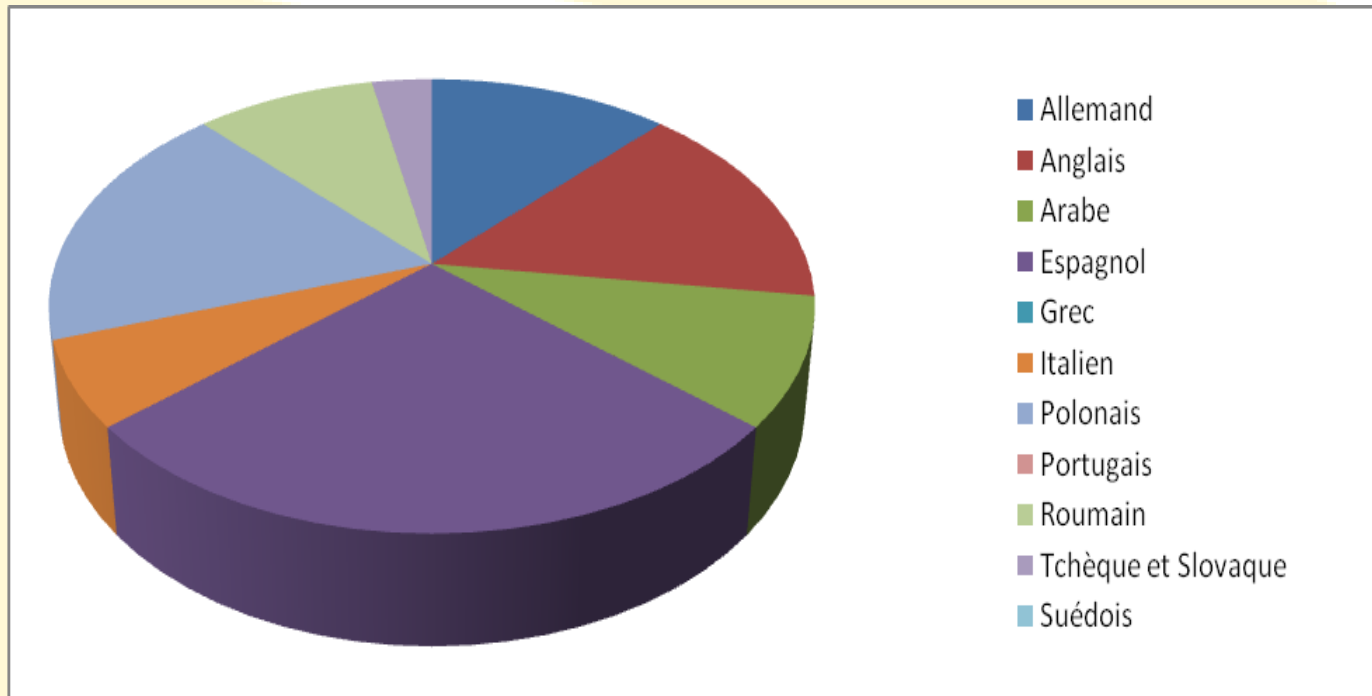
- **Key features of the service:**
 - ✓ An analysis of the prior foreign language calls and of the languages spoken by Brussels population
 - ✓ Volunteer interpreting
 - ✓ Simple use of mobile phone numbers
 - ✓ Interpreters available during a certain period (e.g. 1 week)
 - ✓ A special number so that interpreters know that the 112 centre is calling
 - ✓ Very little cost



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Example Brussels 112 Centre's Pilot Project

- 33 multilingual calls were handled - most of them not including calls in English spoken by many call-takers





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Example Brussels 112 Centre's Pilot Project

▪ **Outcome:**

- ✓ Callers were satisfied or very satisfied with the response
- ✓ Interpreters feel useful to contribute to save lives, in particular to help their « compatriots »
- ✓ Call-takers are glad to use this service that helps them manage the calls
- ✓ Other 112 centres want to use the service
- ✓ It brings different communities closer – in this case, Brussels and EU Affairs



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Example

Brussels 112 Centre's project

- **Next steps:**

- ✓ Volunteers or not?
- ✓ Economies of scale
- ✓ Language identification

- **Conclusion:**

- ✓ Volunteer interpreters are everywhere in Europe (embassies, language teaching, etc...)
- ✓ Is it that we « *can't* » or that we do not really try to have it?



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Next steps in Poland

- Pilot project with 112 Krakow, EENA and interpreters under discussion:
 - 1st meeting held on 14 January 2011
 - 3 months-pilot expected to start in March/April
- Look at language recognition in Bulgaria (More information [here](#))





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Promotion of 112 in the context of the Euro 2012

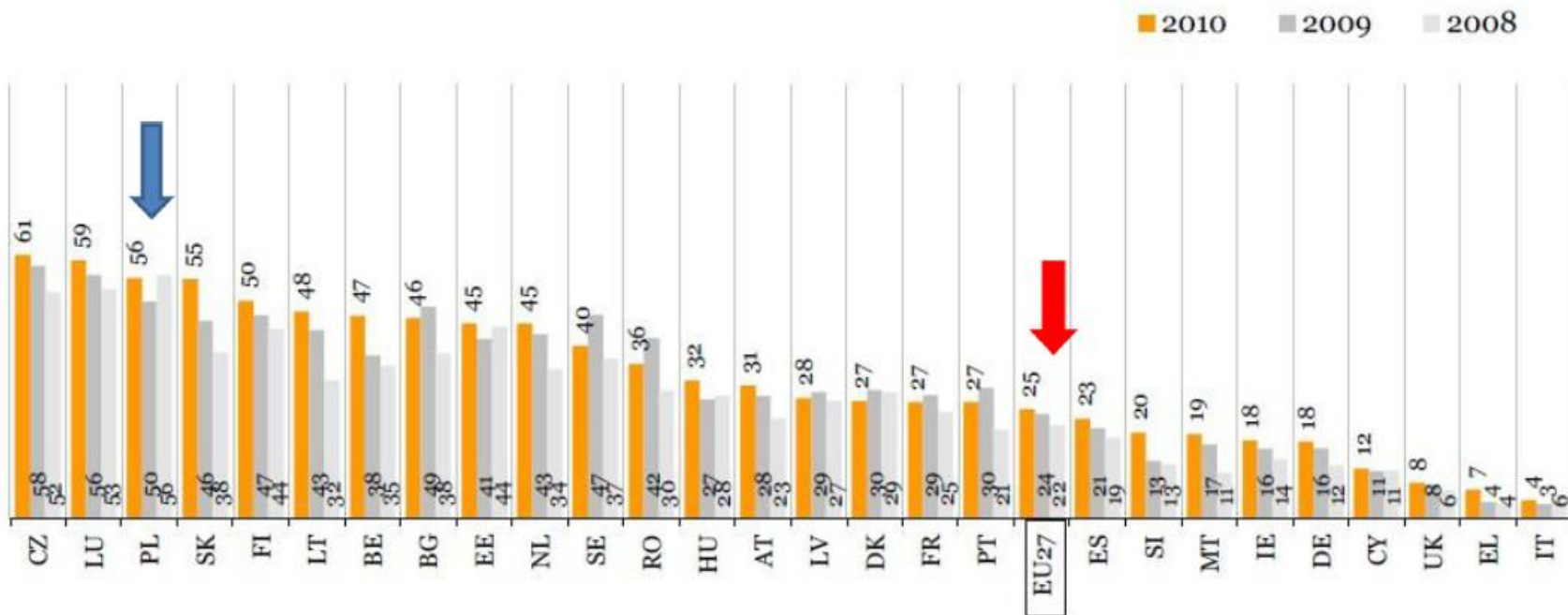
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Next steps in Poland

Knowledge of 112 as the EU-wide emergency number – 2008-2010



Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the EU?
%, Base: all respondents, by country



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Next steps in Poland

1. Nominate a 112 Ambassador
2. Target airports and train stations
3. Information on Games' Tickets and in the Stadiums
4. Use tourist offices and tourist attractions
5. Get hotels / hostels / camping sites involved



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Next steps in Poland

Action	Who?	When?	Partners?	How much?
Nominate a 112 ambassador	- General public	- All year long - EURO 2012	- National / Regional authorities - A very well known person at national level	No costs
Organise airports / train stations campaigns	- Travellers	- Holidays - EURO 2012	- National / Regional authorities - Airports / Train stations - Sponsors	To be defined
Information on Games' Tickets and in the stadiums	- Tourists - Polish citizens - European citizens	- EURO 2012	- National / Regional authorities - EURO 2012 authorities	To be defined
Use tourist offices and tourist attractions	- Tourists	- All year long in very touristic areas - Summer holidays in other touristic areas - EURO 2012	- National / Regional authorities - Ministry of tourism - Local authorities - Tourism offices	Few costs
Inform travellers in camping sites and hostels	- Tourists	- Summer holidays - EURO 2012	- National / Regional authorities - National federations of hostels and camping sites - Ministry of tourism	Few costs
Inform travellers in hotels	- Tourists	- All year long - Summer holidays - EURO 2012	- National and regional authorities - Hotels	Few costs
Organise your national 112 Day	- General public	- Yearly: 11 February (11/2)	- National / Regional authorities	Own material and human resources



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Next steps on the promotion of 112

- Review the action plan for Poland prepare by the 112 Foundation, available [here](#)
- Contact the 112 Foundation in any case (jp@112foundation.eu)



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Any question?

Thank you!

More information:

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