



Federal Ministry
of the Interior



Emergency Calls in Germany

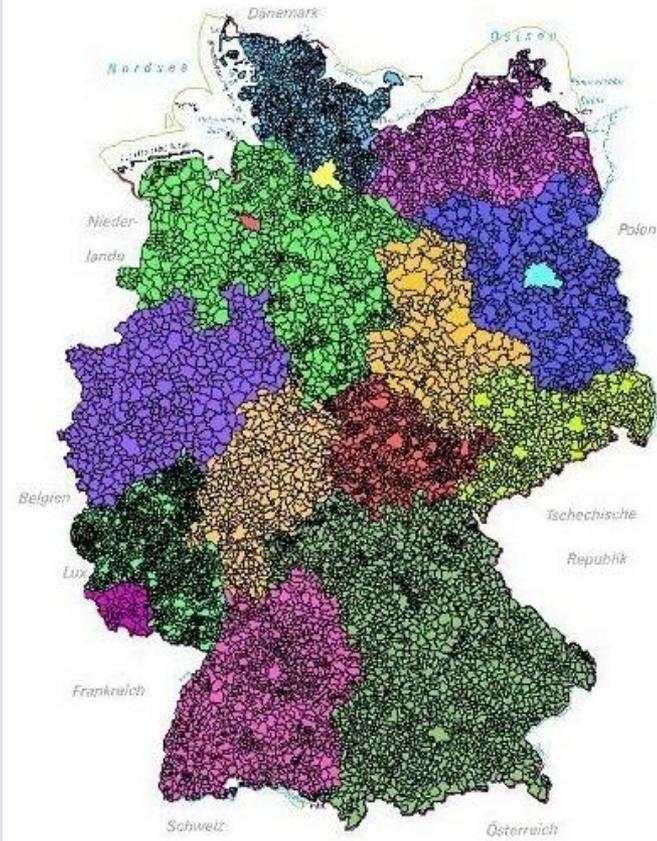
Presentation at the
EENA Emergency Services Workshop 2012
in Riga



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of the Interior

Political Structure of the Federal Republic of Germany

- 1 Federal Government
 - Area: 357,021 km²
 - Population: 81,799,600
- 16 federal states in Germany
- 295 counties + 107 cities
- 12,700 municipalities





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Emergency numbers in Germany



European Emergency Number 112

- Ambulances
- Mountain rescue services
- Voluntary fire brigades
- Professional fire brigades (full-time)
- Airport fire brigade

under the expert supervision of the 16 federal states in Germany (Ministries of the Interior and Social Affairs) as well as the counties and cities

- Fire brigade of the Bundeswehr



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Emergency numbers in Germany



Kompetent. Kostenlos. Neutral.

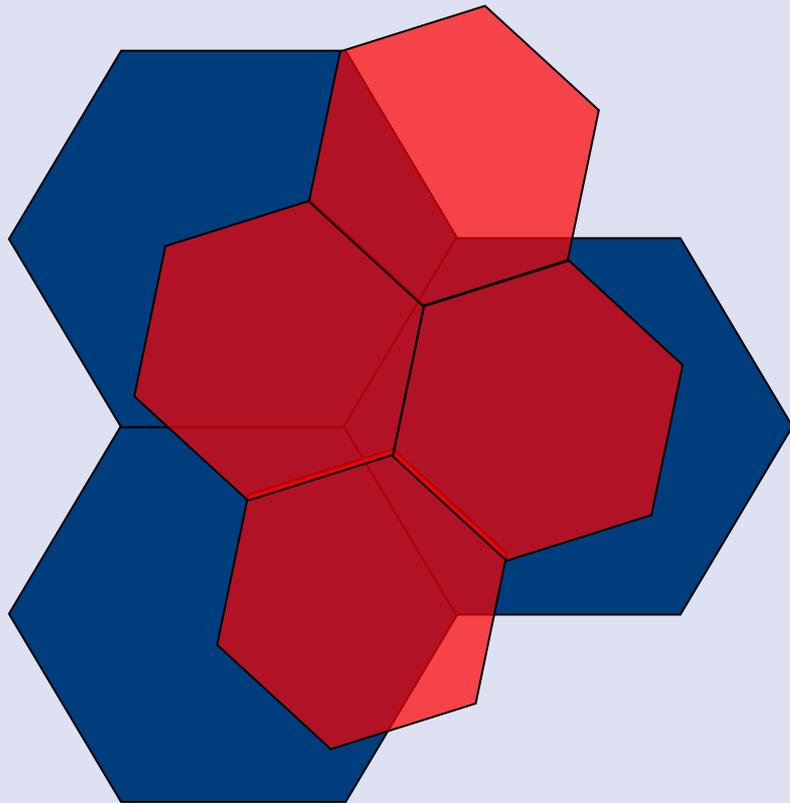
Police 110

- Police forces of the federal states
under the expert supervision of the 16 federal states in Germany (Ministries and Senate Departments of the Interior)
- Federal Police
- Federal Criminal Police Office (BKA)
under the expert supervision of the Federal Ministry of the Interior, but has no PSAP
- Police force of the German Bundestag



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Legal framework conditions for emergency calls in Germany and geographical responsibilities of the PSAPs



Telecommunications
federal responsibility

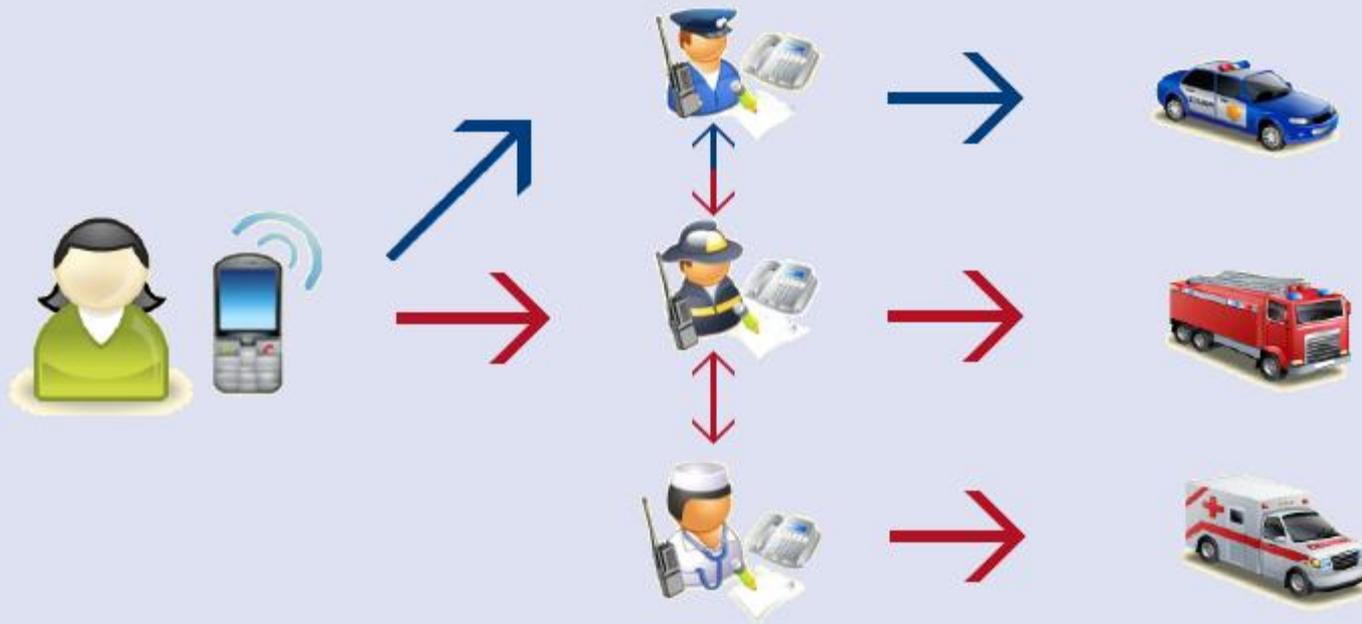
Rescue services (~ 340 PSAPs)
municipal responsibility

Police (~ 300 PSAPs)
federal state responsibility



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PSAP Model in Germany



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To what extent are emergency services integrated into command and control centres?

- Purely fire brigade command and control centres
- Integrated command and control centres

Rescue services and fire brigades using the same equipment and able to access each other's data

- Purely police command and control centres
- Mixed command and control centres

Police and non-police command and control centres are located in the same room/building. In general, responsibilities are strictly separate, cooperation if necessary and appropriate.



Access to 112

- Free of charge for every caller
 - with the exception of eCalls no automated emergency calls permitted
- Emergency numbers can be used throughout Germany
- Calls are routed to the competent PSAP at local level
 - A study conducted in 2011 showed a very low error rate for routing
- Priority connections
 - fixed network, mobile communication and VoIP
- Transmission of the caller's geographical position
- No emergency calls from mobile networks without SIM



Statistics on emergency calls and processing in Rhineland-Palatinate

■ Rescue services

Response time until arrival of
rescue services: max. 15 minutes

■ Police

1,167,780 emergency calls in 2010





Statistics on emergency calls and processing in Saarland

■ Professional fire brigade of Saarbrücken (only fixed network)

Time required until emergency call is
answered: 3 to 6 seconds

Response time until arrival of rescue
services: 8 minutes

19 nuisance calls in 2011





Statistics on emergency calls and processing in Brandenburg

■ Rescue services

Time required until emergency call
is answered < 30 seconds

Response time until arrival of
rescue services: 15 minutes

EMT training necessary
(2 years training)





Statistics on emergency calls and processing in Hesse

■ Police headquarters in Frankfurt am Main

Approx. 660 calls per day, 69% of
them between 10:00 and 22:00 hrs.

Time until emergency call is
answered: approx. 9 seconds

3.31% nuisance calls, of which 74%
by children





Localization of (mobile) calls

Two sources of location information

- The caller
- The network operator of the telephone line used

Method used to transmit location information

- Push

Location information format

- Exact geographical coordinates of the relevant cell



Localization of calls (fixed network)

Two sources of location information

- The caller
- The network operator of the telephone line used

Method used to transmit location information

- Push vial the caller's number

Location information format

- Address of the building the call was made from
If information is not transmitted, a central enquiry is made at the
Federal Network Agency



Persons with impaired hearing or speech

- Fax to 112 or 110 (free of charge)

Forms are made available by interest groups and PSAPs, but are not mandatory

- Faxes are routed to the competent PSAP at local level
- Treated the same as other emergency calls



Awareness of European Emergency Number



■ Poll conducted in December 2008

75% know the emergency number 112

18% know that the emergency number 112 can be used throughout Europe

■ Main reason

112 is the “traditional” emergency number of the fire brigade and rescue services

■ Publicity (examples from 2012)

Advertising campaign on trams in Freiburg

Posters of the fire brigade school

Press releases on 11 February





- Memorandum of Understanding signed during Germany's EU Council Presidency in 2007
- The Commission recommendation on support for eCall is currently being transposed into national law
Calls are routed to the competent 112 PSAP at local level
- The Commission is planning the legal basis for the mandatory introduction of eCall



Expert group on emergency calls

- Working group by the Federal Government and the federal states
 - Members from the police and emergency services
- Members are appointed by the Federal Ministry of the Interior
 - at the recommendation of the federal states
- Set up in 2009
 - First meeting on 9 December 2010
- Meetings as occasion demands



Aims of the expert group on emergency calls

- Involved in drawing up and developing the technical guideline and ordinance on emergency calls
- Improving cooperation and dealing with problems of emergency calls caused by Germany's federal structure
- Developing technical and “ideological” aspects of emergency calls
- Implementing European rules



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If you have any questions, comments or information on the presentation and emergency calls, please contact:

Alexander Guzewicz

Federal Ministry of the Interior

Division B 5

Information and Communication for Public Protection and Disaster Relief (PPDR)

| | |
|---------|--|
| Address | Alt-Moabit 101D – 10559 Berlin |
| Phone | +49 30 18681 - 1729 |
| PC-fax | +49 30 18681 - 59173 |
| E-mail | alexander.guzewicz@bmi.bund.de |

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