Emergency Calls in Germany

Presentation at the
EENA Emergency Services Workshop 2012
in Riga
1 Federal Government
Area: 357,021 km²
Population: 81,799,600
16 federal states in Germany
295 counties + 107 cities
12,700 municipalities
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
Emergency numbers in Germany

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
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
PSAP Model in Germany
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
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
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)
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 via 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
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
If you have any questions, comments or information on the presentation and emergency calls, please contact:

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