



## A roadmap for a better 112 service chain

*A first version of this roadmap was presented in a leaflet submitted to the Members of the European Parliament in 2004 in collaboration with Ms. Frédérique RIES. It also contains proposals submitted in 2004 and again in 2007 to the European Commission.*

Over the next years the Member States, the European Commission and the European Parliament should work together to ensure a better implementation of the 112 service chain within the European Union. Work should take into account that proper implementation of the 112 falls under two distinctive domains: telecommunications and emergency services. The first is regulated at EU level while the second falls under several chapters of the Treaty, namely Health (for ambulances), Civil Protection (for fire-fighters) as well as Justice and Home Affairs (for police). The European Emergency Number Association (EENA-112) proposes the following:

1. Evaluation of the real implementation of the full 112 service chain in all the EU countries. This evaluation should be conducted on the basis of the methodology implemented in Portugal in 2003. It should be supplemented with an evaluation of caller location services available for emergency services. Evaluation of the knowledge of the 112 in the EU has already been conducted in late 2005/early 2006 and the results were published in July 2007. A similar evaluation (Eurobarometer) should be conducted after action No 3.
2. Establishment of common quality standards concerning the 112 service chain (based on results obtained and not on means made available) and including:
  - a. Standard on the percentage of population aware of the 112. This cannot be less than 100% given the fact that that Article 26 of the Universal Service Directive seeks to ensure access to the 112 for «*all end-users of publicly available telephone services*» while according to Article 2a of the Directive on privacy and electronic communications «*"user" means any natural person using a publicly available electronic communications service, for private or business purposes, without necessarily having subscribed to this service*»).
  - b. Standard for the maximal response and intervention times e.g. 4 seconds response time, 10 minutes intervention time in urban areas, 20 minutes intervention time in rural areas; In case of existence of other emergency call numbers transfer of calls to these other numbers within a maximum time of 4 seconds.
  - c. Standards about information concerning network coverage.
  - d. Standards on the possibilities of access by disabled users analyzed by type of disability.

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- e. Standards for answering of calls in several EU languages. The possibility exists for answering in all EU languages as well as other languages spoken by frequent visitors (or residents) of the areas covered by the 112 call centers.
  - f. Standards for minimal requirements for the training of operators in the proper handling of calls.
  - g. Standards for the telecommunications part, especially for the transfer of caller location information, the implementation of automatic calls from vehicles (e-call project).
  - h. Guidelines and standards for the practical implementation of the European health insurance card during emergencies.
  - i. Further definition of the periodic evaluation exercises of the whole 112 service chain (on the basis of the methodology established in 2003 by Portugal, see above).
3. Launching an EU-wide programme to inform citizens about the existence and use of the 112. This is a legal obligation of Member States but an EU wide project to support and supplement their efforts in this area could be very useful. It could comprise:
- a. The 112 day. The establishment of a 112 day will ensure important visibility and does not necessarily requires a Council decision (compare with the Car Free Day). It can be set on the 11<sup>th</sup> of February or the 1<sup>st</sup> of December.
  - b. Establishment of a central multilingual database of re-usable information and communication elements for the written, audio and video promotion of the 112 (videos, audio files, written messages, etc. to be used in information campaigns practically without cost for the users). EENA has already proposed in the past the e-emergency project on these lines.
  - c. Creation of a multilingual internet portal using the 112.eu address.

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