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**Making sure your call to the 112 is not your last**

## The 112 Newsletter

**A periodic publication of the European Emergency Numbering Association - EENA 112**

Volume 1, Issue 8

### **IMPORTANT NEW INFORMATION : THE AFTER-EVENT IMPACT of EENA 112 From Excomnet**

«One of the important points of the next EENA 112 Congress is to generate a long-lasting awareness of the topics, preoccupations, issues and needs presented by the speakers. We are putting the emphasis here in maintaining the momentum after the event, to allow participants and other interested parties to be able to come back to the points presented, to re-listen to important communications, and to distribute this information on the web in the most effective manner.

Recent technology is helping us. Due to generalized broadband internet, new codecs, compression techniques and streaming software, it is now possible to view good quality online videopresentations with standard PCs. ExComNet Videopresentation Online Services (EVOS) has therefore joined the organizing team to provide the necessary expertise to make this possible for our next congress.

Our objective is to generate videopresentations of all the conferences given, clickable from our coming after-event EENA\_112 page. EVOS will film the congress speakers, record the PowerPoint presentations show, synchronize the slides with the video, process and upload the result on streaming servers for optimal global viewing.»

Please contact [Henry Vanderlinden](#), ExComNet Videopresentation Online Services (tel +32 2 734 60 27).

### **See the video pre-launch of the 112 conference**

See the speech of Olivier PAUL-MORANDINI at <http://www.excomnet.com/112/launch/launch.htm>.

To subscribe, please contact Mr Vanderlinden below-mentioned in the article.

### **Second European 112 Conference and Exhibition**

The Second European 112 Conference and Exhibition ([see the provisional program here](#)) will be held in Brussels, Belgium, at the *Sheraton Brussels Airport Hotel and Conference Centre* on the **1st and 2nd of December 2004** (1/12). Participation fees are linked with Membership to the EENA. A call for papers has also been launched. See the promotional offer thanks to our media partner Locationbox here below.

Important dates:

- 20/10/2004 - Former deadline for submission of full texts by speakers in Power Point format; please submit the full presentation, or your presentation could be replaced by other ones
- We remind the participants to the next 112 conference and exhibition to book their hotel and make sure they will get the special rate EENA negotiated for them at the Sheraton Brussels Airport (take into account you will not have taxi expenses if you stay in this hotel).

[Subscriptions, Hotel reservation](#) (online payment via Paypal or directly to the hotel)

### **The Management of Foreign Languages on the 112 – Experiences and Prospects**

The STU-ALHU (Emergency Translator Service – Humanitarian and Emergency Linguistic Aid) was founded in 1990. On December 11th 1996, the first fire fighter service asked for the operational starting the following day. The STU improvised and progressively added phone numbers and languages.

Today, about 20 languages are available all day long every day of the week. Over 30 French administration areas collaborate with our organization (out of the 95 administration areas in mainland France). 1 or 2 competitors offer more or less the same service. As we are not located in the same offices, we have got several landlines and about 25 mobile phones.

Every day at least 10 three-person-conferences are set up in order to receive the emergency request and to translate it. 80% of the calls are made in English, very often consecutive to dialing errors (phone operator requests...). The other main languages are German, Spanish, Italian, Dutch, Polish and Russian. About 10% of the emergency calls concern a life danger. Our operators are volunteers but each fire fighter service pays a yearly contribution of 600 €. We wish a professionalisation with shift teams, expansion on other emergency services (hospitals, police...) and automatic treatment. We also hope to propose our services to other EU-countries.

Christoph WOIKE, Chairman of the French Emergency Translator Service (<http://perso.wanadoo.fr/stu.alhu/index.html>)

### **Complaint against the EC, President Romano Prodi have to submit an opinion on it by 30 September 2004**

EENA introduced a complaint to the European Ombudsman against the European Commission for misadministration concerning the implementation of the European emergency call number 112. Read [the answer of European Commission](#). EENA will of course answer to this unacceptable answer within the following weeks to the European Ombudsman.

### **Complaint against several Member States**

FEU (<http://www.f-e-u.org/>) is joining to EENA's complaint against the MS's as decided in Warsaw FEU meeting on the 23rd October.

### **112 is finally becoming a priority**

After a close collaboration with MEP's and especially with Mrs Frédérique RIES, we are very happy to announce that comment on the 112 has already been included in the EC Budget (See page 79 of the document at [http://www.europarl.eu.int/comparl/budg/budg2005/procedure/doc6\\_txt\\_en\\_1.doc](http://www.europarl.eu.int/comparl/budg/budg2005/procedure/doc6_txt_en_1.doc)).

EENA is already setting up a consortium regarding a eu-wide awareness campaign on the 112. If you want to join with your organisation, please contact Olivier PAUL-MORANDINI (+32 475 84 00 82)

### **Preparatory Action Security**

- Communication from the Commission to the Council, the European Parliament, the European Economic and Social committee and the Committee of the Regions - Security Research : The Next Steps /\* COM/2004/0590 final \*/ [http://europa.eu.int/eur-lex/en/com/cnc/2004/com2004\\_0590en01.pdf](http://europa.eu.int/eur-lex/en/com/cnc/2004/com2004_0590en01.pdf)
- Call for proposals for projects and supporting activities in the scope of the Preparatory Action on "the enhancement of the European industrial potential in the field of Security Research" - Activity: Security Research - Call identifier: PASR-2004 Official Journal C 081 , 31/03/2004 P. 0011 - 0016 [http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/c\\_081/c\\_08120040331en00110016.pdf](http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/c_081/c_08120040331en00110016.pdf)
- Commission Communication on the implementation of the Preparatory Action on the enhancement of the European industrial potential in the field of Security research, Towards a programme to advance European security through Research and Technology /\* COM/2004/0072 final \*/ [http://europa.eu.int/eur-lex/en/com/cnc/2004/com2004\\_0072en01.pdf](http://europa.eu.int/eur-lex/en/com/cnc/2004/com2004_0072en01.pdf)
- 2004/213/EC: Commission Decision of 3 February 2004 on the implementation of the Preparatory Action on the Enhancement of the European industrial potential in the field of security research Official Journal L 067 , 05/03/2004 P. 0018 - 0022 [http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l\\_067/l\\_06720040305en00180022.pdf](http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l_067/l_06720040305en00180022.pdf)

Contact person: [Herbert VON BOSE](#), Head of Unit RTD/H/6 'Preparatory Action Security' (Address: BRU-J-79 00/2 - Tel: +(32) 2 2959074, +(32) 2 2960193)

### **Fire and Rescue Competence-based Training Project**

The Department regarding policy for Fire Services and Medical Assistance in Accidents and Disasters of the Dutch Ministry of the Interior and Kingdom Relations is lead partner of a project, called the European Fire and Rescue Competence-based Training project (FRCT-project), which is submitted for funding to the Leonardo da Vinci fund.

[More details...](#)

### **Recent developments and News**

ETSI is organising the next EMTEL meeting in Brussels on the next 29/30 November in Brussels, just before the 112 conference and exhibition. See <http://www.emtel.etsi.org/>

The next meeting of the informal planning group will be held in Brussels on 3 December, the day after the EENA conference. For further information, please contact [Leo Koolen](#) (DG INFSO, European Commission)

### **EENA was there**

EENA was not present but would like to underline the first TIEMS Workshop in Croatia ([see the conclusions here](#)), organised by the Faculty of Civil Engineering and Architecture, University of Split, in cooperation with Regional Centre for Assistance and Disaster Relief. The Workshop was held in Split from 21st to 22nd September 2004.

EENA took part to the F.E.U meeting and Firesafe Europe 2004 Seminar, Warsaw, 22-24 October 2004. [See the EENA presentation](#)

### **EENA and the media**

A new media partner:

Locationbox is an independent LBS and telematics business intelligence firm focusing on European location based services and related technologies. "Our main focus is to concentrate on delivering a number of top notch reports based on the latest business intelligence. We can also offer custom specific business intelligence services. Our company is based in Gothenburg, Sweden close to the well-known Telematics Valley." Special rates to the EENA conference if you register to their newsletter.



### **Working groups launched**

EENA has created two online working groups on the [Information to the public](#) and [Best practices](#) for 112 call centers.

[More details...](#)

### **Other pages**

- [European 112 Buyers' guide page](#) - A unique opportunity for companies!
- [EENA's site is now fully re-organized](#). All information about the 112, its use and implementation will be re-grouped separately and will be offered gradually in all languages. It will be addressed to citizens and will form the **Citizens' corner**. Activities pertaining to EENA's activities have been re-grouped under the heading **EENA activities** and this part of the site is only available in English for now, but in French very soon.