



History of 112 in the Netherlands

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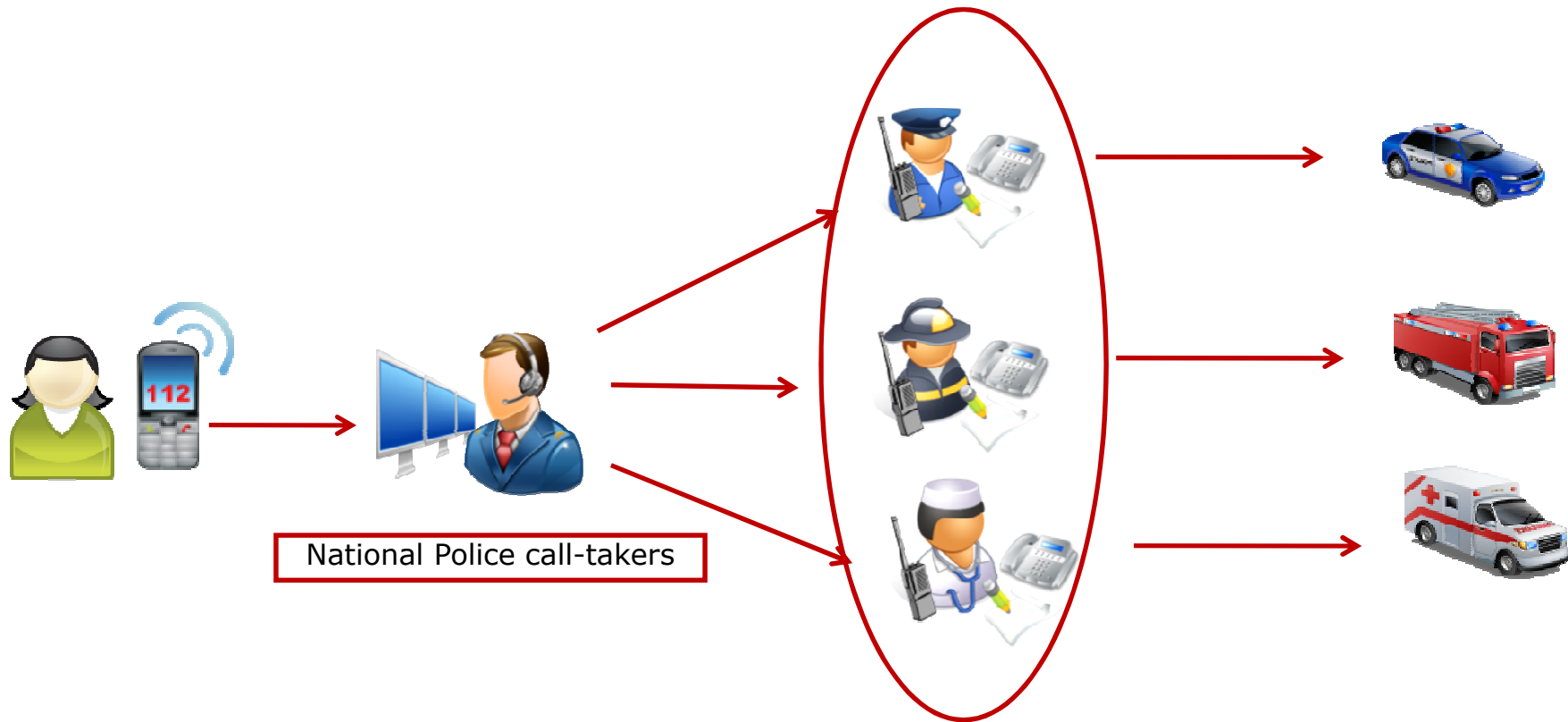
Agenda

- 112 model in the Netherlands
- Emergency-numbers
- Emergency organizations
- Emergency-rooms
- 112 structure
 - Existing
 - Future
- Other developments



112 in the Netherlands

Main characteristic: mobile calls filtered through PSAP stage 1 and transferred to regional emergency service. Landline calls are routed directly to the regional PSAPs (most of them being intergrated).





Emergency number approaches

- There are three types of approaches
 - From emergency organizations
 - From the emergency organization
 - From the citizen in an emergency situation



Emergency Organisation

- Every organization its own number
 - Force a citizen in panic to make a choice
 - Example: house in fire and occupants injured



Emergency number

- 112 Always available
 - If a PSAP is overloaded the call will be routed to the next PSAP
 - During a disaster all PSAPs are overloaded by callers in the disaster area.
 - In a disaster area you don't need to call 112 but go outside and warn the emergency organization
 - 112 has to be free for the rest of the country.
 - Every country does have a disaster a year



Citizens

- Citizen in panic because off:
 - Robbery, Attack, Stalking, Auto crash, Sickness, Injury, Fire, Threat, You mentioned.
- Citizen want help. Also in the decision to get the right organization for his/her problem.
- So he/she calls 112
- The decision is made in consultation.

- So thinking from the needs of the Citizen.



Implementation of 112 in the Netherlands

- Start point is the citizen in an emergency situation
- We have followed a growing path
- Started from a heap of rubbish
- And now still growing.
- In the next sheet I will tell you our experience



History of Emergency numbers

- Before 1990
 - Every community three emergency-numbers
 - Police
 - Fire fighters
 - Ambulance
- 1990-1992
 - Pilot one number (00-11) for all emergency organizations
- 1992-1998
 - implementation of number 06-11
- After 1998
 - Implementation of 112



Emergency organizations (police)

- Before 1980
 - City's own police organization
 - Other national police force
- Now
 - 25 Police regions
 - One national police force
 - Water, air, high ways, train
- 25 + 1 regions



Emergency organizations (fire)

- Every community own organization
- Regional coordination
- Growing to regional organization
- From about 100 to 25 regions



Emergency organization (ambulance)

- Partially governmental/private
- Growing from 140 regions to 25



Emergency centres

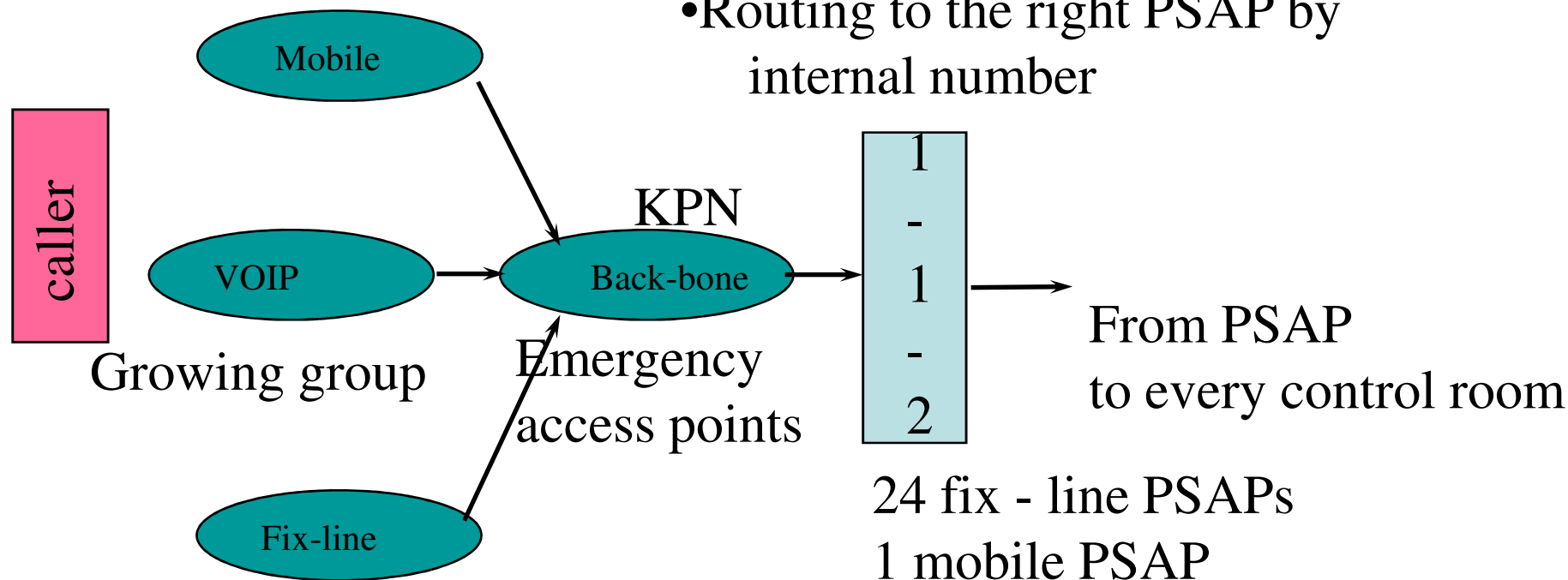
- From about 260 coordination centres to 25+3 security centres with (with exception of one region) police, fire department and ambulance in the same control room.
- From fully integrated to sharing room.
- Still growing to about 3+1 fully integrated centres



112 Telecom Structure (existing)

3 network suppliers
> 12 telecom suppliers

- Only one emergency number (112)
- Number 112 owned by KPN
- Routing to the right PSAP by internal number



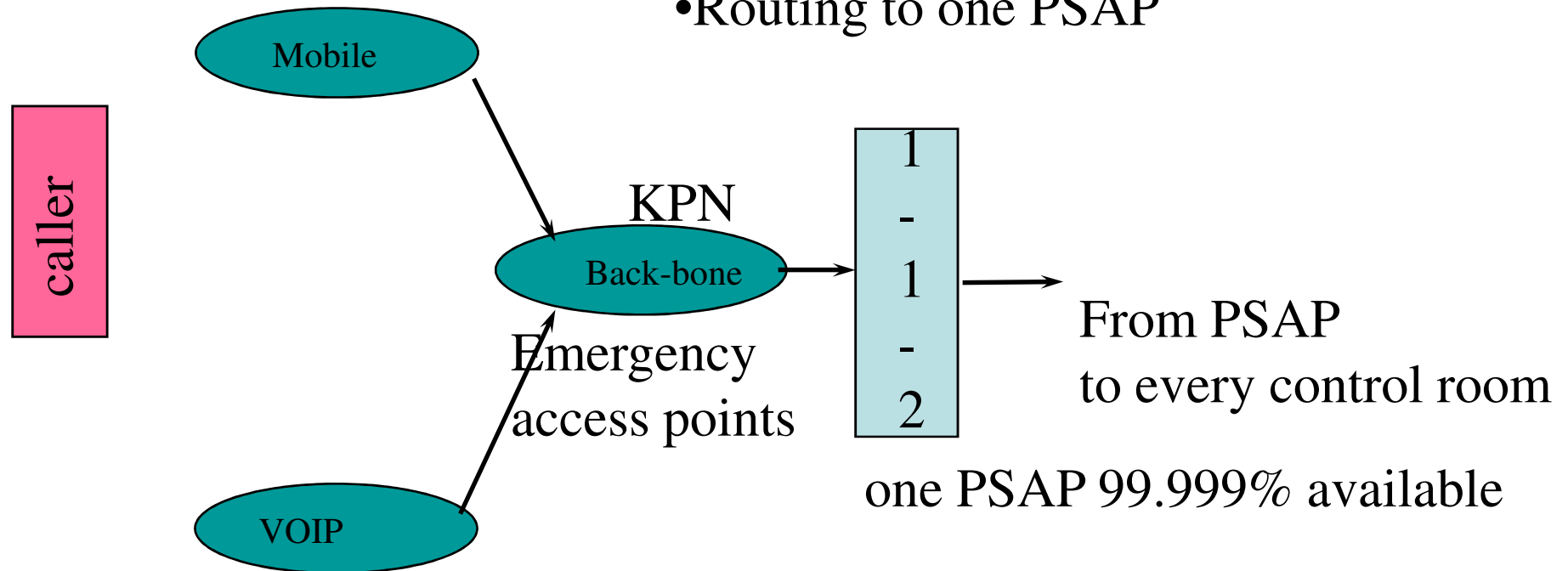
> 10 network supplier
> 40 telecom suppliers



112 Telecom structure (in 5 years)

3 network suppliers
> 12 telecom suppliers

- Only one emergency number (112)
- Number 112 owned by KPN
- Routing to one PSAP





Developments (1)

- My-SOS
 - Disabled people
 - Private security organizations
 - Stalked women
- E-call
- Reach112 proposals
 - Real Time text



Developments (2)

- Private use of 112 (airport, plants)
- Location information (25 meter)
- Accurate address information
- Video/Photo



Questions ?