



Public Safety Answering Points in Europe



A Publication of the European Emergency Number Association

2011

Dear EENA Members,

We are delighted to release the EENA publication on the organisation of Public Safety Answering Points (PSAPs) in Europe. This document has been prepared with the generous contributions of our members from the EENA Advisory Board and the 112 Emergency Services Staff Network (112 ESSN). We are grateful and would like to thank all our members once again.

This publication will be followed by yearly updates and more information will be added in the future. We have done our best to provide an accurate picture of the organisation of PSAPs based on the input provided by our members.

Enjoy your reading!



The EENA Team

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Population: 8.4 million

Area: 83,871 km²

Organisation Handling 112 calls: Ministry of Interior, Federal Police

National legislative / regulatory acts on 112 references:

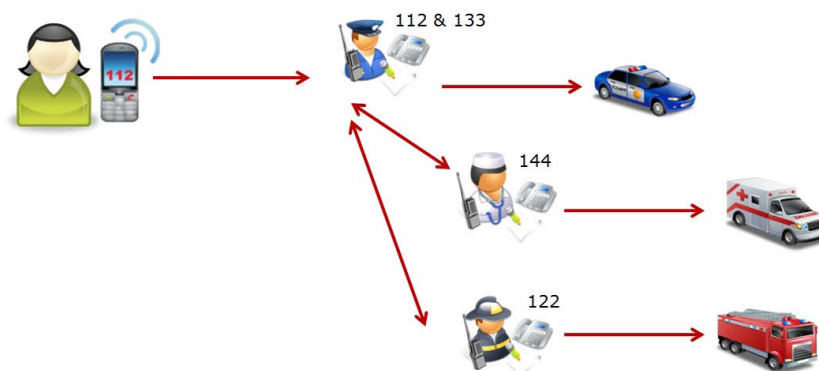
- Telecommunications Act 2003 Communications
www.rtr.at/en/tk/TKG2003 (English)
<http://www.rtr.at/de/tk/TKG2003> (German)
- Parameter, Fees and Value-Added Services Regulation 2009
<http://www.rtr.at/de/tk/KEMV>

Other available emergency numbers:

- 122 Fire Brigade – under the responsibility of municipalities and some province administrations
- 128 Emergency Number for Gas Breakdowns - Gas Utility Companies responsibility
- 133 Police - Ministry of Interior, Federal Police
- 140 Alpine Rescue - Provincial Administrations
- 141 Medical Emergency Service - Provincial Administrations
- 142 Religious Welfare - Catholic Dioceses
- 144 Ambulance - Provincial Administrations
- 147 Emergency Service for Kids and Juvenile - Austrian Radio/TV Broadcast

112 Model:

112 calls are received by the police in the local PSAP. If the intervention of other emergency service is needed, the call is forwarded to them.



Non-Police Calls are forwarded to the operationally and geographically responsible organisation (forward and/or conference call). Police and non-police PSAPs are organisationally and geographically separated.



The police province dispatch centre can act as PSAPs in case of overflow of other PSAPs. Calls are then automatically forwarded to Police Province Dispatch Centre via internal phone network.

In case of massive amounts of calls (crisis, disaster, state visit), they are transferred to special call centres at the Ministry of Interior (0800-number published via media) or at the province governments.

Number of PSAPs:

There are 96 district and municipal Police PSAPs handling 112 and 133 emergency calls (for the 83 Districts and the 13 Cities except Vienna).

Austria has 8 Provincial PSAPs with overflow capacity and a provincial PSAP for the capital city Vienna.

Technology:

In the Stage 1 PSAPs in Vienna and the province of Vorarlberg there is a C.A.D. system in operation. For the Stage 2 PSAPs, fire and ambulance services are partly integrated in dispatch centres with common C.A.D. systems.

There is no data interconnection between stage 1 PSAPs and stage 2 PSAPs, but a nationwide C.A.D. system development is foreseen.

Caller Location in support of emergency services:

Method of providing mobile caller location:

Pull – verbal/written request to the respective network operator
Estimated time: 10 min

Type of caller location information:

Cell ID or location of base station Sector ID if available

Accessibility for people with disabilities:

- For persons with hearing and/or speaking disabilities a national toll free number exists: 0800 133 133.
- Citizen can send a SMS that is transferred to a dedicated Telefax server (blockfree communication guaranteed).
- There is also the possibility to send an email to a dedicated address gehoerlosennotruf@polizei.gv.at.
- All messages are centrally received by Police HQ Vienna.

112 available from handsets without SIM cards:

Yes