Transnational Emergency Calls

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1   Introduction

Although 112 is the European emergency number available in all the EU Member States, EU PSAPs are unable to interoperate and to contact each other besides few cross-border initiatives. This lack of interoperability is problematic considering that an estimated 150 million citizens travel between EU countries every year.

In 2009, the EENA was contacted by several emergency services representatives requesting a database with long-numbers of emergency services so that to enable them to communicate with each other. Today, the database exists but is still incomplete. Moreover, some areas of improvements have been discussed with emergency services by email or during EENA conferences.

The first aim of this document is to provide the framework for:

- the content of the database
- its consolidation
- the secured access to the database

This document also intends to:

- define a basic set of protocols for the PSAPs using the database
- define the validation and verification methods

This document does not intend to serve as a guidance to handle cross-border emergency calls, usually due to routing issues and for which there are bilateral agreements between authorities and bordering PSAPs. However, it can be used when such bilateral agreements do not exist. The issue of cross-border emergency calls will be discussed in EENA Operations Document 3.5.4.2.

2   Glossary

For more information on definitions and acronyms, please refer to the EENA Glossary (under preparation, will be published on EENA Operations Committee webpage).

3   Use case

When a citizen in country A is informed of an incident in country B, there is currently no possibility to access emergency services in country A from country B by dialling an emergency number. In most cases, the citizen dials 112 (or a national emergency number) in country A and report the incident that occurred in country B. The aim of the database is to provide the information so that the PSAP in country A can contact the relevant PSAP in country B.

4   Content of the database

The current database is an .xls file maintained by EENA containing:

- Country
- Name of the PSAP
- PSAPs long telephone numbers
- Description of the area traditionally covered by the PSAP
- Description of the area potentially covered by the PSAP through contacts with other PSAPs

In some countries, several PSAPs have provided their numbers. However, it is often impossible for PSAP professional based in another country to know which PSAPs is responsible for a specific incident in a specific area.

Based on these feedbacks, the EENA proposes the following:

- Each country is invited to select one PSAP in the <u>primary PSAPs database</u>
- Every PSAP must join the <u>secondary PSAPs database</u> to access the primary PSAPs database. Secondary PSAPs' numbers may be used if the primary PSAP does not respond.

Primary PSAPs must fulfil the following conditions:

- They cover the entire country's territory or can transfer calls/data to all the PSAPs in its country (directly or indirectly)
- They ensure a 24/7 service in English
- They commit to inform and train their call-takers/dispatchers to manage calls through the EENA European PSAPs Database.

EENA is not in a position to select a PSAP representing a country neither to wait for an official country selection to be done. However, official national authorities' mandates are highly appreciated. Until then, the Primary PSAP in a country is determined by consensus between EENA and the country's PSAPs applying.

An example of the database format is available in appendix 1

5   Access to the database/security

The following organisations may access the database:

- PSAPs
- Relevant authorities (ministries, etc…)

To effectively access to database:

- Primary and secondary PSAPs must insert their information and number in it
- Authorities must sign a consent form prepared by EENA (appendix 2)

Considering that the information presented in the database is not public and should not be so, the access is restricted with a password that is updated every 6 months. The updated database is sent to all primary and secondary PSAPs 4 times a year unless there are relevant changes in between. The EENA and the PSAPs accessing the database commit not to share the database with any third parties. EENA and the PSAP accessing the database reserve the right to take legal action.

6 Using the database

- Caller A calls PSAP A in country A and reports an incident in country B
- The operator in PSAP A should inform the caller A that he/she (operator A) will contact the relevant PSAP in country B

  REMARK: operator A should never give the number of Primary PSAP B nor any other numbers in this database to caller A
- Caller A is put on hold
- Operator A dials the number of the relevant primary PSAP in the EENA PSAPs database (PSAP B). If the primary PSAP is unreachable, then secondary PSAPs should be contacted.
- Operator A should indicate to operator B the following: "I am calling from CITY, COUNTRY using the EENA PSAPs database".

  REMARK: It is important that operator A speaks slowly and clearly since the English language levels may vary
- Operator A reports the incident to Operator B OR alternatively puts through caller and himself into conference call with Operator B.
- The primary PSAP (PSAP B) contacted is now in charge of handling the case
- Once the case is handled and closed, primary PSAP B should report back to the PSAP A in the foreign country which received the alert.
- PSAP A should keep Caller A informed that case is handled and closed

7 Training and testing

- All call-takers/dispatchers in Primary PSAPs should be trained to handle such international calls. In case an operator is not fully trained, he/she should know how and to whom the call should be transferred to.
- Even though the operator does not speak English, he/she should be trained to at least recognise that another PSAP is calling using the EENA Primary PSAPs database and that the call should not be dropped.
- Once a year a testing should be organised under the coordination of EENA for Primary PSAPs. The time and scope of the testing is announced at least 2 months prior to the testing event. During the tests, PSAP A calls PSAP B, PSAP B calls PSAP C (etc...), until PSAP Z calls PSAP A.
- All Primary PSAPs must then report on a form to EENA. Then EENA proposes improvements based on the feedbacks.
- Primary PSAPs should inform all other PSAPs in their country that such database is available upon request to EENA and that their PSAP is the primary PSAP. All PSAPs should be informed that they might be contacted by the Primary PSAP in case of an international emergency call.

8 Reporting issues to EENA

Any involved PSAPs may at any time contact EENA to report issues using the database, for instance when:
- The number did not work

- The call was not responded
- The handling of the call was not satisfactory

An email should be sent to EENA at info@eena.org with the following information:
- Contact details of the individual and organisation sending the email
- Information about PSAP A (see above section 6 - Using the database)
- Information about PSAP B (see above section 6 - Using the database)
- Date and time of the call
- Presentation of the issue

EENA commits to contact the relevant PSAPs to discuss the issue and contribute to solving it.

9   Beyond the EENA Primary PSAP database

- EENA does not intend to permanently manage the database and believes that official institutions should be in charge. Until then, EENA will take care of maintaining the database but will inform the authorities (national and European) that such database is available and should be managed by official authorities
- Voice-only connection between PSAPs is necessary but not sufficient to ensure that PSAP A can effectively pass on the information to PSAP B. EENA and EENA Primary PSAPs should therefore continue looking for solutions enabling data to be shared (e.g. text) between PSAPs. It is recognised that the Next-Generation 112 service may contribute to helping PSAPs sharing data between them.
- Several reports from European PSAPs show that other countries should also be accessed (e.g. USA, Australia, etc...). EENA, if mandated by the Primary PSAPs, could engage contacts with NENA, its North-American counterpart, and other such organisations.
- The possibility to access emergency services from abroad, for instance by dialling the national prefix + 112 (e.g. +32 112 for Belgium) should also be discussed by European authorities and Member States.

10 Responsibility and Liability

The EENA cannot be held responsible or liable for any misuse of the EENA PSAPs Database nor any damage caused. The EENA and the PSAPs accessing the database commit not to share the database with any third parties. EENA and the PSAP accessing the database reserve the right to take legal action.

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11 EENA Recommendations

Stakeholder	Action
National Authorities	Define a unique contact point as Primary PSAP to be reached by other countries
EENA and PSAPs	Discuss about improvements for future cooperation of European PSAPs with voice and data
EENA	Present the existence of the database to European authorities
European Authorities	Look into the possibility of managing such as database officially

12 EENA requirements

12.1 Primary PSAPs

Requirement	Value
Provide 24/7 long telephone number to be contacted	Compulsory
Ensure full time availability of English speaking call-takers	Compulsory
Train all call-takers to use the EENA PSAPs Database and to recognise calls made using the EENA PSAPs Database	Compulsory
Participate to the yearly tests	Compulsory
Sign the letter of consent	Compulsory
Get agreement from national authorities to be the Primary PSAP	If possible
Report to EENA on issues occurring when using the database	If possible

12.2 Secondary PSAPs

Requirement	Value
Provide 24/7 long telephone number to be contacted	Compulsory
Ensure full time availability of English speaking call-takers	Compulsory
Train all call-takers to use the EENA PSAPs Database	Compulsory
Sign the letter of consent	Compulsory
Report to EENA on issues occurring when using the database	If possible

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Appendix 1: Database Structure Example

Country	Emergency Service Name	Type of PSAP (Fire; Emergency Medical Services; Police)	Region	City	Geographical area covered	Geographical areas covered by other services that you can pass emergency calls to	24 hour emergency contact number (to be called from a foreign country)	Spoken languages	Website
Belgium	CS 100-112 Bruxelles, HC 100-112 Brussel,	Fire & rescue Medical	Brussels capital + Brabant Wallon	Brussels	Brussels city and a part of the province (Brabant Wallon)	All Belgium	+32………	French Dutch English	
Bulgaria	National 112 Emergency System	all	Entire country	Entire country	National scale	all Bulgaria	+359……	English	http://www.mes.government.bg
Denmark	National 112 Emergency System	all	Entire country	Entire country	National scale	all Denmark	+45……	English German (+- 50%)	
Estonia	Häirekeskus (Emergency Response Center)	Fire & rescue Medical (possibility to pass the emergency call on the police)			National scale	all Estonia	+372….	Estonian English Russian	www.rescue.ee

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Appendix 2: Consent Form

Template and logo of the organisation

Dear EENA representative,

I have read the EENA Transnational Emergency Calls requirement document and I agree with it. Please find in attachment the necessary information for the database, including a 24/7 long telephone number to be contacted from abroad.

I commit:
- to use this database when needed
- to train our call-takers and dispatchers and make sure that they recognise the calls made using the EENA PSAPs database
- to ensure an appropriate response and a full time availability of English speaking call-takers when contacted by other PSAPs in the database
- to participate to the yearly tests (only for primary PSAPs)
- to try to get the agreement from my national authorities to be the Primary PSAP (only for those willing to become primary PSAPs)

I understand that the EENA cannot be held responsible or liable for any misuse of the EENA PSAPs Database nor any damage caused. I commit not to share the database with any unauthorised third parties. EENA and the PSAPs accessing the database reserve the right to take legal action.

I wish to be included in the list as *primary PSAP/secondary PSAP* (select one option).

First Name:
Surname:
Position:
Organisation:

Place and date   **Signature**   **Stamp**

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