



## THE 112 NEWSLETTER - ISSUE 44

**A periodic publication of the European Emergency Number Association - EENA**

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### **EENA Conference 2014 - Register now!**

EENA - We are delighted to invite you to register to the EENA Conference 2014 and join our group of top speakers and participants from all over Europe and beyond. The EENA Conference 2014 in Warsaw brings together key stakeholders (emergency services, public authorities and industry representatives), to showcase best practices. The EENA Conference 2014 will welcome around 350 participants, representing emergency services and public authorities from all over Europe and also from Africa, Asia, the Middle-East, North and South America, along with many supplier organisations, researchers and telecom regulators.

[Event webpage](#)

*For more information, please contact Jerome Paris at [jp@eena.org](mailto:jp@eena.org)*

### **European 112 Day 2014**

11 February 2014, Europe - On the occasion of the European 112 Day 2014, the European Emergency Number Association (EENA) held a press conference providing an overview of the current situation of the 112 system in Europe. The press conference focused on highlights of several national emergency services functioning, caller location developments and ways to improve the awareness levels of 112 in the EU.

On the 112 Day, observed every year on 11 February since 2009 all over Europe, Member States organise communication activities to promote the European Emergency number 112.

[See the Story of this action](#)

[112 Day Press conference](#)

[Sum up of actions organised all over Europe \(non-exhaustive\)](#)

*For more information, please contact Jerome Paris at [jp@eena.org](mailto:jp@eena.org)*



### **Next Generation Emergency Services project to be funded by the European Commission**

31 January 2014, Brussels - The European Commission published its Horizon 2020 Work Programme 2014-15, following its Decision C (2013)8631, on 10 December 2013. Contained within the Work Programme under the "Secure Societies" theme is a specific item, DRS-19-2014, related to the Next Generation 112 topic, a topic that EENA has been leading on, with its Members, for some time. The project is very much welcomed by EENA and its members and will create the ideal research environment to contribute to the development of a testing regime for Next Generation 112 products in a controlled-environment. The expected impact is to enable greater efficiency from emergency service organisations, which will have obvious societal benefits for all citizens. The project shall contribute to the implementation of a common standard of emergency call services throughout Europe, ensuring, that the future media for daily communication can also be used for emergency calling.

EENA is in the final stages of building a Consortium of its members in order to respond to the Call.

For more information, please contact Tony O'Brien at [tob@eena.org](mailto:tob@eena.org)

### **Publication of the "Public Safety Answering Points in Europe" document (edition 2013)**

EENA Publication - The European Emergency Number Association (EENA) has released the 'Public Safety Answering Points (PSAPs) in Europe' publication, edition 2013. In addition to the 28 EU countries, plus Iceland, Norway, Serbia and Turkey, this year's 145-page document provides an overview of the PSAPs structure in Albania, Bosnia Herzegovina, Kosovo, Moldova, Republic of Macedonia and Montenegro.

[Download the abstract of the Public Safety Answering Points \(PSAPs\) in Europe 2013 document](#)

For more information, please contact Jerome Paris at [jp@eena.org](mailto:jp@eena.org)

### **EENA Operations Committee update**

The EENA Operations Committee has published a new EENA Operations Documents with key recommendations:

[Download the "Contingency plans" EENA Operations Document](#)

The committee progresses in its work of the following EENA Operations documents that will be published in the next months:

- PSAPs Technological equipment
- Interoperability and information sharing between PSAPs (including stage 1 and 2) and collaboration with other organisations related to emergency Organisation of PSAPs
- Evaluation of intervention times and quality of intervention
- 112 Apps

[View all the EENA Operations Documents published so far](#)

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### **NG112 Committee update**

Based on the Next Generation 112 Long Term Definition standard (NG112 LTD), EENA has published the NG112 Transition Models document. The aim of the NG112 transition documents is to define in non-technical terms, how to migrate from existing E112 implementations to an NG112 network architecture able to support all citizens with a range of communication needs and functions. The EENA NG112 Technical Committee has created the transition models to explain how



to make the transition from each of the identified emergency organisation-types in Europe to NG112.

#### [Publication of the NG112 Transition Models EENA Document](#)

The NG112 Committee has continued to hold monthly webinars on different subjects such The future of radio communication and LTE for emergency services. The slides related to the webinars can be found on the NG112 page of the EENA website.

[View all the NG112 Documents and webinars](#)

*For more information, please contact Cristina Lumbreras at [cl@eena.org](mailto:cl@eena.org)*

#### **Update on EENA's PSAP Quality Certification Programme**

31 January 2014, Brussels - As previously mentioned, EENA launched its Certificate of Quality Standard for PSAPs in July 2013. Since its release, there has been considerable interest from PSAPs all over Europe and the feedback has been extremely positive. Many PSAPs from outside of Europe have also requested copies of the Standard. Given it is the only such benchmarking document specifically for PSAPs anywhere in the world, it is viewed by many PSAPs as being an integral part of the service they offer to their citizens. Many PSAPs are right now preparing themselves for their audit and EENA is providing them with as much support as possible.

If your PSAP would like to understand more about the Certificate of Quality Standard you can [download the presentation given during the EENA Conference 2013](#) or visit the [EENA website](#).

*For more information, please contact Tony O'Brien at [tob@eena.org](mailto:tob@eena.org)*

#### **Update on European projects**

- **HeERO project**

HeERO 1 ended in December 2013. At the conclusion of the project, eight of the nine Pilot Sites have achieved all the objectives. Romania, Croatia and Czech Republic are declared eCall-ready. Many of the Pilot sites are still awaiting final political decisions before full scale deployment, a number are now waiting for the delivery of new PSAP equipment, however the HeERO project has been invaluable in identifying the necessary specifications required for these pilot sites to become fully operational.

HeERO 2 started on the 1st January 2013. Learning from the experience of HeERO 1, the six pilot sites have been able to swiftly move forward in preparing the sites for testing. All six sites are now in the process of undertaking the first operational tests. For HeERO 2, there are some additional areas covered which were not undertaken during HeERO 1 e.g. eCall Trucks including Dangerous Good, Powered 2 Wheeled eCall, aftermarket devices...

The interest in eCall in a commercial context continues to increase. To respond to this demand, the project coordinator has initiated a HeERO Market Place which is held every other month to provide technical assistance to the nineteen commercial associate partners.

The second International HeERO Conference on eCall, which took place on 20-21 November 2013 in Bucharest, offered an exclusive insight on the recommendations for implementation of eCall at European level. You will find below a link towards the recommendations made by the HeERO consortium, the solutions found by pilot sites regarding specific challenges they faced and the results of the second eCall Test Fest.

[View the presentations here](#)



### [eCall implementation: what does it really mean for PSAPs?](#)

For more information, please contact Jerome Paris at [jp@eena.org](mailto:jp@eena.org)

#### • **ESENet project**

26-28 November 2013, Brussels - As reported in earlier newsletters, the ESENet project has been looking at interoperability gaps between "Citizens and Authority" communications, "Authorities to Authorities" communications and between "Authorities and Citizens" communications. The first two phases have now been completed with a Workshop on the "Authority to Authority" communications, which was held on 26-28 November 2013. This follows on from the previous Workshop, which was held in June 2013. Phase 3 of the project will look at interoperability gaps between "Authority to Citizen" communications and will contain 2 webinars and will conclude with a workshop in June 2014. There will be further dissemination announcements made over the coming months on the project recommendations and findings and the Final Workshop is planned in November 2014. More details on this will be announced shortly.

[Read all the reports thus far from the ESENET project, including the Workshop reports, on the project website](#)

For more information, please contact Tony O'Brien at [tob@eena.org](mailto:tob@eena.org)

#### **EENA memberships**

On 19 February 2014, EENA counts on:

[980 emergency services representatives from 44 European countries and from other continents](#)

[64 solution providers](#)

[50 researchers](#)

[150 Members of the European Parliament](#)

[9 international associations/organisations](#)

For more information, please contact Jerome Paris at [jp@eena.org](mailto:jp@eena.org)

#### **Next EENA events**

- [EENA Conference 2014 \(2-4 April 2014 - Warsaw, Poland\)](#)
- ESENet Workshop (October 2014 - Brussels, Belgium)
- HeERO Conference (November 2014 - Place to be determined)

For more information, please contact Jerome Paris at [jp@eena.org](mailto:jp@eena.org)

#### **Other events**

Find below an overview of several interesting events pertaining to emergency services and emergency communications that will be held over the coming months.

- [Mobile World Congress \(24-27 February 2014 - Barcelona, Spain\)](#)
- [Navigator \(30 April - 2 May 2014 - Orlando, Florida, USA\)](#)
- [FEU Meeting \(21-25 May 2014 - Westport, Ireland\)](#)
- [TETRA World Congress \(20-22 May 2014 - Marina Bay Sands, Singapore\)](#)
- [NENA 2014 \(14-19 June 2014 - Nashville, USA\)](#)
- [UK Navigator \(16-18 September 2014 - Bristol, UK\)](#)
- [The Emergency Services Show \(24-25 September 2014 - Birmingham, UK\)](#)

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