



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

17 December 2013, Brussels - On December 11th, the European Commission launched its [Horizon2020 Work Programme for 2014-2015](#). A specific topic entitled "**Communication technologies and interoperability: Next Generation emergency services**" (Reference DRS - 19-2014) has been included to develop a testing regime for Next Generation 112 products, using existing standards and protocols.

EENA welcomes this initiative and complements the European Commission for its foresight in recognising this area as a key benefit for society. For many years, EENA has been leading the discussions regarding NG112 services and launched its own [Long Term Definition document in 2011](#), accompanied by many similar initiatives on the topic of NG112.

EENA intends to create a consortium responding to this Call in the coming months and to that end, will build on its vast experience, its members and significant networks to propose an innovative solution for the European Commission.

"I believe that this topic will be the catalyst for change in the way Next Generation 112 communications will develop in Europe in the coming years and EENA intends to be at the forefront with its members in shaping its future" says Gary Machado, EENA's Executive Director.

[Horizon2020 Work Programme for 2014-2015](#)

[EENA NG112 Committee Documents](#)

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About EENA:

EENA, the European Emergency Number Association, is a Brussels-based NGO set up in 1999 dedicated to promoting high-quality emergency services reached by the number 112 throughout the EU. EENA serves as a discussion platform for emergency services, public authorities, decision makers, researchers, associations and solution providers with a view to improving the emergency response in accordance with citizens' requirements. EENA is also promoting the establishment of an efficient system for alerting citizens about imminent or developing emergencies.

The EENA memberships include more than 900 emergency services representatives from 44 European countries, 65 solution providers, 9 international associations/organisations, 130 Members of the European Parliament and 50 researchers.

More information at www.eena.org

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Public Safety Answering Points in Europe 2013

An annual publication of the European Emergency Number Association

10 December 2013, Brussels - 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.

"The Public Safety Answering Points in Europe document has already become an invaluable reference point and resource for all professionals working in public safety in Europe and beyond. EENA's main publication is a unique document that fosters the sharing of experiences and best practice information on a European level. Based on the contribution of our members, the 2013 edition has been updated with additional information on the structure of emergency call centres, data such as the volume of emergency calls made and technologies used by emergency services as well as the future developments planned, including eCall, in each country", says Gary Machado, Executive Director of the European Emergency Number Association.

Download the abstract of the Public Safety Answering Points (PSAPs) in Europe 2013 document:

 [Download the abstract \(2359KB\)](#)

If you wish to get a copy of the full document, please contact Jerome Paris, jp@eena.org

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First PSAP Quality Certification Programme in the world launched by EENA

8 July 2013, Brussels - The European Emergency Number Association (EENA) has launched the first Quality Certification Programme in the world specifically for Public Safety Answering Points (PSAPs). The Programme is all-inclusive, regardless of the different structures or missions of PSAPs throughout the EU and is open for application from all PSAPs.

In an effort to help the emergency services and specifically PSAPs to measure their quality of service to the citizen, EENA has designed a unique Quality Certification Programme. The programme is using the same principles of the ISO9001:2008 Quality Standard, the ISO19011 Quality Management System standard and the CEN 15838:2009 standard for Contact Centres as a reference point. In order for a PSAP to be awarded the EENA Certificate of Quality Standard, a specialised audit will be carried out by independent experts, assessing the PSAP against both qualitative and quantitative criteria.

"During its time in operation, EENA has been observing all facets of the emergency services chain across Europe and this has given us an unparalleled insight into the different methods, standards and practices employed by PSAPs. It is with this knowledge that the first certification programme in the world dedicated to PSAPs is devolved from and we believe that the Certificate of Quality Standard will further reinforce the excellent work being done by PSAPs all across the EU", says Tony O'Brien, Deputy Executive Director of EENA.

Request your copy of the standard!

[Fill in the form to request your copy of the standard \(PSAPs only\)](#)

If you are not a PSAP and you want to receive a copy of the Standard, please contact Tony O'Brien at tob@eena.org

Additional information



[Download the web version of the Certification of Quality Standard \(200KB\)](#)
[Frequently asked questions](#)

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**Parliamentary Question for Oral Answer on the European
Emergency Number 112**
Commission urged by 150 MEPs to propose an action plan for 112

4 July, European Parliament Plenary Session, Strasbourg - European Commissioner Johannes Hahn has answered a parliamentary question co-signed by 150 Members of the European Parliament (MEPs) regarding the non-implementation of the resolution of the European Parliament of 5 July 2011 and of Article 26 of Directive 2009/136/EC.

In the question, the 150 MEPs requested the European Commission to provide a detailed action plan for 112 with precise timetable and resources. The question further addressed the insufficient achievements in the implementation of the above-mentioned directive and resolution. Several aspects such as setting of accuracy and reliability criteria for caller location information, raising awareness of 112 and enabling access for disabled people were highlighted.

Most MEPs who took the floor today expressed again their concerns on the above mentioned issues. Some of the comments made are listed below:

MEP Schwab (Germany, European People's Party group) said that the Commission should push Member States to make sure the 112 service is fully accessible for all citizens.

Vice President of the European Parliament Durant (Belgium, Greens group) stated that it is hard to understand why in certain areas such as the economic crisis, the EU can act very quickly and why the EU is so slow to save lives with a proper 112.

MEP Harbour (UK, European Conservatives and Reformists group) stated that caller location data is a fantastic tool to help people in an emergency. The technology is available to provide accurate data: the Commission and the Member States should act together without further delays. **MEP Ertug** (Germany, Socialists Group) also asked when the legal mandatory Framework for caller location accuracy and reliability will be in place.

MEP Fiona Hall (UK, Liberals group) asked the Commission what concrete steps its services have undertaken to support the deployment of a Next Generation 112 service in Europe and what the timeframe to fund such an important programme is.

MEP Tarabella (Belgium, Socialists group) said that MEPs can't get access to the 112 experts working group (EGEA) and asked if the Commission has something to hide. He also raised questions on what the annual budget allocated to 112 is compared to eCall as well as what the resources and structure is within the Commission for 112.

MEP Harkin (Ireland, Liberals group) asked if the Commission compiled data on the time and effectiveness of answering and handling calls to 112 and other national emergency numbers for each Member State. She also asked how the Commission ensures the comparison of answering and handling calls to 112 and to other national numbers in order to ensure that calls are answered as expeditiously and effectively as calls to the national emergency number or numbers.

By way of response, **Commissioner Hahn** highlighted the awareness work being done with transport companies and travel agencies and mentioned the current project work of European Conference of Postal and Telecommunications Administrations (CEPT) and the responsibilities of the National Regulatory Authorities regarding the issue of caller location



improvements. He also mentioned that the Commission will provide greater transparency with the new Key Performance Indicators and welcomed further developments on access, standardisation and reverse 112 systems in the future. Commissioner Hahn said the Commission will stay vigilant on issues raised today. He also invited MEPs to encourage Member States to ensure 112 is being well implemented.

[Watch the video of the debate at the European Parliament](#)

Background

On 5 July 2011, the European Parliament adopted a resolution on universal service and the 112 emergency number ([P7_TA\(2011\)0306](#)). This resolution emphasised the need for greater efforts in implementing and promoting 112, the EU-wide emergency number, and called on the Commission to take a number of specific measures under [Directive 2009/136/EC](#)

For example, no accuracy or reliability criteria for caller location has been defined as mandated in Article 26(5) of Directive 2009/136/EC. In addition, despite the very low and stagnating awareness of 112 (only 27 % of EU citizens are aware of its existence), no noteworthy efforts have been made to address the issue of deficient information to European citizens. 112 also remains inaccessible to a majority of people with disabilities, although equivalence of access was requested in Directive 2009/136/EC, in the resolution of 5 July 2011 and in [Written Declaration 0035/2011 of 12 September 2011](#) on the need for accessible 112 emergency services.

[Read the Parliamentary question O-000064/2013 and view the full list of MEPs who co-signed it](#)

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Roundtable on 112 in Turkey

27-28 June, Antalya, Turkey - International and Turkish experts participated in the Roundtable on 112 in Antalya organized by the European Emergency Number Association (EENA) and the Turkish Ministry of Interior.

The Roundtable on 112 addressed various internationally trending topics in emergency communications such as quality of service, accessibility, eCall implementation, caller location, public warning along with local ones such as the emergency system organisation in Turkey. Experts from Turkey, Belgium, Slovenia, Bulgaria, the Czech Republic, United Kingdom and EENA issued recommendations and shared best practices with the participants during the two-day conference. The Roundtable on 112 gathered about 150 participants from Turkey but also from all over Europe.

"EENA is delighted to strengthen the development of 112 in Turkey. During the last two days we witnessed how much work is being made and we also were able to exchange experiences and ideas about the future of 112 in Turkey. EENA remains committed to supporting the Turkish partners in reaching their objectives", stated Tony O'Brien, Deputy Executive Director of EENA.

Additional materials

[Context and agenda](#)

[Presentations of the Roundtable on 112](#)

[Pictures of the Roundtable on 112](#)

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Meeting on 112 with EC Vice-President Neelie Kroes

16 May 2013, Brussels - A high-level meeting to discuss the status and prospects of the European emergency number 112 was held today at the European Commission (EC).

Raed Arafat, Secretary of State for Health (Romania), Cristian Silviu Busoi, Member of the European Parliament, Claudiu Zoicas, Counselor at Romania's Permanent Delegation to NATO and EENA representatives met Neelie Kroes, Vice-President of the European Commission.

During the meeting, the participants expressed their views concerning the future of 112 in Europe. The following key topics were addressed:

- Awareness of 112
- Accuracy and reliability of mobile caller location information
- Institutional management of 112

On this occasion, Neelie Kroes also received a 112 Award for the promotional campaign on 112 she led together with major European transport companies.



In this picture (from left to right): Raed Arafat - Secretary of State for Health (Romania), Neelie Kroes - Vice-President of the European Commission, Cristian Silviu Busoi - Member of the European Parliament, Emmanuel Paul - EENA

[Download the high resolution picture](#)

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NG112 LTD standard: updated version released

11 March 2013, Brussels - The European Emergency Number Association (EENA) released an updated version of the Next Generation 112 Long Term Definition standard ("NG112 LTD"). The updates mark further moves towards facilitating interventions through data sharing and reaching 112 with voice, text, videos and pictures.

The NG112 LTD document promotes a modern and efficient emergency calls management process and the use of global interoperability. The updated version reflects the changes to existing standards, specifications, methodologies and the updates which were made to NENA's i3 specification.

"We are delighted to update this unique reference document and repeat our call to have the European authorities support the testing of an end-to-end Next Generation 112 service in Europe. We will be focusing on the next step towards the deployment of IP-based emergency services networks which is the creation of transition documents along with other initiatives", announces Gary Machado, EENA Executive Director.

NG112 is a main topic on the agenda of the [EU Emergency Services Workshop 2013](#) (17-19 April, Riga, Latvia) which will be attended by emergency services and industry representatives from all over Europe.

 [Next Generation 112 Long Term Definition standard for emergency services document \(version 1.1\) \(3222KB\)](#)

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ESEnet project launch

Practitioners, authorities and industry representatives from all over Europe seek to create a network of professionals in the emergency management field.

21 February 2013, Brussels - The European Emergency Number Association (EENA), in collaboration with its project partners IES Solutions and ERUPSI, announces the launch of ESEnet (Emergency Services Europe Network). ESEnet is an extensive project, which aims at establishing a European network of stakeholders in the Emergency Management domain.

The main objectives of ESEnet are to identify, discuss and agree on needs, requirements, new technologies and best practices in responding to both everyday and major emergencies. Over the next two years, participants including representatives from EENA's Emergency Services Staff Network (ESSN) and some of its member companies will come together and participate in 8 web meetings and 4 workshops and contribute to working documents on topics such as interoperability at all levels and in all types of safety and security missions.

The project is due to run for two years and it is funded under the FP7 Security programme.

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About IES Solutions

Intelligence for Environment & Security - IES Solutions is an Italian SME, based in Roma and Catania, operating since 2004 on the market of services and technologies for Environmental and Safety/Security management.

IES Solutions has a proven expertise in turning ICT research into secure solutions, particularly for emergency management. Thanks to the experience gained as coordinator of several EC-funded

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projects, IES Solutions has built a significant network with stakeholders and emergency services.

During the recent years, IES Solutions has defined a communication protocol adopted by the Italian Ministry of Interiors (Dept. of Fire Services) as national standard for exchanging data and ensuring interoperability between Control Rooms. Services built around that protocol have been successfully provided for the management of the so-called "Forest Fires" season and the aftermath of the earthquakes in L'Aquila (2009) and Emilia Romagna (2012).

More information at www.iessolutions.eu

About ERUPSI

The mission of ERUPSI Ltd. is to support the development of security and emergency agencies by providing client-tailored consultancy services, helping our customers to achieve their strategic goals as well as optimize daily operations, by enabling them to utilize our specialist's state of the art know-how in:

- IT security, management and process modeling of strategic/critical systems;
- Security and risk analyses & management;
- Research & Development of technologies;
- Integrated information system development;
- Business and policy development strategies;
- Institutional development and change management, with special focus on emergency services.

The company was established in 2011, following the launch of a national reform of the Integrated rescue system of Slovakia and reflecting upon high demand for support of crucial development initiatives in the sector of the emergency services at national level and beyond. Task-tailored expert teams, created to meet the needs of individual clients and projects, often join the ERUPSI team.

ERUPSI Ltd. is supporting key projects for corporate and government clients and actively creating a platform for ultimate experience-gathering opportunities for our joint consultant/client teams, currently supporting projects in Slovakia, Czech republic, Austria, Montenegro, Russia and USA.

More information at: www.erupsi.com



European 112 Day 2013

Only 1 out of 4 EU citizens are aware of 112 as the European emergency number

11 February 2013, Brussels - At European level, still only 1 out of 4 citizens are aware of 112 as the emergency number to dial all over the EU. Moreover, this figure has been stagnating for years and it varies significantly across European countries. Thus, more than 25 countries of Europe are organising awareness raising activities on the occasion of the European 112 Day 2013, observed on 11 February every year since 2009.

Celebrating the European 112 Day is a crucial step forward in promoting 112, especially nowadays when citizens are travelling more than ever for work, study or leisure. This year, the number of countries organising the 112 Day is expected to be the highest ever. Information sessions and presentations on 112 in schools along with Open Doors and visits in the 112 emergency call-centres are organised in a majority of European countries. Several countries have chosen to develop the 112 Day 2013 around the concept of cardiopulmonary resuscitation (CPR) as a large majority of Europeans do not know how to perform CPR in case they witness a cardiac arrest.

"The substantial number of countries organising the European 112 Day highlights the importance of raising awareness of 112 at EU level, especially during this Year of Citizens. Better awareness levels and quality of service of 112 would definitely be of great benefit to European citizens moving around the Single Market and to emergency services striving to serve the hundreds of millions of emergency calls they receive every year", comments Olivier Paul Morandini, President of the European Emergency Number Association (EENA).

About 112

The pan-European emergency number 112 was created in 1991. Since 2008, 112 is the only emergency number that can be used from any landline, payphone or mobile phone to reach the emergency services (ambulance, fire-fighters and police) in any EU country free of charge.

[Download the 112 Day 2013 Press release \(439KB\)](#)

Resources

[Follow us on Twitter: @112_sos; #112Day2013](#)

[Join the European 112 Day 2013 on Facebook](#)

[View the 112 videos](#)

[View the actions organised all over Europe in 2013](#)



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Launch of HeERO 2 project

6 additional European countries to implement eCall, a life-saving service

6 new European countries join HeERO, an international project aiming to deploy eCall, the in-vehicle service that could save several hundred lives in Europe yearly.

14 January 2013, Madrid - 6 new countries, namely Belgium, Bulgaria, Denmark, Luxembourg, Spain and Turkey, are meeting in Madrid to share common goals and further steps to successfully implement eCall, a service based on the common European Emergency number 112. This meeting marks the beginning of the second phase of HeERO (Harmonized eCall European Pilot), an international project that coordinates pilot sites in 19 countries working together to deploy the EU-wide eCall.

As from 2015, eCall, a new telecommunications service aiming to enhance road and general safety, will become reality in all EU Member States. eCall could save several hundred lives yearly by establishing a direct connection with voice and location data between the vehicle and the 112 services in case of a car crash.

"All countries committed to develop the local 112 eCall infrastructure will benefit from learning about best practices from other EU Members and Associated States within the framework of the HeERO project", comments Gary Machado, Executive Director of the European Emergency Number Association, EENA.

Background information:

About eCall:

eCall is an electronic safety system which automatically calls the emergency services in case of a serious accident, even when the driver and passengers are unconscious. As soon as the eCall device senses a severe impact during an accident, it automatically initiates a 112 emergency call to the nearest emergency centre and transmits the exact geographic location of the accident scene and other data. eCalls can also be made manually by car occupants, thus enabling them to provide the call centre with additional details of the accident.

Getting an immediate alert in the event of an accident and pinpointing the exact location of the crash site can cut emergency services' response time by 50% in rural and 40% in urban areas. Thanks to this gain in time, eCall is expected to save several hundred lives in the European Union each year, and to mitigate the severity of tens of thousands of injuries. Road accidents cost the EU around €160 billion/ year, but if all cars were equipped with the eCall system, up to €20 billion could be saved annually. eCall will be available all over the European Union, plus Iceland, Norway and Switzerland.

About HeERO:

HeERO addresses the pan-European in-vehicle emergency call service "eCall" based on 112, the common European Emergency number. For three years (January 2011 to December 2013), the nine European countries forming the HeERO 1 consortium (Croatia, Czech Republic, Finland, Germany, Greece, Italy, The Netherlands, Romania and Sweden) carried out the start-up of an interoperable and harmonised in-vehicle emergency call system.



The second phase of the HeERO project - HeERO 2 - started on 1st January 2013 and will last 2 years. 6 new countries (namely Belgium, Bulgaria, Denmark, Luxembourg, Spain and Turkey) have joined the other 9 pilot sites of HeERO 1. Furthermore, other countries who wished to become HeERO partners, but have not succeeded for several reasons, became associate partners, a status allowing them to benefit from the expertise of HeERO 1 and 2 but not granting them access to EC funding.

The HeERO consortium is currently testing and validating in real conditions pilots the common European eCall standards defined and approved by the European Standardisation Bodies.

The project is partially funded by the European Commission under the ICT PSP programme.

[View the website of the project](#)

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