



Public Safety Answering Points in Europe



A Publication of the European Emergency Number Association

2012

Dear EENA Members,

We are delighted to release the update of the “Public Safety Answering Points (PSAPs) in Europe” document for 2012. It has been prepared with the generous contribution of our members from the EENA Advisory Board and the 112 Emergency Services Staff Network (112 ESSN) and we have done our utmost to provide an accurate reflection of the 112 structure based on these contributions.

We would like once more to express our sincere gratitude to all members for their efforts.

In addition to the 27 EU countries present in the 2011 edition, this year’s publication provides information on PSAPs organisation in Croatia, Iceland, Norway, Serbia and Turkey. More relevant information has been added to the document, such as information on public warning systems, on projects/reforms/upgrades of the PSAPs and on the technologies being deployed and the providers.

The document serves to illustrate the complexity of each national structure.

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:

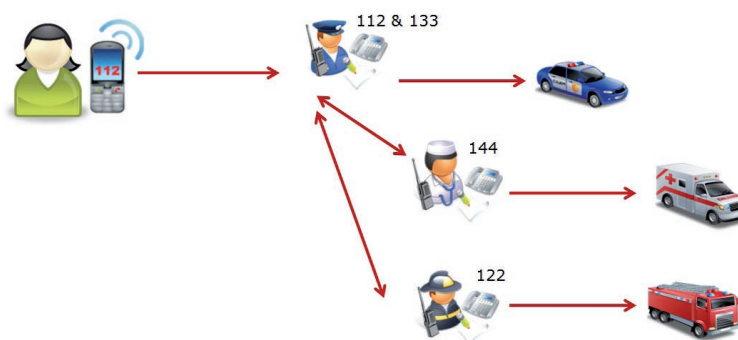
- Telecommunications Act 2003 Communications
www.rtr.at/en/tk/TKG2003 (English)
<http://www.rtr.at/de/tk/TKG2003> (German)
- Parameter, Fees and Value-Added Services Regulation 2009
<http://www.rtr.at/de/tk/KEMV>

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 services 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 PSAP's are organisationally and geographically separated.

Police province dispatch centres can act as PSAPs in case of overflow of other PSAPs. Calls are then automatically forwarded to Police's Province Dispatch Centre via the internal phone network.

In case of massive amounts of calls (crisis, disaster, state visit), they are transferred to special call-centres within the Ministry of Interior (0800-number published via media) or 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 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 and the time needed to provide it on request (Pull)

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 that are hearing and/or speaking challenged, a national toll free number exists: 0800 133 133.
- The citizen can send an SMS that is transferred to a dedicated Telefax server (block-free communication guaranteed).
- There is also a 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

Public warning

- Main system with sirens
- Participation in EU Cell Broadcast Project

Projects and/or Reforms and/or Upgrades

- Improve service to the public (less PSAPs, more professional staff, multilingual service)
- New functionalities i.e. SMS
- Roll-Out of new technology (call-centre technology, CAD, etc.)
- Data exchange with PSAPs stage 2
- Prepare for eCall

Technology providers

n.a.