

APPENDICES

Report: Impact of COVID-19 on PSAP activities



Appendices related to the
Report : Impact of COVID-19
on PSAP activities.

APPENDICES for Report: Impact of COVID-19 on PSAP activities

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The data in this document has been provided by official sources detailed in Appendix 3. If you believe a change should be made, please contact mas@eena.org.



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APPENDIX 1 | CALL HANDLING & COVID-19-RELATED INFORMATION PER COUNTRY

Country	Call handling system ¹	First confirmed COVID-19 case	State of emergency/lockdown introduced	Alternative number used for COVID-19
Bulgaria	<p>112 is the single emergency number in Bulgaria.</p> <p>The previous national numbers (150 – ambulance, 166- police, 160, fire brigade) are still active but they redirect to 112.</p> <p>The Bulgarian 112 system has 6 call centres (PSAPs), one per economic region.</p> <p>The PSAP receiving the emergency call forwards it to a regional ERO Dispatchern Centre. Dispatch of the intervention resources is done by EROs.</p>	8 March ²	<p>State of emergency announced 13 March.³</p> <p>23 March - a special law on actions and measures during the state of emergency was adopted by the Parliament.</p>	<p>11 February – Ministry of Health starts operating 24/7 line (028078757) for questions about COVID-19.</p> <p>13 March – Ministry of Labour and Social Policy introduce a toll free number for social assistance and psychological assistance.</p> <p>14 March – Directorate National 112 System introduced internal phone group number so that 112 call-takers can redirect non-emergency calls about COVID-19.⁴</p>
Croatia	112 is not the only emergency number in Croatia. There are also national numbers (192 -	25 February ⁵	23 March - Croatian National Civil Protection announced lockdown measures. ⁶	18 March - 113 Call Centre for coronavirus started operating. ⁷

¹ This information is taken from EENA’s 2019 publication: Public Safety Answering Points, Global Edition.

² Reporting by Angel Krasimirov; Editing by Louise Heavens and Frances Kerry (2020-03-08) **“Bulgaria confirms first four cases of coronavirus: health officials”**, Reuters <https://reut.rs/2ZeY1x7> - Retrieved 2020-09-07

³ Tsvetelia Tsoleva and Angel Krasimirov; Editing by Angus MacSwan (2020-03-13) **“Bulgaria closes schools, restricts travel over coronavirus”**, Reuters <https://reut.rs/3eCdXiG> - Retrieved 2020-06-26

⁴ Information provided by email by the Ministry of Interior of the Republic of Bulgaria on 8 of April 2020.

⁵ Reporting by Igor Ilic; Editing by Ivana Sekularac (2020-02-25) **“Croatia confirms its first case of coronavirus infection”**, Reuters <https://reut.rs/3k7kfcl> - Retrieved 2020-09-07

⁶ Daniela Rogulj (2020-03-29) **“New COVID-19 Restrictions in Croatia: Movement from Town of Registration Prohibited”**, Total Croatia News <https://bit.ly/2JumKWc> - Retrieved 2020-04-10

⁷ Government of the Republic of Croatia (2020-09-07) **“Important phone numbers”**, Government of the Republic of Croatia website <https://bit.ly/3ia5p4j> - Retrieved 2020-09-07

	<p>police 193 - fire brigade, 194 - ambulance, 195 - search and rescue at sea, 1987 - road assistance).</p> <p>In 112 Centres (stage 1 PSAPs) civilian officers are in charge of emergency call taking and transmitting data to relevant emergency services.</p>			
Greater Copenhagen (Denmark)	<p>112 is the single emergency number in Denmark.</p> <p>Calls to 112 in the Greater Copenhagen region are answered by the Greater Copenhagen Fire Department (HBR).</p>	27 February ⁸	11 March – first lockdown measures announced. ⁹	6 March – COVID-19 hotline of the Danish Health Authority (72 22 74 59). ¹⁰
Estonia	<p>112 is the single emergency number in Estonia.</p> <p>The Estonian Emergency Response Centre (EERC) is responsible for the 112 service all over Estonia.</p> <p>There are four regional control rooms handling 112 calls.</p>	27 February ¹¹	12 March – state of emergency announced. ¹²	16 March - helpline 1247 for callers who need specific information on COVID-19 introduced. ¹³

⁸ N/A (2020-02-27) **“Updated: Denmark announces first coronavirus case”**, Ritzau/AFP/The Local <https://bit.ly/3359C3d> - Retrieved 2020-09-07

⁹ Jacob Gronholt-Pedersen, Nikolaj Skydsgaard (2020-05-18) **“Fast in, first out: Denmark leads lockdown exit”**, Reuters <https://reut.rs/3jVT6JC> - Retrieved 2020-09-07

¹⁰ Danish Health Authority (updated 2020-05-19) **“Coronavirus/COVID-19 Contact us”**, Danish Health Authority website <https://bit.ly/3m28VA7> - Retrieved 2020-09-07

¹¹ N/A (2020-02-28) **“Estonia, Lithuania Report First Cases of Coronavirus”** VOA News <https://bit.ly/33aiNPG> - Retrieved 2020-09-07

¹² N/A (2020-03-12) **“The government declared an emergency situation in Estonia until 1 May”**, Government Republic of Estonia <https://bit.ly/2R1Kkh3> - Retrieved 2020-03-20

¹³ N/A (2020-03-17) **“Estonia’s new coronavirus helpline opens also to calls from abroad”**, The Baltic Times <https://bit.ly/2Q4Ezeye> - Retrieved 2020-09-07

	<p>Employees of the EERC are both answering all emergency calls and also dispatching operational units. Only police units are dispatched by the Police and Border Guard Board officers who are working in the same control rooms.</p>			
Finland	<p>112 is the single emergency number in Finland.</p> <p>Emergency calls are handled by operators in the Emergency Response Centre. The call taker decides the necessary resources and dispatches the emergency services units. Non-emergency tasks are forwarded to the task monitor for dispatching.</p>	29 January ¹⁴	16 March – state of emergency announced. ¹⁵	3 March – general information number about COVID-19 launched. ¹⁶
Freiburg PSAP (Germany)	<p>112 is not the only emergency number in Germany. 112 is traditionally considered the fire emergency and medical assistance emergency number,</p>	27 January (Germany) ¹⁸	13 March – pandemic begins to be managed in the protection stage in Germany: schools and nurseries were closed, and major sports events were prohibited. ¹⁹	Federal states introduced their own hotlines. In Baden-Württemberg, citizens were encouraged to call 0711/904-395521 (2 February). ²²

¹⁴ N/A (2020-02-29) "**Finland confirms its first coronavirus case**", Reuters <https://reut.rs/3mnpuXp> - Retrieved 2020-09-14

¹⁵ N/A (2020-03-16) "**Finland closes schools, declares state of emergency over coronavirus**", YLE <https://bit.ly/3c0DkdM> - Retrieved 2020-09-14

¹⁶ Mikaela Remes (2020-03-04) "**Nu finns ett nummer som svarar på dina frågor om coronaviruset – en landsomfattande telefontjänst öppnades**", YLE <https://bit.ly/2FzPTQW> - Retrieved 2020-09-14

¹⁸ Merle Bohmer, Udo Buchholz, Victor Corman, Martin Hoch, Katharina Katz, Durdica Marosevic et al. (2020-08-01) "**Investigation of a COVID-19 outbreak in Germany resulting from a single travel-associated primary case: a case series**", The Lancet <https://bit.ly/35DWd4T> - Retrieved 2020-09-14

¹⁹ Tobias Hartl, Klaus Walde and Enzo Weber (2020-04-14) "**Measuring the impact of the German public shutdown on the spread of COVID-19**", Vox EU <https://bit.ly/2GZNqQB> - Retrieved 2020-09-14

²¹ N/A (2020-03-17) "**Corona-Virus: Aktuelles aus Kraichgau und Neckar-Odenwald**", Mortiz <https://bit.ly/3mlsa84> - Retrieved 2020-09-14

²² N/A (2020-02-02) "**Telefon-hotline wu Corona-Virus geschaltet**", <https://bit.ly/2Rs9cOU> - Retrieved 2020-09-14

	<p>while 110 is known as the police emergency number.¹⁷</p> <p>110-calls in Germany are received by the Police, 112-calls by the FRS.</p> <p>Emergency calls are separately processed in these two kinds of emergency response and control centres. If necessary, emergency calls from the two areas (Police and non-Police) are transferred to the EMD and other rescue services. Control centres of Police and non-Police organisations cooperate.</p> <p>ILS Freiburg PSAP handles calls to 112 from the city of Freiburg and the district of Breisgau-Hochschwarzwald.</p>		<p>22 March – the government and the federal states agreed to forbid gatherings of more than two people and closed restaurants and services such as hairdressers.²⁰</p>	
Hungary	<p>112 is not the only emergency number in Hungary. There are also national emergency numbers (104- ambulance and emergency medical services²³, 105- fire-brigade, rescue services and</p>	<p>4 March²⁴</p>	<p>11 March – state of emergency declared.²⁵</p>	

¹⁷ European Commission (last update 2019-08-27) "**112 in Germany**", <https://bit.ly/3kbacDa> - Retrieved 2020-09-14

²⁰ Tobias Hartl, Klaus Walde and Enzo Weber (2020-04-14) "**Measuring the impact of the German public shutdown on the spread of COVID-19**", Vox EU <https://bit.ly/2GZNqQB> - Retrieved 2020-09-14

²³ The number 104 is only active in two counties - Budapest and Pest County.

²⁴ Yhy (2020-03-05) "**Hungary reports first 2 cases of COVID-19**", Xinhua <https://bit.ly/3i6BVEI> - Retrieved 2020-09-07

²⁵ Marton Eder (2020-03-11) "**Hungary Declares State of Emergency, Shuts Universities on Virus**", Bloomberg <https://bloom.bg/37XAfsS> - Retrieved 2020-06-25

	<p>civil protection, 107 – police).</p> <p>There are two PSAPs receiving all calls from 112. Dispatching is the responsibility of the county emergency organization service. The 104 (except Budapest and Pest County), 105 and 107 national numbers are routed to the stage 1 PSAPs.</p>			
Iceland	<p>112 is the single emergency number in Iceland.</p> <p>112 answers the call, identifies the location of the incident, the nature of the problem and then dispatches the appropriate response. Should the incoming call require the investigative part of the police the call is forwarded to the police.</p>	28 February ²⁶	13 March - announcement that universities and schools would be closing and that there would be a ban of public gatherings over 100 people. ²⁷	
Lombardy (Italy)	<p>112 is the single number in Lombardy.</p> <p>However, previous national emergency numbers still exist (113 – police, 115 – fire brigade, 118 –</p>	21 February (Lombardy) ²⁸	<p>31 January – state of emergency announced.²⁹</p> <p>February – 11 municipalities in Northern Italy placed under quarantine.³⁰</p>	22 February – regional toll-free numbers for COVID-19 announced. ³²

²⁶ Tomas Ragnar (2020-02-08) "**First confirmed COVID-19 case in Iceland**", Iceland Review <https://bit.ly/2Rw7ID3> - Retrieved 2020-09-14

²⁷ N/A (2020-03-13) "**Iceland Restricts Public Gatherings, Closes Schools**", US News <https://bit.ly/32r0ern> - Retrieved 2020-09-14

²⁸ Ciro Indolfi and Carmen Spaccarotella (2020-07-15) "**The outbreak of COVID-19 in Italy**", Voices of Cardiology <https://bit.ly/2RmI7fW> - Retrieved 2020-09-14

²⁹ Oscar Schneider (2020-01-31) "**Coronavirus update: Italy declares state of emergency**", Brussels Times <https://bit.ly/2Fxazcv> - Retrieved 2020-09-14

³⁰ Mark Lowen (2020-02-25) "**Coronavirus: Quarantine raises virus fears in northern Italy**", BBC <https://bbc.in/3hu0kTA> - Retrieved 2020-09-14

³² Ministry of Health (2020-02-22) "**Regional toll-free numbers and travel info**" <https://bit.ly/3kegdz9> - Retrieved 2020-09-14

	<p>first aid) but redirect to the 112 Stage 1 PSAP.</p> <p>In the Lombardy region, the Agenzia Regionale Emergenza Urgenza (AREU), or Regional Agency for Emergencies, has the main task of managing all regional ambulance PSAPs and rescue coordination. In Lombardy, AREU is in charge of handling all emergency calls, regardless of the number dialled: 112, 113, 118 or 115. The 112 PSAP is responsible for directing the call to the proper dispatching centre.</p>		<p>8 March – Quarantine expanded to all of Lombardy.³¹</p>	
<p>Rome (Italy)</p>	<p>112 is the single number in Rome.</p> <p>However, previous national emergency numbers still exist (113 – police, 115 – fire brigade, 118 – first aid) but redirect to the 112 Stage 1 PSAP.</p>	<p>31 January (Rome)³³</p>	<p>31 January – state of emergency announced.³⁴</p> <p>February – 11 municipalities in Northern Italy placed under quarantine.³⁵</p>	<p>22 February – regional toll-free numbers for COVID-19 announced.³⁶</p>

³¹ N/A (2020-03-08) **"Coronavirus: Northern Italy quarantines 16 million people"**, BBC <https://bbc.in/33t3rpO> - Retrieved 2020-09-14

³³ AFP (2020-01-31) **"Italy suspends all China flights as coronavirus cases confirmed in Rome"**, The Local <https://bit.ly/33qBkHQ> - Retrieved 2020-09-14

³⁴ N/A (2020-01-31) **"Italy declares state of emergency"**, Brussels Times <https://bit.ly/2Fxazcv> - Retrieved 2020-09-14

³⁵ Mark Lowen (2020-02-25) **"Coronavirus: Quarantine raises virus fears in northern Italy"**, BBC <https://bbc.in/3hu0kTA> - Retrieved 2020-09-14

³⁶ Ministry of Health (2020-02-22) **"Regional toll-free numbers and travel info"** <https://bit.ly/3kegdz9> - Retrieved 2020-09-14

<p>Lithuania</p>	<p>112 is not the only emergency number in Lithuania. There are also national emergency numbers (01- fire brigade, 02 - police, 03 - ambulance).</p> <p>All emergency calls to number 112 and old Police and Fire & Rescue numbers are routed to and handled by the ERC.</p> <p>ERC is in charge of emergency call-taking and evaluation and the transmission of the call data to relevant emergency services.</p> <p>Fire & Rescue field units are dispatched by the ERC dispatchers however field units of Police, EMS, and Environmental Protection Service are dispatched respectively by their own dispatchers.</p>	<p>18 February³⁷</p>	<p>16 March – lockdown measures introduced.³⁸</p>	<p>13 March – 1808 hotline established.³⁹</p>
<p>Poland</p>	<p>112 is not the only emergency number in Poland. There are also national emergency numbers (999 - ambulance 998 - fire brigade 997 – police).</p>	<p>4 March⁴⁰</p>	<p>10-12 March – beginning of lockdown measures.⁴¹</p>	

³⁷ N/A (2020-02-28) **"Estonia, Lithuania Report First Cases of Coronavirus"** VOA News <https://bit.ly/33aiNPG> - Retrieved 2020-09-07

³⁸ N/A (2020-04-22) **"Lithuania to ease coronavirus lockdown measures this week"**, Reuters <https://reut.rs/3hv8EIG> - Retrieved 2020-09-14

³⁹ N/A (2020-03-13) **"COVID-19 hotline launched"**, International Science Council <https://bit.ly/2FsnVqF> - Retrieved 2020-09-14

⁴⁰ N/A (2020-03-04), **"Poland announces first coronavirus case"**, Medical Xpress <https://bit.ly/3mlwlkg> - Retrieved 2020-09-14

⁴¹ Ewa Palinska (2020-03-10) **"Premier odwołał wszystkie imprezy masowe w Polsce"**, Trojmiastro <https://bit.ly/35zPVTv> - Retrieved 2020-09-14

	<p>PSAPs are mutually substitutable – if too many calls are directed to one PSAP some of them can be handled by other PSAPs.</p> <p>Emergency calls are handled by PSAPs and directed to Police, State Fire Service and Emergency Medical Services by means of electronic communications with all necessary data and, if necessary (mostly in EMS cases) also by voice.</p>			
Portugal	<p>112 is the single emergency number in Portugal.</p> <p>All 112 calls are first received by a stage 1 PSAP. The calls are then classified according to the type of emergency and transferred to the relevant agency. Emergency medical calls, for instance, are transferred to the <i>Instituto Nacional de Emergência Médica de Portugal</i> (INEM).</p>	2 March ⁴²	<p>12 March – government declared highest level of alert.⁴³</p> <p>18 March – entire Portuguese territory in state of emergency.⁴⁴</p>	Portugal did not establish a dedicated alternative number for COVID-19 inquiries. The public were encouraged to report symptoms to the SNS 24 service helpline, which is a well-established number for general health questions and advice that has been in operation since July 2017.

⁴² N/A (2020-03-02) "**COVID-19: First two confirmed cases in Portugal**", The Portugal News <https://bit.ly/3iwJXXp> - Retrieved 2020-09-14

⁴³ N/A (2020-03-13) "**Covid-19. Estado de alerta até pelo menos 9 de abril**", Espresso <https://bit.ly/2RqY70w> - Retrieved 2020-09-14

⁴⁴ *Presidência da república portuguesa* (2020-03-18) "**Mensagem do Presidente da República ao País sobre a declaração do estado de emergência**" <https://bit.ly/3izBfYA> - Retrieved 2020-09-14

<p>Romania</p>	<p>112 is the single emergency number in Romania.</p> <p>All 112 calls are routed to the most appropriate PSAP, county-based.</p> <p>All PSAPs of different counties are interconnected. If one PSAP is not functioning, the calls can be redirected to another PSAP.</p>	<p>26 February⁴⁵</p>	<p>16 March – state of emergency declared.⁴⁶</p>	<p>27 February – alternative number announced.⁴⁷</p>
<p>Slovenia</p>	<p>112 is not the only emergency number in Slovenia. There is also a national emergency number for the police: 113.</p> <p>13 Regional Emergency Notification Centres respond to the 112 Emergency Call Number. Calls are filtered through PSAPs and in case of police help, call is transferred there, even though Police has its own emergency number 113. If firefighters are needed or there is the need for medical help, the call is transferred to the regional emergency service.</p>	<p>4 March⁴⁸</p>	<p>20 March – Government prohibits public gatherings.⁴⁹</p>	<p>4 March - Call centre has been operating to provide the public with reliable and up-to-date information. Information is available at the toll-free telephone number 080 1404.⁵⁰</p>

⁴⁵ N/A (2020-02-27) "**Romania Detects First Virus Case After Man Has Contact With Italian Visitor**", RFE/RL's Romanian Service <https://bit.ly/2FfAdiC> - Retrieved 2020-07-09

⁴⁶ Trent Murray & Mari Jeanne Ion (2020-03-16) "**Romania declares state of emergency over Covid-19 outbreak**", Euronews <https://bit.ly/3h3eISh> - Retrieved 2020-07-09

⁴⁷ N/A (2020-02-27) "**Linia Telerverde la care puteți afla informații despre coronavirus a fost deschisă. Pentru urgențe, sunați la 112**", Digi24 <https://bit.ly/3byC3KF> - Retrieved 2020-07-09

⁴⁸ Reporting by Marja Novak; Editing by Sandra Maler and Grant McCool (2020-03-04) "**Slovenia confirms first case of coronavirus: health minister**", Reuters <https://reut.rs/35dN2rz> - Retrieved 2020-07-09

⁴⁹ N/A (2020-03-20) "**Slovenia enters lockdown mode**", STA <https://bit.ly/3grou0G> - Retrieved 2020-04-02

⁵⁰ Government Communication Office (2020-04-06) "**The Government coronavirus call centre**", The Government of the Republic of Slovenia Portal <https://bit.ly/3bC52xi> - Retrieved 2020-07-09

<p>La Rioja (Spain)</p>	<p>112 not the only emergency number in Spain. There are also national emergency numbers (091 - police, 061 - health emergencies, 080 - fire fighters, 092 - local police).</p> <p>In La Rioja, the 112 centre receives emergency calls. If it is a medical emergency, the call is forwarded to a doctor, who determines which resource to mobilise and then SOS Rioja mobilises directly the most appropriate health resources. In other types of emergency, SOS Rioja dispatch the data to the relevant emergency dispatch centre.</p>	<p>1 March (La Rioja)⁵¹</p> <p>31 January (Spain)⁵²</p>	<p>14 March – lockdown imposed in Spain.⁵³</p>	<p>27 February – alternative number established in La Rioja – 941 29 83 33.</p>
<p>Sweden</p>	<p>112 is the single emergency number in Sweden.</p> <p>112 calls are handled by civilian call-takers (“SOS-operators”) at SOS Alarm. The operators are highly trained to handle both 112 call taking and dispatching of</p>	<p>31 January⁵⁴</p>	<p>Unlike other countries, Sweden did not close borders, schools, non-essential businesses or ban gatherings multiple people.⁵⁵</p>	<p>Sweden used the already existing national information number 113 13, for receiving or giving information in serious accidents or crisis.⁵⁶</p>

⁵¹ N/A (2020-03-03) **“Un sanitario que trabaja en Vitoria y un vecino de Casalarreina, primeros casos riojanos de coronavirus”**, La Rioja <https://bit.ly/33BggG6> - Retrieved 2020-09-14

⁵² N/A (2020-04-02) **“Timeline – How the coronavirus spread in Spain”**, Reuters <https://reut.rs/35A897S> - Retrieved 2020-09-14

⁵³ Sam Jones (2020-03-14) **“Spain orders nationwide lockdown to battle coronavirus”**, Guardian <https://bit.ly/3ivG59k> - Retrieved 2020-09-14

⁵⁴ Lee Roden (2020-01-31) **“First case of Corona virus in Sweden confirmed”**, Radio Sweden <https://bit.ly/3i8F5rl> - Retrieved 2020-07-09

⁵⁵ Holly Ellyatt (2020-03-30) **“No lockdown here: Sweden defends its more relaxed coronavirus strategy”**, CNBC <https://cnb.cx/2wTSCR9> - Retrieved 2020-04-02

⁵⁶ N/A (N/A) **“113 13 - det nationella informationsnumret”**, SOS Alarm <https://bit.ly/2ZfqjYw> - Retrieved 2020-07-09

	intervention resources.			
Lausanne PSAP (Switzerland)	<p>112 is not the only emergency number in Switzerland. There are also national emergency numbers.</p> <p>Calls to 112 end exclusively at the PSAPs of the cantonal police forces. It should be noted that, in Switzerland, the majority of citizens use national emergency numbers (117, 118, 143, 144 and 147) instead of 112.</p> <p>The Lausanne medical dispatch centre comprises two helplines. The first maintains emergency medical response services for cases needing an ambulance or helicopter. The second involves a non-emergency medical helpline which handles the less urgent calls, to which a general practitioner may be sent to the patient.</p> <p>The Fondation Urgences Santé</p>	25 February (Switzerland) ⁵⁷	<p>28 February – events of more than 1000 participants banned⁵⁸</p> <p>16 March – schools and most shops closed⁵⁹</p> <p>20 March – gatherings over 5 people in public spaces banned.⁶⁰</p>	30 January – Coronavirus hotline established. ⁶¹

⁵⁷ Maïthé Chini (2020-02-25) **"Switzerland confirms first case of coronavirus"**, The Brussels Times <https://bit.ly/3mjFKL> - Retrieved 2020-09-14

⁵⁸ The Federal Council (2020-02-28) **"Coronavirus: Federal Council bans large-scale events"** <https://bit.ly/2GPNsu7> -Retrieved 2020-09-14

⁵⁹ N/A (2020-03-15) **"What you need to know about Switzerzlerland's school closures"**, The Local <https://bit.ly/33qJwb4> - Retrieved 2020-09-14

⁶⁰ AFP author (2020-03-20) **"Switzerland bans gathering of more than five people but curfew avoided"**, The Local <https://bit.ly/3mnG1dV> - Retrieved 2020-09-14

⁶¹ N/A (2020-01-31) **"Coronavirus – Hotline de l'OFSP: pas d'affolement chez les Suisses pour le moment"**, Le Nouvelliste <https://bit.ly/3khFaKc> - Retrieved 2020-09-14

	handles medical calls (number 144) from the cantons of Vaud, Neuchâtel, and some small parts of the cantons of Geneva and Fribourg.			
United Kingdom	<p>112 is not the only emergency number in the UK. There is also a national emergency number: 999.</p> <p>There is an independent organisation in charge of first reception of the call which also gathers location data from all Communication providers for 112. Genuine calls are then forwarded to the most appropriate local emergency response organisation.</p>	31 January ⁶²	<p>18 March – government announces closing of schools.⁶³</p> <p>20 March – government announces closure of cafes, pubs and restaurants.⁶⁴</p> <p>23 March – government announced lockdown measures.⁶⁵</p>	<p>The public were encouraged to use the online 111 tool before calling the non-emergency number (111), run by the NHS.</p> <p>No new number was introduced.</p>

⁶² N/A (2020-01-31) **"Coronavirus: Two cases confirmed in UK"**, BBC <https://bbc.in/32yFJt7> -Retrieved 2020-09-14

⁶³ Richard Adams and Heather Stewart (2020-03-18) **"UK schools to be closed indefinitely and exams cancelled"**, The Guardian <https://bit.ly/3hzglax> - Retrieved 2020-09-14

⁶⁴ N/A (2020-03-20) **"UK PM Boris Johnson announces closure of pubs, bars and restaurants"**, BBC <https://bbc.in/3hw4me7> - Retrieved 2020-09-14

⁶⁵ Andrew Sparrow, Lucy Campbell and Kevin Rawlinson (2020-03-24), **"Boris Johnson announces strict lockdown across country – as it happened"**, The Guardian <https://bit.ly/33rcEir> - Retrieved 2020-09-14

APPENDIX 2 | TYPE OF CALLS IN DATA SET

The table below explains the types of calls that are included in the data set.

Country	Type of calls in data set
Bulgaria	112 calls COVID-19 calls
Croatia	112 calls
Greater Copenhagen (Denmark)	112 calls
Estonia	112 calls Calls to alternative number - 1247
Finland	112 calls
Freiburg (Germany)	112 calls
Hungary	112 calls
Iceland	112 calls
Lombardy (Italy)	112 calls Calls to toll-free alternative number - 800 89 45 45
Lithuania	112 calls
Poland	112 calls
Portugal (Mainland)	112 calls
Romania	112 calls Calls to alternative number - 0800.800.358
Slovenia	112 calls Calls to alternative number - 080 1404 Medical calls
La Rioja (Spain)	112 calls & national emergency number calls.
Sweden	112 calls
Lausanne (Switzerland)	Emergency medical calls
United Kingdom	112 and 999 calls

APPENDIX 3 | DETAILED REPORTS PER COUNTRY

DISCLAIMER: For a straightforward comparison, the leap year day, 29 February 2020 was removed from the monthly and annual comparisons.

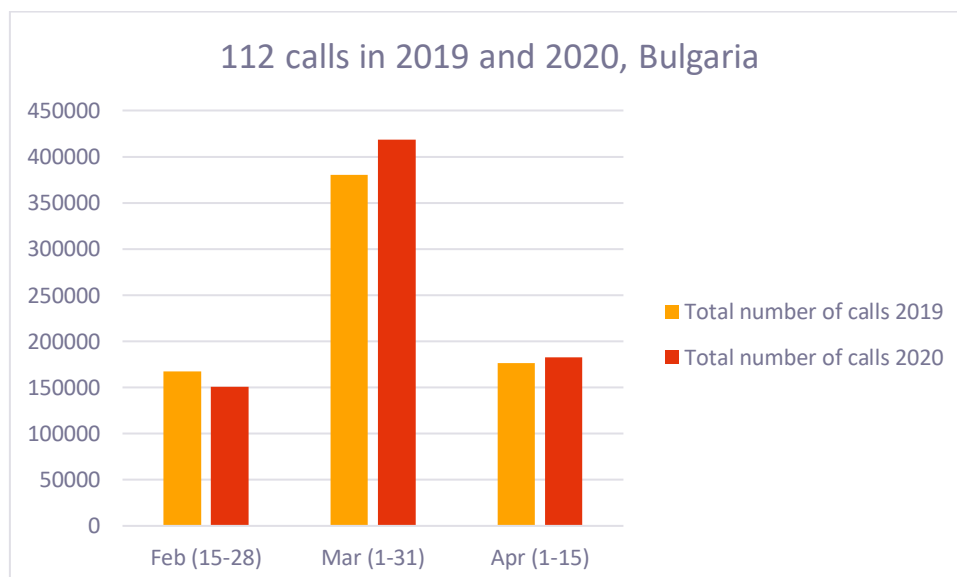
REPORT ON THE IMPACT OF COVID-19 IN BULGARIA

This report analyses the number of calls made to 112 between 15 February to 15 April 2019 and the same period in 2020. In the country, the organisation handling 112 calls is the Directorate "National 112 system", Ministry of Interior, Republic of Bulgaria.

Bulgaria declared the state of emergency on 13 March 2020. The government closed schools and restricted travels.⁶⁶

On 23 March 2020, a special law on actions and measures during the state of emergency was adopted by the Parliament.

1. Calls to emergency services 2019 vs 2020

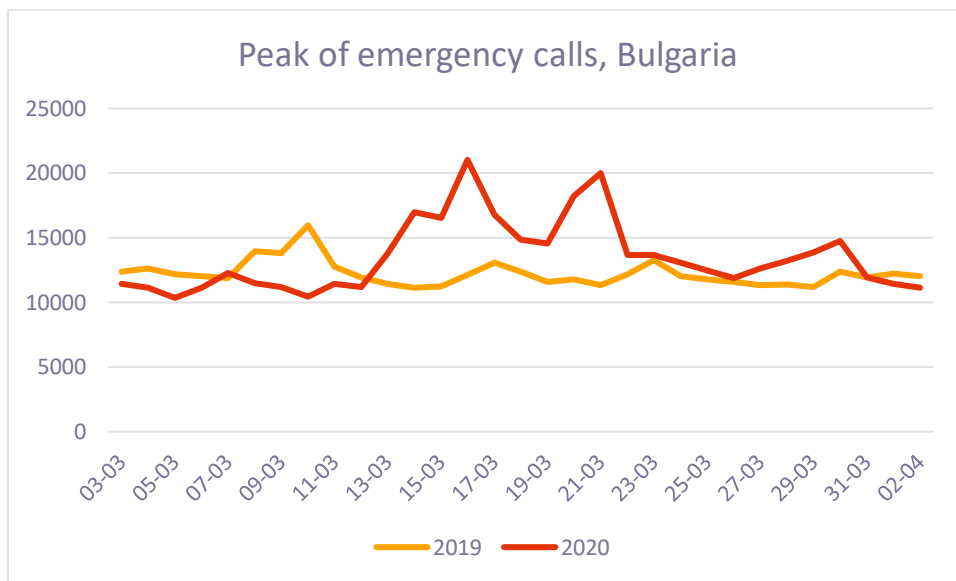


During the observation period, there was a slight increase in the volume of calls to 112 when compared with the same period last year (+3.9%). The total number of calls to 112 this year was 752,132 calls compared to 723,421 calls last year (an increase of 28,711 calls).

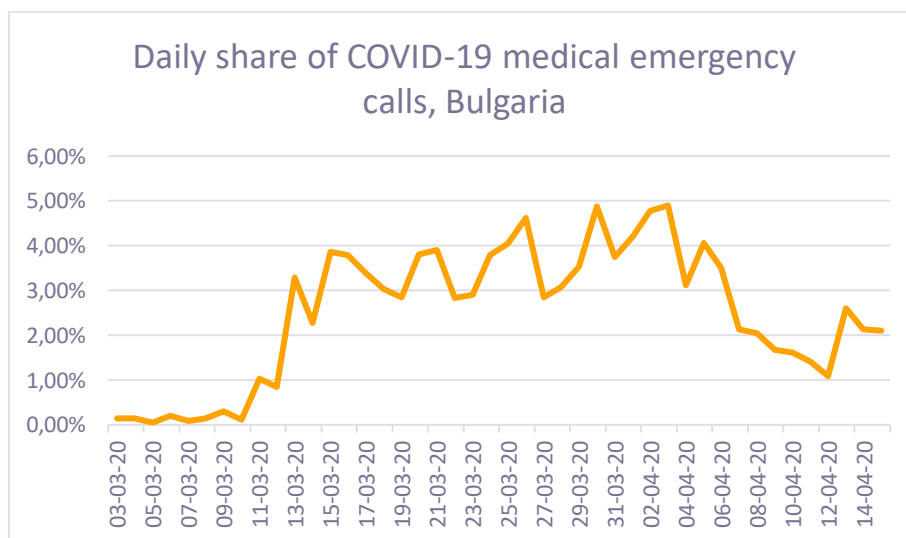
⁶⁶ Tsvetelia Tsoleva and Angel Krasimirov; Editing by Angus MacSwan (2020-03-13) "Bulgaria closes schools, restricts travel over coronavirus", Reuters <https://reut.rs/3eCdXiG> - Retrieved 2020-06-26

In February, there were more calls to 112 in 2019, but in March the increase was significant: 38,957 more emergency calls.

The graph below shows the large peak calls compared to the previous year.

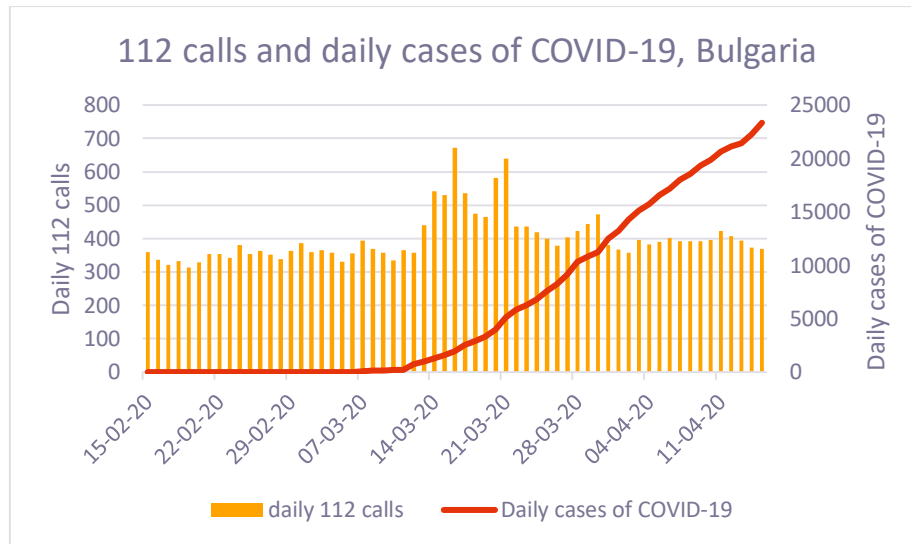


The number of emergency calls to 112 received between 03-03-2020 and 03-04-2020 increased on average by 10.9% compared to the same period in 2019. From 13 March to 21 March 2020, the increase was 44.5%. The maximum was on 21-03-2020: 78.4%.



This graph shows the daily share of COVID-19 medical emergency calls among the total number of medical emergency calls from 15 February until 15 April 2020. The daily share of COVID-19

medical emergency calls among the total number of medical emergency calls from 15 February until 15 April 2020 was, on average, 1.71%.



This chart was created with data from Worldometer (see reference).⁶⁷

In conclusion, in the country we can see an impact on the volume of calls this year when comparing to the same period last year.

Calls to non-medical services (fire, police etc.) for the period 15-02-2020 – 15-04-2020 have increased by 8.61%, compared to the same period last year.

If the calls regarding COVID-19 are not counted (e.g. violation of the restriction order, related to non-compliance with persons' physical distance or respecting the quarantine), then the decrease of the period 15-02-2020 – 15-04-2020 was by 2.45% in comparison with the same time period last year.

If the calls regarding COVID-19 are not counted, calls related to medical emergencies for the period 15-02-2020 – 15-4-2020 decreased by 3.68% in comparison to the same time last year.

The information detailed on this report was provided by the Directorate "National 112 System", Ministry of Interior, Republic of Bulgaria on 08-04-2020.

⁶⁷ Worldometer (2020-06-25) "Country Bulgaria", <https://bit.ly/3iuS7zu> - Retrieved 2020-06-24

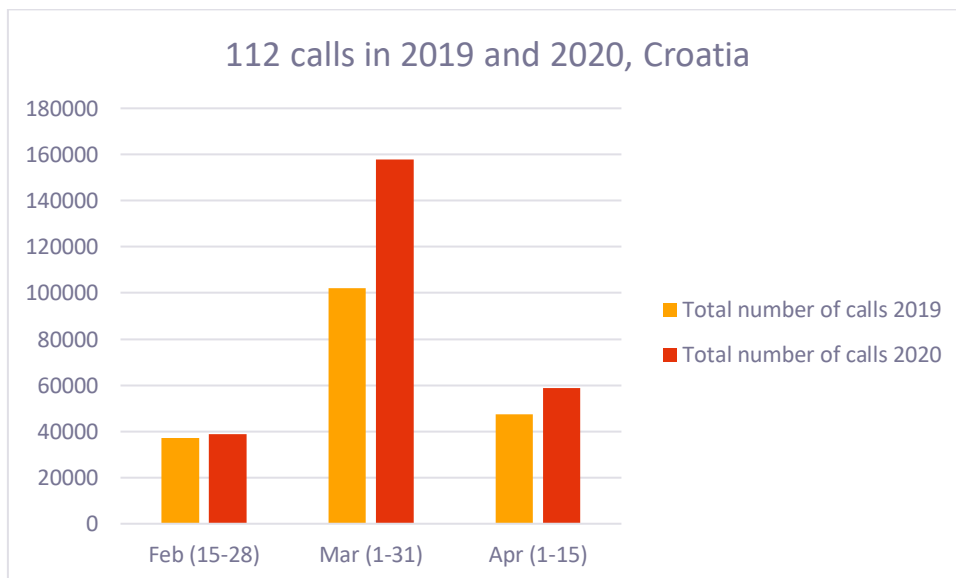
REPORT ON THE IMPACT OF COVID-19 IN CROATIA

This report analyses the number of calls made to 112 between 15 February to 15 April 2019 and the same period in 2020.

In the country, the organisation handling 112 calls is the National Protection and Rescue Directorate (NPRD).

On 23 March 2020, the Croatian National Civil Protection Headquarters announced that citizens, with some exceptions, would not be allowed to leave their place of residence.⁶⁸

1. Calls to emergency services 2019 vs 2020



During the observation period, there was an increase of 37% of calls to 112 when compared with the same period last year. The number of total calls this year was 255,735 calls, an increase of 69,122 calls compared to last year.

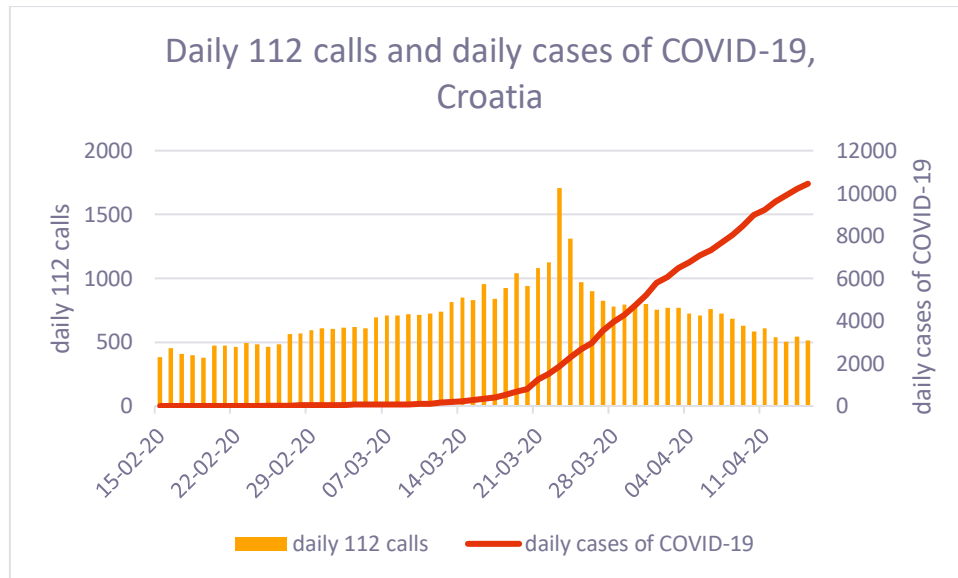
This year, during the observation period, the day on which the centre received the most calls was on 23 March where 10,235 calls were received. In 2019, the centre received 3304 calls on that day: a significant difference.

In the country, the first registered infection of COVID-19 occurred on 25 February 2020.

The great peak of calls to 112 occurred between 19-24 March. 19 March was when the number of people infected with COVID-19 exceeded 100 people. The high number of calls received on

⁶⁸ Daniela Rogulj (2020-03-29) "New COVID-19 Restrictions in Croatia: Movement from Town of Registration Prohibited", Total Croatia News <https://bit.ly/2JumKWc> - Retrieved 2020-04-10

the 23 March (see graph below) was due to concerns regarding the huge earthquake (5.3-magnitude) that hit the city of Zagreb.



This chart was created with data from Worldometer (see reference).⁶⁹

In conclusion, in the country we can see an impact on the volume of calls this year when comparing to the same period last year.

The information detailed on this report was provided by the National Protection and Rescue Directorate Croatia, Ministry of the Interior, Croatia on the 09-04-2020.

⁶⁹ Worldometer (2020-06-25) "World/Country/Croatia", <https://bit.ly/2H2QA69> - Retrieved 2020-06-24

REPORT ON THE IMPACT OF COVID-19 IN DENMARK

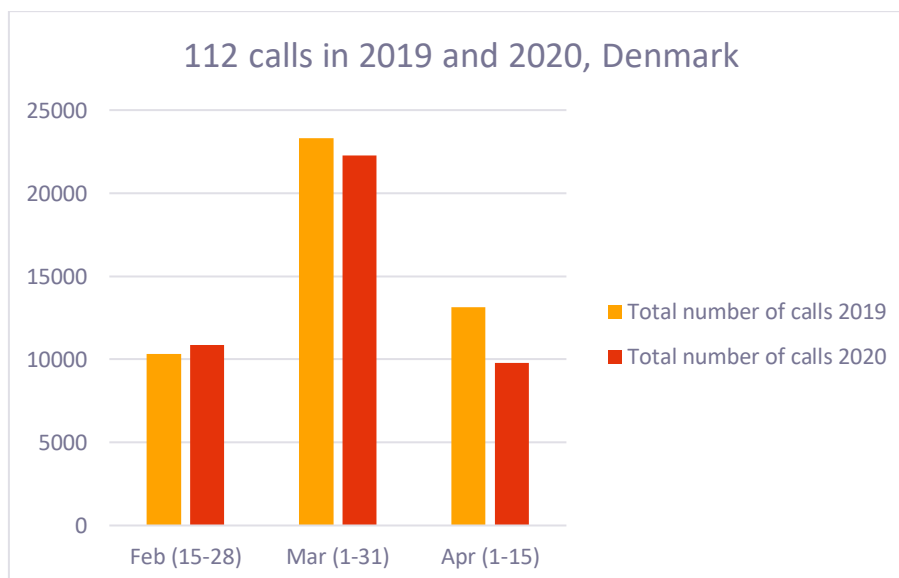
This report analyses the number of calls made to 112 between 15 February and 15 April in 2019 and 2020.

The country is organised in a specific way, as calls to 112 in the Greater Copenhagen region are answered by the Greater Copenhagen Fire Department (HBR). Outside this region, calls to 112 are answered by the police.

The data in this report only considers the Greater Copenhagen region and not all PSAPs in Denmark.

On 11 March, the Danish Prime Minister announced the first lockdown measures with the closure of kindergartens, schools, and universities. The country was the second European country to impose lockdown against COVID-19.⁷⁰

1. Calls to emergency services 2019 vs 2020



The total number of calls to 112 was slightly lower this year (-8%) when compared with last year. This year, 42,949 calls were made to the Greater Copenhagen Fire Department (HBR). Last year, 46,781 calls were made. Thus, this year there were 3,832 fewer calls.

During the observation period (15 February-15 April 2020) the centre received a greater number of calls in the month of February, when compared to the previous year.

⁷⁰ Faye Brown (2020-04-11) "Denmark second European country to impose lockdown against coronavirus", Metro <https://bit.ly/3dzhdu3> - Retrieved 2020-06-24

The day that the centre received the highest number of calls was on 28 February 2020, with 1033 calls made to 112. On the same day last year, the centre received 752 calls.

This number may be correlated with the number of infected people in the country, since on the day before, 27 February, was when the first infected person was registered in the country.⁷¹

It is also around this time that the pandemic begins to have repercussions in Europe, especially in Italy.

In conclusion, it cannot be said that there was a major impact of COVID-19 on the volume of calls during the study period compared to the same period last year. It is also important to note that Denmark was not very affected by the virus.

The information detailed on this report was provided to us by responsible of the Greater Copenhagen Fire Department in Denmark on 02-05-2020.

⁷¹ Braagaard, Natali (2020-02-27). "Dansker smittet med coronavirus", TV 2 <https://bit.ly/2F8QPMw> - Retrieved 2020-06-24

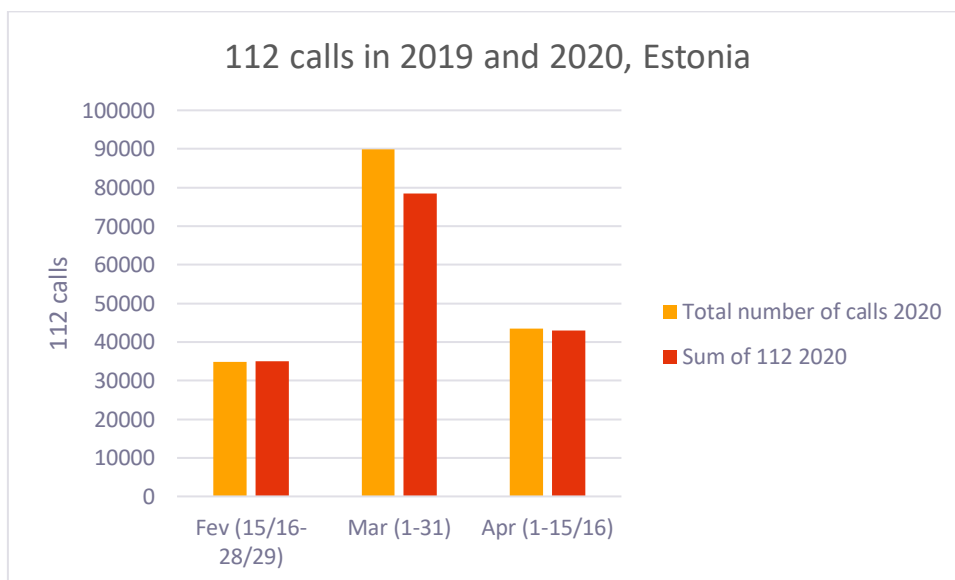
REPORT ON THE IMPACT OF COVID-19 IN ESTONIA

This report analyses the number of calls made to 112 between 15 February to 15 April 2020 and 16 February to 16 April 2019. The slight difference in the dates is because the call load depends on the days of the week.

The organisation in charge for handling 112 calls is the Estonian Emergency Response Centre.

The government declared a state of emergency in Estonia on 12 March. All public gatherings were prohibited, and educational establishments were closed.⁷²

1. Calls to emergency services 2019 vs 2020



The total number of calls to 112 was 8% higher when compared with the previous year. In 2020, 168,247 calls were made to the Estonian Emergency Response Centre. Last year, 156,344 calls were made. Thus, in 2020 there were an additional 11,903 calls when compared to 2019.

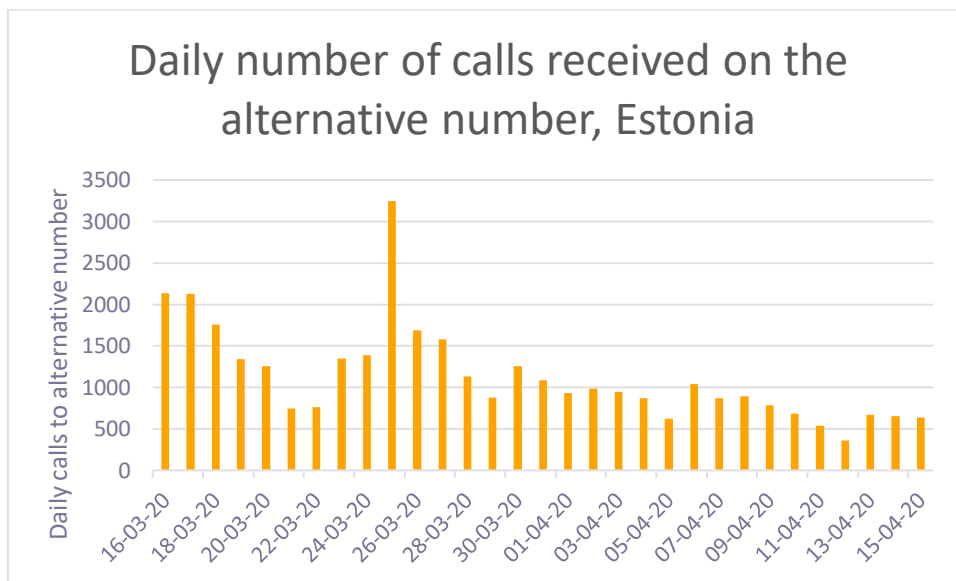
When we look at the daily number of emergency calls during the observation period in 2020, 2749 daily calls were made to 112, compared to 2479 daily calls in 2019.

During the observation period (15 February - 15 April 2020), the centre received a greater number of calls in the month of March when compared to the previous year: an increase of 11,454 calls.

⁷² N/A (2020-03-12) "The government declared an emergency situation in Estonia until 1 May", **Government Republic of Estonia** <https://bit.ly/2R1Kkh3> - Retrieved 2020-03-20

2. Alternative number

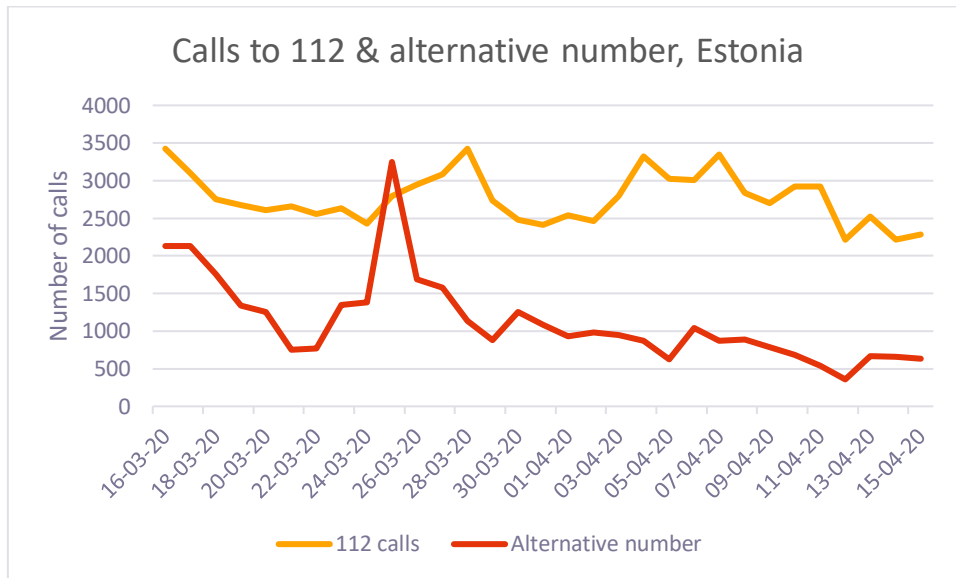
On 16 March 2020, a helpline (1247) was established for callers who need specific information about COVID-19.



The highest number of calls received in this alternative number was registered in March, with call peaks between 16-18 March and 25-27 March 2020.

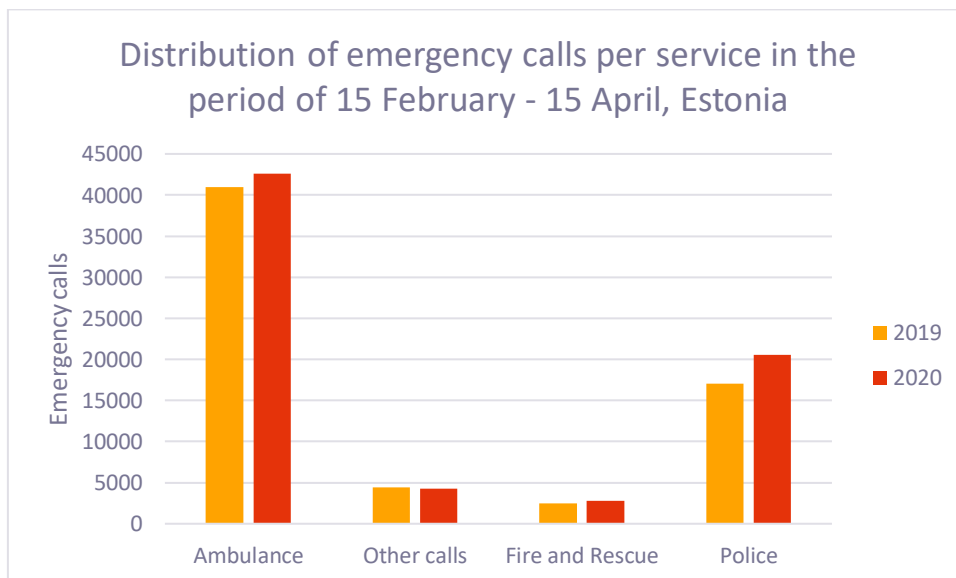
The day that the centre received the highest number of calls was on 25 March 2020, with 3248 calls made to the helpline. On this day, the number of calls received on line 1247 was higher than the daily number received on 112 (see graph below).

The daily number of calls received by this alternative number from its establishment until 15 April 2020 was 1138 calls.



3. Distribution of calls per service

Regarding the type of emergencies and the distribution by service, most calls this year, like in 2019, were transferred to the ambulance service, followed by the police service, the fire brigade and finally the Gendarmerie.



Most agencies saw an increase in the number of calls received between 15 February and 15 April when compared to last year. There was a relative percentage increase of calls for the fire brigade (+13.54%), police (+20.41%) and ambulance (+3.93%).

Out of the average number of daily cases from 15 February to 15 April, 6% were for fire and rescue, 32% for police services and 62% for medical services.

However, we can observe a decrease (-3.93%) in the number of calls named "other calls", compared to the homologated period in 2019.

There were 5% more calls related to medical emergencies this year from 15 February until 15 April.

The State of Emergency was declared by the Prime Minister in the last hour of 12 March. From 13 March to 15 April, there were 23% more police cases compared to the same period in 2019. The main reason for the increase in calls was that people were reporting violations of lockdown rules. In this specific period, there were 3% more fire and rescue cases. Most of the cases were reported on 3 April when there was a storm in Estonia and fire and rescue was dispatched to the location.

The information detailed on this report was provided to us by the Estonian Emergency Response Centre on 05-06-2020.

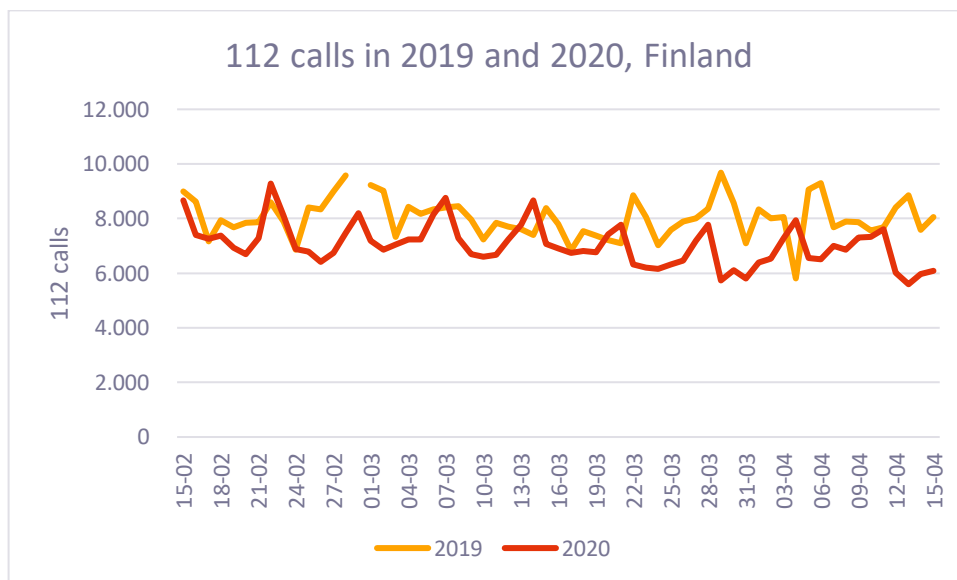
REPORT ON THE IMPACT OF COVID-19 IN FINLAND

This report covers the observation period of 15 February until 15 April. The first COVID-19 case was confirmed in Finland on 29 January 2020. A state of emergency was declared by the Finnish government on 16 March 2020.⁷³

In Finland, 112 is the single emergency number. Trained operators both handle 112 emergency calls and dispatch the relevant emergency services to the scene.

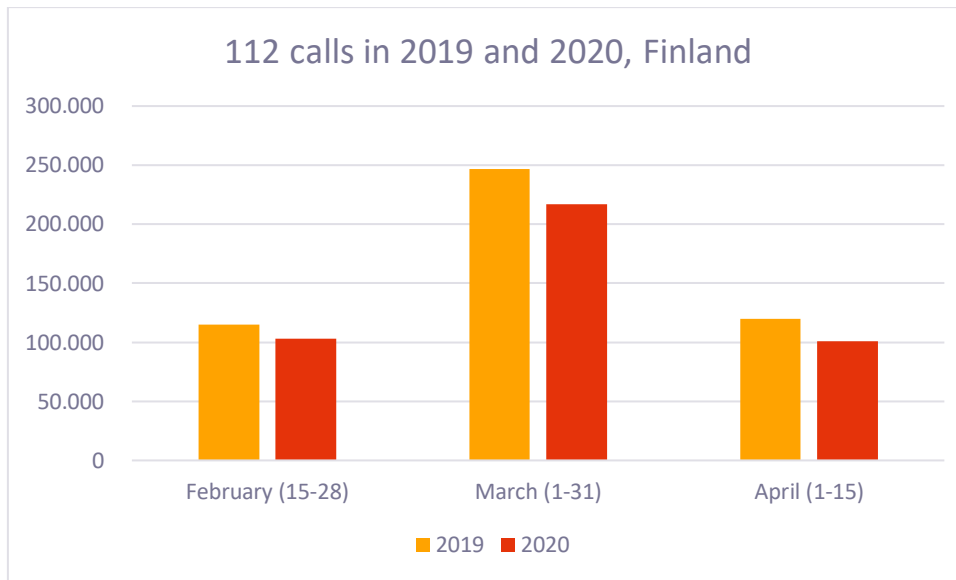
1. Calls to emergency services 2019 vs 2020

As demonstrated in the figure below, there was an overall decrease in the number of 112 calls in 2020, compared to 2019. There was a 12.5% overall decrease during the observation period.



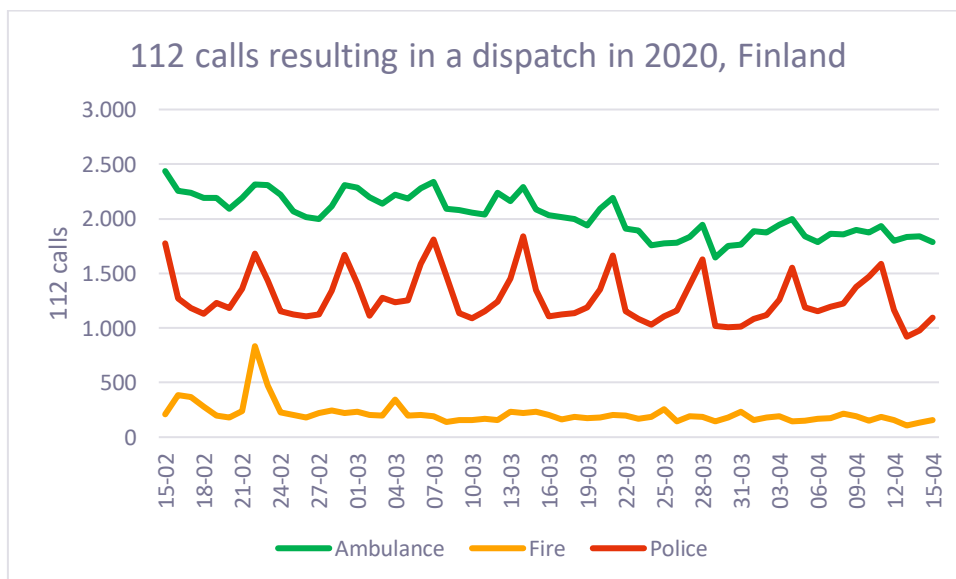
⁷³ N/A (2020-03-16) "Finland closes schools, declares state of emergency over coronavirus", YLE <https://bit.ly/3c0DkdM> - Retrieved 2020-09-14

The decrease was evident across all months, as demonstrated below.

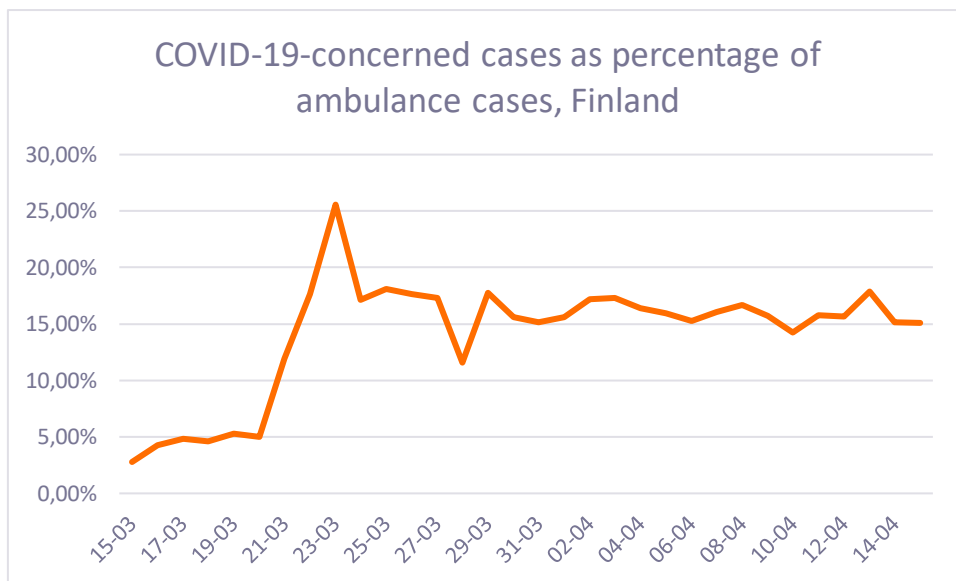


2. Distribution of calls per service

Regarding the number of calls requiring the intervention of the different services, calls requiring the ambulance service began to decrease from mid-March onwards. The other services did not see significant changes throughout the observation period.



The number of ambulance cases concerning COVID-19 reached a peak on 23 March at 482 incidents. It is important to note that this does not mean that all these calls were concerning COVID-19, but that they were possible COVID-19-related tasks for emergency medical services. For instance, this could include patients with symptoms of a cold, for which the call-taker would warn paramedics of a potential risk. At this peak, COVID-19-related cases represented over 25% of ambulance cases.



The information detailed on this report was provided by the Emergency Response Centre Finland on 13-07-2020.

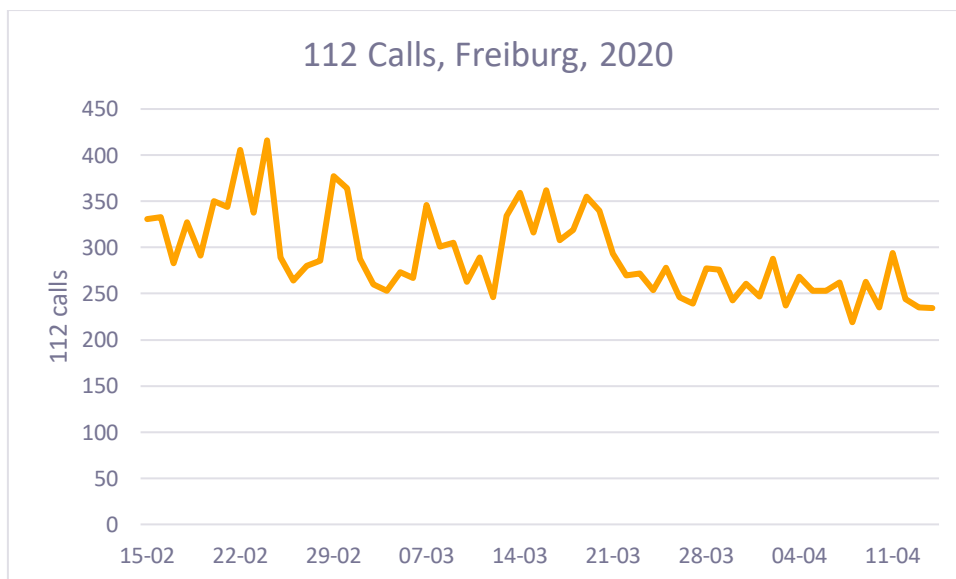
REPORT ON THE IMPACT OF COVID-19 IN GERMANY: FREIBURG PSAP

The following data concerns emergency calls received by ILS Freiburg (PSAP covering the city of Freiburg and the district of Breisgau-Hochschwarzwald) during the observation period of 15 February until 14 April.

The first confirmed case in Germany was on 27 January 2020⁷⁴.

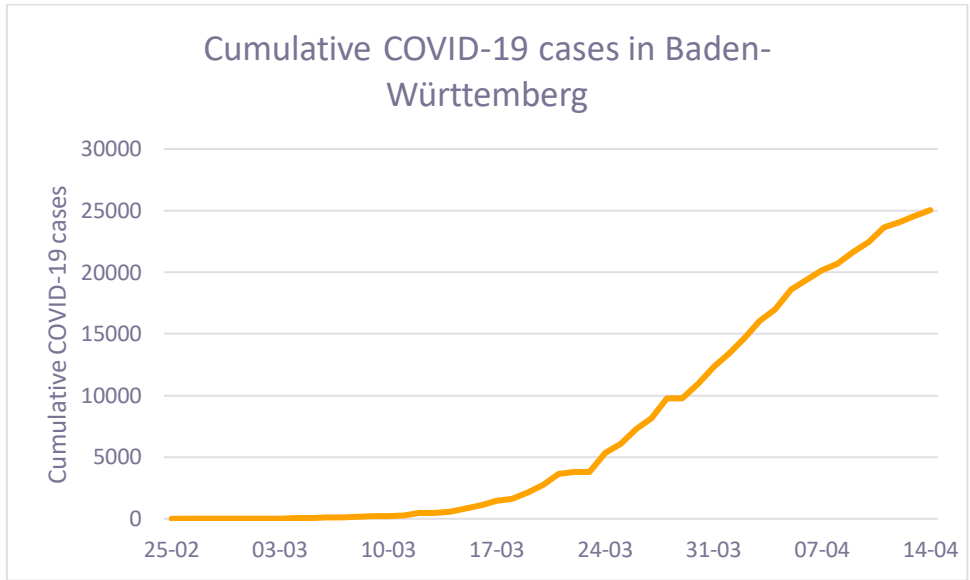
1. Calls to emergency services 2019 vs 2020

Regarding the number of 112 calls received in the Freiburg PSAP, we see an increase in February reaching a peak on 24 February at 416 calls. The higher levels of calls continued until the last week of March, when we see a decrease in the number of 112 calls.

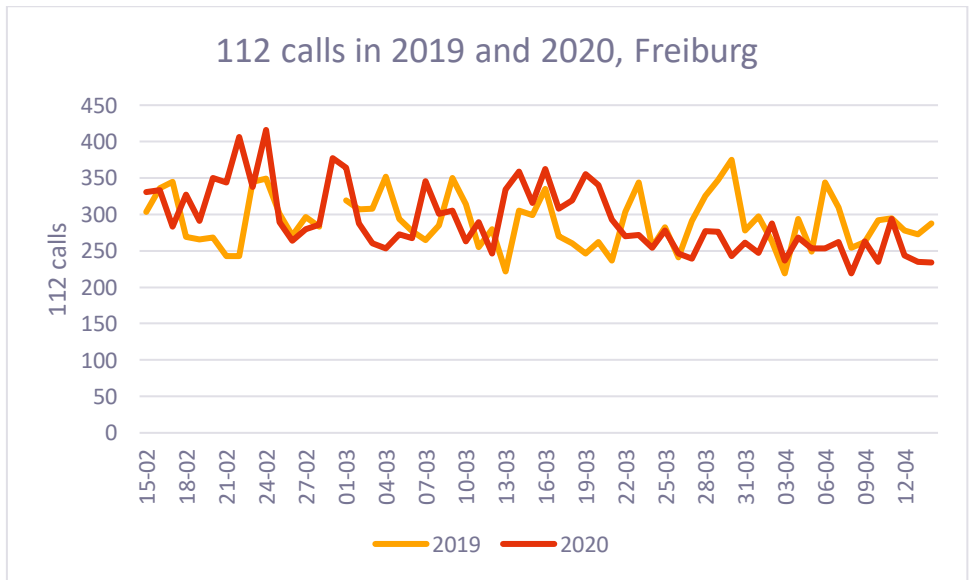


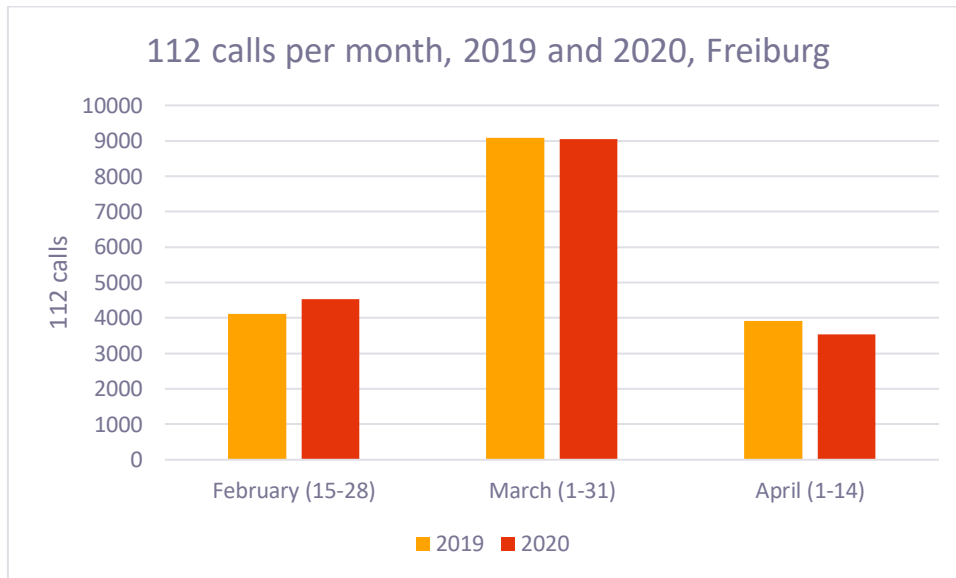
Freiburg and the district of Breisgau-Hochschwarzwald are located in the state of Baden-Württemberg. The volume of 112 calls does not correlate with the increase in confirmed cases of COVID-19 in Baden-Württemberg. The graph below demonstrates the cumulative number of confirmed cases in the state, which did not significantly increase until late March.

⁷⁴ Merle Bohmer, Udo Buchholz, Victor Corman, Martin Hoch, Katharina Katz, Durdica Marosevic et al. (2020-08-01) "Investigation of a COVID-19 outbreak in Germany resulting from a single travel-associated primary case: a case series", *The Lancet* <https://bit.ly/35DWd4T> - Retrieved 2020-09-14



When comparing the number of 112 calls in 2019 and 2020, there is not a significant difference in the number of calls (+0.01%).





The information detailed on this report was provided by the Integrated Control Centre of Freiburg, Germany on 01-07-2020.

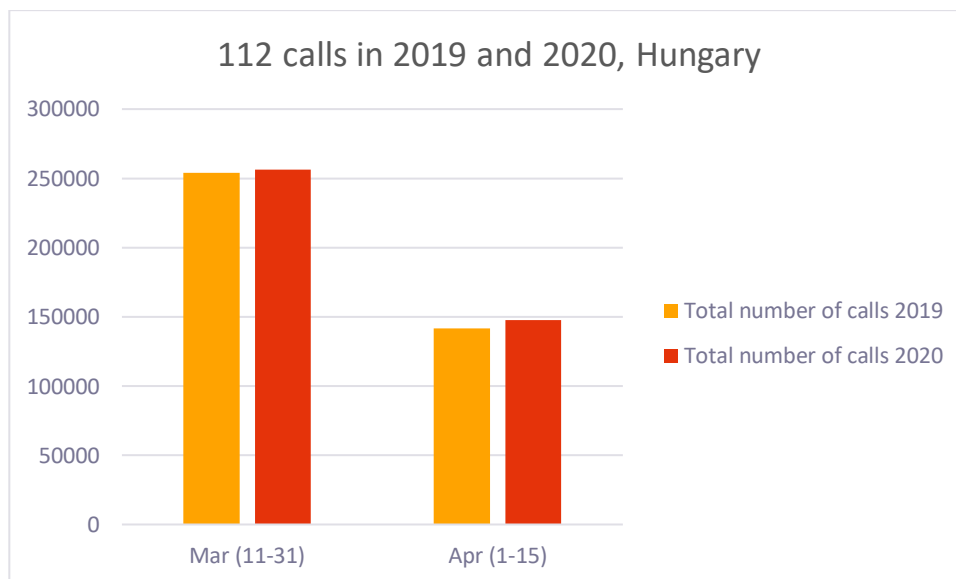
REPORT ON THE IMPACT OF COVID-19 IN HUNGARY

This report analyses the number of calls made to 112 from 11 March to 14 April in 2019 and 2020.

The first registered case of COVID-19 in Hungary was announced on 4 March by Prime Minister Viktor Orbán as the head of the Operational Staff responsible for the control of the coronavirus outbreak. The first deceased patient was reported on 15 March.

112 in Hungary is under the responsibility of the Police. In the country, the state of emergency was declared on 11 March 2020. The government closed universities and banned large gatherings.⁷⁵

1. Calls to emergency services 2019 vs 2020



During the observation period, there was an increase in the volume of calls by 2% when compared with the same period of last year. In 2020, 112 received 403,554 calls, an increase of 7,798 calls compared to 2019.

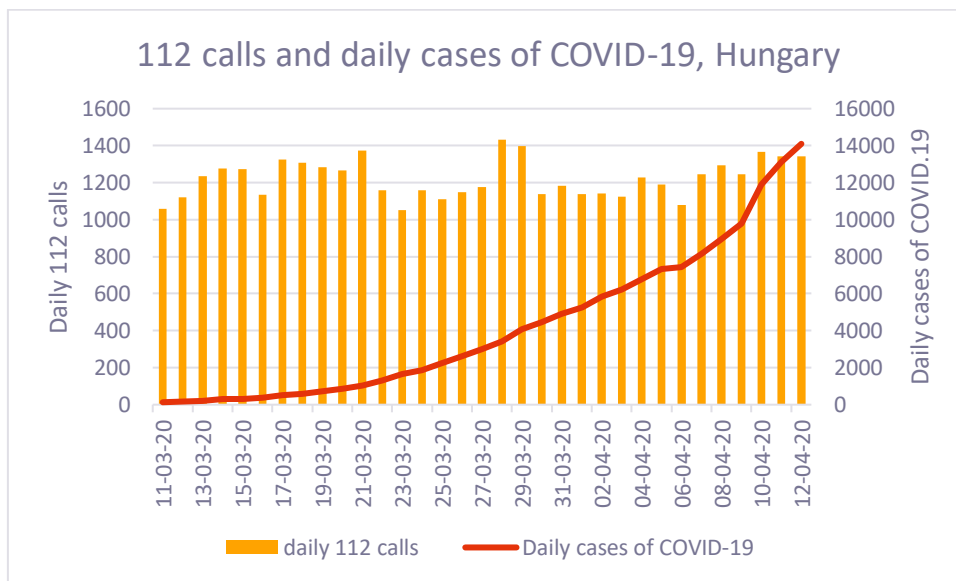
As the chart shows, this year there were more calls made to 112 in March and April compared to the previous year.

On 21 March 2020, 112 saw a jump in cases on the same day as the country passed the mark of 100 people confirmed with COVID-19. The peak of calls was recorded between 28-29 March

⁷⁵ Marton Eder (2020-03-11) "Hungary Declares State of Emergency, Shuts Universities on Virus", Bloomberg <https://bloom.bg/37XAfsS> - Retrieved 2020-06-25

with an average of 14,155 per day. On those days, the country surpassed 300 cases of people confirmed with COVID-19.

In the month of April, a new peak was detected between 10-12 April, we can also relate these data to the total number of confirmed cases in the country since on 10 April the country registered 210 more people infected with COVID-19 and exceeded 1000 people infected.– see graph below.⁷⁶



This chart was created with data from Worldometer (see reference).⁷⁷

From 1 April to 15 April 2020, there were 1028 cases of citizens calling 112 regarding official home quarantine.

Emergency centres were called 1008 times for health complaints and 1800 times for information related to the COVID-19 virus.

The information detailed on this report was provided by the Hungarian National Police (ORFK) on 08-06-2020.

⁷⁶ Worldometer (2020-06-25) "Country Hungary", <https://bit.ly/3dBu4f4> - Retrieved 2020-06-24

⁷⁷ Worldometer (2020-06-25) "Country Hungary", <https://bit.ly/3dBu4f4> - Retrieved 2020-06-24

REPORT ON THE IMPACT OF COVID-19 IN ICELAND

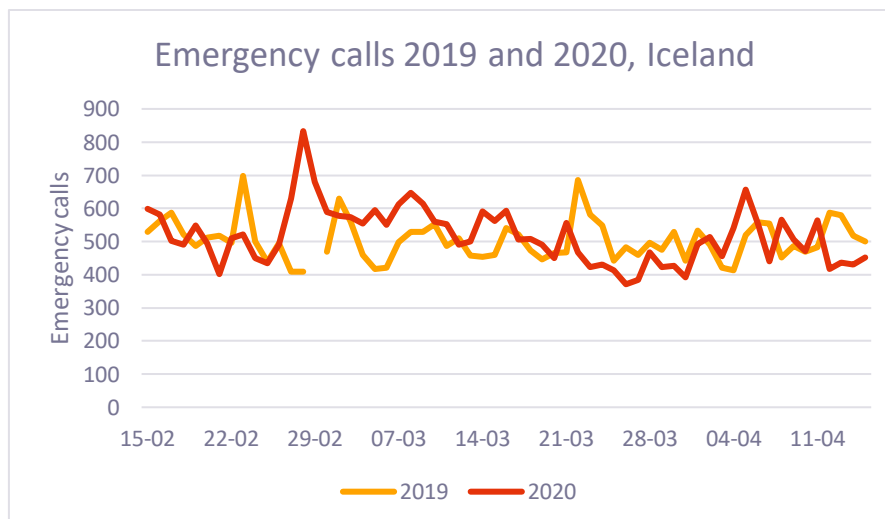
This report concerns the observation period of 15 February until 15 April. The first confirmed case of COVID-19 in Iceland was on 28 February.

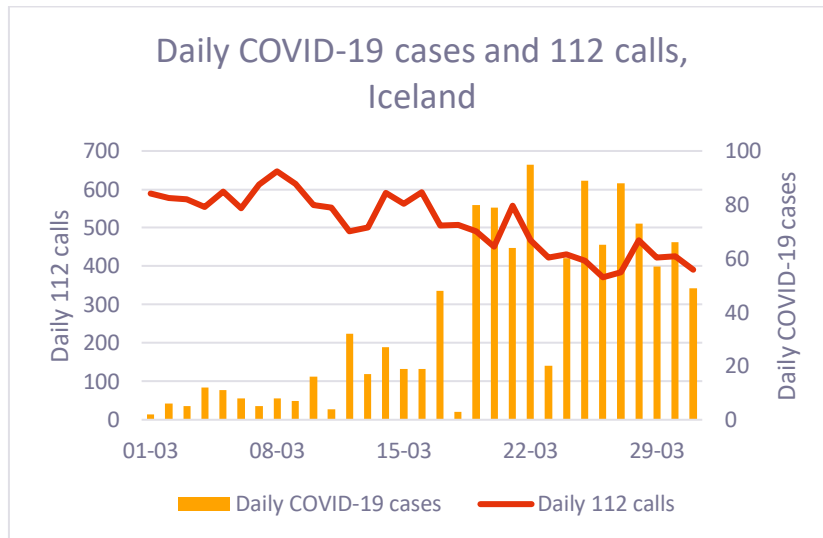
Iceland did not introduce an alternative number to call for COVID-19 medical queries. In Iceland, the 112 centre handles the emergency calls and then dispatches the appropriate response (fire, medical or police).

1. Calls to emergency services 2019 vs 2020

The number of 112 calls in Iceland did not see a significant change during the observation period when compared to the 2019 figures (+2.1%). Compared to 2019 data, there was a 4.6% increase in 112 calls in February during the observation period (15-28 February) and a 2.4% increase in 112 calls in March. In April, there was a minimal decrease (-0.9%).

The peak in emergency calls during the observation period occurred on 28 February (833 calls), coinciding with the first confirmed case of COVID-19 in the country. However, a general trend relating the number of COVID-19 cases and the number of emergency calls cannot be seen. As COVID-19 cases began to rise throughout March, the daily number of 112 calls gradually decreased.





This chart was created with data from Worldometer (see reference).⁷⁸

The information detailed on this report was provided by 112 Iceland on 20-08-2020.

⁷⁸ Worldometer (last update 2020-09-14) "Country Iceland" <https://bit.ly/3kieHMj> - Retrieved 2020-09-14

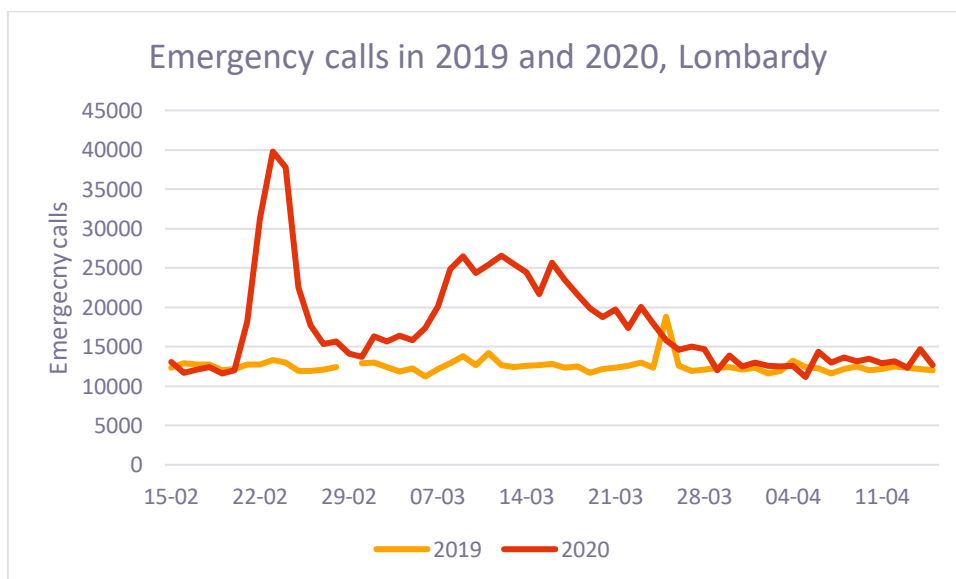
REPORT ON THE IMPACT OF COVID-19 IN ITALY: LOMBARDY

This report concerns emergency calls from 15 February to 15 April in Lombardy, Italy.

In the Lombardy region, the Agenzia Regionale Emergenza Urgenza (AREU), or Regional Agency for Emergencies, has the main task of managing all regional ambulance PSAPs and rescue coordination. In Lombardy, AREU is in charge of handling all emergency calls, regardless of the number dialled: 112, 113, 118 or 115. The 112 PSAP is responsible for directing the call to the proper dispatching centre.

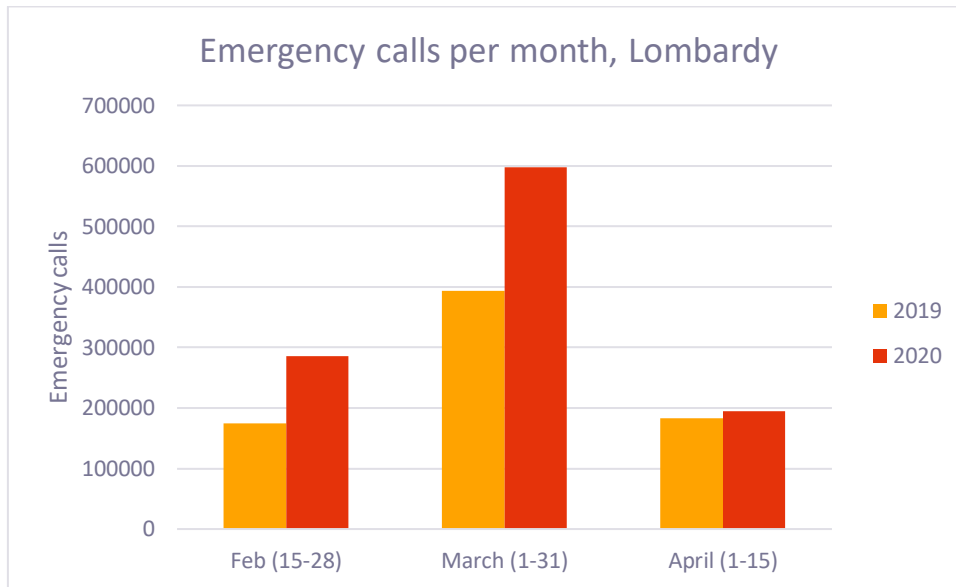
The first case of COVID-19 was confirmed in Lombardy on 21 February 2020 (night of 20 February)⁷⁹.

1. Calls to emergency services 2019 vs 2020



During the observation period (15 February – 15 April 2020), a significant increase in the number of emergency calls can be observed compared to last year during the second half of February (+63%) and during March (+54.2%). By April, emergency calls had reduced back to a similar number as the previous year (+6.4%). Overall, there was a 43.4% increase in emergency calls, when compared to 2019.

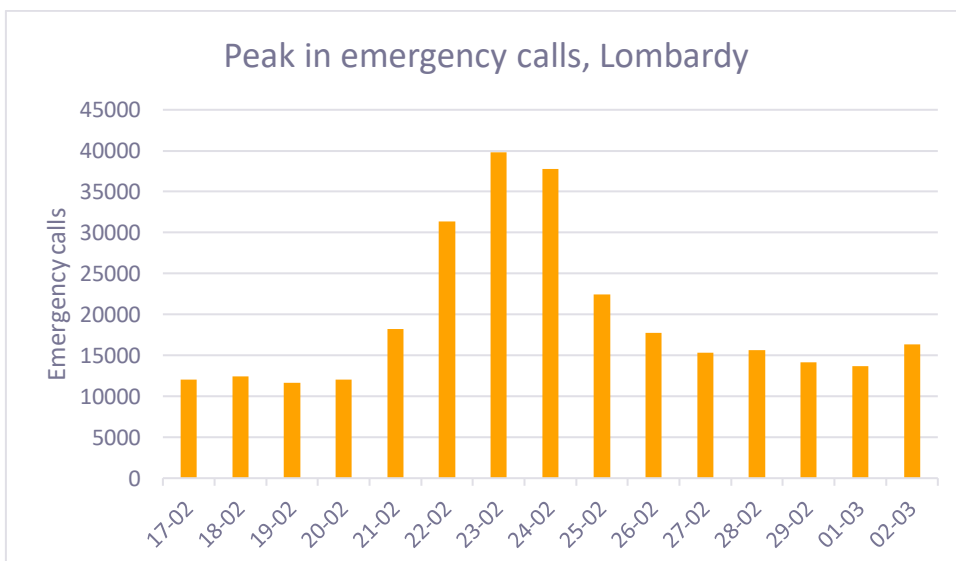
⁷⁹ *Ciro Indolfi and Carmen Spaccarotella (2020-07-15) "The outbreak of COVID-19 in Italy", Voices of Cardiology <https://bit.ly/2RmI7fW> - Retrieved 2020-09-14*



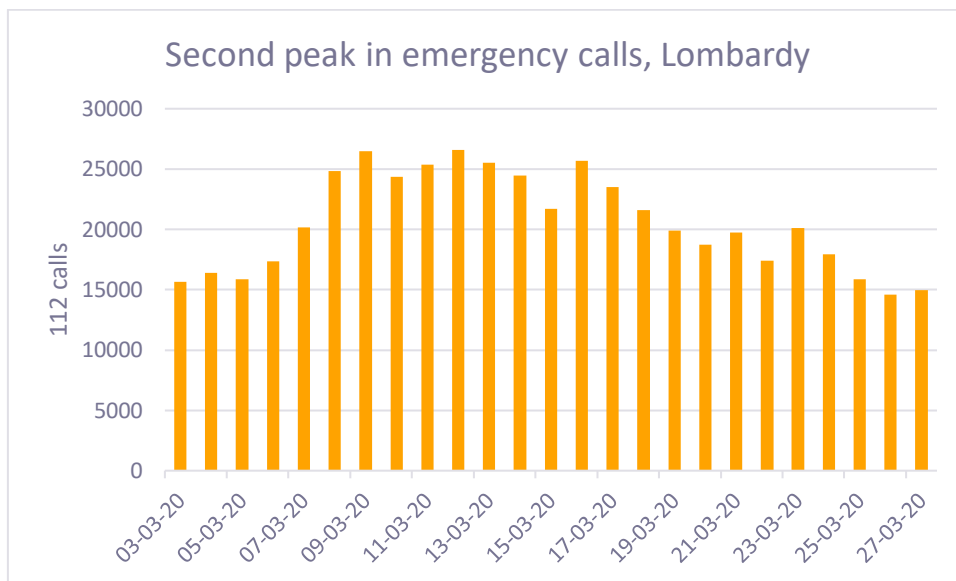
A significant increase of calls can be seen in the days surrounding the first confirmation of a case in Italy (21 February). This represents the peak in emergency calls throughout the observation period.

Calls increased from 12,035 on 20 February, to 18,207 on 21 February, 31,353 on 22 February, reaching the peak on 23 February at 39,773 calls. This then reduced to 37,756 on 24 February.

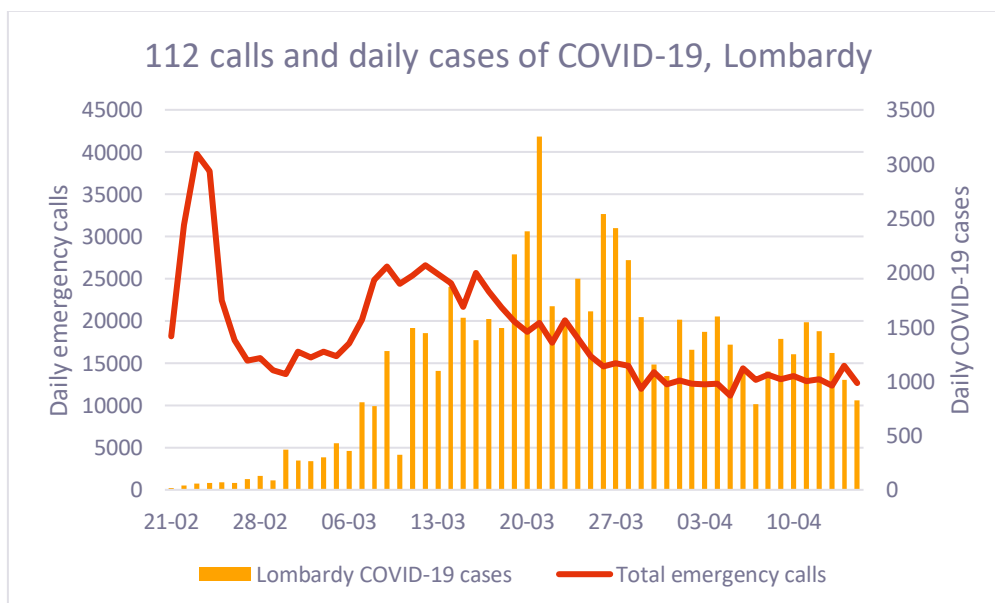
The reduction of calls coincides with the introduction of the COVID-19 regional toll-free numbers for non-emergency medical enquiries in Lombardy, which was announced on 22nd February 2020. On 23 and 24 February, these numbers received extremely high numbers of enquiries: 244,968 on 23 February and 400,855 on 24 February.



A second peak in emergency calls can be seen in mid-March. However calls did not reach the levels of the late-February peak.



These peaks do not correlate with the increasing number of cases in the country or region, as can be seen from the graphs below.

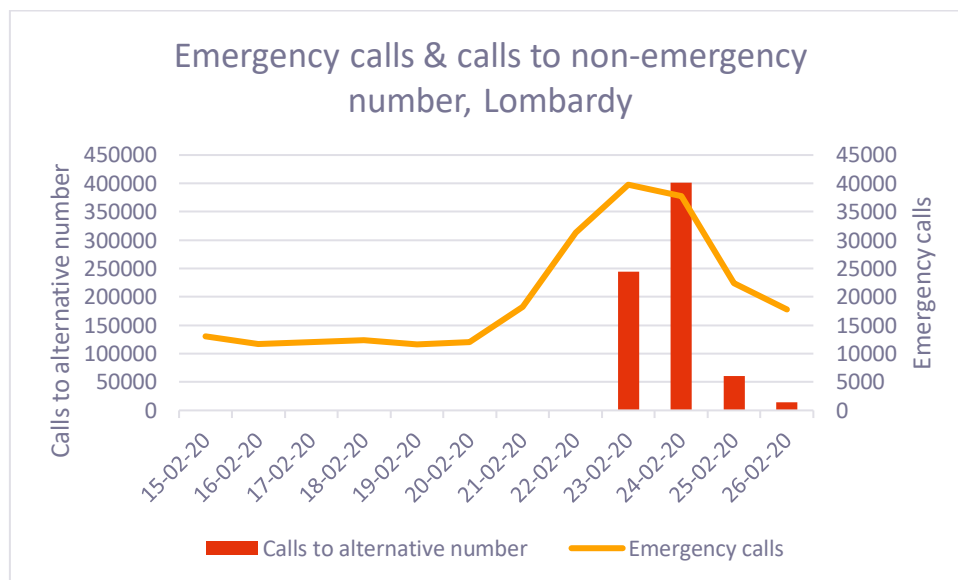


This graph was created with data from Wikipedia (see reference).⁸⁰

⁸⁰ Wikipedia (last update 2020-09-14) "COVID-19 pandemic in Italy" <https://bit.ly/3iw5bF5> - Retrieved 2020-09-14

2. Alternative number

The *telefonate al numero verde* – the regional toll-free number for non-emergency medical calls related to COVID-19 was announced in Lombardy on 22 February. A significant peak in the number of calls to this number is evident just after its introduction. On the first full day in operation, it received 244,968 calls. The peak was reached on the second day: arriving at 400,855 calls. This then dropped dramatically to 60,102 calls on 25 February. A second peak (much smaller than the first) is evident on 9 March, when calls reached 60,872 calls.

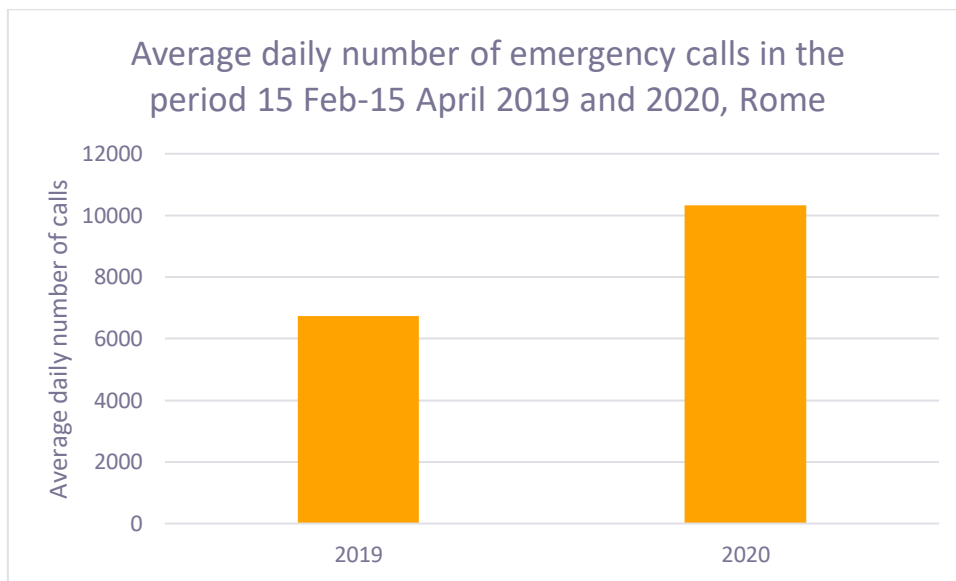


The information detailed on this report was provided by AREU on 07.05.2020.

REPORT ON THE IMPACT OF COVID-19 IN ITALY: ROME

This report covers the period of 15 February until 15 April in 2019 and 2020.

1. Calls to emergency services 2019 vs 2020



Comparing the average daily number of calls from 2019 (6734) and 2020 (10,321), there was a 53% increase between the two years. In the 2020 period, there was a daily average of 2322 COVID-19 related medical emergency calls, representing around 22% of the total daily calls.

During the lockdown period, there was a 58% decrease in calls for non-medical interventions. Excluding COVID-19 interventions, calls forwarded to the second stage PSAP for health emergencies decreased by around 45%.

The information detailed on this report was provided by CUR NUE 112, Rome on 10-06-2020.

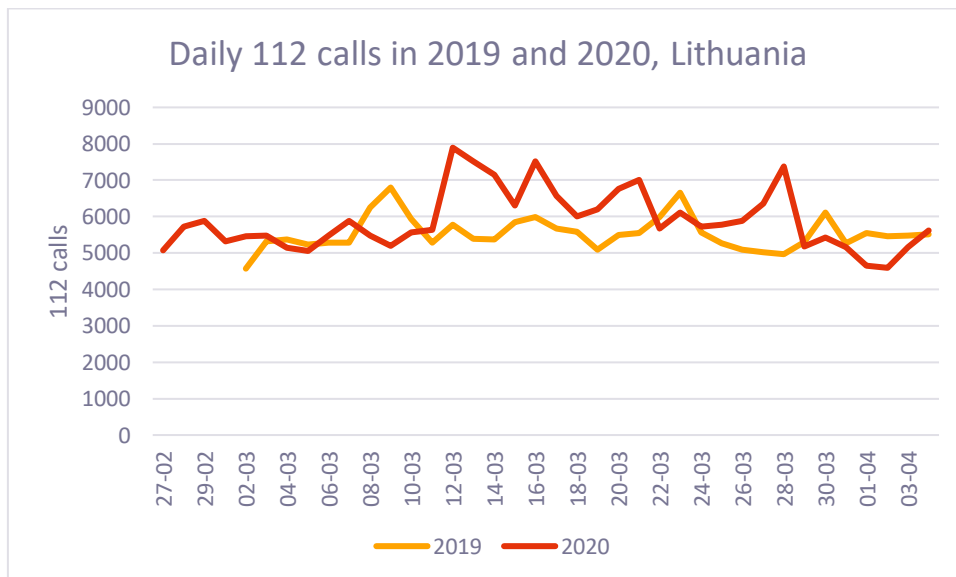
REPORT ON THE IMPACT OF COVID-19 IN LITHUANIA

This report considers calls to 112 during the period 28 February until 4 April. The first COVID-19 case was confirmed in Lithuania on 28 February⁸¹. The lockdown measures were introduced on 16 March. An alternative hotline for COVID-19 was introduced on March 13.

In Lithuania, calls to 112 are handled by the Emergency Response Centre (ERC), which is in charge of transmission of the call data to the relevant emergency service. In addition to 112, callers can also directly call the emergency medical services via 03, 103 and 033.

1. Calls to emergency services 2019 vs 2020

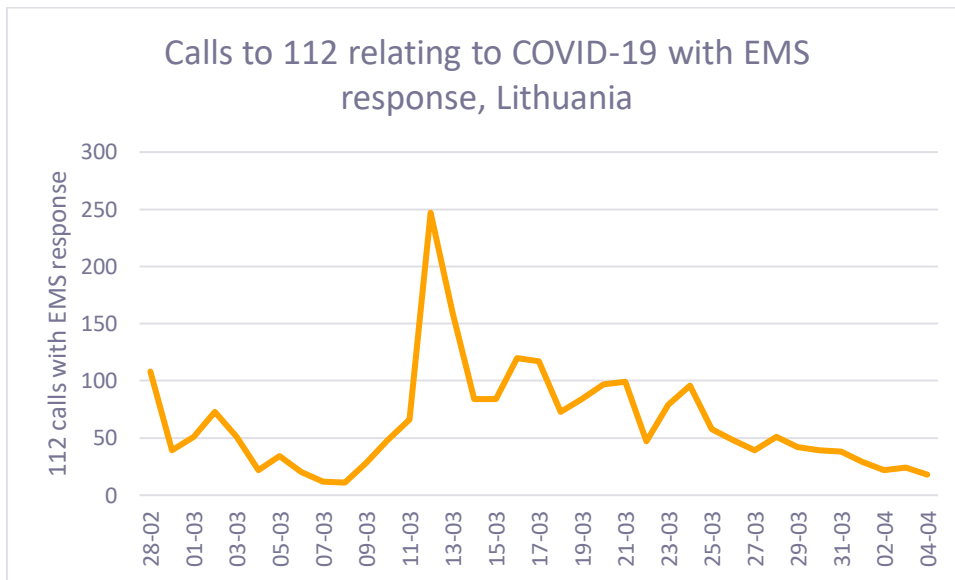
Regarding daily 112 calls in 2020, although there was a slight increase in calls corresponding to the day of the first confirmed COVID-19 case, a significant increase was not seen until 11-12 March, when the number of calls increased from 5634 to 7893, reaching the peak in calls. When comparing the month of March (2-31), we see that there was a 9.4% increase in the number of calls in 2020 compared to 2019.



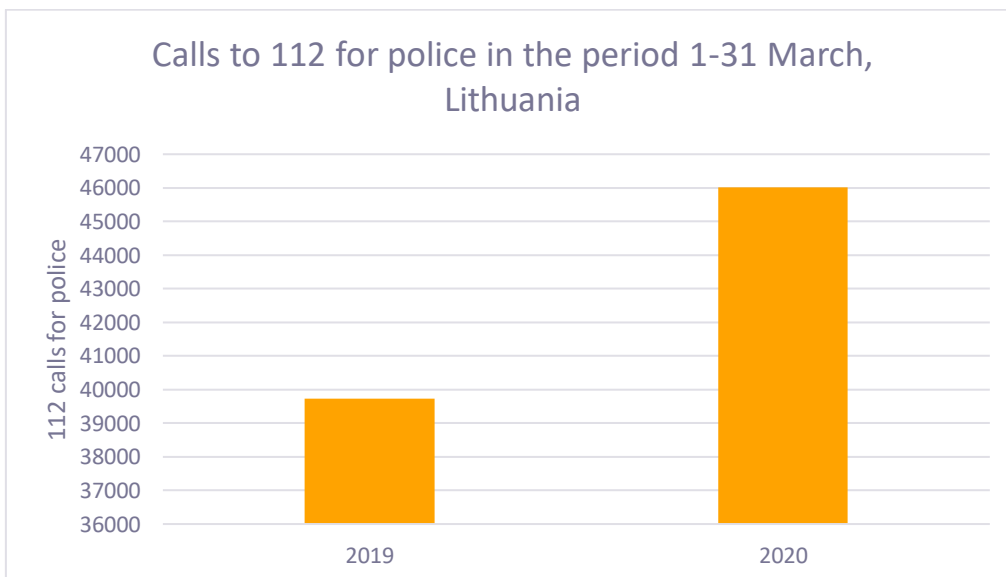
⁸¹ N/A (2020-02-28) "Lithuania confirms first coronavirus infection", Reuters <https://reut.rs/3bWx5Yh> - Retrieved 2020-09-14

2. Distribution of calls per service

The volume of calls relating to COVID-19 destined for the emergency medical services peaked at a similar time, on 12 March, before decreasing significantly throughout the rest of the month.



Calls to 112 regarding police response in March⁸² increased by 15.8%, compared to 2019.



This could be partly due to an increase in calls during March related to violation of quarantine restrictions. If these are not counted in the total number of calls to police services, the percentage increase between 2019 and 2020 is much smaller: 5.5%.

⁸² Data refers to 2 March - 31 March.



The information detailed on this report was provided by the Emergency Response Centre, Lithuania on 06-04-2020.

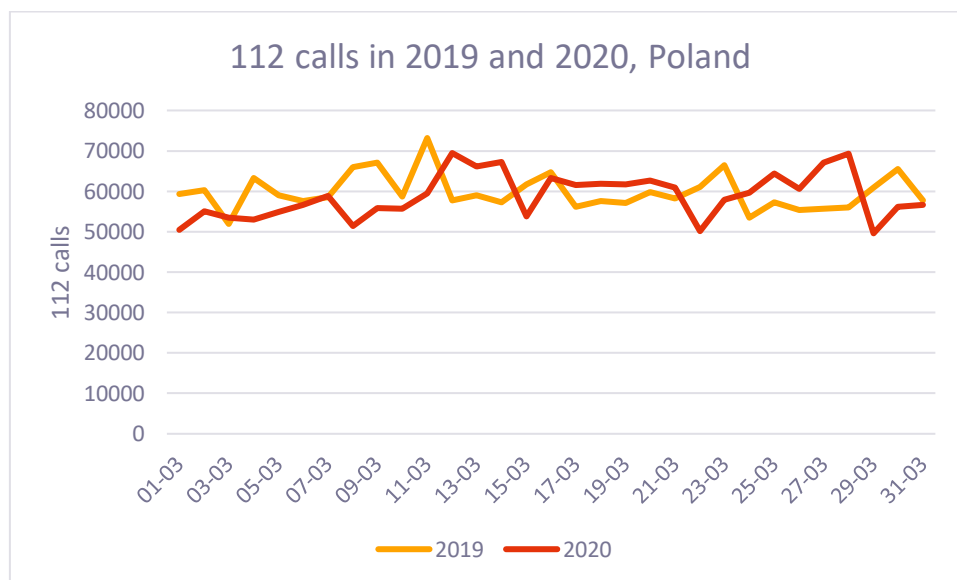
REPORT ON THE IMPACT OF COVID-19 IN POLAND

This report covers calls to 112 from 1 March to 31 March. In Poland, emergency calls to 112 are handled by the 112 PSAP and then directed to the police, state fire service or emergency medical services.

The first case of COVID-19 was confirmed in Poland on 4 March 2020.

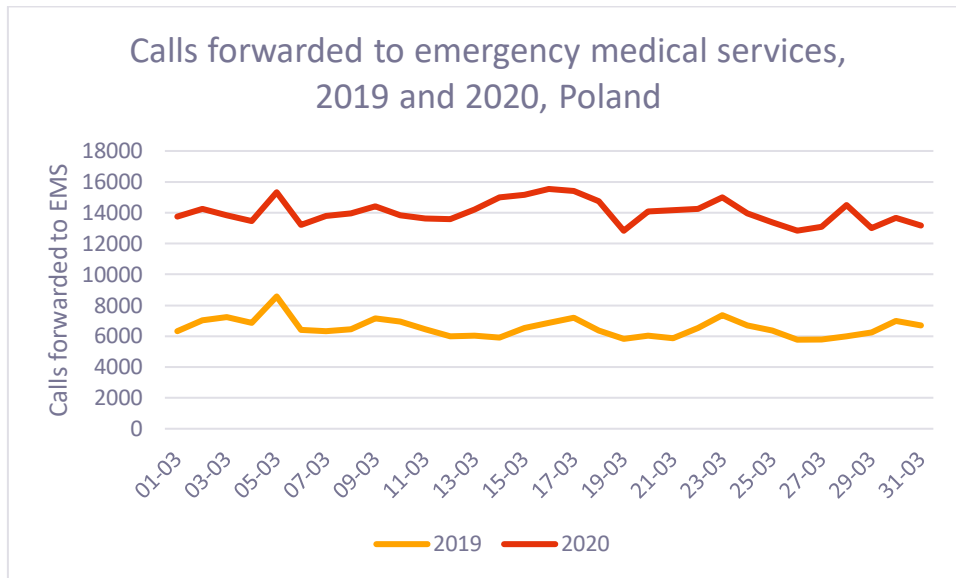
1. Calls to emergency services 2019 vs 2020

When comparing the daily number of calls to 112 in 2019 and 2020, there is little difference in the volume of calls, as the graph below demonstrates. Overall, there was a less than 2% decrease in total calls in March 2020, compared to March 2019.

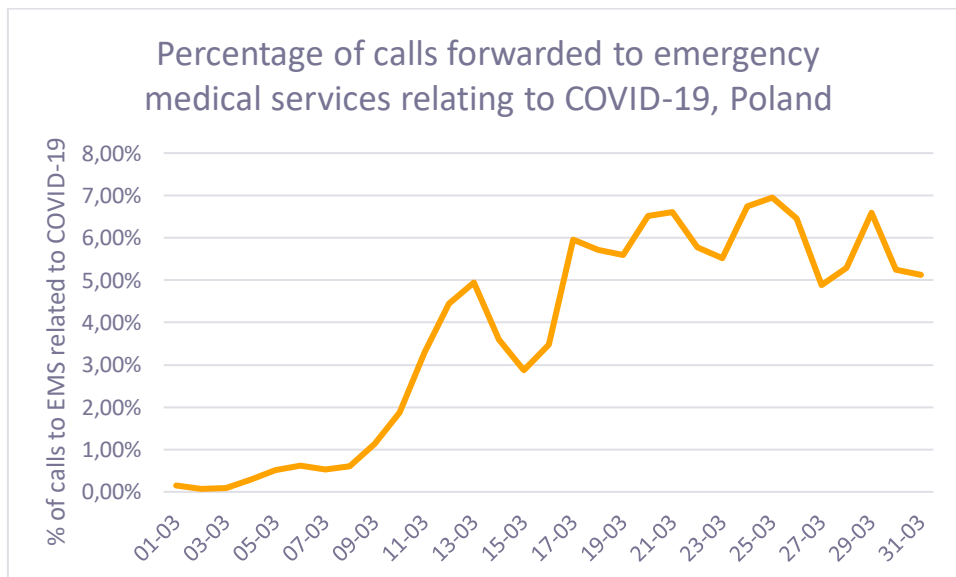


2. Distribution of calls per service

Although there was little overall difference in the number of 112 calls, the number of 112 calls forwarded to emergency medical services saw a significant increase in March 2020 compared to 2019. There was a 14.6% increase in these calls in 2020, compared to 2019. In March 2020, 112 calls forwarded to emergency medical services rose from the beginning to mid-March, reaching a peak on 14 March at 9076 calls.



Of these calls that were forwarded to the emergency medical services, the percentage relating to COVID-19 increased significantly from 9 March onwards. The peak was reached on 25 March, when 6.95% of the forwarded calls related to COVID-19.



Meanwhile, the number of calls forwarded to police and fire and rescue services saw a decrease during this period, which accounts for the overall lack of increase in 112 calls.

Calls forwarded to police services saw a slight decrease of 3.6% in 2020, compared to 2019.



Calls forwarded to the fire service saw a much more significant decrease of 21.2%, as demonstrated on the graph below.



The information detailed on this report was provided by the Ministry of Interior and Administration, Poland on 06-04-2020.

REPORT ON THE IMPACT OF COVID-19 IN PORTUGAL

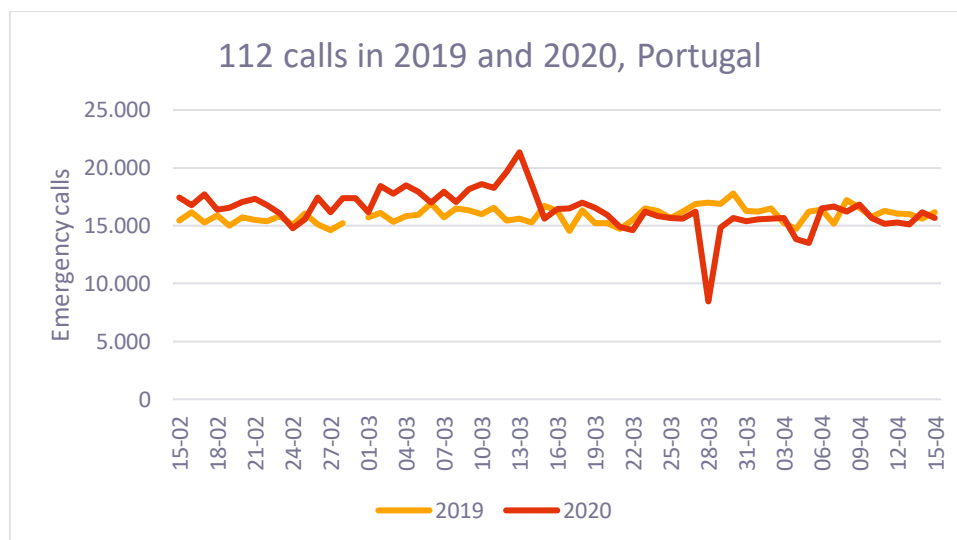
The observation period of this report covers 15 February until 15 April and concerns classified calls only. The data does not cover calls in the archipelagos of Madeira and Azores.

In Portugal, 112 is the single emergency number. All 112 calls are first received by a stage 1 PSAP. The calls are then classified according to the type of emergency and transferred to the relevant agency. Emergency medical calls, for instance, are transferred to the *Instituto Nacional de Emergência Médica de Portugal* (INEM).

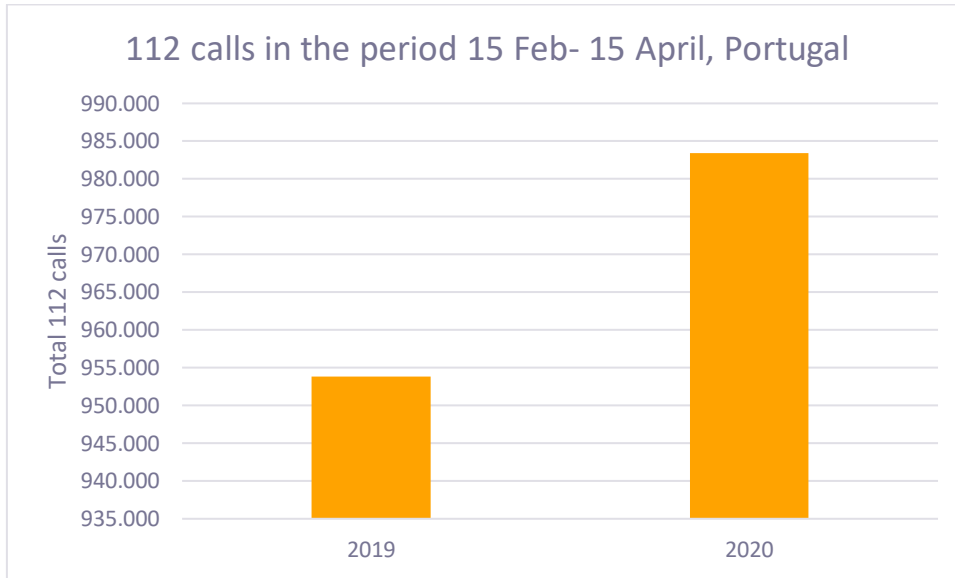
The first case of COVID-19 in Portugal was confirmed on 29 February 2020. Portugal did not establish a dedicated alternative number for COVID-19 inquiries (medical or non-medical). The public were encouraged to report symptoms to the SNS 24 service helpline, which is a well-established number for general health questions and advice that has been in operation since July 2017. This helpline is the first line of contact for citizens to clarify any health doubts and remained so during the COVID-19 pandemic.

1. Calls to emergency services 2019 vs 2020

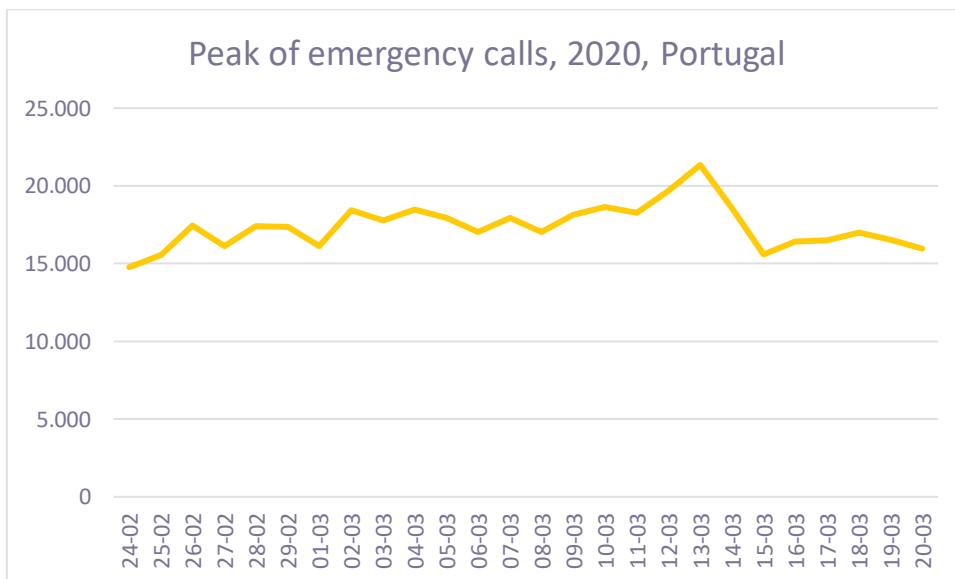
When considering the total number of emergency calls, we see a significant increase from the end of February until mid-March 2020, compared to the same period in 2019.



Overall, there was a 3% increase of the total number of emergency calls in the period of observation in 2020 compared to 2019. As the below chart demonstrates, there was an increase of 16% when comparing calls in February 2019 and 2020, but only a 4% increase when comparing the total number of calls in March. In contrast, April saw a 3% decrease in calls compared to 2019.

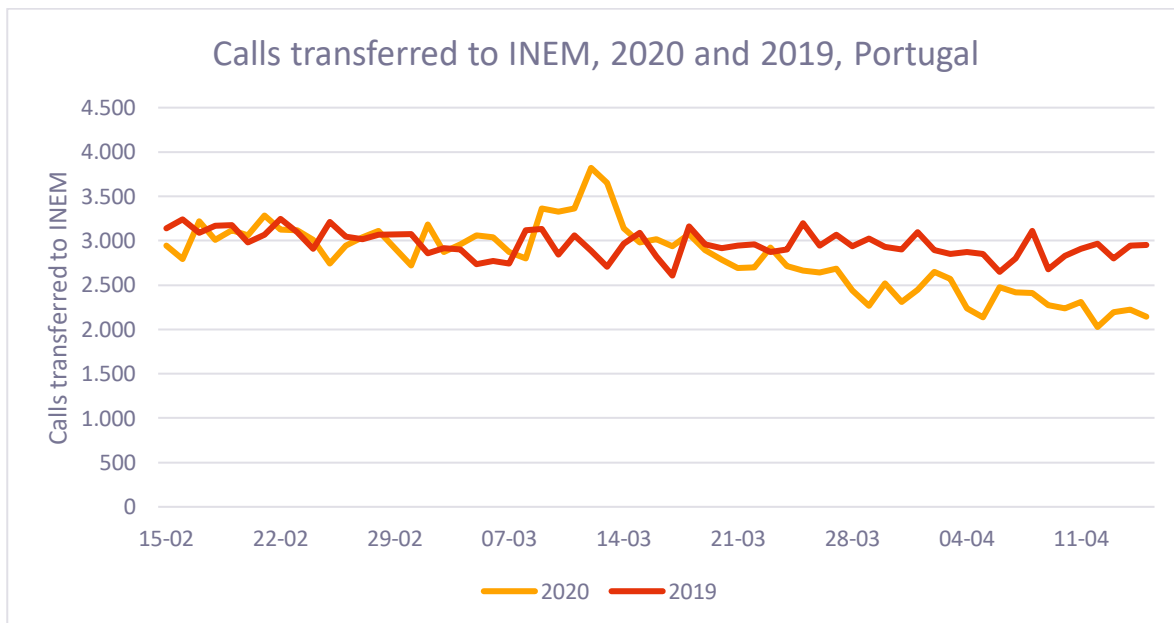


However, as the graph above shows, there was a peak in emergency calls in mid-March. There was a steady increase in emergency calls until the peak number of calls was reached on March 13, with a total of 21,345 calls. There was then a sharp decrease in calls, which then remained fairly stable (apart from a significant decrease on 28 March at 8,458 calls).

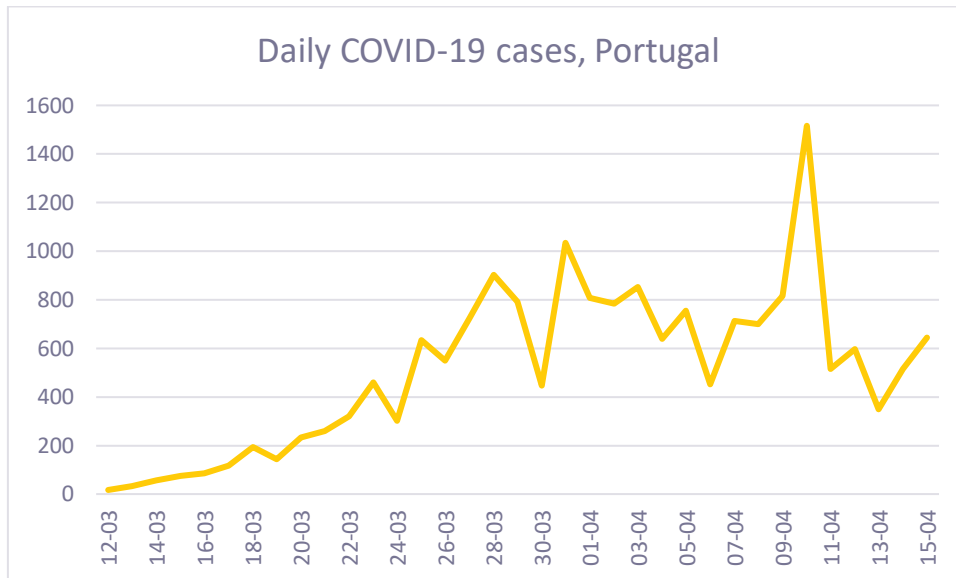


If we consider classified medical calls only, which are transferred to INEM, we see in the graph below that these significantly increased during the mid-March period. However, there was then a significant decrease to below the 2019 level throughout the second half of March and first half of April. There was therefore a 5.6% decrease in emergency medical calls in this period compared to 2019.

However, comparing the period from the 1 March (day after first confirmation of COVID-19 case in Portugal) until the peak in overall emergency calls on the 13 March, we see an 8.7% increase in emergency medical calls transferred to INEM, compared with 2019. Calls to INEM peaked on 12 March at 3,821 calls, compared to 2,886 in 2019, representing a 32.4% increase.



The peak of emergency calls does not correlate with the peak of daily confirmed COVID-19 cases in Portugal, as the peak in emergency calls occurred before the confirmed cases significantly grew in Portugal.



This chart was created with data from Worldometer (see reference)⁸³

The information detailed on this report was provided by the National Directorate of Public Security Police of Portugal on 09-06-2020.

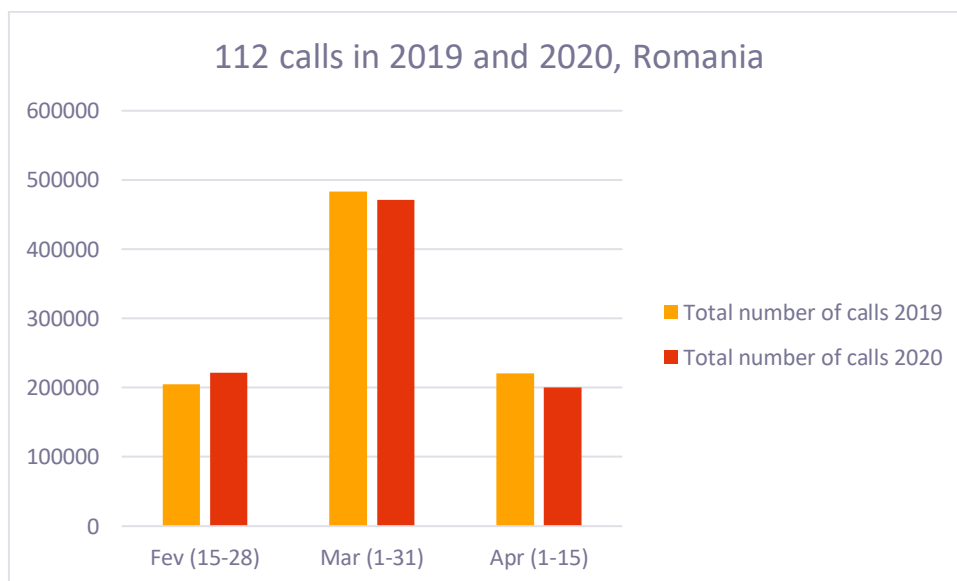
⁸³ Worldometers (2020-07-16) "Country Portugal", <https://bit.ly/2CScdUO> - Retrieved 2020-07-16

REPORT ON THE IMPACT OF COVID-19 IN ROMANIA

This report analyses the number of calls made to 112 and other non-medical services (e.g. police, fire brigade, etc.) between 15 February to 15 April in 2019 and 2020.

In the country, the state of emergency was declared on 16 March 2020. The Special Telecommunication Service (STS) is the institution in charge of the 112 Service. According to the local news, in the first three months of 2020, the agency received 13% less calls to 112 than in the same period last year. Citizens called 112 more responsibly in 2020, with non-urgent calls declining in the first quarter by 14.48% compared to the same period in 2019.⁸⁴

1. Calls to emergency services 2019 vs 2020



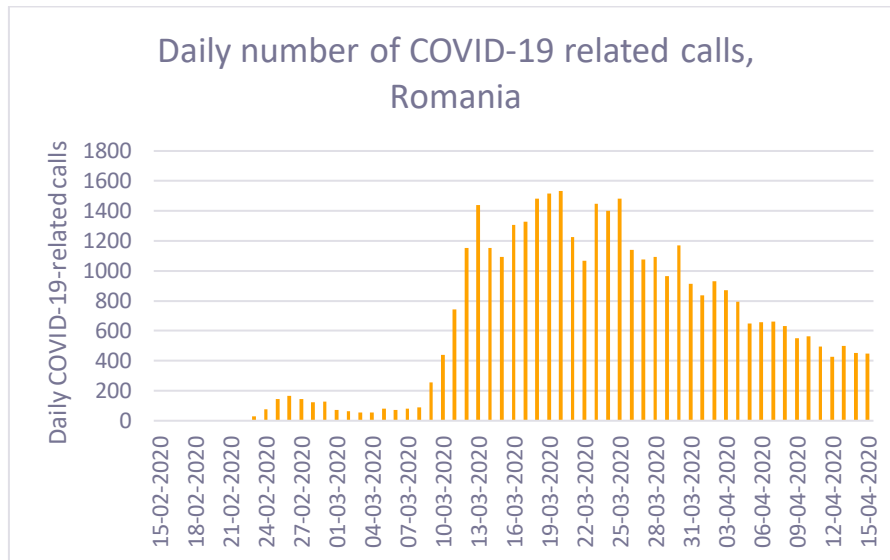
During the 2020 observation period (15 February - 15 April) there was no significant change (-1.3%) in the volume of calls to 112 when compared with the same period in 2019. The total number of calls to 112 was slightly lower this year (896,053 calls) compared to last year (908,223 calls).

As the chart shows, in 2020 there were more calls made to 112 in February compared to the previous year and in March and April there was a slight decrease in the number of calls.

The daily number of COVID-19-related calls received by 112 Romania clearly rose during March, with the state of emergency being announced on 16 March.

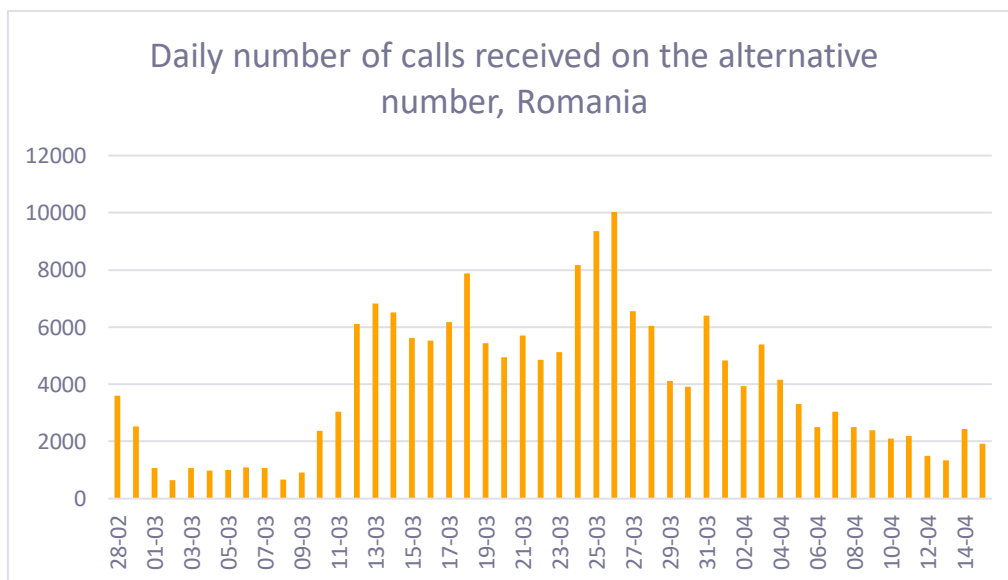
The highest volume of calls made to 112 related to the COVID-19 was registered during 12–30 of March 2020, when the daily average reached to approximately 1,300 calls.

⁸⁴ Jurnalul National (2020-06-24) "STS: Peste 2,5 milioane de apeluri la 112, în primele trei luni", <https://bit.ly/37YRkCP> - Retrieved 2020-06-24



2. Alternative number

On 27 February 2020, a TELVERDE helpline – 0800.800.358 – was established for callers who needed specific information about COVID-19.

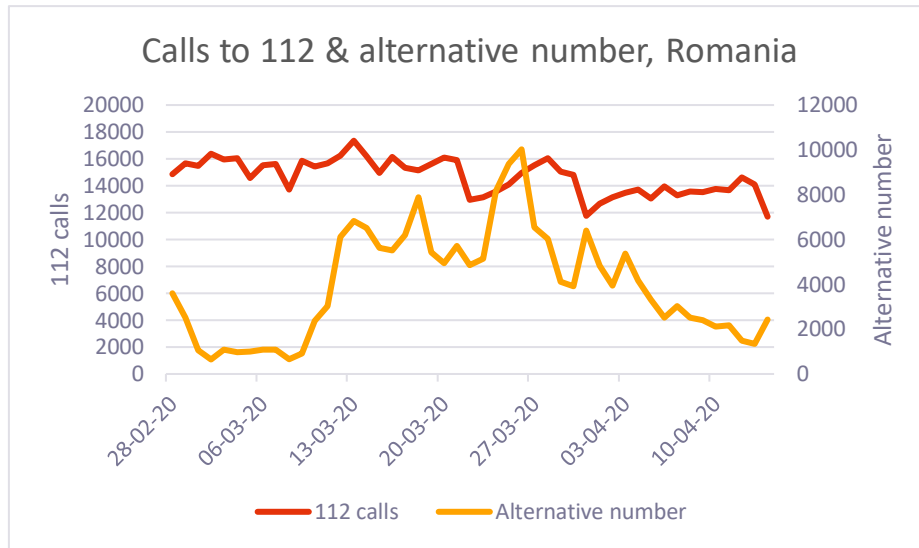


The highest number of calls received in this alternative number was registered between 24-26 March 2020.

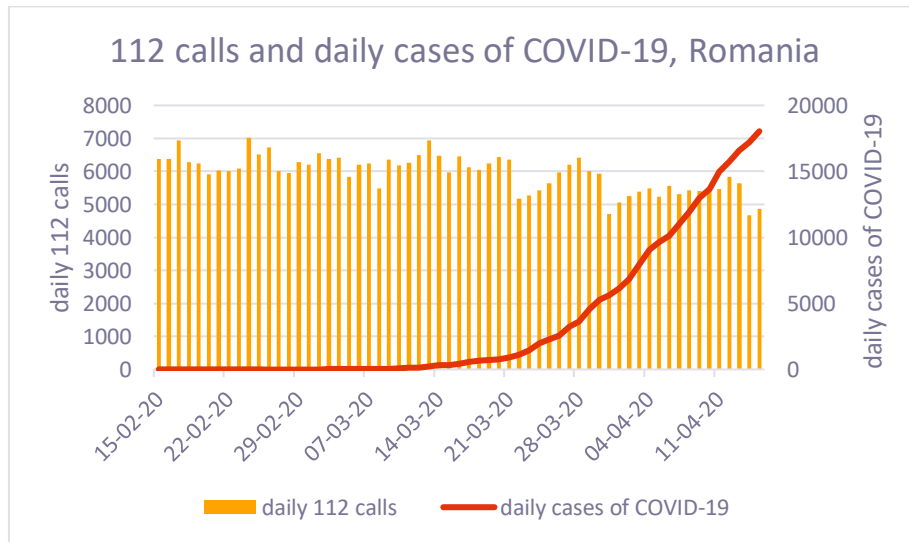
The day that the centre received the highest number of calls was on 26 March 2020, with 10,024 calls made to the helpline.

Interesting to note that when there is a large increase in calls to 112 there is also a large increase in calls on the alternative helpline – see graph below.

It is also interesting to note that during the period under review, February 2020 was the only month this year that had more calls to 112 when compared to the previous year. The implementation of this alternative line contributed to the decrease in calls to 112.



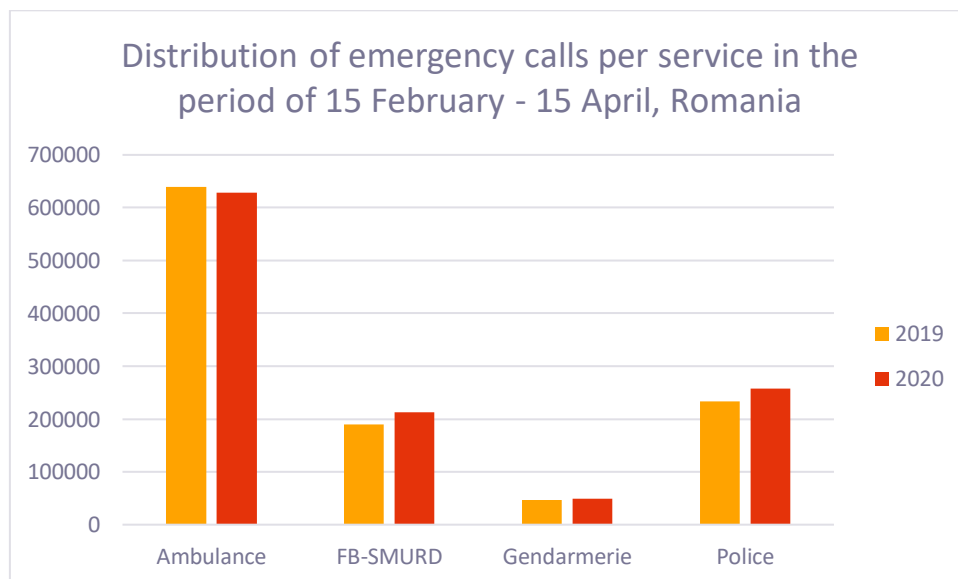
This number may be correlated with the number of infected people in the country, since it was on this day that the first biggest jump in the number of infected people was registered – see graph below.



This chart was created with data from Worldometer (see reference).⁸⁵

3. Distribution of calls per service

Regarding the typology of emergencies and the distribution by agencies, most calls this year, like in 2019, were transferred to the ambulance services, followed by the police, the fire brigade and finally the Gendarmerie.



⁸⁵ Worldometer (2020-06-25) "Country Romania", <https://bit.ly/3e8m99i> - Retrieved 2020-06-24

Most agencies saw an increase in the number of calls received between the period of 15 February to 15 April when compared to last year. There was a relative percentage increase of calls for fire brigade (+12.02%), police (+10.19%) and gendarmerie (+3.86%).

However, we can observe a decrease (-1.64%) in the number of calls to ambulances services compared to 2019.

In conclusion, it cannot be said that there was a major impact of COVID-19 in the volume of calls during the study period compared to the same period last year. The fact that a new number was introduced to deal with questions related to COVID-19 may have been beneficial and helped that calls to 112 did not increase significantly.

The information detailed on this report was provided to us by responsible of the STS organisation in Romania on 09-06-2020.

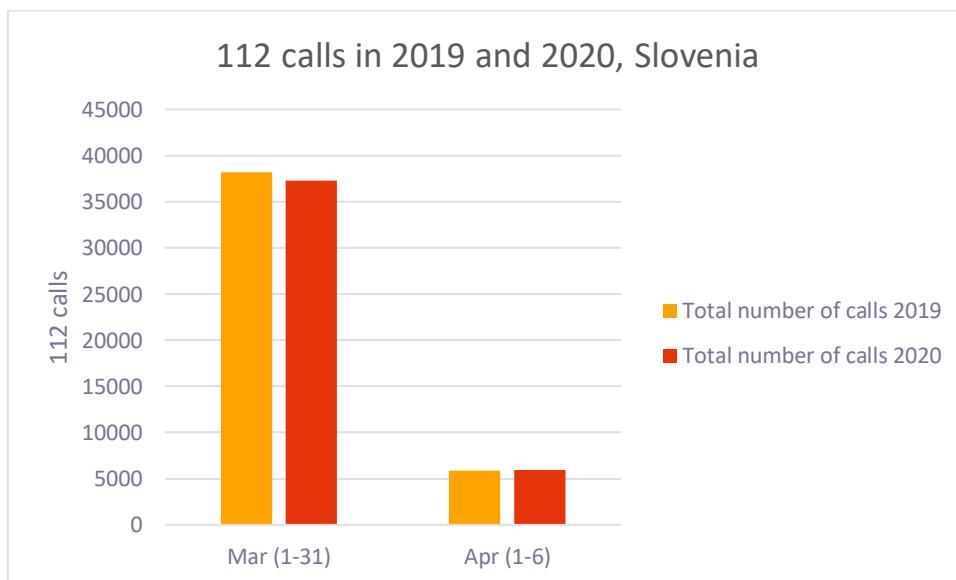
REPORT ON THE IMPACT OF COVID-19 IN SLOVENIA

This report analyses the number of calls made to 112 between 1 March to 6 April in 2019 and 2020.

In the country, the organisation in charge for handling 112 calls is the Ministry of Defence, Administration for Civil Protection and Disaster Relief.

The country entered in lockdown on 20 March when the government prohibited public gatherings in public places.⁸⁶

1. Calls to emergency services 2019 vs 2020



The total number calls to 112 was lower this year (43,264 calls) when compared to last year (44,038 calls). Thus, this year there were 774 less calls (-1.7%).

⁸⁶ N/A (2020-03-20) "Slovenia enters lockdown mode", STA <https://bit.ly/3grou0G> - Retrieved 2020-04-02

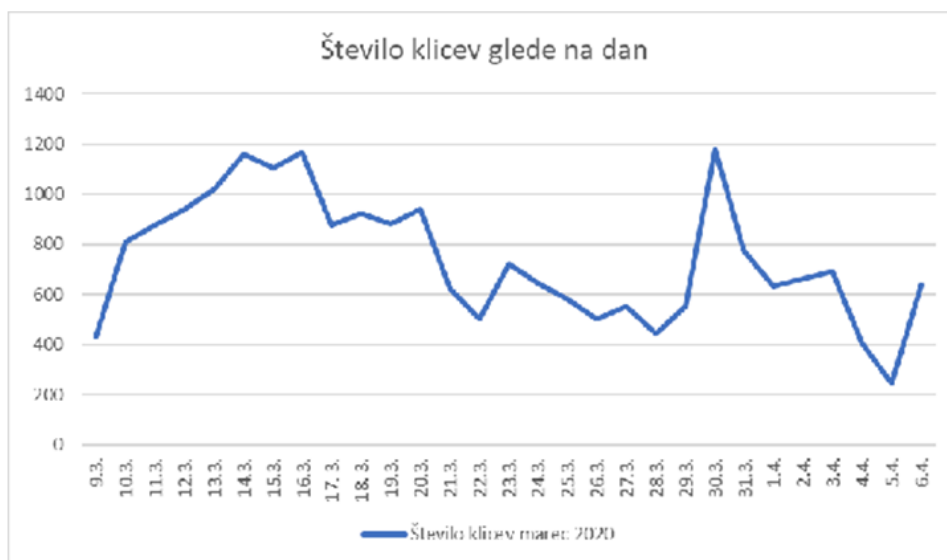
2. Alternative number

The Slovenian Government created a coronavirus call centre that has been in operation since the declaration of the COVID-19 outbreak in the country. The toll-free telephone number 080 1404 provides the public with up-to-date information about the virus.

Below you can see the graph demonstrating the number of calls to this telephone line in the period of 9 March – 6 April 2020.

The chart was provided by the Slovenian Ministry of Defence, Administration for Civil Protection and Disaster Relief.

Peak of calls to information helpline for COVID-19



The peak of calls received in this helpline was on the week of 16-22 March 2020.

The information detailed on this report was provided to us by the Slovenian Ministry of Defence, Administration for Civil Protection and Disaster Relief on 09-04-2020.

REPORT ON THE IMPACT OF COVID-19 IN SPAIN: LA RIOJA

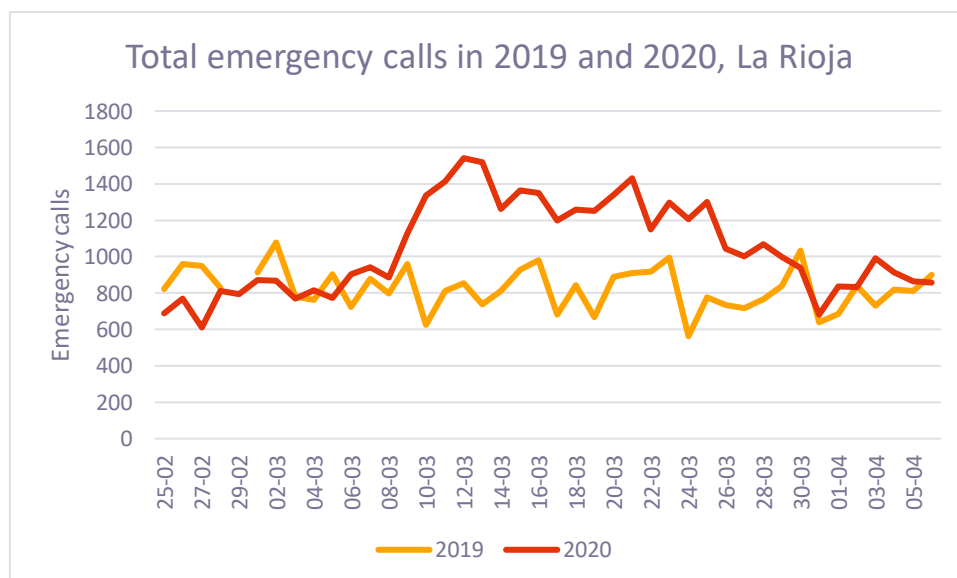
This report concerns the autonomous community of La Rioja in Spain. In La Rioja, the 112 centre receives emergency calls. If it is a medical emergency, the call is forwarded to a doctor, who determines which resource to mobilise and then SOS Rioja mobilises directly the most appropriate health resources. In other types of emergency, SOS Rioja dispatch the data to the relevant emergency dispatch centre.

This report concerns emergency calls from 25 February to 6 April. The first case of COVID-19 was confirmed in La Rioja on 1 March 2020. An alternative COVID-19 number was established on 27 February 2020.

Although La Rioja was not the region with the highest number of cases in Spain, it did have the highest number of cases per 100,000 people. As of 17 July, there were 4111 cases in La Rioja, representing 1,304.2 cases per 100,000 people.⁸⁷

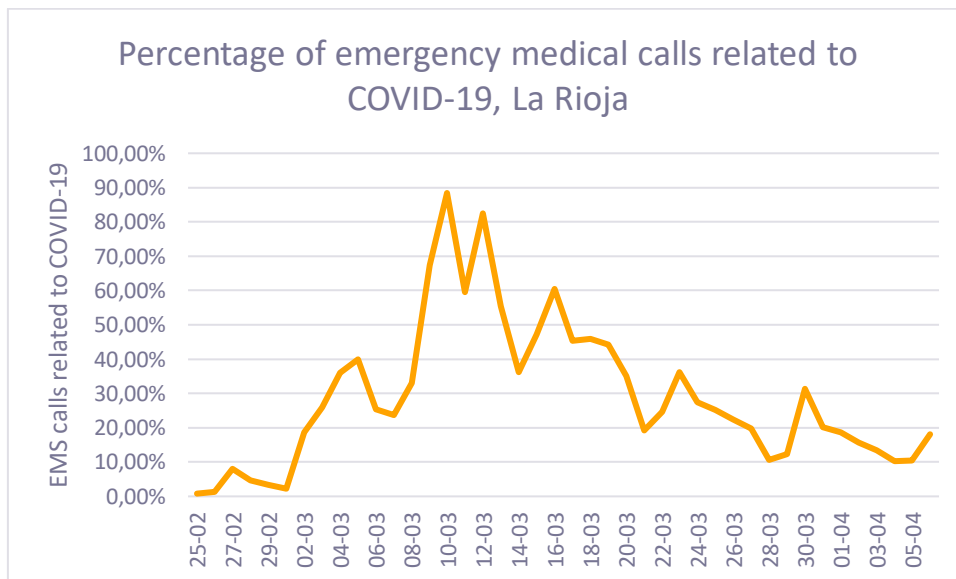
1. Calls to emergency services 2019 vs 2020

The graph below demonstrates a significant increase in emergency calls during March, reaching a peak on 12 March with 1541 calls. There was an overall 27.2% increase in calls in 2020 during the observation period when compared to the same period in 2019. March saw the most important change, representing a 36.7% increase in the number of calls in 2020, compared to 2019.



⁸⁷ Wikipedia (last update 2020-09-14) "COVID-19 pandemic in Spain" <https://bit.ly/2H09kTP> - Retrieved 2020-09-14

Among the emergency calls, the percentage of emergency medical calls that concerned COVID-19 also grew significantly, reaching a peak on 10 March, when 88.42% of medical calls were related to COVID-19. The increase in calls related to COVID-19 is particularly evident from 1 March onwards, coinciding with the first confirmed case of COVID-19 in La Rioja.



2. Distribution of calls per service

During the observation period (25 February until 6 April), the number of non-medical emergency calls saw a decrease when comparing 2020 with 2019. Calls regarding traffic accidents reduced by 6%, regarding security by 21%, and regarding fires by 36%. Calls regarding other incidents reduced by 14%.

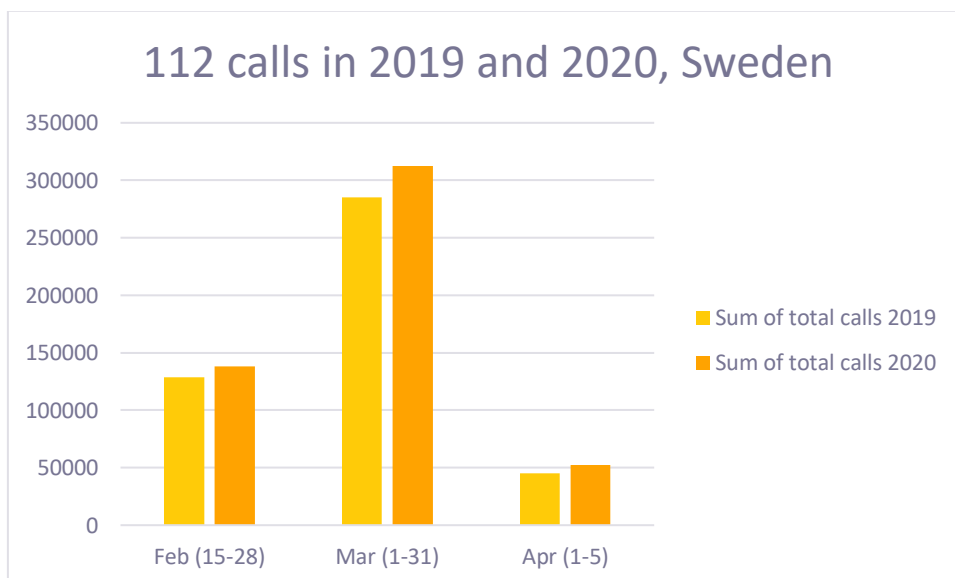
The information detailed on this report was provided by SOS Rioja on 07-04-2020.

REPORT ON THE IMPACT OF COVID-19 IN SWEDEN

This report analyses the number of calls made to 112 from 15 February to 5 April in 2019 and 2020. In the country, the organisation in charge of handling 112 calls is SOS Alarm.

Sweden had a different strategy from other countries in managing the COVID-19 outbreak: not closing borders, schools, non-essential businesses nor banning gatherings of more than two people.⁸⁸

1. Calls to emergency services 2019 vs 2020



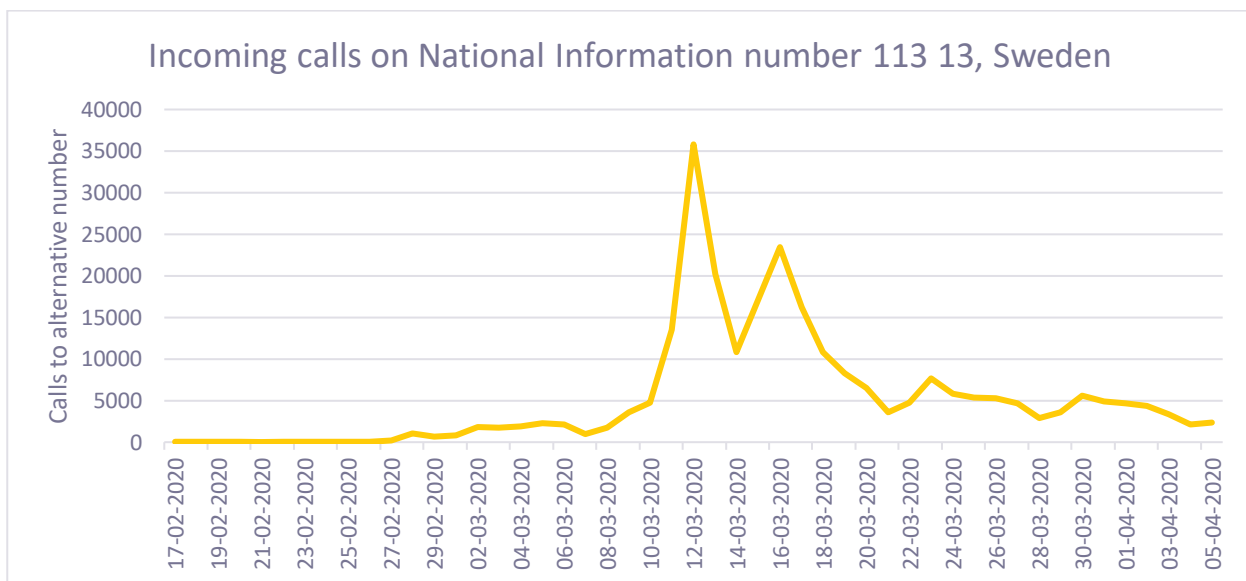
The total number of calls to 112 was higher this year (502,324 calls) compared to last year (459,073 calls). Thus, this year there were 43,251 more calls (see graph below).

According to SOS Alarm, the average daily rate of emergency calls received to 112 from 15 February until 15 April 2020 was 10 044 (in total over the period: 602,636 and if 29 February is excluded for straight comparison with 2019: 591,556). In 2019, the average daily rate was 9250 calls (in total over the period: 545,728).

⁸⁸ Holly Ellyatt (2020-03-30) "No lockdown here: Sweden defends its more relaxed coronavirus strategy", CNBC <https://cnb.cx/2wTSCR9> - Retrieved 2020-04-02

2. Alternative number

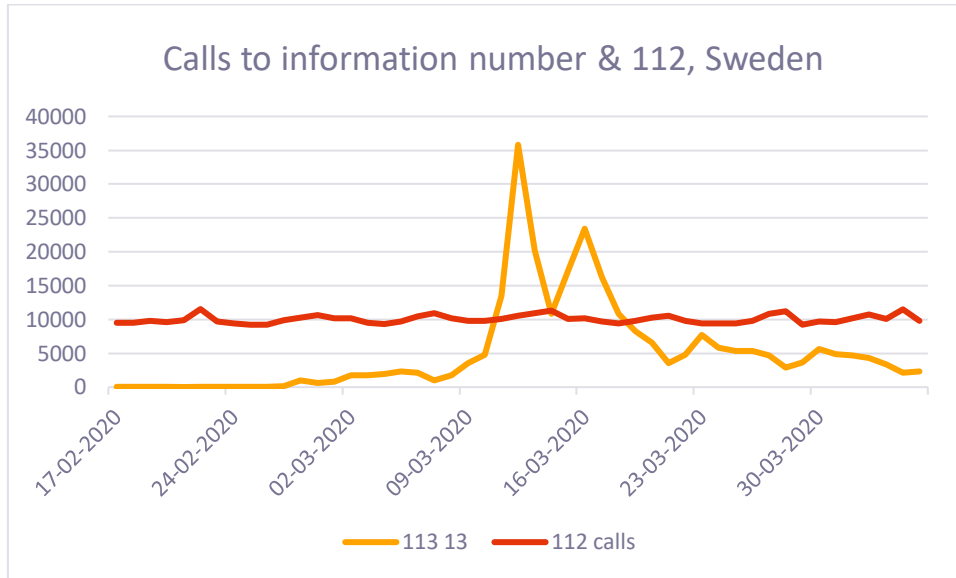
Sweden used the already existing information number 113 13, which is used to receive and give information about serious accidents or crises.



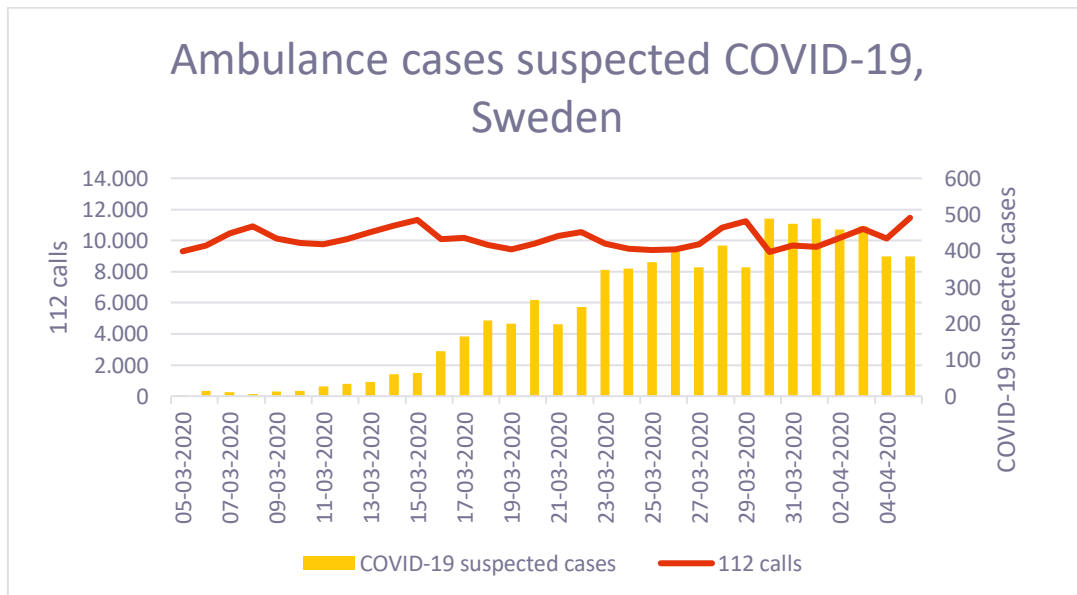
The highest number of calls received in this alternative number was registered in March, with the peak between 11-17 March.

The day that the centre received the highest number of calls was on 12 March 2020, with 35,808 calls made to the helpline.

Below, it is possible to denote the high number of calls received on this line, much higher than the number of calls received on 112.



On average, the daily rate of calls received by this alternative number between 15 February – 15 April 2020 was 278,733, compared to 10,028 for the whole of 2019.



SOS Alarm only registers COVID-19 medical emergency calls when:

- A) an ambulance is dispatched to a patient with suspected COVID-19 symptoms – registration started on 5 March.
- B) when they have referred such a patient to another medical level, for instance to our medical hotline, 1177 (when there are symptoms but no need for an ambulance) – registration started on 9 March.

3. Distribution of calls per service

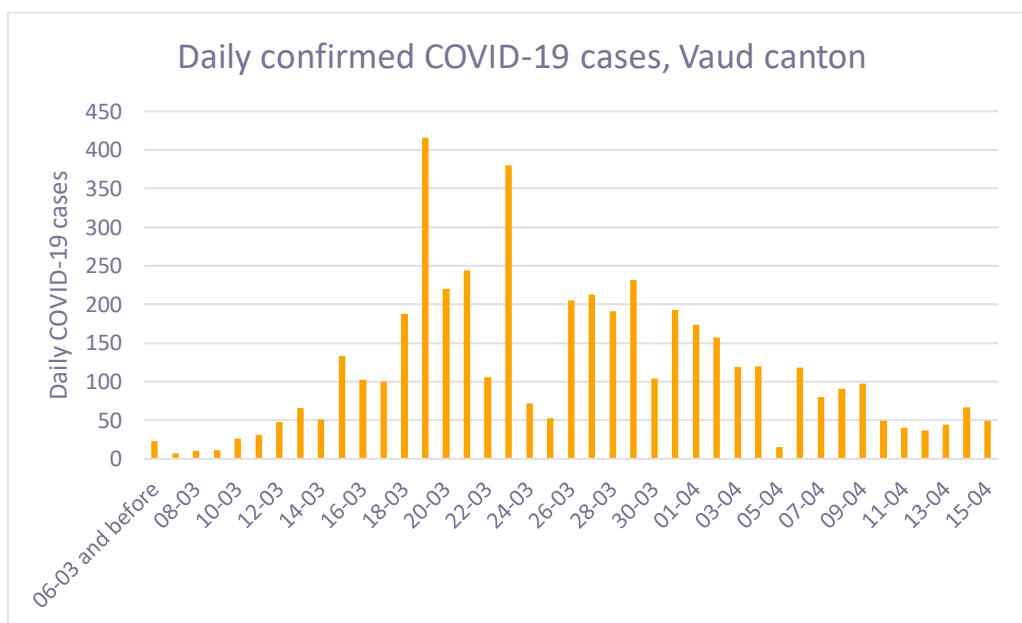
Regarding the type of emergencies and the distribution by service, there was a decrease in calls for non-medical services in most services: -4.8% of calls to fire and rescue services, -7% of calls to the police, -1.0% for calls regarding road traffic accidents. It is important to note that the centre received a 2.8% increase in emergency medical calls.

The information detailed on this report was provided to us by SOS Alarm on 29.05.2020.

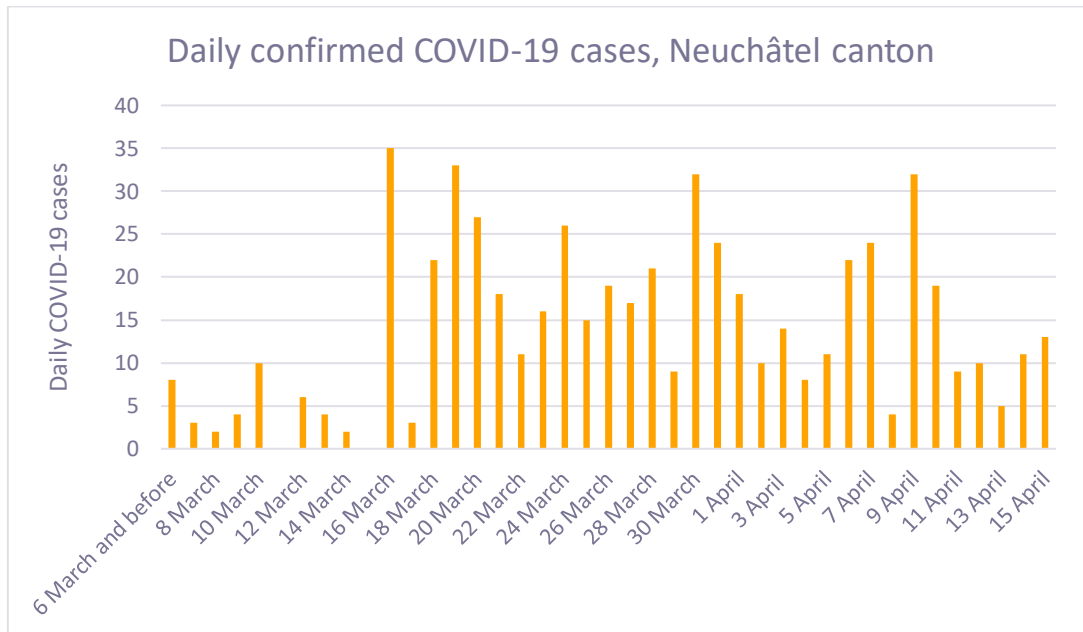
REPORT ON THE IMPACT OF COVID-19 IN SWITZERLAND: LAUSANNE PSAP

This report refers to calls received by the Lausanne medical response dispatch centre. This dispatch centre receives medical calls from the cantons of Vaud and Neuchâtel, as well as from small parts of the cantons of Geneva (commune of Céligny) and Fribourg (district of Broye fribourgeoise).

The following information is taken from a report by Dami and Berthoz (2020)⁸⁹. The report covers calls from 1 March – 15 April. The first COVID-19 case was confirmed in Switzerland on 25 February.



⁸⁹ Fabrice Dami and Vincent Berthoz (2020-05-13) "Lausanne medical dispatch centre's response to COVID-19", Scandinavian Journal of Trauma, Resuscitation and Emergency Medicine <https://bit.ly/33rbZNP> - Retrieved 2020-09-14



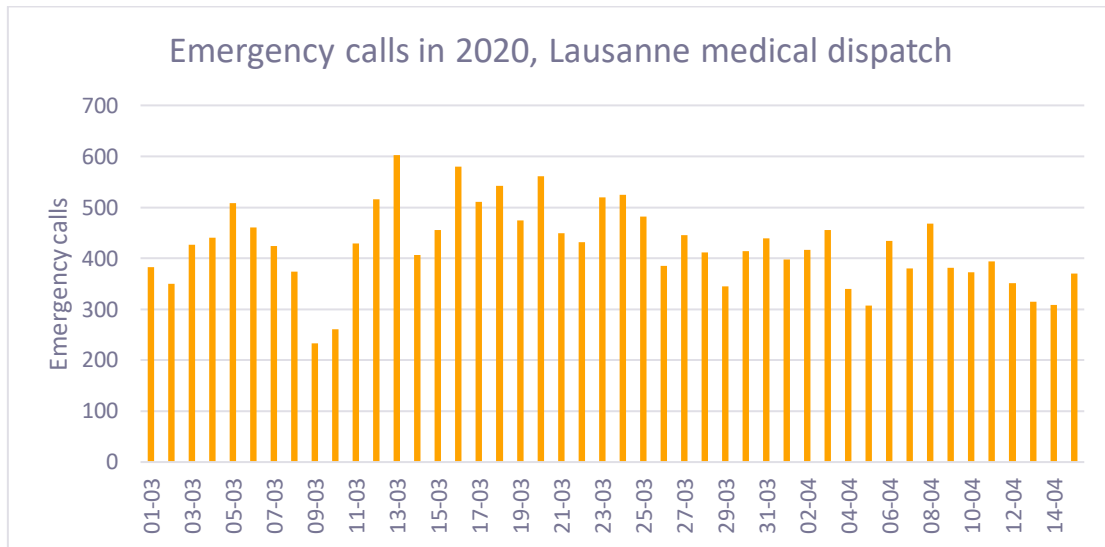
These charts were created with data from Wikipedia (see reference).⁹⁰

1. Calls to emergency services 2019 vs. 2020

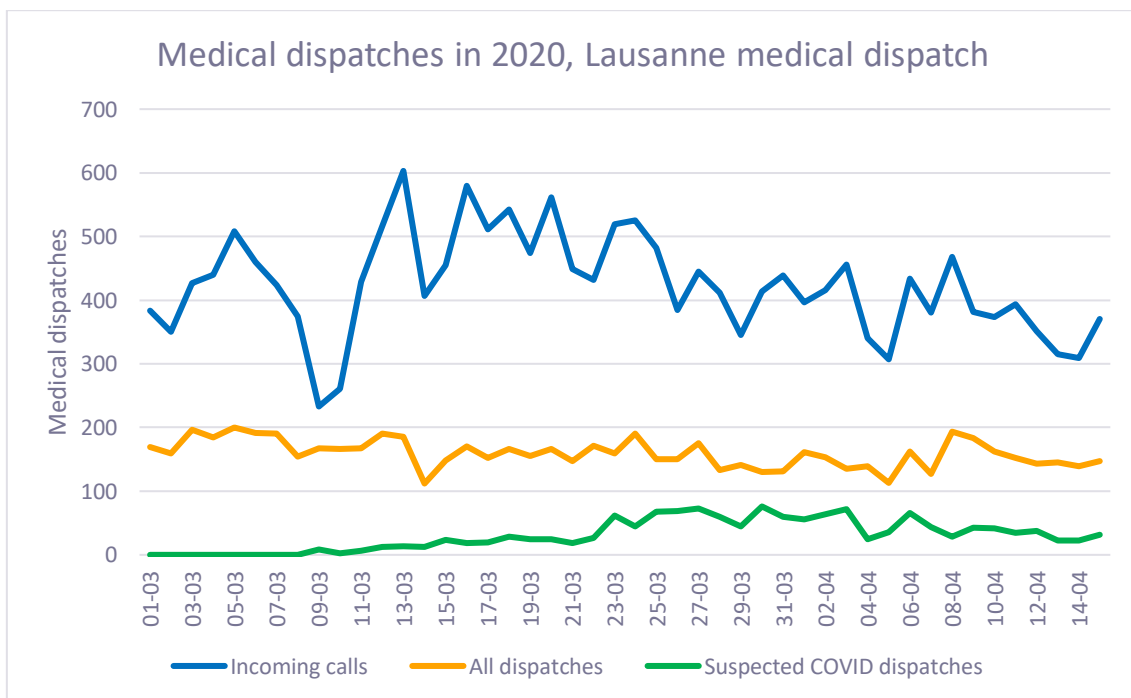
In the Lausanne PSAP, the medical dispatch only deals with emergency requests which require an ambulance or a helicopter. A second non-emergency medical helpline dispatch is located in the same building, dealing with low acuity calls and offering counselling.

The below graph concerns high acuity calls received by the Lausanne medical dispatch (emergency calls).

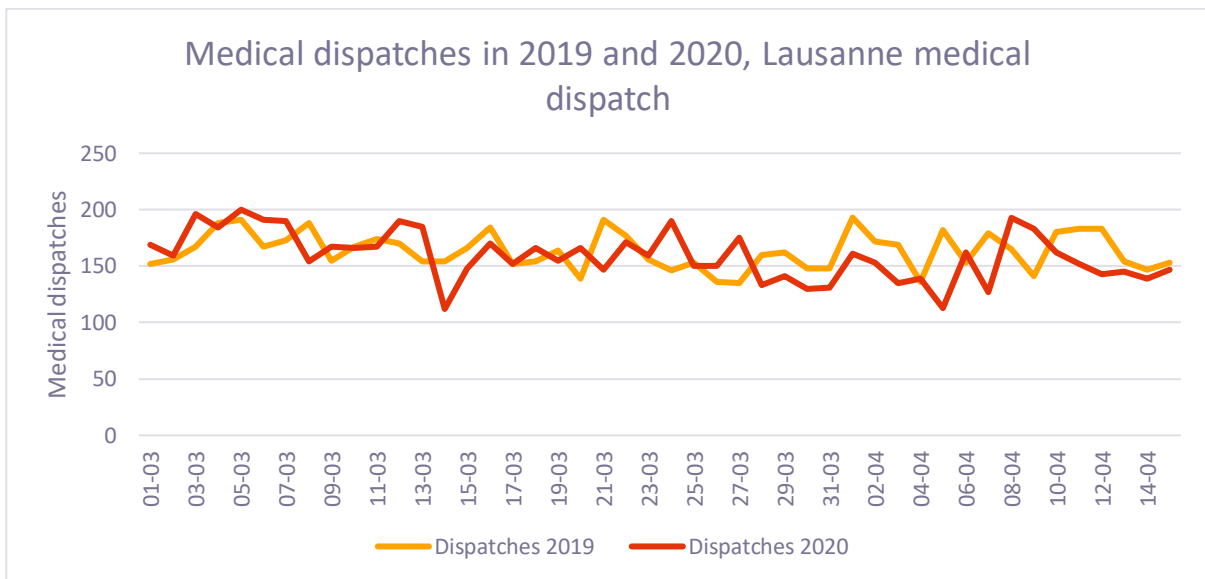
⁹⁰ Wikipedia (last update 2020-09-14) "COVID-19 Pandemic in Switzerland", <https://bit.ly/2RmSu3v> - Retrieved 2020-09-14



An increase in calls from mid-late March is attributed by Demi and Berthoz to an increase in inappropriate calls, mainly people requesting information about the COVID-19 outbreak, but not requiring any medical intervention. This coincides with the high increase in new cases in the Vaud canton. These inappropriate calls decreased to 5-10 per day after the introduction of State and nationwide COVID-19 information helplines were introduced.



The total number of dispatches increased only by 10-20%. Dami and Berthoz state that whilst the number of COVID-19 related dispatches increased from mid-March, the number of non-COVID-19 related missions decreased. This is demonstrated in the figure below, that shows that there was not a consistent increase in dispatches during the 2020 COVID-19 outbreak.



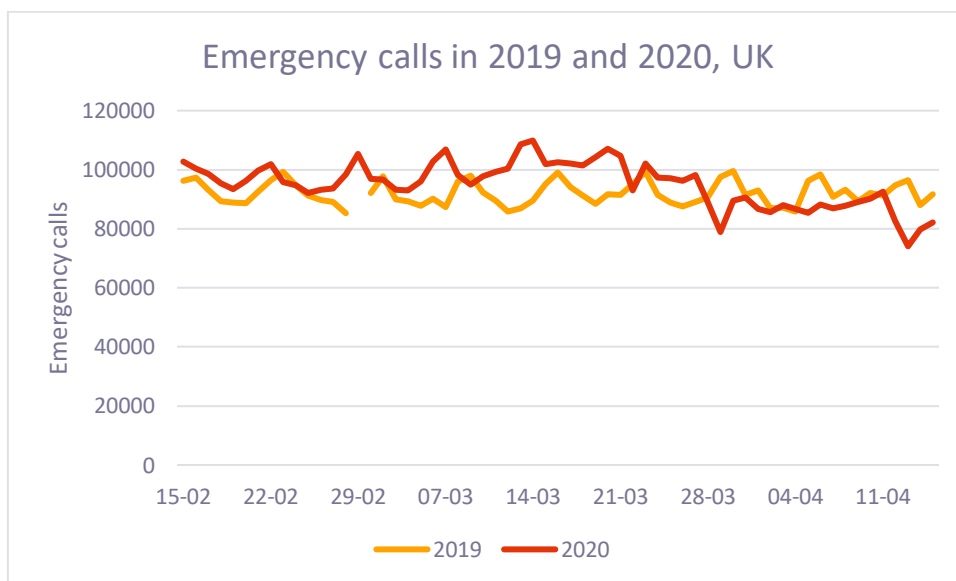
This data and information is sourced from: Fabrice Dami and Vincent Berthoz (2020-05-13) **“Lausanne medical dispatch centre’s response to COVID-19”**, Scandinavian Journal of Trauma, Resuscitation and Emergency Medicine <https://bit.ly/33rbZNP> - Retrieved 2020-09-14

REPORT ON THE IMPACT OF COVID-19 IN THE UNITED KINGDOM

This report concerns the observation period of 15 February – 15 April. On 31 January 2020, the first two patients tested positive for COVID-19 in the UK.⁹¹ On 13 March, the government announced the closure of schools, which was followed by the closure of cafes, pubs and restaurants on 20 March.⁹² Lockdown measures were announced on 23 March.⁹³

In the UK, an independent Stage 1 PSAP receives all emergency calls both to 112 and the national emergency number 999. The call taker forwards the call directly to the relevant local emergency response organisation. Detailed data gathering and dispatch of the resources are done by the emergency response organisation.

1. Calls to emergency services 2019 vs 2020



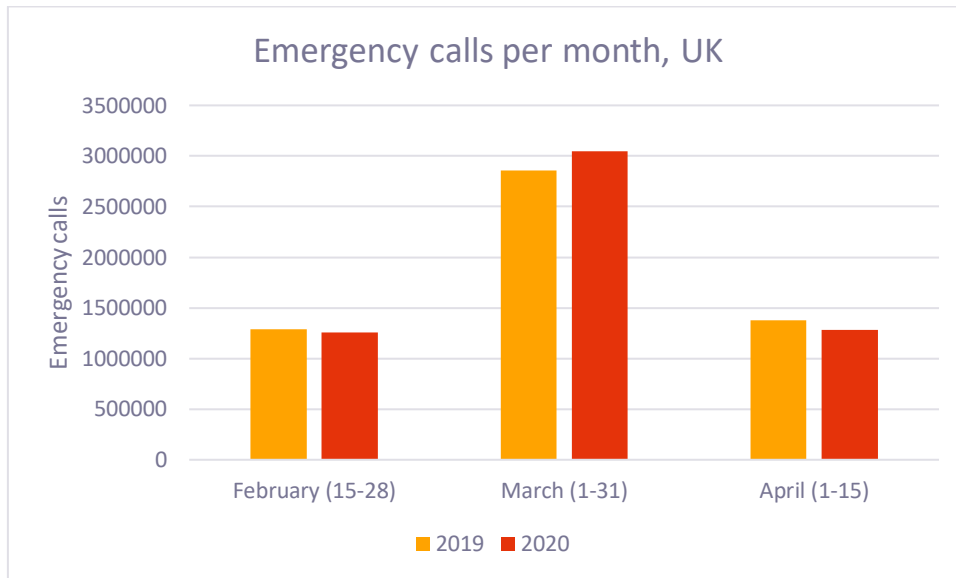
There was not a significant change in the total volume of emergency calls in 2020, when compared to 2019 (+1.3%). The introduction of lockdown measures did not increase the number of calls. The peak of emergency calls had already been reached on 14 March at 109,872 calls.

A more significant increase can nevertheless be seen in March (+6.8%), whereas February (-2.6%) and April (-6.5%) both saw decreases in emergency calls.

⁹¹ N/A (2020-01-31) "Coronavirus: Two cases confirmed in UK", BBC <https://bbc.in/32yFjt7> - Retrieved 2020-09-14

⁹² N/A (2020-03-20) "UK PM Boris Johnson announces closure of pubs, bars and restaurants", BBC <https://bbc.in/3hw4me7> - Retrieved 2020-09-14

⁹³ Andrew Sparrow, Lucy Campbell and Kevin Rawlinson (2020-03-24), "Boris Johnson announces strict lockdown across country – as it happened", The Guardian <https://bit.ly/33rcEir> - Retrieved 2020-09-14

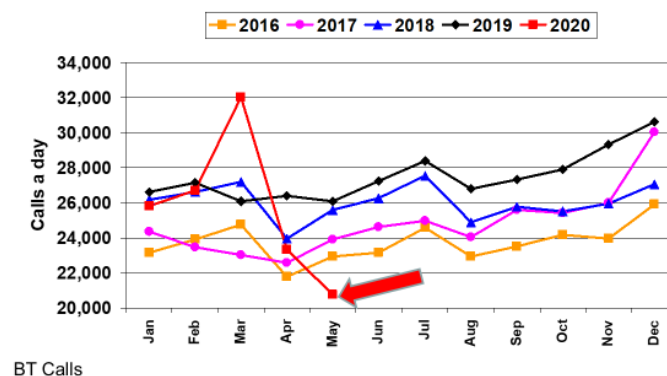


2. Distribution of calls per service

Although overall the increase in emergency calls was minimal, there was a significant peak in calls to the ambulance service in March. During this month, lockdowns were introduced and the number of COVID-19 cases in the UK was increasing, although the peak number of daily cases was not reached until 10 April⁹⁴. This was followed by a strong decline in emergency calls in April.

Ambulance calls to 999/112

Huge increase in calls in March, followed by a decline in April and a further decline in May, which had the lowest number of calls since January 2014.



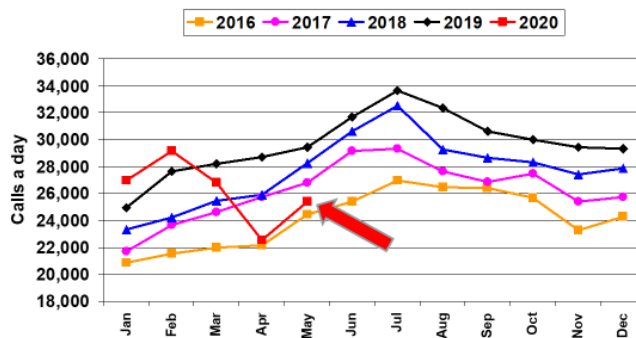
Source: Provided by National Health Service

⁹⁴ Worldometer (last update 2020-09-14) "United Kingdom" <https://bit.ly/2RsmN8K> - Retrieved 2020-09-14

Meanwhile, calls to police services significantly decreased in March and April. Calls to fire services stayed within the normal range.

Police calls to 999/112

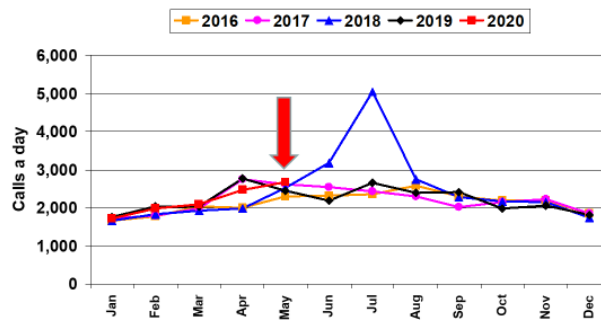
Police calls declined in March (95%) and April (79%). In May they recovered a bit (86%) but still significantly below "normal" levels.



BT Calls

Fire calls

Demand in the normal range



BT Calls

Source: Provided by National Health Service

3. Alternative number

The United Kingdom has a well-established non-emergency medical number (111), which has been in place for many years. There is also a webpage where the public can check their symptoms and receive guidance on how to proceed. 111 was the advertised route for COVID-19 calls and the 111 service also encouraged people to consult the webpages.

The information detailed on this report was provided by the National Health Service on 09-06-2020.