



european emergency number association

Update 3 of 3

On the actions EENA committed to take...



How can we improve emergency response in the EU?

Let's solve the puzzle... together!

**EENA Members Workshop
& Meet your MEP event**

2015

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Introduction

The EENA Members' workshop took place on 19-20 October 2015 in Brussels and was followed by the "Meet your MEP" event within the European Parliament in the morning of 21 October.

The EENA Members Workshop aimed at fostering the sharing of experience, best practices and ideas in the emergency services field. The participants worked in small groups with the objective to produce technical, operational and legal requirements.

The event gathered 100 EENA members composed of representatives operating in emergency services, ministries, national regulatory authorities, universities and research institutes, solution provider companies, as well as politicians at European level.

The success of the workshop lies into what we do with the recommendations and next steps agreed upon by EENA Members. This is the third and final update on the steps EENA took within the context of each workshop conclusions and next steps agreed. For the full report, please click [here](#).

Next steps: our commitment

EENA committed to provide updates to our members and inform them about our progress on the agreed next steps and decisions taken during the event. The three updates corresponded to the following dates.

1st update



2nd update



3rd update



3

Workshop 1: VoIP access to 112

Summary

In this session the current situation of VoIP access to 112 and the standardisation process of M/493 inside ETSI were explained. Participants drafted a document on what PSAPs should do and how the European legislation will have to adapt to it.

Recommendations

Item	Action
Definition	<ul style="list-style-type: none">» Classification of VoIP communications to be redefined ;» Terminology: use multi-media service instead of VoIP;» Nomadic should also be redefined.
Access to emergency services	<ul style="list-style-type: none">» Classify applications that need access» Include telematics» Internet2Internet shall not be obliged but there should be the possibility to do so
What do emergency services have to do?	<ul style="list-style-type: none">» Member States should set information/requirements;» Need to open private network to receive Internet calls» Public education: make sure service providers gives the location to emergency services
Does EU legislation help?	<ul style="list-style-type: none">» Legislation about quality: access provider to provide location, caller identity, ...» Change the way in which provider obligations come into effect» Information to the citizen
Member States	<ul style="list-style-type: none">» M/493 to be translated into national regulation/legislation» Intermediate steps to implement M/493

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1 Document requirements from emergency services (data, quality, who has to provide these data)

A Technical document on VoIP for operational people was foreseen for Q4 of 2016. It has been delayed and will be published on Q1 2017.

2 Inform EU about legislative proposals

VoIP has been and will be considered in the proposals and inputs given by EENA for future legislation.

3 Inform PSAPs about access from OTT (Over The Top e.g. Whatsapp)

PSAPs will be informed in the scope of the document (see next step 1) and also this topic is being discussed for future legislation.

4 Inform PSAPs about the standardised technology to be put in place

PSAPs will be informed in the scope of the document (see next step 1).

5 Document for Regulators about M/493

EENA is following and participating in the standardisation process of M/493. Once this process is in the final phase and with a final view of what regulator should do, this document will be created (Q3 of 2017).

Workshop 2: Private networks

Summary

This workshop drafted a proposal for the article 26 to integrate direct access to 112 from private networks and proposed a strategy to convince stakeholders to provide direct access to 112.

Recommendations

Item	Action	Stakeholder
Legislation	» Requirement/Obligation to provide Direct Access and location from all corporate networks » EU Institutions should lead by example; they should be able to dial 112 directly	European Commission
Location Information	» Precise location information is recommended e.g. annex number, desk number » Database containing location details needs to be managed by the Service Provider including updates	Network Operator (of the Private Network)
Direct Access	» No barriers to dial 112 (and other national emergency numbers)	Network Operator (of the Private Network)
Alert to Building Management	» An emergency call should be flagged / in-house notification should be sent	The company using the private network
Call Back	» The Calling Party Number (e.g. direct dial number) should be displayed to allow for call back	Network Operator (of the Private Network)
Standards	» Work should be done with the Emergency Services to define requirements	» Emergency Services » EENA
Awareness	» Building Use Cases » Communicating with users of PBX equipment, suppliers of PBX equipment and industry associations.	EENA

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1	Inform EU about legislative proposals and agreed Recommendations, particularly when mandating calls from private networks and location/access
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Ongoing. Will form part of the advocacy efforts and the new draft European Electronic Communications Code.

2	Inform stakeholders e.g. hotels associations, business groups, equipment vendors...etc
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Ongoing. Plans ongoing to contact the accommodation provider associations and inform them of the issue.

3	Communicate with the Standardisation Bodies to highlight the issue and outline standards needed
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Ongoing. Considered inside EMTEL/ETSI. Possible WI inside NTECH or EMTEL.

Workshop 3: Multichannel accessibility

Summary

This workshop updated participants about the status of accessibility for the deaf and hard of hearing in the EU. Participants drafted an updated Article 26.4 of the Universal Service Directive and produced a one page recommendation to the emergency services on accessibility.

Recommendations

Item	Action
General	» One channel/mean to provide access to emergency services to deaf and hard of hearing people is not enough: it has to be multichannel
SMS	» eSMS should be deployed in all European countries. Countries which have not yet installed eSMS should do so. » Caller location should be provided as for any emergency call » eSMS available to all (no pre-registration) » eSMS should be free of charge
NG112 (including TC/RTC)	» NG112 and Accessibility to follow the same standards
Relay services	» Use them where available. Training needed » Text sent directly to the PSAP; Relay service used for sign language
Emergency Apps	» Emergency Apps with accessibility features should be certified » They should be compliant with standards e.g. Pan-European Mobile Emergency Apps (PEMEA) architecture prepared by EENA
Mainstream Digital Media	OTTs (Over The Top e.g. Whatsapp) providing voice calling + text and/or video service should provide access to 112
Fax	» Not recommended, but keep it if already used
Roaming	» The service has to be available when roaming

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1 EENA to advocate mandatory eSMS to EU and Member States

Free of charge Mandatory eSMS was included in EENA's Response to the "Public consultation on the evaluation and the review of the regulatory framework for electronic communications networks and services". We also continue to advocate for eSMS to be available in each Member State, also in the context of Advanced Mobile Location (AML).

2 EENA to include SMS and other means to access 112 in PSAP certification

This remains to be done.

3 Ensure links between accessibility work and apps/ NG112 work

This is being done on a regular basis at ETSI EMTEL and also with 2016 ETSI/EENA NG112 Plugtests ([here](#)), as well as the [2017 edition](#).

Workshop 4: eCall and TPS eCall

Summary

eCall implementation is just around the corner. Participants studied the current situation with special focus on the debate on how 112 based and TPS eCall will affect PSAPs. The participants drafted a document with open issues and questions that are still pending.

Open issues - eCall in general

Item	Open issues
Privacy	» Privacy concerns
Standards	» Standards have to be purchased » In some countries, there is a national legislation on eCall. Domestic legislation not needed. European legislation on eCall will have precedence over domestic.

Open issues - 112 based eCall

Item	Open issues
Implementation	» Implementation of the eCall flag in the mobile network. » eCall flag to be made mandatory by EU to all Member States (MNOs) » Conformity Assessment to be made mandatory for PSAPs.
Member States	» Definition of the eCall model implementation (including number of PSAPs involved in eCall management and routing tables). » Decision on which public authority is the owner of the eCall deployment.
Technology	» eCall technology already 'old-fashion' – support NGeCall (Next Generation eCall)
Maintenance	» Car periodic inspection – Reglementation of inspections
New uses	» New user classes (medical emergency devices, other vehicle categories, challenged users)

➤ Open issues - TPS eCall

Item	Open issues
Implementation	<ul style="list-style-type: none"> » TPSP should not be mandatory in general. A legal framework should be put in place in each EU Country that establishes how 112 PSAPs or other emergency agencies deal with TPS eCall. » Long numbers and boundaries to be included in the legal framework.
Interoperability	<ul style="list-style-type: none"> » Definition of an operational protocol for cross border communications between TPSP and PSAPs.
Quality	<ul style="list-style-type: none"> » Quality of service provided by TPSP should be part of the legal framework mentioned above. » Certification needed

➤ Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1	Inform the Commission (DG Move) about open issues
Ongoing. EENA is participating in the I-HeERO project and takes part of the eCall implementation Platform and informing the Commission about open issues.	
2	Inform the Commission (DG Move) about TPSPs involvement in eCall
Ongoing. EENA is informing the Commission through the participation on the I-HeERO project.	
3	Be involved in certification process (for both eCall PSAPs and TPSPs) keeping strong requirements for compliance
EENA participates in the CEN TC278 WG15 in charge of creating the standards for 112 eCall and TPS eCall. EENA has launched the certification programme for TPSPs .	

Workshop 5: 112 Apps: What public authorities need to do

Summary

The EENA Pan-European Mobile Emergency App (PEMEA) architecture documents are almost complete. In this session the participants listed what needs to be done by public authorities and emergency services to receive the data from the many apps that will be certified. Legislative proposals were also issued.

Recommendations

Item	Action	Stakeholder
Legislation	» Data roaming charges should be free for all data traffic related to an emergency call	European Commission
Contract	» Should ensure that the Service Provider chosen is compliant with the EENA's Pan-European Mobile Emergency App (PEMEA) architecture	Public Authority (PA)
Agreements	» PSAP Service Providers should have bilateral agreements with each other in different countries (more than 1 is likely)	PSAP Service Provider (PSP)
Database	» Create/manage a database of contact details for PSAPs » In time do the same for approved Apps	EENA
Certification	» Create and manage a Certification Program for the PSP (and maybe Aggregation Service Providers)	EENA
Data Formats	» To allow for innovation, only certain parts of the data flow will be standardised. However, the data formats that are standardised should be adopted by the PSP	EENA
Standardisation efforts	» Operating System Providers need to be more closely aligned for common functionalities (e.g. make criteria for approving emergency Apps similar)	OS Providers + Other Associations

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1 Disseminate key Recommendations and architecture to emergency services, App developers and service providers

Ongoing. The Pan-European Mobile Emergency Application (PEMEA) Architecture was released in 2015, and a specific webinar held in December 2015; PEMEA Protocols & Procedures were published on May 2016; PEMEA approval procedure was published on 28th June 2016. All documents can be accessed [here](#).

2 Bridge with SDOs and other stakeholders towards a standardised approach

Ongoing. A joint webinar with NENA on the topic was held on 13th September 2016; the audio of the webinar can be obtained [here](#). PEMEA architecture to be tested in 2nd EENA/ETSI NG112 Plugtest.

3 Engage with Operating System providers, particularly regarding the Certification programme

Ongoing. PEMEA architecture to be tested at the EENA/ETSI NG112 plugtest event. Delay on certification programme. The EENA Working Group on Apps was launched in January 2017 (Kick-off on February 28th).

4 Continue to roll out the Pan-European Mobile Emergency App (PEMEA) Strategy and provide clear steps to all the stakeholders (including Certification Programme)

Ongoing as per items 1,2 and 3 above.

Workshop 6: Transnational calls database

Summary

This group produced recommendations on the topic of transnational calls database which enables a PSAP in country A to contact a PSAP in Country B. Recommendations were made for the existing EENA database and for the possible future Electronic Communications Committee (ECC) PSAP Database. A new paragraph of the Article 26 of the Universal Service Directive was also drafted.

Recommendations

Item	Action
Getting more countries involved	» Raise awareness of the existence, how to use, why to use the database » Government to name a focal point e.g. 112 PSAP, crisis centre... etc
Training the call takers in the country's primary PSAPs	» Setting a common method on how to use the database » Make sure that English is available
Ensuring that other PSAPs in the country know and use the DB	» Primary PSAPs should inform all other PSAPs in their country that such database is available upon request to EENA and that their PSAP is the primary PSAP. All secondary PSAPs should be informed that they might be contacted by the Primary PSAP in case of an international emergency call » If the database is hosted by them, ECO to encourage countries to inform all secondary PSAPs in their country on the existence of the database
Adding additional data with voice / or a CECIS type of platform	» Look at establishing an email address per primary PSAP for contacts between primary PSAPs
Reports	» Users to report inaccuracies in the database to EENA » Users to communicate on countries missing and that they had to contact through another channel than the Database. » Annual report with statistics provided by each country
Security	» If the database is hosted by ECO, it will be more secured

Next steps for users

- Annual report (statistics, good cases...etc) to EENA
- Provide regular feedback on the use of the DB (inaccuracies; problem that happened in handling a call with another country; country missing in the Database)
- Users have to do more to inform the secondary PSAPs about the existence of the Database

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1 Continue to maintain the database until there is another option

Done and will be done.

2 Raise awareness on why and how to use the database

This was done right after the Workshop, however more needs to be done in some countries to inform PSAPs. The new Annual Reports show that in some countries some PSAPs/call-takers may not be aware of the service.

3 Get more countries on board

Since the EENA Members Workshop 4 more countries have joined the Database, with a total of 19 countries.

4 Set up an email list (gathering all users)

We have proposed to set up a mailing list with a dedicated format (see [here](#)). Many DB participants agree with the idea but need to find a way to integrate it in their standard process so that the data sent and received is effectively used. The [EENA Operations Document on Transnational Emergency Calls](#) was finally not updated as there were no positive answers about integrating emails from the DB participants.

Workshop 7: GIS - Geographic Information System

Summary

Geographic information systems are crucial in emergency response but updated, trustworthy data are currently not available in all European PSAPs. The participants of this session concluded with a document with recommendation of the use of GIS to the PSAPs and how this use can be optimised.

Workshop recommendations

Item	Action
Standards	<ul style="list-style-type: none">» Define a kind of Minimum Set of Data that must be made available to all Emergency Services (nationally and internationally)» Start using available standards for coding information» Start considering NG112 (no actual recommendation)
Interoperability	<ul style="list-style-type: none">» Access to same information: National repository built using common standards» Agree on a national authority responsible for GIS data and for making those GIS data up to date, standard and available
Others	<ul style="list-style-type: none">» Use of free tools (e.g. GoogleMaps) as a complement to corporate GIS» Define guidelines/strategy for Map/datasets update + validation» Clear rules on ownership of data and segmentation of shared information

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1	Report on best practices and lessons learnt (including advanced use of GIS for dispatching, alerting, locating...)
	An EENA case study document on the use of GIS in Estonia has been published (available here).
2	Investigate the definition of a common set of symbols/color codes...
	An EENA Operations Document has been published in Q1 2017 (available here).
3	Interoperability – Minimum set of data to be shared
	An EENA Operations Document has been published in Q1 2017 (available here).
4	Consider GIS in plugtest event
	GIS data have been considered for the location and routing of calls during the 2016 plugtests event and will also be considered for the 2017 edition of the event.
5.	Operational Webinars on the use of GIS
	A technical webinar took place in Q2 of 2016 (presentations available here).

Workshop 8: Internet of Things and M2M

Summary

The European Commission recently published a “Public consultation on the evaluation and the review of the regulatory framework for electronic communications networks and services”, including questions on IoT and M2M issues related to the emergency communications topic. This workshop looked into responding to those questions and providing the best consolidated response as possible to the EC.

Recommendations

Item	Action	Stakeholder
Access to 112 from M2M devices and also vice versa	» Legislation is needed to protect emergency services from overload of data. » Emergency services should be allowed to « pull » data from M2M devices as needed.	» European Commission » Member States
Handling Data	» Legislation will be needed to include M2M » Data ownership needs to be clear	» European Commission » Member States
Infrastructure	» Should provide the emergency services with the resources needed to avail of M2M capability » Also includes M2M information between emergency services	Member States / National / Regional Authorities
Spectrum	» Should ensure that the emergency services have the dedicated/prioritised spectrum provided to them	European Authorities
Uses Cases	» Draw up Use Cases specifically for the emergency services as input to the Standardisation activities	EENA
Standards	» Need to consider the requirements of the Emergency Services when creating standards	Standardisation Development Organisations

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1	Disseminate Recommendations to main stakeholders
	Ongoing through various fora.
2	Publication of an EENA Committee document in Q4 2015
	Done. Published on 3rd March 2016. Click here to access the document.
3	Inform the EC on the key pieces for the Telecoms Consultation
	Ongoing. Response to the initial EC Framework Consultation included this information. EENA monitors legislative debates on the European Electronic Communications Code proposed in September.
4	Bridge with standardisation world; oneM2M which is a partnership of SDOs: ARIB (Japan), ATIS (U.S.), CCSA (China), ETSI (Europe), TIA (U.S.), TTA (Korea), and TTC (Japan) and others. Testing event held in Sept 2015.
	Ongoing. Close collaboration established with ETSI.

Workshop 9: Advanced Mobile Location deployment

Summary

This workshop on AML updated emergency services representatives on how to deploy it. Participants were provided with up to date information on the deployments. The group then worked on defining EENA requirements for AML, including SMS format, roaming, and what needs to be done by whom and when.

AML V1 Requirements

Item	Requirement
SMS format	» Same format as the one used in the UK » Recipient of the SMS has to make sure that the parameters can be read whatever the order
SMS invisible	» SMS should be invisible to the user on the handset and should not be stored on the handset
Shortcode	» AML message should be sent to a unique shortcode per country e.g. 112, 999, 101...etc
Roaming	» Roaming should not be activated
Match AML and Cell-ID	» Up to the public authority to decide if location provided with AML message and location provided by Cell ID should be compared
Frequency of AML SMSs	» One shot of the best current location should be sent after 20 seconds
Battery life	» Up to the handset manufacturers to decide when the AML message should not be sent because of the battery level
User consent	» Not needed

Who should do what?

Stakeholder	Action
Handset Manufacturer / OS provider	<ul style="list-style-type: none"> » Deploy AML » AML message sent only in AML ready countries based on MCC/MNC
Public Authority	<ul style="list-style-type: none"> » Be able to receive the AML SMSs » Ask MNOs to contact handset manufacturers so that they deploy AML » Decide if Cell ID and GPS/WIFI locations should be matched
MNO	<ul style="list-style-type: none"> » Contact handset manufacturers so that they deploy AML » Carry SMS free of charge » Test AML with handset manufacturers and PSAPs
National Telecom Regulators	<ul style="list-style-type: none"> » Ask MNOs to contact handset manufacturers so that they deploy AML

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1 Advocate AML deployment

Done actively with onsite visits to PSAPs and MNOs, calls with handset manufacturers/OS providers, etc. All Android phones have been updated with the Emergency Location Service, using the AML protocol. AML is now fully deployed in the UK, Estonia and Lithuania. It is deployed in 5 Austrian states. Several other countries are currently testing and about to deploy AML.

2 Publish AML v1 requirements

[AML v1 requirements](#) were published on 2 March 2016.

3 Check "order of data" provided in the SMS issue

BT confirmed they can read the data whatever the order is. This is a requirement.

4 Set up a certification programme?

At this stage it is too early to confirm if this is needed.

5 Publicise the compliant handset manufacturers

EENA has regularly updated EENA members on AML's compliant manufacturers. It should be noted that all Android phones in the world, back to Gingerbread OS, have been updated with ELS/AML.

6 Look at take up by operating systems providers

We had contacts with the 3 largest OS providers. Please see above.

Workshop 10: NG112 transition: What should PSAPs do?

Summary

There have been long debates and sessions about NG112 but European Emergency services are still not implementing NG112. Participants to this session drafted a document with the roadmap to implement NG112 in Europe (and recommendations to legislative measures to be undertaken.)

Recommendations

Item	Action
Roadmap	<ul style="list-style-type: none">» The national/regional public authority in charge of PSAPs should take the lead on making recommendations to PSAPs on migration to 112.» PSAPs should demand to national/regional authorities to take the lead on NG112.» A European forum for exchange of experience and best practices during transition is needed.» Creation of a national/regional Working group on NG112 and on how to migrate toward NG112» Create cost & benefit analysis.
Others	<ul style="list-style-type: none">» If PSAPs consider to renew technology, they should think about NG112» PSAPs don't need to wait until public infrastructure or others emergency services have NG112.» Use transition steps: standard interfaces, data formats
Timeframe	<ul style="list-style-type: none">» Set up working groups on NG112 transition as soon as possible» Consider when to provide the entry point to the Esinet as a first step» Inputs on how advanced the industry is will be available after the NG112 emergency communications interoperability Plugtests event in March 2016.

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1 Tutorial on benefits of NG112 for PSAPs and operational requirements from PSAPs.

A technical/operational webinar will take place once the ETSI/EMTEL document has been approved (see point 6).

2 Talking about evolution to NG112 rather than migration to NG112

EENA will change the wording in the next publications / webinars / tutorials.

3 Support national/regional working groups

EENA will support national / regional working groups as soon as they are created. For the moment we have no news about the creation of any national/regional working group.

4 Testing event(s)

The NG112 Communications plugtests event took place in March 2016 ([more information here](#)). The 2nd edition of the event is scheduled for March 2017 ([more information here](#)).

5 Tutorials, webinars, transition documents for each country / model.

The NG112 Implementation for UK publication has been cancelled. Stakeholders were not interested in publishing it.

6 Update NG112 Long Term Definition (LTD) document also considering latest work in NENA and aligning terminology, if needed.

After the NG112 Communications Plugtest event, EENA has considered the need of updating the LTD. Finally, it was decided to write a standard document inside ETSI-EMTEL group that will include the updates. The working item was supported and open. Ongoing.

Workshop 11: Remotely Piloted Aircraft Systems and the Emergency Services

Summary

Drones can play a crucial supporting role for the emergency services but there are many challenges. This session explored those challenges and defined what needs to be done to maximise their potential in a safe and responsible manner.

Recommendations

Item	Action	Stakeholder
Legal Framework	<ul style="list-style-type: none"> » RPAS used by the emergency services should be categorised as emergency vehicles and exemptions should apply, once the risks are mitigated » Each RPAS should be identifiable 	European Authorities
Privacy issues	<ul style="list-style-type: none"> » No amendments are needed; existing legislation is sufficient » Data retention rules are included also 	European Authorities
Training of Pilots	<ul style="list-style-type: none"> » Operations Manual for training is needed for the Emergency Services 	<ul style="list-style-type: none"> » Emergency Services » EENA » Others
Drone capabilities	<ul style="list-style-type: none"> » Emergency Services should gather User Requirements » RPAS Manufacturers should reach out to the emergency services to understand the needs (e.g. collision avoidance, batteries) 	RPAS Manufacturers
Safety and Security	<ul style="list-style-type: none"> » Devices should be robust » The technologies should be more secure (e.g. frequency bands. Safety risks should be identified also 	Emergency Services
Standards discussions	<ul style="list-style-type: none"> » Join JARUS Operations Committee 	EENA
Research	<ul style="list-style-type: none"> » Need to gather more scientific research, especially for EMS, on the benefits of using RPAS » Show the value-add and the operational impacts 	<ul style="list-style-type: none"> » Member States » European Commission

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1 Disseminate Recommendations to emergency services

Done and ongoing activity ([example here](#)). The EENA Working Group on Drones was created in 2015 and has since published several documents, held webinars and keep an open discussion channel.

2 Inform the EU of the challenges / opportunities

Done and ongoing activity.

3 Consider with other interested stakeholders a creation of an "Operations Manual for using RPAS" for the Emergency Services

Done. Document published on 24th November 2016. Document can be accessed [here](#).

4 Engage with RPAS Manufacturers and get them to get closer to EENA members and emergency services

Ongoing. A Pilot Project with DJI was launched May 2016 to better understand the technology and the needs of the emergency services. All information, including the final report (10th November 2016) and the recording of the webinar presenting the results (20th January 2017) can be found [here](#).

Workshop 12: Advanced Mobile Location V2

Summary

This workshop drafted the guidelines for the future of AML requirements (and possible standard). It was based on previous and current contributions.

AML V2 Requirements

Item	Action
Roaming	<ul style="list-style-type: none">» To be solved between emergency services if possible» Service to be activated on handsets and MNOs when roaming» Ensure SMS is free of charge - look into having one EU number e.g. 112, 116 range?
Z axis	<ul style="list-style-type: none">» Could be useful if it can be translated into valuable operational information
Inserting the Cell ID	<ul style="list-style-type: none">» To be decided at country level so that the SMS is routed to the good PSAP
Frequency of location	<ul style="list-style-type: none">» First location data sent after 20 seconds maximum» Let the phone send the data; it should not be triggered by the PSAP» Several location data sent during the call (according to battery level)» If location data not available after 20 seconds, phone to trigger it again
What is 2 versions on the phone (OS and handset manufacturers)?	<ul style="list-style-type: none">» Only one SMS should be sent» OS and handset manufacturer to solve the issue together
SMS not visible to the user	<ul style="list-style-type: none">» The user should not be able to see that an SMS is being/ has been sent» The SMS should not be stored on the phone
Matching AML data with network data	<ul style="list-style-type: none">» To be decided at country level so that the SMS is routed to the good PSAP
AML Service and Internet data	<ul style="list-style-type: none">» NG112 and Pan-European Mobile Emergency App (PEMEA) architecture work to be followed

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1 Ensure EENA cooperates with ETSI

ETSI published a Technical Report on AML ([available here](#)).

2 Create an AML v2 working group with quarterly webinars

This is the next step after the publication of [AML specifications and requirements](#), that was published on 2 March 2016. The working group has started, first with Google / BT / 112 Estonia and EENA.

3 Publish test specifications

Test specifications were published in AML specifications and requirements v1. Another document will be published in 2017, as well as the results of the tests of the HELP112 project (for more information check the project website: www.help-112.eu)

4 EENA to continue engaging with MNOs

EENA has been engaging more with MNOs at national level but also at European level. We announced the launch of the EENA Mobile Network Operators Group (or MNOs Group). The first ever webinar dedicated to MNOs took place on 16 February on the topic of AML. The webinar was attended by 16 MNOs from 11 countries.

Workshop 13: NG112 Communications plugtest

Summary

EENA and ETSI will organise the first NG112 Plugtest in March 2016. Participants to this session drafted a document with the requirements and recommendations for this event.

Recommendations

Item	Action
Test cases	<ul style="list-style-type: none">» Location-based routing» Additional data on identity information» User experience» Multi-media» Basic connectivity» Bridging» Routing the call to right PSAP» Policy-based routing, time-of-day, language, overload, source-identity» GIS Routing and mapping
Outcomes	<ul style="list-style-type: none">» Report at the next EENA conference» Ensure public sector knows how advanced the products are» Commercial availability» % passed per test scenario
Future	Invite interest groups to events; PSAP staff, disability groups, politicians

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1 Implement and inform ETSI about the EENA Workshop requirements/recommendations on NG112 testing

This action was already undertaken.

2 After the event, hold a webinar so emergency services can make comments and ask questions.

The webinar was replaced by a comprehensive presentation during the EENA conference 2016 in Prague. Emergency services and all attendees has the opportunity to make comments and ask questions.,The same will apply for the 2017 Plugtest event. Results will be presented at the EENA conference in Budapest.

3 Publish the results of the NG112 testing in a publicly available report including test cases and scenarios

A report was published ([available here](#)). A new report will be published with the results of the 2017 Plugtest event.

4 Feedback deficiencies into the NG112 Long Term Definition (LTD)

Deficiencies and update needs will take into account when writing the standard document inside the ETSI-EMTEL group.

5 Consider certification options in the future

EENA will consider it in 2017.

Workshop 14: Social Media communications during emergencies Authority to Citizen (A2C)

Summary

This workshop focused on outbound social media (from the PSAP to the citizens) and proposed key recommendations to the European PSAPs.

Recommendations

Item	Action	Stakeholder
Engagement and tools	» Define the requirements of what type of tools is needed	Public Authorities
Training and collaboration	» Part of the media strategy; Public Information Officers should be trained » Also include social media in training/testing exercises	Emergency Services
Media Strategy	» A strategy for dealing with social media and overall media communications is needed » It needs to be common across the different emergency service organisations	» Public Authority/ Emergency Services
New tools and user requirements	» Tools should be developed in order to change what the emergency services needs e.g. not off the shelf	Social Media companies/software providers
Access to data	» All social media networks should make data available to the emergency services	Social Media companies
Trusted/verified accounts	» Social media companies should take care when verifying accounts; make it easy for emergency services to get a verified account	Social Media companies

Next steps for EENA

Please find below the next steps agreed by EENA Members during the workshop as well as applicable updates.

1 Disseminate Recommendation to emergency services

Done and ongoing activity ([example here](#)). A case study about the use of Social Media during Brussels Attacks was published on the 6th of December 2016.

2 Reach out to social media networks and organisations (e.g. Google, Twitter, Facebook) to encourage their engagement / supports

Done and ongoing. First met with Twitter and Google in Q1 2016. Contacted Facebook and Google Crisis Response during 2016. Further contacts during 2016 and 2017, all will be present at EENA Conference 2017.

3 Produce separate Operations Committee paper on Digital Volunteers (VOST, Team D5...etc)

Ongoing; updated plan to publish in Q1 2017.

4 Disseminate Guidelines & Tools from EmerGent (Emergency Management in Social Media Generation) project to the interested stakeholders

Tools and Guidelines from EmerGent due for completion in Q2 2017. Will be duly disseminated in the EENA Conference 2017 and after.

Workshop 15: Art. 26 - Universal Service Directive

Summary

After an update on the current Article 26 and the current consultation on telecoms, this group prepared the content that should be in the "ideal" article 26 along with justifications. This group also benefited from the input from other workshops (e.g. private networks, accessibility).

Several of these recommendations are included in the European Electronic Communications Code proposed by the European Commission, which is currently being debated among EU Institutions.

Recommendations

Item	Action
Access to 112	<ul style="list-style-type: none">» All undertakings which provide access to numbering plan should provide access to 112» They cannot do the full service on their own. They need the network access providers (M493)
Views on current Article 26	<ul style="list-style-type: none">» The article needs more accuracy and clear definitions/obligations
Access from OTTs/VOIP	<ul style="list-style-type: none">» M/493 mandate» OTTs/VoIP should provide access to 112 but PSAP and MNOs should be ready too
Caller Location	<ul style="list-style-type: none">» Network and handset derived location should be provided
NG112	<ul style="list-style-type: none">» There should be a fair share of responsibilities between public authority, app providers, network access providers» Provide a clear definition of NG112
Accessibility	<ul style="list-style-type: none">» Access by text mandatory» NG112 infrastructure and standards mandatory (multimedia)
SMS	<ul style="list-style-type: none">» MNOs to carry SMS free of charge
112 Apps	<ul style="list-style-type: none">» MNOs to carry data free of charge
Regulating performance criteria of PSAPs	<ul style="list-style-type: none">» Telecom access part of emergency services should be more described at EU level
Private networks	<ul style="list-style-type: none">» Direct access to 112 and other national emergency numbers should be compulsory» Location information should be provided (it is technically feasible)

Thank you for your interest in EENA!

This is an update of the EENA Members Workshop report produced in October 2015. The aim of this document is to provide interested parties with updates on the steps taken by EENA that were agreed by EENA Members during the EENA Members Workshop 2015.

The initial report is available [here](#).

For further information, please visit our official website at www.eena.org.

Do you have questions or comments? Contact Petros Kremonas at pk@eena.org.