112 SOS

european emergency number association

How can we improve emergency response in the EU?

Let's solve the puzzle... together!

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

2015

**More information on
www.eena.org**

Contents

This was an event organised with the valuable support of:

Politie Police

VILLE DE BRUXELLES STAD BRUSSEL

Alliance of LIBERALS and DEMOCRATS for Europe GROUP

EPP Group in the European Parliament

ECR European Conservatives and Reformists Group

EUROPEAN PARLIAMENTARY GROUP GUE/NGL www.guengl.eu

The Greens | EFA in the European Parliament

112 SOS european emergency number association

Introduction

The EENA Members' workshop took place on 19-20 October 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 and including politicians at European level are expected.

As a follow-up to the 2-day workshop, EENA Members met with Members of the European Parliament (MEPs) from their home country on day 3 during the "Meet your MEP" event, to discuss emergency response and provide them with recommendations about improving citizens safety.

This report includes the outcomes produced by participants during the workshops to take a big step forwards when it comes to emergency response and the advancement of citizens safety.

Background material ➡️ Please note that all **background material** that are related to the workshops, can be found here.

Next steps: our commitment

The success of the workshop lies into what we will do with the recommendations and next steps which were agreed upon by EENA Members.

We, the EENA team, commit to send our members an update on the next steps that will be undertaken by EENA on:

1st update	2nd update	3rd update
25 February 2016	22 September 2016	23 February 2017

112 SOS
european emergency number association

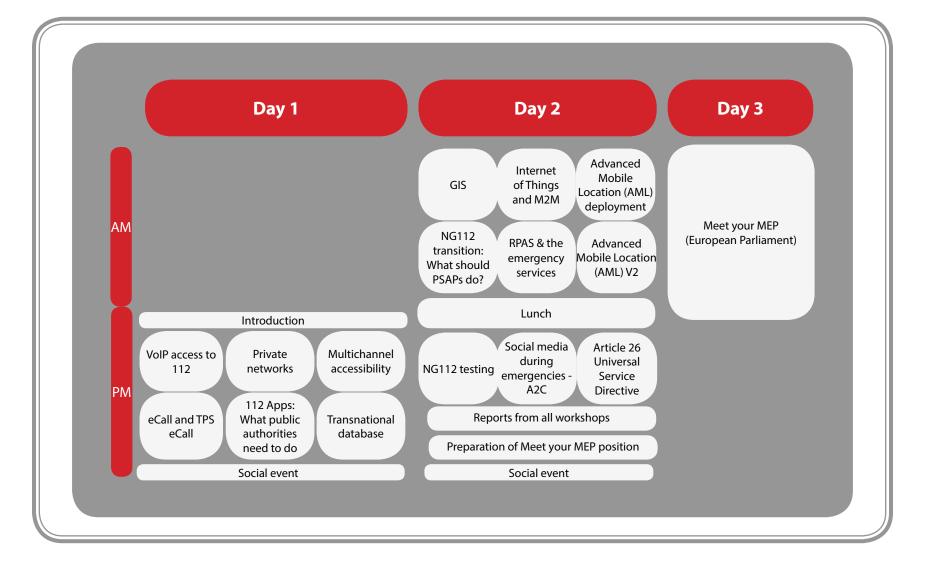|	Day 1	Day 2	Day 3
AM		GIS / Internet of Things and M2M / Advanced Mobile Location (AML) deployment NG112 transition: What should PSAPs do? / RPAS & the emergency services / Advanced Mobile Location (AML) V2	Meet your MEP (European Parliament)
PM	Introduction VoIP access to 112 / Private networks / Multichannel accessibility eCall and TPS eCall / 112 Apps: What public authorities need to do / Transnational database Social event	Lunch NG112 testing / Social media during emergencies - A2C / Article 26 Universal Service Directive Reports from all workshops Preparation of Meet your MEP position Social event	

4

112 SOS

european emergency number association

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.

❯ Chairs

Prefix	First name	Last name	Role
Mrs.	Cristina	Lumbreras	Moderator
Mr.	Wolfgang	Kampichler	Co-Chair
Mr.	James	Winterbottom	Co-Chair

For the full list of participants, please go to .

❯ Recommendations

Item	Action
Definition	» Classification of VoIP communications to be redefined ; » Terminology: use multi-media service instead of VoIP; » Nomadic should also be redefined.
Access to emergency services	» 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?	» 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?	» 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	» M/493 to be translated into national regulation/legislation » Intermediate steps to implement M/493

Next steps for EENA

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

- Inform EU about legislative proposals

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

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

- Document for Regulators about M/493

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.

❯ Chairs

Prefix	First name	Last name	Role
Mr.	Tony	O'Brien	Moderator
Mr.	Markus	Bornheim	Chair

❯ Recommendations

Item	Action	Stakeholder
Legislation	» Requirement/Obligaton 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

- Inform EU about legislative proposals and agreed Recommendations, particularly when mandating calls from private networks and location/access

- Inform stakeholders e.g. hotels associations, business groups, equipment vendors…etc

- Communicate with the Standardisation Bodies to highlight the issue and outline standards needed

❯ 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.

❯ Chairs

Prefix	First name	Last name	Role
Mr.	Gary	Machado	Moderator
Mrs.	Iratxe	Gomez	Co-Chair
Ms.	Annika	Pabsch	Co-Chair

For the full list of participants, please go to .

❯ 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 avalaible when roaming

112 SOS

european emergency number association

Next steps for EENA

- EENA to advocate mandatory eSMS to EU and Member States

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

- Ensure links between accessibility work and apps/ NG112 work

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.

Chairs

Prefix	First name	Last name	Role
Mrs.	Cristina	Lumbreras	Moderator
Mr.	Luca	Bergonzi	Co-Chair
Mr.	Andy	Rooke	Co-Chair
Mr.	David	Williams	Co-Chair

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 Assesment 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	» 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	» Definition of an operational protocol for cross border communications between TPSP and PSAPs.
Quality	» Quality of service provided by TPSP should be part of the legal framework mentioned above. » Certification needed

Next steps for EENA

- Inform the Commission (DG Move) about open issues

- Inform the Commission (DG Move) about TPSPs involvement in eCall

- Be involved in certification process (for both eCall PSAPs and TPSPs) keeping strong requirements for compliance

- Inform the Commission (DG Move) about TPSPs involvement in eCall

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.

Chairs

Prefix	First name	Last name	Role
Mr.	Tony	O'Brien	Moderator
Mr.	Bertrand	Casse	Co-Chair
Mr.	James	Winterbottom	Co-Chair

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 Proivders)	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

112 SOS

european emergency number association

Next steps for EENA

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

- Bridge with SDOs and other stakeholders towards a standardised approach

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

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

❯ 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.

❯ Chairs

Prefix	First name	Last name	Role
Mr.	Gary	Machado	Moderator
Mr.	Stephen	Hines	Co-Chair
Mr.	Tadas	Maroscikas	Co-Chair

For the full list of participants, please go to .

❯ 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 inacuracies 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 EENA

- Continue to maintain the database until there is another option

- Raise awareness on why and how to use the database

- Get more countries on board

- Set up an email list (gathering all users)

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

112 SOS

european emergency number association

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.

Chairs

Prefix	First name	Last name	Role
Mrs.	Cristina	Lumbreras	Moderator
Mr.	Uberto	Delprato	Co-Chair
Mr.	Wolfgang	Kampichler	Co-Chair

For the full list of participants, please go to .

Workshop recommendations

Item	Action
Standards	» 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	» 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	» 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

- Report on best practices and lessons learnt (including advanced use of GIS for dispatching, alerting, locating…)

- Investigate the definition of a common set of symbols/color codes…

- Interoperability – Minimum set of data to be shared

- Consider GIS in plugtest event

- Operational Webinars on the use of GIS

112 SOS

european emergency number association

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.

Chairs

Prefix	First name	Last name	Role
Mr.	Tony	O'Brien	Moderator
Mr.	Markus	Bornheim	Chair

For the full list of participants, please go to .

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

- Disseminate Recommendations to main stakeholders

- Publication of an EENA Committee document in Q4 2015

- Inform the EC on the key pieces for the Telecoms Consultation

- 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.

112 SOS

european emergency number association

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.

❯ Chairs

Prefix	First name	Last name	Role
Mr.	Gary	Machado	Moderator
Mr.	John	Medland	Co-Chair
Mr.	David	Williams	Co-Chair

For the full list of participants, please go to .

❯ 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	» Deploy AML » AML message sent only in AML ready countries based on MCC/MNC
Public Authority	» 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	» Contact handset manufacturers so that they deploy AML » Carry SMS free of charge » Test AML with handset manufacturers and PSAPs
National Telecom Regulators	» Ask MNOs to contact handset manufacturers so that they deploy AML

Next steps for EENA

- Advocate AML deployment

- Publish AML v1 requirements

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

- Set up a certification programme?

- Publicise the compliant handset manufacturers

- Look at take up by operating systems providers

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.)

❯ Chairs

Prefix	First name	Last name	Role
Mrs.	Cristina	Lumbreras	Moderator
Mr.	Andy	Hutton	Co-Chair
Mr.	Wolfgang	Kampichler	Co-Chair
Mr.	James	Winterbottom	Co-Chair

For the full list of participants, please go to .

❯ Recommendations

Item	Action
Roadmap	» 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	» 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	» 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.

112 SOS

european emergency number association

Next steps for EENA

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

- Talking about evolution to NG112 rather than migration to NG112

- Support national/regional working groups

- Testing event(s)

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

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

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.

Chairs

Prefix	First name	Last name	Role
Mr.	Tony	O'Brien	Moderator
Mr.	Alfonso	Zamarro	Chair

Recommendations

Item	Action	Stakeholder
Legal Framework	» RPAS used by the emergency serivices should be categorised as emergency vehicles and exemptions should apply, once the risks are mitigated » Each RPAS should be identifiable	European Authorities
Privacy issues	» No amendments are needed; existing legislation is sufficient » Data retention rules are included also	European Authorities
Training of Pilots	» Operations Manual for training is needed for the Emergency Services	» Emergency Services » EENA » Others
Drone capabilities	» 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	» Devices should be robust » The technologies should be more secure (e.g. frequency bands. Safety risks should be identified also	Emergency Services
Standards discussions	» Join JARUS Operations Committee	EENA
Research	» Need to gather more scientific research, especially for EMS, on the benefits of using RPAS » Show the value-add and the operational impacts	» Member States » European Commission

Next steps for EENA

- Disseminate Recommendations to emergency services

- Inform the EU of the challenges / opportunities

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

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

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.

❯ Chairs

Prefix	First name	Last name	Role
Mr.	Gary	Machado	Moderator
Mr.	John	Medland	Co-Chair
Mr.	David	Williams	Co-Chair

For the full list of participants, please go to .

❯ AML V2 Requirements

Item	Action
Roaming	» 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	» Could be useful if it can be translated into valuable operational information
Inserting the Cell ID	» To be decided at country level so that the SMS is routed to the good PSAP
Frequency of location	» 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)?	» Only one SMS should be sent » OS and handset manufacturer to solve the issue together
SMS not visible to the user	» 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	» To be decided at country level so that the SMS is routed to the good PSAP
AML Service and Internet data	» NG112 and Pan-European Mobile Emergency App (PEMEA) architecture work to be followed

Next steps for EENA

- Ensure EENA cooperates with ETSI

- Create an AML v2 working group with quarterly webinars

- Publish test specifications

- EENA to continue engaging with MNOs

112 SOS

european emergency number association

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.

❭ Chairs

Prefix	First name	Last name	Role
Mrs.	Cristina	Lumbreras	Moderator
Mr.	Wolfgang	Kampichler	Co-Chair
Mr.	James	Winterbottom	Co-Chair

For the full list of participants, please go to .

❭ Recommendations

Item	Action
Test cases	» 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	» 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

112 SOS
european emergency number association

Next steps for EENA

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

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

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

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

- Consider certification options in the future

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.

❯ Chairs

Prefix	First name	Last name	Role
Mr.	Tony	O'Brien	Moderator
Mr.	Alexandre	Alaphilippe	Co-Chair
Mrs.	Iratxe	Gomez	Co-Chair
Mr.	Helmut	Wittmann	Co-Chair

For the full list of participants, please go to .

❯ 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

- Disseminate Recommendation to emergency services

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

- Produce separate Operations Committee paper on Digital Volunteers (VOST, Team D5… etc)

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

112
SOS

european emergency number association

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).

Chairs

Prefix	First name	Last name	Role
Mr.	Gary	Machado	Moderator
Ms.	Vanessa	Cuevas	Co-Chair
Ms.	Jeanne	Lapperouze	Co-Chair

For the full list of participants, please go to .

Recommendations

Item	Action
Access to 112	» 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	» The article needs more accuracy and clear definitions/obligations
Access from OTTs/VOIP	» M/493 mandate » OTTs/VoIP should provide access to 112 but PSAP and MNOs should be ready too
Caller Location	» Network and handset derived location should be provided
NG112	» There should be a fair share of responsibilities between public authority, app providers, network access providers » Provide a clear definition of NG112
Accessibility	» Access by text mandatory » NG112 infrastructure and standards mandatory (multimedia)
SMS	» MNOs to carry SMS free of charge
112 Apps	» MNOs to carry data free of charge
Regulating performance criteria of PSAPs	» Telecom access part of emergency services should be more described at EU level
Private networks	» Direct access to 112 and other national emergency numbers should be compulsory » Location information shoud be provided (it is technically feasible)

european emergency number association

❯ continued...

Item	Action
Cost of SMS and Data (also when roaming)	» SMS and Internet data should be carried free of charge, even when roaming
Transnational calls Database	» European Commission to ensure a mechanism is in place to ensure that a caller in country A can report a case in country B » The database is managed securely at EU level for transnational emergency calls
116xxx numbers	» More cooperation needed between 116xxx organisations and 112 organisations
Promotion of 112	» EU should supplement Member States that do not do enough promotion

112 SOS
european emergency number association

Meet your MEP event

About

After the EENA Members Workshop, EENA Members met with Members of the European Parliament (MEPs) from their home countries to share with them the recommendations that derived from each workshop and exchange views about the improvement of the functioning of emergency services in the European Union.

Emergency services shared a position paper with MEPs, inviting them to take action in the following fields:

- Caller location in emergencies, which is inaccurate in the European Union;
- Next Generation 112 and accessible emergency services;
- Awareness of the European emergency number 112, which is alarmingly low among Europeans.

Download the position paper

In numbers...

More than 40 emergency services representatives from **25 countries**

More than 150 MEPs & advisers from **all political groups**

#ISupport112

112 SOS

european emergency number association

Prefix	First name	Last name	Organisation	Country	Workshop														
					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Mr.	Stefano	Agostinis	Emergency Medical Service 118	Italy								X			X				X
Mr.	Alexandre	Alaphilippe	A-Carré / Digital Maniak	Belgium														X	
Mr.	Ricardo	Amaral Bessa	Republican National Guard / Ministry of Interior	Portugal						X	X				X			X	
Mrs.	Danica	Babic	Administration for Civil Protection and Disaster relief	Slovenia			X	X			X						X	X	
Mr.	Gyula	Bara	European Commission DG CONNECT	Belgium															X
Ms.	Ilze	Barana	State Emergency medical service	Latvia			X	X			X				X			X	
Mr.	Marioluca	Bariona	118 Torino	Italy			X			X	X			X					X
Mr.	Luca	Bergonzi	Beta 80	Italy	X			X					X			X	X		
Mr.	Gunnar	Bergstrom	SOS Alarm	Sweden			X	X				X			X			X	
Mrs.	Catherine	Bishop	GM/OnStar	USA	X			X			X				X			X	
Mr.	Gasper	Bizjak	Fire Brigade Ljubljana	Slovenia	X				X			X			X			X	
Mr.	Wilfred	Boerrigter	Stokhos Emergency Mathematics	The Netherlands			X		X		X					X			X
Ms.	Joke	Bonte	Crisis Centre	Belgium								X				X		X	
Mr.	Markus	Bornheim	Avaya Deutschland	Germany		X		X				X				X			X
Ms.	Taviana	Caminiti	EENA	Belgium	N/A														
Mr.	Bertrand	Casse	Deveryware	France	X				X				X	X			X		

36

Prefix	First name	Last name	Organisation	Country	Workshop														
					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Mr.	Christof	Chwojka	Emergency Service Lower Austria	Austria			X		X			X		X			X		
Ms.	Ramona	Ciripan	Voxbone	Belgium		X				X		X		X					X
Mr.	Roger	Cornelis	Federal Ministry of the Interior	Belgium	X					X		X		X			X		
Mr.	Philippe	Coupeau	Systel	France	X				X				X	X				X	
Ms.	Vanessa	Cuevas Herman	Mrs Adina Ioana Valean, European Parliament Vice President	Belgium															X
Mr.	Pawel	Dabrowa	State Fire Service	Poland			X			X			X	X					X
Mr.	Yang	Daoyan	Huawei	China			X	X				X			X		X		
Mr.	Bob	De Decker	National Police	Belgium			X	X				X			X				X
Mr.	Steven	De Wever	National Police	Belgium		X			X		X			X			X		
Ms.	Eva	Degraeuwe	EVapp	Belgium		X		X			X					X	X		
Mr.	Uberto	Delprato	IES Solutions	Italy	X			X			X					X	X		
Mr.	Milan	Erjavec	National Protection and Rescue Directorate	Croatia			X		X		X			X			X		
Ms.	Francesca	Ferrero	SOS Il Telefono Azzurro Onlus	Italy		X				X	X				X		X		
Mr.	Francesco	Frugiuele	Beta 80	Italy			X		X			X			X		X		
Mr.	Peter	Gerber	ASTRID	Belgium	X				X				X				X	X	
Mr.	Tomas	Gislason	112 Iceland	Iceland	X		X					X					X		X
Mrs.	Iratxe	Gomez Susaeta	Atos	Spain			X		X				X	X			X		

Prefix	First name	Last name	Organisation	Country	Workshop														
					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Mr.	Stoyan	Gramatikov	Ministry of Interior	Bulgaria		X				X		X			X				X
Mr.	Li	Guohui	Huawei	China	X				X			X		X			X		
Mr.	David Ramon	Gutierrez Alvarez	Spanish Institute for Disasters Reduction	Spain			X			X	X				X			X	
Mr.	Gunnar	Hellstrom	Omnitor	Sweden			X			X			X	X			X		
Mr.	Stephen	Hines	London Ambulance Service	United Kingdom		X				X		X				X			X
Mr.	Andrew	Hutton	Unify	United Kingdom	X			X				X		X			X		
Mr.	Thomas	Jaeger	7Layers	Germany			X	X				X				X	X		
Mr.	Wolfgang	Kampichler	Frequentis	Austria	X					X	X			X			X		
Mr.	Michael	Kelly	Emergency Call Answering Service	Ireland	X				X			X		X			X		
Mr.	Petros	Kremonas	EENA	Belgium	N/A														
Mr.	Kenneth	Kronohage	Falck	Denmark		X		X				X			X				X
Ms.	Jeanne	Laperrouze	Mr. Girauta Vidal Juan Carlos, MEP	Belgium															X
Mr.	Antonio	Latorre	Voxbone	Belgium		X				X			X	X			X		
Mr.	Fidel	Liberal	University of Basque Country	Spain	X				X			X		X			X		
Mr.	Torbjorn	Lindquist	TeliaSonera	Sweden	X			X				X			X		X		
Mr.	Tian	Linyi	Huawei	Germany	X			X				X					X	X	

Prefix	First name	Last name	Organisation	Country	Workshop														
					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Ms.	Ophelie	Luciano	EENA	Belgium	N/A														
Mrs.	Cristina	Lumbreras	EENA	Belgium	X			X			X			X			X		
Mr.	Gary	Machado	EENA	Belgium			X			X			X			X			X
Mr.	Tadas	Maroscikas	112 Lithuania	Lithuania			X			X			X			X			X
Mr.	Freddie	McBride	European Communications Office	Denmark	X					X			X			X			X
Mr.	John	Medland	BT	United Kingdom	X				X				X			X			X
Mr.	William	Mertka	Motorola Solutions	USA	X				X			X		X			X		
Mr.	Alec	Momont	Drones for Good project	The Netherlands			X		X				X		X				
Mr.	Ciaran	Moynihan	Emergency Call Answering Service	Ireland	X				X				X			X	X		
Mr.	Jiri	Nemcik	Fire rescue brigade of Moravian-Silesian region	Czech Republic			X	X					X			X		X	
Mr.	Marko	Nieminen	Emergency Response Centre Administration	Finland								X		X				X	
Mr.	Tony	O' Brien	EENA	Ireland		X			X				X			X		X	
Ms.	Annika	Pabsch	Mrs. Helga Stevens, MEP	Belgium				X											
Mr.	Tibor	Padar	National Police Headquarters	Hungary		X		X			X					X			X
Mr.	Jerome	Paris	EENA	Belgium			X			X			X			X			X

Prefix	First name	Last name	Organisation	Country	Workshop														
					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Mr.	Ed	Parsons	Google	United Kingdom		X				X			X			X		X	
Mr.	Yue	Peiyu	Huawei	Germany			X	X			X					X		X	
Mr.	Magnus	Persson	Sony Mobile Communications	Sweden		X			X				X			X			X
Mr.	Loek	Pfundt	Fire service Amsterdam-Amstelland	The Netherlands			X		X			X			X			X	
Ms.	Madle	Puusepp	Emergency Response Centre	Estonia	X				X		X			X			X		
Dr.	Demetrios	Pyrros	EENA	Greece		X				X	X				X				X
Mr.	Chen	Qi	Huawei	China			X	X				X		X				X	
Mr.	Gregory	Rohde	Beta 80 International	USA		X			X			X				X		X	
Mr.	Andy	Rooke	ERTICO	Belgium			X	X					X		X			X	
Mr.	Lars	Ryden	Sony Mobile	Sweden	X				X				X	X			X		
Mr.	Henning	Schmidtpott	Integrated Emergency Call Centre	Germany	X				X			X		X				X	
Mr.	Christopher	Schuh	Rescue Services Agency – CSU 112	Luxembourg			X		X		X				X			X	
Mr.	Volker	Schulze Neuhoff	Eurofunk Kappacher	Austria	X					X	X			X				X	
Mr.	Nils Peter Detlof	Sjogren	Mobile Arts	Sweden			X			X			X			X			X
Ms.	Maria	Skarzynska	Ministry of Administration and Digitization	Poland			X			X			X	X					X
Mr.	Bjorn	Skoglund	SOS Alarm	Sweden		X				X			X			X			X

Prefix	First name	Last name	Organisation	Country	Workshop														
					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Ms.	Mirnesa	Softic	Ministry of Security	Bosnia & Herzegovina		X				X	X				X				X
Mr.	Alain	Soulier	Deveryware	France	X				X			X			X		X		
Mr.	Thomas	Sylvest	Copenhagen Fire Department	Denmark		X				X	X				X				X
Ms.	Kaili	Tamm	Estonian Emergency Response Centre	Estonia		X			X				X			X		X	
Mr.	Darren	Terry	NICE Systems	United Kingdom	X				X			X		X			X		
Mr.	Arno	Tiemeier	LIS	Germany	X				X		X				X			X	
Mr.	Jan	Urbanek	Ministry of Interior - Fire and Rescue Service	Czech Republic			X	X			X					X			X
Mr.	Johannes	Vallesverd	Norwegian Communications Authority	Norway	X					X			X		X				X
Mr.	Willem	van Alphen	National Police	The Netherlands		X		X					X		X				X
Mr.	Greet	Van Riet	National Police	Belgium	X					X			X	X			X		
Mr.	Steven	Vercammen	EVapp	Belgium	X				X				X			X	X		
Mr.	Eric	Vial	National Relay Centre 114 – Grenoble Hospital	France			X		X				X			X			X
Mr.	Benoit	Vivier	EENA	Belgium	N/A														
Mr.	Wim	Vroegindeweij	National Police	The Netherlands			X		X				X			X		X	

Prefix	First name	Last name	Organisation	Country	Worshop														
					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Mr.	Peter	Wagner	SiriusXM	Germany		X		X			X			X					X
Mr.	David	Williams	Qualcomm UK	United Kingdom		X		X					X			X		X	
Mr.	James	Winterbottom	EENA	Australia	X				X				X	X			X		
Mr.	Helmut	Wittmann	IABG	Germany	X				X			X			X			X	
Mr.	Godwin	Xuereb	Ministry for Home Affairs and National Security	Malta	X			X					X	X					X
Mr.	Alfonso	Zamarro	DEA Drones	Spain		X				X	X					X		X	
Mr.	Jan	Zeinstra	Astrid	Belgium	X				X				X				X	X	

Thank you for your interest in EENA!

This report provides a summary of the EENA Members Workshop and Meet Your MEP events and is by no means exhaustive.

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.

This was an event organised with the valuable support of: