

## Project Description Document

# Launching the deployment of PEMEA

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# 1 Introduction

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## 1.1. Information about PEMEA

There are presently hundreds of emergency applications in use across Europe. These emergency apps can currently only be used locally and EENA (European Emergency Number Association) realised it causes problems and confusion to citizens and emergency services.

This is the main reason why EENA developed the PEMEA (Pan-European Mobile Emergency App) architecture, with the aim to interconnect emergency apps and allow a citizen to use any emergency app anywhere across Europe. This way, accurate location and other information are delivered to the most appropriate emergency services in a time of need.

In addition to initial location information, depending on the apps functionalities, the PSAP (Public Safety Answering Point) may be able to obtain updated location information and vital user information, including languages and disabilities that may assist in dispatching first responders with the right skills and equipment to address the situation. Through PEMEA extensions, emergency services will benefit from advanced services such as total conversation. This will address the accessibility issue as well as the ongoing investigation for non-number-based communications applications (type-1 VoIP services) supporting emergency calling.

EENA has published many documents<sup>1</sup> describing PEMEA architecture as well as organised several events, such as webinars and specific sessions during events (EENA conference, EENA Members Workshop). More recently, PEMEA has been progressed through ETSI as technical specification TS 103 478<sup>2</sup>, making it a European Standard.

Deveryware and Beta80 have been working on PEMEA implementation since late 2016 and have performed multiple interoperability tests and demonstration since early 2017. This interoperability testing has enabled both organizations to have the opportunity to develop comprehensive test beds and platforms placing them in a unique position to assist other organizations wishing to develop and deploy PEMEA-enabled services.

These platforms **allow the interconnection of emergency apps**, that are routed based on location information and delivered to the most appropriate PSAP (Public Safety Answering Point), where they are used to assist in the dispatch of first responders.

The joint initiative between Deveryware, Beta80 and EENA, with the support of the Developers' Alliance, focuses on the implementation of the PEMEA architecture using the PEMEA services and validation tools, and processes provided by Deveryware and Beta80.

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<sup>1</sup> <http://www.eena.org/pages/emergency-apps#.Wo63UYPOXX4>

<sup>2</sup> [http://www.etsi.org/deliver/etsi\\_ts/103400\\_103499/103478/01.01.01\\_60/ts\\_103478v010101p.pdf](http://www.etsi.org/deliver/etsi_ts/103400_103499/103478/01.01.01_60/ts_103478v010101p.pdf)



## 1.2. Information about EENA

The European Emergency Number Association (**EENA**) is a **Brussels-based NGO** that was established in 1999. EENA's mission is to contribute to the improvement of safety and security of citizens. To that end, the work of EENA focuses on **improving emergency response services provided to citizens**, principally when the pan-European emergency number (112) is used. As an NGO, EENA is an independent and impartial organisation and does not seek to represent the interests of any one organisation, technology or product.

Tactically, this manifests itself with the creation of several engagement platforms (conferences, workshops, working groups, web meetings) to bring the **supply-side (vendors, manufacturers, integrators)** and the **demand-side (FRs, ESOs, Government Ministries, Regulators etc)** together with a view to discussing legal, technical and operational matters in a thought-leadership and impactful style.

The EENA memberships include more than 1300 emergency services representatives from over 80 countries world-wide, 90 solution providers, 11 international associations/organisations, more than 200 Members of the European Parliament and more than 90 researchers.

## 1.3. Information about Beta80

Beta 80 Group started its journey in Milan: Italy's business capital and one of Europe's most dynamic cities. It has now become a leading company in Emergency Management Solutions worldwide. As of today, just in Europe, Beta 80 serves over **65 PSAPs** and Control Rooms covering Law, EMS, Fire, Healthcare Continuity and Civil Defence.

## 1.4. Information about Deveryware

Deveryware's capacity for innovation, commitment to values of respect for privacy and knowledge of the Homeland Security market through geolocation services, make the Company the trusted partner in safety and security affairs. With the NEXES project (H2020), Deveryware has created a state-of-the-art platform: GHALE powers the services of the PEMEA standard, to deliver 112 App interoperability, facilitate roaming and improve the accessibility to emergency services for citizens experiencing disability or impairment.

## 1.5. Information about the Developers Alliance

The Developers Alliance is the world's leading advocate for software developers and the companies invested in their success. Alliance members include industry leaders in consumer, enterprise, industrial, and emerging software development, and a global network of more than 70,000 developers.

## 2 Objectives

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The **main objective** of this project is to **launch the deployment of PEMEA** and **promote** the PEMEA architecture.

The focus of this project is on actual real-world deployments: real applications making real emergency calls delivered to real PSAPs across a range of regions and countries throughout Europe.

The project is a two years project:

- In the first year, phase I, the PEMEA network will be implemented and working, exchanging location data
- The second year, phase II, will be focused on the PEMEA chat extension. Details on the scope of phase 2 will be decided during the last months of phase I.

In order to attain the correct functioning of the PEMEA architecture, the following steps have to be achieved:

### **Validation of stakeholders**

In order to be part of the PEMEA network, emergency apps and PSAP service providers need to be compliant with the PEMEA specifications. A set of tests will be performed to ensure this compatibility.

### **Correct registration**

The stakeholders need to be correctly registered in the PEMEA network. Registration procedures will be put in place.

### **Routing of data to the most appropriate PSAP**

When emergency apps are used by citizens, the data are properly routed to the most appropriate PSAP.

## 3 Project Description

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### 3.1 Connection scheme to PEMEA

Apps and PSAPs are connected to the PEMEA network. As a result, different roles have to be played within the PEMEA network. The project requires participants from Emergency App providers, PSAPs providers and interconnection sides. To ensure the success of the project, all abovementioned roles have to be represented. One organisation can play more than one role.

During the project, participants in the project will be able to join the PEMEA network after having validated their interfaces by the PEMEA validators, i.e. entities that ensure conformance with specific PEMEA interfaces. In this project, this role will be taken by Beta80 and Deveryware.

For organisations that prefer not to develop their own interfaces, they can join the network using Beta80 or Deveryware PEMEA services as they will also play the role of PEMEA service providers.:

**PEMEA Application Provider (AP) as a service:** entity that provides interfaces and access to the PEMEA network for existing application or application services that wish to access the PEMEA network with minimal development, validation and registration. As the interfaces are provided by the PEMEA AP as a service, the validation of the interfaces is already included.

**PEMEA PSAP as a service:** entity that provides interfaces and PEMEA services to a PSAP or a PSAP solution's provider, enabling them to take advantage of the services offered by the PEMEA network with minimal development, validation and registration. As the interfaces are provided by the PEMEA PSAP as a service, the validation of the interfaces is already included.

During the first year of the project, goal is to exchange location data. Participating organisations will benefit of free validation of their interfaces (until March 2019) to inter connect to PEMEA and free general deployment assistance when they use the PEMEA PSAP as a service provided by Beta80 or Deveryware (until March 2019). Other IT resources and training will be covered by the project participants

For the second year of the project, the project will concentrate on the chat extension of PEMEA. The exact scope of the call for proposals, will be defined by the project partners at the end of Phase 1. Participants on



phase 2 will have to be already part of the PEMEA network. Nevertheless, the same principle will apply. Deployment assistance and other services included in the call for proposals of phase 2, will be free of charge from the beginning of phase 2 (September 2019) until its end (March 2020).

EENA will support the project strategically. The main task will be the promotion, communication and dissemination of the PEMEA architecture and pilot programme.

## 3.2 Eligibility Criteria

During the announcement, an invitation to participants will be launched to countries and emergency App Providers. The **eligibility criteria** for project participants are to:

1. Have an emergency app capable of sending location data AND/OR have a PSAP willing to receive data from the PEMEA network.
2. Be able to be compliant with PEMEA specifications
3. Agree to share experience with the project team and in the project public reports.

## 4 Project outputs

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The expected outputs of the project are:

- In the first year, **at least four countries integrated in the PEMEA platform**
- Unlimited number of Emergency Apps connected to the PEMEA network.
- Demonstrate PEMEA capabilities over several countries.
- In the 2<sup>nd</sup> year, at least **eight countries** integrated in the PEMEA platform. PEMEA chat extension will be considered. The decision on the concrete scope and the final number of participants of the 2<sup>nd</sup> year will be decided in the final months of the first year.
- **Project report & webinar** describing the project, the challenges, the learnings and the future recommendations, to be published by EENA and by the project participants. The report will be

prepared at the end of each year of the project and will be based on the experience, feedback and observations made during the project.

- **Communication activities** to ensure maximum awareness on the project and the opportunities for emergency services, apps and integrators.
- **Press coverage** of the project and benefits of PEMEA in order to ensure maximum impact.

EENA is **conscious not to overburden the partners with administrative tasks**, but gathering information and experience is vitally important. It is envisaged that we will use **regular conference calls** and **short interviews** to collect the necessary data to report the project outputs.

## 5 Project timeline

The **announcement of the project** and the invitation to interested potential participants Apps, PSAPs and PSAPs integrators will be done at the **EENA Conference 2018**.

**Regular status updates** provided by the project participants are proposed to **take place every month** via conference calls. This will be conducted by EENA, Deveryware and Beta80 and will involve brief structured updates from the project participants.

The **proposed project timeline** is outlined in the table below.

Timeline	Action	Communications Activities
26 April 2018	<b>Announcement of the project at the EENA conference &amp; invitation to participate. Communication about the project.</b> Publication of the project and call for interest to participate on the EENA website.	Press release Social Media
15 June 2018	Deadline for applications	(Mentioned in first press release)
15 – 30 June 2018	Selection of project participants	Social Media (To be mentioned in kick-off meeting press release)
June –	Validation tests and registration processes finalisation	



Timeline	Action	Communications Activities
September 2018	Implementation plan definition	
<b>September 2018</b>	<b>Kick off meeting (date and place TBC)</b>	Press release Social Media
September 2018 - February 2019	Implementation Monthly update conference calls	Social Media
March 2019	Data collection & progress report	
March 2019	Description of the scope and details of the phase 2 of the project	



Timeline	Action	Communications Activities
<b>April 2019</b>	<b>EENA Conference</b> <b>Update of the project</b> <b>New call for participants</b> – PEMEA chat Extension	Press release Social Media
May 2019	Selection of new participants	Social Media
May 2019 to February 2020	Implementation Monthly conference calls	
March 2020	Data collection & Final report ready	
<b>April 2020</b>	<b>Presentation of the project at the EENA conference</b>	Press release Social Media

