EENA

INFORMATION PACK 2023

Jérôme PÂRIS – Managing Director

01/09/2022
EENA’s MISSION is to improve the safety and security of the people.

How can citizens get the best help possible if they find themselves in an emergency? At EENA, this is the question we continuously try to answer.

More information (creation of EENA, our vision, our values, our finances) can be found here on our website.
What is EENA?

The European Emergency Number Association (EENA)
Discussion platform and best practices sharing for emergency services, public authorities, researchers, solution providers and all other actors of the public safety sector.

Brussels-based organisation set up in 1999
THREE PILLARS

Make knowledge available to all
Facilitate connections
Drive change
ACCESS TO KNOWLEDGE & EXPERTISE
Access to knowledge & expertise

Overview of emergency services functioning

Since 2011*, annual report on the functioning of emergency services in Europe and beyond.

55+ countries worldwide portrayed within 700+ pages.

Read an abstract of the 2021 report here.

/Publication of the 2022 report scheduled in December 2022/

* All previous reports are made available to members (on-demand).
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Access to knowledge & expertise

Market overview of solutions providers

Directory of companies providing solutions/services to emergency services (90 companies* in July 2022);

Updated and shared with EENA community twice a year

Check our Who’s Who in the public safety industry website here.

* Directory gathering solutions and services providers that are member of EENA
Sample of company profiles in EENA’s Who is Who in the Public Safety Industry

Google

Accurate emergency location can be the difference between life and death. When emergency services get a call, they need to know the caller’s location to send help and save lives. Today, over 80% of calls to emergency services come from mobile devices, but locating these callers can be difficult. In most countries, emergency location, if it exists, relies on cell tower location (which can have a radius of up to several kilometers) or assisted GPS (which can fail indoors, and suffers from urban canyon, multi-path, and weather reception).

Google created Android Emergency Location Service (ELS), as a supplemental service, and offers it free of charge to emergency services and public safety so first responders can act faster. The ELS uses the device’s GNSS navigation system and a collection of cellular towers to quickly estimate the location of a caller. It has been proven that ELS is 99% accurate and can complete the process in less than 1 second. ELS is built into Android devices at an over 99% of devices.

Benefits
- ELS is not a subscription or an update.
- ELS is active all the time.
- ELS is available to any public safety agency.

Areas of Expertise
- Big Data
- Caller Location
- Cloud Services
- Emergency Call Routing

Oracle Communications

Meet Oracle Communications

Oracle Communications provides integrated communications and cloud solutions for Service Providers and Enterprises to accelerate their digital transformation journey in a communications-driven world.

We understand that emergency response services cannot be interrupted, even briefly, and all communications must be secure and clear – this is why having Session Border Controllers and Service Delivery solutions built for mission-critical environments are crucial. Oracle provides the specialized communications solutions that ensure the high reliability and high-quality service that meets these demands.

Read more: Oracle Enterprise Communications solutions

Oracle Service Delivery

Our Service Delivery solutions provide a unified intelligent cloud-based framework to fulfill the needs of next-generation public safety organizations throughout the world. Our solution enables multi-types of communications like voice and video from various sources over a wide range of transports (3G, 4G/LTE, 5G, Wi-Fi, VAT) into our intelligent centralized control application server based on real-time communication requirements.

Read more: Telephone Application Service Offerings

Contact
- Ahmed Hamdani
  Sales Consulting Senior Manager
  ahmedhamdani@oracle.com
  oracle.com/index.html

Atos

Atos is the global leader in secure and decarbonized digital with annual revenue of over € 11 billion and 110,000 employees serving a global client base in over 71 countries.

We help our clients evolve with a fully agile and remote workforce, migrate critical applications to the cloud so that they could operate at any time, and envision new cybersecurity threats. Atos is a co-founder of GAIA-X which aims to build a secure and transparent European data and cloud framework.

With more than 25 years of products, solutions and innovations with a clear strategy for Public Safety, Homeland Security, Healthcare, Defense, and Mission-Critical Communications, Atos is a pioneer in the sector. We have over 3,000 experts. We help them.

We bring to our customers the latest technologies, starting with the first ever communication border control.

From observed data, generate emergency messages and inform the information networks and on emergency response.

Contact
- Matthieu Rognone
  Commercial Director
  matthieu.rognone@anthrop.fr
  anthrop.fr

AnthroPi

By bringing together call takers skills, emergency physicians, cognitive psychologists and cloud computing, we work on emergency call detail understanding to create the first telephone simulator: SimulPhone®.

Already used by many call centers, SimulPhone® has proven reliability, validity and high level of practicality. Able to train call takers on similar calls, it provides real-time answers to each question. Coupled with a simulation evaluation, SimulPhone® rates the alert quality processing, validates the objectives achievement and improves defining efficiency. During our learning session, we are able to train call takers to the required and expected skills through specific audio or cognitive workshops. We also produce a team effectiveness analysis that reflects the group’s global and cognitive behavior.

Our solution allows the alert team evaluation, the achievement control and the communication in crisis situation increasing calls quality and security.

SimulCrisis®, like an evolution of SimulPhone®, is a tool to train call center teams in crisis management. AnthroPi performed the first simulated crisis in an emergency call center in 2018 and allowed all levels to play their own decision-making role. Our team of experts is able to create scenarios on demand, in various fields, to train actors and test the operational response in order to constantly adapt to emerging risks.

We are proud to present you our two last developments:

Geminy® allows you to analyze the human factor in real time:

The app scans the phone conversations and our algorithm decomposes the voice parameters and their properties. Thus, the professional has emotional and cognitive feedback. Setting the different parameters allows real time, relevant and instantaneous information. Geminy® adapts to different fields, such as intelligence, judicial

Contact
- Matthieu Rognone
  Commercial Director
  matthieu.rognone@anthrop.fr
  anthrop.fr

Areas of Expertise
- Artificial Intelligence
- Disaster Management
- Emergency Call Management
- Information Analytics
- Specialised Consultancy
Access to knowledge & expertise

Legislation & regulatory developments

Receive regular information on EU legislation related to public safety

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June 21, 2022
THE MAJORITY OF EU COUNTRIES ARE STILL NOT COMPLYING WITH THE EECC

EECC = European Electronic Communications Code

March 24, 2022
THE EUROPEAN PARLIAMENT APPROVES NEW RULES ON ROAMING IN THE EUROPEAN UNION

March 17, 2022
ALL SMARTPHONES SOLD IN THE EUROPEAN UNION SHOULD NOW HAVE ADVANCED MOBILE LOCATION ENABLED

Our advocacy work & useful resources can be found here.
Access to knowledge & expertise

Library of reference documents

120+ operations & technical documents.

Members receive each published document by email.

Members can also propose/contribute to drafting documents within EENA’s Tech and Ops committee.

Check all documents in our Knowledge Hub here.
Access to knowledge & expertise

Webinars

Operations and technical issues; Legislation; Hot topics

Members receive invitations to attend EENA’s webinars by email.

Check past and upcoming webinars [here](#).
Access to knowledge & expertise

Events

**EENA Conference & Exhibition**
- **1000+** public safety experts from 60+ countries worldwide;
- **100+** speakers;
- **35+** exhibitors from all over the world.
- 2.5 days
- Every year in April;

**And other events**
Events (online or in-person) to be determined during the year depending on opportunities and priorities
- NG112 Emergency Communications Plugtest event
- Business partners Networking event
- EENA Members Workshop and Meet Your MEP Event
- Topic-based events
- European 112 Day (every year on 11 February - 11/2)
Access to knowledge & expertise

Support provided by EENA staff

EENA’s senior executives have years of experience working in the public safety sector, it allows EENA to support public safety professionals in several ways:

➢ Briefing on how the market is structured in Europe;
➢ Recommendations on Business development & Strategy;
➢ Briefing on current and future EU legislation;
➢ Briefing on standards related to emergency communications;
➢ ...etc
Access to knowledge & expertise

Other services

➢ Tenders Alerts: receive alerts when we hear about publication of tenders

➢ Regular update on EENA activities: each quarter, EENA staff shares an update on ongoing and upcoming activities during a 1-hour conference call gathering all corporate members.
CONNECTING PEOPLE
Connecting people
EENA’s worldwide community

1500+ public safety officials

From 80+ countries worldwide

(mainly from Europe, but also from other regions)

Status in August 2022
Connecting people
EENA’s worldwide community

100+ solutions/services providers

View the most up to date list of companies here.
Read more about each company here.

Status in August 2022
Connecting people
EENA’s worldwide community

Status in August 2022
Connecting people
EENA’s worldwide community

Also:
➢ Researchers;
➢ Mobile Network Operators;
➢ Members of the European Parliament.
Connecting people

We partner with other associations

Status in August 2022
EENA Conference & Exhibition
The get-together of the community

➢ Every year
➢ 2,5 day-conference & exhibition
➢ 3-4 streams running in parallel
➢ 1000+ public safety professionals
➢ 50+ countries (Europe + other regions)
➢ 100+ speakers
➢ 35+ exhibitors

In Ljubljana, Slovenia in 2023 (19-21 April).
More information: https://eenaconference.org
Get access to EENA community

EENA annual conference & exhibition

Unlimited number of passes for your staff

*Otherwise it is 1,200 EUR/delegate for companies that are not members*

 Possibility to exhibit/sponsor/have a speech while non-members cannot - *Fee to be paid on top of the membership fee*
Connecting people
EENA Business Partners Networking event

➢ Designed for private companies looking for partners to develop their activities in the emergency services field in Europe

*Do not expect to meet with staff from emergency services or public authorities at this event!*

➢ Each company has a slot to introduce itself;

➢ Several timeslots designed to allow as much networking between participants as possible: several coffee breaks, a networking cocktail, a networking lunch, a dinner.

➢ Date to be determined
Get access to EENA community

Promote your webinars/events through EENA

Your webinars/events can be promoted among EENA community via a dedicated monthly newsletter.

Please note that:

- This service is reserved to members only;
- The corresponding fee is **1000 EUR on top of the annual membership fee**;
- Up to 3 promoted webinars/events per member per year (1st January-31st December);
- Companies can purchase this service when they become member/renew their membership;
- These webinars/events should not be scheduled at the same time as EENA events/webinars;
- The dedicated newsletter gathers several webinars/events, it is not an announcement dedicated to yours only.
DRIVING CHANGE

A sample of EENA Projects & Priorities
NG112

Standardised technology to modernise emergency communications

More information on Next Generation 112 is available here.
Advanced Mobile Location (AML)

More information on AML is available [here](#).
Reverse 112
(Public Warning)

More information on Public Warning is available here.
AED Mapping

AED = Automated External Defibrillator

- Call 112 (emergency number).
- The emergency call centre sends out an alert.
- The app alerts by sound signal.
- Nearby volunteer citizen responders are found.
- Volunteer citizen responders make their way to the scene.
- Volunteer citizen responders collect an AED on the way.
- Early life-saving interventions, CPR and use of AED.
- The ambulance arrives.
# 2023 Services Fees

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<td>11,550 EUR</td>
<td>6,930 EUR</td>
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**Please note that:**

1. Your company will not become member of EENA but member of EENA’s Advisory Board, which is not a legal body of the association but a group of entities within EENA community that get benefit from EENA services described in the previous pages.

2. By paying one of the above-mentioned fees, your company can benefit from EENA services from 1st January until 31st December.

3. Your company can nominate an unlimited number of representatives that will benefit from EENA services.

4. The above-mentioned fees do not include VAT. VAT will be added to your invoice if applicable.

5. EENA membership being valid for one year (1st January-31st December), it must be renewed at the end of each year. It is not done automatically.
Jérôme PÂRIS
Managing Director

@ jp@eeea.org

@JeromeEENA