

**25 November 2022**

## **Call for Expressions of Interest to participate in a Special Project on conveyance of emergency communications and contextual data to PSAPs via Third Party Service Providers (TPSPs)**

In May 2022, EENA published [a report](#) on Emergency Communications from Third-Party Service Providers. This report defines a TPSP as an entity that initiates emergency communications to PSAPs seeking help on behalf of others on a regular basis as part of a service offering to their customers.

The report concluded that TPSPs are valuable, necessary, and indeed are becoming an inevitable part of providing emergency assistance to a group of customers, organisations or individuals in specific circumstances. TPSPs may also provide a vital filtering function which can have a positive impact on resource management within PSAPs.

The report recognises two main barriers to seamless TPSP integration in Europe:

1. With the exception of eCall TPSP operations, no guidelines, standards, or indeed regulations exist at European level governing the interaction between TPSPs and PSAPs. While policies do exist at a national level in some countries, the approach is fragmented and can lead to an inconsistent experience and, consequently, a lack of availability of TPSP access to emergency services.
2. There is a need for standards-based interfaces over which contextual information related to an emergency communication can be automatically transmitted from the TPSP to the PSAP.

In order to address these barriers, EENA proposes to engage TPSPs, TPSP solutions providers and European PSAPs in a special project to address the identified barriers and to develop a harmonised approach to PSAP-TPSP relationships in Europe.

### **What outputs would be derived from the project?**

The objective of the project is to practically demonstrate how TPSP operations can work effectively in defined scenarios and to document, in a final report, the processes and procedures deployed that underpin effective operations. In addition to the final report, three fundamental aspects of the PSAP/TPSP relationship would be analysed in detail and three specific deliverables will be annexed to the final report:

- **Deliverable 1:** To define a proposal for a minimum set of data (MSD) that could be exchanged automatically between TPSPs and PSAPs for different types of emergency communications. It is envisaged that this MSD definition could then be used as a baseline for further definition of an MSD specification (e.g. through a standards development organisation or specially convened working group) on data exchange between TPSPs/PSAPs. Any further definition of an MSD specification would be outside the scope of the TPSP project.

- Deliverable 2:** To determine the most appropriate approaches for TPSPs to contact PSAPs that would have the least impact on PSAP operations. For example, a request for emergency assistance from a TPSP in relation to the triggering of a burglar alarm could be limited to the conveyance of a structured message to the PSAP in most circumstances. A defined procedure within the PSAP would then be invoked to deal with the incident. The technical and operational requirements for different scenarios will be developed and agreed with the selected project partners.
- Deliverable 3:** To develop a template for a framework for bilateral agreements between TPSPs and PSAPs. This framework would recognise the rights and responsibilities of both parties and could be tailored to suit distinct types of TPSPs and national circumstances, including for example, the different emergency communications handling models that are in place across Europe. The outputs from Deliverables 1 and 2 would be taken into account in the development of this framework.

Any gaps identified (such as the need for technical standards/specifications or regulations) would also be documented and recommendations made for addressing these gaps.

The findings of the project would be presented at a future EENA event.

### When?

To commence in 2023, with an estimated project duration of 6 months. (The timetable below is indicative and based on the assumption that the project would formally commence in March 2023).

Date	Details
November 2022	Publish call for interest (to PSAPs and Companies)
January - March 2023	Select companies and PSAPs. Define technical work and scenarios
March / April 2023	Commencement of Technical work
April 2023	Presentation of project at EENA 2023
September 2023	Publication of deliverables and final report

### Who?

EENA, interested TPSPs, TPSP solutions providers and European PSAPs who would be partnered together to conduct pilot projects to practically demonstrate how TPSP operations can work effectively.

**Please note:** It is a requirement for companies participating in the project to be a member of EENA.

### Communications

These special projects serve to raise awareness and discourse amongst the public safety community on specific aspects, existing and emerging, for access to emergency services across Europe. EENA would raise awareness of the project and would publish a final report (with annex including three specific deliverables described above). There would also be an event, online or face-to-face, where the findings of the project would be presented. Some participants to the project may have concerns around confidentiality and commercial sensitivities. EENA would be ready to discuss these concerns with participants and take appropriate steps to ensure that any aspects of the project, deemed to be commercially sensitive, would remain confidential.

## Merits of the project

- Demonstrate how TPSP operations work in practice with a view to increasing understanding and stimulating discourse amongst concerned stakeholders.
- Raise awareness of the need for a structured and harmonised approach to TPSP implementation in the emergency communications supply chain in Europe and extoll the benefits of such an approach.
- Identify the stakeholders at the national and European level with a role to play in TPSP integration, operation and governance.
- Provide a platform for further work to develop technical standards/specifications, a framework for bilateral agreements and harmonised protocols for integrating TPSPs at national and European level.

## About Special Projects

In the past, EENA conducted several special projects, which included deploying technologies which contributed to improving access to emergency services or, more generally, increasing public safety. Here are some examples of previous special projects:

- <https://eena.org/our-work/eena-special-focus/eena-meets-waze>.
- <https://eena.org/eena-ng112-project>
- <https://eena.org/knowledge-hub/press-releases/artificial-intelligence-eena-corti-project>

## Expressions of Interest in participating in the project

The call for expressions of interest is open to TPSPs, TPSP solutions providers and European PSAPs. Participation by PSAPs will be free of charge but there will be a fee for companies to cover EENA's resource commitment on project management and communications.

If your organisation would like to participate in this project, please register your interest [here](#) if you are a PSAP, and [here](#) if you are a TPSP, by **Friday 13 January 2023**.