COUNTRY BY COUNTRY REPORT

FEBRUARY 2024

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EENA Recommendations to EU Member States on emergency communications handling

The purpose of this document is to improve how emergency communications are handled in the European Union by addressing recommendations to national authorities in each Member State on several issues related to emergency communications handling such as the transmission of caller location information, the ways for people with disabilities to contact emergency services, public warning systems, the transition to IP-based communications…

The recommendations are based on facts from different reports mentioned at the end of this report. These references are most often sourced directly from contributions by representatives of national authorities.

In 2023, EENA also published general recommendations to different stakeholders on several topics listed in this document. The recommendations can be accessed at: https://eena.org/knowledge-hub/documents/112-day-report/.

About EENA

EENA, the European Emergency Number Association, is a non-governmental organisation with the mission to contribute to improving the safety and security of the people. How can citizens get the best help possible if they find themselves in an emergency? This is the question we continuously try to answer. Today, the EENA community includes 1500+ emergency services representatives from over 80 countries worldwide, 100+ solution providers, 100+ researchers and 200+ Members of the European Parliament. We are proud to be a platform for everyone involved in the public safety community and to provide a space for collaboration and learning.

General information

Caller location 📞

The location of the emergency is one of the most important pieces of information required by emergency services when handling an emergency communication. When the call is made from a fixed line, the registered address of the user is generally provided to the call-taker.

For communications from mobile phones, there are different ways to obtain such information. Cell-ID is the position of the cell base station where the communication is originating from. The information is quickly obtained for nearly every communication but is not very precise (about 2km in average). Network-based location can then be improved with additional technologies.

To complement information obtained from the network with more precise data, it is also important to make sure that accurate location information derived from smartphones (GNSS & Wifi data) is also provided to emergency services. Advanced Mobile Location (AML) is a technology which transmits automatically (no action from the user required) to emergency services accurate location data from both the network and the handset directly to the emergency services. The technology is easy and cheap to implement. It is now essential to have this in place. More information on AML on https://eena.org/aml. Other techniques to provide location data derived from the handset, such as an app or a HTML5 link require action from the end-user.

European legislation requires location information to be provided to emergency services for all emergency communications without delay. Such information must be derived from both the network and the handsets. In other words, Cell-ID and Advanced Mobile Location should be deployed in every Member State.

Public warning on mobile phones 📱

When a disaster happens, emergency services may need to warn all those who are located in an area at risk. While sirens have been used for many years, it is now essential to deploy technologies allowing authorities to alert everyone directly on their mobile phones, providing more information about the nature of the alert. Two technologies allow them to do so: location-based SMS, which consists in sending an SMS to every phone connected to specific targeted cell base stations; and cell broadcast, which consists in a broadcast of a specific alert notification to all the phones connected in a specific area. The two technologies have pros and cons, which are summarized on https://eena.org/our-work/eena-special -focus/public-warning/.

Since 2022, European legislation requires all Member States to implement at least location-based SMS or cell broadcast to warn people in case of imminent threat or ongoing disaster. Such a mandate does not prevent Member States from using additional alerting channels, such as mobile apps or registration-based SMS, which can represent a good complement, but it should be noted that such channels require prior action from the users and will therefore not reach similar levels of coverage compared to other technologies.

Migration to Next Generation 112 (NG112)

Next Generation 112 is a standardised technical architecture, which enables the modernisation of emergency communications based on IP networks, allowing for more data to be transmitted (text, video, location or additional data), which will result in a more efficient response. NG112 also helps to ensure equivalent access for all citizens, including people with disabilities. More information about NG112 on https://eena.org/our-work/eena-special -focus/next -generation- 112/. With the expected shutdown of 2G and 3G networks and new information and communication technologies, authorities should plan the adoption of Next Generation 112 in their countries.

Access for people with disabilities

People with disabilities, particularly deaf and hard-of-hearing people should also be able to easily contact the emergency services and have a communication with them. EU legislation requires Member States to ensure that there is an "equivalent access" to emergency services for everyone, meaning that the technologies in place to allow people with disabilities to contact the emergency services should work as well as for other people. In other words, this means that the technologies in place should also allow a two-way interactive communication, be free of charge and that the location of the person initiating the communication should also be transmitted. More information on https://eena.org/our-work/eena-special -focus/accessibility/.

AED Mapping

Sudden cardiac arrests account for around 20% of deaths in the European Union. Research shows that this figure could be significantly lower if chest compression and defibrillation are performed less than 3 minutes after the cardiac arrest. It is therefore essential for public authorities to gather information about the location of publicly accessible automated external defibrillators (AEDs) and make sure that this information is widely available to the public in a registry. Elements of it and best examples are presented in this document. More information on AED mapping on https://eena.org/our-work/eena-special -focus/aed-mapping/.

Awareness of 112

Answers given for each country are the percentage of people responding '112' to the following questions in the most recent Eurobarometer report on 'Electronic Communications in the Single Market' which was published in June 2021:
- "What telephone number you would call in the event of an emergency; for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade in your country?"
- "What telephone number you would call in the event of an emergency; for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade in another EU country?"

PSAP Directory

There are often situations when call-takers receive an emergency communication alerting them of an emergency happening in another country, for instance when someone calls for a relative or friend in a different country facing an emergency. The European Communications Office, the secretariat of CEPT, the Conference of European Post and Telecoms, maintains a directory of long numbers of emergency services in different countries allowing them to contact each other if needed. Regrettably, only 8 EU Member States have not provided any number to this directory. This results in a situation like an emergency call-taker in Sweden who is aware of an emergency situation in Spain cannot alert Spanish emergency services because no Spanish long number is referenced in this directory. More about it on https://eena.org/our-work/eena-special -focus/psap-directory/.

Austria

Emergency numbers

- 112, 133 – Police
- 122 – Fire & Rescue Services
- 144 – Emergency Medical Services

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android phones; not on iOS
  - Not available for roaming end-users
  - Not available for SMS access to emergency services
- Cell-ID
- Sector-ID

Public Warning on mobile phones:

- App

Access for people with disabilities:

- SMS to a long number – Not available for roaming end-users
- App – pre-registration required

Publicly accessible registry of AEDs:

- Defi Netzwerk

Migration to NG112:

- Implementation of some NG112 components ongoing

Awareness of 112:

- As a national emergency number: 38%
- As a EU-wide emergency number: 56%

PSAP Directory: Austria is part of the PSAP Directory

More information on Austria's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledge-hub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Deploy Advanced Mobile Location on iOS (Apple).
- Make Advanced Mobile Location available for roamers (currently not supported on iOS devices).
- Urgently deploy Cell Broadcast and/or Location-Based SMS to make sure everyone in an area of danger can be alerted. This is mandatory in the EU since 2022 (Directive adopted in 2018)!
- Ensure visitors with disabilities can contact emergency services without preregistration.
- Start implementing NG112.
- Better promote the existence of 112.

Belgium

Emergency numbers

- 101 - Police
- 112 – Fire & Rescue Services + Emergency Medical Services

Services quick information

Caller Location:
- Advanced Mobile Location: Deployed on Android and iOS
  - Available for roaming end-users using Android phones
  - Available for end-users contacting emergency services by SMS
- Cell-ID
- App

Public Warning on mobile phones:
- Location-based SMS
- Registration-based SMS

Access for people with disabilities:
- SMS to a short number – Not available for roaming end-users
- App

Publicly accessible registry of AEDs:
- Not at the national level

Migration to NG112:
- Planned on the short term

Awareness of 112:
- As a national emergency number: 80%
- As a EU-wide emergency number: 66%

PSAP Directory: Belgium is part of the PSAP Directory

More information on Belgium's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Ensure visitors with disabilities can contact emergency services without preregistration.
- Develop a publicly accessible national registry of AEDs available in the country.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number.

Bulgaria

Emergency numbers

112 – All types of emergency

Services quick information

Caller Location:
- Advanced Mobile Location: Deployed on Android and iOS
  - Transmission rate below 50%
  - Not available for roaming end-users
- Cell-ID
- App

Public Warning on mobile phones:
- Cell Broadcast

Access for people with disabilities:
- App – Registration required
- Web-based service – Registration required

Publicly accessible registry of AEDs:
- No information

Migration to NG112:
- Planned on the short term

Awareness of 112:
- As a national emergency number: 92%
- As a EU-wide emergency number: 42%

PSAP Directory: Bulgaria is part of the PSAP Directory

More information on Bulgaria's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Look at how to improve the success rate of AML transmissions.
- Make Advanced Mobile Location available for roamers (currently not supported on iOS devices).
- Ensure people with disabilities can contact emergency services without preregistration.
- Develop a publicly accessible national registry of AEDs available in the country.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number.

Croatia

Emergency numbers

- 112 – All types of emergency
- 192 – Police
- 193 – Fire & Rescue Services
- 194 – Emergency Medical Services

Services quick information

Caller Location:
- Advanced Mobile Location: Deployed on Android and iOS
  - Available for roaming end-users using Android phones
  - Available for end-users contacting emergency services by SMS
- Cell-ID
- Sector-ID

Public Warning on mobile phones:
- Cell Broadcast
- Location-based SMS

Access for people with disabilities:
- SMS to 112 – Not available for roaming end-users

Publicly accessible registry of AEDs:
- AED Device Network in the Republic of Croatia

Migration to NG112:
- Planned on the short term

Awareness of 112:
- As a national emergency number: 89%
- As a EU-wide emergency number: 55%

PSAP Directory: Croatia is part of the PSAP Directory

More information on Croatia's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Ensure visitors with disabilities can contact emergency services without preregistration.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number.

Cyprus

Emergency numbers

- 112 + 119 - All types of emergency

Services quick information

Caller Location:

- Cell-ID
- Sector-ID
- App
- Advanced Mobile Location: Not deployed!

Public Warning on mobile phones:

- None!

Access for people with disabilities:

- SMS to 112: Not available for roaming end-users
- RTT provided via app

Publicly accessible registry of AEDs:

- No information

Migration to NG112:

- No official plan communicated

Awareness of 112:

- As a national emergency number: 63%
- As a EU-wide emergency number: 55%

PSAP Directory: Cyprus is NOT part of the PSAP Directory

More information on Cyprus' emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Urgently deploy Advanced Mobile Location. This is mandatory in the EU since 2020 (directive adopted in 2018)!
- Urgently deploy Cell Broadcast or Location-Based SMS to make sure everyone in an area of danger can be alerted. This is mandatory in the EU since 2022 (Directive adopted in 2018)!
- Ensure visitors with disabilities can contact emergency services without preregistration.
- Develop a publicly accessible national registry of AEDs available in the country.
- Plan the migration to Next Generation 112 and start implementing it.
- Better promote the existence of 112.
- Join the PSAP Directory to allow PSAPs abroad to contact Cypriot emergency services regarding an emergency situation taking place in Cyprus.

Czech Republic

Emergency numbers

- 112 + 150 – Fire & Rescue Services
- 155 – Emergency Medical Services
- 158 - Police

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
  - Available for roaming end-users using Android phones
  - Available for end-users contacting emergency services by SMS
- Cell-ID
- Sector-ID
- App

Public Warning on mobile phones:

- Location-based SMS

Access for people with disabilities:

- SMS to 112 – Not available for roaming end-users
- App
- Web-based service
- Relay service – Registration required

Publicly accessible registry of AEDs:

- Databaze AED on Zachranka platform

Migration to NG112:

- Planned on the short term

Awareness of 112:

- As a national emergency number: 74%
- As a EU-wide emergency number: 67%

PSAP Directory: Czech Republic is part of the PSAP Directory

More information on Czech Republic's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Ensure visitors with disabilities can contact emergency services without preregistration.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number

Denmark

Emergency numbers

- 112 – All types of emergency

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
    - Available for roaming end-users using Android phones
    - Not available for SMS access to emergency services
- Cell-ID

Public Warning on mobile phones:

- Cell Broadcast

Access for people with disabilities:

- SMS to a long number – Not available for roaming end-users
- Relay service
- App

Publicly accessible registry of AEDs:

- Hjertestarter.dk

Migration to NG112:

- Multi-stakeholder working group established

Awareness of 112:

- As a national emergency number: 92%
- As a EU-wide emergency number: 42%

PSAP Directory: Denmark is part of the PSAP Directory

More information on Denmark's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Ensure visitors with disabilities can contact emergency services without preregistration.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number.

Estonia

Emergency numbers

- 112 – All types of emergency

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
    - Available for roaming end-users using Android phones
    - Available for end-users contacting emergency services by SMS
- Cell-ID

Public Warning on mobile phones:

- Location-based SMS

Access for people with disabilities:

- SMS to 112 – Not available for roaming end-users

Publicly accessible registry of AEDs:

- No information

Migration to NG112:

- Planned on the short term

Awareness of 112:

- As a national emergency number: 97%
- As a EU-wide emergency number: 71%

PSAP Directory: Estonia is part of the PSAP Directory

More information on Estonia's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Ensure visitors with disabilities can contact emergency services without preregistration.
- Develop a publicly accessible national registry of AEDs available in the country.
- Start implementing NG112.

Finland

Emergency numbers

- 112 – All types of emergency

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS (not available in the Åland Islands)
    - Available for roaming end-users using Android phones
    - Available for end-users contacting emergency services by SMS
- Cell-ID
- Sector-ID (not available in the Åland Islands)
- HTML5 (not available in the Åland Islands)
- App (not available in the Åland Islands)

Public Warning on mobile phones:

- App

Access for people with disabilities:

- SMS to 112 – Not available for roaming end-users; Registration required

Publicly accessible registry of AEDs:

- Defi.fi

Migration to NG112:

- Planned on the short term

Awareness of 112:

- As a national emergency number: 98%
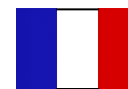- As a EU-wide emergency number: 64%

PSAP Directory: Finland is part of the PSAP Directory

More information on Finland's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Make sure AML is available in the Åland Islands.
- Urgently deploy Cell Broadcast or Location-Based SMS to make sure everyone in an area of danger can be alerted. This is mandatory in the EU since 2022 (Directive adopted in 2018)! An app is not sufficient, as it requires prior action from the user.
- Ensure people with disabilities can contact emergency services without preregistration.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number.

France

Emergency numbers

- 15 (+112 in some departments) – Emergency Medical Services
- 17 – Police
- 18 (+112 in some departments) – Fire & Rescue Services
- 115 – Social emergencies
- 119 – Children in danger
- 191 – Air emergencies
- 196 – Maritime emergencies
- 197 – Terrorist attacks
- 3117 – Emergencies in a train

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
  - No information about the availability for roaming end-users
  - No information about the availability for SMS access to emergency services
- Cell-ID
- HTML5
- App

Public Warning on mobile phones:

- Cell Broadcast

Access for people with disabilities:

- SMS to a short number
- App
- Web-based service
- RTT available via app and web-based service

Publicly accessible registry of AEDs:

- Private registries

Migration to NG112:

- Being implemented

Awareness of 112:

- As a national emergency number: 15%
- As a EU-wide emergency number: 41%

PSAP Directory: France is NOT part of the PSAP Directory

More information on France's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Develop a publicly accessible national registry of AEDs available in the country.
- Better promote the existence of 112.
- Join the PSAP Directory to allow PSAPs abroad to contact French emergency services regarding an emergency situation taking place in France.

Germany

Emergency numbers

- 110 – Police
- 112 – Fire & Rescue Services + Emergency Medical Services

Services quick information

Caller Location:

- Caller Location:
- Advanced Mobile Location: Deployed on Android and iOS
    - Available for roaming end-users using Android phones
- Cell-ID
- HTML5
- App

Public Warning on mobile phones:

- Cell Broadcast

Access for people with disabilities:

- App – Registration required
- Relay service – Registration required

Publicly accessible registry of AEDs:

- Definetz

Migration to NG112:

- No official plan communicated

Awareness of 112:

- As a national emergency number: 92%
- As a EU-wide emergency number: 44%

PSAP Directory: Germany is NOT part of the PSAP Directory

More information on Germany's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Ensure people with disabilities can contact emergency services without preregistration.
- Plan the migration to Next Generation 112 and start implementing it.
- Better promote the existence of 112 as an EU-wide emergency number.
- Join the PSAP Directory to allow PSAPs abroad to contact German emergency services regarding an emergency situation taking place in Germany.

Greece

Emergency numbers

- 112 – All types of emergency
- 100 – Police
- 108 – Coast Guard
- 166 – Emergency Medical Services
- 199 – Fire & Rescue Services

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
    - Available for roaming end-users using Android phones
    - Not available for SMS access to emergency services
- Cell-ID

Public Warning on mobile phones:

- Cell Broadcast

Access for people with disabilities:

- SMS to 112 – Not available for roaming end-users

Publicly accessible registry of AEDs:

- Kids Save Lives

Migration to NG112:

- No official plan communicated

Awareness of 112:

- As a national emergency number: 28%
- As a EU-wide emergency number: 35%

PSAP Directory: Greece is part of the PSAP Directory

More information on Greece's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Ensure visitors with disabilities can contact emergency services.
- Plan the migration to Next Generation 112 and start implementing it.
- Better promote the existence of 112.

Hungary

Emergency numbers

- 112 – All types of emergency

Services quick information

Caller Location:
- Advanced Mobile Location: Deployed on Android and iOS
    - Transmission rate below 50%
    - Not available for roaming end-users
    - Available for end-users contacting emergency services by SMS
- Cell-ID

Public Warning on mobile phones:
- Location-based SMS
- Apps

Access for people with disabilities:
- SMS to 112 – Not available for roaming end-users; location not provided
- App – Not available for roaming end-users

Publicly accessible registry of AEDs:
- No information

Migration to NG112:
- No official plan communicated

Awareness of 112:
- As a national emergency number: 75%
- As a EU-wide emergency number: 45%

PSAP Directory: Hungary is NOT part of the PSAP Directory

More information on Hungary's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Look at how to improve the success rate of AML transmissions.
- Make Advanced Mobile Location available for roamers (currently not supported on iOS devices).
- Ensure visitors with disabilities can contact emergency services.
- Plan the migration to Next Generation 112 and start implementing it.
- Develop a publicly accessible national registry of AEDs available in the country.
- Better promote the existence of 112 as an EU-wide emergency number.
- Join the PSAP Directory to allow PSAPs abroad to contact Hungarian emergency services regarding an emergency situation taking place in Hungary.

Ireland

Emergency numbers

- 112 + 999 – All types of emergency

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
    - Available for roaming end-users using Android phones
    - Available for end-users contacting emergency services by SMS
- Cell-ID
- Sector-ID

Public Warning on mobile phones:

- None

Access for people with disabilities:

- SMS to 112: Not available for roaming end-users
- Relay service

Publicly accessible registry of AEDs:

- No information

Migration to NG112:

- No official plan communicated

Awareness of 112:

- As a national emergency number: 48%
- As a EU-wide emergency number: 43%

PSAP Directory: Ireland is part of the PSAP Directory

More information on Ireland's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Urgently deploy Cell Broadcast or Location-Based SMS to make sure everyone in an area of danger can be alerted. This is mandatory in the EU since 2022 (Directive adopted in 2018)! An app is not sufficient, as it requires prior action from the user.
- Develop a publicly accessible national registry of AEDs available in the country.
- Plan the migration to Next Generation 112 and start implementing it.
- Better promote the existence of 112.

Emergency numbers

In some regions:
- 112 – All types of emergency

In some regions:
- 112 – Carabinieri
- 113 – Police
- 115 – Fire & Rescue Services
- 118 – Emergency Medical Services

Services quick information

Caller Location:
- Advanced Mobile Location: Deployed on Android and iOS
  - Not available for roaming end-users
- Cell-ID
- HTML
- App

Public Warning on mobile phones:
- Cell Broadcast

Access for people with disabilities:
- App
- Relay service

Publicly accessible registry of AEDs:
- No national registry; regional registries available

Migration to NG112:
- No official plan communicated

Awareness of 112:
- As a national emergency number: 75%
- As a EU-wide emergency number: 19%

PSAP Directory: Italy is NOT part of the PSAP Directory

More information on Italy's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Make Advanced Mobile Location available for roamers (currently not supported on iOS devices).
- Plan the migration to Next Generation 112 and start implementing it.
- Develop a publicly accessible national registry of AEDs available in the country.
- Better promote the existence of 112 as an EU-wide emergency number. J
- oin the PSAP Directory to allow PSAPs abroad to contact Italian emergency services regarding an emergency situation taking place in Italy.

Latvia

Emergency numbers

- 110 – Police
- 112 – Fire & Rescue Services
- 113 – Emergency Medical Services

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
    - Not available for roaming end-users
    - Not available for SMS access to emergency services
- Cell-ID
- Sector-ID
- App

Public Warning on mobile phones:

- None!

Access for people with disabilities:

- SMS to 112 – Not available for roaming end-users; location not provided
- App

Publicly accessible registry of AEDs:

- No information

Migration to NG112:

- Planned

Awareness of 112:

- As a national emergency number: 88%
- As a EU-wide emergency number: 49%

PSAP Directory: Latvia is part of the PSAP Directory

More information on Latvia's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Make Advanced Mobile Location available for roamers (currently not supported on iOS devices).
- Urgently deploy Cell Broadcast or Location-Based SMS to make sure everyone in an area of danger can be alerted. This is mandatory in the EU since 2022 (Directive adopted in 2018)!
- Ensure visitors with disabilities can contact emergency services without preregistration.
- Develop a publicly accessible national registry of AEDs available in the country.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number.

Lithuania

Emergency numbers

- 112 – All types of emergency

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
    - Not available for roaming end-users
    - Available for end-users contacting emergency services by SMS
- Cell-ID
- Sector-ID
- App

Public Warning on mobile phones:

- Cell Broadcast

Access for people with disabilities:

- SMS to 112 – Not available for roaming end-users o
- App – Registration required

Publicly accessible registry of AEDs:

- No information

Migration to NG112:

- Planned on the short term

Awareness of 112:

- As a national emergency number: 86%
- As a EU-wide emergency number: 43%

PSAP Directory: Lithuania is part of the PSAP Directory

More information on Lithuania's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Make Advanced Mobile Location available for roamers (currently not supported on iOS devices).
- Ensure visitors with disabilities can contact emergency services without preregistration.
- Develop a publicly accessible national registry of AEDs available in the country.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number.

Luxembourg

Emergency numbers

- 112 – Emergency Medical Services + Fire & Rescue Services
- 113 – Police

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
  - Available for roaming end-users using Android phones
  - Available for end-users contacting emergency services by SMS
- Cell-ID
- HTML5
- App

Public Warning on mobile phones:

- Cell Broadcast
- App

Access for people with disabilities:

- SMS to 112 and 113
- App

Publicly accessible registry of AEDs:

- Reagis.lu

Migration to NG112:

- Planned on the short term

Awareness of 112:

- As a national emergency number: 88%
- As a EU-wide emergency number: 72%

PSAP Directory: Luxembourg is part of the PSAP Directory

More information on Luxembourg's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Start implementing Next Generation 112.

Malta

Emergency numbers

- 112 – All types of emergency

Services quick information

Caller Location:

- Cell-ID
- Sector-ID
- App
- Advanced Mobile Location: Not deployed!

Public Warning on mobile phones:

- Cell Broadcast

Access for people with disabilities:

- SMS to a long number – Not free of charge
- Apps – Registration required
- RTT available via app and network
- Web-based service

Publicly accessible registry of AEDs:

- Private initiatives

Migration to NG112:

- Planned on the short term

Awareness of 112:

- As a national emergency number: 82%
- As a EU-wide emergency number: 45%

PSAP Directory: Malta is NOT part of the PSAP Directory

More information on Malta's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Urgently deploy Advanced Mobile Location. This is mandatory in the EU since 2020 (directive adopted in 2018)!
- Develop a publicly accessible national registry of AEDs available in the country.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number.
- Join the PSAP Directory to allow PSAPs abroad to contact Maltese emergency services regarding an emergency situation taking place in Malta.

Netherlands

Emergency numbers

- 112 – All types of emergency

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
  - Not available for roaming end-users
  - Available for end-users contacting emergency services by SMS
- Cell-ID
- App

Public Warning on mobile phones:

- Cell Broadcast

Access for people with disabilities:

- App – Registration required
- Web-based access
- SMS to 112 – Registration required
- Relay service
- RTT available via app

Publicly accessible registry of AEDs:

- HartslagNu

Migration to NG112:

- Planned on the short term

Awareness of 112:

- As a national emergency number: 98%
- As a EU-wide emergency number: 52%

PSAP Directory: The Netherlands are part of the PSAP Directory

More information on The Netherland's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Make Advanced Mobile Location available for roamers (currently not supported on iOS devices).
- Start implementing Next Generation 112.
- Better promote the existence of 112 as an EU-wide emergency number.

Poland

Emergency numbers

- 112 – All types of emergency
- 999 – Emergency Medical Services

Services quick information

Caller Location:

- Cell-ID
- Sector-ID
- App
- Advanced Mobile Location: Not deployed!

Public Warning on mobile phones:

- Location-Based SMS
- Apps

Access for people with disabilities:

- App – Registration required; location not provided

Publicly accessible registry of AEDs:

- No information

Migration to NG112:

- Planned

Awareness of 112:

- As a national emergency number: 85%
- As a EU-wide emergency number: 61%

PSAP Directory: Poland is part of the PSAP Directory

More information on Poland's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Urgently deploy Advanced Mobile Location. This is mandatory in the EU since 2020 (directive adopted in 2018)!
- Ensure people with disabilities can contact emergency services without preregistration.
- Start implementing Next Generation 112.
- Develop a publicly accessible national registry of AEDs available in the country.
- Better promote the existence of 112 as an EU-wide emergency number.

Emergency numbers

- 112 – All types of emergency

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS – Transmission rate below 50%
    - Available for roaming end-users using Android phones
    - Not available for SMS access to emergency services
- Cell-ID
- HTML5
- App

Public Warning on mobile phones:

- Location-Based SMS

Access for people with disabilities:

- SMS to a long number – not free of charge; location not provided
- App

Publicly accessible registry of AEDs:

- No information

Migration to NG112:

- Implementation ongoing

Awareness of 112:

- As a national emergency number: 96%
- As a EU-wide emergency number: 37%

PSAP Directory: Portugal is NOT part of the PSAP Directory

More information on Portugal's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Look at how to improve the success rate of AML transmissions.
- Ensure people with disabilities can contact emergency services free of charge and without pre-registration.
- Develop a publicly accessible national registry of AEDs available in the country.
- Better promote the existence of 112 as an EU-wide emergency number.
- Join the PSAP Directory to allow PSAPs abroad to contact Portuguese emergency services regarding an emergency situation taking place in Portugal.

Emergency numbers

- 112 – All types of emergency

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
  - Available for roaming end-users using Android phones
  - Available for end-users contacting emergency services by SMS
- Cell-ID
- Sector-ID
- HTML5
- App

Public Warning on mobile phones:

- Cell Broadcast
- Apps

Access for people with disabilities:

- SMS to a short number – Not available for roaming end-users; Registration required

Publicly accessible registry of AEDs:

- No information

Migration to NG112:

- Implementation ongoing

Awareness of 112:

- As a national emergency number: 95%
- As a EU-wide emergency number: 32%

PSAP Directory: Romania is part of the PSAP Directory

More information on Romania's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Ensure people with disabilities, especially visitors can contact emergency services without pre-registration.
- Develop a publicly accessible national registry of AEDs available in the country.
- Better promote the existence of 112 as an EU-wide emergency number.

Emergency numbers

- 112 – All types of emergency
- 150 – Fire & Rescue Services
- 155 – Emergency Medical Services
- 158 – Police

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
  - Not available for roaming end-users
  - Available for end-users contacting emergency services by SMS
- Cell-ID
- Sector-ID

Public Warning on mobile phones:

- None!

Access for people with disabilities:

- SMS to 112 – Not available for roaming end-users
- App – Not available for roaming end-users

Publicly accessible registry of AEDs:

- No information

Migration to NG112:

- No official plan communicated

Awareness of 112:

- As a national emergency number: 85%
- As a EU-wide emergency number: 65%

PSAP Directory: Slovakia is part of the PSAP Directory

More information on Slovakia's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Make Advanced Mobile Location available for roamers (currently not supported on iOS devices).
- Urgently deploy Cell Broadcast or Location-Based SMS to make sure everyone in an area of danger can be alerted. This is mandatory in the EU since 2022 (Directive adopted in 2018)!
- Ensure visitors with disabilities can contact emergency services without preregistration.
- Plan the migration to Next Generation 112 and start implementing it.
- Develop a publicly accessible national registry of AEDs available in the country.
- Better promote the existence of 112 as an EU-wide emergency number.

Slovenia

Emergency numbers

- 112 – Emergency Medical Services + Fire & Rescue Services
- 113 – Police

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
  - Not available for roaming end-users
  - Not available for SMS access to emergency services
- Sector-ID
- HTML5

Public Warning on mobile phones:

- App

Access for people with disabilities:

- SMS to 112
- Web-based service – Location not provided

Publicly accessible registry of AEDs:

- No information

Migration to NG112:

- Planned on the short term

Awareness of 112:

- As a national emergency number: 92%
- As a EU-wide emergency number: 49%

PSAP Directory: Slovenia is part of the PSAP Directory

More information on Slovenia's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Make Advanced Mobile Location available for roamers (currently not supported on iOS devices).
- Urgently deploy Cell Broadcast or Location-Based SMS to make sure everyone in an area of danger can be alerted. This is mandatory in the EU since 2022 (Directive adopted in 2018)! An app is not sufficient, as it requires prior action from the user.
- Develop a publicly accessible national registry of AEDs available in the country.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number

Spain

Emergency numbers

- 112 – All types of emergency
- 061 – Emergency Medical Services (not actively promoted in some regions)
- 062 – Guardia Civil (not actively promoted in some regions)
- 080 – Firefighters (not actively promoted in some regions)
- 091 – National Police (not actively promoted in some regions

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
  - Not available for roaming end-users
  - Not available for SMS access to emergency services
- Cell-ID
- Sector-ID
- HTML5 (in some regions)
- App

Public Warning on mobile phones:

- Cell Broadcast

Access for people with disabilities:

- SMS to long numbers (regional) – Location not provided
- Relay service
- Apps – Registration required

Publicly accessible registry of AEDs:

- No national registry

Migration to NG112:

- No official national plan communicated

Awareness of 112:

- As a national emergency number: 83%
- As a EU-wide emergency number: 22%

PSAP Directory: Spain is NOT part of the PSAP Directory

More information on Spain's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Make Advanced Mobile Location available for roamers (currently not supported on iOS devices).
- Develop a publicly accessible national registry of AEDs available in the country.
- Plan the migration to Next Generation 112 and start implementing it.
- Join the PSAP Directory to allow PSAPs abroad to contact Spanish emergency services regarding an emergency situation taking place in Spain.
- Better promote the existence of 112 as an EU-wide emergency number.

Sweden

Emergency numbers

- 112 – All types of emergency

Services quick information

Caller Location:

- Advanced Mobile Location: Deployed on Android and iOS
  - Available for roaming end-users using Android phones
  - Not available for SMS access to emergency services
- Cell-ID
- Sector-ID
- HTML5
- App

Public Warning on mobile phones:

- Location-Based SMS
- App

Access for people with disabilities:

- SMS to 112 – Not available for roaming end-users; Location not provided; Registration required
- Relay service – Registration not required; Automatic positioning is not available for calls via Relay services (Text Relay Service, Video Relay service and Speech-to-speech Relay Service)

Publicly accessible registry of AEDs:

- Hjärtstartarregistret

Migration to NG112:

- Planned on the short term

Awareness of 112:

- As a national emergency number: 98%
- As a EU-wide emergency number: 61%

PSAP Directory: Sweden is part of the PSAP Directory

More information on Sweden's emergency communications handling system is available on this document: European Emergency Number Association. (2024). Public Safety Answering Points Global Edition – February 2024. Available at: https://eena.org/knowledgehub/press-releases/public-safety-answering-points-global-edition-2023/

Recommendations

- Ensure people with disabilities, especially visitors can contact emergency services without pre-registration.
- Start implementing NG112.
- Better promote the existence of 112 as an EU-wide emergency number.

Sources of information

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- European Emergency number Association. (2024). Public Safety Answering Points Global Edition – February 2024

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Publicly accessible registry of AEDs:

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- Migration to NG112: European Emergency number Association. (2024). Public Safety Answering Points Global Edition – February 2024.

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- European Commission. (2021). E-Communications in the Single Market. Special Eurobarometer 510.

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