

EENA's feedback on the European Commission's roadmap "Ensuring effective access to emergency services in the Union through emergency communications to the single European emergency number '112'"

[Link to the European Commission's roadmap: https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13183-Emergency-communications-improving-access-through-the-single-European-emergency-number-%E2%80%98112%E2%80%99_en](https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13183-Emergency-communications-improving-access-through-the-single-European-emergency-number-%E2%80%98112%E2%80%99_en) (consulted on 28 October 2021)

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EENA's feedback:

"EENA welcomes the draft roadmap presented by the European Commission which intends to harness the benefits of new types of electronic communications networks to improve emergency communications.

The European Electronic Communications Code (directive 2018/1972/EC) brought considerable improvements to public safety but transition of emergency communications to IP-based communications is still necessary to ensure: better accessibility to people with disabilities; multi-channel access to emergency services; provision of contextual data to emergency services during an emergency communication; easy and secured exchange of data between public safety organisations; smart routing to the most appropriate PSAP; facilitation of remote communication-handling when sanitary conditions require it...

As the documents points out "a technological upgrade is necessary to ensure that PSAPs will be enabled to keep up with the changes at the network level and handle IP-based emergency communications". Next-Generation emergency communications (also called 'Next-Generation 112' or 'NG112') is a technical architecture that brings new information and communication technologies to emergency communications. This mostly consists in integrating public safety organisations in an Emergency Services IP Network called 'ESInet'. This ESInet has the capacity to receive different types of emergency communications and data, to route them smartly, as well as to exchange them with the appropriate PSAP in a secured and privacy-friendly manner.

EENA believes that measures should be adopted to support the transition of emergency communications to NG112 in all Member States. Adopting these measures at the European level are also necessary in order to guarantee fully accessible emergency services for all

end-users; avoid fragmentation between Member States in how citizens can reach emergency services and ensure a harmonised access to ESInets throughout the Union.

Hence, EENA supports the European Commission's proposed roadmap. Measures adopted should seek the highest degree of harmonisation among the Member States and to do so, rely as much as possible on standards. EENA is ready to support any initiative from the European Commission towards this direction."