1. Basic information about The Netherlands
2. Our emergency calls handling model
3. Reforms related to our emergency calls handling system/organisation
4. Reforms in the context of the European legislation
5. Other planned reforms/projects
6. Questions
1. Basic information about The Netherlands
About The Netherlands (1)

17.5 mln.  
41.500 km²  
19% water  
1/3 below sealvel
About The Netherlands (2)

- 1 national police
- 25 safety regions (fire and rescue services)
- 25 regional organisations for emergency medical services
- 1 military police
- 4 ministries involved
2. Current situation: our emergency calls handling model
## Emergency call handling model

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>112 calls</td>
<td>3.1 mln.</td>
<td>2.9 mln.</td>
</tr>
<tr>
<td>Answered within 10 sec.</td>
<td>95.1%</td>
<td>96.2%</td>
</tr>
<tr>
<td>Call forwarded to 2nd stage PSAP</td>
<td>60%</td>
<td>65%</td>
</tr>
</tbody>
</table>
3. Reforms related to our emergency calls handling system/organisation
Decrease number of PSAPs

- Decision in 2010 to reduce the number of PSAP’s
- 2013 all parties involved agreed on the route and end state of the transition
- Now: 14 2nd stage PSAPs and 4 of them connected to national IT network
- As from 2020, the police is responsible for the PSAPs
Plans to change emergency call handling model

Now

Gradual development focus in coming years

- Strengthening continuity of 1st stage psap
- Omni channel; looking for new ways of reaching 112; with direct routing to the 2nd stage psap if possible

Later

Prerequisite: Stability and quality
Change of our CAD system

Selection phase
- 2021 Q1 Q2
- Dialogue and tender phase
  - 2022 Q3 Q4 Q1 Q2 Q3 Q4
  - Proof of Concept
    - 2023 Q1 Q2 Q3 Q4
    - Trial period
      - 2024 Q1

Start implementation
Some 2nd stage PSAPs have remote 112 in place. Every PSAP has its own telephone system. Not every telephone system supports remote 112.

In total there are about 80 remote 112 workstations at the moment (not equally divided over the PSAPs).

Some PSAPs are testing.
4. Reforms in the context of the European legislation

Een omstandaar kwam deze mensen tegen en belde 112. De eerste vraag van ons is dan: “wat is de locatie”?

Het enige wat de melder zag was zand en water. Voor de hulpverleners lastig om te vinden.

Dankzij advanced mobile location (AML) konden we op onze digitale kaart exact zien waar de melder was (zie foto 1). Dit maakte het voor ons een stuk makkelijker om bij het slachtoffer te komen. Collega’s van @pol_tezel gingen met de 4x4 op pad.

AML werkt op smartphones met Android of iOS. Je locatie is alleen te zien als je zelf 112 belt. Wij kunnen nout zelf de locatie opringen.

Een mooie technische ontwikkeling!

#aml #ocnh #centralist #politiacentralist #operatiecentrum #meldkamer #advancedmobilelocation #android
Public Warning system: NL-Alert

NL-Alert Client

NL-Alert Client

NL-Alert Client

NL-Alert Client

Broker

Sub-broker

Cell Broadcast Centers

KPN

Vodafone

T-Mobile

digital signage at train, bus, tram and metro
digital advertising displays
Accessibility for people with disabilities

User: Total Conversation app or eSMS

1st stage PSAP

(112) Text
(real time)

Voice

2nd stage PSAP
5. Other planned reforms/projects
112app (called 112NL)

The 112app user sends additional information to PSAP:
- which emergency service is required
- name
- whether somebody has trouble speaking or hearing
- the preferred language for the chat function.

The operator can start a chat conversation with the caller (the caller cannot start a chat himself)
- The text becomes visible in real time
- There is a translation function for when the caller chats in another language.

The app sends the phone’s location, with updates upon more accurate location or movement.

1. EXTRA INFORMATION

2. CHAT AT REQUEST OF OPERATOR (2ND STAGE)

3. LOCATION
112app (called 112NL)

OPERATORS OPEN EXTRA WINDOW WHEN STARTING A CHAT

- Operator is shown in the CAD-system that someone is using the 112app and sees the additional information from the 112app.
- The operator can then click on a link that leads to the separate window for the 112app.
- There, the operator can take the initiative to start a chat conversation with the caller.
112 over 4G

As of Q3 2020

112 calls in a 4G network are routed via 4G connection. If the call setup via 4G fails, the mobile phone independently switches back to 2G/3G.

Situation With Samsung Mobile phones

Wrong fall-back
6. Questions?
Q&A panel

If you have any question, please do not hesitate to contact us.

Marieke Ackerman
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