



politie  
brandweer  
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koninklijke marechaussee

# Emergency Communications reforms in The Netherlands

May 2021

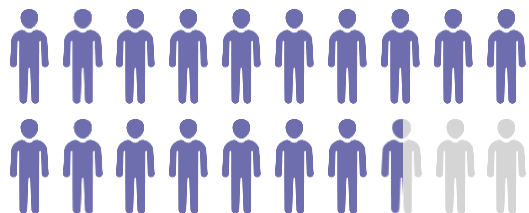


# Content of the presentation

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 km<sup>2</sup>



19% water  
1/3 below sealevel

## About The Netherlands (2)



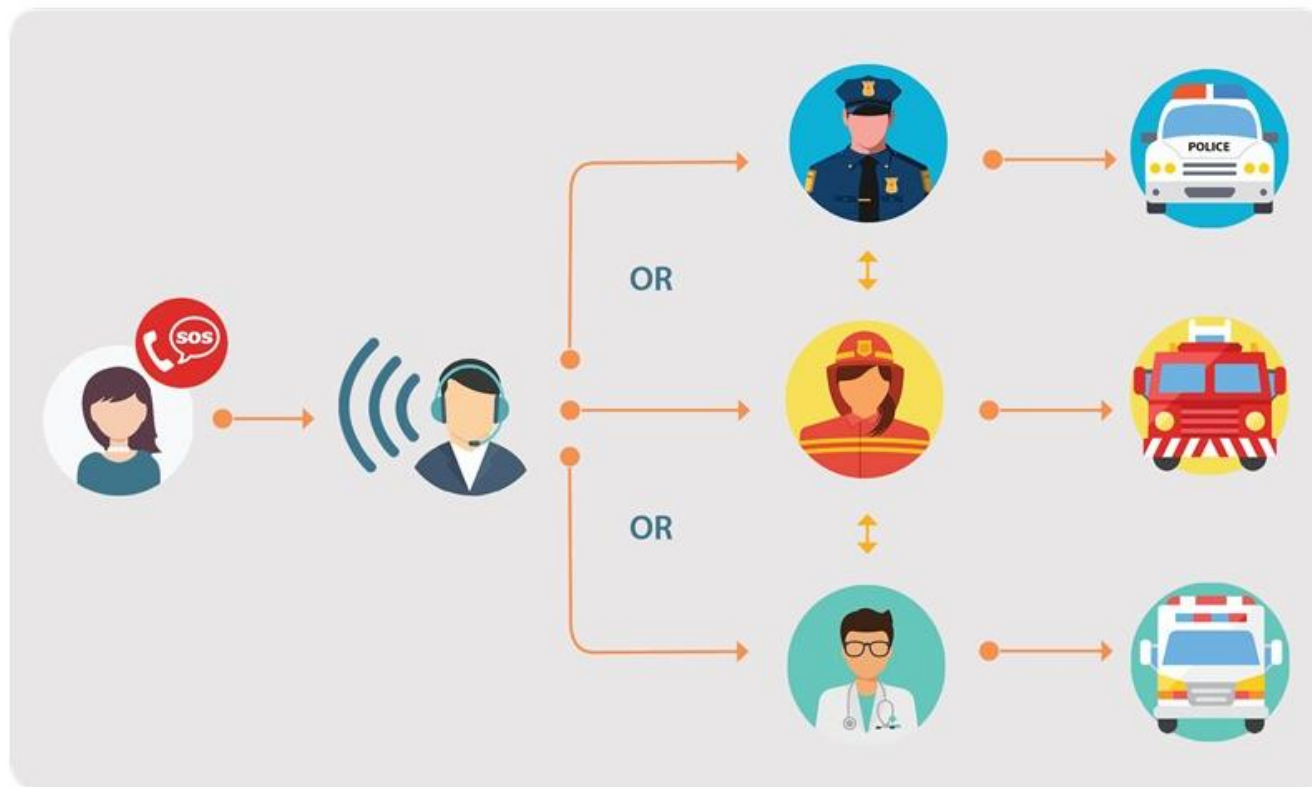
- 1 national police
- 25 safety regions (fire and rescue services)
- 25 regional organisations for emergency medical services
- 1 military police
- 4 ministries involved

## 2. Current situation: our emergency calls handling model



# Emergency call handling model

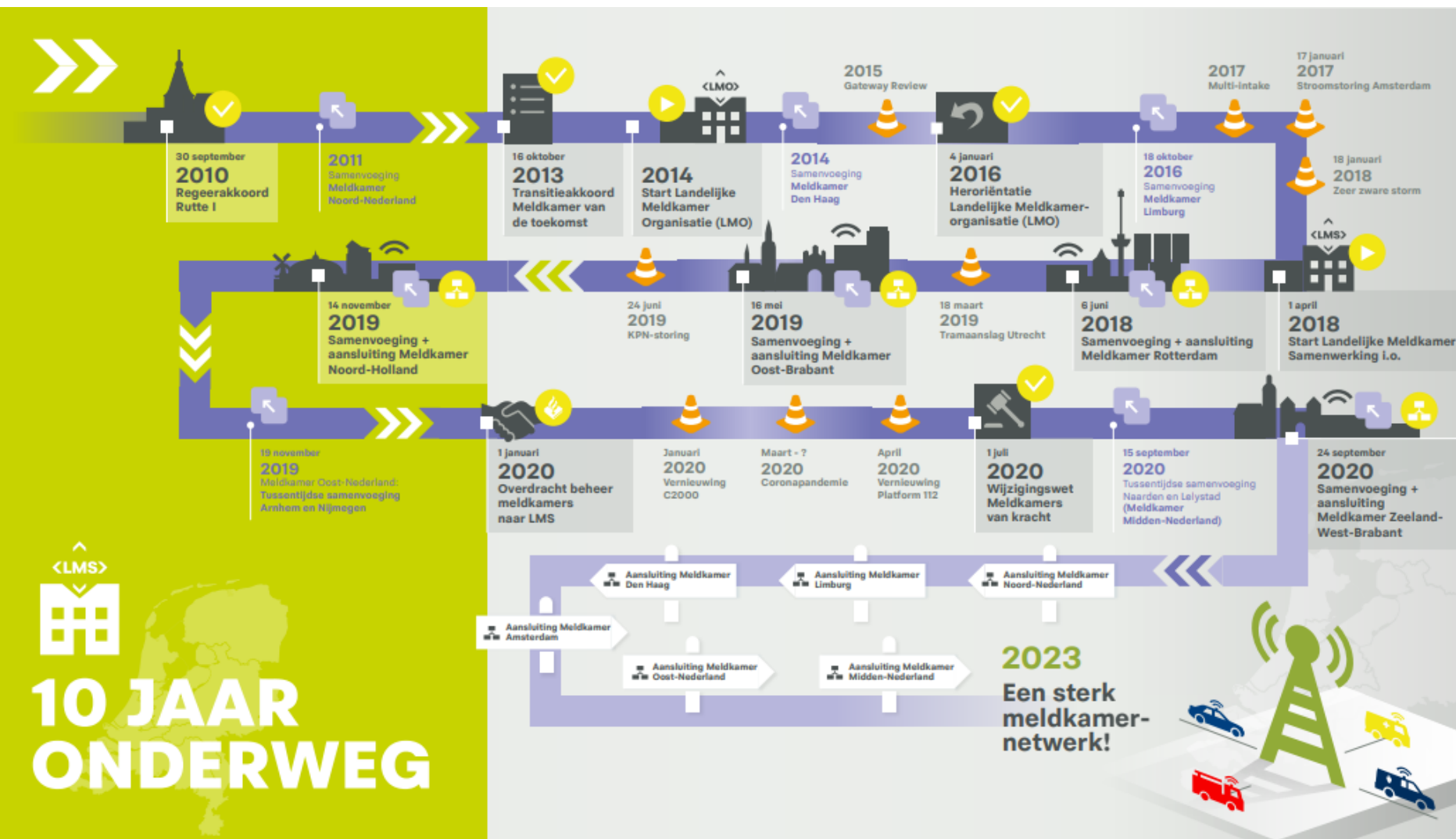
	2020	2019
112 calls	3,1 mln.	2,9 mln.
Answered within 10 sec.	95,1%	96,2%
Call forwarded to 2nd stage PSAP	60%	65%



### 3. Reforms related to our emergency calls handling system/organisation



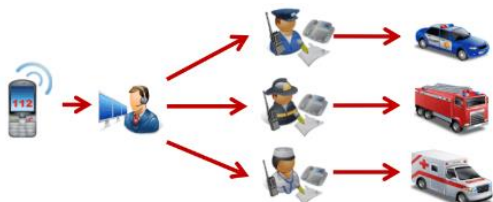
# Decrease number of PSAPs




- 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 2<sup>nd</sup> stage PSAPs and 4 of them connected to national IT network
- As from 2020, the police is responsible for the PSAPs

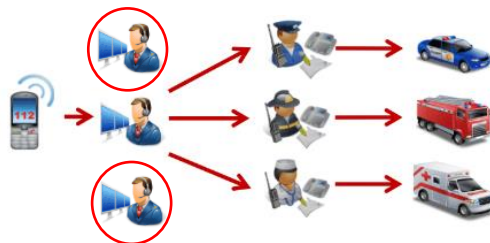
# Plans to change emergency call handling model

Now




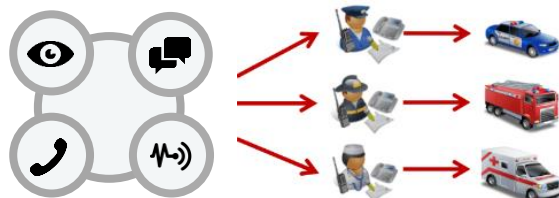
Gradual development  
focus in coming years


 Strengthening continuity of 1<sup>st</sup>  
stage psap



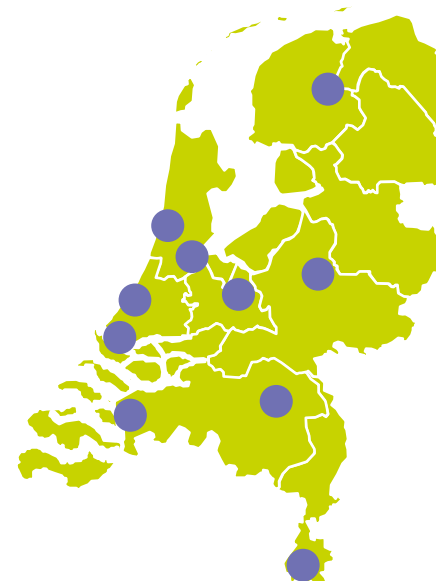
+


 Omni channel; looking for new ways  
of reaching 112; with direct routing to  
the 2<sup>nd</sup> stage psap if possible

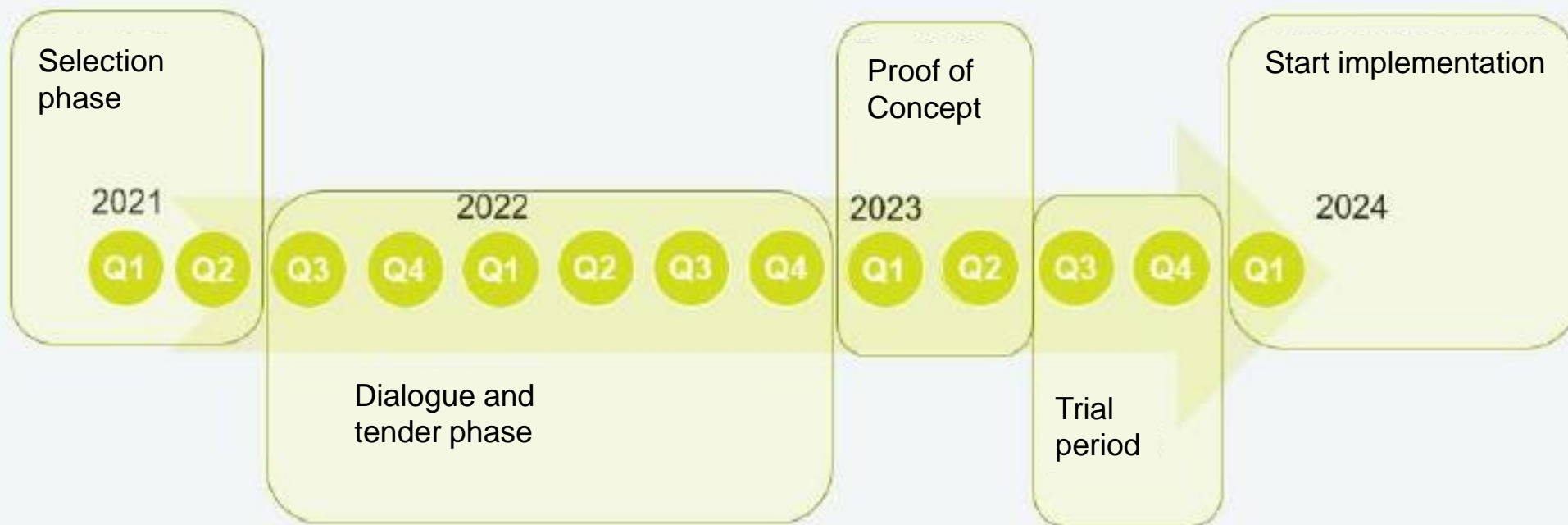


Prerequisite: Stability and quality

Later



# Change of our CAD system



# Remote 112



- Some 2<sup>nd</sup> 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





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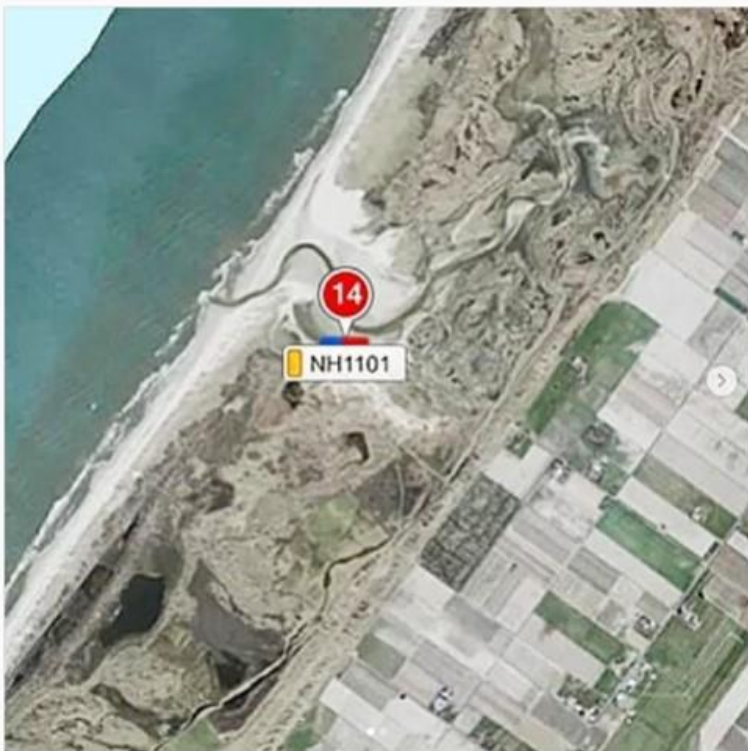
AML

Instagram

Zoeken

Aanmelden

Registreren



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Slufter, Texel



politie\_ocnh NIEUWE TECHNIEK REDT  
SLACHTOFFERS UIT DRUZFAND

Vorige week waren 2 personen aan de wandel op het mooie Texel. Onverwachts kwamen zij vast te zitten in het drijfzand. Op eigen kracht kwamen ze er niet uit. 😞

Een omstand 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



68 vind-ik-leuks

6 UUR GELEDEN

Aanmelden om dit leuk te vinden of hier op te reageren.

Instagram

Zoeken

Aanmelden

Registreren



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Slufter, Texel

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\_texel 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 nooit zelf de locatie opvragen.

Een mooie technische ontwikkeling!

#ami #ocnh #centralist  
#politiecentralist  
#operationeelcentrum #meldkamer  
#advancedmobilelocation #android



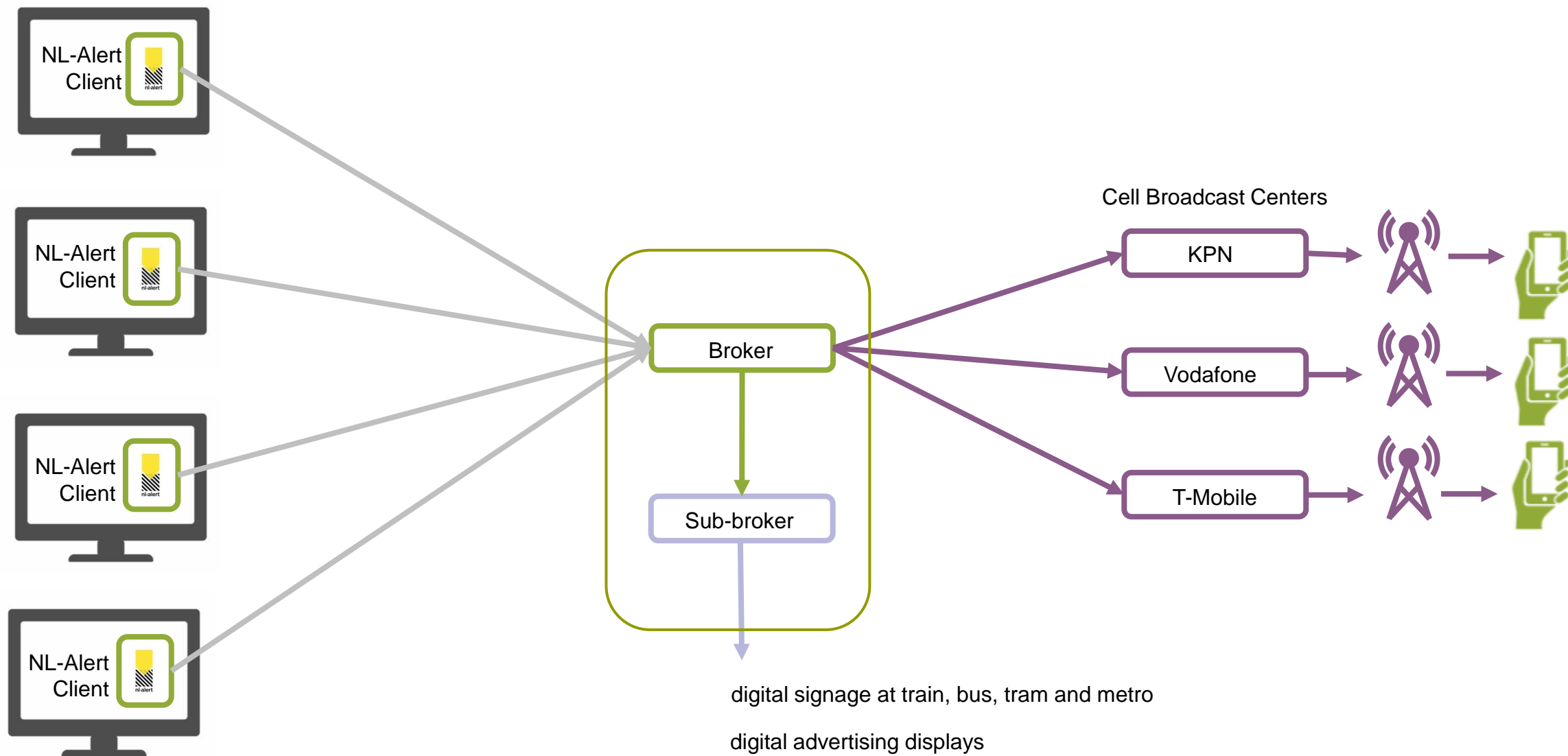
68 vind-ik-leuks

6 UUR GELEDEN

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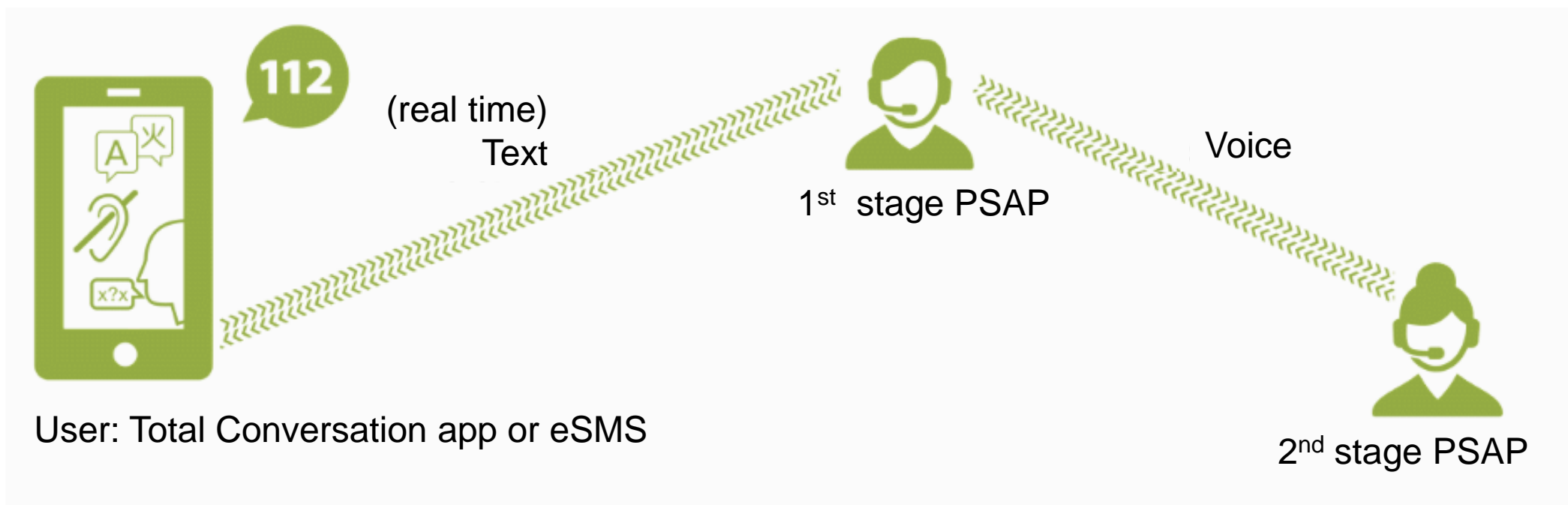
Source: Instagram politie\_ocnh

# Public Warning system: NL-Alert





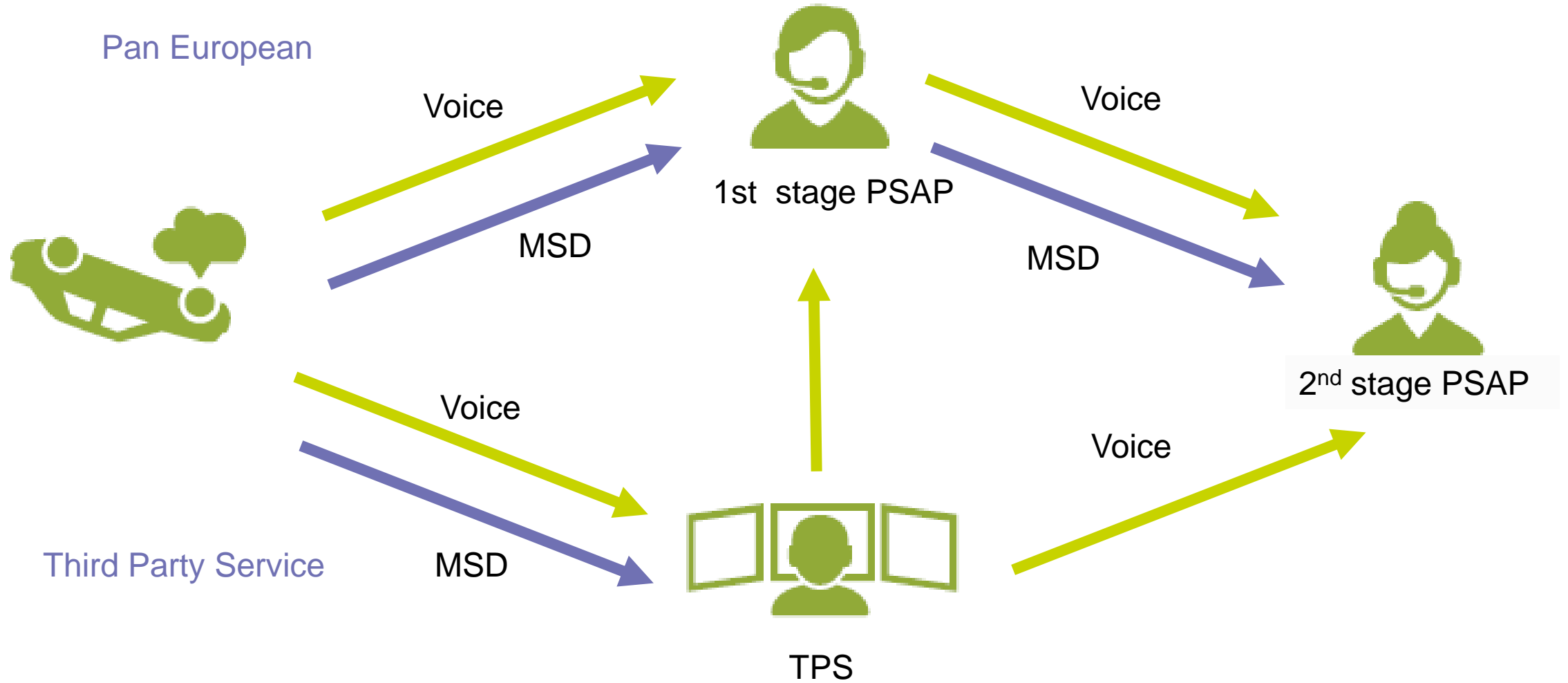
# Accessibility for people with disabilities





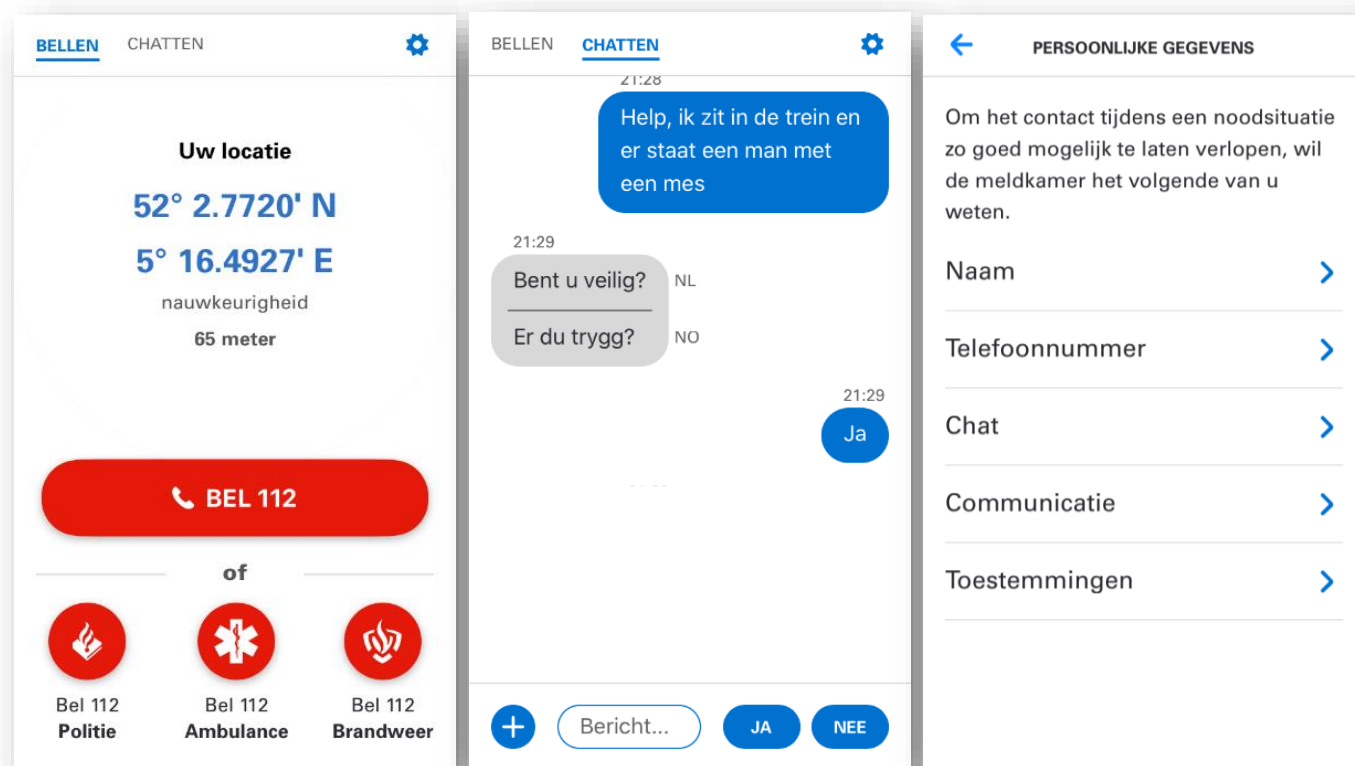
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eCall



## 5. Other planned reforms/projects

# 112app (called 112NL)



## 1. EXTRA INFORMATION

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.

## 2. CHAT AT REQUEST OF OPERATOR (2<sup>ND</sup> STAGE)

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.

## 3. LOCATION

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

# 112app (called 112NL)

**Kay**  
+31614580000

Status: Verbonden met de app  
Voorkeurstaal: Engels  
Google vertaling: Uit

Disciplinekeuze: Politie  
Communicatieve beperking: Ja

**BEËINDIG CHAT** **DOORVERBINDEN**

**⚠ Deze persoon heeft een communicatieve beperking**

14:52  
Hello, I need help! EN  
Hallo, ik heb hulp nodig! NL

14:52  
Ik zie waar u bent. Bent u bij het noodgeval? NL  
I see where you are. Are you in the emergency? EN

14:52  
Yes I am EN  
Ja dat ben ik NL

Typ een bericht

**ALGEMEEN** POLITIE AMBULANCE BRANDWEER

**Q1** Ik zie waar u bent. Bent u bij het noodgeval?

**Q2** Waar is het noodgeval precies?

**Q3** Kunt u mij precies vertellen wat er gebeurd is?

**Q4** Bent u veilig?

**Q5** Bent u bereikbaar op het volgende nummer?

**Q6** Zoek een veilige plek op.

**Q7** Een moment. Ik ga zorgen dat u zo snel mogelijk hulp krijgt.

**W1** Bedankt voor uw melding.

**W2** Hulp is onderweg.

**W3** Kan ik het chatgesprek nu beëindigen?

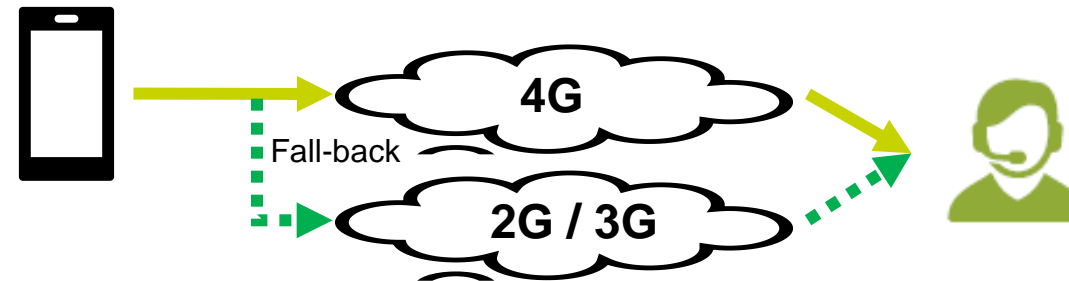
**W4** Ik beëindig nu het chatgesprek.

## 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.

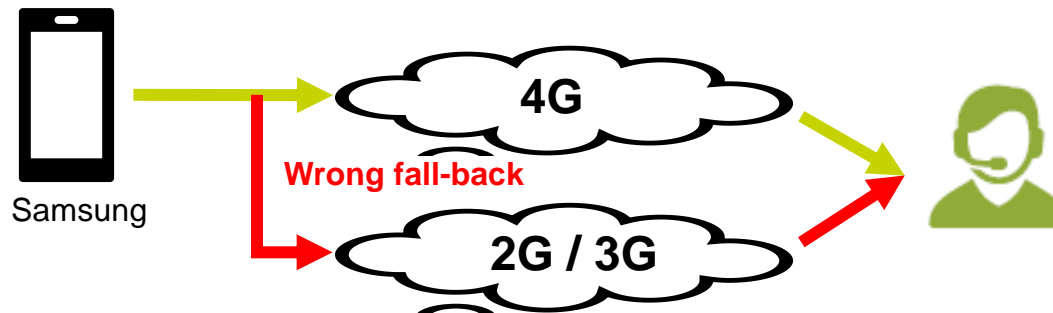
# 112 over 4G

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



## 6. Questions?



## Q&A panel

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



**Marieke Ackerman**

Ask Marieke about 112, 112app, LMS  
(and ask Marieke if you do not know  
who to ask)

[Marieke.ackerman@politie.nl](mailto:Marieke.ackerman@politie.nl)



**Menno Boon**

Ask Menno about policy, 112 for  
people with disabilities

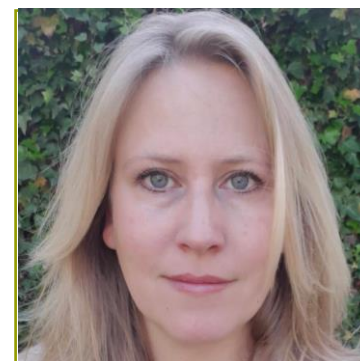
[h.m.boon@minjenv.nl](mailto:h.m.boon@minjenv.nl)



**Maarten Nacinovic**

Ask Maarten about NMS (CAD system)

[maarten.nacinovic@politie.nl](mailto:maarten.nacinovic@politie.nl)



**Erica in 't Veld**

Ask Erica about 112, 1st stage PSAP,  
eCall

[Erica.in.t.Veld@politie.nl](mailto:Erica.in.t.Veld@politie.nl)



**Frank van de Laar**

Ask Frank about 112app, AML, IT

[Frank.van.de.laar@politie.nl](mailto:Frank.van.de.laar@politie.nl)