



112 – the EU emergency number

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What is EENA?

The European Emergency Number Association (EENA)

Discussion platform and best practices sharing for emergency services, public authorities, researchers, solution providers and all other actors of the public safety sector.

Brussels-based organisation set up in **1999**

Connecting people

EENA's worldwide community



- Public safety officials from **80+** countries worldwide
- Solution providers
- Academic researchers
- Other international organisations

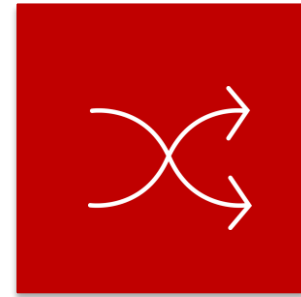
THREE PILLARS



Make knowledge
available to all



Facilitate contacts
between all actors



Drive change

112

- Mandatory in the European Union since the 1990s
- Also used as an emergency number in countries outside of the EU
- Recommended emergency number by the ITU in Recommendation ITU-T E.161.1



What does European Union legislation actually say?

- Everyone should be able to contact emergency services free of charge using the number '112' (including when roaming).
- People with disabilities should have an equivalent access compared to other people.
- Location information should be provided for all emergency communications.
- Member States remain competent to decide how they want to organise the handling of emergency communications.



Let's look at 5 models

Based on:

- Single emergency number vs. Multiple emergency numbers?
- Who answers the communication?
- What is the role of the call-taker?

« EROs handling emergency calls Model » (1)

Main characteristic:

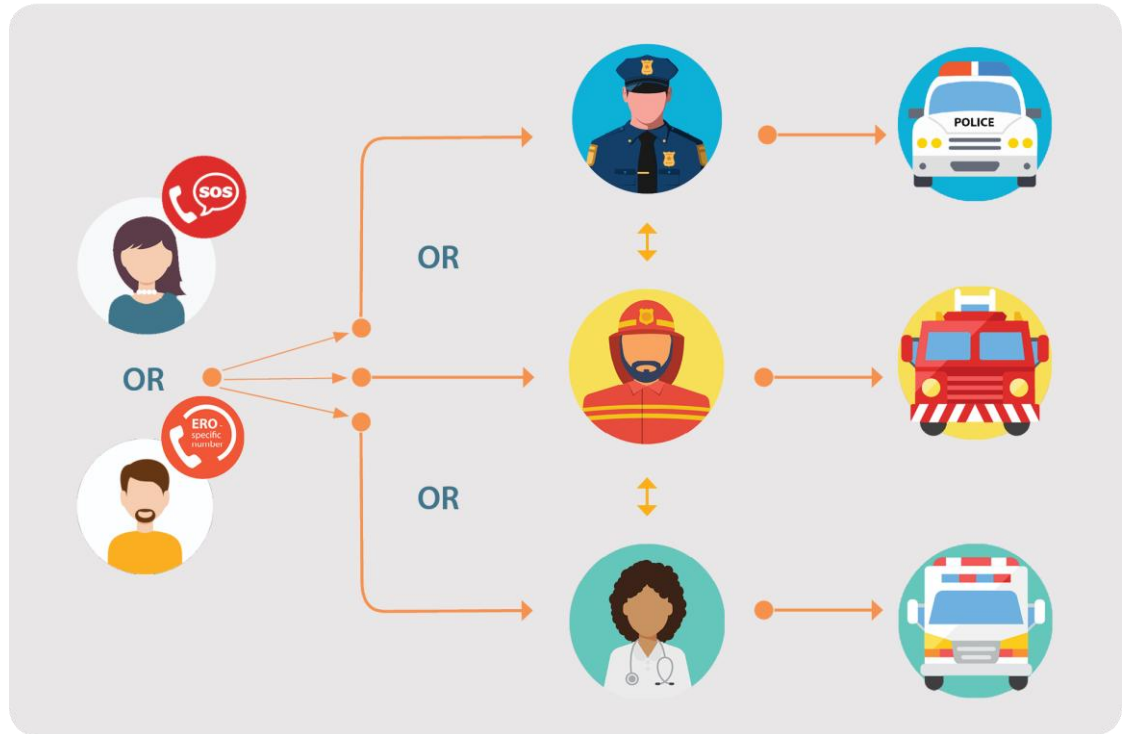
National ERO numbers and a general emergency number (i.e 112)

co-exist. Calls to the general emergency number are routed to an emergency service organisation. National ERO numbers are available for each ERO.

The call-taker belongs to one discipline (fire, police or EMS)

Example of countries:

- Austria
- Germany
- France



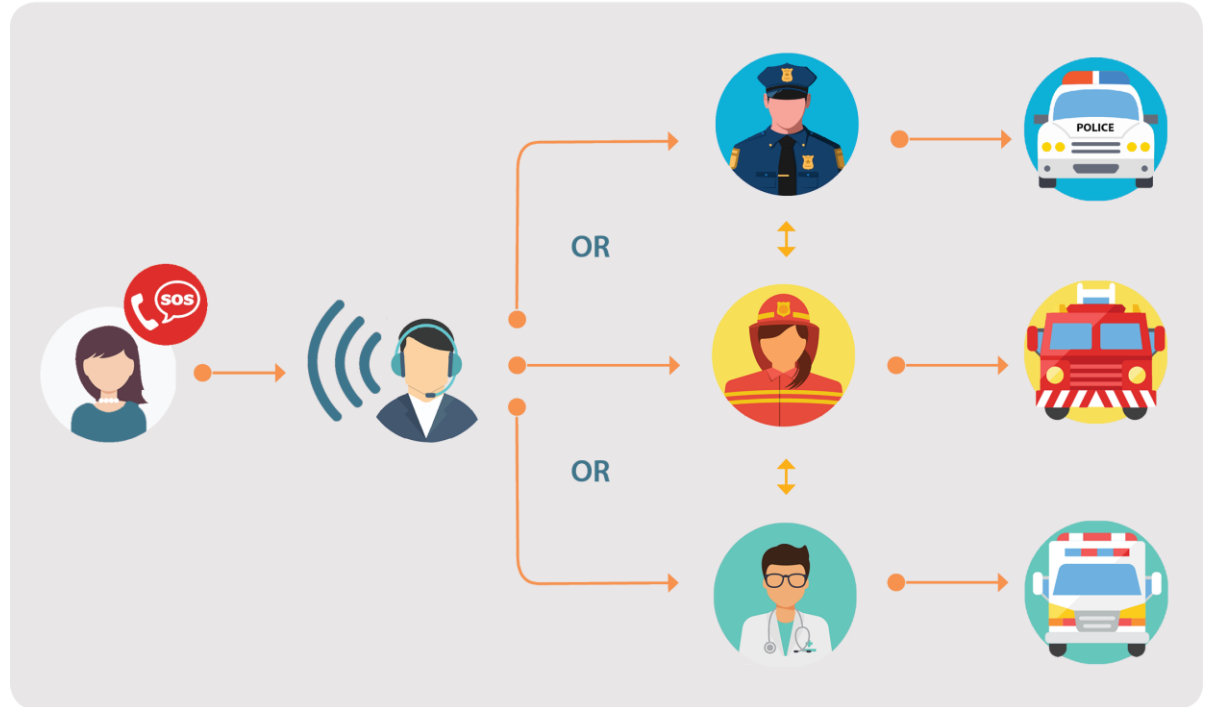
« Filtering stage 1 PSAP and resource dispatching stage 2 PSAPs» Model (2)

Main characteristic:

Emergency calls are filtered through a general emergency number PSAP (stage 1) and transferred to most appropriate emergency service organisation

Example of countries:

- The United Kingdom
- Ireland



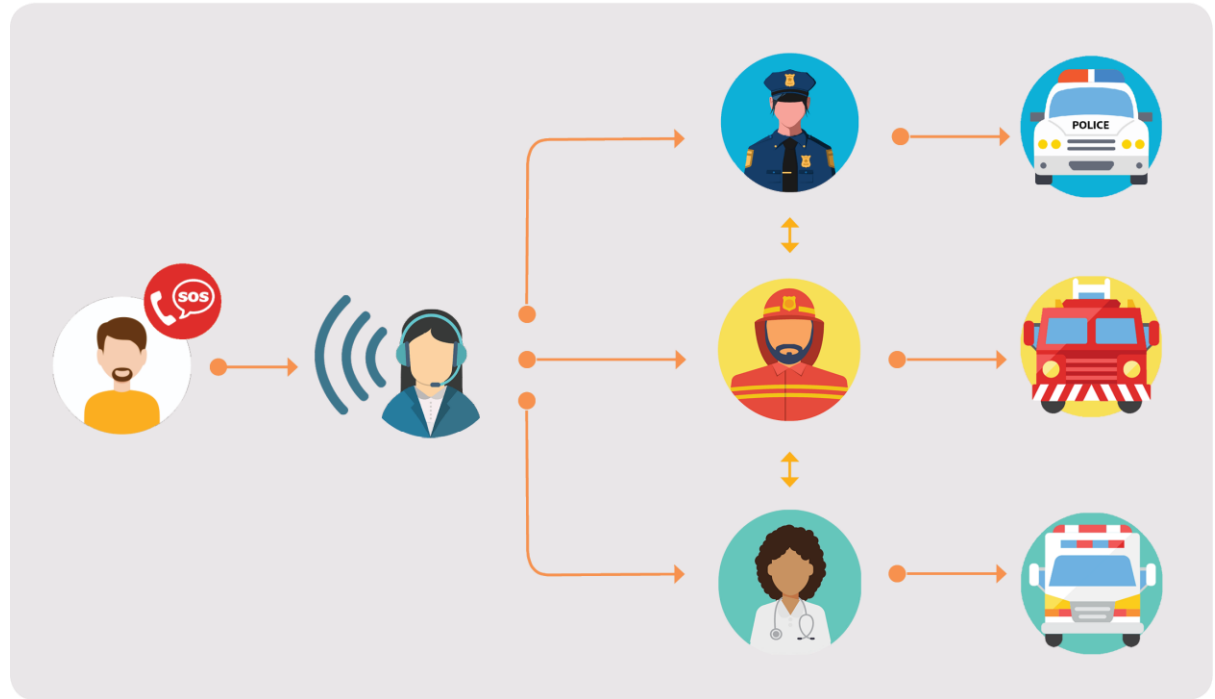
« Only one emergency number. Data gathering by stage 1, resource dispatching by stage 2» Model (3)

Main characteristic:

Civilian call-takers classify the call and send the information about the emergency situation to all involved EROs at the same time.

Example of countries:

- Romania



« National emergency numbers routed to EROs. General emergency calls routed to civilian PSAP » Model (4)

Main characteristic:

General emergency number (i.e. 112) co-exists with national numbers.

General emergency number calls are routed to a general emergency number PSAP.

Calls made to ERO specific numbers are routed to EROs' PSAPs.

Example of countries:

- Spain (Some regions)



« Civilian Call-Taking & Dispatching » Model (5)

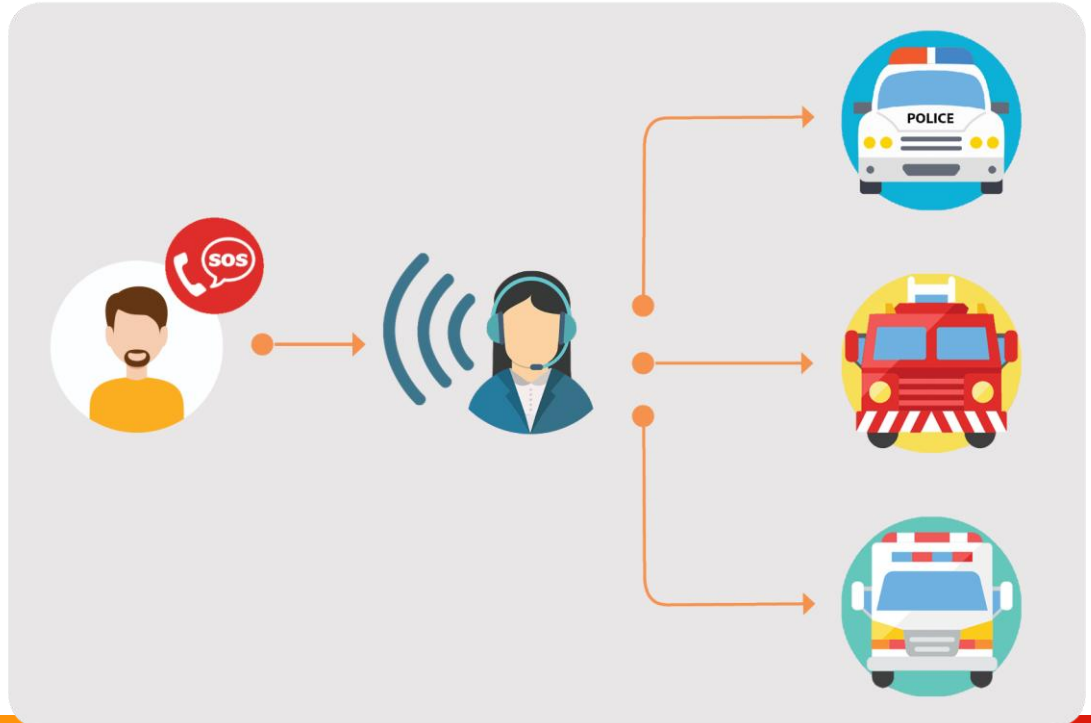
Main characteristic:

There is only one emergency general number

Highly trained civilian call-takers who handle both emergency calls and dispatch.

Only one emergency number exists.

Example of countries: Finland



Models by country

- Model 1
- Model 2
- Model 3
- Model 4
- Model 5

100

100%

Challenges

- Organisation, Procedures & Equipment behind the number: people will assume that help will come in time
- Awareness of the number among the wide population
- Reluctance to change by some actors

CONTACT

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