Emergency Service Accessibility Latest Technologies

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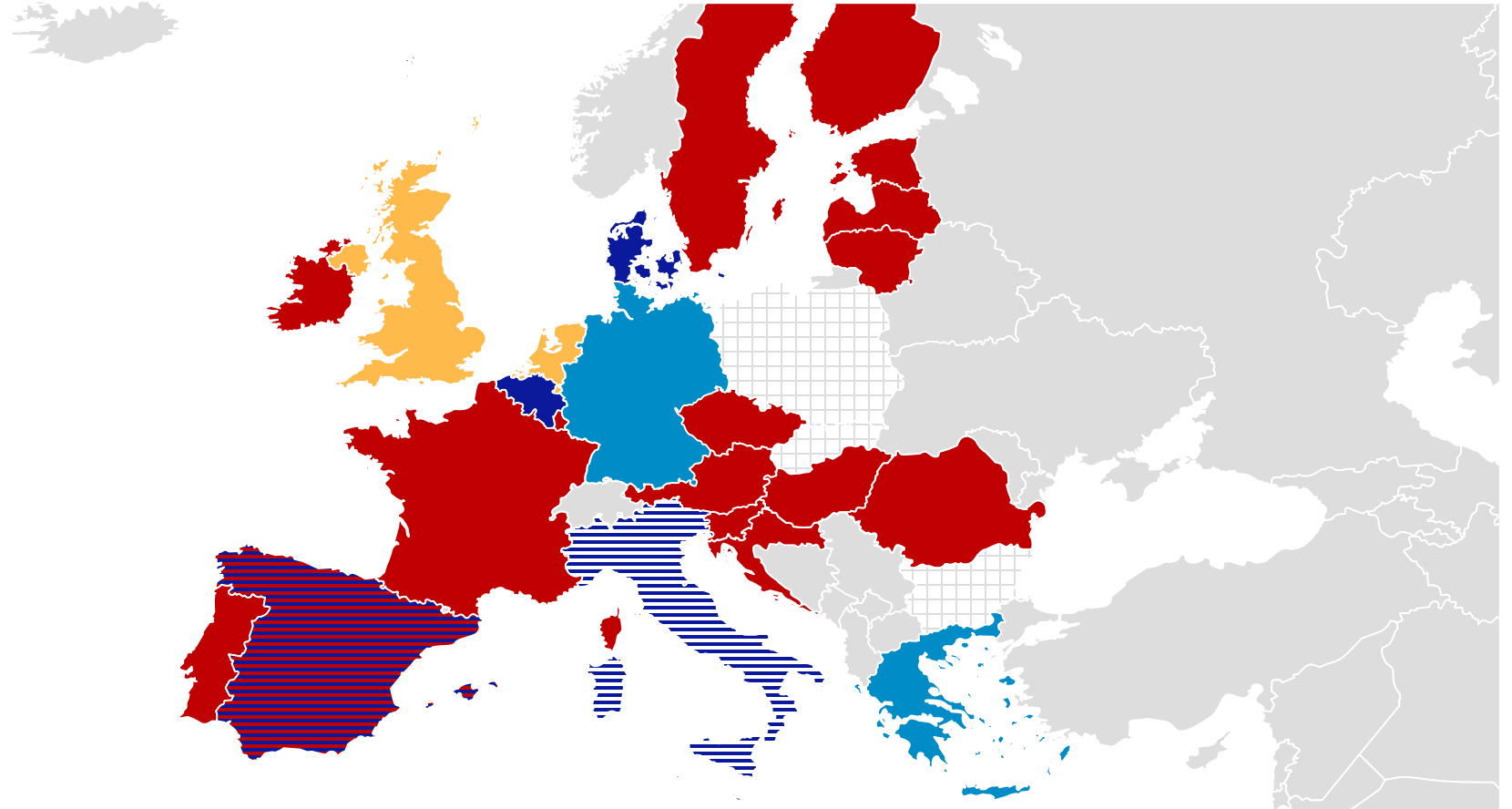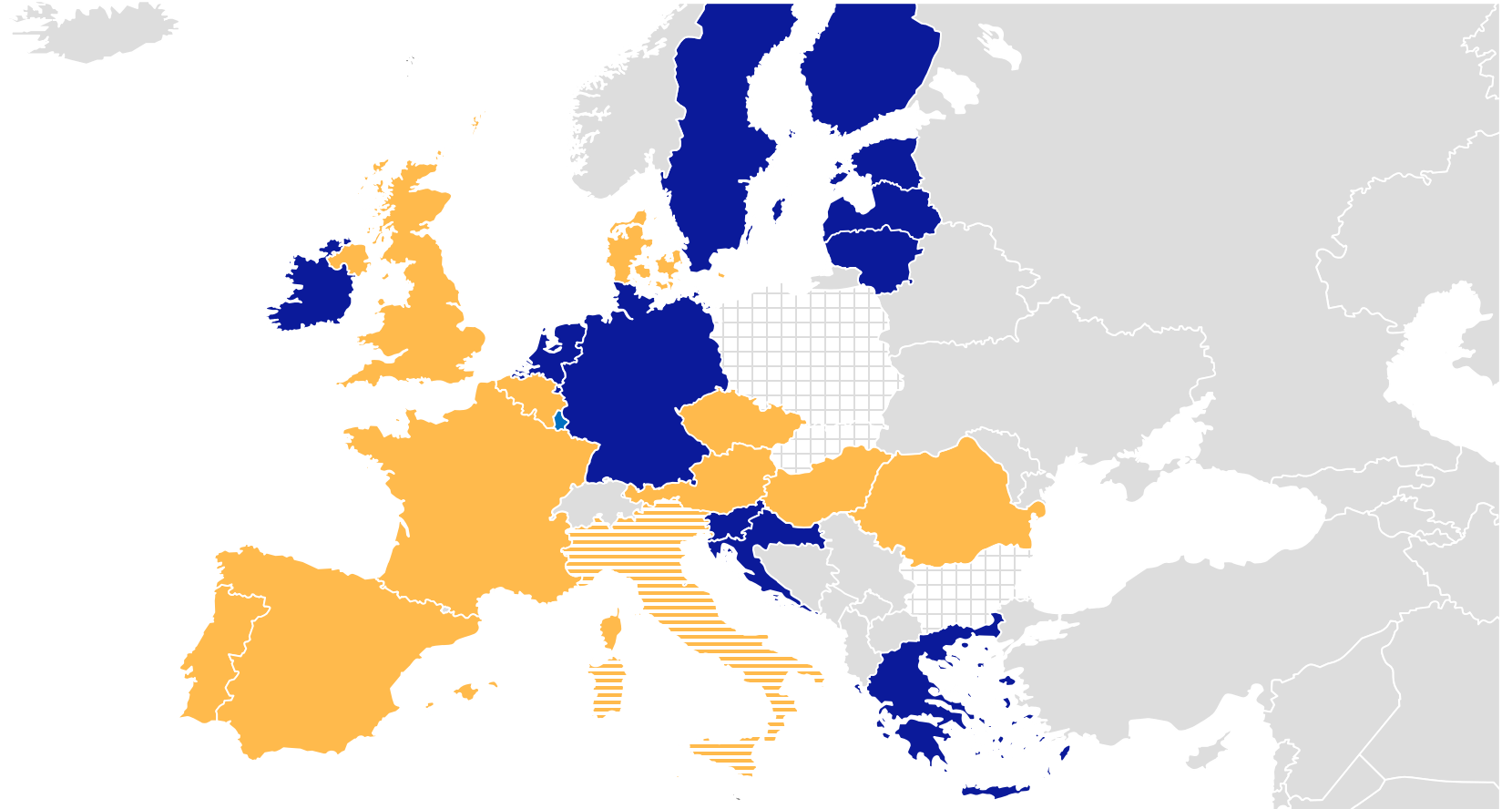# CURRENT ACCESSIBILITY LANDSCAPE (EU)

SMS

App

Multimedia

Fax

Data from EENA PSAPs

organisations document

CURRENT ACCESSIBILITY LANDSCAPE (EU)

112

Dedicated Number

Data from EENA PSAPs

organisations document

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EENA | Accessible Europe 2018 | 3

STANDARDS AND ARCHITECTURE

- Internet Engineering Task Force (IETF)
  Emergency Context Resolution with Internet Technologies, ECRIT …

- NENA
  NG9-1-1 Core Services specification
  https://www.nena.org/?page=i3_Stage3

- EENA
  Next Generation 112 Long Term Definition
  http://www.eena.org/uploads/gallery/files/pdf/2013-03-15-eena_ng_longtermdefinitionupdated.pdf

- ETSI
  Special Committee Emergency Telecommunications (SC EMTEL)
  http://www.emtel.etsi.org/overview.htm

NG112/9-1-1 CORE SERVICES

SIMPLIFIED TOPOLOGY

URN:SERVICE:SOS

PSAP – A   PSAP – B

PSAP – C   PSAP – D

GEOJSON.IO / OPEN STREET MAP
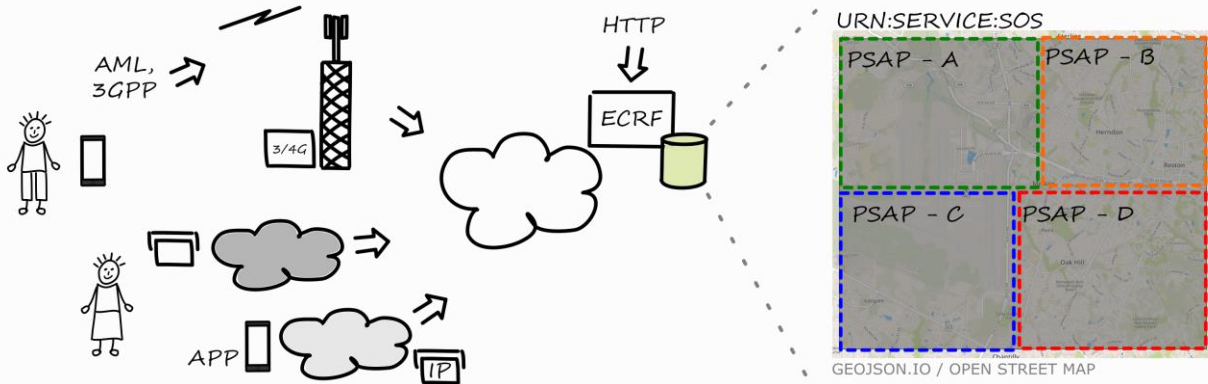
Core Services

Find the correct emergency center

Use service boundary polygon

Route with specific protocol

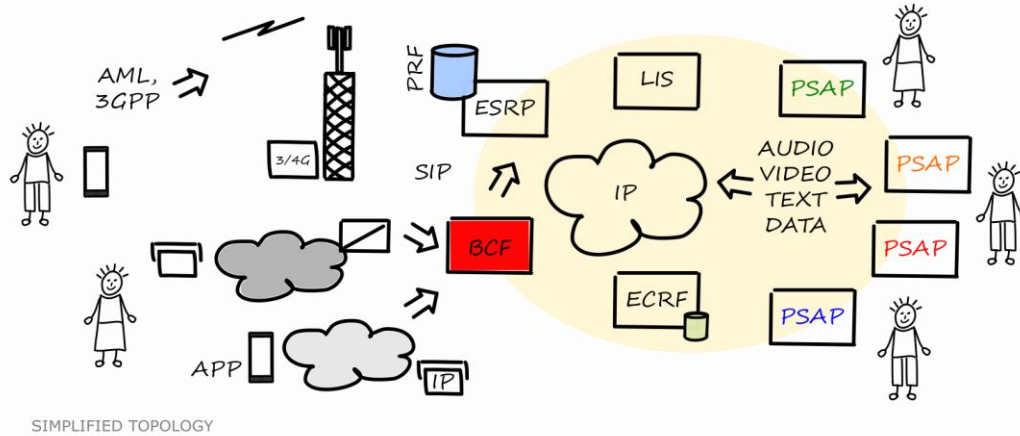## Core Services (cont.)

Manage location information

Support multimedia

Include security perimeter

SIMPLIFIED TOPOLOGY

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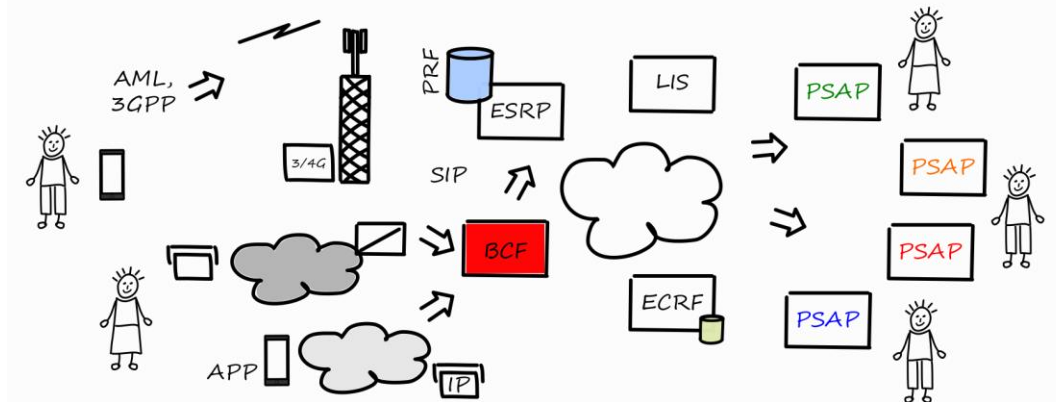
NEW FUNCTIONALITIES FOR ACCESSIBILITY


SIMPLIFIED TOPOLOGY

Total Conversation

Audio,

Video, and

Real-time Text

Media and data interface as defined by NENA i3 and ETSI TS 103 479

Control rooms receive data from different access networks and different service provider …

Standardization aims to provide a single entry point (location, signaling, media, data, or events)

AUSTRIAN ACCESSIBILITY PILOT DEC112

SIMPLIFIED TOPOLOGY
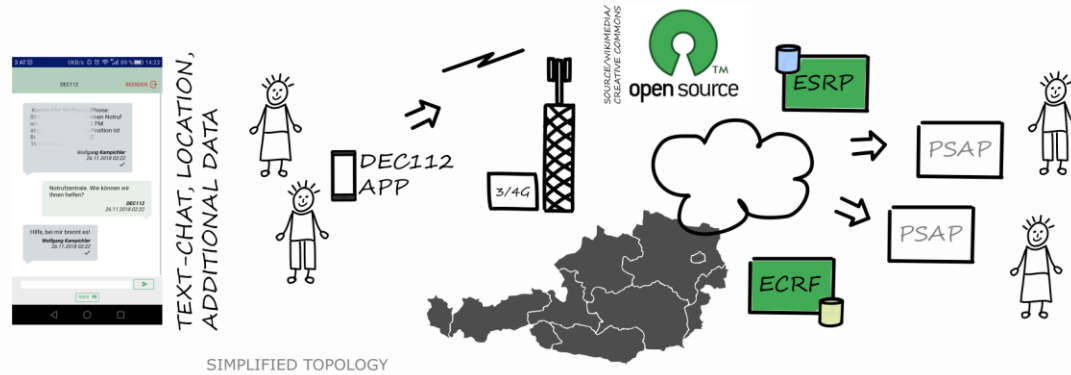
Grant: *netidee* Project Call #12 / ProjectID: 2347 (12/2017 - 03/2019)

Implement a standards based Chat-App (Android/iOS) for deaf and hard of hearing

Automatic location reporting and location based routing
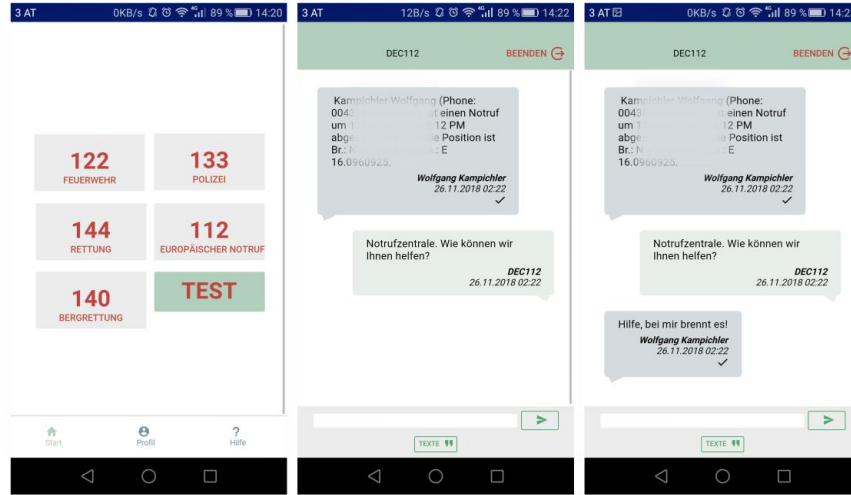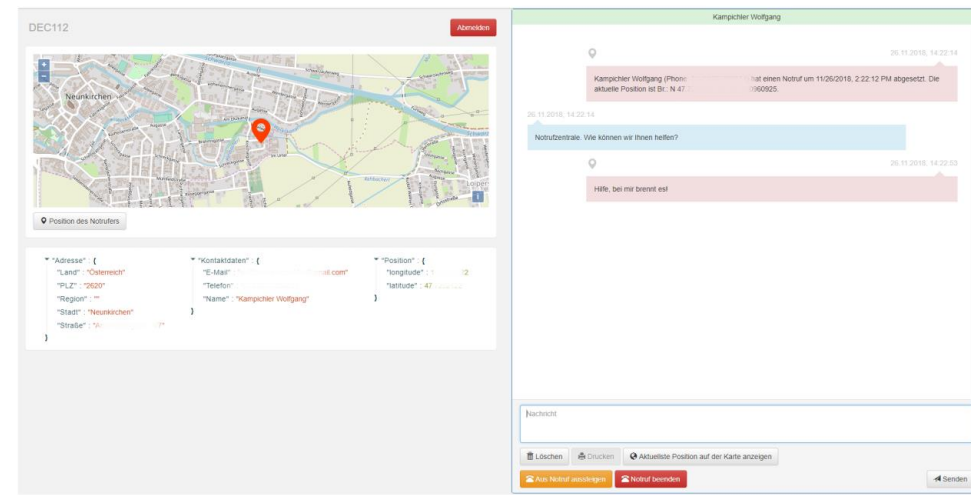
9 Federal States, at least 4 EROs

https://www.netidee.at/dec112 or https://www.dec112.at/

DEC112 LOCATION REPORTS

GPS LOCATION

GEOJSON.IO / OPEN STREET MAP

CELL ID

AUSTRIAN ACCESSIBILITY PILOT DEC112

Application (Android/iOS)

Control Room (integration example)

Better accessibility to emergency services (text messaging, location)

Implement core services for next generation emergency calling as open source

Integrate with Austrian emergency response organizations (122, 133, 144, …)

App (Android and iOS): registration, location, chat and health data (optional)

Accessible Europe

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