

# Implementation of 112, the European emergency number

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# Legal framework

- **Council Decision of 1991**
  - Introduction of 112 by 31 December 1996
- **1998 regulatory framework**
  - 112 to be available free of charge from fixed and mobile telephones
- **Current (2002) framework**
  - Caller location for 112 calls
  - States to inform citizens about 112
- **Reform proposals (2007)**
  - Access to 112 from all applications enabling calls to telephone numbers
  - Automatic provision of caller location



# COCOM data gathering exercise - origins

- **European Parliament's Written Declaration on 112 of 6 September 2007**
  - Evaluation needed
  - Telecommunications, health, internal security and civil protection policies concerned
- **112 Questionnaire**
  - Drawn up in COCOM, in consultation with Member States
  - MS obligations (availability, call handling, call handling, information)
  - Comparing 112 and national numbers
  - Use of ETSI standards on the quality of call handling



# COCOM Report – general issues

- **Systems of national emergency numbers**
  - 112 usually an additional number to one or several national emergency numbers
  - Three countries have adopted 112 as their only emergency number (DK, NL, SE)
- **Call statistics**
- **Hoax/false calls**
  - Up to 90% in some countries
  - Technical and legal measures
- **Call routing**
- **Structure of call centres**



# I. Access to 112

- **Access possible from fixed and mobile telephones in all but one MS**
- **Particularities of mobile access**
  - Users of international roaming services
  - Mobile subscribers when out of coverage of their home network
  - Access from mobile handsets without SIM cards or equipped with restricted SIM card
- **Users of VoIP services**
- **Measures facilitating access by disabled users**



# II. Call handling – quality criteria

- **Unsuccessful calls**
  - Rather few responses
  - Share of unsuccessful calls ranging from 0% to 25% for some operators in a MS
- **Call set-up time**
  - Responses from 8 MS
  - Within the range of less than 0.5 sec. to 10 sec.
- **Response time to emergency calls**
  - 18 MS responded; average and/or maximum response times reported by 13 MS range from 1 sec. to 1 min.
  - 97 to 100% of calls answered within 20 sec - in three MS
  - 71 to 90% of calls answered within 10 sec. - in two MS



# II. Call handling – foreign languages

- **Conversation with 112 centres in foreign EU languages reported possible in 17 MS:**
  - English - normally possible in 16 MS
  - German – possible in at least part of the emergency centres in seven MS
  - French – possible in at least part of the emergency centres in three MS
  - Language of a bordering Member State - possible in seven MS, in particular in border areas
- **Special arrangements for foreign languages:**
  - Call transfer possible in four countries
  - Interpretation services in six countries



# III. Caller location

- **Six infringement proceedings still pending concerning mobile caller location**
- **Method used to provide caller location information**
  - ‘Push’ – recommended by the Commission, automatic with every call
  - ‘Pull’ – upon request by emergency services for a specific call
- **Time needed to provide caller location**
  - From instantaneous to 3-4 hours in some countries
  - Automatic/manual procedure
- **Accuracy of mobile caller location**
- **Updating of data used for fixed caller location**





# IV. Awareness raising - introduction

- **Findings of Eurobarometer survey of 11 February 2008:**
  - Only 22% European know 112 as the European emergency number
  - Two out of three respondents believe that more information needed about 112



# VI. Awareness raising - measures

- **Measures taken by the authorities and/or NGOs**
  - Mass media programmes/campaigns (15 MS)
  - Posters, leaflets, websites (18 MS)
  - Information in kindergartens/schools (10 MS)
  - Display on emergency vehicles (7 MS)
- **Promotion by operators**
  - Display on websites, invoices etc. (4 MS)
  - Inclusion in SIM card address books (2 MS)
  - Display in telephone directories (10 MS) and public pay telephone booths (7MS)
- **Measures targeting specifically the travellers**



# 112 Implementation – COCOM Report

**Thank you for your  
attention!**



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