EUROPEAN COMMISSION
Directorate-General for Communications Networks, Content and Technology

Electronic Communications Networks and Services
Regulatory Coordination and Users

Brussels, 11 February 2014
DG CONNECT/B2

COCOM 14-01

COMMUNICATIONS COMMITTEE

Working Document

Subject: **Implementation of the European emergency number 112 –
Results of the seventh data-gathering round**

*This is a Committee working document which does not necessarily reflect the official
position of the Commission. No inferences should be drawn from this document as to the
precise form or content of future measures to be submitted by the Commission. The
Commission accepts no responsibility or liability whatsoever with regard to any
information or data referred to in this document.*

The present data-gathering exercise based on Key Performance Indicators was introduced with a view to implement performance measurements in order to get reliable data which would allow the assessment and optimisation of the access to 112 at national level.

Quality of the data

Member States were invited to follow the definitions of the measurements provided in the KPI reporting table. Bulgaria, Finland, Ireland, Romania, Spain and Sweden were the countries which could serve as best practice in providing the data according to the methodology described in the reporting table. In the absence of replies by the Czech Republic, Hungary and Portugal, the answers from the previous exercise were taken into account for those Member States. Several of the responses received were not complete or indicated explicitly that certain data was not available. In case of Italy, Luxembourg, Cyprus the data was not consolidated, but broken down on regions, emergency services or operators, making the harmonised processing of the data impossible. The least relevant information was received from Cyprus, France and Germany.

Member States, which are not yet in the position to carry out such performance evaluation, are encouraged to follow best practice in this area to progressively introduce the necessary capabilities, thus further increasing the quality of their data.

Main findings

- Access to 112 for disabled improved. 21 Member States reported the implementation of an alternative access to 112 as opposed to last year's 12. The take-up of SMS to 112 jumped from 9 Member States to 18.

- In 13 Member States 90% of the calls are answered in 10 seconds. This best practice should be followed by others in terms of performance and also the ability to monitor the indicator.

- In the 9 Member States where call abandon rate is higher than 20% a solution should be found to reduce the failure to reach the 112 operator.

- No improvement is noticed on the implementation of more accurate caller location in Europe. Cell ID/Sector ID is a standard location requirement in Europe for mobile networks delivering accuracy between 30 meters and tens of kilometres. However, Denmark reported on a handset based solution, a 112 App which is reported to provide accuracy of location between 10 to 60 meters.

- In order to make the emergency intervention more efficient caller location has to be provided together with the call to the emergency service. Still, excessively long time is needed to receive the caller location in France (several minutes), Malta (5-10 minutes) and Greece (38 minutes 48 s). It has to be noted that Austria, Czech Republic, Hungary, Latvia, Portugal and Slovakia did not report relevant data for this Key Performance Indicator.

- 58% of Europeans chose 112 as the number to call in case of emergency. 41% of Europeans know that calling 112 provides access to emergency services anywhere in the EU.

These performance indicators were agreed by emergency experts to reflect the efficiency and effectiveness of access to 112 calls. Member States are called on to develop their measuring tools in order to monitor these indicators in order to optimise their 112 systems.

Table of Contents

3

INTRODUCTION

This Report provides an analysis of the replies submitted by Member States on the Key Performance Indicators (KPI) reporting on the Implementation of 112. This is the seventh data gathering exercise following the previous exercises that resulted in the publication of COCOM Reports, COCOM08-17 Final (with Annex) in July 2008, COCOM09-11 Final (with Annex) in March 2009, COCOM10-09 REV1 (with Annex) in March 2010, COCOM 10-38 (with Annex) in February 2011, COCOM 12-01 Final (with Annex) in February 2012 and COCOM12-20Rev (with Annex) in February 2013.

This report is based on the KPI reporting table which was submitted to the Member States on 24 July 2013 with a deadline for response on 8 November 2013(COCOM 13-21). In order to provide the most recent data for the Key Performance Indicators, the reporting period was set for 1 July 2012 till 31 June 2013.

In preparation of the current reporting table, the Commission submitted on 1 July 2013 to members of COCOM the draft reporting table on KPIs established on the basis of the cooperation with EGEA (Expert Group on Emergency Access). COCOM delegations were invited to comment on these indicators in writing by 12 July 2013. The present reporting table takes into account the comments received, except those which would restrict the relevance of KPIs to a particular emergency system. The contribution from Member States experts allowed the fine-tuning of the KPIs in order to ensure that the next data gathering exercise can be exclusively based on this set of indicators while abandoning the previous "Questionnaire" format.

The current Report follows the structure of the KPI reporting table and is accompanied by the Annex providing a more detailed overview of the information provided by the responding Member States in a harmonised manner. The KPIs reflect the provisions of Article 26 of the amended Universal Service Directive concerning the access to 112 for disabled users, provision of caller location and the accuracy and reliability of caller location information. It covers the information submitted by all Member States. As agreed, the COCOM observer delegations from Candidate and EEA Countries were also invited to submit replies to this questionnaire. Out of these countries, replies were received only from Iceland.

This Report was published on 11 February 2012, (more information on the Commission's '112' website: www.112.eu). The country-specific information published on the '112' website was adjusted at the same time.

SEVENTH REPORT ON THE IMPLEMENTATION OF 112

1. Calls to 112

Total of 160.683.683 calls were made to 112 except Germany and Cyprus (not reported).

112 is the Single emergency number in Denmark, Finland, Malta, Romania, the Netherlands and Sweden. In Member States where 112 is not the single emergency number above 50% of the calls were directed to 112 in Bulgaria, Estonia, Ireland, Lithuania, Luxembourg, and Spain.

There were only 18 Member States that provided information on false calls[1]. The ratio of false calls to the total number of calls still appears to vary considerably among the States: whereas in Cyprus the number of such calls is approximated at 8%, Greece reported 99.354%.

Between these two extremes there are Belgium (45%), Bulgaria (42,42%), Croatia (52,1%), Cyprus (8%), Czech Republic (75%), Finland (32%), France (28%), Greece (99%), Hungary (75%), Ireland (65,1%), Italy (10%), Luxembourg (53,34%), Malta 30,55%, the Netherlands (mobile 67,7%, fixed 25%), Portugal (79,5%), Romania (69,39%), Spain (33,26%), Sweden (45,9%) and the United Kingdom (51,70%).

2. Access to 112 for disabled end-users

The question on access to 112 by other means than voice communication reflects the requirements of the regulatory framework, which provides for the obligations of Member States to ensure that disabled end-users enjoy equivalent access to 112. Member States were invited to provide information on their measures, which ensure that disabled end-users enjoy tailored solutions for equal access to 112 taking into account aspects such as speed, mobility, reliability, coverage or language handling.

Out of the 29 replies received, 22 (with Iceland) mentioned the existence of alternative means[2] to voice as measures to provide access to emergency services:

SMS as an alternative means of access to emergency services is available in 18 Member states and Iceland. The Member States concerned are: Austria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Ireland, Italy, Latvia, Luxembourg, Malta, Portugal, Slovenia, Spain, Sweden, United Kingdom.

---

[1] False calls are calls which are not followed up with intervention or assistance from the PSAP or the emergency services. Calls that report an emergency event which has already triggered intervention or assistance from the part of the PSAP, therefore not triggering separate intervention or assistance, will not be considered false calls. Abandoned calls, as defined in KPI no. 4 are excluded from the category of false calls.

[2] Alternative means of access is a non-voice access, or voice access assisted by other type of non-voice service in order to permit the effective conveyance of a request for emergency relief. Examples: real-time text, sms, video streaming, relay services.

Text relay services are available in the Czech Republic, the Netherlands, Slovenia, Spain, Sweden, United Kingdom. Fax is used in Belgium, Cyprus, France, Italy, Luxembourg. Minicom is deployed in Ireland in addition to 112SMS.

Eight Member States can monitor the uptake of access to emergency services through alternative means. Member States that reported the number of communications through these means to 112 or other dedicated numbers are: Estonia, France, Greece, Ireland, Italy, Latvia, Luxembourg, United Kingdom. Iceland also reported on the number of emergency requests through SMS.

3. Answer time[3]

People in distress are often in desperate need to get in contact with the emergency services operator. 21 Member States reported less than 10 seconds for the answer time needed to get in contact with the emergency services. The best performing Member States where more than 90% of the calls are answered in 10 seconds are: Bulgaria, Croatia, Czech Republic, Estonia, Finland, Ireland, Latvia, the Netherlands, Portugal, Romania, Slovenia, Spain, United Kingdom. Iceland reported that 91% of the calls are answered within 8 seconds.

A pre-recorded message is played before getting in contact with an operator in: Cyprus, France, Greece, Hungary and Spain.

4. Call abandon rate

The respondents were also invited to report on the calls that are presented to the PSAP switches but terminate prior to an answer by a human operator. 21 Member States and Iceland could report on this data. Call abandons may be caused by network problems, call congestion, etc.

More than 20% of call abandon rate was reported by the Czech Republic, Denmark, France, Latvia, Lithuania, Luxembourg, Malta, the Netherlands and Poland.

5. Lack of availability of caller location

The provision of caller location by undertakings concerned is an obligation under the Article 26 (5) of the Universal Service Directive. However, there are cases, where due to technical problems in the networks or the PSAP side, the caller location information cannot be determined automatically or on request in both "push" and "pull" systems.

Only 15 Member States reported this data. In most Member States the lack of availability of caller location occurs in less than 10% of the calls. Higher rates of failure to provide caller location are in Italy (18-20%), Slovakia (14%) and Spain (17%). In Slovakia the request for caller location is repeated, usually with a positive result, while in Spain the figure includes the situations where the location information is available but cannot be processed by the PSAP or it is not sufficiently accurate.

---

[3] The time period between the moment the emergency call is presented to the stage 1 PSAP switch and the moment the call is being answered by a PSAP human operator.

6. Caller location accuracy and reliability

Member States were asked to provide the level of accuracy and reliability provided by network operators to the PSAP.

In 17 Member States the accuracy for the location of the caller from fixed networks is given by the installation address, street/mailing/billing address of the calling party, STD Code match or county match. This location technology is deemed reliable by the respondents.

18 Member States reported that for the location of the caller from mobile networks the accuracy is given by the Cell/sector ID providing a high reliability of the data transmitted to the PSAP operator. However, there is no information on the usefulness of the data transmitted, the accuracy reported being from 30 to 5000 meters.

Denmark reported on the use of a 112 App which could provide an accuracy of 10 to 60 meters.

7. Average time needed for receiving the caller location by the 112 operator

The timely provision of caller location data is highlighted in Article 26(5) of the Universal Service Directive as amended by the "Citizens' Rights" Directive requiring Member States to ensure that undertakings concerned make caller location information available free of charge to the authority handling emergency calls as soon as the call reaches that authority.

Due to the implementation of the "push" system or the automatic "pull" system, near instant times (up to 10 seconds) were reported by: Belgium, Bulgaria, Croatia, Denmark, Estonia, Finland, Germany (PSAPs where "pull" is introduced), Ireland, Italy, Lithuania, Luxembourg, the Netherlands, Romania, Slovenia, Spain, Sweden and United Kingdom. Longer times were reported by Cyprus (20 s), Germany (70 s – PSAPs where "pull" is not yet introduced) and Poland (73 s). Excessively long time is needed to receive the caller location in France (several minutes), Malta (5-10 minutes) and Greece (38 minutes 48 s). Austria, Czech Republic, Hungary, Latvia, Portugal and Slovakia did not report relevant data for this Key Performance Indicator.

8. Availability of EU roaming call to 112 and caller location by mobile network operators

According to the replies to the previous questionnaire, caller location was not available in all Member States for users of intra-EU and/or national 112 roaming. The current replies show that these categories of mobile users still cannot be located when calling 112 in several Member States. However, the fact that this facility is now available in the majority of countries shows that it is technically feasible within the meaning of the EU regulatory framework.

Out of the 28 Member States the Czech Republic, Denmark, France, Hungary, Portugal did not provide relevant information. All other member states reported that EU roaming call to 112 is possible on their territory. However, Belgium and United Kingdom (for some networks) reported that for intra EU roaming calls caller location is not available.

9. Awareness levels on 112

In the Annex to this document we present the awareness levels on 112 in January 2014 in the EU member states based on the E-communications household survey commissioned by the European Commission.

The following questions related to 112 awareness were asked in the survey:

1) Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade?

Finding: 58% of Europeans chose 112 as the number to call in case of emergency.

2) Can you tell me what telephone number enables you to call emergency services anywhere in the EU?

Finding: 41% of Europeans know that calling 112 provides access to emergency services anywhere in the EU.

In the attached annex the findings in each Member State is presented in column 9.

Annex – Key Performance Indicators reporting table

Country	1.1 Number of calls to 112 1.2 % of total emergency calls 1.3 False calls	2.1 Alternative means of access for disabled ed-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
Austria	1.1: 230.959 1.2: 13,25 % 1.3: N/A	2.1: SMS-to-Fax transmission via non-emergency number (0800-133-133) 2.2: none 2.3: N/A	3.1: 9,6 s 3.2: 76,3 %	4.1: N/A
Belgium	1.1: 1.412.038 (112+100 = 3.090.967) 1.2: 45,7 % (excluding police calls to 101) 1.3: Estimated number of false calls (including all non-urgent calls) to 112/100 is higher than 45% (measured in 2 of 10 call-centers). Statistics show that in Belgium about 28% of all calls to the emergency numbers 100 or 112 are 'ghost calls'. This percentage includes accidental or unintentional calls to 100 or 112.	2.1: Fax 2.2: N/A 2.3: N/A	3.1: 7,1 s 3.2: 85 %	4.1: N/A
Bulgaria	1.1: 6.939.549 1.2: 78.31% 1.3: 42.42%	N/A	3.1: 4,33 s 3.2: 99.50%	4.1: 14.48%
Croatia	1.1: 2.992.688 1.2: N/A 1.3: 52,1%	N/A	3.1: 4,91 s 3.2: 93,97%	4.1: 9,37
Cyprus	1.1: N/A 1.2: N/A 1.3: approx 8%	2.1: Tefelax machine, SMS 2.2: N/A 2.3: N/A	3.1: 15-16 s 3.2: 0% There is a pre-recorded message notifying that the call is recorded which lasts 10 sec.	4.1: N/A

Country	1.1 Number of calls to 112 1.2 % of total emergency calls 1.3 False calls	2.1 Alternative means of access for disabled ed-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
Czech Republic[4]	1.1: 2.694.624 1.2: 44% of all calls (6 064 889 calls to any emergency number 1.3 75% of false calls to 112	2.1: Relay services, local SMS services 2.2: N/A 2.3: N/A	3.1: 0,46 s 3.2: 100 %	4.1: 39 %
Denmark	1.1: 513.450 1.2: no other emergency numbers are in use. 1.3 N/A	2.1: 112-København via SMS 2.2: N/A 2.3: N/A	3.1: 13 s 3.2: 43,89 %	4.1: 30%
Estonia	1.1: 987.273 calls to 112 1.2: 65% of total emergency calls 1.3: N/A	2.1: SMS 2.2: 8 2.3: N/A	3.1: 5.6 s 3.2: 91 %	4.1: <0.1%
Finland	1.1: 3.553.858 1.2 :112 is the single emergency number 1.3: 32 %	2.1: SMS to local numbers of ERCs 2.2: N/A 2.3: N/A	3.1: 4 s 3.2: 94 %	4.1: 14 %
France	1.1: 24.000.000 (total of 65.000.000) 1.2: 37% 1.3: 28% (45% for 112, 23% on national numbers)	2.1: "114" for the deaf people 2.2: 112: 7524 cases (each case requires an average of 22 SMS or 11 faxes) 2.3: N/A	3.1: 14 sec, including 6s compulsory automated message 3.2: 28%	4.1: 44%
Germany	The responsibility for the collection of these data is with the local governments. These numbers are, the only collected sporadically.	The responsibility for the collection of these data by the local governments. These numbers are, the only collected sporadically.	The responsibility for the collection of these data by the local governments. These numbers are, the only collected sporadically.	The responsibility for the collection of these data by the local governments. These numbers are, the only collected sporadically.
Greece	1.1: 3.143.455 (total 10.163.613) - 112: 3.143.455 - Police: 3.759.037 - Emergency Medical Service: 3.000.000 - Fire Brigade:	2.1: SMS (currently not available for 112 calls) 2.2: N/A 2.3: 145.199	3.1: 9 s automated message is applicable to "112" service, in order to inform the caller that he has dialled this particular	4.1: < 2 % (data refer to 112 only)

[4] Did not report data for 2013. 2012 data is used.

Country	1.1 Number of calls to 112 / 1.2 % of total emergency calls / 1.3 False calls	2.1 Alternative means of access for disabled ed-users / 2.2 No. of communications to 112 / 2.3 No. of communications to other numbers	3.1 Average answer time in seconds / 3.2 % of calls answered within 10 seconds	4. Call abandon rate
	259.964 - Coast Guard: 1157 1.2: 30,9% 1.3: to Coast Guard: 1,2% To Police: 0,79% To 112: 99%		service and that the conversation will be recorded. 3.2: N/A	

Hungary[5]	Emergency number
	      # of calls
	      Ratio
	
	112 1.551.512
	       35,00%
	104 842.249
	       19,00%
	105 1.750.992
	       39,50%
	107 288.138
	       6,50%
	       4.432.891
	
	Total number of calls are estimated due to lack of data provided by EMS and Fire-fighters. False calls are about 75% of the total. We only know about police where only 7% of the calls initiated real actions.
		Yes by SMS and e-mail only, but not promoted and practically not used	3.1: 55 s which includes a 21 sec warning about voice recording
			3.2: N/A
				N/A

Ireland	1.1: 2.755.274 1.2: 112 is the single emergency number 1.3: 65.1%	2.1: SMS and Minicom 2.2: 16612 2.3: None	3.1: 0.59 s % 3.2: 99,62% within 5 seconds (within 10 s N/A)	4.1: 5.33%
Italy	1.1: 15.920.951 1.2: 75% for the Lombardia Region 10% for the National Territory. except the Lombardia Region 1.3: 60.61% for the 112 NUE service in the Lombardia Region 10% for the National	2.1: SMS, Fax, e-mail Experimental voice responders and text messages managing devices have been setup in specific areas 2.2: N/A 2.3: 15 SMS from users with special needs	3.1: 6-10 s 3.2: 83,5/90% (national territory/Lombardia Region)	4.1: 20,26 % relating to the Lombardia Region; 10% in the remaining national territory

Country	1.1 Number of calls to 112 1.2 % of total emergency calls 1.3 False calls	2.1 Alternative means of access for disabled ed-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
	Territory except the Lombardia Region			
Latvia	1.1: 1.903.517 1.2: N/A 1.3: N/A	2.1: SMS to 112. 2.2: 38. 2.3: None	3.1: 6 s 3.2: 98 %	4.1: 21%
Lithuania	1.1: 2.982.201 1.2: 58,71 % 1.3: 30-50 % of false calls of the total number of emergency calls	2.1: 112 SMS under implementation 2.2: N/A 2.3: N/A	3.1: 6,05 s. 3.2: N/A	4.1: 15-20 %
Luxembourg	1.1: Administration des services de secours (112) : 448.179 calls Police (113) : 164.626 calls 1.2: 73,13% 1.3: Administration des services de secours: N/A Police : 53,34%	2.1: Administration des services de secours : SMS and Fax Police : SMS 2.2: Administration des services de secours : 68 SMS and 2 Fax 2.3: Police : 4.027	3.1: Administration des services de secours : 3,2 sec Police : 13 sec 3.2: Administration des services de secours : 91,28% Police : 57%	4.1: Administration des services de secours : N/A Police : 21,08%
Malta	1.1: 521.812 1.2: 112 is the single emergency number 1.3: 30.55%	2.1: it is planned to introduce new technologies such as real-time video, relay services and other services as described in the Reach 112 programme Currently, the Malta Police Force make use of SMS facility through number : 0356 79777119 which is used for instant reporting. 2.2: None 2.3: N/A	3.1: 6 s 3.2: 36.67%	4.1: 28.30%
Netherlands	1.1: Mobile: 3.573.763 calls Fixed: estimated 900.000 1.2: 112 is the single emergency number 1.3: Mobile: 67,7% false calls Fixed: estimated 25 % false calls	2.1: Since July 2012 a digital text service available with direct access to 112. Analogue devices can call 0800-8112. 2.2: N/A 2.3: N/A	Mobile calls: 3.1: Average answer time in seconds: 3,3 sec. 3.2: 95,3% of calls answered within 10 seconds Fixed regional lines: No tool available.	Mobile calls: Due to technical issues from MNO's over 20 % of the calls are disconnected before they reach the Automatic Call Distribution. 4.1: After a ring time of 15 seconds the

Country	1.1 Number of calls to 112 1.2 % of total emergency calls 1.3 False calls	2.1 Alternative means of access for disabled ed-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
				number of abandoned calls is < 1 % Fixed regional calls: N/A
Poland[6]	1.1: 27.182.065. 1.2: 46%. 1.3: N/A	2.1: N/A 2.2: N/A 2.3: N/A	3.1: N/A. 3.2: N/A	4.1: 24%
Portugal[7]	Number of 112 calls in absolute number and as % of total emergency calls if other emergency numbers are in use. 2.057.704 % of false calls to the total number of emergency calls 79,5% % of false calls to 112 79,5%	Report alternative means of access SMS (+351 961010200), operated at National Guard Headquarter. Number of communication through alternative means of access N/A	3.1: 6 sec. 3.2: 93,7%	4.1: 19,3%
Romania	1.1: 18.009.181 1.2: 112 is the single emergency number 1.3 False calls : 69,39 %	N/A	3.1: 3,66 s 3.2: 94,31 %	4.1: 5 %
Slovakia	1.1: 1.607.635 1.2: N/A 1.3: N/A	N/A	3.1: 10,24 s 3.2: 68,21 %	4.1: 19,84%.
Slovenia	1.1: 640 000 1.2: N/A 1.3: N/A	2.1: WAP112, SMS112 2.2: WAP112 – 7; SMS112 - 981 2.3: N/A	3.1: 6,47 sec 3.2: 90,72%	4.2: N/A
Spain	1.1: 30.251.577 (total: 45.835.774) 1.2: 66% 1.3: 33.26%	2.1: Report alternative means of access SMS, Assisted calls (Chat), Fax 2.2: Less than 500. 2.3: Less than 100.	3.1: 4.76s PSAPs use automated messages (4s - 10s) to filter false calls. 3.2: 94.05%	4.1: 9.67%
Sweden	1.1: 3.702.101 1.2: 112 is the single	2.1: SMS112 - Text telephone calls received by	3.1: 8,6 sec. 3.2: 76,6 %	4.1: 7,7%

[6] Unfortunately, according to data provided on points 1.1, 1.2 and 4 we do not possess data relating whole period of measurement as indicated above, but only for the period starting from 1st June 2012 till 31st January 2013. Data given in points 1.1, 1.2 and 4 in the table below relate only to the period 1st June 2012 - 31st January 2013.

[7] Did not report in 2013. 2012 data is used. Data collected at South 112.pt Centre – PSAP's of Leiria, Santarém, Castelo Branco, Portalegre, Évora, Beja and Faro. Other PSAP's have no such tools.

Country	1.1 Number of calls to 112 1.2 % of total emergency calls 1.3 False calls	2.1 Alternative means of access for disabled ed-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
	emergency number 1.3: 45,9 %	PSAP - Calls through relay services 2.2:. - SMS112: 168 - Text telephone to 112: 111 - Calls through relay services: 142 2.3: N/A		
United Kingdom	1.1: 1.108.317 This is calls that originate on BT lines for which it's possible to distinguish if caller dialled 112 or 999 (not possible on all other networks, eg many mobile phones translate 999 and 112 automatically to an Emergency Call category, so the dialled number is unknown by the network.). 1.2: 2.5% (based on % of all calls connected to the emergency services that originate on BT network that are 112s). 1.3: 51.70% - this is the proportion of calls to 112 and 999 not sent to an emergency service.	2.1: a. via 112 or 999 SMS and text relay service – requires simple pre-registration of handset. b. via text relay using appropriate terminals using ITU v21 over the PSTN (with access code 18000). 2.2: Just over 3100 emergency SMS conversations made in the year. 18000s are not recorded separately. 2.3: For eSMS there were now 62,000 registrations (up from 31,000 in 2012), and around 2500 new registrations a month. The daily average of eSMS 'calls' (series of messages) is 8.5. This is similar to last year's figure.	3.1: N/A 3.2: 98.63% were answered within 5 and 99.92% within 20 seconds.	4.1: N/A There is evidence of calls to 999/112 being immediately terminated by the caller, either as (a) they realise they have accidentally called, or (b) to activate emergency battery life on some mobiles. [The mobile manufacturer for case (b) has now ceased this with a software update.]
Iceland	1.1: 199.718 1.2: 112 is the single emergency number 1.3: 30%	2.1: SMS is available for all users, although primarily implemented for the hearing impaired 2.2: 1303 2.3: 0	3.1: 4,8 seconds 3.2: 91% of all calls answered within 8 seconds	4.1: 1,54%

Country	5. % of total calls when automatic or non-automatic request is unsuccessful	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks	7. Average time needed for receiving the caller location by the 112 operator	8.1 Availability of EU roaming call to 112 8.2 Availability of caller location of EU roaming calls	9. Awareness level 9.1: national 9.2: EU
Austria	5.1: N/A	6.1: residential address, see	7.1: N/A	8.1: Yes 8.2: Yes	9.1: 35% 9.2: 52%

Country	5. % of total calls when automatic or non-automatic request is unsuccessful	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks	7. Average time needed for receiving the caller location by the 112 operator	8.1 Availability of EU roaming call to 112 8.2 Availability of caller location of EU roaming calls	9. Awareness level 9.1: national 9.2: EU
		http://www.rtr.at/en/tk/TKG 2003 6.2: Cell/ID (base station number) or location of base station (geographic data). If technically available some mobile operators offer sector information additionally			
Belgium	5.1: N/A	6.1: registered installation address by the operator reliability fluctuates due to irregular update of changed data by operators. 6.2: Cell ID together with installation address of antenna of operator; reliability is high. Nomadic services remain problematic location data are rarely provided and reliability is highly questionable.	7.1: Fixed: real time if emergency services have access to installation database ; mobile: near real time. (automated pull system)	8.1: Yes 8.2: No	9.1: 65% 9.2: 61%
Bulgaria	5.1: 0.337%	6.1: address of the calling party, based on calling party number 6.2: coverage of the Cell	7.1: Push method (instant)	8.1: Yes 8.2: Yes	9.1: 88% 9.2: 70%
Croatia	5.1: N/A	6.1: public address book. 6.2: Cell Id and angle of coverage	7.1: 10-50 s on a GIS map - not statistically measured.	8.1: Yes 8.2: Yes	9.1: 80% 9.2: 65%
Cyprus	5.1: 0	6.1: address 6.2: around 30m	7.1: 20 sec.	8.1: Yes (95%) 8.2: Yes	9.1: 37% 9.2: 37%

Country	5. % of total calls when automatic or non-automatic request is unsuccessful	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks	7. Average time needed for receiving the caller location by the 112 operator	8.1 Availability of EU roaming call to 112 8.2 Availability of caller location of EU roaming calls	9. Awareness level 9.1: national 9.2: EU
			Longest 30 sec. Quickest 11sec.		
Czech Republic	5.1: 0 %	N/A	7.1: N/A	8: N/A	9.1: 59% 9.2: 61%
Denmark	5.1: very few	6.1: N/A 6.2: Cell ID: 75% within a range depending on the mobile network infrastructure from 500 m to 5000 m. 112 app is accuracy: 10-60m.	7.1: Instantly. 112 App – up to 20-40 sec depending on the phone and network.	8: N/A	9.1: 93% 9.2: 41%
Estonia	5.1: N/A From October 2013 pilot project of GIS-112 started. During the pilot project an estimated 50-60% of calls to emergency number 112 are available with caller location. In the first quarter of 2014 live project of GIS -112 will be implemented.	6.1: N/A 6.2: N/A	7.1: 2 s	8.1: Yes 8.2: Yes	9.1: 94% 9.2: 49%
Finland	5.1: N/A	6.1: street address information from the commercial directory services database 6.2: Cell ID/Sector ID and more accurate information based on the best available calculation method (depends on the operator)	7.1: 6 s	8.1: Yes 8.2: Yes	9.1: 97% 9.2: 61%
France	5.1: N/A Manual process at the request of PSAP is being automated.	6.1: Mailing Address 6.2:Cell ID	7.1: several minutes (estimated)	8: N/A	9.1: 16% 9.2: 33%

Country	5. % of total calls when automatic or non-automatic request is unsuccessful	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks	7. Average time needed for receiving the caller location by the 112 operator	8.1 Availability of EU roaming call to 112 8.2 Availability of caller location of EU roaming calls	9. Awareness level 9.1: national 9.2: EU
Germany	The responsibility for the collection of these data by the local governments. These numbers are, the only collected sporadically.	6.1: For calls from fixed networks, the technical specifications state that an exact address must be given as the location. This requirement should have largely been implemented by the end of 2014 (including nomadic use of the telephone service provided by the network operator); the only exemptions from the implementation requirement are: a) telephone connections to exchanges using ISDN technology (in view of the foreseeable end of the service life of that technology) and b) mixed types of nomadic uses for which solutions at EU level are to be standardised. 6.2: Cell ID	7.1: a) mobile networks 0 seconds (100% 'push' system) b) fixed networks: 0 seconds in the case of emergency calls from networks in which the 'push' system is already being used; in cases where the 'push' system has not yet been introduced: approx. 70 seconds with the 'pull' system which based on the telephone number is still being used until the 'push' system is introduced; trend: the time needed is decreasing.	8.1: Yes 8.2: Yes	9.1: 84% 9.2: 42%
Greece	5.1: 5,88%	6.1: physical address for fixed telephone connection; in case of Nomadic VoIP systems, the registered subscriber address 6.2: Cell ID, depending on the network: Cell Area, Cell Set, Cell ID, Base station Address, Azimuth, and maximum coverage distance	7.1: 38min and 48sec	8.1: Yes 8.2: Yes	9.1: 5% 9.2: 49%
Hungary	5.1: N/A	N/A	N/A	N/A	9.1: 49% 9.2: 45%
Ireland	5.1: 4.26%	6.1: 99.14% of fixed lines have location information. This is broken down as follows:	7.1: Instant	8.1: Yes 8.2: Yes	9.1: 31% 9.2: 33%

Country	5. % of total calls when automatic or non-automatic request is unsuccessful	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks	7. Average time needed for receiving the caller location by the 112 operator	8.1 Availability of EU roaming call to 112 8.2 Availability of caller location of EU roaming calls	9. Awareness level 9.1: national 9.2: EU
		Installation Address Co-ordinates - 21.38% STD Code match - 7.12% County only match - 36.89% Townland & County match - 33.74% 6.2: Cell ID			
Italy	5.1: 14,01% relating to the Lombardia Region; 18-20% in the remaining national territory	6.1: 80 % 6.2: 23%	7.1: 3-5 s	8.1: Yes 8.2: Yes	9.1: 58% 9.2: 33%
Latvia	5.1: N/A	6.1: address provided by network operator. 6.2: Cell ID	N/A	8.1: Yes 8.2: Yes	9.1: 82% 9.2: 47%
Lithuania	5.1: Up to 5 %	6.1: Subscriber's billing address, database renewal – every two months 6.2: Cell ID, 95% of mobile location data must be provided within 20 seconds from call set-up moment.	7.1: 1-2 s	8.1: Yes 8.2: Yes	9.1: 85% 9.2: 41%
Luxembourg	5.1: Administration des services de secours : < 1% for fixed caller < 1% for mobile caller (cell ID) No data available for VoIP caller Police : N/A	6.1 Administration des services de secours : High accuracy High reliability No data for VoIP caller 6.2 Administration des services de secours : Cell ID High reliability	7.1 Administration des services de secours : < 1 seconds for fixed and mobile caller Police : N/A	8.1: Yes 8.2: Yes	9.1: 93% 9.2: 80%
Malta	5.1: N/A Currently the Caller Localisation System is under development	6.1: Address of Registered Line as available in the Service Provider database 6.2: Cell ID	7.1: 5-10 minutes	8.1: Yes 8.2: Yes	9.1: 63% 9.2: 34%

Country	5. % of total calls when automatic or non-automatic request is unsuccessful	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks	7. Average time needed for receiving the caller location by the 112 operator	8.1 Availability of EU roaming call to 112 8.2 Availability of caller location of EU roaming calls	9. Awareness level 9.1: national 9.2: EU
	and currently Malta is in the testing phase by means of a prototype.				
Netherlands	5.1: N/A	6.1: N/A 6.2: N/A	7.1: 1 s for MNO's. 3 s for fixed	8.1: Yes 8.2: Yes	9.1: 97% 9.2: 57%
Poland	5.1: N/A	6.1: detailed address of a network termination point installation Fixed caller location information is obtained from the relevant operator and a centralised location information database. 6.2: Cell Id/Sector ID/timing Advance: 100m - 1 km. Geographic location of publicly available telecommunications services user's terminal. Specific requirements laid down by NRA are under consideration – NRA is authorised to settle specific requirements in decision for an operator.	7.1: 73 s (estimated)	8.1: Yes 8.2: Yes	9.1: 74% 9.2: 70%
Portugal	5.1: Mobile – 0,1% (estimated) Fixed – N/A	6.1: N/A 6.2: N/A	7.1 N/A	8: N/A	9.1: 92% 9.2: 34%
Romania	5.1: 1,1 %	6.1: 98.35% from fixed networks receive address information with accuracy (updating databases monthly) 6.2: 98.86 % from calls have a valid network cell ID and sector ID	7.1 Average time: 10 (sec)	8.1: Yes 8.2: Yes	9.1: 95% 9.2: 71%
Slovakia	5.1: 14,24%, (but the request is usually repeated with positive result)	6.1: N/A 6.2: N/A	7.1: N/A	8.1: Yes 8.2: Yes	9.1: 81% 9.2: 69%

Country	5. % of total calls when automatic or non-automatic request is unsuccessful	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks	7. Average time needed for receiving the caller location by the 112 operator	8.1 Availability of EU roaming call to 112 8.2 Availability of caller location of EU roaming calls	9. Awareness level 9.1: national 9.2: EU
Slovenia	5.1: 0%	6.1. Address 6.2. Cell ID	7.1: 4s	8.1: Yes 8.2: Yes	9.1: 86% 9.2: 46%
Spain	5.1: 16,78% (Includes cases where location information is available but cannot be processed by the PSAP or is not sufficiently accurate).	6.1: Subscriber's address. 6.2: POSIC112 provides the physical location of the base station corresponding to the cell where the caller is located, as well as the sector or sectors of most probable location (Cell ID, Sector ID).	7.1: 1.26s	8.1: Yes 8.2: Yes	9.1: 70% 9.2: 23%
Sweden	5.1: 8,6 %	6.1: N/A 6.2: N/A	7.1: 0,9 s	8.1: Yes 8.2: Yes	9.1: 97% 9.2: 48%
United Kingdom	5.1: N/A	6.1: N/A 6.2: N/A	7.1: <2 s	8.1: Yes 8.2: Only for some networks.	9.1: 7% 9.2: 18%
Iceland	5.1: N/A	6.1: Correct location in 99,9% of calls. 6.2: Cell ID is generally provided reliably in probably 90% of all mobile calls	7.1: 10 s	8.1: Yes 8.2: Yes	9.1: 9.2: