

ANNEX to COCOM 18-03 report on 112 implementation
KEY PERFORMANCE INDICATORS
(2016 data in brackets)

Country	1.1 Number of calls to 112 1.2. Total emergency calls 1.3 Fixed/mobile networks 1.4 Automatic/Manual eCall 1.5 False calls to 112/ eCall false calls	2.1 Alternative means of access for disabled end-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers 2.4 Availability of user location	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
Austria	1.1: 1.115.533 (1.076.054) 1.2: 6.512.039 1.3: 1.525.615/4.986.424 1.4: 0 1.5: N/A	2.1: SMS-to-Fax transmission via non-emergency number (0800-133-133) 2.2: none 2.3: 138 (263) 2.4: Yes	3.1: 11,9 s (13,5s) 3.2: 74,4% (68,8%)	4.1: Not reported
Belgium	1.1: 112+100 (urgent medical assistance + fire brigade): 2.580.042 (2.757.722) 101 (urgent police assistance): 2.610.071 (2.619.177) 1.2: 5.190.113 1.3: 2.075.745/3.114.368 1.4: N/A 1.5: 11% (12 %) of the calls to 101 32% of the calls to 112/100	2.1: Fax, SMS, App 112 ¹ 2.2: Not reported 2.3: Not reported 2.4: Yes for SMS	3.1: 7,4 (6,24) s for 112/100 calls. 16 (15,9) s for 101 calls 3.2: 88% (90%) of calls to 100/112. 66,3% (66,3%) of calls to 101	4.1: 9,6% or calls to 112/100 Not reported for calls to 101
Bulgaria	1.1: 5.290.718 (6 103 056) 1.2: 5.435.905 (Except June 2017) 1.3: 753.221/4.682.684 1.4: N/A 1.5: 29% (36.4%)	2.1: No alternative access	3.1: 9,44 s (7,59 s) 3.2: 77,71 % (83,67%)	4.1: 23,86% (23,46%)
Croatia	1.1: 1.573.694 (1.736.356) 1.2: N/A 1.3: 753.615/820.079	2.1: SMS service ² 2.2: 7 (148) 2.3: N/A	3.1: 5,27 (5, 28) s 3.2: 91,3 % (90 %)	4.1: 4,9% (4,9 %)

¹ SMS (only for people with hearing and/or speech impairment), App 112 (with option for chat/SMS conversation for people with hearing and/or speech impairment)

² As of 1 July 2017

Country	1.1 Number of calls to 112 1.2. Total emergency calls 1.3 Fixed/mobile networks 1.4 Automatic/Manual eCall 1.5 False calls to 112/ eCall false calls	2.1 Alternative means of access for disabled end-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers 2.4 Availability of user location	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
	1.4 N/A 1.5: 38,8% (42,2%)	2.4: No		
Cyprus	1.1: Not reported 1.2: 580.394 (567.200) (for both 112 and 199) 1.3: 67.370 / 442.406 1.4: N/A 1.5: 8% (8%)	2.1: Tefelax machine to 1408 and 1409 number and SMS to 99510408 (this is a universal service obligations for disabled end-user accessibility delivered by Cyta used also for emergency communication) SMS to PSAP and 112 App is planned to be deployed in 2018 2.2: N/A 2.3: N/A 2.4: No	3.1: 15-16 s (15-16 s) 3.2: 0% There is a pre-recorded message notifying that the call is recorded which lasts 10 sec.	4.1: 12,17%
Czech Republic	1.1: 2.853.127 (2.727.529) 1.2: 2.853.127 1.3: 245.873/2.607.254 1.4: N/A 1.5: 70%	2.1: Texting services (accessibility solution as Universal Service) 2.2: Not reported 2.3: Not reported 2.4: Not reported	3.1: 4,6 % (4,6 s) 3.2: 100% (100 %)	4.1: 25,4% (25,4%)
Denmark	1.1: 1.332.183 (1.643.162) 1.2: 112 is the single emergency number 1.3: 198.298 / 1.064.978 1.4: N/A 1.5: Not reported	2.1: SMS to a 8 digit number (subject to registration) 2.2: N/A 2.3: Not reported 2.4: Not reported	3.1: Not reported 3.2: 62 % (57,70 %)	4.1: 13 % (9,4%)
Estonia	1.1: 999.822 (1.085.369) 1.2:112 is the only emergency number 1.3: 10% / 90%	2.1: SMS to 112 2.2: 11 (32) 2.3: N/A 2.3: In the process of being implemented	3.1: 5 s (6 s) 3.2: 91,5% (91,9%)	4.1: 0,03% (0,03%)

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	1.4: N/A 1.5: Not reported			
Finland	1.1: 3.053.000 (3.075.000) 1.2: 112 is the single emergency number 1.3: Not reported 1.4: N/A 1.5: 18% (19%)	2.1: SMS to 112 and local numbers of Emergency Response Centers 2.2: Not reported 2.3: N/A 2.4: Yes	3.1: 5s 5s 3.2: 96,3% (91%)	4.1: 10,1 % (14,6 %)
France	1.1: 5.848.919 1.2: 64.058.457 1.3: 18.621.127 / 45.437.330 1.4: N/A 1.5: 16% (16%)	2.1: "114" for the deaf people 2.2: N/A 2.3: 298.564 SMS corresponding to 11.475 cases (each case requires an average of 26 SMS) 2.4: No	3.1: 12 s (13 s), including 6 s compulsory automated message 3.2: 66% (61%) (50%) 4 s after the message	4.1: 54% (50%)
Germany	1.1: 13.313.625 1.2: 24.206.591 1.3: Not reported 1.4: N/A 1.5: 27% (29%)	2.1: Fax, relay services 2.2: approx. 200 (200) 2.3: N/A 2.4: No	3.1: 9 s (9 s) 3.2: 76% (76,3%)	4.1: 13% (14,2%)
Greece	1.1: 2.021.216 (2.245.864) 1.2: 7.726.294 1.3: Not reported 1.4: N/A 1.5: 95.5% (96,93%)	2.1: N/A 2.2: N/A 2.3: N/A 2.4: N/A	3.1: 9 s (9 s) 3.2: N/A	4.1: < 2 % (< 2 %) (data refer to 112 only)
Hungary	1.1: 1.017.223 1.2: 5.633.364 (4 714 730) 1.3: 527.193 / 5.106.171 1.4: N/A 1.5: 36.9 % (49,26%)	2.1: Testing phase for SMS, MMS, e-mail, 112 portal and smart phone applications 2.2: N/A 2.3: N/A 2.4: N/A	3.1: 4,83 s (5,9 s) 3.2: 93.3 % (84,41%)	4.1: 19,51 % (19 %)

Country	1.1 Number of calls to 112 1.2. Total emergency calls 1.3 Fixed/mobile networks 1.4 Automatic/Manual eCall 1.5 False calls to 112/ eCall false calls	2.1 Alternative means of access for disabled end-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers 2.4 Availability of user location	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
Ireland	1.1: 1,734,015 (1,822,503) 1.2: Not reported 1.3: 434.129 / 1.299.492 1.4: 117 1.5: 45,9% (50,6%)	2.1: SMS and Minicom 2.2: 3.486 (1.047) 2.3: N/A 2.4: No	3.1: 0,77 s (0,78s) 3.2: 99,3 % (98,7 %)	4.1: 4,8% (5,9%)
Italy³	1.1: 6.005.000 1.2: 15.400.000 1.3: 735.000 / 2.720.000 – data in PSAP regions, N/A for the rest of the country 1.4: N/A 1.5: 51% (44,43%) for PSAP regions, N/A for the rest of the country	2.1: SMS to long number and App "Where ARE U" in Lombardia and Rome 2.2: Not reported 2.3: N/A 2.4: GNSS for application, for SMS No	3.1: 11 s (6s) 3.2: 84% (86%)	4.1: Weighted average of 16.87% in PSAP regions. Partial estimates 35.6% in the rest of the country.
Latvia	1.1: 1.712 .143 1.2: 3.113.617 (2.713.453) 1.3 Not reported 1.4.2: 365 (test calls) 1.5.1: 26% 1.5.2: 100%	2.1: SMS to 112 available to the general public 2.2: 126 (97) 2.3: N/A 2.4: Not reported	3.1: 7 s (6 s) 3.2: 93.7 % (99%)	4.1: 10,81% (21 %)
Lithuania	1.1: 2.040.818 1.2: 2.697.295 (3.200.518) 1.3: Not reported 1.4: 127 (test calls) 1.5: 50-60%	2.1: 112 SMS and 112 APP 2.2: 48 900 2.3: N/A 2.4: Application – Yes SMS- No	3.1: 6 s (7s) 3.2: 84% (82%)	4.1: 14 % (14 %)
Luxembourg	1.1: 300.945 1.2: 420.822 1.3: Not reported	2.1: SMS and Fax 2.2: 93 SMS 2.3: N/A	3.1: 6 s 3.2: 67,87 %	4.1: 20,81%

³ PSAP regions in Italy are regions where a centralised Public-Safety Answering Point is deployed: Lombardia, Piemonte & Valle d'Aosta, Liguria, Trentino, Roma, Friuli VG, Sicilia

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	1.4: 127 eCall Test calls 1.5: 74, 68%	2.4: Yes (cell ID)		
Malta	1.1: 402.179 (390.892) 1.2: 112 is the single emergency number 1.3: Not reported 1.4: N/A 1.5: 22.12% (29,21 %)	2.1: SMS to 79770112 2.2: N/A 2.3: 2 2.4: Provided only by one operator	3.1: 7,75 s (8 s) 3.2: 72,29% (70%)	4.1: 39,46% (48,36%)
Netherlands	1.1: 3.084.700 1.2: 112 is the single emergency number 1.3: 708.600 / 2.376.000 1.4: N/A 1.5: 38%	2.1: Relay services The implementation of Total Conversation protocols (text and voice) directly to the national 1-1-2 PSAP is realised and operational but suffers on some technical issues. 2.2: Not reported 2.3: N/A 2.4: No	3.1: 3, 5 (3,5s) 3.2: 92,6% (92,6%) fixed, 96,05% (96,05%) mobile	4.1: 26 % fixed / 4,2 % mobile
Poland	1.1: 18.971.161 1.2: 33.240.958 1.3: Not reported 1.4: N/A 1.5: 45,8%	2.1: 112 SMS is under development 2.2: N/A 2.3: N/A 2.4: No	3.1: 10 s of which 5,5 seconds is an automated message informing callers that they have been connected to PSAP. The automated message is required by Polish law on personal data protection as all the calls are recorded 3.2: 97% (93,87%)	4.1: 34,2% (35,7%)
Portugal	1.1: 10 500 000 (10 200 000) 1.2: 112 is the single emergency number	2.1: SMS (96 10 10 200) for the deaf citizens operated by the National Guard	3.1: 5s (5s) 3.2: 96,18% (97%)	4.1: 22% (33,9%)

Country	1.1 Number of calls to 112 1.2. Total emergency calls 1.3 Fixed/mobile networks 1.4 Automatic/Manual eCall 1.5 False calls to 112/ eCall false calls	2.1 Alternative means of access for disabled end-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers 2.4 Availability of user location	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
	1.3 14% / 86 % 1.4 N/A 1.5: 65,67% (63%)	2.2: N/A 2.3: Not reported 2.4: No		
Romania	1.1: 14.146.678 (15.052.693) 1.2: 112 is the single emergency number 1.3: Not reported 1.4: N/A 1.5: 56,49 % (60.87 %)	2.1: SMS 113 2.2: N/A 2.3: 1 2.4: Yes	3.1: 3,92 s (3,99 s) 3.2: 94,08% (93 %)	4.1: 4,34 % (6 %)
Slovakia	1.1: 1.289.061 (1.403.792) 1.2: 3.343.299 1.3: Not reported 1.4: N/A 1.5: Not reported	2.1: N/A 2.2: N/A 2.3: N/A 2.4: N/A	3.1: 10,73 s (9 s) 3.2: 73 % (88,55%)	4.1: 17,79 % (18,52%)
Slovenia	1.1: 437.031 1.2: calls to 113 not reported 1.3: 80.792 / 352.429 IP 3.810 1.4: 738 1.5: Not reported (48,44%)	2.1: WAP112, SMS112 2.2: WAP112 - 0 SMS112 – 4.576 2.3: N/A 2.4: Yes	3.1: 4,63 s (4,48 s) 3.2: 100% (100 %)	4.1: Not reported
Spain	1.1: 26.656.337 (24.654.596) 1.2: 48.461.469 1.3: 16.399.368 / 32.062.101 1.4: N/A 1.5: 22% (24,78%)	2.1: SMS, Assisted calls (Chat), Apps, Fax 2.2: 1.212 (1.097) 2.3: Less than 100 2.4: For assisted calls and Apps	3.1: 5,1 s (5,03s) Some PSAPs use automated messages (4 – 10s) to filter false calls. 3.2: 91,19 % (92,24%)	4.1: 9,32 % (8,70%)
Sweden	1.1: 3.342.185 (3.315.575) 1.2: 112 is the single emergency Number 1.3: : 470.349 / 2.500.383 / IP (Nomadic): 28.415	2.1: SMS to 112 for disabled users (prior registration required) PSTN text telephone direct call to 112 Videophone and Total conversation call indirectly to 112 through	3.1: 13,99 s (13,3s) 3.2: 67,2% (67,2%)	4.1: 11,5% (10,2%)

Country	1.1 Number of calls to 112 1.2. Total emergency calls 1.3 Fixed/mobile networks 1.4 Automatic/Manual eCall 1.5 False calls to 112/ eCall false calls	2.1 Alternative means of access for disabled end-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers 2.4 Availability of user location	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
	1.4: N/A 1.5: 28,4 % (32,1%)	specific 112 SIP address via video relay service (VRS) for sign language users - IP textphone access indirectly via text relay service (TRS) 2.2: SMS to 112: 86* PSTN direct to 112: 8 VRS to 112: 206 TRS to 112: 304 * 86 real emergency out of a total of 683 2.3: N/A 2.4: Yes for SMS: Cell-ID location available from 3 out of 4 MNOs		
United Kingdom	1.1: 7,7 % 1.2: 28,280,848 (26,795,620) to 999 and 112 1.3: 9,969,666 / 17,759,640 VoIP 551,542 1.4: 18,184 Telematics SOS calls (vehicle originated, but not yet eCall). Of these 15,122 were received directly by the PSAP and 3062 by PSAP from a Third Party Call Centre. There were no eCalls 1.4.1 Automatic calls received directly by the PSAP from vehicles with telematics ~1900 1.4.2 Manual calls received directly by the PSAP from	2.1: via 112 or 999 SMS and text relay service Textphone (ITUv21 protocol) to number 18000 2.2: 9596 (6250) SMSs to 112 or 999 2.3: 13689, which is sum of 112/999 SMS and textphone (18000) originated requests 2.4: Yes for SMS	3.1: <1s 3.2: 97,4% (97,74%) were answered within 5 s	4.1: 0,97 % (1,2%)

Country	1.1 Number of calls to 112 1.2. Total emergency calls 1.3 Fixed/mobile networks 1.4 Automatic/Manual eCall 1.5 False calls to 112/ eCall false calls	2.1 Alternative means of access for disabled end-users 2.2 No. of communications to 112 2.3 No. of communications to other numbers 2.4 Availability of user location	3.1 Average answer time in seconds 3.2 % of calls answered within 10 seconds	4. Call abandon rate
	vehicles with Telematics is ~13230. 1.5: 34,9% 1.5.2.1 - Not reported 1.5.2.2 – about 70% of Telematics calls received directly by the PSAP are false calls.			
Iceland (2015)	1.1: 201 522 (202 517) 1.2: 112 is the single emergency number 1.3: 26% (32,4%)	2.1: SMS is available for all users, although primarily implemented for the hearing impaired 2.2: N/A (1310) 2.3: 0	3.1: 3,6s (4,5s) 3.2: 96% (96%) of all calls answered within 8 seconds	4.1: 1,29% (1,2%)
Norway (2016)	1.1: 610.126 (737.882) 1.2: N/A 1.3: 45% (a call shorter than 30s is considered false)	2.1: 1412 emergency text telephone number reserved for people with hearing disabilities 2.2: N/A 2.3: N/A	3.1: 6,74s (7 s) 3.2: 71,1%	4.1: 17,2% (18,8%)

Country	5.1 Network based location not available 5.2 Handset based location not available	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks 6.3 handset based solutions	7 Average time needed for receiving 7.1 Network based location 7.2 Handset based 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 2017 (in brackets 2015) 9.1: national 9.2: EU (%)
Austria	5.1: Not reported 5.2: Not reported	6.1: residential address 6.2: Cell/ID (base station number) or location of base station (geographic data).	7.1: Not reported 7.2: Not reported	8.1: Yes 8.2: Yes	9.1: 35 (35) 9.2: 52 (50)

Country	5.1 Network based location not available 5.2 Handset based location not available	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks 6.3 handset based solutions	7 Average time needed for receiving 7.1 Network based location 7.2 Handset based 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 2017 (in brackets 2015) 9.1: national 9.2: EU (%)
		If technically available some mobile operators offer sector information additionally 6.3: In parts of Austria AML is deployed. The average GNSS or WIFI location has a radius of 37m			
Belgium	5.1: N/A Exact location information is only provided for fixed calls. (installation address) For mobile : Cell-ID (available to four call-centres 112/100 that operate with CAD/ASTRID-technology, in development for the other (remaining 6) call-centres 112/100). 5.2: AML; 112 app ⁴ - launched on 1 July 2017	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. 6.3: GNSS location with AML and 112 app	7.1: Fixed: real time if emergency services have access to installation database Mobile: near real time. (automated pull system) 7.2: Not reported	8.1: Yes 8.2: On request to the PSAP through non-automated procedure	9.1: 83 (71) 9.2: 74 (65)
Bulgaria	5.1: 100% Function temporarily unavailable 5.2: N/A	6.1: address of the calling party, based on calling party number 6.2: Cell ID 6.3: N/A	7.1: Push method (instant) Function temporarily unavailable 7.2: N/A	8.1: Yes 8.2: Yes in general/ Not in the reporting period due to technical deficiencies	9.1: 91 (89) 9.2: 64 (61)

Country	5.1 Network based location not available 5.2 Handset based location not available	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks 6.3 handset based solutions	7 Average time needed for receiving 7.1 Network based location 7.2 Handset based 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 2017 (in brackets 2015) 9.1: national 9.2: EU (%)
Croatia	5.1: function temporarily unavailable 5.2: N/A	6.1: public address book. 6.2: Cell Id and angle of coverage (varies considerably between rural and urban areas) – but function temporarily unavailable 6.3: N/A	7.1 Not reported (10-50 s on a GIS map – not statistically measured) Function temporarily unavailable 7.2: N/A	8.1: Yes 8.2: Not reported	9.1: 74 (74) 9.2: 68 (64)
Cyprus	5.1: 0 5.2: N/A	6.1: address 6.2: Cell ID accuracy of around 300m 6.3: As part of the eCall upgrade, a 112 smartphone application was developed that allows users to send GNSS location data to the PSAP. Official launch of the service is expected in 2018.	7.1: 20 sec. 7.2: N/A	8.1: Yes 8.2: Yes	9.1: 52 (57) 9.2: 60 (58)
Czech Republic	5.1: Not reported 5.2: N/A	6.1: Address/ 100% 6.2: approx. 800m / 70% 6.3: N/A	7.1: 1 s for fixed/ instant for mobile (push) 7.2: N/A	8.1: Yes 8.2: Yes	9.1: 54 (53) 9.2: 70 (60)
Denmark	5.1: <1% 5.2: Not reported	6.1: Registered access/ reliability of operators database 6.2: Cell ID: 75% within a range depending on the mobile network infrastructure from 500 m to 5000 m. 6.3: 112 app is accuracy: 10-60m.	7.1: Instantly. 7.2: 112 App – 12 s	8.1: Yes 8.2: Yes	9.1: 94 (94) 9.2: 50 (49)
Estonia	5.1: Not measured 5.2: 60% of calls	6.1: Accuracy of installation address 6.2: 2G urban: 120-200m; 3G urban 70-150m; 2/3G rural: 500m-2km 6.3: Since summer 2016 Advanced	7.1: 2s (2 s) 7.2: 10 s	8.1: Yes 8.2: Yes	9.1: 97 (96) 9.2: 72 (65)

Country	5.1 Network based location not available 5.2 Handset based location not available	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks 6.3 handset based solutions	7 Average time needed for receiving 7.1 Network based location 7.2 Handset based 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 2017 (in brackets 2015) 9.1: national 9.2: EU (%)
		Mobile Location (AML) is available for Android phones with an accuracy of less than 50m in 80% of the cases			
Finland	5.1: Not reported 5.2: AML available only on Android phones	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) 6.3: GNSS accuracy in 112 Suomi Application deployed in 2015 GNSS and WIFI location through AML on Android phones	7.1: 10 s (10 s) 7.2: 20 s	8.1: Yes 8.2: Yes (provided upon request from MNO)	9.1: 97(99) 9.2: 65 (64)
France	5.1: 0% 5.2: N/A	6.1: Mailing Address 6.2: Cell ID 6.3: N/A	7.1: 2 s 7.2: N/A	8.1: Yes 8.2: Not reported	9.1: 21 (19) 9.2: 39 (40)
Germany	5.1: Not reported 5.2: Not reported	6.1: Address based 6.2: Cell ID 6.3: N/A	7.1: 0 s – Push system 7.2: N/A	8.1: Yes 8.2: Yes	9.1: 90 (89) 9.2: 57 (61)
Greece	5.1: 0,4 % (0,35 %) 5.2: N/A	6.1: physical address for fixed telephone connection 6.2: Cell ID 6.3: N/A	7.1: 8 min 40 s (23min 47s) 7.2: N/A	8.1: Yes 8.2: Yes	9.1: 6 (6) 9.2: 14 (13)
Hungary	5.1: 0% 5.2: N/A	6.1: Address of installation with 100% reliability 6.2: Cell ID; 100% reliability 6.3: N/A	7.1: 3 s 7.2: N/A	8.1: Yes 8.2: Yes	9.1: 69 (56) 9.2: 71 (63)
Ireland	5.1: 1,54 % (1,85 %) 5.2: 1.83% (AML)	6.1: 99.33% of fixed lines have location information: Installation Address – 22.65% STD Code match – 10.90%	7.1: Instant 7.2: Under 1 minute	8.1: Yes 8.2: Yes	9.1: 34 (32) 9.2: 50 (44)

Country	5.1 Network based location not available 5.2 Handset based location not available	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks 6.3 handset based solutions	7 Average time needed for receiving 7.1 Network based location 7.2 Handset based 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 2017 (in brackets 2015) 9.1: national 9.2: EU (%)
		County only match – 23.70% Townland & County match – 42.08% 6.2: Cell ID – 98,17 (98.5%) 6.3: AML launched on 19 October 2017; available on Android phones			
Italy	5.1: Weighted average 14% in PSAP regions. Partial estimates 42.6% in the rest of the country. 5.2: N/A	6.1: Address and civic number resulting from subscription information 6.2: Cell ID 50-5000m 6.3: "Where Are U" and "FlagMii" apps have GNSS accuracy of 20 m	7.1: 1 s in PSAP regions 3-5 s for the rest of the country 7.2: N/A	8.1: Yes 8.2: Yes	9.1: 63 (63) 9.2: 42 (36)
Latvia	5.1: 1% 5.2: 18% (in testing phase)	6.1: address provided by network operator. 6.2: Cell ID (75% reliability) 6.3: “My safety” emergency application has been deployed that provides an accuracy based on the GPS coordinates of 112 caller: with accuracy of 10 meters AML handset based location is tested ⁵ in the period from September 1 – October 12	7.1: 7s (7s) 7.2: Not reported	8.1: Yes 8.2: Yes	9.1: 81 (80) 9.2: 50 (44)
Lithuania	5.1: 1-2% 5.2: Not reported	6.1: Subscriber’s billing address, database renewal – every two months 6.2: Cell ID Timing Advance (2G), Cell-ID Round Trip Time (3G), 99% of mobile location data must be provided within 20 seconds from call	7.1: 1-2 s 7.2: 30-35 s	8.1: Yes 8.2: Yes	9.1: 95 (90) 9.2: 44 (38)

⁵ In the period from September 1 – October 12, 52 134 AML short messages were received:
-in 18% of cases location was not detected
-in 62% of cases location was detected from 0 to 30 metres
-in 20% of cases location was detected from 20 metres to 2 kilometres planned to be launched as well in 2017

Country	5.1 Network based location not available 5.2 Handset based location not available	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks 6.3 handset based solutions	7 Average time needed for receiving 7.1 Network based location 7.2 Handset based 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 2017 (in brackets 2015) 9.1: national 9.2: EU (%)
		set-up. 6.3: AML – GNSS/WIFI accuracy: radius of less than 100 meters in 63% of cases			
Luxembourg	5.1 : 0% 5.2: N/A	6.1: Billing address 6.2: Cell ID 6.3: N/A	7.1: Instant 7.2: N/A	8.1 : Yes 8.2 : Yes	9.1 : 95 (96) 9.2 : 88 (80)
Malta	5.1: Caller location under implementation (to be launched on 11 February 2018) 5.2: AML is under implementation	6.1: Address of Registered Line as available in the Service Provider database 6.2: Cell ID 6.3: AML is under implementation (to be launched on 11 February 2018)	7.1: up to 10 min A new system is being deployed to ensure instant provision of caller location. 7.2: N/A	8.1: Yes 8.2: Will be available with the new E112 system (11 February 2018)	9.1: 81 (72) 9.2: 51 (43)
Netherlands	5.1: 3,5 % (3,5%) 5.2: N/A	6.1: Near 100% for fixed calls (Name, address, Zipcode, CLI) 6.2: Cell ID 6.3: N/A	7.1: <2 s 7.2: N/A	8.1: Yes 8.2: Yes	9.1: 98 (98) 9.2: 64 (61)
Poland	5.1: 22% (18,6%) 5.2: 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 managed by the NRA. 6.2: Cell Id/Sector ID/timing advance: 100m – 1 km 6.3: N/A	7.1: 7 s (7 s)	8.1: Yes 8.2: Yes	9.1: 84 (81) 9.2: 79 (83)
Portugal	5.1: Fixed network 25% Mobile network 2% 5.2: N/A	6.1: 98% installation address 6.2: 98% Cell ID 6.3: N/A	7.1 <2 s	8.1: Yes 8.2: Yes	9.1: 95 (97) 9.2: 49 (51)

Country	5.1 Network based location not available 5.2 Handset based location not available	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks 6.3 handset based solutions	7 Average time needed for receiving 7.1 Network based location 7.2 Handset based 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 2017 (in brackets 2015) 9.1: national 9.2: EU (%)
Romania	5.1: 6 % (6.5%) 5.2: N/A	6.1: 98.25 % (98%) from fixed networks receive address information with accuracy (updating databases monthly) 6.2: 99,9% (99.87%) from calls have a valid network cell ID and sector ID 6.3: N/A	7.1: 3 s (2 s) 7.2: N/A	8.1: Yes 8.2: Yes	9.1: 92 (93) 9.2: 55 (61)
Slovakia	5.1: 9,69% (16,03%) 5.2: N/A	6.1: N/A 6.2: N/A 6.3: N/A	7.1: Not reported 7.2: N/A	8.1: Not reported (Yes) 8.2: Not reported (Yes)	9.1: 80 (80) 9.2: 71 (72)
Slovenia	5.1: 14, 98% (20%) 5.2: N/A	6.1. Address 6.2. Cell ID 6.3: N/A	7.1: 4 s (4 s)	8.1: Yes 8.2: Yes	9.1: 93 (87) 9.2: 65 (50)
Spain	5.1: 11,81 (8.27%) – Includes cases where location information is available but cannot be processed by the PSAP 5.2: N/A	6.1: Subscriber's address. 6.2: Cell ID, Sector ID 6.3: N/A	7.1: 1,21 s (1,27s)	8.1: Yes 8.2: Yes	9.1: 73 (72) 9.2: 30 (29)
Sweden	5.1: Not reported (8,6%) 5.2: N/A	6.1: N/A 6.2: Cell ID; average 3,5 km 6.3: N/A	7.1: 0,9s 7.2: N/A	8.1: Yes 8.2: Yes	9.1: 98 (97) 9.2: 63 (57)
United Kingdom	5.1: 7 % (7%) in mobile <0,05% in fixed 5.2: 70% also due to unavailability on IOS and Windows phones	6.1: street address, post code 6.2: Cell ID and timing advanced used by one operator : 100m to 20km; average of 2 km 6.3: Advanced Mobile Location (AML): provides a location circle of <50 metres radius for 85% of occasions when a handset location is available. ~98,000 AML locations were received each week on average	7.1: <2 s 7.2: AML – within 20 s	8.1: Yes 8.2: Automatic approximate caller location is available only for 10% of the calls.	9.1: 5 (7) 9.2: 26 (18)

Country	5.1 Network based location not available 5.2 Handset based location not available	6 Caller location accuracy and reliability 6.1 Fixed networks 6.2 Mobile networks 6.3 handset based solutions	7 Average time needed for receiving 7.1 Network based location 7.2 Handset based 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 2017 (in brackets 2015) 9.1: national 9.2: EU (%)
Iceland (2015)	5.1: N/A	6.1: 100% Correct location IP based phone calls 50% correct 6.2: Cell ID provided reliably in 99,9% of all mobile calls	7.1: 21s	8.1: Yes 8.2: Yes	9.1: N/A 9.2: 53,8 (54,4)
Norway (2016)	5.1: N/A	6.1: Installation address and registered names 6.2: Cell ID, timing advance, sector ID Planning the introduction of AML	7.1: 2 s	8.1: Yes 8.2: Yes	9: N/A