**ECC Report** 264 – Annex 2

Summary of Responses to Two Questionnaires on an

ECO-hosted directory of E.164 numbers to facilitate

contact between PSAPs in different European countries

Questionnaires prepared by ECC/WG NaN/

Project Team Emergency Services (PT ES)

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**LIST OF ABBREVIATIONS**

# Introduction

In the course of gathering evidence and establishing levels of support for the PSAP-DIR proposal, two questionnaires were published. The results of both are summarised in this Annex.

* The first questionnaire was distributed on 24 June 2015 for response by 14 August 2015. 32 responses were received to the first questionnaire from emergency services organisations in 23 (of 48) CEPT countries.
* Following a review of those responses, a second set of questions were issued to those organisations that had responded to the first. The second questionnaire was distributed on 9 March 2016 for response by 1 April 2016. 24 responses were received from administrations or emergency services organisations in 19 CEPT countries.

# Results of the First Questionnaire

## Introduction

The European Emergency Number Association (EENA) currently hosts a database containing E.164 telephone numbers to allow Public Safety Answering Points (PSAPs) in different European countries to communicate with each other. The database was established in 2011 and PSAPs can share their phone numbers on a voluntary basis. EENA has published a document ([Transnational Emergency Calls](http://www.eena.org/uploads/gallery/files/operations_documents/3-5-4-1_transnationalemergencycalls.pdf)) which describes the processes and procedures on how the database is used.

EENA approached the Electronic Communications Committee (ECC) Working Group Numbering and Networks (WG NaN) and its Project Team Emergency Services (PT ES) requesting the ECC to consider the possibility of hosting this database. The EENA request states that *“until now, EENA has successfully managed this database but the time has come to place it on a more formal footing”*. The written EENA request is contained in Annex 1.

According to EENA *“PSAPs from 15 countries (Belgium, Bulgaria, Croatia, Czech Republic, Estonia, Finland, Hungary, Iceland, Ireland, Latvia, Lithuania, Romania, Slovak Republic, Sweden and UK) are currently involved in the initiative”.* EENA states in its letter that “*despite some countries such as Austria pledging support for the concept, they are unable to participate because EENA, as the database host, is a non-governmental organisation and these countries would prefer that the database is hosted by an appropriate public European body with relevant expertise and experience to provide the service”* The EENA letter goes on to state that it has *“identified CEPT/ECC as an appropriate European body that could host the database and it would kindly request CEPT/ECC to consider the possibility of doing so”.*

The EENA letter describes how the database could be used to support transnational emergency calls. PT ES identifies other possible use cases where inadvertent roaming occurs or where calls originated on VoIP networks, or private corporate networks, are wrongly routed or TPS eCall. Having access to such a database would allow the PSAP receiving the call to seek assistance from a PSAP in another country if required.

WG NaN/PT ES would like to stress that:

* The organisation of emergency services is of the exclusive national competence of each CEPT Member State and the CEPT permanent office, the European Communications Office (ECO) and WG NaN/PT ES has no intention to interfere with it;
* The ECO, CEPT/ECC would not accept any responsibility or liability for the correctness of the information in the database, loss of confidentiality or any damage or loss caused by its use, or by any downtime that may happen on the access to the database;
* This questionnaire does not commit ECO, CEPT/ECC to go ahead with such a database;
* ECO, CEPT/ECC feels free to define terms and conditions, should the database project go ahead;
* This questionnaire is addressed to the national entities responsible for handling 112 emergency calls.

## Potential use cases

This section describes possible call scenarios where the database could be used. The example cases presented here are not exhaustive. The database could also be relevant to other emergency call cases.

1. **Emergency calls with transnational element**

This is the use case described in the EENA letter and is illustrated in Figure 1 below:

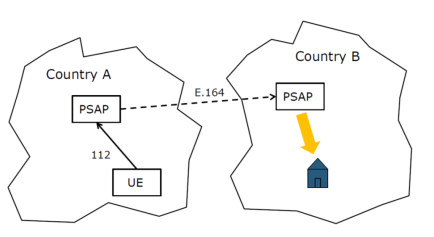


Figure 1

A caller in Country A makes a call to the emergency services in Country A requesting emergency assistance in Country B. The PSAP operator consults the database for the telephone number of the PSAP in Country B. The PSAP operator then places a call to the PSAP in Country B and requests emergency assistance on behalf of the caller. It has to be considered that there is no legal requirement or prohibition for this type of 112 emergency call in the European framework.

1. **Emergency calls where network issues are experienced (inadvertent roaming)**

This use case is illustrated in Figure 2 below:

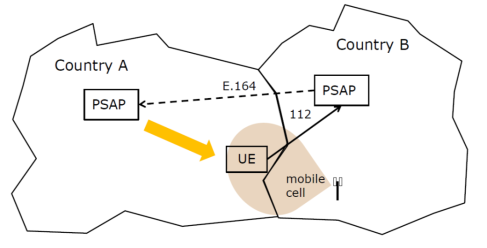


Figure 2

A caller in Country A intends to make a call to 112 in Country A, but is inadvertently roaming on a network in neighbouring Country B. This can happen in border areas, and the call is received by the PSAP in Country B. The PSAP operator in Country B consults the database for the telephone number of the PSAP in Country A. The PSAP operator then places a call to the PSAP in Country A and requests emergency assistance on behalf of the caller.

1. **Wrongly routed emergency calls from nomadic VoIP services**

In this case, a caller is travelling in a foreign country (Country B) and places a call to emergency services from a VoIP application. The call might be routed to the emergency services in the caller’s home country (Country A), but the emergency assistance is required in Country B. The PSAP operator in Country A consults the database for the telephone number of the PSAP in Country B. The PSAP operator then places a call to the PSAP in Country B and requests emergency assistance on behalf of the caller. It has to be considered that the database of E.164 numbers for PSAP once established and officially maintained might be interpreted by VoIP service provider as an existing work-around to solve the routing problem for emergency calls in nomadic use. Regulators, however, could argue that the database does not substitute national obligations for service providers.

1. **Wrongly routed emergency calls originating on corporate networks**

A corporate network may extend across the borders of two or more countries. If a call to emergency services is made from within the corporate network in one country (Country A), but call breaks out on to the public network in another country (Country B) it will terminate at the wrong PSAP. The PSAP operator in Country B consults the database for the telephone number of the PSAP in Country A. The PSAP operator then places a call to the PSAP in Country A and requests emergency assistance on behalf of the caller. It has to be considered that the database of E.164 numbers for PSAP once established and officially maintained might be interpreted as an existing work-around to solve the routing problem for emergency calls from corporate networks. Regulators, however, could argue that the database does not substitute national obligations for service providers.

1. **TPS eCall**

eCall will become mandatory in all cars in the EU from 2018. According to the legislation the service may be provided using pan-European eCall, where a 112 call is sent directly to the PSAP, or using TPS eCall, where an the call is conveyed to the PSAP through a Third Party Service call centre. TPS eCalls is a matter that still requires regulatory clarification.

The TPS call centre may serve multiple countries, and it is therefore possible that it will receive eCalls which require assistance in a different country than where the TPS call centre is located. The TPS call centre (or the PSAP cooperating with the TPS call centre) would need to be able to place calls to PSAPs in other countries where emergency assistance may be required.

**NOTE:** The purpose of the proposed database is to facilitate inter-PSAP communications. TPS call centres are not by definition PSAPs and any extension of the proposed database to TPS call centres would be a matter for European PSAPs to decide.

## Evidence of support from Public Safety Answering Points (PSAPs)

PT ES recognises that the organisation of emergency services is of the exclusive national competence of each CEPT Member State and it has no intention to interfere with PSAP operations in any way.

PT ES examines the relevant issues associated with potentially taking over the database project from EENA. The information received in response to this questionnaire will inform a Feasibility Study. After gathering relevant information from PSAPs, the ECC will decide on whether or not to proceed.

The first step in developing a Feasibility Study is to ask whether there is support from European PSAPs for the initiative and to determine if the European PSAPs would provide and maintain an entry of their contact details in the database and use it.

If the ECC decides to proceed, PT ES envisages that:

* The database would be hosted by the European Communications Office (ECO) under the framework of an ECC Decision to provide the service.
* The use of the database by PSAPs would be on a voluntary basis.
* Each PSAP would be responsible for the provision and maintenance of the information contained in the database.

Your response to the following questions is kindly requested by Friday, 14 August 2015. Please send your response to Ms Susanne Have ([Susanne.have@eco.cept.org](mailto:Susanne.have@eco.cept.org)) at the European Communications Office.

## Responding Organisations

|  |  |
| --- | --- |
| **Organisation** | **Country** |
| **Ministry of the Interior** | **Austria** |
| **Federal Public Service Interiors – Direction 112** | **Belgium** |
| **MoI, Directorate National 112 System** | **Bulgaria** |
| **National Protection and Rescue Directorate** | **Croatia** |
| **General Directorate of Fire and Rescue Service** | **Czech Republic** |
| **Danish National police, Center for emergency communication Copenhagen Fire Brigade** | **Denmark** |
| **Estonian Emergency Response Centre** | **Estonia** |
| **Emergency Response Centre Administration** | **Finland** |
| **Experts group on emergency calls (Expertengruppe Notruf, EGN) \*** | **Germany** |
| **General Secretariat for Civil Protection (GSCP)** | **Greece** |
| **Neyðarlínan ohf. 112** | **Iceland** |
| **ECAS** | **Ireland** |
| **State Fire and Rescue Service** | **Latvia** |
| **Emergency Response Centre (Bendrasis pagalbos centras)** | **Lithuania** |
| **National Rescue Agency (Administration des Services de Secours – ASS)** | **Luxembourg** |
| **Ministry for Home Affairs and National Security** | **Malta** |
| **National Police** | **The Netherlands** |
| **Police Shared Services (PSS) (The reply is not formally treated and approved by the national Police Directorate, only responded by Police Shared Services as product responsible for 112 solution, based on a technical evaluation)** | **Norway** |
| **Special Telecommunications Service** | **Romania** |
| **Ministry of Interior** | **Slovak Republic** |
| **Administration of the Republic of Slovenia for Civil Protection and Disaster Relief** | **Slovenia** |
| **Axencia Galega de Emerxencias** | **Spain** |
| **SEIB112 - Balearic Islands** | **Spain** |
| **112 Comunitat Valenciana (Valencian Region)** | **Spain** |
| **Spain - Centro Atención Urgencias y Emergencias 112 Extremadura** | **Spain** |
| **Junta de Castilla y León** | **Spain** |
| **112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo – Ciudad Autónoma de Ceuta** | **Spain** |
| **Dirección de Atención de Emergencias y Meteorología** | **Spain** |
| **Ciudad Autónoma de Melilla** | **Spain** |
| **CECOP SOS Rioja** | **Spain** |
| **P. Asturias - 112 ASTURIAS** | **Spain** |
| **SOS Alarm Sverige AB** | **Sweden** |

**\*Reply from Germany (reply in German translated to English):**

After coordination has taken place, the nationwide experts group on emergency calls has in principle a positive attitude towards such a database. From the perspective of the operators of the PSAPs for the national (110) and for the European unified (112) emergency number, however, the following conditions must be met compulsively:

1. The European Commission compulsively mandates the participation of all Member States via a European legislative process.
2. The database must fully support the federal structure in Germany and must reflect the regional responsibilities within Germany accordingly.
3. The use of the database must be limited to the use cases 2.1 and 2.2 of the query.

Justification: The model of voluntary participation in this database leads to the wrong expectations of EU citizens that the possibility of the Transnational Emergency Calls is permanently available. If the database project does not fulfil the above-mentioned conditions, then from the viewpoint of PSAP operators in Germany a takeover from EENA of that database project by the ECC as an organisation, which represents a group of national administrations in Europe, has to be rejected.

## Question 1

**Question 1 is addressed only to those organisations currently participating in the EENA database.**

|  |  |  |
| --- | --- | --- |
| **Does the EENA database help in your work? Please provide details in the “Remarks” field below.** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior | N/A | |
| Belgium - Federal Public Service Interiors–Direction 112 | Yes |  |
| Bulgaria - MoI, Directorate National 112 System | Yes. Case 2.1- TIR drivers located abroad call 112 Bulgaria and asked help in country where TRUCK is located  case 2.2 incidents on Bulgarian – Rumanian and Bulgarian- Greek borders |  |
| Croatia - National Protection and Rescue Directorate |  | No. National protection and rescue directorate (NPRD) didn't receive any international emergency call so the EENA PSAPs Database wasn't used. On 27th July 2013. NPRD organised communication exercise in order to check procedures in case of Transnational Emergency Calls. |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes |  |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | Yes partly  We have already a database with relevant long numbers for Germany and Sweden |  |
| Estonia - Estonian Emergency Response Centre | Yes. It is very useful in case of emergency calls with transnational element. |  |
| Finland - Emergency Response Centre Administration | Yes. We have constant cooperation with Estonian and Swedish PSAPs |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Yes |  |
| Iceland - Neyðarlínan ohf. 112 | Yes. Once as far as I know  Remark: We have been able to send response to a suicide of an Icelander abroad |  |
| Ireland - ECAS | Yes. It is considered useful to have such international contact information available however the need for such information has not arisen to date (1 known case in last 5 years handled by Ambulance service) |  |
| Latvia - State Fire and Rescue Service | Yes. The EENA database was used more than once to communicate with several countries PSAPs. |  |
| Lithuania - Emergency Response Centre | Yes. Each year Emergency Response Centre (ERC) receives some 20-30 emergency calls about the need of urgent assistance in other country. In most of cases emergency calls come when Lithuanian person is in danger outside Lithuania and can’t communicate with 112 PSAP of a country of his/her presence due to lingual reasons. Therefore he/she calls someone him/her knows in a home country and explains his/her problems. Then the person that received a call in Lithuania calls 112 and is put through to ERC. ERC then hears the problem and tries to contact appropriate PSAP in the country of emergency. To this end ERC call taker addresses PSAP database maintained by EENA. Some calls are also received from 112 PSAPs of other countries trying to respond to the emergency in Lithuania. |  |
| Luxembourg – National Rescue Agency | Yes. Translation in case of need. |  |
| Malta - Ministry for Home Affairs and National Security | N/A | |
| Romania - Special Telecommunications Service | Yes. Since the EENA database establishment until now, the Romanian PSAPs have been initiating/receiving calls to/from other European PSAPs for various emergencies, which helped improve the intervention process. |  |
| Slovak Republic - Ministry of Interior | Yes. We are often contacted by foreign PSAPs with calls concerning incidents in our territory |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes |  |
| Spain - Axencia Galega de Emerxencias | Yes |  |
| Spain - Junta de Castilla y León | N/A | |
| Spain - SEIB112 - Balearic Islands | Yes, not using it right now |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) |  | We currently do not use the database. We’re a regional PSAP and do not share borders with other Member States. Our use case is with neighbor regions (Catalunya, Aragón, Murcia, Castilla La Mancha) and all of us have the mutual contact list, including also not-neighbor regions of Spain. |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Do not have the database, we cannot comment | |
| Spain - Dirección de Atención de Emergencias y Meteorología |  | No |
| Spain - Ciudad Autónoma de Melilla | Yes. From our location and taking into account that most of the citizens travel from central Europeans countries for holidays to their home countries, we think it should be a good tool to help us in order to improve our service |  |
| Spain - CECOP SOS Rioja |  | No |
| Spain–P.Asturias - 112 Asturias | Ok. But surrounding countries are not necessarily, EU, with 112 operating centers. |  |
| Sweden - SOS Alarm Sverige AB | Yes. SOS Alarm connected the caller on the emergency number 112 with a PSAP in another country in 457 cases during 2014, according to statistics. The number would almost certainly have been higher if numbers were accessible to more/all European countries. |  |

## Question 2

|  |  |  |
| --- | --- | --- |
| **Are you, in principle, supportive of the idea of the ECC assuming administration of the database from EENA, maintained by the ECO, under a framework set by ECC for use by European PSAPs on a voluntary basis?.** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior | Yes |  |
| Belgium - Federal Public Service Interiors–Direction 112 | Yes |  |
| Bulgaria - MoI, Directorate National 112 System | Yes |  |
| Croatia - National Protection and Rescue Directorate | Yes. In 2012, NPRD support EENA PSAPs Database project and NPRD also support the idea of the ECC assuming administration of the database from EENA. |  |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes |  |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade |  | No. General we cannot support that organizations like the ECO maintain these types of information about our PSAP. |
| Estonia - Estonian Emergency Response Centre | Yes. It might extend the range of PSAPs providing their contact numbers, which is necessary to provide better 112 service to citizens. |  |
| Finland - Emergency Response Centre Administration | Yes |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Yes |  |
| Iceland - Neyðarlínan ohf. 112 | Yes |  |
| Ireland - ECAS | Yes |  |
| Latvia - State Fire and Rescue Service | Yes |  |
| Lithuania - Emergency Response Centre | Yes. We are satisfied by work done by EENA. However, if a transfer of a PSAP database maintenance to ECC would enlarge number of countries participating in the database, we would be more than happy as this will increase the potential of saving even more lives. Therefore, the answer is a firm YES. |  |
| Luxembourg – National Rescue Agency | Yes |  |
| Malta - Ministry for Home Affairs and National Security | Yes  N/A |  |
| The Netherlands - National Police | Yes. Improvement of services in a fast growing complex technological infrastructure. |  |
| Norway - Police Shared Services (PSS) | Yes. Need to cover geographical routing to correct PSAP in receiving country based on zip-code/a-number information. We would also prefer that the database lookup to "country B"s PSAP is done automatically from Norway’s National Reference Database (NRDB) as part of the 112 call setup and then provided as a new field in the communication string from NRDB to Central integration point for police together with the other Indication of Origin information. We don't want to manually having to lookup in a database (which we probably haven't started before the actual need is there. 112 calls from a foreign number is not happening every hour..) typing in the proper A-number (10-16 digits…). |  |
| Romania - Special Telecommunications Service | Yes. We are supportive of the idea that the database should be administered by a European public body. |  |
| Slovak Republic - Ministry of Interior | Yes. The database should be handled by European body. It might also encourage more states to join the database. |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes |  |
| Spain - Axencia Galega de Emerxencias | Yes |  |
| Spain - SEIB112 - Balearic Islands | Yes |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) | Yes |  |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes |  |
| Spain - Junta de Castilla y León | Yes |  |
| Spain - 112 Ceuta-Amgevicesa- Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta |  | No |
| Spain - Dirección de Atención de Emergencias y Meteorología | Yes |  |
| Spain - Ciudad Autónoma de Melilla | We don´t have enough information about it. Otherwise we think the right option must allow the best administration of the database. So, we can get the best service from that. | |
| Spain - CECOP SOS Rioja | Yes |  |
| Spain–P.Asturias - 112 Asturias | Yes |  |
| Sweden - SOS Alarm Sverige AB  (PTS Remark to this question) | Yes. It becomes more and more important in our global world where people are travelling between countries more frequent than ever, that it is possible to handle calls where the actual help is needed. It is therefore important that someone has the responsibility for maintaining a database and it is appropriate that this is done by a official entity since this obviously is essential for the participation of many countries. What we can see, ECC would be a suitable host for the database.  Added reply from:  PTS will wait for the results of the analysis described below before taking position for yes or no to this question.  On the last meeting in ECC it was decided to start an analysis on whether the database would fall within the responsibility of ECC/WG NaN/PT ES according to their terms of reference. The legal issues associated with the transfer of the database, including its terms, conditions and costs, as well as the need to understand the level of support (including from the European Commission) for this initiative were also raised. The legal issues will be addressed in the "Feasibility Study" carried out by WG NaN. ECC also tasked WG NaN to examine whether the hosting of such a database would fall within its terms of reference as part of its analysis. |  |

## Question 3

|  |  |  |
| --- | --- | --- |
| **If yes to Question 2 and considering the additional costs for your PSAPs, would you consider participating in the database project, which means getting access to the database and sharing your contact details with other PSAPs?** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior | Yes |  |
| Belgium - Federal Public Service Interiors–Direction 112 | Yes. Assuming the additional costs stay within reasonable limits. |  |
| Bulgaria - MoI, Directorate National 112 System | Yes |  |
| Croatia - National Protection and Rescue Directorate | Yes. NPRD is interesting in participating in this database project. |  |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes |  |
| Estonia - Estonian Emergency Response Centre | Yes |  |
| Finland - Emergency Response Centre Administration | Yes. We would be ready to cover our own costs that arise from using the database. |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Yes. In principle, we agree with participating in the database project, although this might entail some costs for the PSAPs, as we believe that the database project will facilitate transnational cooperation in handling emergency calls. |  |
| Iceland - Neyðarlínan ohf. 112 | Yes. The charges for occasional forwarding to a foreign number will not offset our operation. |  |
| Ireland - ECAS | Yes |  |
| Latvia - State Fire and Rescue Service | Yes |  |
| Lithuania - Emergency Response Centre | Yes. Our costs of our present participation in PSAP database maintained by EENA are very insignificant and our personnel are already trained to handle transnational cases. Therefore the answer is a firm YES. |  |
| Luxembourg – National Rescue Agency | Yes |  |
| Malta - Ministry for Home Affairs and National Security | Yes. In principle we agree, but this is subject to ongoing discussion between the different stakeholders. |  |
| The Netherlands - National Police | Yes |  |
| Norway - Police Shared Services (PSS) | Yes but potential additional costs need to estimated and Police Shared Services (PSS) need to get this project approved (and registered) by (from) our Police Directorate. The participation in this project would be co-ordinated by PSS, but it would technically also be handled by our integration team towards our national NRDB provider (department in Police ICT services). |  |
| Romania - Special Telecommunications Service | Yes. As the takeover by ECO of the database administration does not change its current use by the PSAPs, we are bearing the costs incurred from using the international call numbers. |  |
| Slovak Republic - Ministry of Interior | Yes. We consider our participation as natural enhancement European emergency number services. |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes |  |
| Spain - Axencia Galega de Emerxencias | Yes. Nowadays, CAE112 Galicia collaborates with Portugal (ARIEM project) managing together cross-border emergencies. So the idea of a common European database seems perfect.  CAE112 Galicia will be happy to collaborate in it. |  |
| Spain - SEIB112 - Balearic Islands | Yes |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) | Yes |  |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes |  |
| Spain - Junta de Castilla y León | Yes |  |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta |  | No |
| Spain - Dirección de Atención de Emergencias y Meteorología | Yes  It depends on the costs. |  |
| Spain - Ciudad Autónoma de Melilla | We must know the main costs before having an answer | |
| Spain - CECOP SOS Rioja |  | No. I haven’t expected such expenses. |
| Spain–P.Asturias - 112 Asturias | Ok but it is not a problem to participate and provide data, in the event of additional costs should be assessed for approval. |  |
| Sweden - SOS Alarm Sverige AB | Yes. Sweden is already part of the EENA database and would certainly continue to participate. |  |

**NOTE TO QUESTION 3:** The cost of developing and maintaining the database would be incurred by the ECO. Access to the database would be provided to European PSAPs free of charge. However, other costs may arise from using the database (cost of long distance calls to other countries, training of PSAP operators etc.)

## Question 4

|  |  |  |
| --- | --- | --- |
| **Could such a database help to carry out the duties of PSAPs more effectively? If yes, what use cases do you envisage? Please provide further information in the “Remarks” field below.** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior | Yes. Cases where relatives of affected persons that are in different countries than the affected one, have information and make an emergency call in “their” country, where that PSAP has to call the responsible PSAP in another country, where the affected person resides.  Note: Cases of “Roaming in the wrong network in border areas” are solved with bilateral agreements between Austria and its neighboring countries. |  |
| Belgium - Federal Public Service Interiors–Direction 112 | Yes |  |
| Bulgaria - MoI, Directorate National 112 System | Yes |  |
| Croatia - National Protection and Rescue Directorate | Yes. Such database could provide effective information management between PSAPs on international level. |  |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes  All use cases provided above |  |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | Yes. We already use similar information in our cooperation with German and Swedish PSAPs. In the majority of cases due to the routing in the mobile network (figure 2.). Few cases because the caller needs to get in contact with foreign authorities. |  |
| Estonia - Estonian Emergency Response Centre | Yes. It helps to help people on best possible way, e.g. emergency calls with transnational elements. |  |
| Finland - Emergency Response Centre Administration | Yes. Emergency calls with transnational (Sweden, Estonia) element like illustrated in Figure 1 |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Yes. The use of the database would facilitate effective handling of emergency calls in the categories mentioned above (e.g. inadvertent roaming, calls with a transnational element etc.). |  |
| Iceland - Neyðarlínan ohf. 112 | Yes, if effectiveness is a measure of service.  Better service to the distressed caller is the aim of the business, although the emergency may be located elsewhere. |  |
| Ireland - ECAS | Yes. We consider that the database could be effectively used to deal with incorrectly routed emergency calls resulting from Nomadic VoIP operation as well as incorrectly configured corporate networks. In addition we consider that this information would be useful in dealing with calls made in country on behalf of someone in another country where the communication between the caller and person in need of assistance was by other means (e.g. internet based direct messaging). |  |
| Latvia - State Fire and Rescue Service | Yes. Any cases when people who is in other country right now, need to contact with PSAPs in their country of residence (health problems to relatives, other emergency situations, cases when it is impossible to find most spoken languages of communication with the caller to use the national PSAP as the translator.). |  |
| Lithuania - Emergency Response Centre | Yes. There might be cases described in section 2 of this questionnaire when direct contact with foreign PSAPs would help to quicken the response. Another potential case is that PSAPs may use database to contact each other for a translation service, e.g. when person in Lithuania calls 112, but him/her can’t speak Lithuanian, Russian, Polish, or English (languages ERC can handle). In this case Lithuanian ERC can call callers home country PSAP and ask for help to translate the problem the person faced. |  |
| Luxembourg – National Rescue Agency | Yes |  |
| Malta - Ministry for Home Affairs and National Security | Yes. Considering that Malta is an island state, this might be very useful in scenarios related to accidents at sea. |  |
| The Netherlands - National Police | Yes. The database provides an operational network instead of the used more administrative network of the Department of Foreign Affairs of the Member States. |  |
| Norway - Police Shared Services (PSS) | Yes. Don't think the database to access correct PSAP is the only important task here. Indication of Origin information of the caller (A-number) is equally important to retrieve (and forward somehow when calling Country B PSAP, typically as a CLIP/COLP input or as part of data transfer from National database for Emergency calls). Use case is to achieve necessary information about the caller from the Country that holds this information, and to provide good service to the caller who needs assistance. |  |
| Romania - Special Telecommunications Service | Yes. The use cases we envisage are:  - Calling a European PSAP to announce from Romania the occurrence of an emergency on the territory of the respective state  - Receiving international calls from European PSAPs which report emergencies occurred on the Romanian territory  - Receiving/Transmitting calls originating from the border area between two states, calls which are taken by the mobile networks within the neighboring state (inadvertent roaming). |  |
| Slovak Republic - Ministry of Interior | Yes. Cases when caller is requesting assistance for relatives in another country or wrongly routed mobile calls are frequent. The database would allow handling these calls with greater efficiency. |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes  Examples from Chapter 2, 2.3 and 2.4. |  |
| Spain - Axencia Galega de Emerxencias | Yes. A common European database would help CAE112 Galicia in those emergencies where a person in Galicia asks for help not for him/her but for another person who, in that particular moment, is in other European country having an emergency. |  |
| Spain - SEIB112 - Balearic Islands | Yes, regarding the touristic. |  |
| Spain - 112 Comunitat Valenciana  (Valencian Region) | Yes Cases already described in the introduction. |  |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes. Border areas is very important (Extremadura-Portugal); Accidents with victims from different countries Europe, Emergency calls in other countries. |  |
| Spain - Junta de Castilla y León | Yes, it could be useful for transmitting information and / or emergency situation status between different PSAPs. |  |
| Spain - 112 Ceuta-Amgevicesa-Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | Yes. Not only more effectively, but necessary in a lot of situations. However, this database, in our opinion, would be official, and should contemplate the operational operation, before the adoption. |  |
| Spain - Dirección de Atención de Emergencias y Meteorología | Yes. It is more effective to do mobilization of necessary effectives to act in the emergency. |  |
| Spain - Ciudad Autónoma de Melilla | Yes. Obviously, working with a European emergency numbers database of all countries, we must be able to reach the right option to solve the event wherever it takes place. |  |
| Spain - CECOP SOS Rioja | Yes |  |
| Spain–P.Asturias - 112 Asturias | Ok but yes, any further information "Reliable" is useful for emergencies, the problem are the procedures and training. |  |
| Sweden - SOS Alarm Sverige AB | Yes. The use cases of the ones mentioned in chapter 2 above that we envisage and in several cases also already experienced is mostly emergency calls with transnational element, emergency calls where network issues are experienced and occasionally, wrongly routed emergency calls from nomadic VoIP service. Wrongly routed emergency calls originating on corporate networks appear is more seldom. It should though be noted that we have no statistics on this.  Important to note is the fact that such PSAP numbers also could be used for “internal” communication concerning crisis communication between PSAPs in different countries. A brilliant example on this is when the thunderstorm Derecho on the 8th of August 2010 hit Latvia, then moved on through Estonia and then hit Finland, this during a time span of just three hours. The consequences for Estonia and Finland would probably been lesser as they would have been given time to prepare. Now this heavy storm came as a surprise to all three countries. With accessible numbers to PSAPs in those countries, Latvia could have forewarned Estonia which in turn could have warned Finland. |  |

## Question 5

**Correctness of Information in the database:** PT ES envisages that any such database would be provided with a protected interface to allow each PSAP the possibility to log in, enter and maintain its own contact information thereby placing the responsibility for the correctness of the information with each individual PSAP or a nominated PSAP within each country. The ECC or the ECO would not accept any responsibility for the correctness of the information in the database.

|  |  |  |
| --- | --- | --- |
| **Do you agree with such an approach? If not, please provide your reasons in the “Remarks” field below.** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior | Yes |  |
| Belgium - Federal Public Service Interiors–Direction 112 | Yes |  |
| Bulgaria - MoI, Directorate National 112 System | Yes |  |
| Croatia - National Protection and Rescue Directorate | Yes |  |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes |  |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | Yes |  |
| Estonia - Estonian Emergency Response Centre | Yes.  It sounds reasonable since it should assure that the information is up-to-date, since numbers may change and it is the fastest way to update the information. |  |
| Finland - Emergency Response Centre Administration | Yes |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Yes. In principle, we agree with the approach the ECC not to bear the responsibility for the correctness of the information provided in the database by the national PSAPS. However, a central updating procedure might be foreseen by the ECC, so as to ensure that the information contained is sufficiently updated and reliable for use. |  |
| Iceland - Neyðarlínan ohf. 112 | Yes. Remarks: In today’s fluid environment it is hard to see anything else work in the long run, you might want to include a periodic reminder to a contact in each country to re-verify the content for their PSAP. |  |
| Ireland - ECAS | Yes |  |
| Latvia - State Fire and Rescue Service | Yes |  |
| Lithuania - Emergency Response Centre (Bendrasis pagalbos centras) | Yes. ERC agrees that correctness of the contact information is a responsibility of participating PSAPs. We also agree that ECC (ECO) is a provider of a unified platform for placing PSAP contact information. |  |
| Luxembourg – National Rescue Agency | Yes |  |
| Malta - Ministry for Home Affairs and National Security | Yes  N/A |  |
| The Netherlands - National Police | Each Member state/PSAP has its own IT organization, responsible for the maintenance of the used national databases. The task as mentioned above is similar to that work. |  |
| Norway - Police Shared Services (PSS) | Yes. Agree, but how to route calls to correct PSAP within a Country needs to be described in the solution. |  |
| Romania - Special Telecommunications Service | Yes. Each database user (PSAP) should assume the correctness of the introduced data |  |
| Slovak Republic - Ministry of Interior | We agree with the proposes division of duties and responsibilities. |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster Relief | Yes |  |
| Spain - Axencia Galega de Emerxencias | Yes |  |
| Spain - SEIB112 - Balearic Islands | Yes |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) | Yes |  |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes, but it is important obligation of the PSAP, to maintain properly updated, and we checkups  by the ECO compliance report PSAP (semiannual checkups). |  |
| Spain - Junta de Castilla y León | Yes |  |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | Yes  We would prefer a nominated PSAP within each country. |  |
| Spain - Dirección de Atención de Emergencias y Meteorología | Yes |  |
| Spain - Ciudad Autónoma de Melilla | Yes |  |
| Spain - CECOP SOS Rioja | No |  |
| Sweden - SOS Alarm Sverige AB | Yes. It is only natural that each PSAP takes responsibility for leaving correct information and to update it if necessary. A wish is that a regular reminder to update is emailed to the contact person for each country/PSAP.  It is also important that all PSAPs are notified as soon as a change is made in the database so that we can update action plans in our operational system. The Swedish PSAPs doesn´t actually use the EENA list today. The data in it is instead implemented in a plan in the operational system since it is here where all contacts/phone numbers is gathered. |  |

## Question 6

**Use cases:** Please refer to the use cases described in Section 2 above. The responses to this question will be considered when determining the terms and conditions for accessing and using the database.

|  |  |  |
| --- | --- | --- |
| **Do you envisage that such a database could be beneficial in cases of:** | | |
| **1) Emergency calls with transnational element?** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior | Yes |  |
| Belgium - Federal Public Service Interiors – Direction 112 | Yes |  |
| Bulgaria - MoI, Directorate National 112 System | Yes |  |
| Croatia - National Protection and Rescue Directorate | Yes |  |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes |  |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | Yes  Perhaps very few cases. |  |
| Estonia - Estonian Emergency Response Centre | Yes |  |
| Finland - Emergency Response Centre Administration | Yes |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Yes |  |
| Iceland - Neyðarlínan ohf. 112 | Yes. Remarks: As citizens become more used to the 112 as the only number in case of emergency, this may actually get even more use cases. For example concerned citizens over missing tourists, needing to get a hold of a local SAR/Police in a foreign country. |  |
| Ireland - ECAS | Yes. While this is considered to be a very rare requirement, should the situation arise every effort should be made to appropriately route the call as quickly and efficiently as possible. Such a database will assist PSAPS in routing the call as quickly as possible. |  |
| Latvia - State Fire and Rescue Service | Yes |  |
| Lithuania - Emergency Response Centre (Bendrasis pagalbos centras | Yes |  |
| Luxembourg – National Rescue Agency | Yes |  |
| Malta - Ministry for Home Affairs and National Security | Yes |  |
| The Netherlands - National Police | Yes |  |
| Norway - Police Shared Services (PSS) | Yes |  |
| Romania - Special Telecommunications Service | Yes |  |
| Slovak Republic - Ministry of Interior | Yes |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes. We already have agreements in place with neighbouring countries (AT, IT, HR, HU). |  |
| Spain - Axencia Galega de Emerxencias | Yes |  |
| Spain - SEIB112 - Balearic Islands | Yes |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) | Yes |  |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes |  |
| Spain - Junta de Castilla y León | Yes |  |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | Yes |  |
| Spain - Dirección de Atención de Emergencias y Meteorología | Yes |  |
| Spain - Ciudad Autónoma de Melilla | Yes |  |
| Spain - CECOP SOS Rioja | Yes |  |
| Spain–P.Asturias - 112 Asturias | Yes |  |
| Sweden - SOS Alarm Sverige AB | Yes. It occurs quite regularly that a person calling from within Sweden is seeking help for another person abroad. For example we have had a person talking to his father by phone when his father, living abroad, suddenly gets unconscious. If we can´t connect the caller to a PSAP in the concerned country this might be fatal. |  |
| **2) Emergency calls where network issues are experienced (inadvertent roaming)** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior | Yes, but Austria has bilateral agreements with its neighbor countries already. |  |
| Belgium - Federal Public Service Interiors–Direction 112 | Yes. Bilateral agreements already exit. |  |
| Bulgaria - MoI, Directorate National 112 System | Yes |  |
| Croatia - National Protection and Rescue Directorate | Yes |  |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes. There should be some mutual agreements of cooperation already in place. |  |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | Yes |  |
| Estonia - Estonian Emergency Response Centre | Yes. Usually it means the cooperation between neighbor countries. In case there isn’t agreement between them how to deal with such calls and they haven’t shared contact details, the database would be extremely useful. (However, in Estonia we have agreements with our neighbor countries and effective cooperation with their PSAPs). |  |
| Finland - Emergency Response Centre Administration | Yes |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Yes |  |
| Iceland - Neyðarlínan ohf. 112 | Yes. Remarks: This is of course not the case here in Iceland. |  |
| Ireland - ECAS |  | No. Inadvertent roaming (or just roaming) will only occur in cases where mobile networks and countries share a border. In such cases it is expected that the responsible PSAPS in the respective countries will have a bilateral agreement in place including the use of Dedicated e.164 numbers for such roaming calls.  The use of dedicated e.164 numbers for this specific and limited case of inadvertent roaming (can only occur with adjacent countries) is preferable to the PSAP as it allows them to specifically identify (including for reporting and investigation purposes) such calls and implement the process agreed between the respective PSAPS for the handling of such calls. |
| Latvia - State Fire and Rescue Service | Yes |  |
| Lithuania - Emergency Response Centre | Yes |  |
| Luxembourg – National Rescue Agency |  | No |
| Malta - Ministry for Home Affairs and National Security | Yes |  |
| The Netherlands - National Police | Yes. In most cases, direct cross-border traffic and communication is already implemented between PSAPs of neighbouring countries. |  |
| Norway - Police Shared Services (PSS) | Yes. Transfer call to Country B and provide COLP to Country B needed |  |
| Romania - Special Telecommunications Service | Yes |  |
| Slovak Republic - Ministry of Interior | Yes |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes |  |
| Spain - Axencia Galega de Emerxencias | Yes |  |
| Spain - SEIB112 - Balearic Islands | Yes |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) | Yes. But not for us, we have not border with another countries. |  |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes |  |
| Spain - Junta de Castilla y León | Yes |  |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | Yes |  |
| Spain - Dirección de Atención de Emergencias y Meteorología | Yes |  |
| Spain - Ciudad Autónoma de Melilla |  | No |
| Spain - CECOP SOS Rioja | Yes |  |
| Spain–P.Asturias - 112 Asturias | Yes |  |
| Sweden - SOS Alarm Sverige AB | Yes. We already have calls coming to SOS Alarm in Sweden but originating from our neighbouring countries as described in figure 2 and therefore a cooperation with these countries. |  |
| **3) Wrongly routed emergency calls from nomadic VoIP services** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior | Yes |  |
| Belgium - Federal Public Service Interiors–Direction 112 | Yes. However, this database should only be used in a last resort. Care should be taken that VOIP services providers continue to follow existing national obligations to deliver correct routing and identification even if manual routing by operators becomes possible. |  |
| Bulgaria - MoI, Directorate National 112 System |  | No. PSAP’s in Bulgaria cannot receive VoIP calls. |
| Croatia - National Protection and Rescue Directorate | Yes |  |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes |  |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | Yes |  |
| Estonia - Estonian Emergency Response Centre | Yes |  |
| Finland - Emergency Response Centre Administration | Yes |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Yes |  |
| Iceland - Neyðarlínan ohf. 112 | Yes |  |
| Ireland - ECAS | Yes. This use case is expected to become more common in the future with the continued adoption of third party VoIP services. |  |
| Latvia - State Fire and Rescue Service | Yes |  |
| Lithuania - Emergency Response Centre | Yes |  |
| Luxembourg – National Rescue Agency | Yes |  |
| Malta - Ministry for Home Affairs and National Security | Yes |  |
| The Netherlands - National Police | A new phenomenon expected to grow rapidly with increasing use of On Top Services and IP-telephony at very low pricing. (Holiday-traffic). |  |
| Norway - Police Shared Services (PSS) | Yes. Which input (A-number, IP-address, name) to access from where? To forward Country B? |  |
| Romania - Special Telecommunications Service | Yes. We have not identified such cases yet, but we consider the database would be beneficial for dealing with such cases. |  |
| Slovak Republic - Ministry of Interior | Yes |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes |  |
| Spain - Axencia Galega de Emerxencias | Yes |  |
| Spain - SEIB112 - Balearic Islands | Yes |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) |  | No |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes |  |
| Spain - Junta de Castilla y León | Yes |  |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | Yes |  |
| Spain - Dirección de Atención de Emergencias y Meteorología | Yes |  |
| Spain - Ciudad Autónoma de Melilla |  | No |
| Spain - CECOP SOS Rioja | Yes |  |
| Spain–P.Asturias - 112 Asturias | Yes |  |
| Sweden - SOS Alarm Sverige AB | Yes. This happens not so often but might increase with time. |  |
| **4) Wrongly routed emergency calls originating on corporate networks** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior | Yes, but low probability, as this would require transnational corporate networks, which are quite rare. |  |
| Belgium - Federal Public Service Interiors–Direction 112 | However, this database should only be used in a last resort. Care should be taken that VOIP services providers continue to follow existing national obligations to deliver correct routing and identification even if manual routing by operators becomes possible. |  |
| Bulgaria - MoI, Directorate National 112 System | Yes. Till now, there are not received such type of calls. |  |
| Croatia - National Protection and Rescue Directorate | Yes |  |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes |  |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | Yes |  |
| Estonia - Estonian Emergency Response Centre | Yes. If those kinds of cases are possible, then yes. |  |
| Finland - Emergency Response Centre Administration | Yes |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Yes |  |
| Iceland - Neyðarlínan ohf. 112 | Yes |  |
| Ireland - ECAS | Yes |  |
| Latvia - State Fire and Rescue Service | Yes |  |
| Lithuania - Emergency Response Centre | Yes |  |
| Luxembourg – National Rescue Agency | Yes |  |
| Malta - Ministry for Home Affairs and National Security |  | No |
| The Netherlands - National Police | Yes. More likely to happen in smaller corporate networks with a minimal maintenance organization and lack of knowledge on specific aspects. |  |
| Norway - Police Shared Services (PSS) | Yes. Not a huge user group? Would any corporate network route calls outgoing from another country? |  |
| Romania - Special Telecommunications Service | Yes. We have not identified such cases yet, but we consider the database would be beneficial for dealing with such cases |  |
| Slovak Republic - Ministry of Interior | Yes |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes. We already have agreements in place with neighbouring countries. |  |
| Spain - Axencia Galega de Emerxencias | Yes |  |
| Spain - SEIB112 - Balearic Islands | Yes |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) |  | No |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes |  |
| Spain - Junta de Castilla y León | Yes |  |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | Yes |  |
| Spain - Dirección de Atención de Emergencias y Meteorología | Yes |  |
| Spain - Ciudad Autónoma de Melilla |  | No |
| Spain - CECOP SOS Rioja | Yes |  |
| Spain–P.Asturias - 112 Asturias | Yes |  |
| Sweden - SOS Alarm Sverige AB | Yes. We have no knowledge of if this is a problem today between countries, although it is a problem inside Sweden. If a corporate network isn´t properly configured, a 112 call is registered coming from another part of Sweden (where the switchboard is situated) than where the caller is made from. But this might be a future problem also transnational. |  |
| **5) Third Party e-Call** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior | Yes, Austria has already several agreements with operators of “e-Call-like” proprietary services; including Third Party Call Centres can be considered on a contractual basis with definition of confidentiality rules, etc. |  |
| Belgium - Federal Public Service Interiors–Direction 112 |  | No. Legislation requires third party registration. After registration they will receive a direct PSAP number. |
| Bulgaria - MoI, Directorate National 112 System | Yes. eCall service in Bulgaria is now at development. We are participants in HeERO 2 and HeERO 3 projects. |  |
| Croatia - National Protection and Rescue Directorate | Yes |  |
| Czech Republic - General Directorate of Fire and Rescue Service |  | No. Third parties will not be able to access the database nor will be included in database. |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade |  | No. All third party companies need to have an agreement with the Danish PSAP before getting the our long number for the PSAP. |
| Estonia - Estonian Emergency Response Centre |  | No. TPS eCall always need an agreement between 112 service provide and TPS. Our opinion is that this database cannot cover the TPS eCall topic. |
| Finland - Emergency Response Centre Administration | Yes |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Third Party eCall Centers need for their normal operation to have access to such a database, so as to communicate with the appropriate PSAPs in each country. However, taking into consideration the current status of the TPS in Europe and the fact that they are not considered PSAPs by definition, we have the opinion that any decision about including them as users in the database should be made at a later stage. | |
| Iceland - Neyðarlínan ohf. 112 | Yes. Remarks: In a way this is already happening with f-ex OnStar. |  |
| Ireland - ECAS |  | No. We consider that specific agreements should be in place between national PSAPs and TPSP eCall services. This is to ensure that appropriate processes are developed for call handling and that such calls can be measured (quality) and reported on by the PSAP. The use of specific agreements and processes between TPSPs and PSAPS suggests that it is more appropriate to use individual and dedicated e.164 numbers for the TPSP to route calls to each PSAP than general e.164 international access numbers as would be contained in the database. |
| Latvia - State Fire and Rescue Service | Yes |  |
| Lithuania - Emergency Response Centre | Yes |  |
| Luxembourg – National Rescue Agency |  | No |
| Malta - Ministry for Home Affairs and National Security | Yes |  |
| The Netherlands - National Police | Yes. Only used as a fall-back infrastructure. Member States have to ensure that TPS communication is well embedded in the national PSAP infrastructure-interface. |  |
| Norway - Police Shared Services (PSS) | Yes |  |
| Romania - Special Telecommunications Service |  | No. The TPSP eCalls have to comply with the applicable standards which assume the automatic transmission of the MSD simultaneously with the voice call. Therefore we deem necessary that the relation TPSP-PSAP responsible for the intervention should be decreed by cooperation agreements which should include the compulsory transmission of the MSD. As this procedure lacks, the use of a PSAP acting as intermediary results in the increase of the reaction time if the MSD information has been sent only via voice call. |
| Slovak Republic - Ministry of Interior | Yes |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes. We need a signed agreement with third parties beforehand |  |
| Spain - Axencia Galega de Emerxencias | Yes |  |
| Spain - SEIB112 - Balearic Islands | Yes |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) |  | No |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes |  |
| Spain - Junta de Castilla y León | Yes |  |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | Yes |  |
| Spain - Dirección de Atención de Emergencias y Meteorología | Yes |  |
| Spain - Ciudad Autónoma de Melilla | Yes. We don´t have experience about this option, but if this is the final option, it´ll be right. |  |
| Spain - CECOP SOS Rioja | Yes |  |
| Spain–P.Asturias - 112 Asturias | Yes |  |
| Sweden - SOS Alarm Sverige AB |  | No. We do not see that this database would be used for TPS services since we want to regulate this service by agreements with the concerned Third Party Service providers and thus giving them specific long numbers to the PSAPs. This gives us a possibility to see already in the number presentation which TPS are calling and adapt specific action plans for the TPS. |
| **6) Other cases (Please describe your use case in the “Remarks”)** | | |
| **Country** | **Yes** | No |
| Austria - Ministry of the Interior |  | No |
| Bulgaria - MoI, Directorate National 112 System |  | No |
| Croatia - National Protection and Rescue Directorate |  | No |
| Estonia - Estonian Emergency Response Centre | Yes. In some cases it could help in translation questions. |  |
| Iceland - Neyðarlínan ohf. 112 | Yes. See the top bullet, If the community of PSAPs is really committed to service, other cases will emerge. |  |
| Ireland - ECAS | Yes. Roaming SMS  While SMS to 112 is effectively still unregulated at an EU level, it is now widely available across the EU. The fundamental limitation of SMS to 112 is that SMS messages sent by a subscriber while roaming are always transported by the SMSC on their “home” network which will be configured to forward SMS messages to the “home” PSAP.  This means when a roaming user sends an SMS to 112 this will be received by the PSAP in their home network country and not in the country where they are roaming.  Once the PSAP operator in the “home” country establishes that the texter is in fact roaming in another country, these messages could be effectively handled by their home country PSAP operator setting up a voice relay to the PSAP in the callers roaming country using the appropriate e.164 number from this database. |  |
| Latvia - State Fire and Rescue Service | Yes |  |
| Lithuania - Emergency Response Centre | Yes. As mentioned above in Q.4 – translation of a problem. |  |
| The Netherlands - National Police | Consultation/conference call: in case of a multilingual misunderstanding or complex emergency call to get the right information for an effective handling of the emergency. | |
| Malta - Ministry for Home Affairs and National Security | N/A | |
| Romania - Special Telecommunications Service |  | No |
| Slovak Republic - Ministry of Interior |  | No |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes. Relatives or friends calling in the name of the person in need. |  |
| Spain–P.Asturias - 112 Asturias | Yes. Question 2 and 4 |  |
| Sweden - SOS Alarm Sverige AB |  | No. It is also important to stress that this should be numbers only available to the PSAPs for connecting emergency calls from the public. There are more and more commercial actors, mostly different kinds of alarm centers, that are situated in one country but handling customers in another. We here see that it not would be suitable to use the database for such regular business which might bring costs for the PSAP organization that rather should be regulated in agreements between the PSAP and the company. SOS Alarm has for example had a dialogue with .two such companies in this matter during 2014. |

## Question 7

|  |  |  |  |
| --- | --- | --- | --- |
| **Would you prefer that the Database consists of: (Please choose and explain why in the “Remarks” field)** | | | |
| **1) Only one “primary PSAP” per country?** | | | |
| **Country** | **Yes** | | **No** |
| Austria - Ministry of the Interior | Yes | |  |
| Belgium - Federal Public Service Interiors–Direction 112 | Yes. It has to be clear which languages is spoken in the PSAP. | |  |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes. It is not possible for operator to determine area of responsibility of PSAP in foreign country. There should be one contact point for country that handles intra-national information forwarding. | |  |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade |  | | No |
| Finland - Emergency Response Centre Administration | Yes. Content on 112‐call can concern multiple emergency authorities and can be called from  anywhere in a foreign country. It would be impossible to figure out the right PSAP to get contact to. | |  |
| Greece - General Secretariat for Civil Protection (GSCP) | Greece has only one 112 PSAP operating | | |
| Iceland - Neyðarlínan ohf. 112 | Yes. The local organizations can be very complex, and we need to keep this simple. | |  |
| Ireland - ECAS | Yes. Provided that that PSAP has the capability to handle and route emergency calls for any region in the country. | |  |
| Latvia - State Fire and Rescue Service | Yes | |  |
| Lithuania - Emergency Response Centre |  | | No |
| Luxembourg – National Rescue Agency | Yes | |  |
| Malta - Ministry for Home Affairs and National Security | Yes. Malta has only one primary PSAP and not others are envisaged. | |  |
| The Netherlands - National Police | Yes. Geographical complexity hinders effectiveness. | |  |
| Norway - Police Shared Services (PSS) |  | | No. We use geographical routing, and responsibility of resources (and logging the task) are local within a district. If only one (or one plus backup) shall be the solution we need to address this to the police directorate and run it through them (organizational not how we operate, employees unions to agree etc.). |
| Romania - Special Telecommunications Service | Yes. The 112 operators using the database should not choose a certain PSAP located in the respective state, they should use a single number. We consider that it is the responsibility of the respective state to set forth its internal rules and operational procedures to deal with this type of emergency reporting. | |  |
| Slovak Republic - Ministry of Interior |  | | No. Disagree, there always should be a “backup”, to be prepared f.e. : power outage, no connection etc. |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | Yes  Due to organizational structure. | |  |
| Spain - Axencia Galega de Emerxencias | Yes. Since in Spain there are 17 PSAPs and each one has its own area of coverage, from a foreign country it will be difficult to know which of them would be responsible for handling the emergency call. For this reason, the most effective solution is to have only one primary PSAP per country. This PSAP must meet their inter-PSAP communications needs. The challenge is to choose the primary PSAP. We think that the primary PSAP must be Madrid because it is the capital and also the most important PSAP of Spain. | |  |
| Spain - SEIB112 - Balearic Islands |  | | No |
| Spain - 112 Comunitat Valenciana (Valencian Region) |  | | No  In Spain there are now 19 PSAP |
| Spain - Junta de Castilla y León |  | | No |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | Yes | |  |
| Spain - Dirección de Atención de Emergencias y Meteorología |  | | No |
| Spain - CECOP SOS Rioja | Yes | |  |
| Spain–P.Asturias - 112 Asturias | Ok. What is the difference (see 7.4) | |  |
| Sweden - SOS Alarm Sverige AB | Yes. Preferably since this makes it easy to connect an emergency call to another country without having to consider geographical area that a specific PSAP covers which can be impossible to identify. | |  |
| **2) One primary PSAP plus one back-up PSAP per country?** | | | |
| **Country** | **Yes** | | **No** |
| Austria - Ministry of the Interior | Yes. How many backup PSAPs are possible depends on the database structure (up to 10 backup PSAPs). | |  |
| Belgium - Federal Public Service Interiors–Direction 112 | Yes. It has to be clear which languages is spoken in the PSAP. | |  |
| Bulgaria - MoI, Directorate National 112 System | Yes | |  |
| Croatia - National Protection and Rescue Directorate | Yes. The database could provide effective information management. | |  |
| Czech Republic - General Directorate of Fire and Rescue Service |  | | No |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | Yes. Single point of contact and you have a back-up solution. | |  |
| Estonia - Estonian Emergency Response Centre | Since 112 systems all over Europe are different and it is not easy task for call-takers to be aware of every geographical detail of other country (which PSAP serves which area and where exactly is the scene of accident etc.), it is easier to have one main contact from each country (and back-up if this PSAP is not available). | |  |
| Finland - Emergency Response Centre Administration |  | | No |
| Iceland - Neyðarlínan ohf. 112 |  | | No |
| Ireland - ECAS | Yes. An additional backup number should be available for reasons of availability, redundancy and resilience however this does not necessarily have to be a separate PSAP organization and should be subject to the same availability requirements as for emergency calls places from anywhere in that country. | |  |
| Latvia - State Fire and Rescue Service | Yes | |  |
| Lithuania - Emergency Response Centre | Yes. We prefer this model, however we aware that it would be complicated for larger countries to have only primary and back-up PSAP for a whole country. But this model would be preferable. | |  |
| Luxembourg – National Rescue Agency |  | | No |
| Malta - Ministry for Home Affairs and National Security | N/A | | |
| The Netherlands - National Police | Yes. Always beneficial to have a back-up. | |  |
| Norway - Police Shared Services (PSS) |  | | No. We use geographical routing, and responsibility of resources (and logging the task) are local within a district. If only one (or one plus backup) shall be the solution we need to address this to the police directorate and run it through them (organizational not how we operate, employees unions to agree etc.) |
| Romania - Special Telecommunications Service |  | | No |
| Slovak Republic - Ministry of Interior | Yes.  It is a relevant safety measure. | |  |
| Spain - SEIB112 - Balearic Islands |  | | No |
| Spain - 112 Comunitat Valenciana (Valencian Region) |  | | No |
| Spain - Junta de Castilla y León |  | | No |
| Spain - Dirección de Atención de Emergencias y Meteorología |  | | No |
| Spain - Ciudad Autónoma de Melilla | Yes | |  |
| Spain - CECOP SOS Rioja |  | | No |
| Sweden - SOS Alarm Sverige AB |  | | No. The best solution is to one PSAP number. This number could in turn be handled in two or more PSAPs. In Sweden is for example the 13 PSAPs handling emergency calls interconnected and divided into three regions where emergency calls in that region is handled by all the PSAPs situated there. Another solution could be an automatic rerouting of the number to a secondary PSAP in case of a disturbance in the primarily. If there is one primarily number and a secondary, it is hard to know how long you should be waiting for answer before using the secondary. |
| **3) As many PSAPs that each country wants to register?** | | | |
| **Country** | | **Yes** | **No** |
| Austria - Ministry of the Interior | |  | No. It seems to be somewhat impossible to identify the geographically or organizationally responsible PSAP of a foreign country. (example: How could a 112-calltaker from Austria identify, which of the maybe 100 PSAP’s in France is the correct one?) |
| Belgium - Federal Public Service Interiors–Direction 112 | |  | No. It is impossible for an operator to understand the emergency legislation and organization in all participating countries, so as to always select the right PSAP to call. This option should therefore be excluded. |
| Czech Republic - General Directorate of Fire and Rescue Service | |  | No |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | |  | No. See above |
| Finland - Emergency Response Centre Administration | |  | No |
| Iceland - Neyðarlínan ohf. 112 | |  | No |
| Ireland - ECAS | | Yes. For access to the database only but not as the primary contact PSAP. |  |
| Latvia - State Fire and Rescue Service | |  | No |
| Lithuania - Emergency Response Centre | | Yes. This one is better than nothing, however might cause wrong dials (addresses) due to unawareness of receiving country’s PSAP system. |  |
| Luxembourg – National Rescue Agency | |  | No |
| Malta - Ministry for Home Affairs and National Security | | N/A | |
| The Netherlands - National Police | |  | No. Geographical complexity hinders effectiveness. |
| Norway - Police Shared Services (PSS) | | Yes. We use geographical routing, and responsibility of resources (and logging the task) are local within a district. If only one (or one plus backup) shall be the solution we need to address this to the police directorate and run it through them (organizational not how we operate, employees unions to agree etc.). |  |
| Romania - Special Telecommunications Service | |  | No |
| Slovak Republic - Ministry of Interior | |  | No. There should be one primary contact point per state to avoid confusion among 112 call takers when routing the calls. |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster | | Yes  To allow flexibility |  |
| Spain - SEIB112 - Balearic Islands | | Yes, It would be a more complicated approach in terms of the data and mechanisms needed to precisely locate the target PSAP, but once addressed this approach would permit a more direct and effective access to the target PSAP which is very important in emergency management. |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) | |  | No |
| Spain - Junta de Castilla y León | | Yes |  |
| Spain - Dirección de Atención de Emergencias y Meteorología | | Yes |  |
| Spain - CECOP SOS Rioja | |  | No |
| Sweden - SOS Alarm Sverige AB | |  | No. One PSAP is strongly preferred since it is hard to consider geographical area that a specific PSAP covers and in certain cases also which kind of PSAP (police, EMS, Fire rescue service, carabinieri etc.) who is responsible. Though risk that possible demand to register no more than one PSAP could be an obstacle for certain countries for participating in the database. The conditions differ for PSAPs in each European country. |
| **4) Only PSAPs handling 112 calls** | | | |
| **Country** | | **Yes** | **No** |
| Austria - Ministry of the Interior | | Yes |  |
| Czech Republic - General Directorate of Fire and Rescue Service | |  | No |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | | Yes |  |
| Finland - Emergency Response Centre Administration | | Yes |  |
| Greece - General Secretariat for Civil Protection (GSCP) | | Yes. Since the 112 model structure varies in Europe, each country should primarily allowed to register in the database all PSAP information it considers necessary, however the whole designing of the database should be done with the view to ultimately facilitate the correct routing of the 112 call to the most appropriate PSAP in a different country. |  |
| Iceland - Neyðarlínan ohf. 112 | |  | No |
| Ireland - ECAS | | Yes |  |
| Latvia - State Fire and Rescue Service | |  | No |
| Lithuania - Emergency Response Centre | |  | No |
| Luxembourg – National Rescue Agency | | Yes |  |
| Malta - Ministry for Home Affairs and National Security | | N/A | |
| The Netherlands - National Police | |  | No. All relevant PSAPs and TPSs for effective communication. |
| Norway - Police Shared Services (PSS) | | Yes. We use geographical routing, and responsibility of resources (and logging the task) are local within a district. If only one (or one plus backup) shall be the solution we need to address this to the police directorate and run it through them (organizational not how we operate, employees unions to agree etc.). |  |
| Romania - Special Telecommunications Service | | Yes |  |
| Slovak Republic - Ministry of Interior | | Yes. Only 112 calls or calls to national emergency numbers should be routed via database. |  |
| Spain - SEIB112 - Balearic Islands | | Yes. In fact this would depend on the particular implementation of 112 services in each country.  Taking into account how 112 services are implemented in Spain I would rather prefer this option. |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) | | Yes |  |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | | Yes. For consistency with the model established in Spain, it is necessary to level of Spain, set one for each Autonomous Community, 19. |  |
| Spain - Junta de Castilla y León | | Yes. Since there is a Centre in Spain for each region, the ideal would be to have a database for each of the existing centers, but only those that support 112 calls. |  |
| Spain - Dirección de Atención de Emergencias y Meteorología | | Yes |  |
| Spain - CECOP SOS Rioja | |  | No |
| Spain–P.Asturias - 112 Asturias | | What is the difference (see 7.1). |  |
| Sweden - SOS Alarm Sverige AB | | Yes. It should be a database exclusively for official PSAPs (see answer on question 6, “Other cases”. |  |

**NOTE ON QUESTION 7:** For the purposed of designing the database it is important to understand if the database should contain a primary PSAP in each country or information on all PSAPs. The current EENA solution contains only a primary PSAP in each country. It is a matter for the PSAPs to advise on the most effective solution to meet their inter-PSAP communications needs. PT ES recognises the operational challenges that might be involved with having too many entries for each country in the database. This is related to the determination of the correct PSAP which has to be done in the destination country and by its rules. PT ES is seeking feedback in response to Question 8 on how best to address those challenges.

## Question 8

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| **The PT ES recognises that the organisation of emergency services is of the exclusive national competence of each CEPT Member State and it has no intention to interfere with PSAP operations in any way. Do you think that the ECC, by hosting such a database, interferes in a negative way with the operation of the emergency services in your country?** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior |  | No |
| Belgium - Federal Public Service Interiors–Direction 112 |  | No |
| Bulgaria - MoI, Directorate National 112 System |  | No |
| Croatia - National Protection and Rescue Directorate |  | No |
| Czech Republic - General Directorate of Fire and Rescue Service |  | No |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | Yes |  |
| Estonia - Estonian Emergency Response Centre |  | No |
| Finland - Emergency Response Centre Administration |  | No |
| Greece - General Secretariat for Civil Protection (GSCP) |  | No |
| Iceland - Neyðarlínan ohf. 112 |  | No. That is probably the only way to get all states to comply. |
| Ireland - ECAS |  | No |
| Latvia - State Fire and Rescue Service |  | No |
| Lithuania - Emergency Response Centre |  | No. This doesn't interfere with our operations as ECC wouldn’t perform any PSAP operation by only maintaining a database of PSAP telephone numbers. |
| Luxembourg – National Rescue Agency |  | No |
| Malta - Ministry for Home Affairs and National Security |  | No  N/A |
| The Netherlands - National Police |  | No. The PT ES provides a tool for effective transnational communication, free to use. Each member state has to implement relevant legislation on the aspects of responsibility, continuity, performance, privacy etc. |
| Norway - Police Shared Services (PSS) |  | No. But if Norway is to participate we need to be ok with the solution for example how we access the database (automatic/manual access to information and transfer possibilities), and how we route calls based on geographical information available. |
| Romania - Special Telecommunications Service |  | No |
| Slovak Republic - Ministry of Interior |  | No |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster |  | No. However, calls transferred like described in Chapter 2 will automatically have lesser priority to direct calls to 112 in country which means time delay. |
| Spain - Axencia Galega de Emerxencias |  | No |
| Spain - SEIB112 - Balearic Islands |  | No, Not negatively but indeed it will be needed to create internal protocols in each PSAP to use this database. |
| Spain - 112 Comunitat Valenciana (Valencian Region) |  | No |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Depend on how the database is made, it must respect the model 112 implemented in each country | |
| Spain - Junta de Castilla y León |  | No |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | Yes. Much responsibility without a clear and legal framework nor an operational situation organized and implemented. |  |
| Spain - Dirección de Atención de Emergencias y Meteorología |  | No |
| Spain - Ciudad Autónoma de Melilla |  | No |
| Spain - CECOP SOS Rioja |  | No |
| Spain–P.Asturias - 112 Asturias |  | OK…..??? |
| Sweden - SOS Alarm Sverige AB |  | No. Since the PSAP still will be responsible for the content this should not interfere in any way with the PSAP operation. This though presumes that the numbers is available only to other PSAPs dealing with 112. |

## Question 9

**Question 9 is addressed only to those PSAPs who, at this stage, consider that they will not participate in the database project.**

|  |  |  |
| --- | --- | --- |
| **Do you envisage that the implementation of a database, on a voluntary basis, will have an impact on your activities?** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior |  | No. Not applicable, as Austria will most probably participate. |
| Belgium - Federal Public Service Interiors–Direction 112 | N/A | |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade |  | No. We already operates with a similar DB. |
| Iceland - Neyðarlínan ohf. 112 | Yes. Remarks: In the long run they will jump on, but not until after a few well publicized blunders. |  |
| Luxembourg – National Rescue Agency | Yes |  |
| Spain - SEIB112 - Balearic Islands |  | No |
| Spain - 112 Comunitat Valenciana (Valencian Region) |  | No |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | Yes. See remarks on question 8. Potential legal problems. |  |
| Spain - CECOP SOS Rioja | Yes |  |

## Question 10

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| --- | --- | --- |
| **Would you be interested in participating in drafting the terms and conditions for access and use of such a database?** | | |
| **Country** | **Yes** | **No** |
| Austria - Ministry of the Interior |  | No |
| Belgium - Federal Public Service Interiors–Direction 112 | Reviewing terms and conditions is advisable to ensure they are not in conflict with national legislation. | |
| Bulgaria - MoI, Directorate National 112 System | Yes |  |
| Croatia - National Protection and Rescue Directorate | Yes |  |
| Czech Republic - General Directorate of Fire and Rescue Service | Yes |  |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | Yes |  |
| Estonia - Estonian Emergency Response Centre | Yes |  |
| Finland - Emergency Response Centre Administration |  | No |
| Greece - General Secretariat for Civil Protection (GSCP) |  | No |
| Iceland - Neyðarlínan ohf. 112 |  | No. Remarks: Not particularly, I am sure there are more capable and eager people out there. Just remember to have simplicity as a goal. |
| Ireland - ECAS | Yes |  |
| Latvia - State Fire and Rescue Service |  | No |
| Lithuania - Emergency Response Centre | Yes |  |
| Luxembourg – National Rescue Agency |  | No |
| Malta - Ministry for Home Affairs and National Security | Yes. Malta considers that the drafting of the terms and conditions for access and use of the said database is important. Thus, Malta would like to be involved and definitely be consulted on this issue. |  |
| The Netherlands - National Police | Yes. The National Police is especially interested in the specifications about security of the database to prevent hacking and the authentication and authorisation of the specific users to prevent misuse. |  |
| Norway - Police Shared Services (PSS) | Yes. Cost issue is unclear and it is a factor that needs to be estimated (also resource allocation/period). |  |
| Romania - Special Telecommunications Service | Yes. We consider that the presence of STS (as PSAP administrator) is mandatory within the workgroup establishing the conditions for access and use of the database. |  |
| Slovak Republic - Ministry of Interior | Yes. We would like to participate in drafting the terms and conditions for access. |  |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster |  | No |
| Spain - Axencia Galega de Emerxencias |  | No |
| Spain - SEIB112 - Balearic Islands | Yes |  |
| Spain - 112 Comunitat Valenciana (Valencian Region) | Yes |  |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes |  |
| Spain - Junta de Castilla y León | Yes |  |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta |  | No |
| Spain - Dirección de Atención de Emergencias y Meteorología | Yes |  |
| Spain - Ciudad Autónoma de Melilla | Yes |  |
| Spain - CECOP SOS Rioja |  | No |
| Spain–P.Asturias - 112 Asturias | ?? In my opinion... should be an "open" format and in any case data should be able to be exported to a compatible format (MS office, BD Access, Excel products). |  |
| Sweden - SOS Alarm Sverige AB |  | No |

## Question 11

|  |  |
| --- | --- |
| **Considering that in some countries emergency caller are not identifiable (e.g. SIM-Less calls) how should cases of false alarms or fraud be treated? Please provide comments.** | |
| **Country:** | **Comments:** |
| Austria - Ministry of the Interior | That is to be solved in the country (A) where the call occurs and not in the country (B) where the communicated emergency situation happens. The PSAP of country (B) should inform PSAP in country (A) that this was a false/fraud call. |
| Belgium - Federal Public Service Interiors–Direction 112 | False alarms or fraud should be treated according to the procedures and possible legal actions of the country where the call is received. |
| Bulgaria - MoI, Directorate National 112 System | MNO In Bulgaria don’t routed SIM-less calls to 112. |
| Czech Republic - General Directorate of Fire and Rescue Service | The question is not relevant to issue of PSAP number database hosting. |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade | As they are treated today in each country. |
| Estonia - Estonian Emergency Response Centre | It’s too complicated question and the situations are too different. |
| Finland - Emergency Response Centre Administration | Cases of false alarms or fraud should be treated according to local legislation. |
| Greece - General Secretariat for Civil Protection (GSCP) | N/A |
| Ireland - ECAS | SIM-Less/No-CLI mobile calls can only be made from supporting mobile networks in country. Should a caller from such a device indicate that they require assistance in a different country this should be considered technically impossible and as a result the call should be handled locally as per the normal fraudulent call procedures. These calls should not be internationally routed by the PSAP under any circumstances. |
| Latvia - State Fire and Rescue Service | Latvian mobile Network operators ensure SIM-Less call to 112.  In Latvia, we haven’t special legislation concerning false calls, so we haven’t comments on that. |
| Lithuania - Emergency Response Centre | There is always room for inappropriate calls. A number of such calls may be filtered out by first stage PSAP by evaluating caller’s information, way of speaking, and awareness of the situation he knows. This however isn’t 100 percent preventable. |
| Luxembourg – National Rescue Agency | Non beaurocratic-quick investigation by police an punished via legislation. |
| Malta - Ministry for Home Affairs and National Security | This depends on the legislation in vigore in the different Member States. |
| The Netherlands - National Police | Comments: Countering false alarms or fraud stays within the national jurisdiction and legislation of each member state. The handling of transnational emergency calls will be a non-standard procedure with extra care and attention. The risk of false alarms or fraud will not outweigh the benefits of the possibility of direct transnational communication for emergency services. |
| Norway - Police Shared Services (PSS) | IMEI number lookup in regards of positioning has been discussed in Norway and technically we should look into possibilities/implemented solutions in different Countries. |
| Romania - Special Telecommunications Service | In Romania it is not possible to make a call to 112 from SIM-Less devices, however there are pre-paid SIM cards which are not associated to a caller. If such a call is received, it would be treated in a similar manner to the calls for which the caller had been identified according to the existing procedures. |
| Slovak Republic - Ministry of Interior | Calls should be recorded and archived for future evaluation and as evidence in cases of felony as other emergency calls. Legal aspects of transnational false alarms and fraudulent calls warrant a legal research. The results of research should be made available to the participating states in form of recommendation. |
| Slovenia - Administration of the Republic of Slovenia for Civil Protection and Disaster Relief | SIM-Less calls are not possible in Slovenia. |
| Spain - Axencia Galega de Emerxencias | We don’t understand the purpose of this question. |
| Spain - SEIB112 - Balearic Islands | Each PSAP handles false alarms with their own protocols and the indeed apply equally in trans-PSAP calls. In our service we receive non-identified calls and we will follow the same discrimination protocol independently of the destination or nature of the call. |
| Spain - 112 Comunitat Valenciana (Valencian Region) | With different local laws. |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Obligation on all countries to identify long terminal 112 (e-mei), and administrative and / or penal sanction depending on the severity of the malicious call to the caller and / or owner of the terminal. |
| Spain - Junta de Castilla y León | It could be treated in the same way we do today. If you have the certainty that it is a false alarm or fraud, it would be classified as such, and no notice could be transmitted to the country PSAP. In case you have any doubt about the veracity of the call, it will be transferred to the PSAP affected, indicating that the call could be a false alarm or frauds call. |
| Spain - 112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo–Ciudad Autónoma de Ceuta | There should be a common mode of action or a system uniform of operation among all member countries of the EC to treat this type of calls, at least. |
| Spain - Dirección de Atención de Emergencias y Meteorología | We have rules about it. It is punished. |
| Spain - Ciudad Autónoma de Melilla | Only the same position in all Europeans countries in these cases, will give the answer. With actual situation (every country has its own position) we think it won´t be possible. |
| Spain–P.Asturias - 112 Asturias | Only with the cooperation of the operators and legislate that it is forced to deliver data of the number caller - IMEI - SIM or any parameter identification; In addition to a geo localization more accurate (3 G / 4 G, allow it). |
| Sweden - SOS Alarm Sverige AB | It is always a problem to separate false calls from actual emergencies. Therefore all calls must be treated as actual emergencies. In this case the responding PSAP must do a first filtering and then connect calls to the PSAP abroad which then will make the final judgement and “second opinion”. |

## Question 12

|  |  |  |
| --- | --- | --- |
| **Do you have any other comments to the issue at hand? (If yes, please explain)** | | |
| **Country:** | **Yes** | **No** |
| Austria - Ministry of the Interior | Yes. Regulation needs to be established, that PSAPs are not allowed to pass numbers from the database to others than PSAPs or governmental organisations (e.g. embassies, etc.). |  |
| Belgium - Federal Public Service Interiors–Direction 112 | Yes  - An email address of each PSAP in the database should also be included in the database.  - A subscription to the database with automatic notification of telephone number/email address changes is necessary.  - The database should not be obligatory to use by operators of a 112 PSAP, but should only be considered a useful tool for exceptional cases. |  |
| Bulgaria - MoI, Directorate National 112 System |  | No |
| Croatia - National Protection and Rescue Directorate |  | No |
| Czech Republic - General Directorate of Fire and Rescue Service |  | No |
| Denmark - Danish National police, Center for emergency communication Copenhagen Fire Brigade |  | No |
| Estonia - Estonian Emergency Response Centre |  | No |
| Finland - Emergency Response Centre Administration | Yes. Such a database could help us to carry out the duties of PSAPs more effectively, assuming that  the information in the database are up to date and consists only one “primary PSAP” per country. Also  access to database should be reliable and easy, so that needed PSAP number would be available when needed in acute situation. |  |
| Greece - General Secretariat for Civil Protection (GSCP) | N/A | |
| Iceland - Neyðarlínan ohf. 112 |  | No |
| Ireland - ECAS | There is a wider or more general case of fraud/attack which must be considered when access to the PSAP is facilitated by internationally accessible E.164 numbers. Once the database is accessible to all PSAPS access is effectively uncontrolled as it only requires one disgruntled or mal-intentioned PSAP employee in one country to release the numbers to criminal or disruptive groups.  Should these numbers fall into the wrong hands all national PSAPS are vulnerable to untraceable and difficult to control fraud and indeed attack in the form of:  False information from individuals or groups claiming to be a national PSAP operator resulting in the misdirection of the local emergency services.  TDOS (telephony denial of service) in the form of a flood of calls from another country which swamps the resources of the local PSAP and results in normal national emergency calls not being answered.  PSAPS providing access to their services using internationally accessible E.164 numbers should be aware of these vulnerabilities and take appropriate steps to prevent and mitigate such attacks. |  |
| Latvia - State Fire and Rescue Service |  | No |
| Lithuania - Emergency Response Centre |  | No |
| Malta - Ministry for Home Affairs and National Security |  | No |
| Romania - Special Telecommunications Service | Yes. We consider that the inter-PSAPs access to the database should be allowed only to 112 PSAPs and, according to the terms and conditions for the use of this database, the eCalls should be retransmitted with the associated MSD.  Please provide us further details about the participation of the TPSP eCall centers in the establishment of and access to the database. |  |
| Slovak Republic - Ministry of Interior | Yes. The database contains a sensitive information so we would like to be informed in detail about safety measures concerning the database. |  |
| Spain - Axencia Galega de Emerxencias |  | No |
| Spain - SEIB112 - Balearic Islands |  | No |
| Spain - Centro Atención Urgencias y Emergencias 112 Extremadura | Yes  It's a great initiative, all 112 of different countries should be involved, and must be interoperable data base with all emergency management systems and implemented various emergency 112. |  |
| Spain - Junta de Castilla y León |  | No |
| Spain - Dirección de Atención de Emergencias y Meteorología |  | No |
| Spain–P.Asturias - 112 Asturias | Idem Q11. Operators (mobile and fixed) provide their users in a unique and open format B.D.; You should be required by the national body or competent EU. The format of user data is currently quite chaotic. |  |
| Sweden - SOS Alarm Sverige AB | Yes  It can be noted that the public expects a PSAP to be able to connect to PSAPs abroad if needed in an emergency. SOS Alarm regularly gets such views from the public. Therefore it is a natural and necessary step to exchange contact information between European PSAPs. |  |

# Results of the Second Questionnaire

## Introduction

On 24 June 2015, the Chairman of the CEPT/ECC Working Group Numbering and Networks (WG NaN) Mr. Johannes Vallesverd, circulated a questionnaire on the subject "Addressing transnational emergency calls in Europe". You responded to this questionnaire and WG NaN sincerely thanks you for your considered feedback.

32 responses to the questionnaire were received from 23 CEPT member countries and the vast majority of the responses were positive to the idea of the European Communications Office (ECO - the permanent office of the CEPT/ECC) hosting a database containing long form E.164 telephone numbers to facilitate inter-PSAP communications in Europe. Based on the information received, CEPT/ECC is now preparing a Feasibility Study on the matter.

One respondent stated, after coordination had taken place at the national level, that it has in principle a positive attitude towards such a database but certain conditions must be met before it would be in a position to participate including that the European Commission compulsively mandates the participation of all Member States via a European legislative process. One other respondent stated that there needs to be a proper legal basis for the database.

The CEPT/ECC proposal for the database is envisaged to be voluntary for the relevant PSAP administrations in any of the 48 CEPT member countries willing to participate. This voluntary approach is foreseen as CEPT/ECC has no mandate to oblige any private or public party to meet obligations defined by it. e.g. obliging PSAPs to participate. It should be noted however that CEPT/ECC does maintain a database containing frequency information ([EFIS](http://www.cept.org/eco/eco-tools-and-services/efis-eco-frequency-information-system)) which started out on a voluntary basis for all CEPT countries and participation was later mandated for EU Member States via an EC Decision.

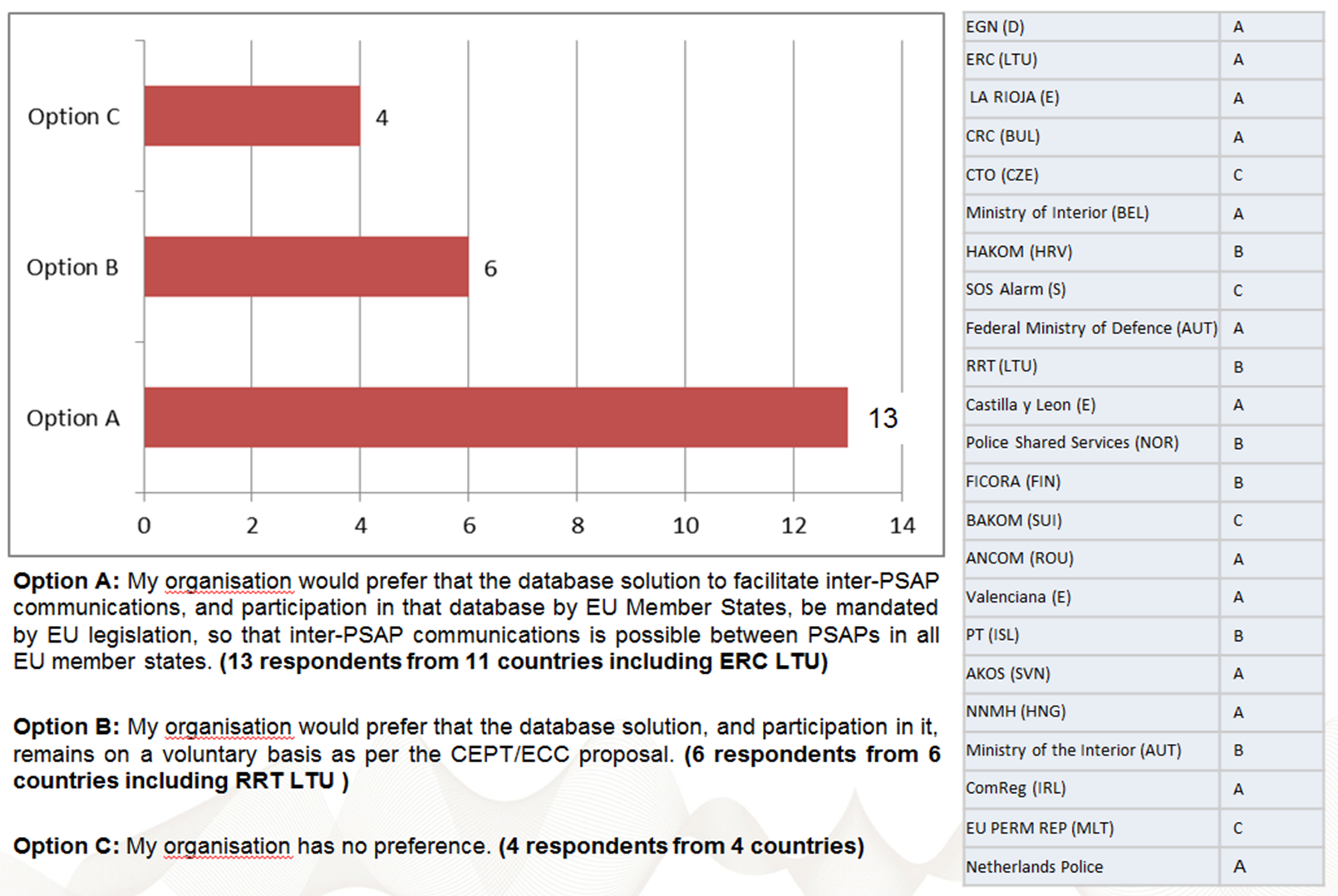
As one respondent specifically raised this issue, we would be interested in collecting further opinions on this subject and therefore we would kindly ask you to respond to two additional questions which are supplementary to your original response. Your response is kindly requested by Friday 01 April 2016.

## Responding Organisations

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Type** | **Country** |
| **Federal Ministry of Defence, Austria** | **Ministry** | **Austria** |
| **Ministry of the Interior** | **Ministry** | **Austria** |
| **Federal Public Service Interior** | **Ministry** | **Belgium** |
| **Communications Regulation Commission (CRC)** | **Admin** | **Bulgaria** |
| **Croatian post and electronic communications agency** | **PSAP** | **Croatia** |
| **Czech Telecommunication Office** | **Admin** | **Czech Republic** |
| **FICORA** | **Admin** | **Finland** |
| **Federal Network Agency, on behalf of Experten Gruppe Notruf (EGN)** | **PSAP** | **Germany** |
| **National Media and Infocommunications Authority Hungary** | **Admin** | **Hungary** |
| **Post and Telecom Administration of Iceland** | **Admin** | **Iceland** |
| **ComReg (Commission for Communications Regulation)** | **Admin** | **Ireland** |
| **Emergency Response Centre** | **PSAP** | **Lithuania** |
| **Communications Regulatory Authority of the Republic of Lithuania** | **Admin** | **Lithuania** |
| **Telecommunications Permanent Representation of Malta to the EU** | **Ministry** | **Malta** |
| **Netherlands Police** | **PSAP** | **Netherlands** |
| **Police Shared Services** | **PSAP** | **Norway** |
| **ANCOM** | **Admin** | **Romania** |
| **Agency for Communication Networks and Services of the Republic of Slovenia** | **Admin** | **Slovenia** |
| **CENTRO COORDINADOR DE EMERGENCIAS 112 - LA RIOJA** | **PSAP** | **Spain** |
| **1-1-2 de Castilla y Leon** | **PSAP** | **Spain** |
| **Generalitat Valenciana** | **PSAP** | **Spain** |
| **SOS Alarm Sverige AB** | **PSAP** | **Sweden** |
| **Federal Office of Communications (OFCOM)** | **Admin** | **Switzerland** |

## Question 1

|  |
| --- |
| **Please select one of the following options for a database solution to facilitate inter-PSAP communications in Europe:** |
| **Option A:** My organisation would prefer that the database solution to facilitate inter-PSAP communications, and participation in that database by EU Member States, be mandated by EU legislation, so that inter-PSAP communications is possible between PSAPs in all EU Member States. |
| **Option B:** My organisation would prefer that the database solution, and participation in it, remains on a voluntary basis as per the CEPT/ECC proposal. |
| **Option C:** My organisation has no preference. |



## Question 2

|  |
| --- |
| If you answered A to Question 1 above and in the event that EU Legislation is not forthcoming and considering that 20 CEPT member countries are not in the EU, would you support a voluntary solution hosted by ECO? |

