Facilitating communications between PSAPs throughout Europe

PSAP-directory (PSAP-DIR)
Contents

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- What is PSAP-DIR
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• Conférence Européenne des Administrations des Postes et des Télécommunications – CEPT
• Established in 1959 by 19 countries, which expanded to 26 during its first ten years
• Original members - public postal and telecommunications administrations
• CEPT's activities include co-operation on regulatory and technical standardisation issues
• Today 48 countries are members of CEPT
• The ECO is the permanent office of CEPT and is located in Copenhagen
COUNTRIES CONTRIBUTING TO THE FINANCING OF THE ECO

The ECO is governed by a Council, consisting of representatives of the countries contributing to the financing of the ECO. The countries are listed below and shown on the map.

In 2016, the following 35 countries were part of the ECO Council: Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Ireland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Spain, Sweden, Switzerland, Turkey, the United Kingdom and Vatican City.
CEPT Structure and Deliverables

The Chairman of the Committees (ECC, CERP and Com-ITU) form the Presidency of CEPT.

SUPPORTING CEPT

The ECO provides a Secretariat for CEPT (including its Presidency) as an umbrella organisation for its three autonomous business committees.
Relationships with European Institutions

• CEPT/ECC is **NOT** an EU body!!
• Good working relationships with EU bodies
  – Radio Spectrum Committee (RSC)
  – Radio Spectrum Policy Group (RSPG)
  – COCOM
  – BEREC (informal co-operation to avoid duplication of work)
  – EC experts active participants in ECC Working Groups

• Formal: CEPT Reports in response to mandates from the EC
• Informal: CEPT deliverables often used to inform future EC policy initiatives
CEPT/ECC work in Emergency Services

- Spectrum-related matters:
  - Harmonised frequency bands for Public Protection and Disaster Relief (PPDR) services and applications.
    - Direct Mode Operation (DMO) (ERC Decision (01)19)
    - Air-Ground-Air (AGA) (ECC Decision (06)05)

- Numbering and Networks-related matters:
  - ECC Report 074 - Access to emergency calls based on Voice over IP
  - ECC Report 143 - Practical improvements in handling 112 emergency calls: caller location information
  - ECC Report 193 - Emergency calls in VoIP environment
  - ECC Report 225 - Establishing criteria for the accuracy and reliability of the caller location information in support of emergency services
  - ECC Report 255 - The use of Assisted-Global Navigation Satellite System (A-GNSS) capabilities to improve caller location information for emergency calls
  - ECC Report 264 – Feasibility Study: PSAP-DIR
  - ECC Decision (17)05 – Harmonised prefixes and short codes in national numbering plans
Hamonisation of 112 shortcode for emergency services


LONG TERM STANDARDISATION OF NATIONAL NUMBERING PLANS

Recommendation proposed by the T/WG 7 “Services and Facilities” (SF) Working Group

Text of the revised Recommendation adopted by the “Commercial Action Committee” (CAC):

“The European Conference of Posts and Telecommunications Administrations,

considering
— that the number of people travelling abroad (especially in Europe) is increasing every year,
— that the use of the telephone service is becoming more and more frequent internationally,
— that a standardised code structure is proposed in Recommendation T/SF 2 E on new services and facilities in modern telephone systems,
— that, for people travelling abroad, it seems essential, at present, to achieve, in the first place, standardisation of the following prefixes and codes:
  a) international prefix
  b) trunk prefix
  c) emergency services number
  d) international operator’s number
  e) information service for national directory enquiries,
— that such standardisation can only be achieved in the long term,
— that standardisation of these prefixes and numbers could affect the national numbering plans of different countries,

recommends
— that when Network Operators revise their national numbering plans, they should seek to introduce
  a) as an international prefix 00
  b) as a trunk prefix 0
  and that, although a national plan will most probably utilise national numbering plans,
  c) as the number for the emergency service 112
  d) as the number for the international operator 115
  e) as the code for national directory enquiries 118.

The use of 112 as a common European number for emergency services does not exclude the parallel use of the
ECO Operational Activities supporting work of ECC

- ECO Frequency Information System (EFIS)
- Spectrum Engineering Advanced Monte Carlo Analysis Tool (SEAMCAT)
- ECC 700 MHz Coordination Information Repository
- ECC Work Programme Database
- ECO Documentation Database
- And soon…………..PSAP-DIR
“an ECO-hosted directory to facilitate inter-PSAP communications in Europe”
Background

- EENA Database for transnational emergency calls
  - Contact details for 24 PSAPs in 19 European Countries
- EENA letter to ECC - April 2015
  - Encourage greater participation by European PSAPs by putting the directory “on a more formal footing with an appropriate public European body with the experience and expertise to manage it”
- ECC Report 264 – Feasibility Study adopted in May 2017
  - Why is there a need for PSAP-DIR?
  - Is it an appropriate activity for the ECC?
  - Are their risks for the ECO?
  - Legal and cost considerations
- ECC decided to proceed in June 2017
- ECO Council, following consideration of financial and legal aspects, agreed to commit resources to the project in December 2017.
Participation is voluntary and free of charge for PSAPs.

Secure portal. Unique watermarked and password protected .pdf can be downloaded by authorised PSAP representatives and used locally.

New entries/updates communicated to participating PSAPs immediately.

PSAPs take ownership of their contact information in the directory.

Contains the following information:

- PSAP Name, Country, Telephone Number, Non-Personal email address, PSAP type (primary, backup, police, fire, ambulance etc.)

No interference in Emergency Services activities.
• Project Kick-Off (13 February 2018 – web meeting with stakeholders)
• Parallel running of administrative and technical work (February 2018 – September 2018)
  • Administrative tasks –
    • Notification to current EENA transnational DB members to obtain letter from relevant national authority and sign participation agreement with ECO (notification sent 19 February 2018)
    • Notification to all other PSAPs at EENA conference (25-27 April 2018)
  • Technical tasks – Software development and testing – in progress.
• ECO will be technically ready by August 2018
• EENA to discontinue transnational database from 01 December 2018
Administrative Steps

1. Letter

2. Letter and access request

3. Notify

4. Sign participation agreement

5. Create PSAP entry and user accounts

6. Provide login credentials to national PSAP contact points

National Ministry/Authority

National CEPT Administration

ECO PSAP-DIR Admin

National PSAP

Technical Steps

7. Login and enter/edit PSAP contact information

National PSAP Contact Point

PSAP-DIR

9. Download .pdf of all contact information for use

8. Notify all PSAP national contact points that PSAP-DIR has been updated

National PSAP Contact 1, 2, 3, 4, 5 etc.
• Letters received from relevant national authorities from Croatia, Czech Republic, Finland, Georgia, Ireland, Latvia, Poland and Romania (8).
• Letters in progress from Estonia, Lithuania, Slovak Republic, Sweden, The Netherlands and UK.

“If you want to participate or have any questions then please contact me!”
Any questions?

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